Probing questions used in semi-structured interviews

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| What is your opinion about the antibiotics use in Iran? (ice-breaking question) |
| What are the agents (key players) relevant to this system? |
| Which organizations or individuals do you have interaction with in this system? What interactions can you identified in this system? |
| What are the rules and regulations of antibiotics use that you have to obey? |
| How the information flow through the system? How do you get access to the information you need? |
| What are the feedback mechanisms run in the system? |
| What are the values of the system? When have you been encouraged or punished or even penalized? |

Probing questions used in FGDs

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| Have you ever taken antibiotics? Explain your experience for us. (ice-breaking question) |
| How do you usually get antibiotics? By a physician’ prescription or OTC or leftover antibiotics or other ways? |
| Do you know about the rules and regulations of antibiotics use in Iran? |
| How do you usually get information about taking antibiotics? How do you find that information? |
| Under what circumstances, you would be satisfied with the use of antibiotics? What is your expectations? |