Acknowledgement

"God never said that the journey would be easy, but He did say that the arrival would be worthwhile." Thank you God for blessing me with Vision, Energy, Encouragement and Patience to pursue my studies

Writing acknowledgement is one of the difficult tasks for a researcher. It looks like one single thesis but it's the encouragement, inspiration and support of hundreds of people who over the period of time has enabled me to undertake this topic.

I extend my heartfelt & sincerest gratitude to my Research Guide Prof. (Dr.) Jagdish Solanki for his continuous support and research guidance in completion of this task. It's a great privilege for me to have you as a research advisor whose multifarious experience became learning for life to me. I am really thankful for his inputs, and professional advice which he kept on showering on me.

I thank the Dean of Faculty of Social Work, Prof. (Dr.) Bhavna Mehta, Prof. (Dr.) M. N. Parmar - Director, Higher Payment Programme, Prof. (Dr.) Sunita Nambiyar, Prof. (Dr.) Ankur Saxena, for being so motivating always and encouraging me and supporting me in this academic journey.

I have always derived my strengths from my parents & sisters. I am very grateful to them for constantly inspiring and encouraging me. Their unflinching help enabled me tremendous.

I take this opportunity to thank my Family members (Mother-in-law, husband Mr. Puneet Jaspal, my two Angels Nishtha and Nitya)for their support & motivation that made me do things fast! I thank them for being patient and selflessly helping me out so that I could complete my work on time. They have been very supportive throughout!

I thank my friends Dr. Shivani Mishra, Mr. Pankaj Chauhan, Mr. Chintan Bhatt Ms. Aliya Mansuri & Mr. Jay Shah for being there for me whenever help was required. My special thanks goes to my Friends from Faculty of Social Work Jayalaxmi, Satish, Deepak, Jessica, Nazish, Alpa and other who constantly supported me directly or indirectly.

Also thanks to my Management at Baroda Management Association (BMA) & Gujarat Employers' Organisation (GEO) for their understanding & Support.

I extend my thanks to all the Agents, Managers and other officials whom I met during the data collection process, who warmly welcomed me and cooperated with me.

It has been a great journey, people told me this would be difficult and I should rethink my decision, but this journey has been a journey of growth, self-realization and above all empowerment! I thank all the beautiful people who have helped me directly and indirectly in making this possible. I feel blessed being surrounded by such love. Each one of you makes me believe.....

When we pray, God hears more than we say, answers more than we ask, gives more than we imagine, in his own time and in his own way.

Ms. Amita Jaspal