PREFACE

First of all, the author would like to give thanks to God Almighty who continues to provide extraordinary wisdom and health in completing the final academic requirements in order to pursue a study degree, namely Bachelor of Management at Pelita Harapan University, Surabaya Campus. In this study, the authors believe that the expression, presentation, and use of words and language are still very far from perfect. Therefore, with all humility the writer expects suggestions, criticism and all forms of direction from all parties for the improvement of this final project research. On this occasion, the author also wants to express his deep gratitude to those who have helped and supported the completion of this research until the end. These thanks are specifically addressed to:

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Surabaya, 10 September 2020

(Victor Abraham)

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