Acknowledgements

After the completion of this thesis, as I look back, all those people come to my mind that stood by me during the last years and helped me contribute to the research in area of management through my Ph.D.

With great pleasure, I take this opportunity to express my profound gratitude and sincere thanks to my revered guide and supervisor Dr. Satish Verma, Professor, Punjab School of Economics, Guru Nanak Dev University, Amritsar, for his constant encouragement, valuable guidance, constructive criticism and scholarly expertise in planning and completion of this research work. Without his inspiring attitude, keen sense of professionalism and kind efforts, this research work would have not reached its present shape. It was indeed a pleasure to work with such a learned person and gain from his rich experience. He acted not only as a guide but a fatherly figure whose never ending support and persuasion always motivated me to strive for the best.

I am also highly grateful to Dr. Balwinder Singh, Associate Professor and Head, Department of Commerce and Business Management, Guru Nanak Dev University, Amritsar, for his constant support and persistent help during the course of this study. His motivating and pushing attitude proved a blessing for me.

My sincere thanks to Dr. Neeraj Kaushik, Associate Professor, TITS, Bhiwani. Without his selfless assistance and kind help, this research could not have been completed.

I also extend my sincere gratitude to Dr. Rajesh Bagga, Director, AIMTC, Jalandhar, whose pleasing personality and sympathetic attitude always provided a healthy and cordial atmosphere at the workplace to strive forward.

I greatly acknowledge the help extended by Mr. Aman Setia, CA, (Sukhjit Starch & Chemicals Ltd, Phagwara) and Mr. Vipin Bhatia, General Manager and CS (Shreyans Industries Ltd, Ludhiana).

I duly acknowledge the services of the staff at the departmental library of Department of Commerce and Business Management and Bhai Gurdas Library, Guru Nanak Dev University Amritsar, in particular, Mr. Bhupesh for providing me with every possible facility.

I also have a profound sense of gratitude for my brother Mr. Anil Khanna, Country Head, (Contract Logistics & Consulting at Hellmann Worldwide Logistics, New Delhi) for his immense help in this research work. I am also thankful to my brother Mr. Ankush Marwaha, Vice President HR, (J.P. Morgan, Mumbai) and brother-in-law Mr. Deepak Kapoor, Director Finance (GAAP International Sourcing India Private Ltd, New Delhi) for the assistance provided by them.

I also express a token of thanks to Dr. Jasween Kaur, Department of Commerce and Business Management, Mr. Sukhev Singh, Department of Computer Science, G.N.D.U and Dr. Girish Aneja, Associate professor, LPU, Jalandhar for their assistance in my research.
I am indebted to the respondents of the study who spared their valuable time and provided all the necessary information required for the research study. Without their help this research work could not have been accomplished.

It would be really selfish of me, if I do not mention my family members and friends who always supported me from the inception of my research to its culmination.

I warmly appreciate the love, support and encouragement of my beloved husband Mr. Pankaj Anand, who patiently bore with all my preoccupations and busy time schedule. I really owe a lot to him for understanding me and standing by me through all odds and helping me in every possible way. His persistent love, constant support and endless sacrifices are difficult to be expressed in words. His unfailing faith in me motivated me even more to complete this research.

Words are not enough to thank my sweet and understanding son, Master Ruhaan Anand. I salute the immense sacrifices made by him in this tender age, to help me accomplish this work. It was the time that should have been devoted to him, that I used for completing my work.

It is rightly said if there is God on earth, it is your mother. I fall short of words to express my sincere thanks to my sweet, loving mother, Mrs. Ranjana Kumari Batra whose tender loving touch, constant support and never ending love motivated me throughout this research work. She supported me by all means and helped me in every possible way to accomplish this study. It is with her blessings and prayers that this research has reached its culmination.

My father Prof. B.R. Batra was my driving force, and my biggest source of strength. He provided me all the necessary help, constant encouragement and motivated me at each and every stage. His valuable guidance and innovative ideas, proved a boon for me. Whatever I am in life today, is because of his efforts and support. My parents are indeed, my lifeblood without whom I am worth nothing.

My special thanks to my father-in-law, Ret. Er. Vinod Kumar Anand, who constantly encouraged and motivated me to complete this research study. He always stood by my side and provided me never ending support. I am really grateful to him for being there for me always. I also feel highly obliged to my mother-in-law, Mrs. Veena Anand for her utmost love, support and cooperation. Her affections and blessings really mean allot to me.

I would take this opportunity to specially thank my friend and colleague, Mr. Amanpartap Singh Pall, for his immense help and support. Without his kind efforts, this research work would not have reached its present shape. I feel really indebted to him for his never ending support.

I gratefully acknowledge the love and support of my brother, Arch. Nitin Batra who is a gem of a person and was always there for me whenever I needed him for any kind of help, and my bhabi, Mrs. Pooja Batra who always helped me during my research study.
My sister, Dr. Gopi Sharma needs a special mention for her continuous love, support, motivation. She has always been a pillar of strength for me and a morale booster. She has been always there for me whenever I needed any kind of assistance.

I am also thankful to my bhabi, Mrs. Meenu Anand and brother-in-law, Mr. Sunil Anand for always encouraging me. I also convey my token of thanks to brother-in-law Er. Rohit Anand and sister-in-law, Mrs. Manita Anand.

I extend my gratitude to Mrs. Rajan, Dr. Anurag Buddhiraja, Mrs. Anu Sahi and Dr. Rajesh Verma, my friends who always motivated me. I am also thankful to my friends and colleagues at AIMIC for always being there for me with a helping hand.

I wish to thank many people, who helped me in some way or the other. All cannot be mentioned, but will always be remembered.

Above all, this research work would not have been possible without the blessings of my beloved God Almighty (Sai Baba). He has always showered his love and blessings upon me and has always stood by me through thick and thin.

(Roopali Batra)