

DAFTAR PUSTAKA

- Al-Qur'an Al-Karim.
- Abdillah, U. (2001). *Politik Identitas Etnis*. Magelang : Indonesia Tera.
- Alarcón, R. D. *et al.* (1999). Clinical Relevance of Contemporary Cultural Psychiatry. *The Journal of Nervous and Mental Disease*, Vol. 187, No. 8, pp. 465-471.
- American Counseling Association. (1992). *Cross-Cultural Competencies and Objectives*. [Online]. Tersedia di: <http://www.amcdaca.org>. [5 Agustus 2007].
- American Psychological Association. (2002). *Guidelines on Multicultural Education, Training, Research, Practice, and Organizational Change for Psychologists*. Washington DC : APA Publishing.
- _____. (2003). Guidelines on Multicultural Education, Training, Research, Practice, and Organizational Change for Psychologists. *American Psychological* Vol. 58, No. 5, pp. 377-402.
- Ancis, J.R. (1998). Cultural Competency Training at a Distance : Challenges and Strategies. *Journal of Counseling & Development*. Vol. 76, No. 2, Spring 1998, 134-143.
- Ancok, D.(2003). "Modal Sosial dan Kualitas Masyarakat". *Pidato Pengukuhan Jabatan Guru Besar* pada Fakultas Psikologi UGM, tidak diterbitkan.
- Arredondo, P. *et al.* (1999). "Multicultural Counseling Competencies as Tools to Address Oppression and Racism". *Journal of Counseling & Development*, Vol. 77, No. 1, Winter 1999, pp. 102-107.
- _____. (2006). Honesty in Multicultural Counseling: A Pilot Study of the Counseling Relationship. *Revista Interamericana de Psicología/Interamerican Journal of Psychology* - 2006, Vol. 40, No. 1 pp. 37-45.
- _____. (1996). Operationalization of the Multicultural Counseling Competencies. *Journal of Multicultural Counseling & Development*, Vol. 24, No. 1, 42-78.
- Arredondo, P. (1996). *Operationalization of the Multicultural Counseling Competencies AMCD Professional Standards and Certification Committee*. Alexandria : AMCD.

- _____. (1998). Integrating Multicultural Counseling Competencies and Universal Helping Conditions in Culture-Specific Contexts. *The Counseling Psychologist*, Vol. 26, No. 4, pp. 592-602.
- Arikunto, S. (2003). *Dasar-Dasar Evaluasi Pendidikan*. Jakarta: Bumi Aksara.
- Badan Penelitian dan Pengembangan DEPDIKNAS. (2004). *Kumpulan Materi Pelatihan Metode Penelitian Tingkat Nasional bagi Peneliti dan Calon Peneliti Pendidikan di Pusat dan Daerah*. Jakarta : Balitbang Depdiknas.
- Barton, A.C. (1999). Crafting a Multicultural Science Teacher Education : A Case Study. *Journal of Teacher Education*, 50 (4), 303-314.
- Bernal, G., Sáez-Santiago, E. (2006). Culturally Centered Psychosocial Interventions. *Journal of Community Psychology*, Vol. 34, No. 2, pp. 121-132.
- Betancourt, J. R. *et al.* (2003). Defining Cultural Competence: A Practical Framework for Addressing Racial/Ethnic Disparities in Health and Health Care. *Public Health Reports*, Vol. 118, pp. 293-302.
- Biggs, D. A. & Blocher H. (1986). *The Cognitive Approach To Ethical Counseling: Values in Counseling Ethic*. New York: State.
- Bin Sheu, H. (2005). *Development and Initial Validation of the Multicultural Counseling Self-Efficacy Scale – Racial Diversity Form*. Thesis submitted to the Faculty of the Graduate School of the University of Maryland, College Park in partial fulfillment of the requirements for the degree of Master of Arts.
- Bolton-Brownlee, Ann. (1987). *Issues in Muticultural Counseling. Highlights : An ERIC/CAPS Digest*. [Online]. Tersedia di: <http://www.ERIC Clearinghouse on Counseling and Personnel Services Ann Arbor MI.ED279995>. [1 Agustus 2007].
- Brummet *et al.* (2007). Psychosocial Well-Being and a Multicultural Personality Disposition. *Journal of Counseling & Development*. Vol. 85, No. 1, pp. 73–81.
- Buckingham, J.E., *et al.* (2005). *Cross-Cultural Counseling : A Student Services Perspective*. [Online]. Tersedia di: <http://www.sit.edu>. [18 Februari 2007].
- Buckley, R., and Caple, J. (1991). *One-to-One Training and Coaching Skills*. London: Kogan Page.
- Burkholder, J.R. (2006). *Multicultural Training in the Counseling Profession: Current Status and Future Directions*. [Online]. Tersedia di: <http://www.jrone.org.pdf>. [5 Agustus 2007].

