

**Report on the results of the questionnaire**  
**«Satisfaction of master's students with educational services»**  
**2023-2024 academic year**  
 according to the educational program  
**7M04104 Industrial economics**

In February 2024 the center for quality management and accreditation conducted an anonymous electronic questionnaire «**Satisfaction of master's students with educational services**».

**The purpose of the study** is measuring consumer satisfaction with the quality of services provided by the university.

**Subject of research:** the formed ideas of master's students about the organization of the educational process, the degree of satisfaction with its various characteristics.

The results of the questionnaire were processed and presented in a generalized form with a guarantee of confidentiality of the personal opinions of the master's students.

**Object research** - 1st-2nd year master's students.

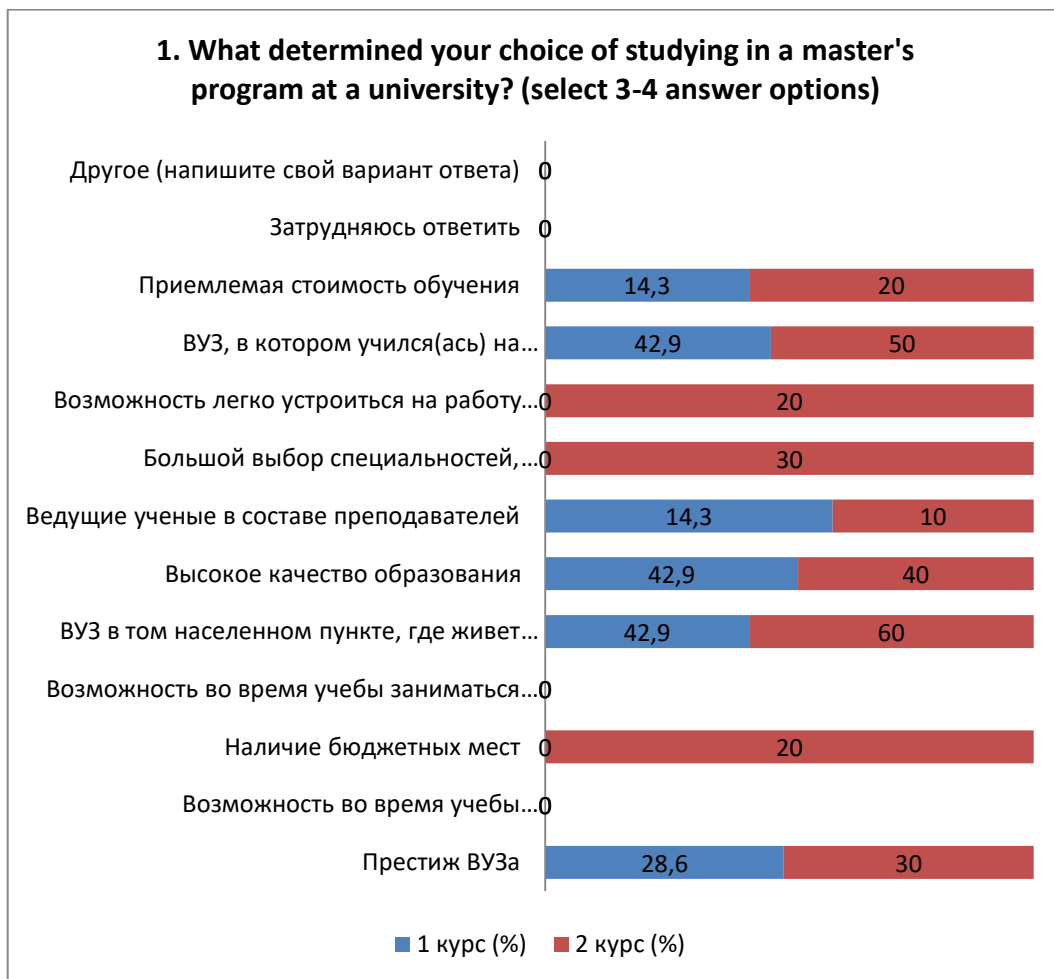
The survey was attended by 17 respondents, which amounted to 100% of the total number of master's students.

