

CHAPTER 36

LIBRARY AND INFORMATION SCIENCE

Doctoral Theses

01. ALAM (Fakare)
Awareness and Prevention of Plagiarism in Research Writing among the Students, Research Scholars and Faculty Members of Select IIMS in India: A Study.
Supervisor: Prof. Rakesh Kumar Bhatt
Th 28349

Abstract

This study examines plagiarism-related awareness, perceptions, attitudes, prevention techniques, policy awareness, resource use, citation practices, and environmental/institutional factors among Faculty (83), Research Scholars (110), and Postgraduates (618) through a survey-based approach. Hypothesis 1 (H1) confirms abundant awareness (73-90% across Standards Awareness, Plagiarism Training, and Integrity Training variables), strict perception (89-91% clear understanding in Understanding variable), and positive attitudes (87-90% agree internet contributes to plagiarism in Internet Contribution variable), with Faculty leading and Postgraduates showing minor gaps. Significant variations in Standards Awareness and Integrity Training ($p < 0.05$) suggest uneven awareness depth, though Understanding and Internet Contribution show no differences ($p > 0.05$). Hypothesis 2 (H2) finds effective prevention techniques (81-90% trained in Plagiarism Training, 73-84% in Integrity Training), but Integrity Training's variation ($p < 0.05$) indicates disparities, particularly for Postgraduates. Ethical consistency is supported by uniform consequence awareness (95-96% in Consequences Awareness variable, $p > 0.05$), though Integrity Training challenges full uniformity. Hypothesis 3 (H3) is partially supported, with uniform training receipt in Plagiarism Training ($p > 0.05$), but significant differences in Standards Awareness and Integrity Training ($p < 0.05$) reveal Postgraduates' lower policy knowledge. Hypothesis 4 (H4) shows consistent resource use (81-84% Internet in Resource Use variable), except for journals ($p < 0.05$), with significant variations in anti-plagiarism tool use (73-84% in Tool Use variable, $p < 0.05$) and citation consistency (49-60% always in Citation Consistency variable, $p < 0.05$), Faculty being most rigorous. Hypothesis 5 (H5) confirms uniform perceptions of internet accessibility (87-90%, Internet Contribution) and fear of failure (60-68%, Fear of Failure variable) as plagiarism drivers ($p > 0.05$), but varied perceptions of prevalence (Prevalence variable, $p < 0.05$) show Postgraduates perceiving higher risks. Faculty exhibit the strongest engagement, while Postgraduates lag, necessitating targeted interventions to enhance training, policy dissemination, and citation practices for consistent academic integrity.

Contents

1. Awareness and prevention of plagiarism in research writing among students, research scholars and faculties in select IIMS in India: a study 2. Review of literature 3. Plagiarism: a preview 4. Profiles of the institutions 5. Data analysis, interpretation and hypotheses testing 6. Findings, conclusion and suggestions. Bibliography and Appendices.

02. HARI PRAKASH
Research Visibility of Science Faculty Members of University of Delhi: A Study.
 Supervisor: Prof. Margam Madhusudhan
Th 28350

Abstract

Research visibility is a key determinant of academic recognition, scholarly influence, and professional growth. This study, titled "Research Visibility of Science Faculty Members of the University of Delhi: A Study," examines the research visibility metrics of Science faculty members at the University of Delhi, using Google Scholar as the primary assessment tool. It evaluates faculty research productivity, impact, and accessibility through established bibliometric indicators such as publications, citations, h-index, and i10-index. The thesis is organized into six chapters: Chapter 1: Introduction Chapter 2: Systematic Review of Literature Chapter 3: Research Methodology Chapter 4: Research Visibility and Google Scholar Chapter 5: Data Analysis and Interpretation Chapter 6: Findings, Suggestions, and Conclusion A systematic literature review of 118 global studies was conducted, covering topics such as scholarly communication, academic social networking, research promotion, and digital identifiers like ORCID and VIDWAN. This study follows a quantitative approach, analyzing Google Scholar profiles of 216 faculty members from eight selected departments. Data was collected using an observational method and processed through appropriate statistical techniques. The findings indicate significant variations in research visibility across departments. Key influencing factors include publication trends, citation patterns, and faculty engagement with academic networking platforms. The study also assesses the advantages and limitations of Google Scholar in tracking research impact. Strategic recommendations are proposed to enhance research visibility, including effective research promotion strategies to improve scholarly reach. The study contributes to the ongoing discourse on research evaluation, offering valuable insights for faculty members and institutions. It concludes with recommendations for future research, emphasizing strategies for the Faculty of Science to promote inclusivity, enhance research engagement, and strengthen academic impact ultimately reinforcing the University of Delhi's position in the global academic community.

