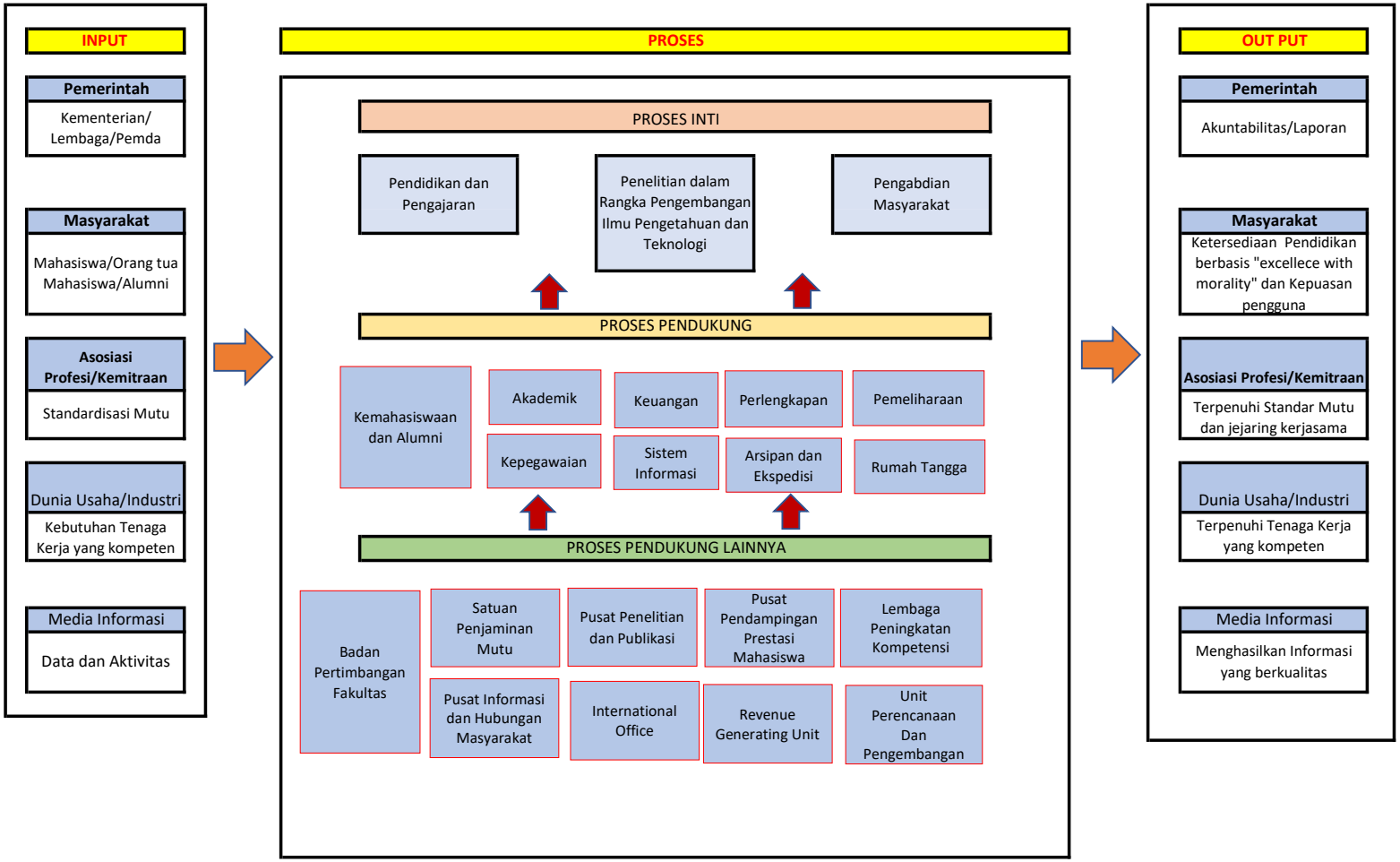PETA PROSES BISNIS FAKULTAS EKONOMI DAN BISNIS UNIVERSITAS AIRLANGGA