ACKNOWLEDGEMENTS

First of all, I am highly grateful to Almighty who gifted me an honest and pure heart whose invisible presence is partisan for me that produced scintillating power to ploy over the traffic situations, silently during my research period.

The words can never express my feelings of deep gratitude, indebtedness and reverence to my esteemed teacher and research supervisor Dr. (Mrs.) Seema Singh, Assistant Professor, Institute of Management Studies and Research, M.D. University Rohtak, who has always shown an exemplary keenness and interest in perpetuating my research aptitude. ‘It is my pleasure to acknowledge my indebtedness and deep sense of gratitude to my respected research supervisor, without whose scholarly guidance and encouraging attitude, the work would not have been completed. Her keen interest in the work gave me inspiration and generated confidence to complete the work.’

My sincere thanks are also due to Dr. Rajkumar, Professor, Institute of Management Studies and Research, M.D. University, Rohtak for his constant unfailing interest in monitoring the progress of my study. He helped me in many technical hassles by his timely advice.

I am highly indebted to Prof. Neelam Jain, Dean and Director of Institute of Management Studies and Research, M.D. University Rohtak who permitted me to undertake this thesis.

I feel pleasure in extending a sincere note of thanks to all the teachers of IMSAR, M.D. University Rohtak. Who extended their cooperation in this pursuit, who not only encouraged but also extended help at every step of my work.

I express my thanks to the Librarian, Central Library and the library staff of IMSAR M.D. University, Rohtak for their unfailing patience and help in my search for material and information.
I also owe grateful thanks to my loving father, (late) Mr. Rajesh Kumar Gupta who extended his blessing at every stage of my academic career.

I must confess that the completion of this work and even carrying out of this work would have been impossible without the encouragement, moral support and cooperation by my husband Mr. Vikas Jain and my child Master Arihant Jain.

I would like to express my gratitude Mr. Parveen and Mrs. Deepti who encouraged me to complete my thesis.

I would like to thank Raj Kumar Pahwa M/s. S.S. Computer Near Jat College, Rohtak for their assistance in getting this thesis designed and printed.

Above all I thank ‘Shyamji’ for all his mercies and unfailing grace without which this work would have been impossible.

(Renu Gupta)