

TABULASI DATA RESPONDEN PASIEN RSUD TARAKAN

| No | Item 1 | Item 2 | Item 3 | Item 4 | Item 5 | Item 6 | Item 7 | Item 8 | Item 9 | Item 10 | Kep. pasien | Item 1 | Item 2 | Item 3 | Item 4 | Item 5 | Item 6 | Item 7 | Item 8 | loyalitas | UR | JK | PDK | PJK | SK |
|----|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-----------|----|----|-----|-----|----|
| 1 | 3 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 28 | 4 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 23 | 45 | 2 | 4 | 2 | 2 |
| 2 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 28 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 22 | 36 | 1 | 3 | 3 | 2 |
| 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 31 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 21 | 20 | 2 | 2 | 1 | 1 |
| 4 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 2 | 29 | 3 | 2 | 4 | 2 | 2 | 3 | 3 | 3 | 22 | 20 | 2 | 5 | 1 | 1 |
| 5 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 31 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 26 | 37 | 2 | 3 | 3 | 2 |
| 6 | 4 | 3 | 2 | 2 | 4 | 3 | 4 | 3 | 4 | 4 | 33 | 4 | 3 | 2 | 3 | 3 | 1 | 3 | 3 | 22 | 47 | 2 | 2 | 3 | 2 |
| 7 | 3 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 36 | 4 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 26 | 40 | 1 | 4 | 3 | 2 |
| 8 | 3 | 3 | 3 | 2 | 1 | 3 | 4 | 3 | 4 | 4 | 30 | 4 | 3 | 2 | 3 | 3 | 2 | 4 | 4 | 25 | 34 | 2 | 3 | 2 | 2 |
| 9 | 4 | 4 | 3 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 36 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 25 | 31 | 2 | 4 | 3 | 1 |
| 10 | 4 | 4 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 35 | 4 | 3 | 2 | 3 | 3 | 3 | 4 | 4 | 26 | 28 | 1 | 4 | 3 | 2 |
| 11 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 32 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 23 | 38 | 1 | 4 | 3 | 2 |
| 12 | 4 | 3 | 2 | 3 | 2 | 3 | 4 | 2 | 3 | 4 | 30 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 24 | 38 | 1 | 4 | 3 | 1 |
| 13 | 3 | 3 | 3 | 3 | 1 | 4 | 4 | 3 | 4 | 4 | 32 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 24 | 40 | 1 | 4 | 2 | 1 |
| 14 | 3 | 3 | 3 | 4 | 2 | 3 | 3 | 3 | 4 | 4 | 32 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 23 | 42 | 2 | 5 | 3 | 2 |
| 15 | 4 | 3 | 3 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 35 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 24 | 31 | 1 | 4 | 3 | 2 |
| 16 | 3 | 3 | 2 | 3 | 1 | 3 | 3 | 2 | 4 | 4 | 28 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 25 | 22 | 1 | 3 | 1 | 1 |
| 17 | 3 | 3 | 1 | 4 | 2 | 3 | 3 | 3 | 4 | 4 | 30 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 4 | 22 | 52 | 1 | 5 | 4 | 2 |
| 18 | 4 | 3 | 2 | 4 | 1 | 3 | 3 | 4 | 4 | 4 | 32 | 3 | 3 | 3 | 1 | 4 | 2 | 4 | 4 | 24 | 27 | 1 | 5 | 4 | 2 |
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| 23 | 3 | 3 | 2 | 4 | 1 | 3 | 3 | 3 | 3 | 3 | 28 | 3 | 3 | 4 | 1 | 3 | 1 | 3 | 3 | 21 | 36 | 2 | 4 | 3 | 2 |
| 24 | 3 | 3 | 2 | 3 | 1 | 3 | 3 | 4 | 3 | 4 | 29 | 3 | 3 | 2 | 2 | 3 | 1 | 3 | 4 | 21 | 37 | 2 | 5 | 2 | 2 |
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| 44 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 4 | 3 | 3 | 29 | 3 | 3 | 2 | 2 | 3 | 1 | 3 | 3 | 20 | 34 | 1 | 5 | 5 | 2 |
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| 47 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 | 4 | 3 | 3 | 1 | 4 | 2 | 3 | 3 | 23 | 30 | 1 | 5 | 5 | 2 |

