

CONTENTS

COVER	i
APPROVAL PAGE	ii
CONTENTS	iii
LIST OF FIGURES	v
LIST OF TABLES	vi
LIST OF ABBREVIATIONS	vii
STATEMENT OF AUTHENTICITY	ix
FOREWORD AND ACKNOWLEDGEMENT	x
ABSTRACT	xiii
ABSTRAK	xiv
CHAPTER I. INTRODUCTION	1
A. Background.....	1
B. Relevance.....	4
C. Problem Statement.....	4
D. Research Objective	5
E. Research Impact	5
F. Originality	6
CHAPTER II. LITERATURE REVIEW.....	9
A. Literature Review	9
B. Theoretical Framework.....	29
C. Conceptual Framework.....	30
D. Research Questions	30
CHAPTER III. RESEARCH METHODOLOGY	32
A. Research Type and Design	32
B. Research Settings and Time.....	32
C. Research Subjects	32
D. Identification of Research Variables	34
E. Operational Definition of Variables.....	35

F. Data Collection and Research Instrument.....	36
G. Data Analysis.....	37
H. Validity and Reliability of Research Instruments	38
I. Research Ethics	39
J. Research Limitation	39
K. Research Steps	40
CHAPTER IV. RESEARCH RESULTS AND DISCUSSIONS.....	42
A. Research Results.....	42
B. Discussions	83
CHAPTER V. CONCLUSION AND RECOMMENDATIONS	111
A. Conclusions	111
B. Recommendations.....	112
REFERENCES.....	115
APPENDIX.....	126