



Certificate of Publication



This is to confirm that

Naniek Utami Handayani

Published following article

**Assessment of Service Quality at Higher Education
Institutions Using the Integration of the Hiedqual Model
and the Service Improvement Matrix**

Volume 9, Issue 12, pp: 41-52

www.ijres.org

A Peer Reviewed referred Journal

**International Journal of Research in Engineering and
Science (IJRES)**

ISSN: 2320-9364 IJRES is Peer Reviewed Refereed.

Editor-In-Chief



Certificate of Publication



This is to confirm that
Mochamad Agung Wibowo
Published following article

**Assessment of Service Quality at Higher Education
Institutions Using the Integration of the Hiedqual Model
and the Service Improvement Matrix**

Volume 9, Issue 12, pp: 41-52

www.ijres.org

A Peer Reviewed referred Journal

**International Journal of Research in Engineering and
Science (IJRES)**

ISSN: 2320-9364 IJRES is Peer Reviewed Refereed.

Editor-In-Chief



Certificate of Publication



This is to confirm that

Feby Eka Prasetya

Published following article

**Assessment of Service Quality at Higher Education
Institutions Using the Integration of the Hiedqual Model
and the Service Improvement Matrix**

Volume 9, Issue 12, pp: 41-52

www.ijres.org

A Peer Reviewed referred Journal

**International Journal of Research in Engineering and
Science (IJRES)**

ISSN: 2320-9364 IJRES is Peer Reviewed Refereed.

Editor-In-Chief



Certificate of Publication



This is to confirm that

Dian Fitriani

Published following article

**Assessment of Service Quality at Higher Education
Institutions Using the Integration of the Hiedqual Model
and the Service Improvement Matrix**

Volume 9, Issue 12, pp: 41-52

www.ijres.org

A Peer Reviewed referred Journal

**International Journal of Research in Engineering and
Science (IJRES)**

ISSN: 2320-9364 IJRES is Peer Reviewed Refereed.

Editor-In-Chief