Acknowledgement

First of all I express by deep sense of gratitude to Dr. Veena Saraf for her active and valuable guidance and insightful comments to complete my whole research work, smoothly.

I must express my gratitude to Professor J.C. Binwal for his guidance to my research work.

My sincere thanks go to Dr. Nachiketa Tripathi, Assistant Professor, Department of Humanities and Social Sciences and Dr. Arindam Sengupta, Senior Lecturer, Department of Mathematics of Indian Institute of Technology, Guwahati, who have helped me in processing and analyses of data using SPSS Software.

I am thankful to Mr. Satyajeet Dash of Doordarshan Kolkata, who has helped me to convert the audio-tape recorded Verbal Protocols to computer files.

I am grateful to the Director of The British Council Library, Kolkata and other staff members of the Library, especially, Ms. Indrani Bhattacharyya, Ms. Aparna Bhattacharya and Ms. Monali Paladhi for allowing me to conduct the study and for providing all necessary help. Finally, my sincere thanks go to the participants who have spared their valuable time to furnish the data required for this research work.

Last but not the least, I convey my thanks to my parents, in-laws, beloved wife, Mrs. Gitasri Bordoloi and my small daughter, Ms. Anusha, who have been very patient, helpful and ever encouraging during the period of my research work.

Tamal Kumar Guha