Acknowledgement

Thanks first and foremost to Allah who provided me health, wellness, and determination to complete my research work and bring it to the light.

I would like to express my special thanks and gratitude to my supervisor Prof. Dr. Mohd. Ashraf Ali, who granted me a golden opportunity to do my Ph.D. thesis under his guidance, bestowed me with his profuse knowledge and profound understanding in his scope of specialization during my doctoral study, granted me years from his precious time and was my courteous friend and inspiring big brother. I am indeed grateful and will remain grateful to him all my life.

I express my sincere gratitude to Prof. Dr. Mohd. Mohsin Khan, chairman department of commerce for his keen interest and constant encouragement throughout my research period.

I warmly thank the dean faculty of commerce Prof. Dr. Nawab Ali Khan for his loving inspiration, valuable advices, and his humility in touching my troubles and troubles of all foreigner students and research scholars.

I profusely thank Mr. Ahmad Albeil the deputy executive manager of Tourism Promotion Board of Yemen and Mr. Abdulgabbar Nagi the general manager of the tourist facilities and services - Tourism Ministry of Yemen, for their support by providing some needed data and information.

My deep thank and gratitude to those who taught me, extended my knowledge base and contributed extensively to make Abdulmalik Alhussami a doctor; my Ph.D. course work teachers: Prof. Badar Alam Iqbal, Prof. Ziauddin Khairoowala, Prof. S.M. Imamul Haque, Prof. Imran Saleem, Prof. Azeez, Prof. Mohd. Shamim, Prof. Asiya Chaudhary, Dr. Asif Akhtar. Thanks also attached to those who put the first brick and solid foundation; my Master of Tourism Administration teachers: Prof. Ziauddin Khairoowala, Prof. Sibghatullah Farooqui, Prof. Imamul Haque, Prof. Husain Ashraf, Prof. Imran Saleem, prof. Mohammed Ashraf Ali, Prof. Nafees Ahmad Khan, Prof. Sheeba Hamid, Prof. Mohammad Yameen, Prof. Mohd. Shamim, Prof. Asiya Chaudhary, Associate Prof. Ahsanullah Khan, Dr. Rana Zehra
Maaood, Dr. Naghma Azhar, and Dr. S. Shamshad Hussain (may Allah bestow him with mercy and forgiveness).

I am immensely grateful to Prof. Mohd. Nasir Zamir Qureshi, Department of Commerce, AMU, Prof. Mohammed Shamim, Department of Commerce, AMU, Dr. Sheema Tarab, assistant professor, Department of Commerce, AMU and Dr. Mohammed Nayyer Rahman, post-doctoral fellow, Department of Commerce, AMU, for their collaboration and valuable advices.

It is pleasure to convey my Acknowledgement to Mr. Muaath Al-Shaibani, travel consultant, Sana’a, Yemen, for his valuable information inspired by the operational work environment and his long experience in field of travel and tourism.

I am thankful to all managers/ HRD managers/ employees of travel and tourism agencies selected for my research in both Delhi and Sana’a, for their kindness and response in filling the questionnaire forms.

23-12-2017