



**UNIVERSITA' DEGLI STUDI DI CATANIA**  
**FACOLTA' DI INGEGNERIA**

Doctoral Proposal in Electronics, Automation and  
Complex Systems Control

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ING. FRANCESCO MASCALI

**A multi agent based simulation for the evaluation of  
public services: the role of customers**

Doctoral Dissertation

**Coordinator:**

PROF. ING. L. FORTUNA

**Supervisor:**

PROF. ING. A. ANCARANI

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