The following data were obtained during the questionnaire:

**1. What determined your choice of studying in a master's program at a university?**  
**(select 3-4 answer options)**

<b>Answer options</b>	<b>1 st year (%)</b>	<b>2 nd year (%)</b>
Prestige university	28,6	30
Opportunity to complete internships abroad during your studies	-	-
Availability of budget places	-	20
Opportunity to engage in science while studying	-	-
A university in the locality where the family lives (close to it)	42,9	60
High quality education	42,9	40
Leading scientists on the faculty	14,3	10
A wide range of specialties and areas of education	-	30
The ability to easily find a job with a diploma from this university	-	20
The university where I studied I(as) on bachelor's degree	42,9	50
Affordable tuition fees	14,3	20
I find it difficult to answer	-	-
Other(write your answer)	-	-

*\*The sum in % is not equal to 100, since several answer options were supposed to be selected*



**2. How satisfied are you with the availability of information provided by the university in your field of study:**

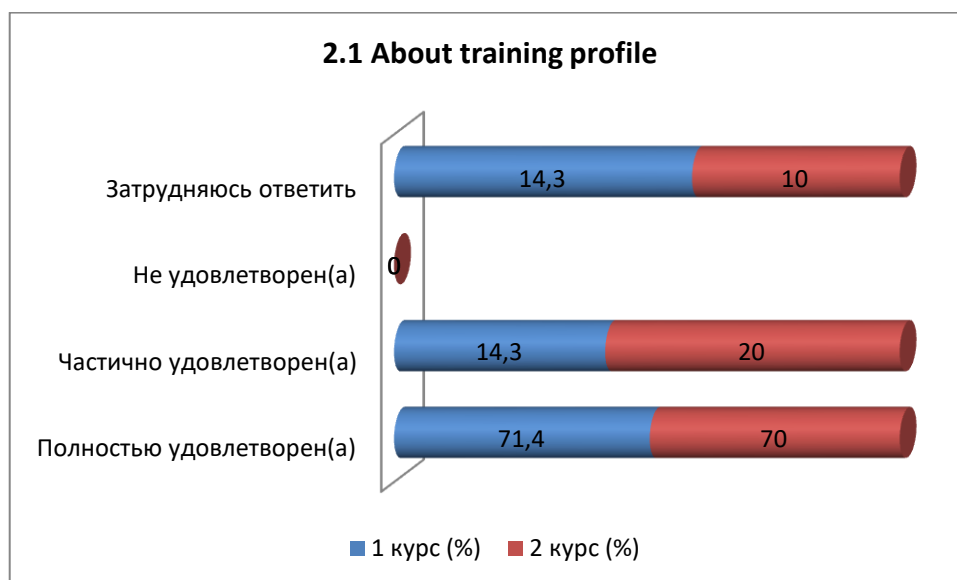
2.1 About training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a master's degree graduate
2.4 List of master's students' practice bases
2.5 Information about scientific supervisors

Other (write your answer) \_\_\_\_\_

If you answered «not satisfied» to the previous question, please provide recommendations for improving the area. preparations \_\_\_\_\_

