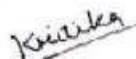


DECLARATION

I, **Kritika Tekwani**, certify that the work embodied in this Ph.D. thesis is my own bonafide work carried out by for a period of **2018-2021** from **2018** to **2021** at **School of Office Administration Skills (Management)** of Bhartiya Skill Development University. The matter embodied in this Ph. D. thesis has not been submitted for the award of any other degree/diploma. I declare that I have faithfully acknowledged, given credit to and referred to the research workers wherever their works have been cited in the text and the body of the thesis. I further certify that I have not willfully lifted up some other's work, para, text, data, results, etc. reported in the journals, books, magazines, reports, dissertations, theses, etc., or available at web-sites and included them in this Ph. D. thesis and cited as my own work.

Date: 22-03-2021

Signature: 

Name of Candidate: Kritika Tekwani

Place: Jaipur

Certificate from the Supervisor/Co-supervisor

This is to certify that the above statement made by the candidate is correct to the best of our knowledge. The research work embodied in the thesis was carried out under our supervision and that the candidate has worked under us for the period required under the regulations.



Co-Supervisor's Signature

Name: Dr. Rinku Raghuvanshi

Designation: Professor (Management)



Supervisor's Signature

Name: Cdr. (Dr.) Anil Rana

Designation: COE & Dean Academics