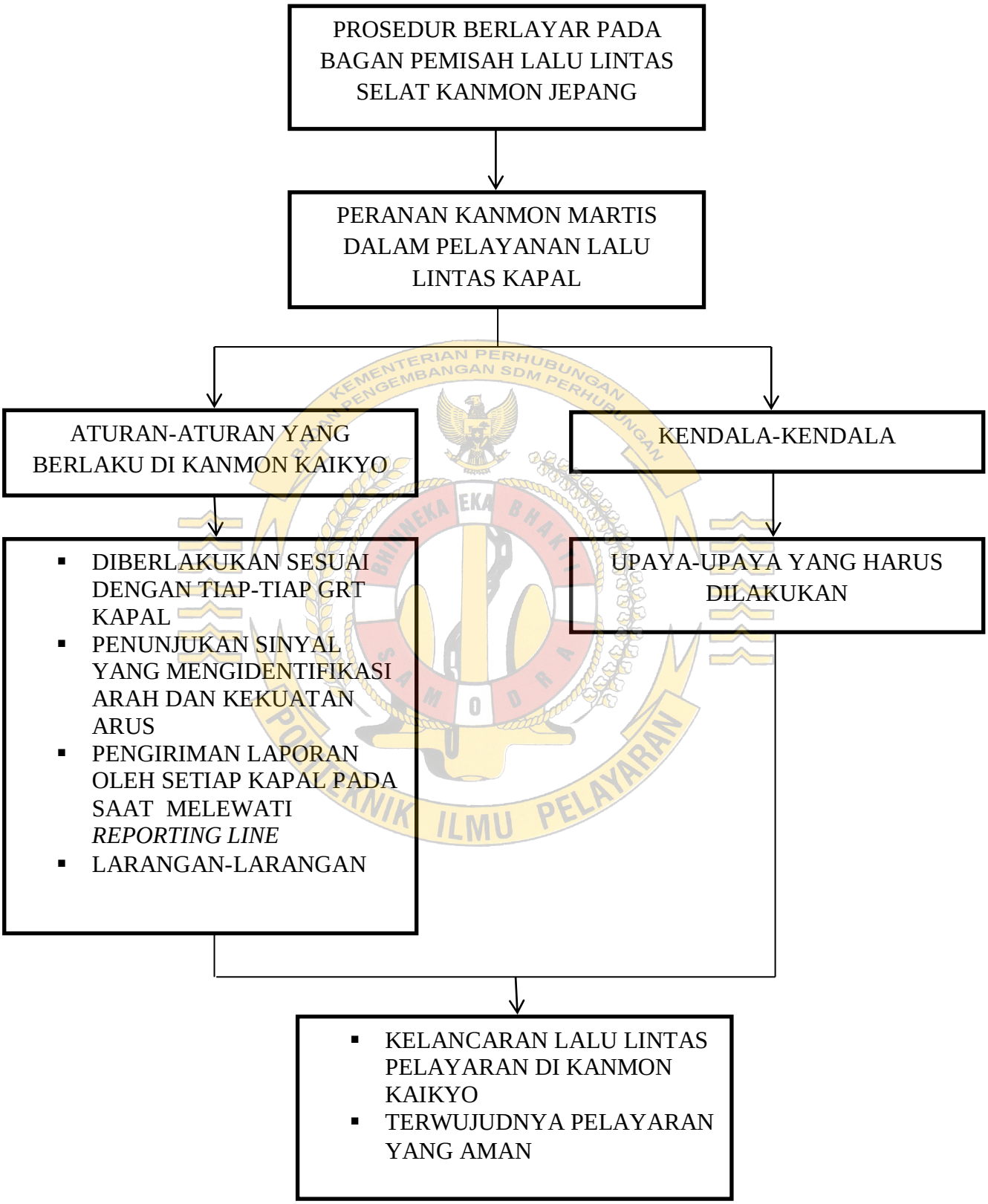KERANGKAN PIKIR