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1. Introduction 2. Review of Literature 3. Research Methodology 4. Research Visibility Metrics and Tools 5. Data Analysis and Interpretation 6. Findings, Suggestions and Conclusion. Bibliography Appendices.

03. JHA (Kripa Nand)
Design and Development of Online Model Thesaurus of Maithili Language.
 Supervisor: Prof. Margam Madhusudhan
Th 28351

Abstract

A thesaurus is essential for language development and information retrieval. It is crucial in indexing, search optimisation, and linguistic research. Maithili, a constitutionally recognised Indian language, lacks a standardised digital thesaurus. Moreover, Maithili words are currently preserved only in printed dictionaries, with no existing digital word database. This lack of structured linguistic resources limits research, NLP advancements, and the language's integration into emerging web technologies This study addresses the issue by designing and developing the Online Maithili Language Thesaurus (OMLT) to

bridge the technological and linguistic divide. The thesis is structured across six chapters: Introduction, Review of Literature, Thesaurus – An Overview, Growth and Development of the Maithili Language, Data Analysis and Interpretation, and Findings, Suggestions, and Conclusion. A systematic review of 106 relevant studies across key thematic areas informed the research. A needs assessment survey involving 100 respondents from five universities, including ten subject experts, also provided practical insights. The findings are detailed through 19 tables and 74 figures. Key outcomes include: • Development of the OMLT using international standards (ISO 25964:2011 / IS 16551:2017) and the open-source software TemaTres. • A custom front end for enhanced user experience, catering to students, researchers, writers, and language professionals. • Free public access at www.omlt.in, featuring semantic term networks, advanced search, and role-based thesaurus management. • Support for consistent vocabulary control, aiding in accurate writing, indexing, and research. • Enabling NLP tasks like semantic tagging, query expansion, and integration with the Semantic Web. • Align with India's regional language initiatives and the National Education Policy (NEP) 2020 goals. • Features a role-based access system for effective thesaurus administration • Establish a model framework that can guide the development of thesauri for other Indian and vernacular languages. OMLT is a significant step toward digitising Maithili, enhancing its usability in modern technologies and promoting its presence in the global linguistic environment.

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1. Introduction 2. Review of Literature 3. Thesaurus: An Overview. 4. Growth and Development of The Maithili Language and Literature 5. Designing A Model Online Maithili Language Thesaurus 6. Findings, Suggestions and Conclusion. Bibliography and Appendix.

04. KUMAR SANJAY

Use of Information Resources by the Users in Select Ministerial Libraries of Government of India in Delhi: A Study.

Supervisor: Prof. K. P. Singh

Th 28352

Abstract

The study titled "Use of Information Resources by the Users in Select Ministerial Libraries of Government of India in Delhi: A Study" is undertaken as part of a Doctor of Philosophy (PhD) in Library and Information Science. The primary objective of this research is to assess the current status, usage patterns, and effectiveness of information resources of Ministerial and Departmental Libraries of the Government of India located in Delhi, focusing on the availability and utilization of information resources. The thesis is structured into six chapters. The first chapter introduces the research problem, scope, hypotheses, and methodology, providing a conceptual foundation for the investigation. The second chapter presents a comprehensive review of relevant literature, synthesizing insights from previous research conducted both in India and internationally. The third chapter explores the history, growth, and development of government libraries and discusses the necessity for a network among these institutions. The fourth chapter profiles ten selected Ministerial and Departmental Libraries, detailing the services they offer. The fifth chapter analyzes and interprets data gathered from library professionals and users through structured questionnaires, utilizing statistical techniques and hypothesis testing to derive meaningful insights. The final chapter presents key findings, suggestions, and conclusions, offering recommendations to enhance the accessibility and effectiveness of information resources in Ministerial Libraries. Additionally, it highlights potential areas for further research. This study aims to contribute valuable insights into the use and management of information resources in Government libraries, offering guidance

for enhancing service delivery and user satisfaction while identifying areas for further scholarly exploration. After studying the selected ministerial libraries in Delhi, it can be concluded that a network among ministerial libraries is needed to maximize the use of the resources available in the different ministerial libraries. A lot has to be done in this area, as the process of developing digital infrastructure has not even started in 60% of ministerial libraries.

