ACKNOWLEDGEMENT

I express my profound gratitude to Dr. Mrinalini Pandey, Assistant Professor, Department of Management Studies, ISM, Dhanbad, under whose supervision this work has been completed. Her valuable guidance and constant encouragement had been a great source of inspiration throughout the study.

I am also grateful to Prof. Pramod Pathak, Prof. Chandan Bhar, Prof. J. K. Pattanayak, Dr. Sandeep Mondal, of the Department of Management Studies, ISM, Dhanbad, for their valuable suggestions and discussions during the work.

I express my deep gratitude to the Director, The Registrar and the Dean (Research and Development) of Indian School of Mines, Dhanbad for providing all the support and facilities at ISM. It would have been difficult to complete the research without the support and encouragement provided by the ISM authorities.

I express my deep sense of appreciation to Mr. Babulal Rajak of ISM, Dhanbad and my colleagues for their ready and willing co-operation.

I am deeply indebted to my family members for their love, patience and encouragement. Without their undeterred support this would not have been possible.

Dhanbad

Date: 21st August, 2013

Samiran Sur

Samiran Sur