- Byars-Winston, A.M. and Fouad, N.A. (2006). "Metacognition and Multicultural Competence : Expanding the Culturally Appropriate Career Counseling Model". *The Career Development Quarterly*, Vol. 54, Number 3, March 2006, (pp. 187-201).
- Campbell, D.T., and Stanley, J.C. (1963). *Experimental and Quasi-Experimental Designs for Research*. Chicago : Rand McNally.
- Chao, R. (2006). " Counselors' Multicultural Competencies: Race, Training, Ethnic Identity, and Color-Blind Racial Attitudes". *Articles 15*. [Online]. Tersedia di: <http://vista06.15.pdf>. [5 Agustus 2007].
- Cowles, T.B. (2005). Beyond Basic Training : Ten Strategies for Enhancing Multicultural Competency in Evaluation. *The Evaluation Exchange*. Vol. XI, No.2, Summer 2005.
- Dana, R. H. (2000). The Cultural Self as Locus for Assessment and Intervention with American Indians/Alaska Natives. *Journal of Multicultural Counseling and Development*, Vol. 28, No. 2, pp. 66-82.
- _____. Dana, R. H. (2002). Mental Health Services for African Americans: A Cultural/racial Perspective. *Cultural Diversity and Ethnic Minority Psychology*, Vol. 8, No. 1, pp. 3-18.
- Dana, R. H. (2005). *Multicultural Assessment: Principles, Applications, and Examples*. Mahwah, New Jersey: Lawrence Erlbaum Associates, Publishers.
- Davis, K. (1997). *Consumer Driven Standards and Guidelines in Managed Mental Health for Populations of African Descent: Final Report on Cultural Competence*. Rockville, MD: Center for Mental Health Services.
- Dayakisni, T., dan Yuniardi, S. (2004). *Psikologi Lintas Budaya*. Universitas Muhammadiyah Malang : UMM Press.
- Diaz-Lazaro, C. M. (2001). Cross-cultural Contact in Counselor Training. *Journal of Multicultural Counseling and Development*, Vol. 29, pp. 41-57.
- DIKMEN & DIKTI DKI Jakarta. (2006). *Laporan Hasil Uji Kompetensi Guru SMA dan SMK DKI Jakarta Tahun 2005*. Dinas Pendidikan Menengah dan Tinggi DKI Jakarta, kerjasama dengan Fakultas Ilmu Pendidikan Universitas Negeri Jakarta. Tidak diterbitkan.
- DIKTI. (2007). *Standar Kompetensi Konselor*. Jakarta: Dirjen DIKTI Depdiknas.
- _____. (2007). *Rambu-rambu Penyelenggaraan Bimbingan dan Konseling dalam Jalur Pendidikan Formal*. Jakarta : Dirjen DIKTI Depdiknas.