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1. Introduction 2. Review of Literature 3. Government of India Libraries: An Overview 4. Profiles of Government of India Ministerial Libraries 5. Data Analysis and Interpretation 6. Findings, Suggestions and Conclusion 7. Bibliography. Annexure.

05. MISAO (Paojangul)

Use of Online Citation Tools by Faculty Members and Research Scholars of Central Universities of North East India: A Study.

Supervisor: Dr. Manish Kumar

Th 28353

Abstract

Methodology and scope: This study investigates the use of online citation tools by the Faculty Members and Research Scholars of North eastern Central University of India. The selection of online citation tools is based on freely available open source with identified criteria. Survey method with the help of structured Questionnaire and Interview methods were used for identifying the use / awareness, purpose, advantages, preference etc. The primary data was collected from the Faculty Members and Research Scholars of the selected nine central universities. **Purpose:** The purpose of the study is to identify the awareness about Online Citation Tools among the Faculty Members and Research Scholars of the Central Universities of North East India, to identify the salient features of the online citation tools, to identified the purpose and frequency of using online citation tools by Faculty Members and Research Scholars under study, to identified the user's preference of using different online citation tools, to identified the comparison between manual and online citation tools in terms of time, accuracy and coverage. **Findings:** The results show that there is a growing awareness of online citation tools; their adoption and effective use remain limited among the Faculty Members and Research Scholars of North eastern Central University of India. The Faculty Members and Research Scholars of the Central Universities of North East India were mostly aware of Google Scholar with most followed by Mendeley, APA Citation Generator, EndNote, Zotero and RefWorks. Others citation tools were less than 20% awareness as shown in the table (5.9.1) and few tools are not totally aware by some university. Based on common citation features/functions as mentioned in the section 3.2, Chapter-3, 31 Online Citation Tools i.e., All the features of each online citation tool have been observed over last three years during the study period. Google Scholar and Mendeley are use on a daily basis while other citation tools were not use on daily basis by Faculty Members while Google Scholar, APA Citation Generator, Mendeley and Zotero were used on daily basis by Research Scholars. Google Scholar and APA Citation Generator is the only use online citation tools 2 to 3 times a week while other tools were not used. EndNote, Mendeley, Zotero were the most commonly used once a week online citation tools by the faculty member and Zotero is the most once a month use online citation tools by faculty members followed by EndNote, RefWorks and Mendeley. The purpose of Using online citation tools by Faculty Members and Research Scholars Central Universities of North East India were mainly for writing research papers followed by for literature review, for completions of dissertation and for completion of projects works. (Table 5.9.6).

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1. Introduction 2. Literature Review 3. Online Citation Tools: Boon for Academic Fraternity 4. Profile of the Universities 5. Data Analysis and Interpretation Bibliography and Appendix.

06. PANDEY (Parbati)
Evaluating ICT Skills and Competencies of Library and Information Science Professionals in Select Universities of Nepal: Insights from Staff and Users.
 Supervisor: Prof. Margam Madhusudhan
Th 28354

Abstract

The impact of ICT on libraries has reshaped the responsibilities of LIS professionals. As library resources and services are increasingly provided in digital formats, managing and delivering these services requires a broad range of ICT skills. This study, titled "Evaluating ICT Skills and Competencies of Library and Information Science Professionals in Select Universities of Nepal: Insights from Staff and Users," aims to assess the ICT skills and competencies of LIS professionals, particularly their ability to adopt emerging technologies and adapt to the rapidly evolving work environment. This research is significant as it provides valuable insights into how LIS professionals in Nepal support their transition into a digital environment. It will also explore library users' challenges in accessing ICT tools in library services. The thesis consists of seven (7) chapters: Chapter 1: Introduction Chapter 2: Systematic Review of Literature Chapter 3: Research Methodology Chapter 4: ICT Skills and Competencies of LIS Professionals Chapter 5: Data Analysis and Interpretation Chapter 6: Discussion Chapter 7: Findings, Suggestions, and Conclusion A systematic literature review of 217 global studies was conducted, covering topics such as ICT skills, competencies, and professional development among LIS professionals, using PRISMA 2020 guidelines, presented under 13 headings. The survey method used structured questionnaires for 38 LIS professionals and 600 users selected from 12 studied universities. The results are presented using 40 tables and figures that incorporate appropriate statistical techniques. The study identifies significant ICT skill gaps among LIS professionals in Nepalese university libraries, which have low adoption of advanced technologies like big data, blockchain, and expert systems. Although professional development programs are valued, issues such as limited time and funding remain. Users also struggle with citation and statistical tools due to inadequate ICT infrastructure. In conclusion, the study emphasizes the need for ongoing professional development and strategic ICT investments to improve library services. It recommends ICT training in emerging technologies and the promotion of user-centric services. Universities should enhance their libraries, and the UGC of Nepal should implement library staffing policies for quality assurance. A conceptual model has been created to support these improvements.

