

## **Acknowledgments**

While completing a thesis is a solitary task in many ways, the process of writing this book involves many people. First, I would like to thank the members of my dissertation committee for their contribution and support. I would also like to thank the case study participants of the organizations that participated in this study. Finally, I must thank my husband, Mr. Ratnasingam, for the positive encouragement he has given me throughout the years of my study, and my son, Master Denesh, for his patience.