ACKNOWLEDGEMENTS

At the outset, I would like to thank God almighty for giving me the desire to study further and the strength and determination to go through the long journey of a PhD program and complete it successfully.

I would like to express my hearty thanks to my Chair, Dr Mohan Gopinath for his wonderful guidance in this journey of research. He has been highly inspirational and always encouraging me to complete the requirements in a step by step manner. I could freely discuss my thoughts with him and he was extremely open to accommodate my views throughout the program. Whenever I faced difficulties and challenges, Dr Gopinath was always there to support and guide me. He was extremely professional in his approach. He was very friendly, considerate and above all a great human being to work with. I will always remember his famous saying “Don’t put pressure on yourself. Instead, enjoy the process of carrying out a research”. As a guide, mentor, philosopher and a friend, it was a great pleasure to work with Dr Mohan Gopinath.

I would like to thank all my dissertation committee members – Dr. Madhumita G Majumder, Dr. Dolphy M Abraham, Dr Debashish Sengupta and Dr Neelima S Watve.

With the excellent support and guidance, I received from Dr Madhumita G Majumder, I was able to approach my research in a very systematic and methodical manner. Her ability to connect theories constructs research model hypotheses development was simply outstanding. I was really blessed to have her as the research methodology Professor in my committee.

Dr Dolphy M Abraham has been the backbone of the PhD program. His ability to multi-task and find time for students, be it from PhD or MBA or BBM course, is simply superb and really amazing. He has tremendous patience to explain the concepts to the students. I have enriched my research knowledge immensely through all my interactions with him at all stages of my research.
Dr Debashish Sengupta has been extremely friendly and very supportive right from the beginning. He has been a constant source of inspiration and motivation. He played a very significant role in identifying the most appropriate theories from literature for my research. He was always available to listen to me and provide his valuable inputs and perspectives whenever I shared some ideas and sought his guidance.

Dr Neelima S Watve has been very supportive. Her contribution was outstanding in helping me to connect the theories with the research model.

Moving on, I would like to sincerely thank my father, Prof J Johnson and my mother, Mrs. Kasthuribai Johnson for their tremendous support and encouragement. It was their constant nudging for the last several years which encouraged me to finally pursue the PhD Program. I would like to thank my father-in-law, Prof Isaac Ponniah and mother-in-law, Mrs Leela Isaac for their great understanding and excellent support as well.

I am always indebted to my dear wife, Judy Christin, for her rock solid care, support, encouragement and inspiration during this long journey. I extend my sincere thanks to my lovely daughters, Julia Christin and Janice Christin, for all their sacrifices in allowing me to focus on my PhD work especially on several weekends. Without their selfless support, this work would not have been possible.

I am thankful to my elder sister, Dr Daphy Inbasekar, for her constant inspiration, especially in statistics during the course work stage. I am also thankful to my younger sister, Mrs Dhalia Sweetlin, for her wonderful support. Special thanks to my brothers-in-law, Mr J Inbasekar and Mr Horsley Solomon, my niece - Darling Jemima and my nephews – Jenyl Joseph, Denicke Solomon and Dorris Solomon for their prayers and encouragement.
I would like to sincerely thank and appreciate the humongous efforts of my friend, Dr
Arunkumar Balasubramaniam, for all his untiring efforts in reviewing my dissertation
report and offering valuable insights right from the analysis stage.

I also would like to thank all Professors who taught me various subjects during the course
work stage.

Last but not the least, I would like to thank all my seniors, my batch-mates, friends,
relatives and well-wishers for all their words of encouragement and support during this
wonderful research journey.