- Doherty, G.W. (1999). Cross-Cultural Counseling In Disaster Settings. *The Australian Journal of Disaster and Trauma Studies*, ISSN, Vol. 1999-2, pp. 1174-4707.
- D'Andrea, *et al.* (1991). Evaluating the Impact of Multicultural Counseling Training. *Journal Counseling and Development*, Vol. 70, pp. 143- 150.
- Evans, K. M. & Foster, V. A. (2000). Relationships among Multicultural Training, Moral Development and Racial Identity Development of White Counseling Students. *Counseling and Values*, 50 (1), 39-49.
- Fuertes, J. N. (2001). Future Research Directions in the Study of Counselor Multicultural Competence. *Journal of Multicultural Counseling and Development*, Vol. 29, No. 1, pp. 3-13.
- Fuertes, J.N. *et al.* (2006). Therapist Multicultural Competency: A Study of Therapy Dyads. *Psychotherapy: Theory, Research, Practice, Training*. Vol. 43, No. 4, pp. 480–490.
- Furqon, dan kawan-kawan. (2000). *Peningkatan Kinerja Profesional Guru Pembimbing Melalui Penelitian Tindakan Kolaboratif Guru-Dosen*. Laporan Penelitian Hibah Bersaing. Bandung : Jurusan PPB UPI.
- Furqon. (2004). *Statistika Terapan untuk Penelitian*. Bandung : Alfabeta.
- Freidman, G. P. (1985). *Training Strategies From Start to Finish*. New Jersey: Prentice-Hall Inc.
- Gladding, S.T. (1994). *Effective Group Counseling*. [Online]. Tersedia di : <http://www.ericdigest.org>.. [5 Agustus 2007].
- Gamst, G. *et al.* (2004). Cultural competency revised: The California Brief Multicultural Competence Scale. *Measurement and Evaluation in Counseling and Development*, Vol. 37, pp. 163-184.
- Guamaccia, P. J., & Rodriguez, O. (1996). Concepts of Culture and Their Role in the Development of Culturally Competent Mental Health Services. *Hispanic Journal of Behavioral Sciences*, Vol. 18, No. 4, pp. 419-443.
- Gushue, G.V., *et al.* (2008). The Influence of Culture, Self-Reported Multicultural Counseling Competence, and Shifting Standards of Judgment on Perceptions of Family Functioning of Family Counselor. *Journal of Counseling & Development*. Vol. 86, No. 1, Winter 2008, pp. 85-94.
- Gysbers, N.C., and Henderson, P. (2006). *Developing & Managing : Your School Guidance and Counseling Program (4th Edition)*. USA : ACA.
- Hanna, F. J., & Ottens, A. J. (1995). The Role of Wisdom li Psychotherapy. *Journal of Psychotherapy Integration*, 5, 195-219.

- Hanna, F. J., & Ritchie, M. H. (1995). Seeking the Active Ingredients of Psychotherapeutic Change: Within and Outside the Context of Therapy. *Professional Psychologist Research and Practice*, 26, 176-183.
- Hanna, F.J., et al. (2000). The Power of Perception : Toward a Model of Cultural Oppression and Liberation. *Journal of Counseling & Development*. Vol. 78, No. 4, Winter 2000, pp. 430-441.
- _____. (1999). Toward a New Paradigm of Multicultural Counseling. *Journal of Counseling and Development*. Vol. 77, No. 2, Spring 1999, pp. 125-134.
- Hanegan, J. (2005). *Counseling Cross-Culturally : An Introduction to Theory and Practice to Cristians*. [Online]. Tersedia di : <http://www.panajonathan.com>. [18 Februari 2007].
- Hansen, N. D., et al. (2000). Multicultural Competence: Criteria and Case Examples. *Professional Psychology: Research & Practice*, Vol 31, No. 6, pp. 652-660.
- Henrikson, R.C., Nikels, H. (2005). "Multicultural School Counseling with Children in Grades K-6". *Articles 30*. [Online]. Tersedia di : <http://vista05.30.pdf>. [5 Agustus 2007].
- Hepper, P.P., et al. (2008). *Research Design in Counseling (3rd Edition)*. USA : Thomson and Brooks/Cole.
- Hill, N. (1981). *Counseling at the Workplace*. USA : McGraw-Hill.
- Hogg Foundation for Mental Health at The University of Texas at Austin (2007). *Research Bibliography in Multicultural Counseling Competencies Training*. [Online]. Tersedia di : Hogg-Communications@austin.utexas.edu. [15 Desember 2008].
- Holcomb-McCoy, C.C., and Myers, J.E. (1999). Multicultural Competence and Counselor Training : A National Survey. *Journal of Counseling & Development*, Vol. 77, No. 3, Summer 1999, pp. 294-302.
- Holcomb-McCoy, C. C. (2000). Exploring the Self-Perceived Multicultural Counseling Competence of Elementary School Counselors. *Professional School Counselor*, Vol 4, No. 3, pp. 195-201.
- Holcomb-McCoy, and Cheryl, C. (2005). Investigating School Counselors' Perceived Multicultural Competence. *Professional School Counseling*.
- Holcomb-McCoy, C. (2006). Multicultural Training for School Counselors: A Course Description. *Journal of Counseling and Development*, 77, 294-302.

