

## Acknowledgement

At the outset, I would like to convey my deep sense of gratitude to Staff Selection Commission for deputing me to the 40<sup>th</sup> APPPA course at IIPA.

I express my sincere gratitude to my guide, Dr. Pawan Kumar Taneja, for his valuable guidance and support without which this dissertation would not have got completed. I am grateful to Ms Kusum Lata, Associate Professor, IIPA for helping with the graphical representations using maps in the dissertation.

I am grateful to the Hon'ble Chairman, Staff Selection Commission for inspiring me to select this topic for my study as well as providing his valuable inputs by way of giving detailed interview. I offer my sincere thanks to Dr. Y. K. Sharma, Advisor (e-Governance) UIDAI & Ex D.G. NIC and Sri Sanjay Vikram Singh, Member SSC for allowing me to interview them.

My sincere thanks are due to Sri V. P. Singh, DDG, Dept. of Post and Sri Chetan Jain, Member, SSC for their help in understanding the selection process of Department of Post and Railways.

I would also like to thank all the officers involved in implementation of e-Recruitment processes in various public service recruitment organisations who provided their valuable inputs through telephonic interviews and by way of responding to the questionnaire timely which was essential for this study.

I thank Prof. Suresh Misra, Programme Director and Ms C. Sheela Reddy, Programme Co-director for their continuous support and help throughout the course. I feel indebted to all my fellow participants in the 40<sup>th</sup> APPPA for free exchange of ideas and making this course lively and memorable.

I also thank the APPPA Secretariat, Sri Vijay Kumar Sharma, Sri Manish Rawat, Sri Rajesh Kumar, Sri Vinod Kumar Yadav for their positive outlook and for providing help throughout the course.

  
12/13/15  
VANDANA SETHI