ACKNOWLEDGEMENT

I extend my deepest appreciation and gratitude to my Internal Guide Dr. Mohammed Naved Khan and my External Guide Dr. Naseem Abidi for their constant supervision, support and guidance. The thesis could not have been possible without their great help and encouragement. I deem it my proud privilege to acknowledge the help and encouragement given by both the distinguished supervisors. Their extensive experience and knowledge helped me at every stage of research. At critical moments, both showed keen interests in resolving the obstacles and always provided a constant motivation to boost my morale. I feel that words are not sufficient to express their immense contribution.

I am thankful to Prof. Valeed Ahmad Ansari for his cooperation and continuous encouragement during the course of this study. I am also indebted to Dr. Mrs. Feza Tabassum Azmi for her kind help in identifying gaps covered in the study.

I am grateful to All India Management Association and Aligarh Muslim University which offered me the opportunity to pursue a PhD degree.

I wish to thank all my family members including my husband, Neelabh Singh; my children, Sumedha Singh and Pranav Singh and my mother-in-law Smt. Manorama Singh and father-in-law Dr. Y P Singh for their tremendous support during the past few years. Without their continual encouragement and care it would have been impossible for me to finish the doctoral work. I dedicate my thesis to my Late father Shri Ram Sumer Singh and my mother Smt. Pushpa Singh who would have been very proud of their daughter on the completion of the doctoral research.

Surabhi Singh