

FOREWORD

Praise and thanksgiving to the Lord Jesus for blessing and protection of His grace because I can finish the final project in a timely manner. On this occasion, the author would like to thank all those who have given assistance in completing this thesis, in particular to:

1. Mr Kamal Serrhini as a supervisor for guidance and advice given during the study was conducted.
2. Mom and Dad for your support. Loves for you.
3. Family of the author for their support and prayers that have been awarded to writers from the beginning to the end of the study.
4. Mr Tan Yong Lim, Mr, Tan A Hok, Mrs. Joe Mei Mei, Mrs. Lusiani Fen for the help, input, and time has been devoted to the author.
5. Josef Aniwan, Ronny Tandela, Rendy Tandela, Joni, Xiao Fang, Doris, Julia, Toni, Aunt, Ko Akiong, Xiao Fang, Juliana, Ko Cin Wie, Arif Gunawan, Budiman, Mikhael, Elisa Chen, Hendrik Tanoto, Hendra Tanoto, Hendro Tanoto, Khaisin Tanoto, Rayhan Tanoto, Priscillia, Yohanna for the help in completing this thesis.

The author realized that there are still many things that can be added to this thesis. To the authors are very open to criticism and constructive suggestions. Finally, the authors hope this study can be useful for companies and for the readers.

Tours, 14 May 2012

Thank You,

Author