

Acknowledgement

I would like to thank those who assisted me in writing this Dissertation.

I am heartily thankful to my Guide, Dr. Anjuli Verma, whose encouragement, guidance, trust and support from the initial to the final level enabled me to develop an understanding of the subject.

My parents (Jayashree Narhari Deshmukh) and my siblings (Manisha, Tejas, Mahesh, Manasi & Kanchan) who believed in me and supported me with their love

Apurva Pandya for his support, his calmness, his discussions, his mathematical explanations

Siddhi Pandya for welcoming me with love & care, for my stay in Baroda

Dr. R. J. Solomon & Prof. Sharma for their extensive support during the entire time, for their helpful comments, their corrections, their explanations, and especially for being available at any time despite their tight schedule.

Rahul Adhikari and all my friends who said more than once: "step by step", their encouragement and supported me during my years of study.

All participants (IT industry employees) and Human Resource Department of this industry for their time, insights, and patience during the interviews

Lastly, I offer my regards and blessings to all of those who supported me in any respect during the completion of the project.

Kamini Deshmukh.