ACKNOWLEDGEMENTS

The research of this level is possible only when the constant source of inspiration is available in the form of a fountainhead, always sprinkling stream of enthusiasm through the faucet. This fountainhead is my guide Dr. Rashmi Hebalkar. Never ever she gave me a feeling of despondency, and impressed upon me that it was not a student and guide relationship but a joint effort on equal grounds. It would be unfair on my part if I did not acknowledge her contribution in the beginning itself. This thesis would not have seen the day without Dr. Rashmi Hebalkar.

I take this occasion to express my sincere gratitude to Dr. S.G.Bapat for his extensive support. I am indebted to him in many ways for so generously sharing his wealth of knowledge in Training & Development area, in which his input is so brilliant.

I would remain so ever grateful to Mr. Mohan Kolapkar, Divisional Manager, HRM, of Force Motors Ltd. He was the man who extended cooperation on all fronts whole heartedly.

I cannot forget the employees of the organization who were my support in carrying out research, filling out questionnaires patiently while on the other hand looking after the production schedule of the company so diligently. Hats off to them.

My thanks are due to Mr. Shantanu Parvati, General Manager of Mahindra & Mahindra, Mr. Gunakar Rao, HR Head of Mahindra & Mahindra, Chakan, and Mr. Shirish Makhle, Asst. HR Manager of General Motors, Talegaon who answered all my queries patiently, spending their valuable time.

I must acknowledge the assistance extended to me by Mrs. Ghodke, the Librarian of Brihan Maharastra College of Commerce. Mr. Manoj Kulkarni, Head of the Library of YASHADA, was another gentleman whom I thank immensely for his support.

My special thanks are due to Dr. Mihika Kulkarni whose brisk and endless prop up was invigorating. Her involvement was mindful albeit with her busy schedule.

I must also thank the authors whose wealth of knowledge in the various books, reports, articles referred to in the bibliography was source of finishing up this project.

My warm regards and thanks to the people on and off the screen, known and unknown, right from the stationary vendor to the printer, the binder and all those rank and file who I would hold in high esteem.

Finally, my family has supported me immensely with patience, for which I am grateful.

Place: Pune

Date: 22nd March 2011

Satish Bendigiri

xix