ACKNOWLEDGEMENT

First and foremost, all praise and deep thanks to Almighty Allah (the creator), who helped and guided me through the challenges of my study. Glory is to Allah who has given me the strength, patience and knowledge to continue and finish my Ph.D journey.

After many years of hard work to finish this thesis, it is necessary to express my gratitude to those people who in one way or another contributed and extended their support and valuable assistance in the preparation and completion of this work.

I would like to express my gratitude and appreciation to my Supervisor Dr. M. Inran Siddique, Associate Professor, Department of Commerce, AMU, Aligarh, for his able guidance, invaluable counsel, kind treatment and zealous support throughout the research. His knowledge, advice, critical vision and understanding enabled me to complete the work and give it the present shape. Without his assistance, this thesis would not have been well-organized.

I owe my sincere gratitude to Prof. Sibghatullah Farooqi, Chairman, Department of Commerce, AMU, Aligarh, and our Dean, Prof.Mohsin Khan, Faculty of Commerce, AMU, Aligarh, for their timely suggestions, information, support, encouragement and providing a stimulating environment in the Department for the research work.

With the sincere feelings, I place on record my deep sense of indebtedness to my learned teachers Prof. Badar Alam Iqbal, Prof. Nawab Ali Khan, Dr. Imran Saleem and Dr. Asiya Chaudhary, Department of Commerce, AMU, Aligarh, for their academic support. They gave me invaluable advice and feedback that was insightful and constructive at the same time.

I express my deep sense of gratitude to Mr Saleem Qureshi, retired Senior Personnel Manager of Indian Airlines Ltd., Delhi, for their valuable help and cooperation extended to me during the conduct of the survey in Air India. I also acknowledge the valuable cooperation extended to me by the managerial staff and employees of Air India and Jet Airways, especially to Mr. Talha Hashmi, Senior Personnel Manager of Air India, Mrs. Tanya Vane, Assistant Personnel Manager of Air India, Mr. D.C. Sharma, Senior Industrial Relations Manager of Air India and Mr. Bharat Bhushan, Personnel Manager of Jet Airways, in collecting necessary data and information.
I would like to express my thanks to the Staff of our seminar library, particularly to Mr. Ali Hassan and Mr. Anees Ahmed, Department of Commerce, AMU, Aligarh, for their whole hearted cooperation in providing me the required research material with a lot of patience and for assisting me in many different ways. My sincere thanks go to Mr. Hasnain Zafar and Mr. M. Akram and other non-teaching staff of the Department for their cooperation and support whenever needed.

Special thanks and appreciation goes to my parents and siblings for their encouragement, caring, moral support and love. My Father, Mr Syed M. Arif, who has given me immense love, care, guidance and supported me in all my pursuits, my Mother, Mrs Ghazia, the one who raised me with love of science, gentle care, prayer and endless support and wisdom. These are things I will never be able to repay.

I express my deep sense of gratitude to My Grandma, Mrs. Abida Khatoon for her Dua, Love and Blessings. My heartfelt appreciation goes to my fiancé Mr. Kamran Ashraf, who has supported, cheer me up and flourish my spirit in completing the research. I have no words to express my deep vote of thanks for my sister Ms. Saniya Deeba and my brothers Mr Fahad-ul-Islam and Mr. Faisal Islam for their love, support and patience for bearing me all through....thanks for being the most caring siblings.

Lastly, it is a pleasure to express my gratitude to my dearest friend Ms. Bhawana Rawat who was always there for me with smile and helped me to get through difficult times. I would pay my thanks to all my dear friends, Mrs. Sumbul, Ms. Shazia Tabassum Mrs. Sana Rehman, Ms. Suhaila Perveen, Ms. Sabiha Khatoon, Ms. Sana Ikram, Mrs. Heera Anwar, Mrs. Parul Bajaj, Mr. Dhanraj Sharma and Mr. Shanazur for their enormous support and best wishes. I would also like to mention the names of Mrs. Maria Salman, Ms. Ahsana Shah, Ms. Rukhsheena Nisha, Ms. Saloni Singh and Ms. Shabnam, who have been the pillars of my strength and will always be there for me.

Sana Deeba