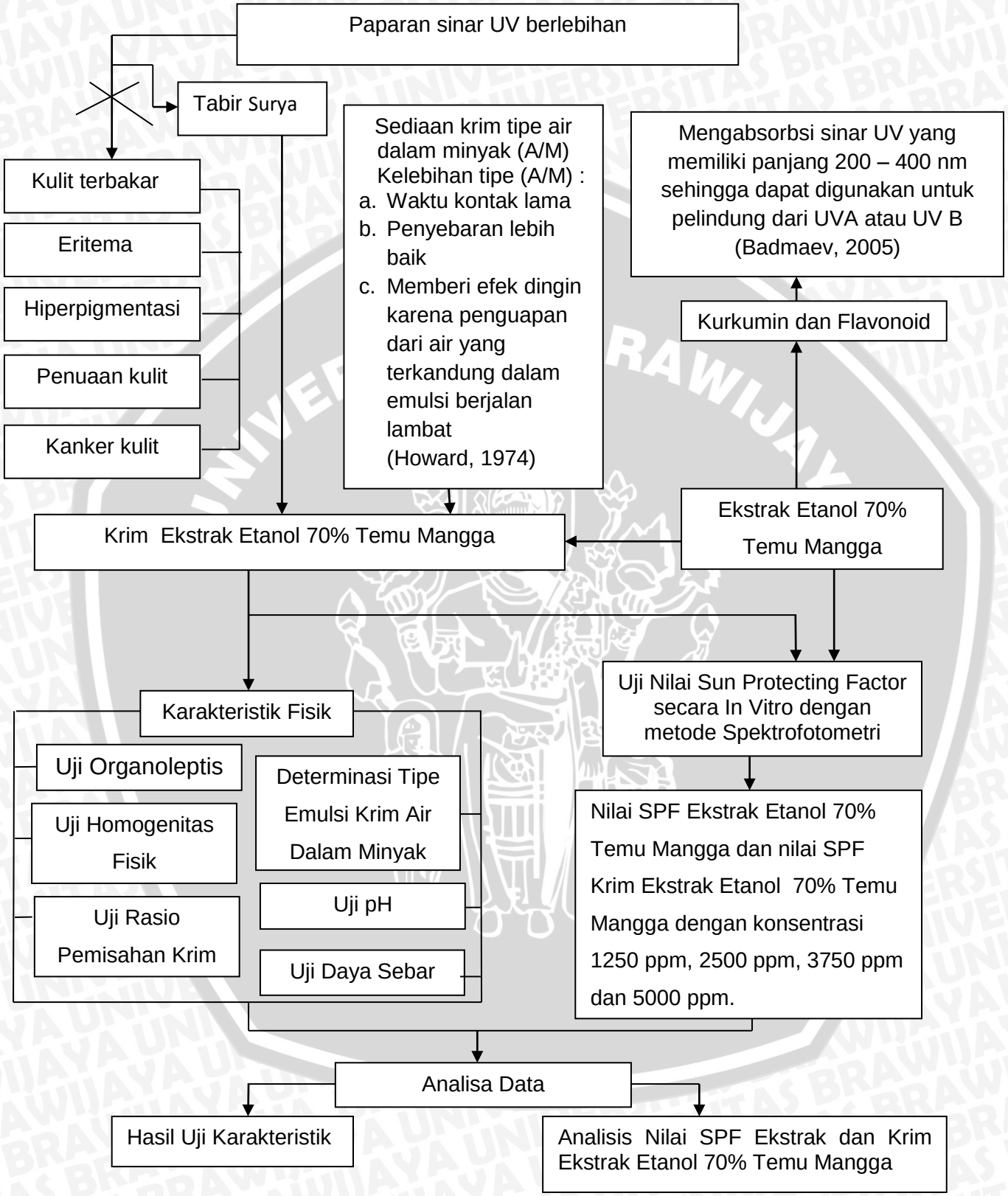

Bagan 3.1 : Kerangka Konseptual

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