

## Supplementary File S1

Supplementary File S1 contains the full research instrument used for data collection.

### A. Research Instrument

#### Clinical Laboratory Service Perception Questionnaire (CLSPQ)

**Instructions:** Please think about your most recent experience using the clinical laboratory services at Sentra Medika Cikarang Hospital. For each statement below, indicate your level of agreement by circling the appropriate number (1-5).

#### Response Scale for All Items:

**1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree**

#### A1: CLSPQ Items and Response Scale

Domain	Item No.	Item Description	Response Scale (Circle One)
<b>A. Laboratory Room Conditions</b>	1	The laboratory room is bright and well lit.	1 2 3 4 5
	2	The laboratory room feels clean and hygienic.	1 2 3 4 5
	3	The air circulation/ventilation in the laboratory is good.	1 2 3 4 5
	4	The temperature in the laboratory room is comfortable.	1 2 3 4 5
	5	The layout makes it easy for patients to move around.	1 2 3 4 5
<b>B. Waiting Room Comfort</b>	6	The waiting area is comfortable and clean.	1 2 3 4 5
	7	The waiting area has enough seats for patients and families.	1 2 3 4 5
	8	The waiting area is not overly crowded.	1 2 3 4 5
	9	The waiting area is adequately ventilated and not too hot.	1 2 3 4 5

<b>C. Laboratory Information</b>	10	Information about laboratory services is provided clearly.	1 2 3 4 5
	11	Staff explain procedures in a way I can understand.	1 2 3 4 5
	12	Signage/posters are easy to see and understand.	1 2 3 4 5
<b>D. Laboratory and Restroom Cleanliness</b>	13	The laboratory room is very clean.	1 2 3 4 5
	14	Floors and surfaces are kept clean.	1 2 3 4 5
	15	Toilets are clean and odorless.	1 2 3 4 5
	16	Hand-washing facilities are clean and functioning.	1 2 3 4 5
<b>E. Queue Time</b>	17	Waiting time from registration to specimen collection is not long.	1 2 3 4 5
	18	Test results are available within reasonable time.	1 2 3 4 5
	19	The queue system is orderly.	1 2 3 4 5
<b>F. Availability of Test Types</b>	20	All types of tests I need are available.	1 2 3 4 5
	21	It is easy to access tests requested by my doctor.	1 2 3 4 5
	22	I don't need to go elsewhere to complete my tests.	1 2 3 4 5

**Total Items: 22**