Acknowledgements

When I stop to reflect on what God has done, I seek to soften the hardness of my heart. Instead of walking through my hard days with blinders on, I notice. I see that God was at work in some way that I did not recognize at all the time. There were people who midwife in my work personally associated with this achievement. Each deserves a standing ovation.

My sincere gratitude and veneration to my supervisor Dr. R.K. Sharma, Professor, Department of Public Administration, University School of Open Learning, Panjab University, Chandigarh. I am exceedingly grateful to him for his fervent support and imbibe me the ensign of research knowledge and showing keen interest in the research work. The success of my work is the brain child of Dr. R.K. Sharma which I owe to him. I must also mention here that his cordial and approachable temperament and humble nature gave me liberty to seek his assistance for conceptual clarities any time.

I am indebted to my co-supervisor Dr. Charanjeev Singh, Professor, Department of Public Administration, Panjab University, Chandigarh for his constant support and providing me much needed guidance. I owe for his sense of research direction all through my research work. It was his sheer computer knowledge that make my work so at ease. Words are not enough to express how grateful to you.

I am also grateful to Dr. Ramanjit Kaur Johal, Professor, Chairperson, Department of Public Administration, Panjab University, Chandigarh and Dr. B.S. Ghuman, Professor, Department of Public Administration former Chairperson, Department of Public Administration, Panjab University, Chandigarh for extending all necessary support to carry out the research work in the Department. I am also thankful to all the faculty and staff of Public Administration, Panjab University, Chandigarh for their help and cooperation. May they continue to be a home for every heart.

It was the benevolent assistance from the medical/para medical and office staff such as the Director of Health and family Welfare Department, Kohima, Nagaland, District Hospital, CHCs, PHCs and Sub-Centres of Phek District for providing data and information concerning my research work. Not forgetting the outdoor patients for sparing their time in response to my interview schedule. Their willingness and prompt responses to my queries was much appreciated.
I am thankful to my well-wishers and friends, to name them few Mr. Komow Kayina, Dr. Ritesh Nagpal, Mr. Raghav, Mr Hierhotho Kajiri and my prayer in partners North East Christian Fellowship, Chandigarh and PU Bible study group for their constant support. I will remain ever grateful.

My source of inspiration and pillar of strength, my Mom and Dad, my three sibling brothers, my grandpa and grandma, my uncles and aunties it was because of your fervent prayers and encouragement that make my dream come true. I am humbled by the kind of backing rendered to me, may the good Lord blessed you all.

To err is human to forgive is divine. I may have miss many names to acknowledge you in personal though I express my gratitude for being there for me at all times, you know to whom I mean.

Once again thank you every one for your million and one acts of service.

23/11/12

(Souvitho Nyusou)