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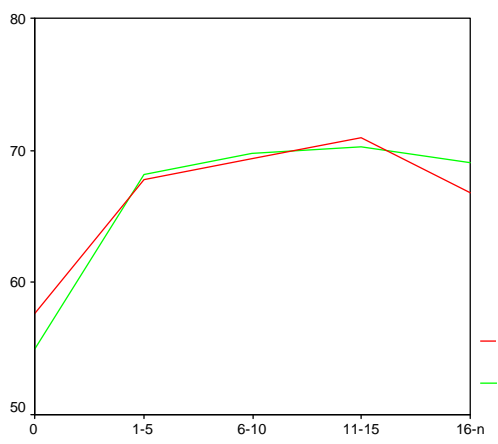
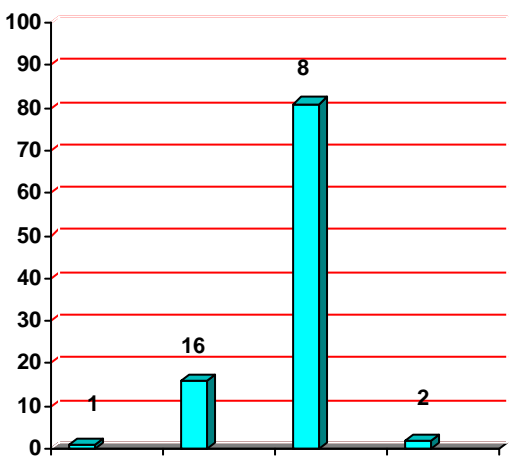
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% (CI: Confidence Interval) (Verona Service Satisfaction Scale- VSSS 32)
T.K.Greenfield & Attkisson

% (CI: Confidence Interval)
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