

TABLE OF CONTENTS

COVER PAGE	i
APPROVAL PAGE	ii
DECLARATION OF ORIGINIALITY.....	iii
PREFACE.....	iv
ABSTRAK	v
ABSTRACT	vi
TABLE OF CONTENTS	vii
LIST OF TABLES	ix
LIST OF FIGURES	ix
CHAPTER I	1
INTRODUCTION.....	1
1.1 Research Object Overview	1
1.2 Research Background.....	9
1.3 Problem Statement.....	10
1.4 Research Question.....	11
1.5 Research Objective	12
1.6 Research Benefits	12
1.7 Systematic Writing.....	12
CHAPTER II.....	14
LITERATURE REVIEW	14
2.1 Theoretical Review	14
2.2 Literature Review of Research Gap.....	26
2.3 Previous Research.....	33
2.4 Theoretical Framework.....	39
CHAPTER III	41
RESEARCH METHODOLOGY	41
3.1 Research Design	41

3.2 Qualitative Research Benefits	43
3.3 Operational Variables	44
3.4 Research Stages.....	45
3.5 Population and Sampling Method	46
3.6 Data Collection and Data Source	47
3.7 Validity and Reliability Test.....	50
3.8 Data Analysis Techniques.....	51
CHAPTER IV.....	56
FINDINGS AND DISCUSSION.....	56
 4.1 Research Findings and Discussion	56
CHAPTER V	73
CONCLUSION AND SUGGESTIONS	73
 5.1 Conclusion.....	73
 5.2 Suggestions	74
REFRENCES	77
APPENDIX.....	85