

ACKNOWLEDGEMENTS

If words are considered as symbols of approval and tokens of acknowledgement, then let the words play the heralding role of expressing my gratitude.

At first, I say my heartfelt thanks to our ALMIGHTY for the abundant blessings showered on me and for giving me a chance to reach here.

I would like to thank and express gratitude to my guide, Dr. R.K. Srivastava, who gave his meticulous guidance and unflinching support, valuable advice, constructive feedback, and timely encouragement throughout the research work which gave a fruitful end of my thesis.

I am thankful to the management of K.J. Somaiya Institute of Management Studies & Research, and I would like to extend my gratefulness to Late. Prof. P.V. Narasimham, Former Director General, Late. Dr. Suresh Ghai, Former Director General for their support and encouragement. I would also like to express my gratitude to Dr. Monica Khanna, Acting Director for her continuous support to complete my research work.

I am greatly indebted to my family, for their untiring continuous support, encouragement, and timely help to complete my Ph.D work. I would like to thank my loving husband for his emotional support and positive encouragement to complete my work.

Special thanks to my friend Prof. Jaya Iyer whose incessant assistance helped me a lot during the preparation of my Ph.D thesis.

I thank all my friends and colleagues who helped me turn endeavours into success, by forwarding their helping in terms of comments and suggestions. I would also like to thank my students for their assistance throughout the data collection process of my Ph.D work.

Last but not least, I would like to thank all my survey respondents without them; I would not have completed the data collection process.

Sindhu Singh