

## **Certificate of Originality**

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This is to certify that the thesis entitled “*A Study of Service Quality Dimensions Vis-a-Vis Satisfaction of Stakeholders of selected Universities of Gujarat*”, submitted by **Mr. Dignesh S. Panchasara**, Research Scholar to The Maharaja Sayajirao University of Baroda, Vadodara for the award of Degree of Doctor of Philosophy (Ph.D.) in Commerce and Business Management [Under UGC (Minimum Standard and procedure for Awards of M.Phil/Ph.D. Degree) Regulation, 2009] is, to the best of my knowledge, the bonafide work carried out by Mr. Dignesh S. Panchasara under my Supervision and Guidance. The matters presented in this thesis incorporate the results of independent investigation carried out by the Research Scholar himself.

Further certified that, **Mr. Dignesh S. Panchasara**, Research Scholar, has fulfilled/observed the provisions/requirements, regarding attendance contained in O.Ph.D. 3 (i) of The Maharaja Sayajirao University of Baroda, Vadodara. He has also undertaken and completed course work of 15 credits under UGC (Minimum Standard and procedure for Awards of M.Phil/Ph.D. Degree) Regulation, 2009.

**Date: 18<sup>th</sup> February, 2022**

**Place: Vadodara**

**Dr. Umesh R. Dangarwala**

**Research Guide**

## **Declaration**

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I, **Mr. Dignesh S. Panchasara** hereby declare that the entire work embodies in the thesis entitled “*A Study of Service Quality Dimensions Vis-a-Vis Satisfaction of Stakeholders of selected Universities of Gujarat*”, has been carried out by me under the Supervision and Guidance of **Dr. Umesh R. Dangarwala**, Former Head and Associate professor, Department of Commerce and Business Management, Faculty of Commerce, The Maharaja Sayajirao University of Baroda, Vadodara for the award of the Degree of Doctor of Philosophy (Ph.D.) in Commerce and Business Management [under UGC (Minimum Standard and procedure for Awards of M.Phil/Ph.D. Degree) Regulation, 2009]. The matters presented in this thesis incorporate the results of independent investigation carried out by me. To the best of my knowledge, no part of this thesis has been submitted for any Degree or Diploma to The Maharaja Sayajirao University of Baroda or any other University/Institution in India or Abroad.

I also declare that I have fulfilled/observed the provisions/requirements, regarding attendance contained in O.Ph.D. 3 (i) of The Maharaja Sayajirao University of Baroda, Vadodara. I have also undertaken and completed course work of 15 credits under UGC (Minimum Standard and procedure for Awards of M.Phil/Ph.D. Degree) Regulation, 2009.

**Date: 18<sup>th</sup> February, 2022**

**Place: Vadodara**

**Mr. Dignesh S. Panchasara**

**Research Scholar**



## THE MAHARAJA SAYAJIRAO UNIVERSITY OF BARODA

### CERTIFICATE

[As per O.Ph.D. 2 under UGC (Minimum Standards and Procedure for Awards of M.Phil./Ph.D. Degree) Regulation, 2009 for 15 Credits to be earned by Ph.D. Scholars]

This is to certify that **Panchasara Dignesh Shaileshbhai**, Research Scholar, registered under UGC (Minimum Standards and Procedure for Awards of M.Phil./Ph.D. Degree) Regulation, 2009, vide Registration Certificate Number **291** dated **05/05/2018**, for pursuing Ph.D. on has undertaken and completed the course work with the Grade B.

### STATEMENT OF CREDITS EARNED

Name of Research Scholar: **Panchasara Dignesh Shaileshbhai**

Faculty/Institution: Faculty of Commerce

Department: Department of Commerce and Business Management

Paper Number	Course Title	Course Credits	Grade Earned
<b>Core Courses – 09 Credits [Offered at University Level]</b>			
I.	Introduction to Research and Research Writing	3	C
II.	Quantitative Research Techniques	3	C
III.	Introduction to Basic Computer Functions and Applications for Research	3	D
<b>Departmental Courses – 06 Credits [Offered at Departmental Level]</b>			
IV.	Research in Commerce and Business Management: Course I (Review of Literature)	3	A
V.	Research in Commerce and Business Management: Course II (Research Methodology)	3	A
<b>Overall Grade</b>			<b>B</b>

UC : 7 (040618 to 300618)

DC : 534 (020121)

FOC/291

Date of Issue: 19-01-2021

Place: Vadodara

Registrar (Offg.)



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**CERTIFICATE**

[As per O.Ph.D.V, under UGC (Minimum Standards and Procedure for Awards of M.Phil. / Ph.D. Degree) Regulation, 2009, for 06 Credits to be earned by Ph.D. Scholars in the Department of Commerce and Business Management, as approved by Department Research Committee.]

This is to certify that, **MR. DIGNESH SHAILESHBHAI PANCHASARA**  
pursuing Ph.D. at Faculty of Commerce, in Department of Commerce and Business Management has undertaken and completed Course Work for Two Courses of 03 Credits each (01 Credit = 15 hours Teaching), totaling for 90 Hours duration, as approved by Department Research Committee.


**STATEMENT OF CREDITS EARNED**

Registration Certificate No. : FOC/291, Dated 05<sup>th</sup> May, 2018

Name of Research Scholar : **MR. DIGNESH SHAILESHBHAI PANCHASARA**

Course No.	Course Title	Course Credits	Grade
01.	Research in Commerce and Business Management : Course I (Review of Literature)	03	A
02.	Research in Commerce and Business Management : Course II (Research Methodology)	03	A
<b>TOTAL</b>		<b>06</b>	
<b>Semester Grade Point Average (SGPA)</b>			<b>09</b>

Issued on: 19<sup>th</sup> September, 2020  
Place: Vadodara

  
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Dean,  
Faculty of Commerce

## **Certificate for Anti-Plagiarism**

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This is to certify that the Ph.D. thesis entitled “*A Study of Service Quality Dimensions Vis-a-Vis Satisfaction of Stakeholders of selected Universities of Gujarat*”, submitted by **Mr. Dignesh S. Panchasara** has been checked for anti-plagiarism test by “iThenticate” software provided by The Maharaja Sayajirao University of Baroda, Vadodara. The similarity report is found to be **7%** via iThenticate software which comes under the allowance notified range by the University Grants Commission. The research work has been carried out by **Mr. Dignesh S. Panchasara** under my supervision, Department of Commerce and Business Management, Faculty of Commerce, The Maharaja Sayajirao University of Baroda, Vadodara.

**Dr. Umesh R. Dangarwala**  
Research Guide,  
Department of Commerce and Business  
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Date: 16<sup>th</sup> February, 2022  
Place: Vadodara