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1. Introduction 2. Systematic Review of Literature 3. Research Methodology 4. ICT Skills and Competencies of LIS Professionals 5. Data Analysis and Interpretation 6. Discussion 7. Findings, Suggestions and Conclusion. Bibliography. Appendix.

07. ROHIT
Libraries in Pre and Post Covid 19 Pandemic: An Evaluative Study of Library Services of Select Central University Libraries in North India.
 Supervisor: Prof. Rakesh Kumar Bhatt
Th 28355

Abstract

COVID-19 pandemic presented unprecedented difficulties to academic institutions which severely affected library accessibility together with library services. The research examines service changes in selected North Indian central universities libraries that occurred before and during the pandemic era. The study investigates how library activities transitioned while researchers explored how various services developed for end users and their staff members. The research obtained information through structured questionnaires which targeted North Indian central universities. This research distributed 100 questionnaires with 75 allocations for postgraduate students while research scholars received 25 questionnaires, and the university librarian received one. The research investigates physical and digital resources availability alongside remote access functionality and technological development together with user and librarian encountered challenges. The investigation proves how academic libraries transformed into digital platforms and combined models and boosted their e-resources usage and virtual reference operations and digital borrowing systems. The rising number of digital resources and hybrid service models needs improvement through the resolution of digital gaps and infrastructure challenges and accessibility barriers. The research examines pre-pandemic and post-pandemic library services while identifying best practices that institutions used to provide uninterrupted academic assistance. Based on their assessment the researchers recommend improvements for library services through better digital infrastructure alongside user education programs and accessible policy changes. The research adds knowledge to academic library transformations and their ability to overcome worldwide challenges. Keywords: Library services, COVID-19 impact, digital transformation, academic libraries, central universities, North India.

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1. Introduction 2. Review of Literature 3. Select University Library and Library Services Pre- and Post-COVID19 Analysis 4. Data Collection, Analysis, and Interpretation 5. Findings, Conclusion, and Suggestions Bibliography and Appendix.

08. SINGH(Brijpal)
Mobile-based Applications for Enhancement of Library Services in Indian Institutes of Technology in India.
 Supervisor: Prof. Margam Madhusudhan
 Th 28356

Abstract

Investigates the role of mobile technology in modernizing library services across IITs in India. The study examines the existing mobile technology infrastructure, the adoption of mobile-based library services, and the associated benefits and challenges of their implementation. The research aims to provide insights into how mobile applications can enhance library services and improve accessibility for users in academic institutions. The study is structured into six chapters. Chapter 1 introduces the research problem, defining key concepts such as mobile applications and their relevance to library services. It also outlines the objectives, scope, hypotheses, and methodology of the study. Chapter 2 presents a comprehensive review of 141 published studies on mobile technologies and their applications in libraries, categorized thematically and chronologically. Chapter 3 details the research methodology, covering the research design, data collection process, questionnaire design, sample selection, pilot study, and statistical tools used for data analysis. Chapter 4 explores various mobile technologies and their applications in library services, emphasizing their benefits in improving accessibility, user engagement, and service efficiency. It also highlights challenges such as technological constraints, funding, and user adoption issues. Chapter 5

provides an in-depth analysis and interpretation of data collected from IIT librarians through structured questionnaires. The findings are presented using 37 tables and 37 figures, offering clear insights into the current state of mobile-based library services in IITs. Chapter 6 concludes with key findings, recommendations, and suggestions for improving mobile-based library services. It also identifies areas for future research. The thesis contributes valuable insights into the potential of mobile applications in enhancing library services, offering practical solutions for their effective implementation in IIT libraries. A key takeaway from this research is that mobile-based applications are viewed as engaging, user-friendly, attractive, cost-effective, and impactful.