TABULASI DATA RESPONDEN PASIEN RSUD TARAKAN

| | | | | | | | | | | | | | | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|-----------|---|---|---|---|---|---|---|---|-----------|----|---|---|---|---|
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| 55 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 28 | 4 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 23 | 30 | 1 | 5 | 5 | 1 |
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| 61 | 3 | 4 | 3 | 3 | 2 | 4 | 4 | 3 | 4 | 3 | 33 | 4 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 26 | 24 | 2 | 5 | 3 | 1 |
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| 64 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 34 | 4 | 3 | 2 | 3 | 3 | 3 | 4 | 4 | 26 | 32 | 2 | 3 | 3 | 1 |
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| 74 | 4 | 3 | 3 | 3 | 1 | 4 | 3 | 3 | 4 | 4 | 32 | 4 | 3 | 2 | 3 | 3 | 2 | 3 | 4 | 24 | 42 | 2 | 5 | 2 | 2 |
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| 78 | 3 | 4 | 1 | 2 | 2 | 3 | 4 | 4 | 4 | 3 | 30 | 4 | 3 | 2 | 3 | 3 | 2 | 3 | 4 | 24 | 40 | 2 | 5 | 4 | 2 |
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| 88 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 2 | 3 | 29 | 3 | 3 | 3 | 2 | 3 | 1 | 3 | 3 | 21 | 40 | 1 | 5 | 4 | 2 |
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| 98 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 28 | 3 | 2 | 3 | 3 | 3 | 2 | 4 | 4 | 24 | 31 | 2 | 5 | 2 | 2 |
| 99 | 3 | 2 | 3 | 2 | 2 | 3 | 4 | 4 | 3 | 3 | 29 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 2 | 19 | 28 | 1 | 3 | 3 | 2 |
| 100 | 3 | 3 | 3 | 2 | 2 | 3 | 4 | 4 | 2 | 2 | 28 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 21 | 34 | 1 | 6 | 3 | 2 |

