PREFACE

This final project was done by the help of Allah Subhanahu Wa Ta'ala who blessed me in every step I took and also with many supports from all the people around me. Thus, I would like to say thanks to:

- Arifin, SE, Leniawati, Arini Dwi Febriani, and Indira Nur Andini who will always support me and pray for me in every step I take to become a better person.
- 7. Indira Rachmawati, ST., MSM, as the supervisor who help a lot during the mini-thesis writing. His knowledge and patience plays a large part in the process of writing this mini-thesis.
- 8. Dadi Abdurahman and Asep Tatang as PT. Telekomunikasi Indonesia employees in Divre 3 West Java who give me so much help when writing this mini-thesis
- 9. Marina Rizka Adisty who support and giving so much love for me during the writing of this mini-thesis.
- 10. International ICT Business Batch 4 (@INT_4) who gave me continuous encouragement until this mini-thesis was made.

After all, perfection belongs only to God and I also apologize if there are some errors in the writing and content for this statement.

Author, Dicky Muhammad Arifin