

## **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**