ACKNOWLEDGEMENT

This research has been made possible by the inspiration, guidance, prayers and support of many individuals. I take this opportunity to recognize and salute their multifarious support to this study.

First and foremost, I acknowledge with deep gratitude my previous research guide, late Dr. K.K. Unuskutty, former Pro-Vice-Chancellor, Mahatma Gandhi University, for accommodating me as a scholar and giving persistent encouragement, support and guidance. He was more than a guide; he was a genuine friend, and a true gentleman who was always willing to help. I dedicate this study primarily to his memory.

I thank my Supervising Teacher, Dr. Johney Johnson, for all the help, dynamic encouragement, fruitful discussions and meticulous guidance rendered in the ways of the research world. Dr. Johney Johnson is a truly gifted trainer, and I continue to strive to live up to his high standards.

I would like to particularly thank Dr. K. Sreeranganadhan, Director, School of Management and Business Studies, Mahatma Gandhi University, Kottayam, for extending all facilities for the completion of the study and for offering good advice at critical points along the way.

I gratefully acknowledge the Teaching and Administrative Staff of the School of Management and Business Studies, Mahatma Gandhi University, Kottayam for their encouragement and help. I also acknowledge the collaborative approach and timely help given by the Administrative Staff of Mahatma Gandhi University, Kottayam.

I convey my sentiments of gratitude to all my senior officers, colleagues and friends for their inspiration and invaluable help in many ways.

During my research work I had prolonged discussions and interviews with Executives, Managerial Personnel and Staff of different organizations. They spared enough time with me.
despite their busy schedules. At the data collection stage, the respondents had extended me a lot of help and cooperation. I am grateful to all of them.

I had opportunity to discuss with many experts in the field especially Dr. Philomin Raj, Bangalore University, Dr. V. Gopakummar, Faculty Member, Indira Gandhi National Open University, Kochi, Prof. P.K. Vasudevan, T. John College, Bangalore, Mrs. Princy T.G. and Mrs. Sudha Ramachandran, Trainers, TIME, Thrissur. They had provided me with rare information which was very useful to me in the preparation of thesis. I place on record my indebtedness to all of them.

I am extremely grateful to the Librarians of Dr. John Mathai Centre, Thrissur, Department of Management Studies, CUSAT, Kochi, General Library, Kerala University, TVM, Indian Institute of Management, Bangalore, who had given me valuable advice on important documents and academic works related to my area of research.

I extend my thanks to my parents, brothers and sister for providing a supportive climate. I am grateful to my wife Smt. Beetha Varghese and my daughters Alita and Athaliya for their love, inspiration, patience and sacrifice for the successful completion of my thesis.

Above all, I am thankfully obliged to God the Almighty for his blessings showered on me throughout my life.

Joju Chacko Akkara