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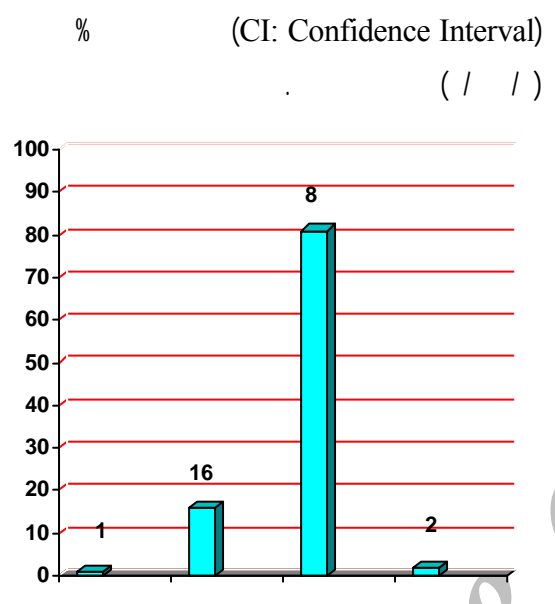
(cross sectional)

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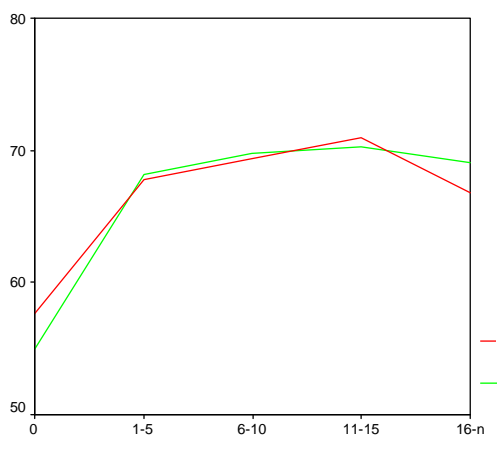
(CI: Confidence Interval)

(Verona Service Satisfaction Scale- VSSS 32)

T.K.Greenfield & Attkisson



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