- Iijima Hall, C. C. (1997). Cultural Malpractice: The Growing Obsolescence of Psychology with the Changing U.S. Population. *American Psychologist*, Vol. 52, No. 6, pp. 642-651.
- Kwan, Karl, Kwong-Liem. (2001). Models of Racial and Ethnic Identity Development: Delineations of Practice Implications. *Journal of Mental Health Counseling*, 23 (3), 269-279.
- Ivey, A.E. and Ivey, M.B. (2003). *Intentional Interviewing and Counseling*. Singapore. Thomson Brooks Cole.
- Islam, M.R. & Hewstone, M. (2000). *Dimensions of Contact as Predictors of Intergroup Anxiety, Perceived Out-Group Variability, And Out-Group Attitude: An Integrative Model*. Dalam Hogg and Abrams (eds) *Intergroup Relations*. Psychology Press.
- Kartadinata, S. (2005). "Standardisasi Profesi Bimbingan dan Konseling". *Makalah pada Konvensi Nasional XIV dan Kongres Nasional X ABKIN*, Semarang, 13-16 April 2005.
- Keim, et al. (2001). Impact of Multicultural Training on School Psychology and Education Students. *Journal of Instructional Psychology*.
- Lacho, K.D., et al. (2005). *An Exploration of Multicultural Issues to Enhance Interaction with the Disabled*. [Online]. Tersedia di: <http://www.counseling.org/05ABCD05.pdf>. [5 Agustus 2007].
- Lee, C., & Richardson, B. L. (1991). *Multicultural Issues in Counseling: New Approaches to Diversity*. Alexandria, VA: American Association for Counseling and Development.
- Locke, D. C. (1986). *Cross-Cultural Counseling Issues*. In A. J. Palmo & W. J. Weikel (Eds.), "*Foundations of Mental Health Counseling*" (pp. 119-137). Springfield, IL: Charles C. Thomas.
- Locke, D. C. (1990). A Not So Provincial View of Multicultural Counseling. *Counselor Education and Supervision*, 30, 18-25.
- Locke, D.C., and Kiselica, M.S. (1999). Pedagogy of Possibilities : Teaching About Racism in Multicultural Counseling Courses. *Journal of Counseling & Development*, Vol. 77, No. 1, Winter 1999, pp. 80-86.
- Locke, D.C. (1993). *Multicultural Counseling*. ERIC Clearinghouse on Counseling and Personnel Services Ann Arbor MI. ED357316.
- Lonner, W.J., and Malpass, R. (1994). *Psychology and Culture*. Boston : Allyn and Bacon, Inc.
- Madjid, N. (2000). *Islam Doktrin Peradaban*. Jakarta : Paramadina.

- Marshall, P.L. (1998). Toward Developmental Multicultural Education : Case Study of the Issues Exchange Activity. *Journal of Teacher Education*, Vol. 49, No. 1, pp. 57-65.
- Martines, D. (2005). Teacher Perceptions of Multicultural Issues in School Settings. *The Qualitative Report*. Vol. 10 No. 1 March 2005, pp. 1-20.
- Matsumoto, D. (1996). *Culture and Psychology*. California : Brooks/Cole Publishing Co. Ltd.
- Manese, J. E. (2001). The Effects of Training on Multicultural Counseling Competencies: An Exploratory Study. *Journal of Multicultural Counseling and Development*, Vol. 29 No.1, pp. 31-41.
- Murthi, M.K. (2003). Assessing Multicultural Initiatives in Higher Education Institutions. *Assessment & Evaluation in Higher Education*, Vol. 28, No. 3, 2003, pp. 263-277.
- Nurihsan, J. (2002). *Pengantar Bimbingan dan Konseling* (Edisi Kedua). Bandung : Jurusan PPB FIP UPI Bekerja sama dengan UPT LBK UPI.
- Pack-Brown, S.P. (199). "Racism and White Counselor Training : Influence of White Racial Identity Theory and Research". *Journal of Counseling & Development*, Vol. 77, No. 1, Winter 1999, pp. 87-92.
- Patterson, C.H. (1996). Multicultural Counseling : From Diversity to Universality. *Journal of Counseling and Development*, Vol. 74, pp. 227-231.
- Pedersen, P.B., ed. (1986). *Counseling Across Cultures*. Hawaii : East-West Center.
- Pedersen, P.B. (1990). The Constructs of Complexity and Balance in Multicultural Counseling Theory and Practice. *Journal of Counseling & Development*, Vol. 68, pp. 550-554.
- _____. (1991). Introduction to the Special Issue on Multiculturalism as a Fourth Force in Counseling. *Journal of Counseling and Development*, 70, 4.
- _____. (2002). *The Making of a Culturally Competent Counselor*. In W. J. Lonner, et al. (Eds.). *Online Readings in Psychology and Culture* (Unit 10, Chapter 2). [Online]. Tersedia di : <http://www.wvu.edu/~culture>. [5 Agustus 2008].
- Permendiknas Nomor 27 Tahun 2008 tentang *Standar Kualifikasi Akademik dan Kompetensi Konselor*.
- Ponterotto, J. G., and Rieger, B. P. (1994). Assessing Multicultural Counseling Competence: A Review of Instrumentation. *Journal of Counseling and Development*, Vol. 72, No. 3, pp. 316-323.

