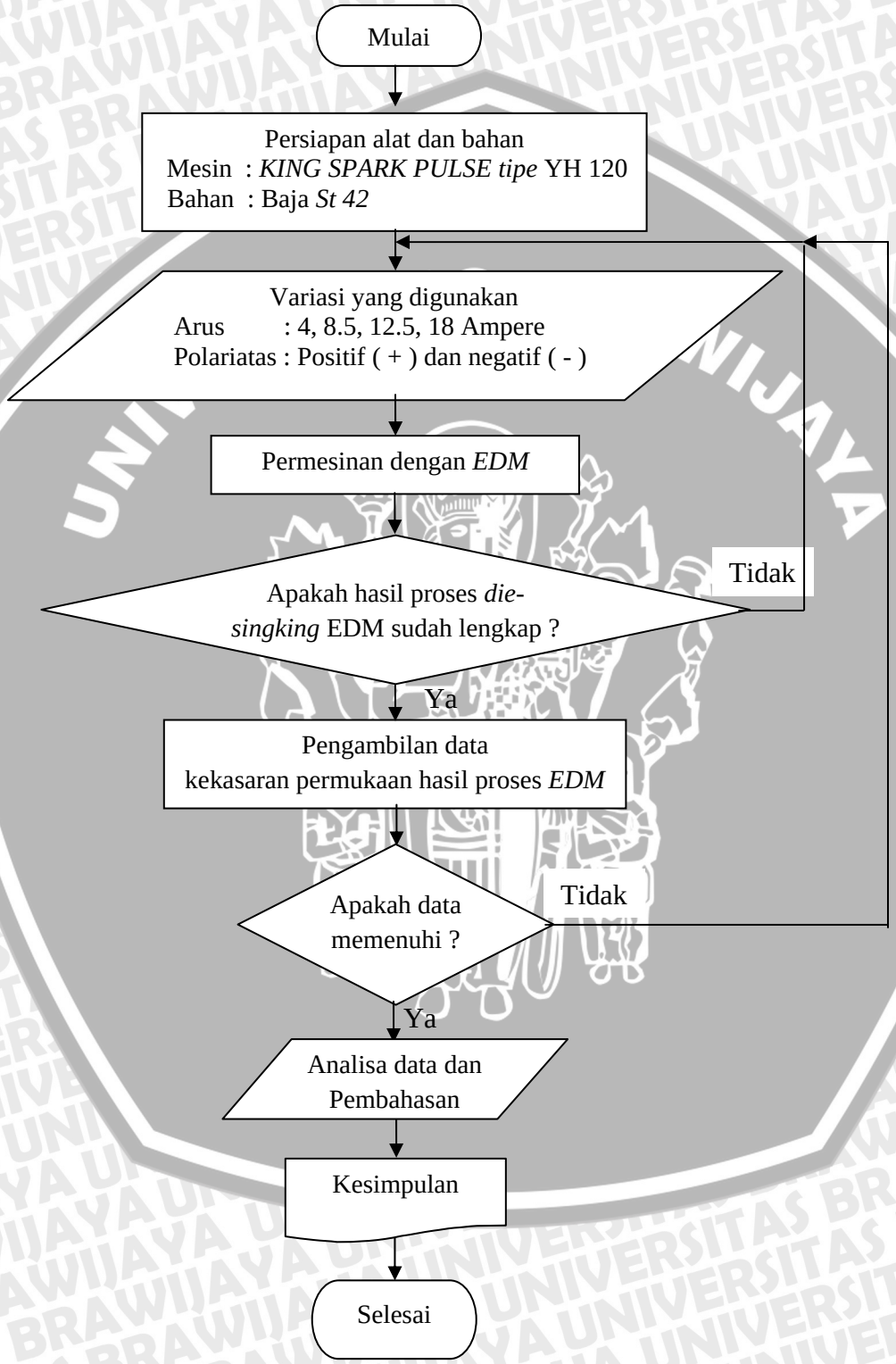3.9 DIAGRAM ALIR PENELITIAN