

ACKNOWLEDGEMENT

The writing of this Thesis has been an incredible journey and a monumental milestone in my academic life. I could not have embarked on this expedition and travelled this far without the passionate and continued support of supervisors, colleagues, friends, and family. Working as a PhD Scholar at Babasaheb Bhimrao Ambedkar University was a magnificent as well as challenging experience to me. In all these years, many people were instrumental directly or indirectly in shaping up my academic career. It was hardly possible for me to thrive in my Doctoral work without the precious support of these personalities. Here is a small tribute to all those people.

I am indeed indebted to my distinguished guide and supervisor **Dr. Dharendra Pandey** for all his help during the course of the study. Certainly, I am short of words to convey my real feelings for his invaluable help and concern together with ‘scholarly’ insightful and ‘critical’ guidance. I do not hesitate to state that without his help it would not have been possible for me to complete the research work. I am very grateful to my co-supervisor **Dr. Suhel Ahmad Khan** for his guidance, support and consultations during the course of the study.

I must thank to **Dr. Dharendra Pandey** because despite of their tight time-schedule, he was available to me all times, to answer my queries, discussion of matters, helped me to learn from my mistakes, without even forcing his opinion on me. I spent countless hours with him for discussing research, writing research papers, proof reading of papers, making this thesis and talking about my life in general. I am also very much grateful to **Prof. R. A. Khan**, Head, Department of Information Technology, Babasaheb Bhimrao Ambedkar University, Lucknow because he gave the

opportunity to pursue my PhD work at Department of Information Technology, Babasaheb Bhimrao Ambedkar University, Lucknow. I received lots of motivation, encouragement, and support from him during my entire studies.

I feel deep sense of gratitude for my father (**Mohd. Shafi Khan**) and mother (**Rehana Begum**) who formed a base of my vision and taught me the good things that really matters in my life. I am also grateful to my younger sister **Afra Fatima** and my dearest aunt **Mrs. Arti Nigam** who made my life, enlightened and made me to stand in this position. I couldn't have done it without them. In addition, I am also thankful to **Dr. Alka** (Assistant Professor), for her continuous encouragement, guidance, moral support, and consultations during the course of the study. I am thankful to **SAQ Infosys** for granting me the permission and needed assistance for data collection and experiments. I am also thankful to all my friends and colleagues for providing encouragement and support especially Mohd Faizan, Er. Rishabh Kumar, Pooja Singh, Rajeev Kumar, Virendra Singh, Himanshu Srivastava and Syed Shahbaaz Ashraf. I express my sincere thanks to all faculty members and office staff of the department for their time-to-time continuous encouragement and support. I express my sincere thanks to all the experts from India and abroad for honoring me with their valuable observations during the Expert Opinions. In summary, I would like to thank everyone for putting up with me for the last four years.

Mohd. Waris Khan