ACKNOWLEDGEMENTS

I take this opportunity to express my deepest sense of gratitude to all those who enabled me to complete this work.

It is my cherished privilege to gratefully acknowledge my sincere indebtedness to my respected supervisor Dr. Jagtar Singh, Professor, Department of Library and Information Science, Punjabi University, Patiala. His enthusiastic guidance, prompt help, perceptive observations and insight suggestions motivated me to dedicate myself heart and soul to my work. In fact, working under his supervision is a matter of pride for me.

I am grateful to Punjabi university and University Grants Commission for providing me the finical assistance for completion of this study by awarding me University Research Fellowship (2009-2011) and UGC-Junior Research Fellowship (2011-2013) respectively.

I express my deepest regards and sincere thanks to Dr. Trishanjit Kaur (Professor), Dr. Harinder Pal Singh Kalra (Associate Professor), Dr. Kiran Kithuria (Assistant Professor), Navkiran Kaur (Assistant Professor), and Dr. Baljinder Kaur (Assistant Professor), at the Department of Library and Information Science of Punjabi University, Patiala for their scholarly suggestions. I owe my sincere thanks to Dr. Sarbjit Singh Brar, Assistant Professor at the Department of Statistics of Punjabi University, Patiala for his valuable help in application of statistical techniques. I am also thankful to Ms. Renu Sharma and Ms. Charanjit Kaur for their constant help and co-operation.

I am thankful to authors of all publications, which I have consulted for the preparation of this work. I am also thankful to all my respondents who gave generously of their time and answered all the questions with patience.
I extend my thanks to all my family members for the cooperation, generous help and good wishes provided to me during this work. They have been a source of inspiration and strength for me.

Last, but certainly not in the least, I am grateful to all my friends especially Dr. Satnam Singh Deol, Harinder Singh, Dr. Balwinder Singh Brar, Bhupinder Singh Brar, and Dr. Gurpreet Singh Brar, whose motivation and enthusiasm helped me to complete this task successfully.

(Khushpreet Singh)