



Sudan University of Science and Technology

College Of Graduate Studies

SERVICE QUALITY IN HIGHER EDUCATION AND ITS IMPACT ON  
STUDENTS SATISFACTION:

Case Study : Sudan University of Science and Technology

جودة الخدمة في التعليم العالي و اثرها علي رضا الطلاب  
دراسة حالة: جامعة السودان للعلوم و التكنولوجيا

A thesis submitted in fulfillment of the requirements for the degree of  
Doctor of philosophy in Management of Quality and Excellence

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