

## ACKNOWLEDGMENTS

First of all, I do thank to God for His blessing that enable me to accomplish this thesis. A Thesis like this could only be finished because of the support of many people and I am really indebted and appreciate to many people for their suggestion, guidance, insights, critics and assistance.

I would like to express my special gratitude to my advisor Mr. DR. Sahala L. Gaol for his advise and guidance during my thesis writing. I am also grateful to the management of PT. Fajar Surya Wisesa, that gave me the chance to make a research on their company. And finally to all my lecturer who have shared their knowledge to me during my studying in IEU so that give me a great help in preparing my thesis and all of my friend that gave much support to me.

My deepest appreciation goes to my family and relatives , care and encouragement that inspire and motivate me to undertake my role in finishing this thesis.

Jakarta, September 1998

MUKDAYA MASSIDY