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1. Introduction 2. Review of Literature 3. Research Methodology 4. Mobile-based Library Services 5. Data Analysis and Interpretation 6. Findings, Suggestions and Conclusion. Bibliography and Appendices.

09. SINGH(Jyoti)

Organization and Management of Information Resources in Select Special Libraries of Delhi: A Study.

Supervisor: Dr. Manish Kumar

Th 28357

Abstract

This thesis examines the organization and management of information resources in select special libraries in Delhi, with a focus on key aspects such as library mission, scope, target audience, resources, services, technological infrastructure, and staff training. The research investigates the collection management practices, including acquisition strategies, collection development policies, weeding out processes, and methods for ensuring the security of library materials and staff safety. It also studied the budget allocation, stock verification, and overall resource management. Additionally, the study explores the role of the Library Management System (LMS) and the Online Public Access Catalogue (OPAC), examining their usage and impact on enhancing access to information. Additionally, it also analyse area the scope and diversity of resources, including books, journals, databases, and grey collections, while considering budget allocation, staffing, and partnerships with other institutions. Also studies the size and diversity of both physical and electronic resources, considering factors such as budget, staffing, and partnerships. Additionally, it explores the technological infrastructure, including digital repositories and online catalog interfaces, to assess how effectively technology is used to streamline workflows and improve user access. The research also emphasizes staff training programs for adopting new technologies and improving service delivery. The thesis tries to offers valuable insights into the management and operation of select special libraries in Delhi.

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1. Introduction 2. Review of Related Literature 3. Organization and Management of Information Resources in Special Libraries 4. Profile of Libraries 5. Data Analysis, Interpretation and Hypotheses Testing 6. Findings, Suggestions and Conclusion. Bibliography and Appendices.

10. SONI (Shahil)
Application of Social Media in Marketing and Promotion of Library Resources and Services: A Study of Institute of Eminence of Higher Education Institutions in India.
 Supervisor: Prof. Margam Madhusudhan
Th 28358

Abstract

Social media has become an essential tool for libraries to increase visibility, promote services, and engage users effectively. In the digital age, libraries face intense competition from various electronic information sources, making social media marketing (SMM) a strategic necessity for Library and Information Science (LIS) professionals in Institutes of Eminence (IoEs). This study, "Application of Social Media in Marketing and Promotion of Library Resources and Services: A Study of Institute of Eminence of Higher Education Institutions in India," aims to offer data-driven insights to help LIS professionals and policymakers develop effective digital marketing strategies. By integrating the Unified Theory of Acceptance and Use of Technology (UTAUT) Model and the Strategic Social Media Marketing Framework (SSMMF), the study provides a structured approach to social media adoption in libraries. The thesis is organized into six chapters: 1. Introduction 2. Review of Literature 3. Research Methodology 4. Social Media and Marketing of Library Resources and Services 5. Data Analysis and Interpretation 6. Findings, Suggestions, and Conclusion A systematic review of 147 studies reviewed and presented in seven key themes in social media marketing. A structured survey of 11 librarians from 11 IoEs was conducted, and findings were presented in 62 tables and 27 figures. Key Findings: 1. Older professionals dominate marketing roles, enhancing effort expectancy but limiting innovation. 2. Traditional and digital marketing tools coexist, but print media remains underutilized. 3. Platforms like Facebook and WhatsApp are popular, while YouTube and LinkedIn remain underused. 4. Irregular content updates and lack of management tools reduce effectiveness. 5. Despite cost-effectiveness and improved visibility, challenges like low management support, security concerns, and inconsistent adoption persist. To maximize success, libraries must expand platform use, adopt structured digital strategies, and address staff shortages for a modernized, impactful social media marketing approach.

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1. Introduction 2. Review of Literature 3. Research Methodology 4. Social Media and Marketing of Library Resources & Services 5. Data Analysis and Interpretation 6. Findings, Suggestions and Conclusion. Bibliography and Appendices.

