ACKNOWLEDGEMENTS

This work would not have been possible without the aid of many people. I have an infinite number of people to acknowledge, and it may not be possible to mention all of them due to space constraints. But I would like to highlight a few prominent people who helped to make this work a success:

I would like to thank Dr. Mitra Parekh, Head of Department, Department of English at S.N.D.T. Women’s University whose help and support was invaluable. Her confidence in my abilities was the starting point of my work.

I express my profound gratitude and respect to my guide, Dr. Mala Pandurang for her able guidance, enlightened comments and numerous discussions. Right from conception to completion, she guided me at every stage by meticulously reading every draft, offering suggestions and also helping me to locate reference material. She has been a guide and mentor in the true sense. Her honest and uncompromising approach made my work on this thesis an excellent learning experience and her organized and disciplined approach helped me to complete my work within a stipulated period of time.

I am indebted to my esteemed organization, The Xavier Institute of Engineering and its Management for their co-operation and the concessions provided to me. This work truly would not have been possible without their unstinted assistance and gracious help.

I extend my warm thanks to my family for encouraging and motivating me and putting up with all my absences and deficiencies without complaint.

Special thanks are also due to all my colleagues and friends who were always ready with their assistance.

Finally, my sincere thanks are due to the numerous others who directly or indirectly contributed in the successful completion of the report but whom I am unable to name here.
I dedicate this thesis to my father who passed away in December, 2009. He gave me the gift of belief in hard work and personal effort.