ACKNOWLEDGEMENT

I would like to take this opportunity to express my gratitude to all those who have directly or indirectly helped me in this study. First of all, I am regarded fully indebted to Professor J.P. Sharma, the academician, a connoisseur and a teacher ‘par excellence’ as the supervisor of this study. But for his consistent interest, inspiring supervision, thoughtful advice and constructive criticism, this study would not have taken its present shape.

My heartfelt gratitude to all the members of the organisations and respondents included in this study for their active cooperation and valuable assistance as respondents, without which this research would not have seen the light of the day. I thank the librarian and the staff of Ratan Tata Library and the staff of library of South campus for their help and co-operation. My special thanks are extended to my nephew Vineet Rath who provided his ungrudging help in formatting the thesis during its final stages. I am also thankful to my friend Dr. Anu Pandey for her continuous encouragement and valuable suggestions during the course of the study.

I express my deep appreciation to my mother-in-law, Smt. Krishna Devi, my father-in-law Sh. A.S. Chhikara and my husband Yoginder Chhikara for their cooperation, help and motivation during the course of study. It is because of their support, I could complete my research in time. My husband relentlessly helped me in converting my questionnaire into a user friendly radio buttoned excel format to enable me to receive responses over mail. I find myself unable to adequately express my gratitude to my son Rishit, who provided me with relieving moments during strenuous schedule of the work; he deserves my loving appreciation. I also thank my brother Diwakar Rana and my sister in law Vipasha Rana for their continuous encouragement and support during the course of this study.

In the end I acknowledge my deep sense of gratitude to my worthy parents, whose constant efforts rocked me from cradle to the highest path of academics. Since my birth, they have been the highest source of inspiration to me.

Deepti Rana