

## **ACKNOWLEDGEMENT**

First and foremost I offer my sincerest gratitude to my supervisor, Prof.Madya Dr.Karen Kow Yip Cheng, who has supported me throughout my thesis with her patience and knowledge whilst allowing me the room to work in my own way. I attribute the level of my Masters degree to her encouragement and effort and without her this research report, too, would not have been completed or written. One simply could not wish for a better or friendlier supervisor.

Where would I be without my family? My parents deserve special mention for their unconditional support and prayers. My Father, Arshad Bani in the first place is the person who laid the foundation to my academic career. My Mother, Kasnani Ab Karim is the one who sincerely raised me with her caring, gentle love and was always supportive of my every undertaking. Akmal Hakim, Akmal Hisyam, Akmal Haziq and Arlina thanks for being supportive and caring siblings.

Words fail me to express my appreciation to my husband Mat Desa Nanyan whose dedication, love and persistent confidence in me, has taken the load off my shoulder. I owe him for being such a good friend and shoulder to cry on my journey to complete my research report.

Finally, I would like to thank everybody who was important to the successful realization of this research report, as well as expressing my apology that I could not mention each and every one personally .