

### Candidate Declaration

I, Antima Sharma, certify that the work embodied in this PhD. thesis is my own bonafide work carried out by for a period from 14 February 2018 to 15 February 2021, at School of Office Administration of Skills of Bhartiya Skill Development University. The matter embodied in this PhD. 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 thesis. I further certify that I have not willfully lifted 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 PhD. thesis and cites as my own work.

Date: 28/01/2022

Place: RAIPUR.

*Antima Sharma*  
(Signature of Candidate)

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### Certificate from the Supervisor

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

*Mreyal*

Supervisor's Signature

Name: Dr. Mreyal Goyal

Designation: Assistant Professor