



## Table of Contents

<b>Abstract .....</b>	<b>2</b>
<b>Intisari.....</b>	<b>3</b>
<b>Preface.....</b>	<b>4</b>
<b>Table of Contents .....</b>	<b>5</b>
<b>List of tables and illustrations .....</b>	<b>6</b>
<b>1. Introduction.....</b>	<b>7</b>
<b>1. 1. Background .....</b>	<b>7</b>
<b>1. 2. Purpose of the study .....</b>	<b>8</b>
<b>1. 3. Problem statement .....</b>	<b>9</b>
<b>1. 4. Objectives of the project.....</b>	<b>10</b>
<b>1. 5. Research questions.....</b>	<b>10</b>
<b>1. 6. Research hypothesis.....</b>	<b>10</b>
<b>1. 7. Assumption .....</b>	<b>11</b>
<b>1. 8. Outline .....</b>	<b>11</b>
<b>1. 9. Scope .....</b>	<b>11</b>
<b>2. Theoretical framework and Literature review .....</b>	<b>12</b>
<b>3. Research Methodology .....</b>	<b>16</b>
<b>3. 1. Research design.....</b>	<b>16</b>
<b>3. 2. Target population .....</b>	<b>18</b>
<b>3. 3. Sample and sampling procedure .....</b>	<b>18</b>
<b>3. 4. Required data and resources .....</b>	<b>18</b>
<b>3. 5. Data gathering procedure .....</b>	<b>18</b>
<b>3. 6. Data analysis procedure .....</b>	<b>19</b>
<b>4. Results .....</b>	<b>20</b>
<b>4. 1. Part 1.....</b>	<b>20</b>
<b>4. 2. Part 2.....</b>	<b>23</b>
<b>5. Discussion .....</b>	<b>25</b>
<b>6. Conclusion and recommendations .....</b>	<b>42</b>
<b>6. 1. Conclusion .....</b>	<b>42</b>
<b>6. 2. Recommendations .....</b>	<b>43</b>
<b>Bibliography .....</b>	<b>44</b>
<b>Appendix.....</b>	<b>50</b>