ACKNOWLEDGEMENT

Expression of feelings by words loses its significance when it comes to say a few words of gratitude, yet to express it in some form, however imperfect, is a duty towards those who helped. I take this opportunity to express my sincere gratitude to my reverend supervisor Dr. R.K. Sharma for his unique insight, treasure of real experience and sound advice which gave this research work an added dimension of reality. I am greatly indebted and offer my deep sense of gratitude for his encouragement and inspiring guidance throughout the study. His constructive suggestions and untiring efforts have been helpful in conducting the study in a systematic manner and brought the task to fruition.

My genuine thanks to library of Indian Institute of Management, Indore and Viper software for check of plagiarism. I don’t know how would, I have generated my acumen in the area of my study without their support.

I offer my sincere gratitude to all the managers of the manufacturing organizations, for their support and providing me the opportunity to complete the task. It is difficult to acknowledge individually the respondents who have spared their valuable time for being a part of my study sample. I am very much thankful to them for their cooperation and support in the completion of this work.

My heartfelt thanks to Dr. Alok Bansal, System Head, Prestige Institute of Management and Research, Indore for his solicitous concern, valuable suggestions and selfless cooperation that he accorded to my research work.

No formal words can convey thanks to my husband Mr. Bharat Motwani, our daughter Pearl Motwani and son Jahan Motwani who had to suffer a lot because of my preoccupation with the research work. It is for their patience, forbearance,
encouragement, love and support throughout, that this mind absorbing and time consuming task of research has been possible. This work wouldn’t have seen the daylight without the blessings of my mother-in-law Mrs. Anita Motwani and my father-in-law Late Mr. Gyanchand Motwani.

My real strength all through the project has been the love, support, affection and encouragement of my mother Mrs. Anita Jagwani, my father Mr. Shrichand Jagwani, my brothers Mr. Yogesh Jagwani and Mr. Jitesh Jagwani, my sister-in-law Ms. Aarushi Jagwani and Ms. Sonakshi Jagwani.

I will not forget to acknowledge my friend and colleague Prof. Sharda Haryani and Dr. Sukhjeet Matahru, Assistant Professor, Prestige Institute of Management and Research for their contribution and invaluable support in my research work. I thank them not only for helping me out but, also for constant encouragement and appreciative understanding. Above all and foremost, I would like to thank the ALMIGHTY GOD for bestowing me the much needed patience and perseverance in successfully accomplishing the research work.

Thanking all for direct/indirect contribution.

Indore
February 28th, 2014

Bharti Motwani