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| | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|-----------|---|---|---|---|---|---|---|---|-----------|----|---|---|---|---|
| 101 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 33 | 3 | 3 | 3 | 2 | 4 | 2 | 3 | 3 | 23 | 35 | 2 | 4 | 3 | 2 |
| 102 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 29 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 22 | 37 | 2 | 5 | 3 | 2 |
| 103 | 3 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 34 | 4 | 4 | 4 | 1 | 3 | 2 | 3 | 3 | 24 | 32 | 2 | 4 | 3 | 2 |
| 104 | 4 | 4 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 28 | 3 | 3 | 3 | 1 | 3 | 1 | 3 | 4 | 21 | 25 | 2 | 3 | 3 | 1 |
| 105 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 30 | 3 | 4 | 3 | 1 | 2 | 3 | 3 | 4 | 23 | 34 | 1 | 3 | 3 | 2 |
| 106 | 4 | 4 | 3 | 2 | 2 | 3 | 4 | 3 | 2 | 4 | 31 | 3 | 4 | 3 | 2 | 3 | 1 | 3 | 3 | 22 | 37 | 1 | 4 | 3 | 2 |
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| 112 | 4 | 4 | 3 | 2 | 3 | 3 | 3 | 4 | 4 | 3 | 33 | 3 | 3 | 3 | 2 | 4 | 2 | 4 | 3 | 24 | 34 | 2 | 4 | 3 | 2 |
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| 119 | 4 | 4 | 3 | 3 | 1 | 3 | 4 | 4 | 3 | 4 | 33 | 3 | 4 | 2 | 2 | 3 | 1 | 3 | 4 | 22 | 22 | 2 | 2 | 1 | 1 |
| 120 | 3 | 3 | 1 | 2 | 2 | 3 | 4 | 4 | 2 | 2 | 26 | 4 | 3 | 4 | 1 | 3 | 3 | 4 | 2 | 24 | 55 | 2 | 4 | 4 | 1 |
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| 122 | 4 | 4 | 3 | 2 | 2 | 4 | 3 | 3 | 2 | 4 | 31 | 4 | 3 | 2 | 3 | 3 | 2 | 4 | 4 | 25 | 24 | 2 | 4 | 3 | 1 |
| 123 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 2 | 33 | 4 | 4 | 2 | 2 | 3 | 2 | 3 | 4 | 24 | 57 | 1 | 5 | 4 | 2 |
| 124 | 4 | 4 | 1 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 28 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 24 | 23 | 2 | 3 | 1 | 1 |
| 125 | 4 | 4 | 3 | 3 | 2 | 3 | 4 | 4 | 3 | 4 | 34 | 3 | 4 | 2 | 2 | 2 | 3 | 3 | 2 | 21 | 21 | 1 | 3 | 1 | 1 |
| 126 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 4 | 2 | 2 | 27 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 2 | 19 | 20 | 2 | 3 | 1 | 1 |
| 127 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 2 | 32 | 4 | 4 | 3 | 2 | 3 | 1 | 3 | 3 | 23 | 37 | 2 | 5 | 3 | 2 |
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| 129 | 4 | 4 | 3 | 2 | 1 | 4 | 3 | 4 | 3 | 3 | 31 | 3 | 3 | 3 | 2 | 3 | 1 | 3 | 3 | 21 | 34 | 2 | 4 | 3 | 2 |
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| 132 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 4 | 3 | 29 | 3 | 3 | 3 | 1 | 4 | 1 | 3 | 4 | 22 | 51 | 2 | 5 | 4 | 2 |
| 133 | 4 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 32 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 24 | 34 | 2 | 5 | 3 | 1 |
| 134 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 27 | 3 | 3 | 3 | 1 | 4 | 2 | 3 | 3 | 22 | 46 | 2 | 6 | 4 | 2 |
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Validitas Data

Tabel 2. Hasil Analisis Validitas Item dengan teknik Corrected Item-Total Correlation

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 10 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 10 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .767 | 19 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Item_1 | 109.50 | 464.722 | .744 | .751 |
| Item_2 | 109.40 | 474.489 | .780 | .756 |
| Item_3 | 109.50 | 461.611 | .819 | .749 |
| Item_4 | 109.10 | 463.211 | .820 | .750 |
| Item_5 | 109.30 | 470.678 | .824 | .754 |
| Item_6 | 109.40 | 471.156 | .727 | .755 |
| Item_7 | 109.30 | 467.789 | .767 | .753 |
| Item_8 | 109.40 | 474.044 | .796 | .756 |
| Item_9 | 108.60 | 480.267 | .928 | .760 |
| Item_10 | 109.50 | 474.500 | .702 | .757 |
| Item_11 | 108.60 | 480.267 | .928 | .760 |
| Item_12 | 109.50 | 461.611 | .819 | .749 |
| Item_13 | 109.20 | 463.956 | .829 | .751 |
| Item_14 | 109.30 | 473.344 | .739 | .756 |
| Item_15 | 109.60 | 476.711 | .688 | .758 |
| Item_16 | 109.40 | 471.156 | .727 | .755 |
| Item_17 | 109.30 | 470.233 | .838 | .754 |
| Item_18 | 109.10 | 470.989 | .726 | .755 |
| Tskor | 56.20 | 124.400 | 1.000 | .961 |

Uji Normalitas dengan Kolmogorov-Smirnov

Explore

Case Processing Summary

| | Cases | | | | | |
|----|-------|---------|---------|---------|-------|---------|
| | Valid | | Missing | | Total | |
| | N | Percent | N | Percent | N | Percent |
| PF | 10 | 83,3% | 2 | 16.7% | 12 | 100.0% |
| LP | 10 | 83,3% | 2 | 16.7% | 12 | 100.0% |

