

Table 4. 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 contraceptive service utilization

Measure	% important or very important				Importance score				t-test	P
	N	Total	Never used	Used	Never used		Used			
					N	Mean	N	Mean		
AVAILABILITY										
Geographic availability										
Service close to home	1,698	81.3	80.3	82.9	455	4.0(0.92)	908	4.2(0.90)	−2.20	.027*
Service discrete	1,697	40.5	43.7	37.2	456	3.3(1.06)	907	3.2(1.08)	1.63	.103
Economic availability										
Free service	1,690	63.1	64.1	63.1	452	3.8(1.00)	904	3.8(1.03)	0.00	1.000
Administrative availability: service arrangement										
Enough time for discussion	1,699	96.7	95.6	97.5	456	4.4(0.59)	908	4.6(0.55)	−4.24	.000***
Comfortable environment	1,694	88.1	85.9	90.0	454	4.2(0.80)	905	4.3(0.77)	−2.51	.012*
Pelvic examination not at first visit	1,449	47.4	48.6	43.7	288	3.6(0.99)	878	3.4(1.12)	2.89	.004**
Administrative availability: equal access										
Service for people in and not in a sexual relationship	1,698	87.6	88.1	87.3	455	4.4(0.81)	908	4.5(0.82)	−0.93	.351
Service for both sexes	1,692	73.0	73.7	73.4	453	4.2(0.96)	905	4.2(0.97)	−0.14	.887
Service for heterosexuals and homosexuals	1,690	69.1	67.8	71.7	453	4.0(1.09)	902	4.2(0.97)	−2.34	.019*
Administrative availability: easy access										
Convenient opening hours	1,693	91.6	90.7	93.2	453	4.3(0.68)	904	4.4(0.67)	−1.66	.097
Short waiting time for appointment	1,692	72.8	71.9	74.4	452	3.9(0.87)	907	3.9(0.90)	−0.19	.844
Can attend with someone else	1,694	71.3	71.2	72.8	452	3.9(0.86)	907	3.9(0.88)	−0.50	.612
Walk-in service	1,695	56.8	63.4	54.3	454	3.7(0.91)	909	3.6(0.99)	2.96	.003**
Administrative availability: anonymity										
Unlikely to meet parents there	1,675	48.6	51.7	43.4	453	3.5(1.10)	894	3.4(1.19)	2.75	.006**
Not have to tell telephone number	1,690	46.7	50.2	41.4	456	3.6(1.06)	900	3.4(1.15)	3.17	.002***
Not have to tell name	1,693	42.8	46.9	37.9	454	3.5(1.06)	904	3.3(1.15)	3.51	.000***
Administrative availability: gender preferences										
Examiner is female	1,583	43.1	40.4	40.6	403	3.5(1.05)	869	3.5(1.09)	0.24	.806
Examiner is male	1,279	8.2	11.5	6.2	349	2.9(0.90)	706	2.7(0.84)	2.28	.023*
Counselor is female	1,672	31.0	26.2	29.9	450	3.2(1.04)	893	3.3(1.04)	−1.34	.179
Counselor is male	1,489	6.9	7.0	5.9	415	2.8(0.82)	799	2.7(0.80)	0.43	.663
Administrative availability: educational material										
Videos suitable for young people	1,681	54.3	55.2	56.5	451	3.5(0.98)	899	3.6(0.99)	−1.17	.241
Posters suitable for young people	1,680	44.1	43.3	46.4	453	3.2(1.07)	898	3.3(1.06)	−1.32	.186
QUALITY OF CARE										
Client-provider interaction										
Counselor listens actively	1,693	99.5	99.3	99.8	455	4.8(0.43)	906	4.9(0.35)	−3.83	.000***
Staff has friendly attitude	1,687	99.3	81.9	91.6	453	4.8(0.44)	901	4.9(0.29)	−4.83	.000***
Staff has respect for young people	1,690	98.9	98.5	99.2	452	4.7(0.46)	904	4.8(0.39)	−3.05	.002**
Client feels good during the visit	1,693	98.9	98.0	99.3	453	4.7(0.49)	907	4.8(0.38)	−4.09	.000***
Counselor shows understanding	1,695	98.9	98.9	99.3	456	4.7(0.48)	905	4.8(0.40)	−3.62	.000***
Client can ask any question about sexuality	1,701	97.0	95.0	98.6	455	4.7(0.58)	910	4.8(0.42)	−4.08	.000***
Client can make decisions about contraceptive methods	1,695	89.0	86.1	91.9	453	4.3(0.74)	909	4.4(0.67)	−3.97	.000***
Client can discuss matters privately with the counselor	1,698	98.3	98.6	97.5	453	4.7(0.55)	909	4.8(0.45)	−3.01	.003**
Service protects absolute confidentiality	1,690	88.0	85.7	88.0	454	4.4(0.95)	904	4.5(0.89)	−1.23	.218

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