Acknowledgements

I am delighted to acknowledge and am grateful to

- Tr Jayraj D. Jadeja for his valuable guidance and all time inspiration to take up this study and bring about this Thesis.
- Prof Mayank D. Dholakia, Dean and Prof G. C. Maheshwari, Head of Faculty of Management Studies, M S. University of Baroda for granting me an opportunity to carryout this research work.
- Management and specially to Shri C. S. Patel, Ex-MD and Shri S K Anand, present Managing Director of Gujarat Chemical Port Terminal Company Limited for their all support to me including granting permission to undertake this study.
- Shri (Dr.) K. C Patel for his inspiration imbibed in me with selfless interest to pursue this study within the determined time.
- My colleagues at Gujarat Chemical Port Terminal Company Limited, who helped me in this study by sharing my job responsibilities and by their wholehearted support for fruitful interactions
- All organisations, agencies and their executives, who responded to my questionnaire and consultative interviews and thereby helping me to complete this study in a more meaningful way
- Prof. (Dr) Rakesh Srivastava for his guidance and help in statistical analysis of the data surveyed
- Mr. Vanish Bauskar, who helped me in proper typesetting with statistical and graphical and mathematical presentation of the entire research work
- My wife Bhavana and children Rachana and Anant, who sacrificed in many ways for their beloved one to accomplish this task
- My mother for her caring in accomplishing the ambition of her son,

and all those not named and helped me directly and indirectly in completing this Thesis

Date : 21/10/2004 Place : Baroda.

Hasmukh B. Patel