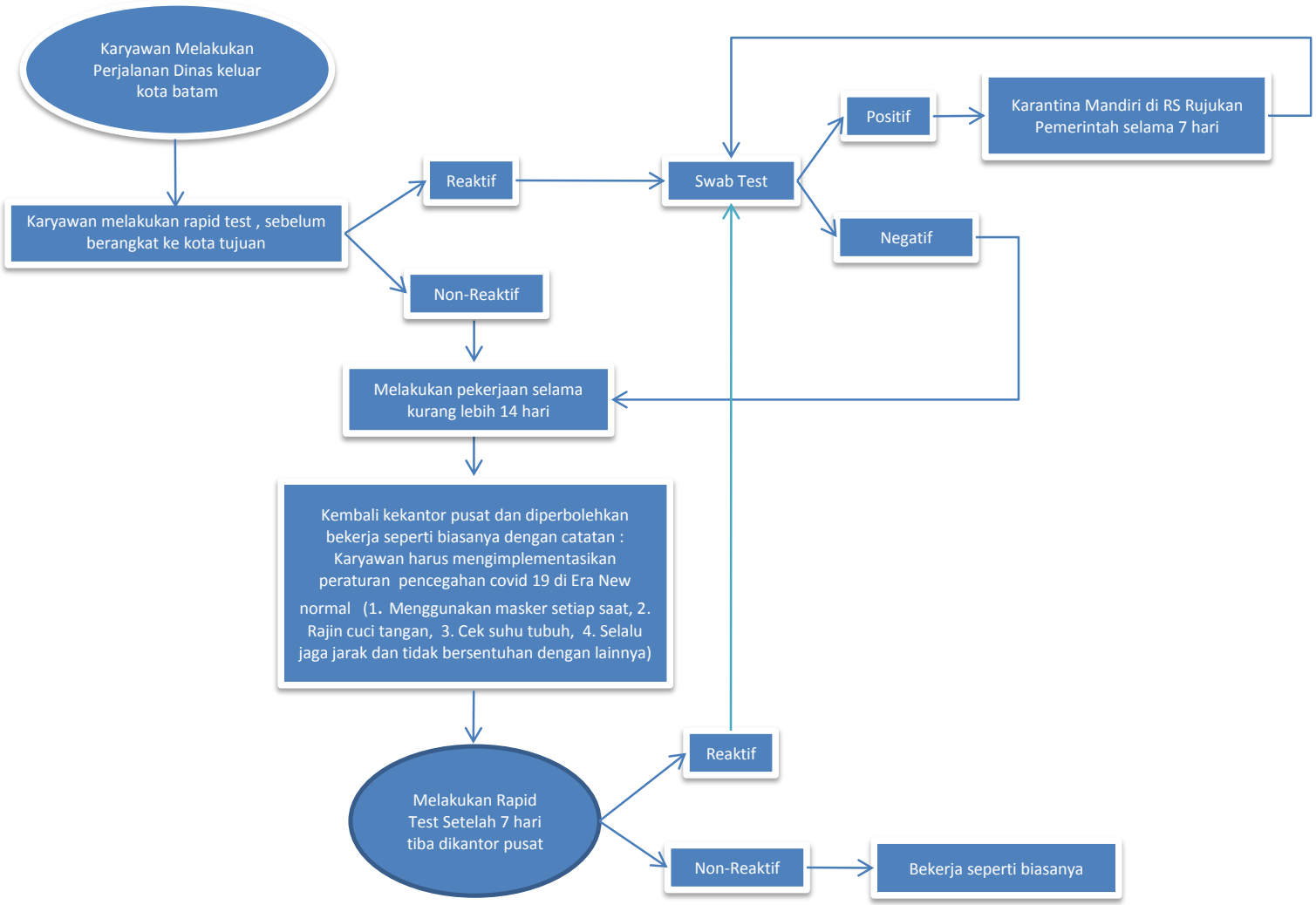PROSES FLOW COVID 19 ERA NEW NORMAL