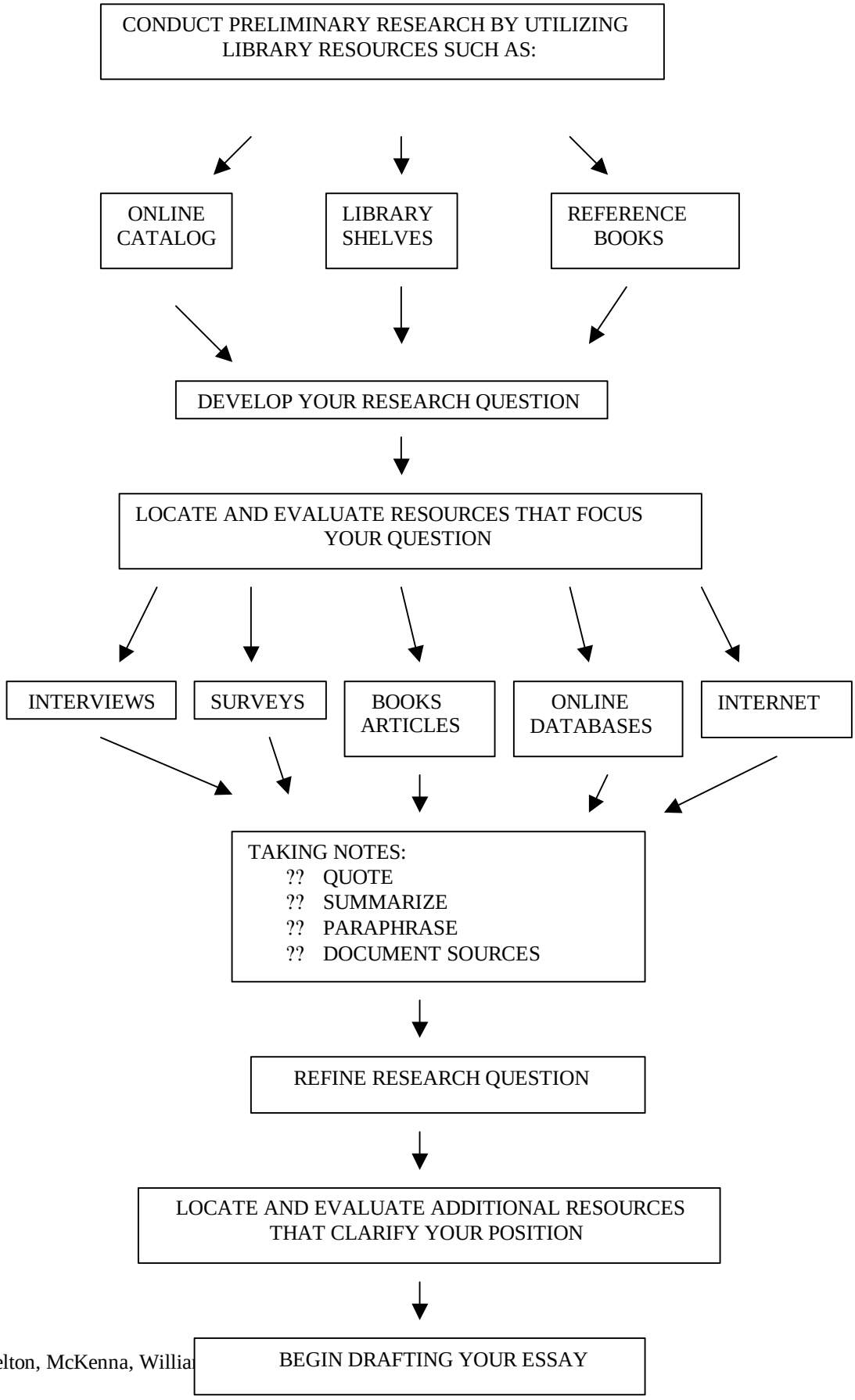THE PROCESS OF RESEARCH