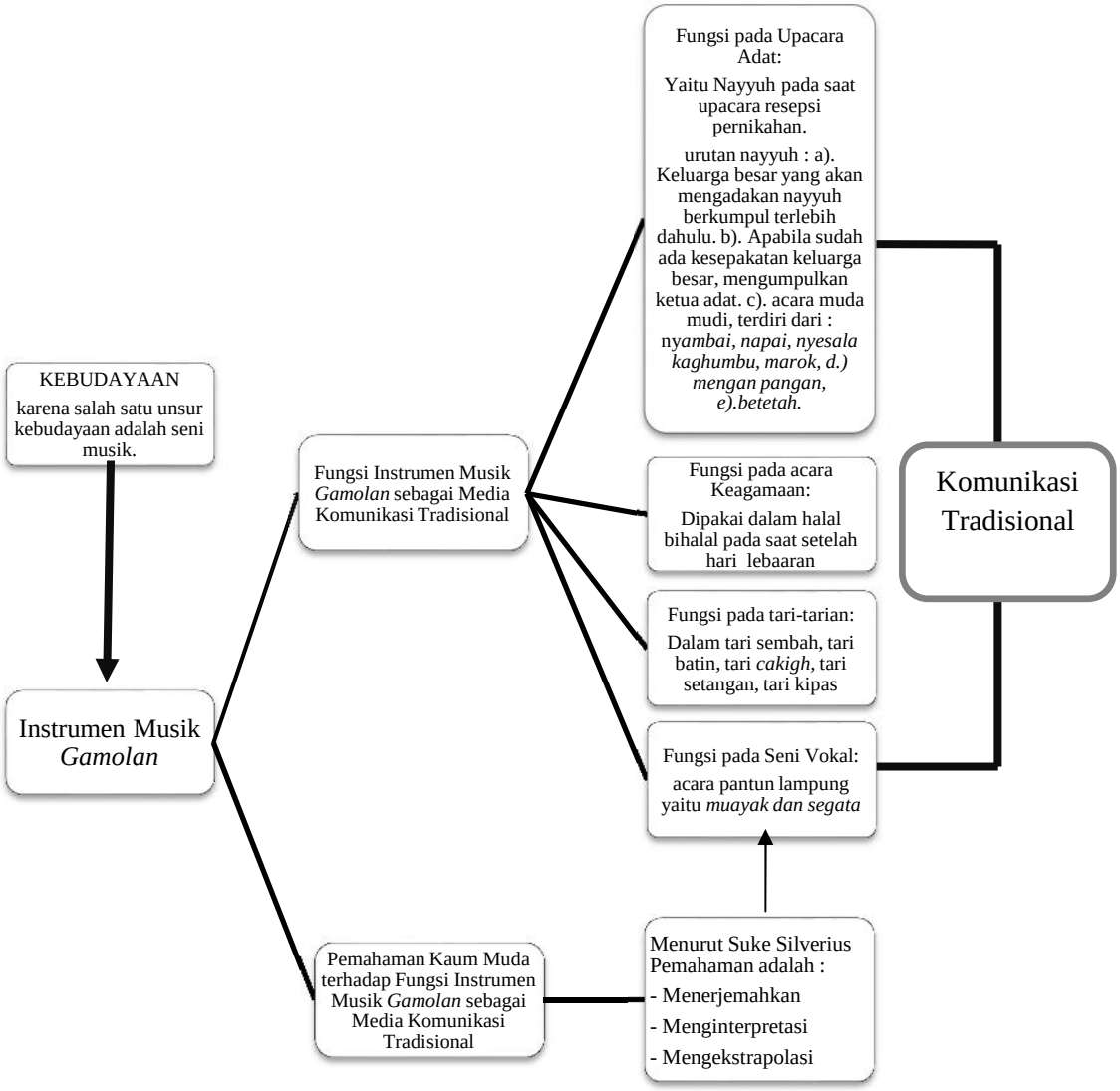1. Bagan Kerangka Pikir