ACKNOWLEDGEMENTS

I would like to express my sincere thanks all those who have assisted me during the process of compiling this thesis.

To my two great supervisors, Dr Ravi Shankar, Department of Management Studies, IIT New Delhi and Dr Salma Ahmad, Department of Business Administration, AMU, Aligarh for their valuable time and advice, as well as for their intellectual inputs, supports and encouragement. Their superior excellence in the subject, bountiful energy and personal care have been a source of great inspiration. They have been a source, which continuously kindled the passion, which stood behind me even during difficult times. They have continuously influenced my work and ensured that my work is recognized. This tough journey would not have been possible without their help.

I sincerely thanks Mrs. Ravi Shankar for her kind concern and affectionate co-operation during my research work.

Dr. M. Khalid Azam, Department of Business administration, AMU has been a motivator throughout this journey, who not only provided support, but was also instrumental in ensuring that I put my ideas with chronologically order and cross every hurdle with ease.

To Dr Javaid Akhter, Chairman and Dean, Faculty of Management Studies and Research, AMU, Aligarh, who took time to ensured that I review my work at each milestone.

I express my sincere gratitude to Dr. M. Israrul Haque, Dr. Valeed A. Ansari, Dr. Jamal A. Farooque, Dr. M. Naved Khan, Dr. Bilal Mustafa Khan, for their help and encouragement during this work.

I express my gratitude to Mr. N.V. Badi for his cooperation and help during this work.
To, my brother in laws Mr. Deepak Chamola and Mr. Gaurav Chamola for their support during this research work.

To, my younger brothers, Mr. Vijay Bhatt and Mr. Ajay Bhatt for supporting me during the research work.

To, help by Directors, CKOs, Knowledge officers of many IT companies for collection of data during the research work.

To, co-operation of many individuals at the libraries at IIT Delhi, AIMA-CME and AMU, Aligarh and many more, who allowed for collection of the reference material whenever it was required and allowed me to use the Electronic Database.

To my mother, my father, my in-laws, my relatives and well wishers, my wife Deepshikha and my son Purav an energy bundle for me, who always supported me even during research work, and my friends, who relentlessly shared my responsibility and provided me love and concern and last and not the least, I would like to thank ‘Sai Baba’ for his blessings and God almighty for his blessings and wishes.

SANJAY