ACKNOWLEDGEMENT

The Ph.D. research study has been a treasure in my life. I wish to take this opportunity to acknowledge the valuable help provided by many people in this journey.

First of all, I wish to express my sincere gratitude to my supervisor and guide, Professor Dr D. N. S. Kumar for his insightful suggestions that have shaped the necessary progress of this research. His boundless energy combined with his patience and support has enabled me to complete this work.

I would also like to thank the Vice Chancellor Dr (Fr) Thomas C. Mathew and the Pro-Vice Chancellor Dr (Fr) Abraham V. M., Christ University for the opportunity to do this research.

Further, I would also like to thank Prof. (CA) J. Subramanian, Registrar and Dean of Commerce and Management, Fr Thomas T.V., C. K. T. Chandrashekara and T. S. Ramchandran, Institute of Management, Christ University for their constant encouragement.

My special thanks to Dr Srikanta Swamy, Additional Director, Centre for Research, Christ University, who has been equally enthusiastic and provided valuable insights into my work.

I would also like to thank my professional friends in KPMG India, Deloitte India and executives of Infosys Ltd., Dabur India Ltd., Noida Toll Bridge Co. Ltd and Rolta India Ltd. for their suggestions and guidance in my research. Thanks are also due to Prof. R. Narayanaswamy and Prof. M. Jayadev of Indian Institute of Management, Bangalore for their valuable suggestions and guidance that have helped me in my research.
I extend my thanks to Sreekumar Nair, Librarian, Christ University Library for his help and support in enabling me to use valuable resources.

I would also like to thank Prof. Anil Pinto, Christ University and Saurabh Pandya, Indian Institute of Management, Bangalore for providing valuable contributions.

I wish to thank my parents and most of all; I deeply thank my wife Deepika for her patience, love and positive support. Deepika, I adore you for your continued encouragement and appreciation of what I do.

Finally, I humbly acknowledge the glory of The Supreme God, the true essence and strength of life who provides perseverance during all tasks.

Ram Kesh Gupta