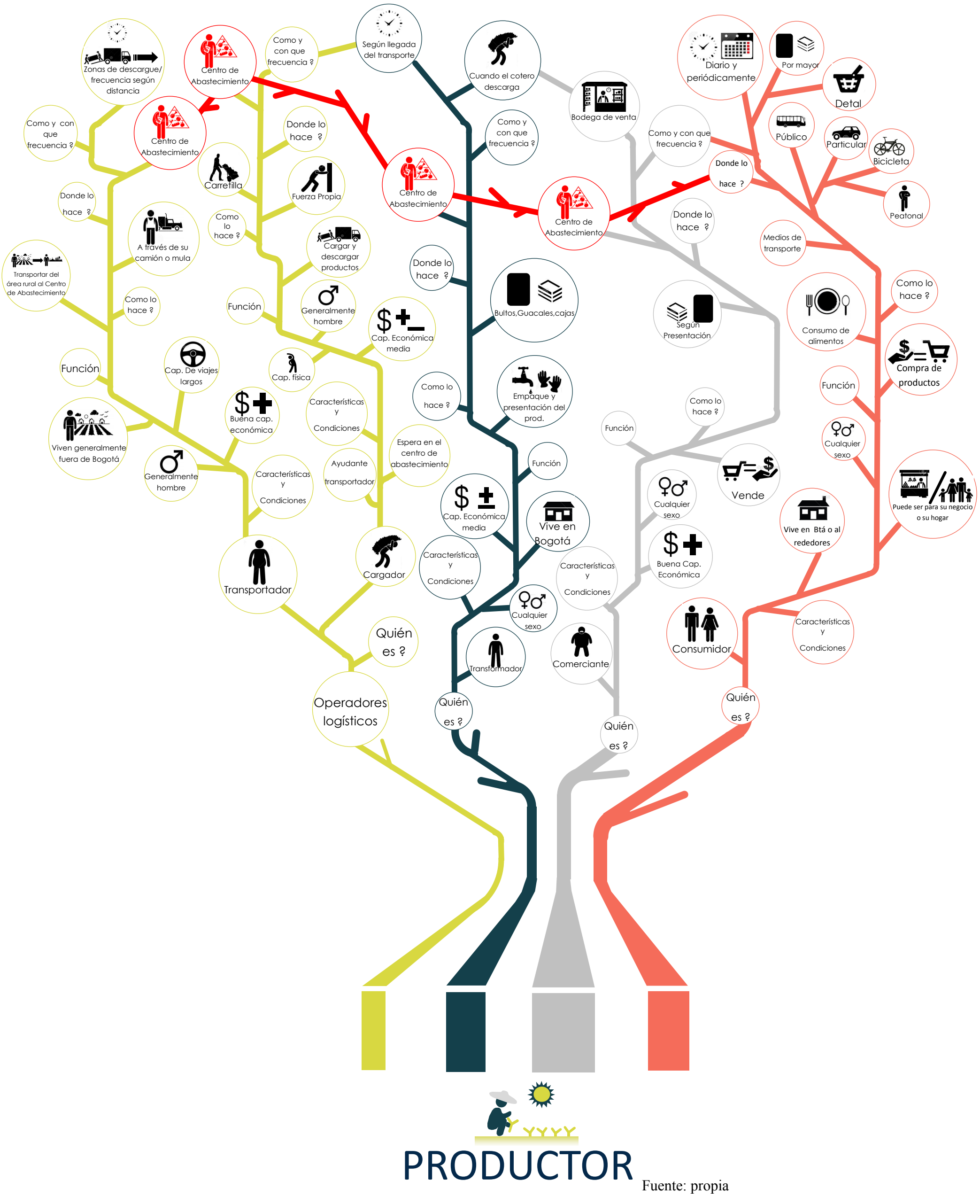
MATRIZ DE USUARIO



Fuente: propia

Figura.18