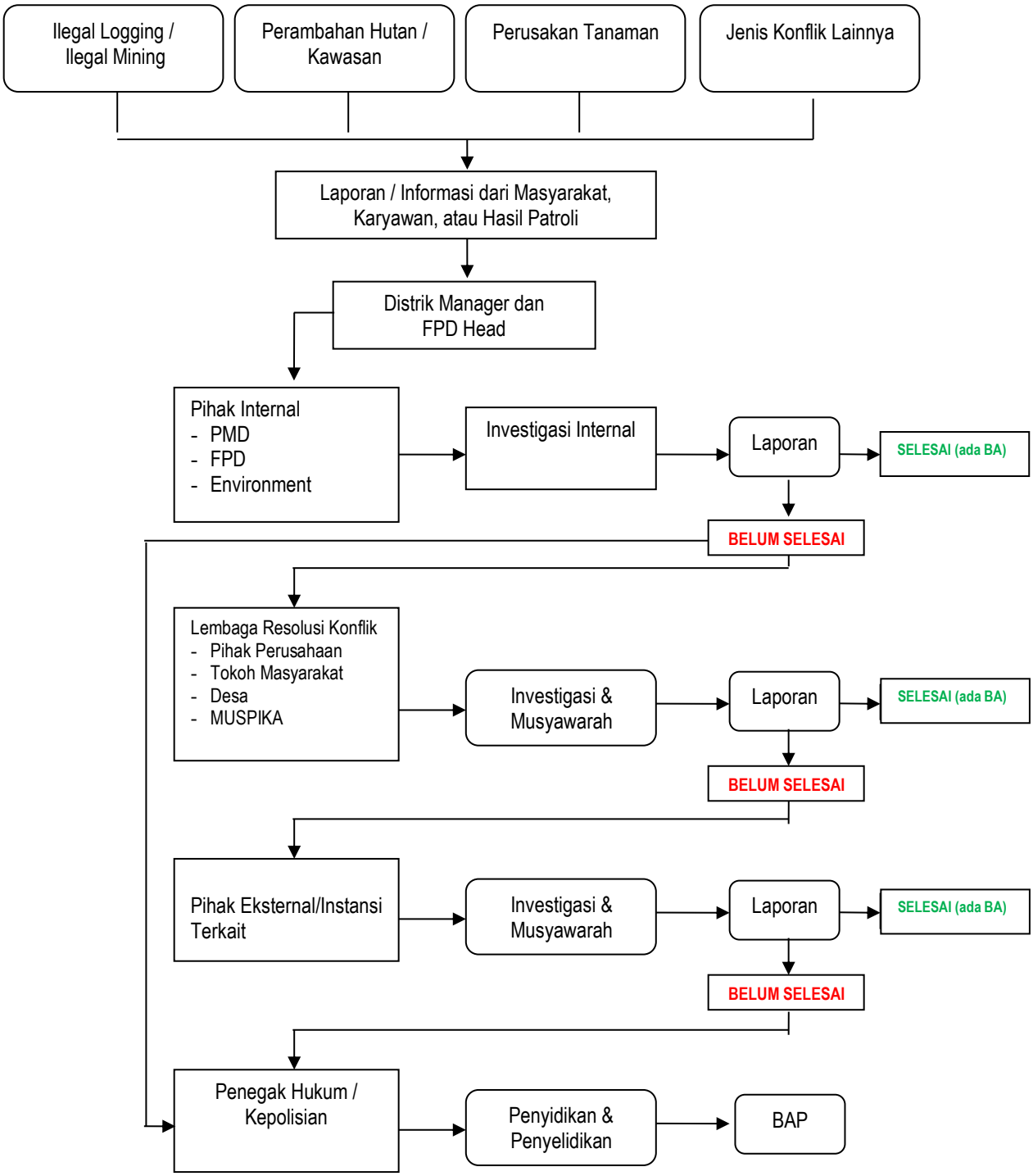DIAGRAM RESOLUSI KONFLIK