ACKNOWLEDGEMENT

This thesis would not have been possible without the help of many wonderfully supportive and talented people whose efforts I wish to acknowledge below, but first and foremost, I am thankful to the Almighty who provided me with the strength and wisdom to complete this challenging yet enjoyable task.

At the outset, I would like to express my deepest gratitude and my most sincere appreciation to my guide and mentor Professor Subhash K. B. for his academic assistance, support, suggestions and encouragement, so unstintingly provided, throughout this incredible journey. Without his guidance, persistent help, and constructive criticisms, this dissertation would not have been possible. I know that I have been blessed and extremely fortunate to have a supervisor who cared so much about my work that he never let any of his commitments ever restrict him from giving me his best and who, by his perfection, motivated me to aspire to greater heights than I dreamt possible.

I acknowledge the valuable suggestions provided by the Dean, Professor Y. V. Reddy, the Head of Department Professor Anjana Raju, subject expert and Vice Chancellors nominee Professor Nandakumar Mekoth, during the Faculty Research Committee (FRC) meetings. To the various other Faculty members and Administrative Staff of the Department of Commerce, I offer my profound thanks for their support and encouragement throughout the duration of my doctoral studies.
I gratefully acknowledge the efforts, suggestions, comments and critiques provided during the last two years by the prominent scholars in the field of tourism research; viz.; Emeritus Prof. Dr. Klaus Weiermair from Innsbruck University, Austria; Prof. Dr. Miriam Scaglione from University of Applied Sciences Western Switzerland; Prof. Dr. Friedrich M. Zimmermann of University of Graz, Austria; Mr. Jacob Ganef Pah, Deputy Director for Academic Affair, Bandung Institute of Tourism (STPB), Indonesia, Dr. Monica (Ling Chen) Chang, Asst. Professor, Taiwan Hospitality & Tourism College, Taiwan, and Mr. Kaustubh Kamat, Ph.D Scholar at Goa University and Assistant Professor, Department of Business Administration, Goa Multi-Faculty College, Dharbandora, India. I sincerely thank them for their collaboration and efforts as co-authors respectively, in the various research papers completed. I also acknowledge the constructive criticism provided by Prof. Dr. Christian Laesser of University of St. Gallen, Switzerland; Prof. Dr. Harald Pechlaner of European Academy of Bolzano (EURAC), Modul University, Austria; and Prof. Dr. Sara Dolnicar of University of Queensland, Australia; as reviewers of my research paper submitted with AIEST.

I would like to place on record my grateful thanks to the Management and Staff of the various Tourism related departments and enterprises, both public and private sector, as well as the various tourism related NGOs for their cooperation in providing information and in filling up the lengthy questionnaires. In particular, I owe a debt of gratitude to Ms. Lodovina Rodrigues from the Department of Tourism, Goa, for her ever willing and generous help in providing me with any and all tourism related information, often and at a moment’s notice, despite her busy schedule.
To the Principal of my College, Dr. Fr. Walter de Sa, my colleagues in St. Xavier’s College, my students, my fellow research scholars at the Department of Commerce, Goa University and all my friends, I thank all of them for the support and encouragement throughout the pursuit of my research. I am extremely grateful to Mr. Gajanan Parab, from the Department of Mathematics and Ms. Vilma Fernandes from the Department of Electronics, St. Xavier’s College, for their help and efforts, particularly with regard to the development of the IPA graph.

I would like to express my grateful thanks to Ms. Santana Fernandes, my colleague in St. Xavier’s College and fellow research scholar, Department of Commerce, Goa University who provided her generous and invaluable help both personally as well as in terms of many aspects of my research work including Structural Equation Modeling and Ms. Zamila Pacheco, Research Scholar, Department of Commerce, Goa University for her unstinting help and support, especially during the tenure of my UGC sponsored leave at Goa University. To Mr. Rajendra Kumbharjuenkar, Asst. Professor, Narayan Zantye College of Commerce, Bicholim, I owe special thanks for his kind assistance in providing me with a working knowledge of Structural Equation Modeling. I am especially grateful to Dr. T.A. Varghese, Research Director, Christ University Nodal Office, Thiruvananthapuram, for organizing the three day workshop on Structural Equation Modeling at a most opportune time for me in my research work and for his faultless hospitality to us. Dr. Venkata Subrahmanyam, Resource Person par excellence for the workshop, has my deep gratitude not only for teaching me Structural Equation Modeling but also for taking time to check and confirm my SEM results, despite his busy schedule.
On a more personal note, my deepest thanks to my mother-in-law Mrs. Palmira D’Mello for her love, support and encouragement right from the time I registered for my Ph.D. I truly believe that her constant and fervent prayers smoothed the path to the successful completion of my research work. To my sisters, brothers, sisters-in-law, brothers-in-law, nieces and nephews, my profound thanks are due, for their prayers, support and encouragement. Your help in getting many of my questionnaires filled painstakingly, through your numerous personal contacts, assisted in the collection of the vast quantity of tourist and resident data required for the research.

Saving the best for last, my inexpressible thanks to my husband Robert for taking over almost all my family responsibilities and helping me in every way imaginable, my daughter Gayle for single handedly performing data entry operations of 1,570 questionnaires with perfection and my son Warren for shouldering his own academic responsibilities, thus freeing me to focus on my research. It is their prayers, support, patience, unconditional love which helped me to keep my perspective when I was feeling overwhelmed and gave me the strength to complete my work successfully.

To all the people who helped me in ways both big and small and anyone I may have unwittingly overlooked, I say a heartfelt thank you.

_Carmelita A. (D’Souza) D’Mello_