ACKNOWLEDGEMENTS

Every mature individual in professional life is keenly aware of his/her sense of indebtedness to many people, who have motivated and influenced his/her intellectual development ordinarily. This feeling is formally expressed in customary gestures of acknowledgement. Therefore, it seems right to acknowledge my gratitude with the sense of veneration to Almighty God and various people who helped me during the course of my investigation. This valuable guidance and wise direction has enabled me to complete my investigation, in a systematic and smooth manner, obeying the norms of scholastic research.

In an ecstasy of delight, I express my profound sense of gratitude to my esteemed guide and academic mentor, Prof. (Dr.) H. J. Jani, Director, MBA Programme, Sardar Patel University, Vallabhbh Vidyanagar, for his scholararly, inspiring supervision, incessant, painstaking efforts and stimulating guidance patronage. In spite of his multifarious responsibilities, he helped me to accomplish this research successfully. His consistently affectionate behaviour has been much beyond my imagination.

I am thankful to Prof. (Dr.) J. S. Panwar and Mr. K.S.Prasad of MBA Programme, Sardar Patel University, for their support in my registration as Ph.D. scholar in management discipline of Sardar Patel University. I am also grateful to Prof.(Dr.) R. P. Patel (MBA Programme, Sardar Patel University), for guiding me in preparation of research questionnaire.

I am grateful to Smt. Jyotsnaben Patel, Hon. Secretary of Shri Ram-Krishna Seva Mandal, for inspiring and allowing me to get registered for Ph.D. I am always thankful to Dr. N. N. Patel, Hon. Director of Anand Institute of Management, for not only supporting me to start my research work but his continuous help through out the research journey which has been of a great help. He allowed me to use office resources like computer and internet beyond
office time and even on holidays. I sincerely thank Ms. Kunjal Sinha and Mr. Amit Pathak for their unconditional support during my research work. I am also grateful to Mr. Jay Joshi, Ms. Krishna Gor, Ms. Nishi Sangwan and Mr. Bhadresh Rana for continuously helping me during the progress of the research.

I can’t refrain to accord my humble and sincere indebteness to Mr. Amrish P. Patel for helping me in data entry; and Mr. Narendrabhai Sharma, Mr. Amrish S. Patel and Mr. Nayan Jani for all library and administration related work. Also, I am thankful to all my students who have helped me in many ways.

A thank is a small word to use for parents. My father, Mr. Janakkumar Pandya and my mother, Ms. Meenaben Pandya, are a beacon of inspiration and encouragement throughout my student career. They are the main source influencing me to do my Ph.D. I am grateful to my wife, Jigisha, and my children, Pal and Yug, for allowing me to do the research work at office for long hours. Due to this work I was not able to give enough time to my family. In spite of this situation, they supported me to complete my research work in time.

I am grateful to various dealers of two-wheeler companies across Gujarat, who has provided me useful information which has helped me in developing the instrument for collecting data.

The incredible help offered by my friends and relatives whose names could not be mentioned is incomparable and deserve the appreciation. At last, I am highly obliged to all the persons who helped me directly or indirectly.

Kerav J. Pandya