Acknowledgement

Guru Gobind dono khare
Kake lagun paye
Balihari Guru aapne
Gobind diyo milai

- Kabir

I would like to begin my acknowledgement by thanking God Almighty for giving me strength, wisdom and support to complete this thesis. This would not have been possible without His blessings bestowed upon me.

The writing of thesis and completing it is almost a dream come true. This journey was made smooth and culminated in a rich memorable experience under the able guidance of Professor R. K. Sharma, Professor of Public Administration, University School of Open Learning and Member Senate, Panjab University, Chandigarh. His undaunting patience and thought provoking inputs at various stages of the research work contributed immensely to improving the quality of work. Every interaction with him awed me, about the number of ways a phenomenon could be looked at. His ideas on scientific enquiry were the sparks which encouraged me on this project.

I am immensely indebted to Dr Charanjeev Singh, Associate Professor, Department of Public Administration, Panjab University for giving me an opportunity to conduct the study and for being my untold inspirational model at all times. Without his help and unwavering support, this work would not have seen the light of the day. His valuable and expert inputs from the inception of the study have been a blessing from God.

I thank my Gurus for being steady anchors and pillars of strength in this endeavour. It was an honor and privilege to work under the able guidance of such coveted teachers.

I am indebted to the Chairperson, Department of Public Administration, Panjab University for facilitating the smooth accomplishment of this research work. I further thank all the staff of the Department for their kindness and help offered to me during the last five years.

My heartfelt gratitude goes to Lt Col Raveen Chhikara, my husband for being my source of inspiration. His support, trust, guidance and encouragement from conceptualization till completion of this thesis have helped me in a big way and I shall forever remain indebted to him.
The motivational power of my senior colleagues Lt Col (Retd) S P Pradhan and Brig Elizabeth John will be remembered lifelong. They contributed tremendously to this work by fuelling and rekindling my efforts with their timely help. I would like to express my gratitude to my teachers Dr (Mrs) Inderjit Walia and Dr (Mrs) Sushma Saini for their constant encouragement.

My sincere thanks go to my parents and in-laws for their constant support and encouragement. Their presence and valuable time spent with my family in my absence was like an oasis in the desert. I would like to express thanks to my adorable children Samar and Ria for their patient understanding and support when their mother was 'busy in her homework'.

I take this opportunity to express my immense gratitude to the Medical Superintendents of the three hospitals for giving their consent to conduct the study in their select hospitals and all the respondents for participating in it.

Just a few simple words can make all the difference between building bridges or building a wall. I express my debt of gratitude to all experts who spared their valuable time for content validation and manuscript editing. The cooperation and camaraderie of fellow Ph.D. students in the Department who taught me that somewhere something incredible is waiting to be known, is deeply appreciated.

I express genuine thanks to Mrs. Garad for her willingness to help in manuscript editing. In the end, I thank all hands seen and unseen who have shaped the present work.

Date: 23-11-20

(Sarvjeet Kaur)