ACKNOWLEDGMENTS

Alhamdulillahi rabbil alamin. I am grateful to Allah SWT that has allowed me to study and finally completing this Thesis as well as possible. I also would express my gratitude to:

- 1. My beloved family, who always there for me, supported me and encouraged me in every step of my life.
- 2. My thesis supervisors, Dr. Muhammad Imam Nashiruddin, S.T., M.T. and Dr. Nachwan Mufti Adriansyah, S.T., M.T., for their valuable time, comments and guidance. I am so grateful for having mentors who always provide support and solutions for each of my problems.
- 3. All of my examiner Mr. Taufik Hasan, Mrs. Koesmarihati, Mr. Favian Dewanta and Mr. Syamsul Rizal. Thank you very much for all the suggestions and guidance to finish this Thesis.
- 4. Heads of study post-graduate programs, Mr. Fiky Y. Suratman and Mrs. Ida Wahidah, administrative staff and all Telkom University lecturers who have provided valuable assistance, knowledge and experience.
- 5. All friends in Pascasarjana Mas Aris, Mas Samuel, Mas Andri, Mas Gogi, Kak Kaffa, Kak Fitri, and Kak Vera. Especially classmate in Regulation and Management of Telecommunication Lia Hafiza, Mbak Amriane, Mbak Siska, Retno Renggani and many more that I cannot mention one by one.
- 6. All supported friends in Telkom Indonesia, especially Gen Y and ASO Witel Banten, for the laugh, ideas, and support.
- 7. As well as all parties that I cannot mention one by one. Therefore, I can finish this research.