

**Table 3. Percentage of Icelandic youth aged 17–20 who identified selected measures of availability and quality of care as very important or important, and mean value (and standard deviation) of importance score, by measure, all according to gender**

Measure	% important or very important				Importance score				t-test	P
	N	Total	Female	Male	Female		Male			
					N	Mean	N	Mean		
<b>AVAILABILITY</b>										
<b>Geographic availability</b>										
Service close to home	1,698	81.3	82.8	74.3	1,419	4.2(0.90)	272	3.9(0.95)	-4.04	.000***
Service discrete	1,697	40.5	40.1	43.0	1,418	3.3(1.08)	272	3.3(1.07)	0.29	.765
<b>Economic availability</b>										
Free service	1,690	63.1	63.1	63.4	1,413	3.8(1.02)	270	3.8(1.09)	0.10	.919
<b>Administrative availability: service arrangement</b>										
Enough time for discussion	1,699	96.7	97.4	93.4	1,419	4.6(0.55)	273	4.3(0.62)	-6.59	.000***
Comfortable environment	1,694	88.1	89.5	80.6	1,414	4.3(0.76)	273	4.1(0.85)	-4.98	.000***
<b>Administrative availability: equal access</b>										
Service for people in and not in a sexual relationship	1,698	87.6	88.2	84.5	1,420	4.5(0.80)	271	4.3(0.85)	-3.63	.000***
Service for both genders	1,692	73.0	72.2	78.5	1,415	4.2(0.98)	270	4.2(0.88)	-1.14	.254
Service for heterosexuals & homosexuals	1,690	69.1	72.2	53.1	1,412	4.2(0.96)	271	3.6(1.16)	-7.02	.000***
<b>Administrative availability: easy access</b>										
Convenient opening hours	1,693	91.6	92.6	86.7	1,414	4.3(0.68)	272	4.2(0.70)	-3.27	.001***
Short waiting time for appointment	1,692	72.8	73.1	72.1	1,413	3.9(0.90)	272	3.9(0.85)	-0.28	.777
Can attend with someone else	1,694	71.3	73.5	60.0	1,417	3.9(0.87)	270	3.6(0.88)	-4.95	.000***
Walk-in service	1,695	56.8	55.4	64.6	1,417	3.6(0.97)	271	3.7(0.93)	2.36	.020*
<b>Administrative availability: anonymity</b>										
Unlikely to meet parents there	1,675	48.6	48.2	50.6	1,399	3.5(1.15)	269	3.5(1.17)	0.94	.345
Not have to tell telephone number	1,690	46.7	45.6	52.0	1,410	3.5(1.13)	273	3.6(1.03)	2.32	.020*
Not have to tell name	1,693	42.8	41.7	48.9	1,414	3.4(1.13)	272	3.6(1.03)	2.49	.013*
<b>Administrative availability: gender preferences</b>										
Examiner is female	1,583	43.1	47.3	13.8	1,381	3.6(1.07)	196	3.0(0.93)	-8.20	.000***
Examiner is male	1,279	8.2	5.1	22.1	1,048	2.7(0.83)	226	3.1(0.96)	7.49	.000***
Counselor is female	1,672	31.0	34.6	12.6	1,404	3.4(1.06)	261	2.9(0.86)	-7.23	.000***
Counselor is a male	1,489	6.9	5.7	12.6	1,220	2.7(0.80)	262	2.9(0.84)	3.78	.000***
<b>Administrative availability: educational material</b>										
Videos suitable for young people	1,681	54.3	55.1	51.3	1,403	3.5(0.98)	271	3.4(1.03)	-1.49	.136
Posters suitable for young people	1,680	44.1	45.5	37.8	1,403	3.3(1.06)	270	3.2(1.08)	-1.93	.053
<b>QUALITY OF CARE</b>										
<b>Client-provider interaction</b>										
Counselor listens actively	1,693	99.5	99.7	98.2	1,413	4.9(0.34)	273	4.7(0.53)	-6.00	.000***
Staff has friendly attitude	1,687	99.3	91.1	73.2	1,408	4.9(0.30)	272	4.7(0.50)	-6.29	.000***
Staff has respect for young people	1,690	98.9	99.0	98.1	1,411	4.8(0.40)	272	4.7(0.51)	-3.93	.000***
Client feels good during the visit	1,693	98.9	99.4	96.6	1,415	4.8(0.38)	271	4.6(0.55)	-7.26	.000***
Counselor shows understanding	1,695	98.9	99.0	98.5	1,415	4.8(0.41)	273	4.6(0.54)	-4.75	.000***
Client can ask any question about sexuality	1,701	97.0	97.5	94.5	1,421	4.8(0.47)	273	4.6(0.62)	-3.94	.000***
Client can make decisions about contraceptive methods	1,695	89.0	90.1	82.6	1,417	4.4(0.69)	271	4.2(0.76)	-4.15	.000***
Client can discuss matters privately with the counselor	1,698	98.3	98.9	95.2	1,420	4.8(0.45)	271	4.5(0.61)	-5.39	.000***
Service protects absolute confidentiality	1,690	88.0	89.6	78.9	1,413	4.5(0.83)	270	4.2(1.08)	-5.18	.000***

\*p<.05. \*\*p<.01. \*\*\*p<.001.