- Ponterotto, J. G. (1998). Charting a Course for Research in Multicultural Counseling Training. *The Counseling Psychologist*, Vol. 26, No. 1, pp. 43-59.
- Rakhmat, C. (2008). "Paradigma Konseling Berbasis Budaya : Metateori yang membunikan Konseling dalam Konteks Budaya". *Pidato pengukuhan sebagai Guru Besar dalam Bidang Konseling Berbasis Budaya* pada Fakultas Ilmu Pendidikan, Universitas Pendidikan Indonesia, Bandung, 21 oktober 2008.
- Ridley, C. R., et al. (1994). Multicultural Training: Reexamination, Operationalization and Integration. *The Counseling Psychologist*, Vol 22, No. 2, pp. 227-235.
- _____. (1998). Multicultural Assessment: Reexamination, Reconceptualization, and Practical Application. *The Counseling Psychologist*, Vol. 26, No. 6, pp. 827.
- Robinns, S.P. (1996). *Perilaku Organisasi : Konsep, Kontroversi dan Aplikasi*. Jakarta : Prenhallindo.
- Ross, W. (2002). Multicultural Counseling Training Competencies: Annotated Bibliography. *Electronic Magazine of Multicultural Education*, Vol. 4, No. 2, p. 5 [Online]. Tersedia di : <http://www.eastern.edu>. [15 Desember 2008].
- Rozaki, A. (2004). *Resolusi Konflik Berbasis Kearifan Lokal*. [Online]. Tersedia di : <http://www.ireyogya.org>. [18 Februari 2007].
- Salzman. (2000). Promoting Multicultural Competence: A Cross-Cultural Mentorship Project. *Journal of Multicultural Counseling and Development*, Vol. 28; No. 2, pp. 119-125.
- Santoso. (2000). Dampak Pelatihan Kejar Usaha terhadap Pengembangan Berwirausaha Percetakan Sablon di SKB Kendal. *Tesis* pada Program Studi Pendidikan Luar Sekolah Sekolah Pascasarjana UPI : tidak diterbitkan.
- Sharon, T. (2006). *Portals and Multicultural Competencies*. [Online]. <http://www.stettega.uiuc.edu>. [5 Agustus 2007].
- Shertzer, B. and Stone, S.C. (1980). *Fundamentals of Counseling*. (3rd). USA: Houghton Mifflin Company.
- Siagian, S.P. (1987). *Pengembangan Sumber Daya Manusia*. Jakarta : Gunung Agung.
- Simamora, H. (1995). *Manajemen Sumber Daya Manusia*. Yogyakarta : STIE YKPN.

