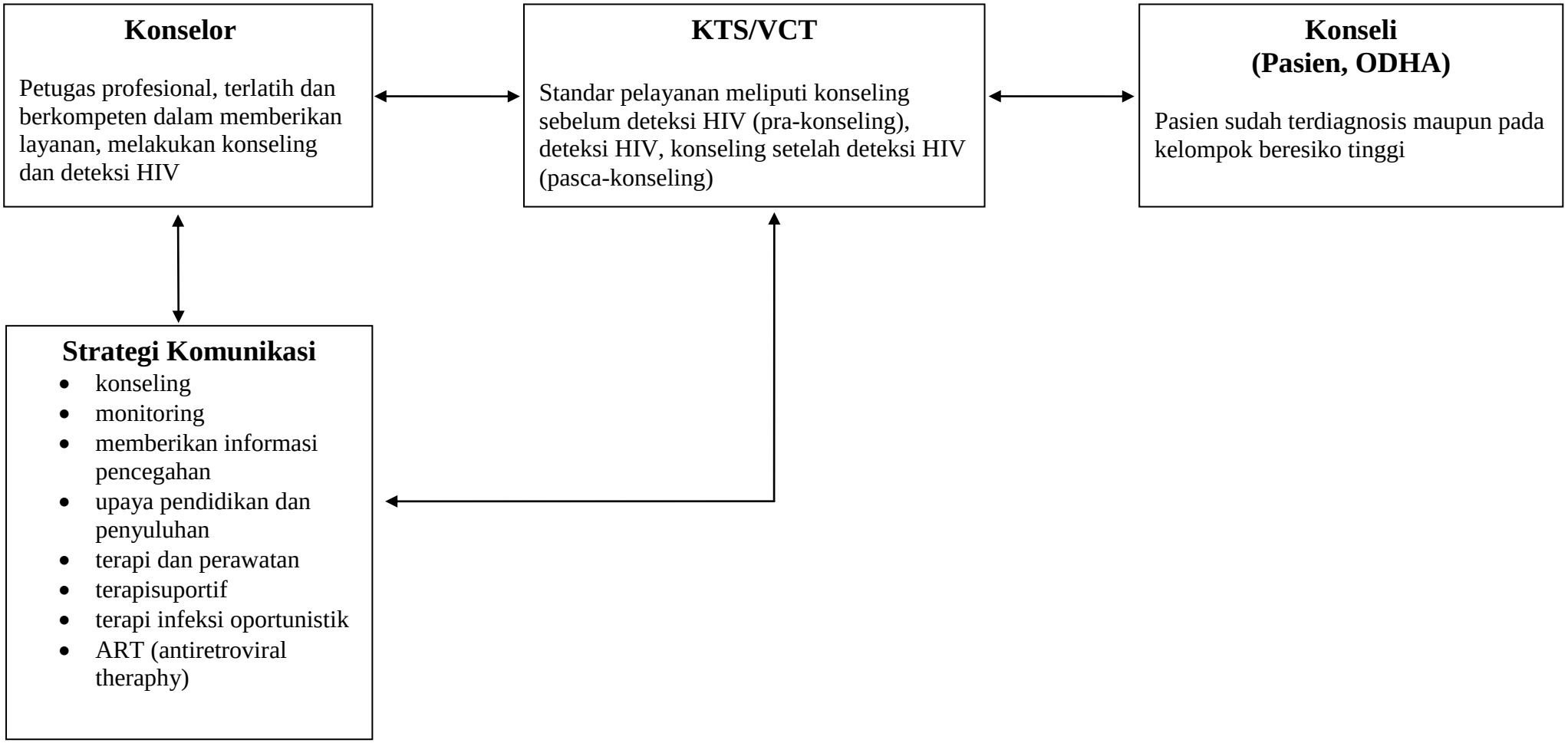Bagan 1. Kerangka Pikir