ACKNOWLEDGEMENT

Praise be to the Supreme Soul, Param Sant Huzur Kanwar Sabib Ji Maharaj whose blessings instilled in me enough courage, conviction and tenacity to continue this work and successfully complete it.

Words will never be enough to thank everybody without whose help this would not have been possible.

It is my proud privilege to express words of gratitude and indebtedness to my esteemed teacher and my supervisor Dr. H. J. Ghosh Roy, Professor, Institute of Management Sciences and Research, M.D.U., Rohtak (Haryana), for his continuous supervision, unceasing inspiration, valuable guidance, and inimitable teaching, which enabled me to do this work so as to reach a stage of completeness and presentability.

I owe a special debt of gratitude to Dr. A.S. Boora, Professor, Institute of Management Sciences and Research, M.D.U., Rohtak (Haryana), a fount of infinite wisdom, professional competence, a noble and enlightened teacher, completely dedicated to profession, for his keen interest, invaluable help, untiring patience, and constant inspiration.

I would like to express my deepest thanks to the faculty members of IMSAR, M.D.U and Dr. Sanket Vij for their help, interest, valuable hints and cooperation.

I am grateful to Dr. A.S. Chillar, Surajmal Institute and Dr. Sandeep Goel, Assistant Professor, MDI, Gurgaon for his assistance in data collection.

My extreme and sincere gratitude goes to my parents, my family members and my husband for making me what I am today, and who have, in one way or the other, provided me the mental support, motivation and blessings, which laid pillars for this fruitful work.
A word of affectionate thanks goes to my daughter, Vineeta, whose unforgettable sacrifices have made me able to complete this study.

Last but not the least I thank all those who directly or indirectly helped me to complete my thesis in time.

(Garima Dalal)