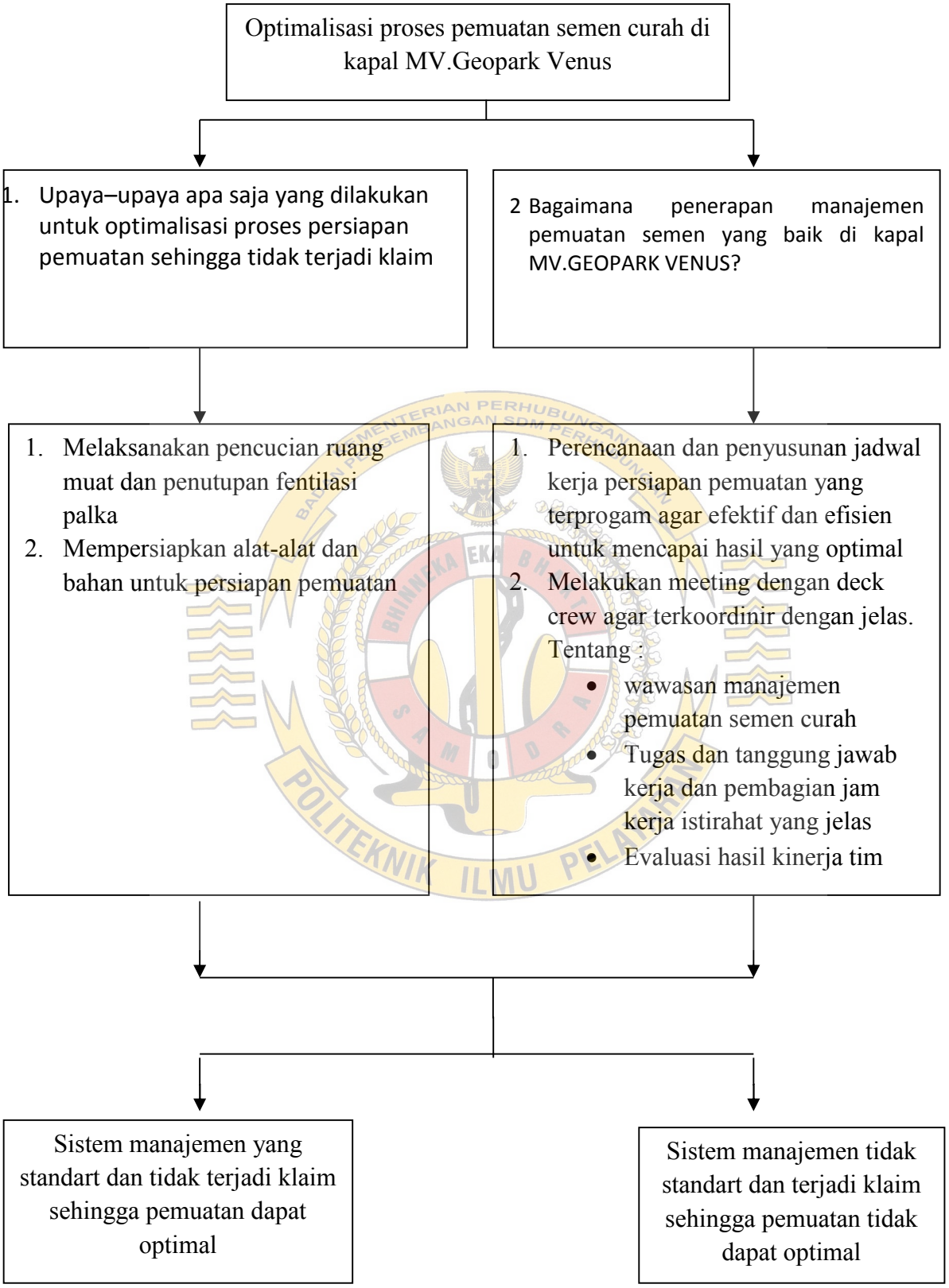**Kerangka pikir penelitian**