11. SUYAL (Neha)
Content Evaluation of Library Websites of Medical Institutions of India.
 Supervisor: Prof. Margam Madhusudhan
Th 28359

Abstract

Content Evaluation of Library Websites of Medical Institutions in India," investigates and compares the content characteristics of library websites from selected medical institutions across India to evaluate their overall quality, organization, and effectiveness. The study systematically analyzes multiple content parameters to determine the strengths and weaknesses of these websites, emphasizing factors such as accuracy, currency, organization, accessibility, usability, and interactivity. Employing a quantitative research design, data were gathered from 19 medical institution libraries using a structured checklist

formulated in accordance with the study's objectives and hypotheses. Appropriate statistical methods were used for data analysis and interpretation, revealing key patterns and discrepancies among the websites. The results indicate that, although many medical library websites demonstrate satisfactory levels of content relevance and accessibility, several display weaknesses such as outdated information, limited interactive components, and poor content organization. The thesis is structured into six chapters, covering the introduction, review of literature, research methodology, evaluation criteria, data analysis and interpretation, and findings with recommendations. A total of 109 related studies, including books, journal articles, theses, and conference proceedings, were critically reviewed to build a theoretical foundation and identify research gaps. This research significantly contributes to improving web-based library services in medical institutions. It provides practical insights and recommendations for developing user-friendly, informative, and interactive library websites. Specifically, the study underscores the need for Indian medical libraries to: (i) integrate Web 2.0/Library 2.0 tools to enhance content dissemination and user engagement, (ii) strengthen multimedia and interactive features, (iii) improve navigation, search, and accessibility functions, and (iv) ensure regular updates with visible revision dates to maintain accuracy and reliability. The study's primary limitation lies in its sample size, which was confined to 19 top NIRF 2024-ranked medical institution library websites.

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1. Introduction 2. Review of Literature 3. Research Methodology 4. Evaluation Criteria of Medical Institute Websites 5. Analysis of Data and Interpretation 6. Findings, Suggestions and Conclusion. Bibliography and Appendices.

12. UMESH KUMAR

Research Visibility of Medical Professionals Working in All India Institute of Medical Sciences (AIIMS), New Delhi.

Supervisor: Prof. Margam Madhusudhan

Th 28360

Abstract

Medical professionals contribute extensively to research alongside their clinical and teaching responsibilities. Ensuring the visibility of their research outputs is vital for academic recognition, knowledge dissemination, and institutional reputation. Platforms like Google Scholar offer researchers an accessible space to showcase their scholarly contributions, track citations, and evaluate research impact. This study, titled "Research Visibility of Medical Professionals Working in All India Institute of Medical Sciences (AIIMS), New Delhi", investigates how faculty members at AIIMS engage with Google Scholar to reflect their research visibility. The study is structured into six chapters: 1. Introduction 2. Review of Literature 3. Research Methodology 4. Research Visibility and Tools 5. Data Analysis and Interpretation 6. Findings, Suggestions, and Conclusion A review of 97 relevant studies was conducted and categorized into five core themes of research visibility. Data were collected from the Google Scholar profiles of 785 faculty members across 42 departments and 8 centres at AIIMS, New Delhi. The analysis focused on metrics such as total publications, citations, h-index, and i10-index, and findings are presented using 270 tables and 17 figures. Key Findings: • Male faculty members dominate in number and research output, indicating a significant gender imbalance. • 250 out of 785 faculty members currently lack a Google Scholar profile. • Less than half of those with profiles have verified them using institutional email addresses, affecting their research's authenticity and visibility. • Departments such as Anaesthesiology, Pathology, and Paediatrics demonstrate strong research output, while Nursing and Hospital Administration show relatively lower visibility. • A few high-performing researchers significantly enhance their

departments' overall research profile. • Dr. Rajeev Kumar (Urology) has the highest number of research publications. • Prof. Rajesh Sagar (Psychiatry) is the most cited faculty member and holds the highest h-index. • Dr. Neeta Singh (Obstetrics & Gynaecology) has the highest i10-index, reflecting her substantial research contributions. The study recommends establishing a centralized Research Visibility and Analytics Cell and conducting department-specific training programs to enhance digital research profiling and foster a culture of academic excellence across AIIMS.

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1. Introduction 2. Review of Literature 3. Research Methodology 4. Research Visibility and Tools 5. Data Analysis and Interpretation 6. Findings, Suggestions and Conclusion. Bibliography and Appendices.