

Approval date: 2023-05-30

Ref: CRC_2023_0016

Subject: Approval to conduct a research project at An-Najah National University Hospital

Dear Prof. Dam3t Ra7el,

I am writing this letter to grant you permission to conduct your research project titled “Building Customer Loyalty: A Customer Experience Based Approach in a Tourism Context”. I hope your study will provide new insights and contribute the advancement of knowledge and evidence. Furthermore, I would like to emphasize the importance of adhering to the ethical guidelines set forth by the hospital throughout the research process.

On behalf of An-Najah National University Hospital, I extend my best wishes and support for your research endeavors.

Sincerely,

Sa’ed H. Zyoud, Ph.D.

Clinical Toxicology

Director of Clinical Research Center

CC:

Chief Medical Officer

Chief Nursing Officer

Note: this approval letter is not valid unless signed and stamped by the

CRC and the Chief Medical Officer of An-Najah National University Hospital