

CONTENTS

	Page
COVER	i
APPROVAL	ii
CONTENTS	iii
LIST OF EXHIBITS, FIGURES, TABLES, AND PHOTOS	v
LIST OF ABBREVIATIONS	vi
STATEMENT OF AUTHENTICITY	vii
PREFACE	vii
ABSTRACT	ix
ABSTRAK	x
CHAPTER I. INTRODUCTION	1
A. Background	1
B. Relevance	3
C. Problem Statement	5
D. Research Objective	6
E. Research Impact	7
F. Originality	9
CHAPTER II. LITERATURE REVIEW	17
A. Literature Review	17
B. Theoretical Framework	24
C. Conceptual Framework	31
D. Hypothesis	33
E. Research Question	33
CHAPTER III. Research Method	34
A. Research Type and Design	34
B. Research Settings and Time	36
C. Intervention	39
D. Research Subjects	40
E. Identification of Research Variables	43
F. Operational Definition of Variables	44
G. Data Collection and Research Instrument	46
H. Data Analysis Plan	46
I. Validity and Reliability of Research Instruments	47
J. Research Ethics	50
K. Research Limitation	51
L. Research Steps	52
CHAPTER IV. RESEARCH RESULTS AND DISCUSSIONS	54
A. Research Results	54
1. Characteristics of Study Participants	54
2. Qualitative Study Findings	58
3. Quantitative Study Findings	74
B. Discussions	77
CHAPTER V. CONCLUSIONS AND RECOMMENDATIONS	90

A. Conclusions	90
B. Recommendations	90
REFERENCES	92
APPENDICES	98