

PAPER PRESENTATION CERTIFICATE

THIS IS TO CERTIFY THAT THE PAPER ENTITLED

Customer Satisfaction Analysis to Improve the Library Services Using Fuzzy Servqual Method

Hamdani Hamdani

HAS BEEN PRESENTED IN THE


INTERNATIONAL CONFERENCE ON DECISION AID SCIENCES AND APPLICATIONS

ORGANIZED VIRTUALLY ON 7 – 8 DECEMBER 2021


Dr. Mohammed Redha Qader
Deanship of Graduate Studies
and Scientific Research



IEEE
Advancing Technology
for Humanity
BAHRAIN IEEE SECTION


Prof. Hatem Masri
Dean of College of
Business Administration