

CERTIFICATE

This is to certify that the thesis, entitled “**A STUDY ON CUSTOMER ATTITUDE, PERCEPTION AND SERVICE QUALITY OF ORGANIZED RETAIL TEXTILE SHOWROOMS**”, submitted to the Bharathiar University, in partial fulfillment of the requirements for the award of the Degree of **DOCTOR OF PHILOSOPHY IN COMMERCE** is a record of original research work done by **J.SAGAYA ANGLIEN MARY** during the period 2014 – 2019 of her study in the **Department of Commerce** at **PSGR Krishnammal College for Women**, under my supervision and guidance and the thesis has not framed the basis for the award of any Degree / Diploma / Associateship / Fellowship or other similar title to any candidate of any university.

Signature of the Guide

Countersigned

Head of the Department

Principal

CERTIFICATE OF GENUINNESS OF THE PUBLICATION

This is to certify that the Ph.D. candidate **J. Sagaya Anglien Mary** working under my supervision has published a research article in the refereed journal named **EPRA International Journal of Economic and Business Review (Peer Reviewed & Referred International Journal)** with **Vol. No 6, Page Nos. 11 to 16** and year of publication **July 2018** published by EPRA Wisdom (UGC Approval No.47335). The content of the publication incorporates part of the results presented in his/her thesis.

This is to certify that the Ph.D. candidate **J. Sagaya Anglien Mary** working under my supervision has published a research article in the refereed journal named **International Journal of Scientific Research and Review (Peer Reviewed & Referred International Journal)** with **Vol. No 7, Page Nos. 119 to 124** and year of publication **May 2018** published by Primax Foundation (UGC Approval No.64650). The content of the publication incorporates part of the results presented in his/her thesis.

Research Supervisor

Countersigned

Head of the Department

Principal

DECLARATION

I, **J.SAGAYA ANGLIEN MARY**, hereby declare that the thesis, entitled “**A STUDY ON CUSTOMER ATTITUDE, PERCEPTION AND SERVICE QUALITY OF ORGANIZED RETAIL TEXTILE SHOWROOMS**”, submitted to the Bharathiar University, in partial fulfillment of the requirements for the award of the Degree of **DOCTOR OF PHILOSOPHY IN COMMERCE** is a record of original research work done by me during 2014 – 2019 under the supervision and guidance of **Dr.(Mrs) G. KAVITHA, M.Com., M.Phil., PGDCA., Ph.D., Assistant Professor and Head, Department of Commerce, PSGR Krishnammal College for Women**, and it has not framed the basis for the award of any Degree / Diploma / Associateship / Fellowship or other similar title to any candidate of any university.

Signature of the Candidate

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(J.Sagaya Anglien Mary)

