

Table 2. Percentage of Icelandic youth aged 17–20 who identified selected measures of availability and quality of care as very important or important, and mean values (and standard deviations) of importance score, by measure, all according to area of residence

Measure	% important or very important				Importance score				t-test	p
	N	Total	In Reykjavik	Outside Reykjavik	In Reykjavik		Outside Reykjavik			
					N	Mean	N	Mean		
AVAILABILITY										
Geographic availability										
Service close to home	1,698	81.3	77.1	87.6	992	4.0(0.93)	693	4.3(0.87)	-6.78	.000***
Service discrete	1,697	40.5	41.4	39.0	990	3.3(1.06)	694	3.3(1.10)	0.12	.902
Economic availability										
Free service	1,690	63.1	69.0	55.2	989	3.9(0.99)	688	3.6(1.05)	5.48	.000***
Administrative availability: service arrangement										
Enough time for discussion	1,699	96.7	96.0	98.0	992	4.5(0.59)	694	4.6(0.53)	-1.57	.115
Comfortable environment	1,694	88.1	87.6	89.0	987	4.3(0.79)	694	4.3(0.77)	-1.04	.297
Pelvic examination not at first visit	1,449	47.4	47.6	47.4	842	3.5(1.09)	597	3.5(1.04)	-0.25	.803
Administrative availability: equal access										
Service for people in and not in a sexual relationship	1,698	87.6	85.7	90.2	991	4.4(0.85)	694	4.5(0.75)	-2.45	.014*
Service for both genders	1,692	73.0	69.7	78.0	987	4.1(0.98)	692	4.3(0.94)	-3.54	.000***
Service for heterosexuals and homosexuals	1,690	69.1	67.2	71.9	987	4.0(1.02)	690	4.2(1.00)	-2.53	.011*
Administrative availability: easy access										
Convenient opening hours	1,693	91.6	92.3	90.7	992	4.3(0.67)	688	4.3(0.70)	1.75	.080
Short waiting time for appointment	1,692	72.8	73.4	71.9	986	3.9(0.88)	693	3.9(0.92)	1.04	.298
Can attend with someone else	1,694	71.3	70.9	72.1	988	3.9(0.98)	694	3.9(0.86)	-1.48	.138
Walk-in service	1,695	56.8	60.4	51.6	988	3.7(0.96)	694	3.5(0.96)	3.49	.000***
Administrative availability: anonymity										
Unlikely to meet parents there	1,675	48.6	51.3	44.6	976	3.6(1.13)	686	3.4(1.18)	3.31	.001***
Not have to tell telephone number	1,690	46.7	49.6	42.5	988	3.6(1.10)	689	3.4(1.13)	2.86	.004**
Not have to tell name	1,693	42.8	45.4	39.1	990	3.5(1.10)	690	3.3(1.13)	3.27	.001***
Administrative availability: gender preferences										
Examiner is female	1,583	43.1	43.6	42.9	933	3.5(1.08)	639	3.5(1.06)	-0.44	.658
Examiner is male	1,279	8.2	8.9	7.0	773	2.8(0.91)	494	2.8(0.80)	0.26	.792
Counselor is female	1,672	31.0	31.3	30.7	977	3.3(1.06)	683	3.3(1.00)	-0.01	.985
Counselor is male	1,489	6.9	6.6	7.4	866	2.7(0.85)	612	2.8(0.76)	-1.60	.109
Administrative availability: educational material										
Videos suitable for young people	1,681	54.3	52.1	57.8	981	3.5(1.00)	687	3.6(0.97)	-1.51	.131
Posters suitable for young people	1,680	44.1	42.4	46.9	984	3.2(1.08)	684	3.4(1.04)	-2.13	.033*
QUALITY OF CARE										
Client-provider interaction										
Counselor listens actively	1,693	99.5	99.5	99.6	987	4.8(0.40)	693	4.9(0.35)	-2.27	.023*
Staff has friendly attitude	1,687	99.3	99.0	99.7	985	4.9(0.36)	689	4.9(0.33)	-0.70	.478
Staff has respect for young people	1,690	98.9	98.9	98.8	987	4.8(0.42)	690	4.8(0.42)	0.13	.893
Client feels good during visit	1,693	98.9	99.0	98.8	990	4.8(0.42)	690	4.8(0.42)	-0.63	.526
Counselor shows understanding	1,695	98.9	98.4	99.6	988	4.7(0.48)	694	4.8(0.38)	-3.16	.002**
Client can ask any question about sexuality	1,701	97.0	96.8	97.7	993	4.7(0.50)	695	4.8(0.48)	-0.96	.335
Client can make decisions about contraceptive methods	1,695	89.0	89.0	89.1	990	4.4(0.70)	692	4.4(0.71)	-1.25	.209
Client can discuss matters privately with the counselor	1,698	98.3	98.1	98.6	992	4.7(0.48)	693	4.7(0.49)	0.73	.463
Service protects absolute confidentiality	1,690	88.0	86.4	90.2	990	4.4(0.93)	687	4.6(0.80)	-3.38	.001***

*p<.05 **p<.01 ***p<.001. Note: Importance score assigns a value of 5 to the response "very important," 4 to the response "important," 3 to the response "neutral," 2 to the response "not very important" and 1 to the response "not at all important."