Tests of Normality

| | Kolmogorov-Smirnov ^a | | | Shapiro-Wilk | | |
|----|---------------------------------|----|------|--------------|----|------|
| | Statistic | Df | Sig. | Statistic | df | Sig. |
| PF | .324 | 10 | .004 | .781 | 10 | .008 |
| LP | .265 | 10 | .046 | .816 | 10 | .023 |

a. Lilliefors Significance Correction

Validitas Data

Tabel 2. Hasil Analisis Validitas Item dengan teknik Corrected Item-Total Correlation

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 10 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 10 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .767 | 19 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Item_1 | 109.50 | 464.722 | .744 | .751 |
| Item_2 | 109.40 | 474.489 | .780 | .756 |
| Item_3 | 109.50 | 461.611 | .819 | .749 |
| Item_4 | 109.10 | 463.211 | .820 | .750 |
| Item_5 | 109.30 | 470.678 | .824 | .754 |
| Item_6 | 109.40 | 471.156 | .727 | .755 |
| Item_7 | 109.30 | 467.789 | .767 | .753 |
| Item_8 | 109.40 | 474.044 | .796 | .756 |
| Item_9 | 108.60 | 480.267 | .928 | .760 |
| Item_10 | 109.50 | 474.500 | .702 | .757 |
| Item_11 | 108.60 | 480.267 | .928 | .760 |
| Item_12 | 109.50 | 461.611 | .819 | .749 |
| Item_13 | 109.20 | 463.956 | .829 | .751 |
| Item_14 | 109.30 | 473.344 | .739 | .756 |
| Item_15 | 109.60 | 476.711 | .688 | .758 |
| Item_16 | 109.40 | 471.156 | .727 | .755 |
| Item_17 | 109.30 | 470.233 | .838 | .754 |
| Item_18 | 109.10 | 470.989 | .726 | .755 |
| Tskor | 56.20 | 124.400 | 1.000 | .961 |

Uji Normalitas dengan Kolmogorov-Smirnov

Explore

Case Processing Summary

| | Cases | | | | | |
|----|-------|---------|---------|---------|-------|---------|
| | Valid | | Missing | | Total | |
| | N | Percent | N | Percent | N | Percent |
| PF | 10 | 83,3% | 2 | 16.7% | 12 | 100.0% |
| LP | 10 | 83,3% | 2 | 16.7% | 12 | 100.0% |

Tests of Normality

| | Kolmogorov-Smirnov ^a | | | Shapiro-Wilk | | |
|----|---------------------------------|----|------|--------------|----|------|
| | Statistic | Df | Sig. | Statistic | df | Sig. |
| PF | .324 | 10 | .004 | .781 | 10 | .008 |
| LP | .265 | 10 | .046 | .816 | 10 | .023 |

a. Lilliefors Significance Correction



KUISIONER PENELITIAN
HUBUNGAN KEPUASAN PASIEN TERHADAP PELAYANAN FARMASI
DENGAN LOYALITAS PASIEN DI UNIT RAWAT JALAN
RSUD TARA KAN

Identitas Peneliti

Nama : Archoni Eriksson Manna

Nim : 2010 31 094

Program Studi : Kesehatan Masyarakat

Fakultas Ilmu-Ilmu Kesehatan

Universitas esa Unggul

Sehubungan dengan penelitian skripsi yang akan saya laksanakan dengan judul diatas maka dengan ini saya mohon bantuan anda untuk dapat mengisi kuisisioner ini. Kuisisioner ini tidak dapat mempengaruhi reputasi anda, tetapi hanya untuk memberi sumbangan terhadap penelitian. Atas waktu, tenaga dan pikiran yang saudara berikan, saya ucapkan banyak terima kasih.

A. Petunjuk Pengisian Kuisioner

1. Ibu/Saudara/Saudari, dimohon menjawab setiap pertanyaan dengan memilih satu jawaban pada setiap pertanyaan.
2. Jawaban yang telah dipilih adalah yang paling sesuai dengan pendapat atau pengamatan Ibu/Saudara/Saudari.
3. Kejujuran Ibu/Saudara/Saudari, dalam memberikan jawaban sangat kami hargai.
4. Jawaban Ibu/Saudara/Saudari, kami jamin kerahasiaannya.
5. Atas perhatian dan bantuan Ibu/Saudara/Saudari, kami ucapkan terima kasih.

