ACKNOWLEDGEMENTS

I express my deep sense of gratitude to my Research guide, Dr. V. Chandra Sekhara Rao Professor, Department of Commerce and Business Administration, Acharya Nagarjuna University, Nagarjuna Nagar, Guntur for his affectionate and Scholarly guidance with meticulous care.

I express my sincere thanks to the staff of Department of Commerce and Business Administration, Acharya Nagarjuna University, and other learned teachers of the University for their Valuable Guidance in completing the work.

I feel it a privilege to honour the people of SCCL, Kothagudem, Sri P. Srinivas DGM., PM&IR Wing, V. Khadarendera Babu, DGM(Personnel), Welfare Wing, A.J.M Muralidhar Rao, Dy. Personnel Manager, PM Wing, N.S.R Murthy, Asst. Superintendent, HRD department for their co-operation in completing the work.

I am extremely grateful to my learned colleagues for their inspiration, assistance and encouragement.

I am highly indebted to my parents Sri. B. Venkateswara Rao and Smt. B. Sita Maha Lakshmi, Sister B. Sunny and Brother. B. Chanakya for their constant encouragement in completing the present piece of research work.

Last but not the least, I would like to thank the most important person in my life, my wife M. Durga Bhavani for her help and cooperation which enabled me to complete the present work.

BANDI RAGHAVA S MURTHY