

**STUDENTS' SATISFACTION ON SERVICE QUALITY PROVIDED BY
THE COLLEGES OF THAI NGUYEN UNIVERSITY:
A PROPOSED FORMATION PROGRAM**

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Presented to the Faculty of the Graduate School
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in Collaboration with
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In Partial Fulfillment
of the Requirements for the Degree
Doctor of Philosophy in Educational Management

By

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CERTIFICATE OF ORIGINALITY

This is to certify that the research work / dissertation entitled **STUDENTS' SATISFACTION ON SERVICE QUALITY PROVIDED BY THE COLLEGES OF THAI NGUYEN UNIVERSITY: A PROPOSED FORMATION PROGRAM**, orally defended/ presented under the Doctor of Philosophy in Educational Management Program jointly offered by Southern Luzon State University of the Republic of the Philippines and Thai Nguyen University of the Socialist Republic of Vietnam, embodies the result of original and scholarly work carried out by the undersigned.

This dissertation does not contain words or ideas taken from published sources or written works by other persons which have been accepted as basis for the award of any degree from other higher education institutions, except where proper referencing and acknowledgement were made.



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DEDICATION

This research is wholeheartedly dedicated to my family and to all my relatives, colleagues and friends, and classmates in Thai Nguyen University for giving the researcher endless support, guidance and inspiration.

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