

ACKNOWLEDGMENTS

This thesis is compiled with the effort, help and support from all supporting elements. The author would like to express the deepest gratitude and thanks to:

1. Allah Subhanahu wa Ta'ala, through His blessings, and permission, the author was able to complete this master thesis with the best effort.
2. My beloved parents, brother, and sister for the endless love, prayers, and support.
3. Mr. Dr. Ir. Heroe Wijanto, M.T., as my 1st supervisor, and Mr. Dr. Ir. Meiditomo Sutyarjoko, M.Sc., as my 2nd supervisor. The author wants to sincerely thank you for your guidance, the knowledge you have shared, the countless hours and effort you have given. Your dedication and thoughtfulness have greatly influenced the author's academic journey. It has been such a great honor to be your guidance student. Thank you for your support and encouragement. Your lessons will stay for a lifetime. Thank you for being a teacher who truly cares about your students. You're an amazing teacher, and the author is so grateful for your presence in the author's life.
4. All lecturers and employees in Telkom University Postgraduate. Thank you for the support in administrative stuff so that the author can complete this thesis.
5. All my friends in Telkomsat, who always support me and make my work enjoyable, even though it's challenging because the author also pursuing her master's study at the same time.
6. All my friends in Telkom University, especially Mba Khanaya, Fika, Putri, Archie, Vi, Mba Ratih, Mas Fikri, Mas Faris, Pak Yos, Mas Dhimas, Mas Fadhil, Mba Rara, Astika, Michele, Agrine. Thank you for the good times we have shared together. Your friendship has been a true treasure in my life and I am grateful for every moment we spend together. Thank you for being a wonderful friend, and for your unwavering support.