ACKNOWLEDGEMENTS

Having now concluded this research work, I cannot but recall the assistance I have received from different quarters, organisations, institutions and individuals which has contributed in a big way to reach the finality of this project. More than being customary to formally acknowledge such assistance, I feel morally indebted to express my grateful thanks to all of them.

Because of the limitations of space herein, I may not, however, be able to list down the names of one and all. Nonetheless, I at the very outset express my profound indebtedness to Dr. O. P. Goyal, Professor of Management Studies, Maharishi Dayanand University Rothak (Haryana) under whose able supervision and rich guidance, I had the privilege and honour to work on this project and to cover its various aspects in detail. I have, indeed, no words to give vent to my gratitude to him especially in the context of his friendly disposition, incisive help and highly expert direction which he offered in abundance, in season and out season.

I owe my thanks also to Dean as well as the faculty of Management Studies, M.D. University of Rothak for allowing me to conduct research in their Department, with no holds against using the facilities available there.

My sense of gratitude towards Dr. N. S. Gupta, Former Professor, Head & Dean, Faculty of Commerce and Management Studies University of Jammu and Former Professor of Institute of Management and Public Administration is next to none. The project work done by me and the details with which I had to grapple, owe their conclusion in no less measure to his highly helpful attitude and his diversified experience which he very kindly allowed to bear upon the various aspects of the project. He was gracious to allow my encroachment on his otherwise busy schedule of activities. His kind disposition and fatherly treatment, no less than his scholastic co-operation, have left deep impress on my mind.

While recounting the help from various individuals, no less prominent amongst them being Dr. A. G. Madhosh, Professor, Head & Dean, Faculty of Education, University of Kashmir whom I have had the privilege to have him as my teacher while I was studying at the University level. He has been kind enough to allow that dispensation to visit on my present project also by extending the benefit of his highly matured views besides the facility he extended to me to draw upon the material available in his personal and departmental library. His guidance, in removing the cobwebs arising in the course of data processing has been of immense help to me to attract my heart felt gratitude.
No less thankful am I to the J&K Institute of Management and Public Administration on whose faculty rolls I have figured over the last thirteen years, for having unhesitatingly allowed me to proceed with my research work. More pointedly I have to express my gratitude to Mr. M. L. Koul, Director General/Financial Commissioner of the Institute for the encouragement he gave me in accelerating the pace of research work. My thanks are equally due to my colleagues in the Institute for having enriched my work by their valuable suggestions.

I am indeed moved by a high sense of gratitude towards the management of Jammu and Kashmir State Road Transport Corporation whose ungrudging co-operation and assistance has helped me to build up the required material for research work which has been facilitated by the warm courtesies extended by them from time to time. I must more prominently express my grateful thanks to Mr. A. Hamid, Managing Director SRTC who displayed his personal interest in the project and at the cost of his busy schedule did everything within his reach to help me out in the collection of facts and figures from his office records or other sources. Infact, he exhibited convincingly his disposition in favour of openness and transparency which indeed lend credibility to the data thus collected.

This work owes a lot to the members of my family who had to face the brunt of my busy schedule and without their co-operation, it would not have been possible to complete this research work in the shortest possible time. I greatly appreciate and acknowledge the disposition of morale boosting and blessings both from my elders and youngesters.

Lastly, I would like to put on record my acknowledgement of the help extended by (Mr. Abdul Hamid and Mr. Ishrat Lone) of Excellent Computers, Batamaloo, Srinagar who have unswervingly and very diligently undertaken the typing work of this project even during odd hours.

Ms Farzana Shaheen