- Sodowsky, G.R., *et al.* (1994). Development of the Multicultural Counseling Inventory : A Self-Report Measure of Multicultural Competencies. *Journal of Counseling Psychology*, Vol. 41, No. 2, pp. 137-148.
- Sodowsky, G. R., *et al.* (1998). Correlates of Self-Reported Multicultural Competencies. *Journal of Counseling Psychology*, Vol. 45, No. 3, pp. 256-265.
- Solatun. (2004). Pendidikan, Kembalilah ke Masa Depan! *Artikel*. [Online]. Tersedia di :<http://www.pikiranrakyat>. [17 April 2007].
- Sternberg, R. J. (1990). *Wisdom and Its Relations to Intelligence and Creativity*. In R. J. Sternberg (Ed.), *Wisdom: Its Nature, Origins, and Development* (pp. 142-159). New York: Cambridge University Press.
- Subino. (1987). *Konstruksi dan Analisis Tes : Suatu Pengantar kepada Teori Tes dan Pengukuran*. Jakarta : Depdikbud Ditjen DIKTI LP3TK.
- Sue, D.W., and Sue, D. (1983). *Counseling the Culturally Different : Theory and Practice* (2nd Edition). New York : John Wiley & Sons, Inc.
- _____. (2003). *Counseling the Culturally Diverse : Theory and Practice* (4th Edition). USA : John Wiley & Sons.
- Sue, D.W., Arredondo, P., and McDavis, R.J. (1999). Multicultural Counseling Competencies and Standards : A Call to the Profession. *Journal of Counseling and Development*, Vol. 70, pp. 477-486.
- Sue, S. (2003). In Defense of Cultural Competency in Psychotherapy and Treatment. *American Psychologist*, Vol. 58, No. 11, pp. 964-970.
- _____. (2006). Cultural Competency: From Philosophy to Research. *Journal of Community Psychology*, Vol. 34, No. 2, pp. 237-245.
- Supriadi, D. (2001). "Konseling Lintas-Budaya : Isu-isu dan Relevansinya di Indonesia". *Pidato Pengukuhan Jabatan Guru Besar Tetap dalam Bidang Bimbingan dan Konseling Pendidikan FIP UPI Bandung, 18 Oktober 2001*.
- Supriatna, M., dan Nurihsan, J. (Eds.). (2005). *Pendidikan dan Konseling di Era Global dalam Perspektif Prof. Dr. M. Djawad Dahlan*. Bandung : Rizqi Press.
- Suryadinata, L. (1999). *Etnis Tionghoa dan Pembangunan Bangsa*. Jakarta : LP3ES.
- Tomlinson-Clarke, S. (2000). Assessing Outcomes in a Multicultural Training Course: A Qualitative Study. *The Counseling Psychologist*, Vol. 13, No. 2, pp. 221-231.

- Vinson, T. S. & Neimeyer, G. T. (2000). The Relationship Between Racial Identity Development and Multicultural Counselor Training. *Journal of Multicultural Counseling and Development*, 28 (3), 177-193.
- Warnaen. (2001). *Stereotip Etnis dalam Masyarakat Multietnis*. Yogyakarta: Mata Bangsa.
- Weinrach, S.G., Thomas, K.R. (1998). Diversity Sensitive Counseling Today : A Postmodern Clash of Values. *Journal of Counseling & Development*. Vol 76, Nu. 2, Spring 1998.
- Whitehead, D.C. (2003). *Rehabilitation Counselors' Perceived Multicultural Competence: Working with African American and Other Culturally Diverse Clients with Severe Mental Illness*. Dissertation Submitted to the Faculty of the Graduate School of the University of Maryland, College Park in Partial Fulfillment of the Requirements for the Degree of Doctor Of Philosophy.
- WIC CPA Training Program. (2006). *Cross-Cultural Counseling Module*. [Online]. Tersedia di : <http://wictraining.uaa.alaska.edu>. [18 Februari 2007].
- Williams, C. (1999). The Color of Fear and Blued-Eyed: Tools for Multicultural Counselor Training. *Counselor Education and Supervision*, Vol. 39, pp. 76-79.
- Wiest, L.R. (1998). Using Immersion Experiences to Shake Up Preservice Tachers' Views About Cultural Differences. *Journal of Teacher Education*, 49 (5), 358-365.
- Xu, H. (2000). Preservice Teachers Integrate Understandings of Diversity Into Literacy Intruction : An Adaptation of the ABC's Model. *Journal of Teacher Education*, 51 (2), 135-148.
- Yeh, C.J., and Hwang, M.Y. (2000). Interdependence in Ethnic Identity and Self: Implications for Theory and Practice. *Journal of Counseling & Development*. Vol 78, No. 4, Fall 2000.
- Yusuf, Syamsu L.N., dan kawan-kawan. (2007). Profil Kompetensi Sosial Konselor Sekolah. *Laporan Penelitian dari Prodi BK Pascasarjana UPI Bandung* : Tidak diterbitkan.