ACKNOLEDGEMENT

This research work has been a period of intense learning for me, not only in the scientific arena, but also on personal front. I would like to acknowledge the people who supported and helped me throughout in completing this research work.

I am deeply indebted in expressing my sincere gratitude to my supervisor Dr. Ajai Pal Sharma, Assistant Professor, Department of Management Studies, Central University of Haryana, Mahendergarh, for installing in me the desire to work hard with patience and for inculcating the discipline to think clearly and positively. His continuous guidance helped me all the time during research and writing the thesis. Without his support this thesis would have been a futile effort.

Besides my supervisor, I would like to thank Professor Anand Sharma, Head, Department of Management Studies, for motivating and encouraging me to complete the work in time. Also my thanks goes to other faculty members of the department who never said no to any of my requests related to this research work.

My thanks are also due to all members of the Departmental Research Committee for their insightful comments and my fellow doctoral students for their feedback, cooperation.

I would also like to thank the whole library staff for their kind corporation in the process of my research work. I am highly grateful to all the respondents who spent their valuable time in completing the questionnaire and provided their precious comments. I wish, I could thank many more by name but due to paucity of time and place it could not be possible.

Last but not the least ,I express my deep gratitude to my beloved parents, my husband Mr. Devender, my loving daughter Pakhi for bearing with me and other members of my family for their continued support and motivation in completing this research work.