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Satisfaction of dairy farmers towards attributes of services rendered by privately practicing para-vets at farmers' doorstep in different states of India

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Supplementary Table 1. Selection of statements for scale to measure the satisfaction of farmers towards para-veterinary services and their weightage

Sl. No.	Attribute of roles and services delivered by para-vets	1st run of factor analysis		2nd run of factor analysis		3rd run of factor analysis	
		Communalities		Communalities		Communalities	
		Initial	Extraction	Initial	Extraction	Initial	Extraction
D1	*Efficient utilization of services*						
X1	Accessibility to obtain the animal health services through para-vets	1.000	.891	1.000	.889	1.000	.874
X2	Effectiveness of para-veterinary services to cure disease and reduce mortality rate	1.000	.858	1.000	.881	1.000	.873
X3	Efficiency of para-vets to utilize the disease testing, sampling, and services of veterinarians whenever needed	1.000	.780	1.000	.792	1.000	.796
X4	Try to handle complex cases by themselves through experience, trial and error method	1.00	.694*				
X5	Equal priority to all category of farmers irrespective of socio-economic conditions	1.000	.841	1.000	.848	1.000	.839
X6	Able to satisfy the client needs and expectation through service quality	1.000	.808	1.000	.802	1.000	.806
X7	Empathetic and helping in nature with caring attitude	1.000	.774	1.000	.773	1.000	.791
D2	*Cost of service provided*						
X8	On-time service delivery vis-à-vis availability	1.000	.825	1.000	.839	1.000	.840
X9	Carry and prescribe drugs easily obtainable from drug store	1.000	.754	1.000	.768	1.000	.774
X10	Charge rationally for only those services for which the utility could be perceived for farmers	1.00	.772	1.00	.691**		
X11	Affordability to pay for services delivered	1.000	.790	1.000	.790	1.000	.796
X12	Availability of vaccines as per government vaccination programmes and schedule time of vaccination doses	1.000	.794	1.000	.792	1.000	.785
X13	Justifiable charge for the rendered services	1.000	.786	1.000	.781	1.000	.789
X14	Generic drugs and cost of drugs in terms of economic affordability	1.000	.885	1.000	.880	1.000	.887
D3	*Behavioural aspects*						
X15	Nursing care and conduct towards animals with proper recognition of behaviour during AI, PD, and minor surgical treatments	1.000	.850	1.000	.863	1.000	.866
X16	Having warm relation with peer staff and professionals	1.000	.902	1.000	.094	1.000	.091
X17	Resolve animal health problems and meet the need of farmers for desired services	1.000	.759	1.000	.763	1.000	.773
X18	Perceived needs, feasibility and behavioural actions in turn met by counselling	1.000	.828	1.000	.824	1.000	.828
X19	Fodder enrichment and conservation practices	1.000	.648*				
X20	Timely information about outbreak of any disease	1.000	.718	1.000	.715**		
D4	*Avoidance of inappropriate/ill practices*						
X21	Avoid wilful and unreasonable administration of any injurious drug or injurious substance	1.000	.934	1.000	.918	1.000	.921

Supplementary Table 1. (*Concluded*)

Sl. No.	Attribute of roles and services delivered by para-vets	1st run of factor analysis		2nd run of factor analysis		3rd run of factor analysis	
		Communalities		Communalities		Communalities	
		Initial	Extraction	Initial	Extraction	Initial	Extraction
X22	Not going for mutilating or killing by using strychnine injections in the heart or any other unnecessarily cruel manner	1.000	.846	1.000	.847	1.000	
X23	Don't prefer the injection of oxytocin to their milch animals to induce milk, which is injurious to health	1.000	.762	1.000	.735**		.841
X24	Strictly avoid and aware of *phooka* (forceful blowing of air into a cow's vagina or sometimes anus)	1.000	.756	1.000	.747**		
X25	Avoid wilful and unreasonable administration of any injurious drug or substance	1.000	.797	1.000	.802	1.000	
X26	Avoid giving antibiotics especially fourth generation and broad-spectrum ones	1.000	.788	1.000	.779	1.000	.816
X27	Avoid self-diagnosis in complex situation after past treatment failure	1.000	.653*				.781
D5	*Extension and advisory services*						
X28	Participation in vaccination campaigns	1.000	.927	1.000	.904	1.000	
X29	Organisation of field days and demonstrations	1.000	.844	1.000	.837	1.000	.928
X30	Consultancy services on animal husbandry practices	1.000	.869	1.000	.874	1.000	.829
X31	Surveillance to general notifiable diseases	1.000	.782	1.000	.776	1.000	.852
X32	Extension role in awareness campaigns and disease outbreak	1.000	.804	1.000	.809	1.000	.779
X33	Organization of field days and demonstrations	1.000	.685*				.801
X34	Active participation in controlling disease, helping farmers to get loan and insurance	1.000	.637*				
X35	Distribution of mineral mixture packets/ concentrate feed and fodder seedlings	1.000	.727	1.000	.724**		
D6	*Animal welfare aspects*						
X36	Avoid pain and injury during disease treatment	1.000	.796	1.000	.801	1.000	
X37	Avoid fear and distress to animal during disease treatment	1.000	.803	1.00	.785	1.00	.808
X38	Consider animals to express normal behaviour at execution of para-veterinary services	1.000	.812	1.00	.816	1.00	.798
X39	Prevention of disease or rapid diagnosis and treatment	1.000	.846	1.00	.837	1.00	.815
X40	Ensured conditions and treatment which avoid mental suffering	1.000	.765	1.000	.759	1.000	.806
X41	Dehorning service under proper sedation/restraint and local or general anaesthesia	1.000	.702	1.000	.714**		.756

*Statements dropped after the 1st run of factor analysis as their communality's values were below the cut-off (0.75); **, Statements dropped after the 2nd run of factor analysis as its communality value was below the cut-off (0.75); NB, Principal Component Analysis was used for extraction.

Supplementary Table 2. Explanatory variables used and their expected signs in OLR

Explanatory variable	Measurement	Expected sign
Age of dairy farmer	Years	+
Education of dairy farmer	Years of schooling	-
Experience in dairy farming	Number of years	+
Herd size	Number of animals on a farm	-
Land holding	Hectares	+
Annual income	Rupees	-
Distance from the veterinary clinic	Kilometers	+

Note: + Sign indicates positive relationship of independent variables with dependent variable, and vice versa.