ACKNOWLEDGEMENTS

Bismillahirahmanirrahim,

Praises be to Allah SWT for His Great Blessing that have been continuously poured to the writer in the process of completing her studies and this piece of academic writing. Praises are also addressed to our Prophet Muhammad SAW who has guided us to the better life. This thesis owes its existence to the help, support and inspiration of several people. It would be impossible to list all names but on this very special opportunity the writer would like to express her gratitude to the following people.

First of all, the writer deepest appreciation and gratitude is dedicated to Prof. Dr. Busmin Gurning, M.Pd as her first adviser for the guidance, comments, criticisms, suggestions and special notes for the improvement of the thesis from the very beginning up to the end of this thesis.

Next, her deepest appreciation is addressed to Prof. Dr. Sri Minda Murni, M.S as her second adviser for her available time spent for consultation, guidance, comment, encouragement, special notes for improvement of the thesis, and full support in shaping this thesis.

She would like to take this special occasion to express her gratitude to Dr. Rahmad Husein, M.Ed. and Dr. Anni Holila Pulungan, M.Hum as the Head and Secretary of the English Applied Linguistics Study Program for their administrative assistance and administrative requirements and Mr. Farid Ma'ruf as an administrator of LTBI who has given assistance in completing the official

administration during the process of conducting this study and completing this thesis.

Sincere gratitude also to the reviewers commitee, Dr. Anni Holila Pulungan, M.Hum, Dr. Rahmad Husein, M.Ed and Dr. Didik Santoso, M.Pd, for their fruitful comments and feedback that contributed to the improvement of this work.

. She also would like to express her gratitude to all lecturers who have given the valuable knowledge and the excellent performance in delivering the lectures during her study at English Applied Linguistics Study Program.

This thesis is dedicated with deepest gratitude to her beloved parents H.Muhammad Husin (Alm) and Hj. Mariana (Almh) for their unlimited support, never ending love and pray, motivation, understanding, and especially for their great support to her in achieving higher education. There will never be enough words to say thanks to them. She also owes a heartfelt debt of gratitude to her sisters and brothers for their love, support and care.

Her sincere thanks goes to her father and mother in law H.M. Aman Damanik (Alm) and Hj. N.R Siregar for their unconditional support and motivation and a very special gratitude to her beloved husband Ir. M. Erwin Soganta Damanik for his love, great support, patience and understanding throughout her life and her studies.

Many thanks also go to Mrs. Maryam for helping her collecting Patient information leaflets as the source of data.

She also would like to express her thankfulness for her beloved friends on A2 LTBI UNIMED especially for Nurhalimah, .S.Pdi, M. Hum who have been a great supporter in completing this academic work and Khadijah Harahap S.Pd who have given sweet memories and support and all friends who can not be mentioned one by one for their support to finish this thesis.

Medan, 12 July 2017

The writer,

Rahmawati