ACKNOWLEDGEMENT

Knowledge is in the end based on acknowledgement.

A thesis is the culmination of an effort of several years. My heart is filled with deep reverence, gratitude and happiness for all those whose contributions have been significant in realization of my pursuit. Although, each name can’t be mentioned, even with my effortful consciousness, however, none is forgotten on my behalf.

First and foremost, I express my ineffable thanks to my guide, Dr. Pratika Mishra, Assistant Professor, Ansal University, Gurgaon, for her intellectual and affectionate support throughout my work. Without her understanding and encouragement, I wouldn’t have handled this mammoth task. It would be unbiased on my part to express that in span of last four years she has completely transformed me as a researcher, as a teacher and as a person and I owe my immense indebtedness to her, where words fall short. From the very first day of our interaction to this date, she has been my guide, friend, mentor and philosopher; and the one, who laid the perfect foundation for my research in my mind and inspired me to excel and achieve heights which I would have never imagined otherwise. Her patience in hard times and strictness in easy times accelerated my research work. To her, I give the credit of this timely submission. I treasure and would always remember the special bond that I share with her. I am extremely grateful to her generosity, nurturing criticism and expert advice on each step of my work which took me closer and faster to my goal.

Everyone at Ansal University, stands together and united for a focussed common goal due to the strong leadership and a sound platform provided by our Vice Chancellor, Dr. Raj Singh Dhankar. It is impossible to move forward without acknowledging the efforts of VC Sir in making this program streamlined and immaculate.

In my attempt to create a work-life balance, I had struggled to even enrol myself for a Ph.D program and it was the vision and determination of the first Vice-Chancellor of Ansal University, Dr. Raj Singh to start a Ph.D program on campus in the first year of the university itself. This gave me the amazing opportunity and a stimulating
environment of research and to constructively put my thoughts and focus to attain steep goal.

The first stepping stone in the entire congregation of efforts was laid by our Ph.D course work instructors Prof. Manmohan Rahul, Ansal University and Dr. Jitender Bhandari, Associate Professor, Ansal University. Through their methods of simplicity and accuracy they laid the foundation of techniques which were useful in expressing all the results and in the correct manner.

I would also like to thank my Dean, School of Management Studies, Dr. Amarjeet Kaur Malhotra for supporting me in spreading my wings of research and exploring all aspects by visiting important libraries and meeting experts from the industry and academia.

In the process of this Ph.D there are some people who work as catalysts, they ignite you to perform, without actually coming in direct contact with your work. One such gentleman is Dr. Deepak Dahiya, Dean Academics, Ansal University, who is a role model to many and has constantly motivated me to break the limits and excel in my field.

Many occasions bring you across subject matter experts whose touch of midas completely changes the direction of your work and brings out the shine and gleam in it. Some such people whose inputs were indispensable to my thesis are Prof. Alok Saklani, Director, Apeejay School of Management, Dwarka; Dr. D. P. Goyal, Dean, ManagementDevelopment Institute, Gurgaon, Dr. Ajay Kumar Chauhan, Area Chair- Finance, IMT Ghaziabad.

My attempt to complete the work would have been fruitless without the strong support of my students that constantly brought about creativity and newness in my thought process.

A proceeding as long as a Ph.D thesis, brings about several highs and lows. Those who stand by you during your lows are the ones that are responsible when you reach the peaks. I have been blessed with some such friends as Ms. Pratibha Kumari Singh whose words “You can do it Swati” constantly ring in my mind. A special mention to
Ms. Shivani Goel who had in her own simple ways helped my through various infrastructure and logistics issues. I can’t miss thanking Dr. Indu Prabha Pathak, Assistant Professor, Ansal University, for providing a smiling support through all my expeditions in search of literature.

For the purpose of publications and presentations, I had a firm voice and guidance of Ms. Sona Vikas, then Assistant Dean, School of Management Studies, Ansal University, who would constantly bring about opportunities and the required amount of exposure which is necessary for any Ph.D student.

All my strengths lie in my family and by God’s grace I have been blessed to have the most supporting set of parents Shri Sudhir Kumar Oberoi & Smt. Geeta Oberoi and in-laws Dr. Ashok Kumar Dham and Smt. Kunj Dham, whose constant guidance, knowledge, support and perseverance has made me what I am today. My husband Mr. Hemant Dham and daughters Kashish & Pihu have worked hard with me through my ordeal of this course and maintained their patience and strong support so that I may see the other end of the tunnel. Without the assistance and reinforcement from my husband and the cooperation and understanding of my daughters, this work would never have seen the light of day.

Above all I thank God for blessing me with the strength to accomplish this works successfully. To him, I owe lifelong indebtedness.

________________________
Swati Oberoi Dham