PREFACE

This thesis is submitted for the degree of Doctor of Philosophy in commerce at Sardar Patel University. The research undertaken was conducted under the supervision of Dr. Ankur D. Amin, Assistant Professor in the Department of Business Studies, Sardar Patel University.

This research is to the best of my knowledge original, except where acknowledgements and references are made to previous work. Neither this, nor any substantially similar dissertation has been or is being submitted for any other degree, diploma or other qualification at any other university.

The concept of Special Economic Zones has evolved across the globe. Since different countries have different starting points and experiences in developing SEZ, each country imparts important lessons for India, India over the past decade has progressively opened up its economy to effectively face new challenges and opportunities of the 21st Century. To compete in the global market, the Government of India (GoI) has liberalized export policies & licensing of technology and implemented tax reforms providing various incentives. SEZ policy is also one of the steps India has taken to boost economic growth through outward looking approach, But every coin has two sides, one way we are trying to develop our economy and second way our government is grabbing fertile land as well as not providing rehabilitation and resettlement policy. For successful of this act our government is require to harmonize these two concepts.

One of the corridor sign of driving edge association be they open or private has been the fruitful application for execution assessment to pick up understanding into, and make decisions about the association and the adequacy effectiveness of its projects, procedures and individuals. In other words, they use performance measurement for managing their organizations. It is a common practice to evaluate a company’s performance in terms of Learning & Growth Perspective, Internal Business Process Perspective, Customer Perspective, and Financial Perspective. When the organizations are building inside resources and abilities, is addressed. The
circuit may be more terrible when the firm is constrained to seek after momentary objectives at the expense of the long term goals. Supervisors of effective organizations do perceive that the money related measures are after-the-occasions or slacking markers of execution which rely upon various occasions that would have happened months or years prior and over which they don't have control at present.

Non financial measures are equally important while measuring the performance of business units. Harvard’s Robert Kaplan and David Norton developed an innovative and multidimensional corporate performance measurement tool known as Balanced Scorecard. The BSC is a useful approach for organizational measurement and improvement. The BSC is performance measurement system using a multi-dimensional scorecard to translate strategy into a balance of financial & non-financial performance measures. So many corporate firms are using this tool successfully throughout the world. While in India, the Balanced Scorecard is also getting popularity. Reasons for selecting corporate units which are using the Balanced Scorecard in India are to find out the application and relevance of Balanced Scorecard with performance measurement.

The Analytic Hierarchy Process (AHP), introduced by Thomas Satty (1980), is an effective tool for dealing with complex decision making, and may aid the decision maker to set priorities and make the best decision. The AHP considers a set of evaluation criteria, and a set of alternative options among which the best decision is to be made. It is important to note that, since some of the criteria could be contrasting, it is not true in general that the best option is the one which optimizes each single criterion, rather the one which achieves the most suitable trade-off among the different criteria.

So, here researcher has made an Endeavour to study in the depth the Performance Measurement of Selected Special Economic Zone Units using with Balanced Scorecard Technique & AHP (Analytical Hierarchy Process Model) in Gujarat State.