B. Data Responden

Nama :

Umur :

Pendidikan terakhir : SD SMP SMA/SMK D3 S1

Pekerjaan : Pelajar PNS Karyawan Swasta Polri TNI

Status pernikahan : Belum Menikah Menikah

C. Jawablah pertanyaan di bawah ini menyangkut kepuasan pasien terhadap pelayanan farmasi dengan memberikan tanda (√) pada pernyataan yang sesuai dengan pengalaman anda.

STS = Sangat Tidak Setuju TS = Tidak Setuju S = Setuju SS = Sangat Setuju

| NO | Pernyataan | STS | TS | S | SS |
|----|---|-----|----|---|----|
| 1 | RSUD Tarakan memiliki gedung instalasi farmasi dan perlengkapan bersih, nyaman, dan siap untuk di pakai | | | | |
| 2 | RSUD Tarakan memiliki petugas instalasi farmasi yang berpenampilan bersih dan rapi | | | | |

| | | | | | |
|----|---|--|--|--|--|
| 3 | Petugas instalasi farmasi RSUD Tarakan tidak tepat waktu dalam melayani pasien selama 30 menit | | | | |
| 4 | Petugas instalasi farmasi RSUD Tarakan melayani dengan ramah dan senyum | | | | |
| 5 | Petugas instalasi farmasi RSUD Tarakan tidak cepat tanggap menangani keluhan pasien | | | | |
| 6 | Petugas di instalasi farmasi RSUD Tarakan mampu menyelesaikan terhadap masalah yang dihadapi pasien | | | | |
| 7 | Petugas di instalasi farmasi RSUD tarakan tepat memberikan obat sesuai dengan kebutuhan pasien | | | | |
| 8 | Petugas di instalasi farmasi RSUD Tarakan memberikan informasi tentang cara pemakaian obat | | | | |
| 9 | Petugas di instalasi farmasi RSUD Tarakan memberikan perhatian khusus terhadap pasien dengan membangun hubungan saling percaya | | | | |
| 10 | Petugas di instalasi farmasi RSUD Tarakan dengan mudah komunikasi dengan pasien | | | | |

D. Jawablah pertanyaan di bawah ini menyangkut loyalitas pasien dengan memberikan tanda (√) pada pernyataan yang sesuai dengan pengalaman anda.

STS = Sangat Tidak Setuju TS = Tidak Setuju S = Setuju SS = Sangat Setuju

| NO | Pernyataan | STS | TS | S | SS |
|-----------|---|------------|-----------|----------|-----------|
| 11 | Ketika saya sakit, saya akan kembali ke RSUD Tarakan untuk berobat lagi | | | | |
| 12 | Saya tidak hanya memanfaatkan pelayanan rawat jalan tetapi akan memanfaatkan pelayanan yang lain yang di sediakan dari rumah sakit bila saya membutuhkan. | | | | |
| 13 | Saya akan menceritakan pengalaman berobat di RSUD Tarakan kepada orang lain | | | | |
| 14 | Menurut saya memilih untuk berobat di RSUD Tarakan adalah bukan pilihan yang tepat. | | | | |
| 15 | Saya akan menggunakan pelayanan RSUD Tarakan untuk berobat secara berturut – turut | | | | |
| 16 | Saya hanya memanfaatkan pelayanan rawat jalan saja dan tidak memanfaatkan pelayanan yang lain yang di sediakan rumah sakit bila saya membutuhkan | | | | |
| 17 | Saya akan merekomendasikan RSUD Tarakan ini kepada teman dan keluarga saya | | | | |
| 18 | Saya bersedia akan berobat di RSUD Tarakan lagi walaupun ada berbagai rumah sakit lainnya | | | | |

E. SARAN