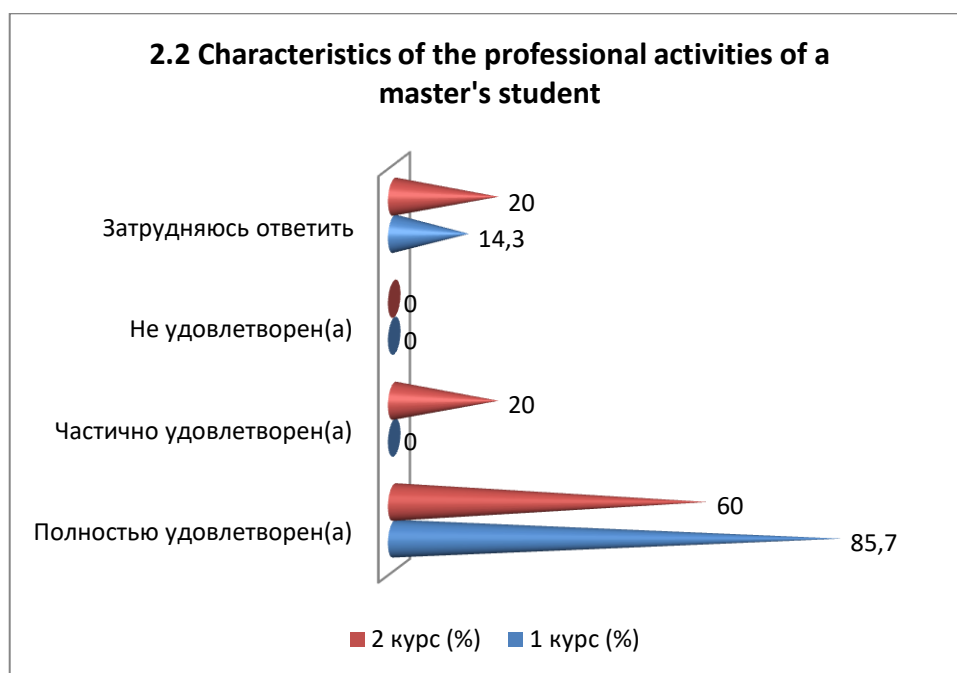
**2.1 About training profile**

Answer options	1 st year (%)	2 nd year (%)
Completely satisfied(a)	71,4	70
Partially satisfied(a)	14,3	20
Not satisfied(a)	-	-
I find it difficult to answer	14,3	10



## 2.2 Characteristics of the professional activities of a master's student

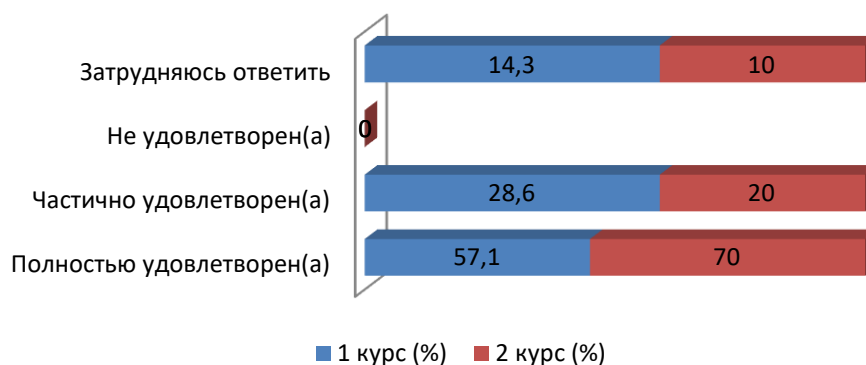
Answer options	1 st year (%)	2 nd year (%)
Completely satisfied(a)	85,7	60
Partially satisfied(a)	-	20
Not satisfied(a)	-	-
I find it difficult to answer	14,3	20



## 2.3 List of developing competencies of a master's degree graduate

Answer options	1 st year (%)	2 nd year (%)
Completely satisfied(a)	57,1	70
Partially satisfied(a)	28,6	20
Not satisfied(a)	-	-
I find it difficult to answer	14,3	10

