Reviewer's report

Title: Community Satisfaction with the Urban Health Extension Service in South Ethiopia and Associated Factors

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Reviewer: Ireen Namakhoma

Reviewer's report:

Community Satisfaction with the Urban Health Extension Service in South Ethiopia and associated factors.

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The question posed by the authors is well defined and this is an area of interest to those with closely related research interests, particularly as it is focusing on community health workers within an urban setting. The English is well written and is acceptable and the title and the paper conveys what has been found. Most of the quantitative methods are well described including the respondents and the data collection processes and the analysis.

Major compulsory revisions

1. The description of the qualitative methods is rather weak. It would be useful if the authors stated –
   a. what was the purpose of conducting qualitative interviews / what were the objectives that the qualitative data was trying to respond to?
   b. Provide more information on the participants in the qualitative interviews? Were they mixed gender FGDs or were men interviewed separately from women?

2. Why were model families targeted for the interviews – are there limitations in only interviewing this group as they might have a bigger chance of interacting with the Community health workers than other families?

3. What is the role of village health committees in the UHEP program and why were they included as study respondents.

4. The sampling procedure was not very clear in the methods section – were the total sample size distributed within all towns proportionate to household size or was it proportionate to number of households?

5. How was the eligibility criteria defined for the study respondents in the quantitative study?

6. The authors should include the limitations of the study

Discretionary revisions

1. Only half of the participants felt that females were competent to deliver services – are there differences by males and females in how they perceive the competency of female health extension workers.
Minor essential revisions

2. Last paragraph (paragraph number 5) under Background section - the authors have forgotten the word ‘to’ in between ‘this study tries provide insight’.

3. The description of the model family in the fourth paragraph of the Discussion Section should come earlier and if possible in the background section as these are mentioned in the description of the methods and the respondents.

**Level of interest:** An article whose findings are important to those with closely related research interests

**Quality of written English:** Acceptable

**Statistical review:** Yes, but I do not feel adequately qualified to assess the statistics.

**Declaration of competing interests:**

I declare that I have no competing interests.