

## CONTENTS

<b>APPROVAL PAGE .....</b>	<b>ii</b>
<b>SELF DECLARATION AGAINST PLAGIARISM .....</b>	<b>iii</b>
<b>ABSTRACT .....</b>	<b>iv</b>
<b>ABSTRAK .....</b>	<b>v</b>
<b>DEDICATION.....</b>	<b>vi</b>
<b>ACKNOWLEDGMENTS .....</b>	<b>vii</b>
<b>CONTENTS.....</b>	<b>viii</b>
<b>LIST OF TABLES .....</b>	<b>x</b>
<b>LIST OF FIGURES .....</b>	<b>xii</b>
<b>LIST OF ABBREVIATIONS .....</b>	<b>xiv</b>
<b>CHAPTER 1: INTRODUCTION .....</b>	<b>1</b>
1.1    Background .....	1
1.2    Theoretical Framework .....	3
1.3    Conceptual Framework .....	4
1.4    Objective and Statement of the Problem.....	6
1.5    Hypothesis.....	7
1.6    Assumption .....	8
1.7    Scope and Delimitation .....	8
1.8    Importance of the Study .....	9
<b>CHAPTER 2: LITERATURE STUDY .....</b>	<b>10</b>
2.1    NBTree .....	10
2.2    Bayes Classification Methods .....	16

2.3	Kullback-Leibler Divergence.....	19
2.4	Principle Component Analysis.....	22
2.5	Evaluating Classifier Performance.....	25
2.6	Support Vector Machines (SVM) .....	28
2.7	Telkom Fraud Management System (Frames).....	30
<b>CHAPTER 3: RESEARCH METHODOLOGY .....</b>		<b>33</b>
3.1	Research Design.....	33
3.2	Population/Sampling.....	36
3.3	Instrumentation and Data Collection .....	37
3.4	Tools for Data Analysis .....	38
<b>CHAPTER 4: PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA.....</b>		<b>39</b>
4.1	Data Presentation .....	39
4.2	Analysis of the Data .....	47
4.3	Summary of Findings.....	67
<b>CHAPTER 5: CONCLUSIONS AND RECOMMENDATIONS .....</b>		<b>73</b>
5.1	Conclusion .....	73
5.2	Recommendation.....	74
<b>BIBLIOGRAPHY .....</b>		<b>75</b>
<b>APPENDICES .....</b>		<b>78</b>