Table 7 Clients' satisfaction with voluntary counselling and testing (VCT) services by type of centre Variable Mobile VCT (n = Fixed VCT (n = 343)Total (n = 928)x2-value P-value 585) No. No. No. Overall the services I received were satisfactory 578 98.8 338 98.5 916 98.7 FE 0.768 A staff member greeted me on my 96.4 337 98.3 901 2.59 564 971 0.107 I was able to see someone within 30 minutes of arrival 559 95.6 334 97.4 893 96.2 1.98 0.160 I had a place to sit while I was waiting 525 89.7 343 100.0 868 93.5 37.61 0.001 The counsellor greeted me when I saw him/her 573 97.9 343 100.0 916 98.7 FE 0.005 The counsellor introduced himself to 88.0 95.3 13.71 me and gave his/her name 515 327 842 90.7 0.001The counsellor listened actively to me 568 97.1 343 100.0 911 10.15 0.001 98.2 The counsellor summarized the main issues discussed 542 92.6 339 98.8 94.9 17.20 0.001The counsellor repeated and reinforced important information 536 91.6 336 98.0 872 94.0 15.31 0.001 I talked about having an HIV test with my counsellor 544 93.0 337 98.3 881 94.9 12.44 0.001 The counsellor gave me time to absorb 94.2 337 98.3 888 8.65 0.003 information and to respond 95.7 The counsellor gave me information in clear and simple terms 569 97.3 340 99.1 909 98.0 3.73 0.053The counsellor had up-to-date knowledge about HIV 561 95.9 334 97.4 895 96.4 1.38 0.240The counsellor talked about sensitive issues plainly and appropriately to the 559 95.6 338 98.5 897 96.7 5.97 0.015 culture I talked about having HIV test with my counsellor 523 89.4 338 98.5 861 92.8 26.97 0.001I talked about receiving HIV test result with my counsellor 505 86.3 326 95.0 831 89.5 17.56 0.001I talked about issues arising from 300 51.3 237 69.1 537 57.9 28.14 0.001 previous and/or current HIV testing The counsellor made me comfortable 5.26 0.022talking to him/her 569 97.3 341 99.4 910 98.1 I felt that the confidentiality of my test 581 99.3 343 100.0 924 99.6 FE 0.303 results/information was well guarded I felt all my questions were welcomed and answered 570 97.4 338 98.5 908 97.8 1.26 0.263

338

166

263

336

87.7

37.3

49.9

99.1

218

292

580

98.5

48.4

76.7

98.0

851

384

555

916

91.7

41.4

59.8

98.7

33.45

11.05

64.42

2.38

0.001

0.001

0.001

0.123

I gained practical guidance on dealing

I intend to discuss my test results with

I learnt something new from the video and/or the brochures in the waiting

I intend to tell others about this service

with HIV/AIDS issues

my partner

FE = Fisher exact test.