Acknowledgments

Typically people wish to achieve the best in their life, which is generally aligned to his or her passion. Such passions clue them to commence their journey to achieve the desired wish list. However, later he or she realizes difficulties in achieving desired goals and kind of effort involved such as; hard work, dedication, strong support, patience etc. My three plus years of Research Journey is not different to any of such ambitious humans. Commencing with lot of resistance & many questions from multiple directions asking me why I am doing this PhD. Especially entering Jain University through competition with Gen-Y was not at all easy task. Nevertheless, this journey added lots of things to my knowledge repository. Indeed this could have been not possible without support, adequate environment / Infrastructure & push from many. It may not be possible to acknowledge everyone in writing in this document how they have supported me, but they all will remain in my heart. Also it will be my failure if I do not mention significant Research heroes who throughout my management research work were with me to direct.

First and foremost, I would like to thank my Research Guide Dr. N M K Bhatta, Professor, IIM Indore, for all his tireless and unconditional support throughout my research work. He is my best philosopher and friend, accessible at any time, despite his tight schedules. His expertise in the area of ICT strategies and management for over three decades was extremely useful in fulfilling my work. I will cherish my long interactions with him in various stages that not only enriched my knowledge on the subject but gave right perspectives in approaching a research problem. In spite of moving to Indore as a faculty member of Indian Institute of Management, he always followed up for meeting the accepted milestones, ready to spend time for facilitation and guidance. I am very grateful to Dr. Bhatta for all his support and guidance.

I am thankful to Dr. M. M. Bagali, Professor, Head of Management & Research coordinator for management program in Jain University for his guidance and time spent to review my research work. He is a distinctive personality with full of energy and ready to share valuable inputs to management research scholars of Jain University. He has been instrumental for my participation in various conferences and seminars. My discussions with him at Jain University campus helped
me extract a fraction of his vast knowledge in management & research. His temperament & energy always motivated me in my journey of research

Dr. Sandeep Shastri, Professor and Pro Vice-Chancellor, Jain University is the first guru to impart the knowledge on research methodologies. He made us believe that attaining a Ph.D. degree is not the end it is beginning of a research career. His charm, expertise and vigilance to adhere research techniques and ethics have helped me a long way. I have always been inspired by his effortless sharing of knowledge to scholars on various occasions. I am grateful for all his support.

I am very thankful to Jain University and its Board of Management, Chairman, Chancellor, Vice Chancellor and Registrar, to consider me as capable research scholar and allow me to carry out the research work in Management field.

Every Jain University staff connected or involved into Research program were very supportive, particularly staff/faculty from Centre for Research in Social Sciences and Education (CERSSE), like Dr. Ritika, Dr. Shylaja Shastri, Dr. Mythili Rao, Mr. Krishna and many others. I thank all of them.

I thank my organization Tata Consultancy Services for allowing me to take up the research study, despite business pressure.

It was a wonderful batch with blend of young & experienced academician, industrialist, scientist etc. Here, I am referring to my co-scholars, who were great source of support during the research work, I am thankful to all of them and many of my friends.

Lastly, but not least, courtesy & sympathy begins at home. My family mainly my wife Mahananda, energetic daughters Suman and Aishwarya, my Son-in Law Siddharam and nephew Shubham without their patience, encouragement, support & understanding this achievement could have been not possible, I am very thankful to them.