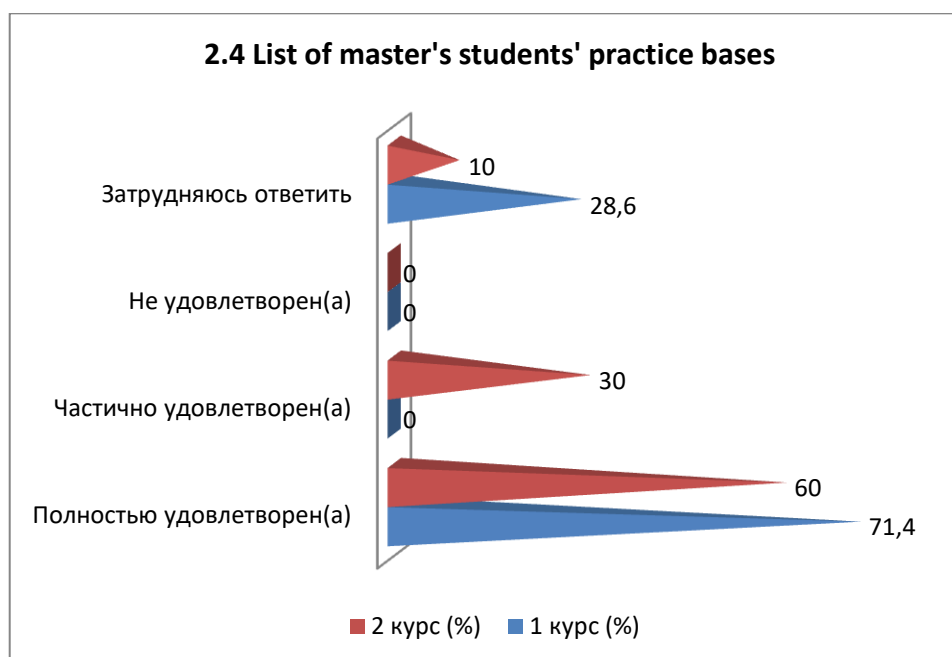
### 2.3 List of developing competencies of a master's degree graduate



### 2.4 List of master's students' practice bases

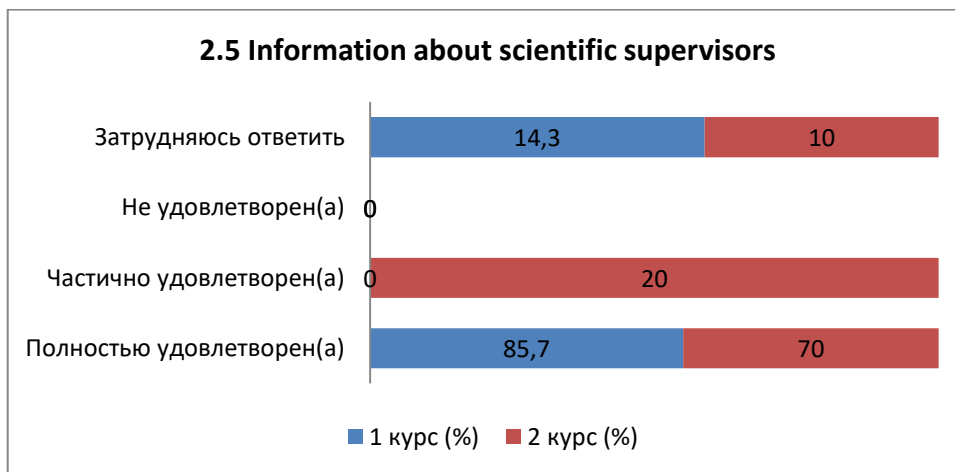
Answer options	1 st year (%)	2 nd year (%)
Completely satisfied(a)	71,4	60
Partially satisfied(a)	-	30
Not satisfiedn(a)	-	-
I find it difficult to answer	28,6	10

### 2.4 List of master's students' practice bases



### 2.5 Information about scientific supervisors

Answer options	1 st year (%)	2 nd year (%)
Completely satisfied(a)	85,7	70
Partially satisfied(a)	-	20
Not satisfiedn(a)	-	-
I find it difficult to answer	14,3	10



### 3. How would you rate the faculty of your master's program overall?

3.1 Knowledge, qualification
3.2 Teaching qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

Other (write your answer) \_\_\_\_\_

If you answered «Low» to the previous question, please provide recommendations for improving the teaching staff \_\_\_\_\_

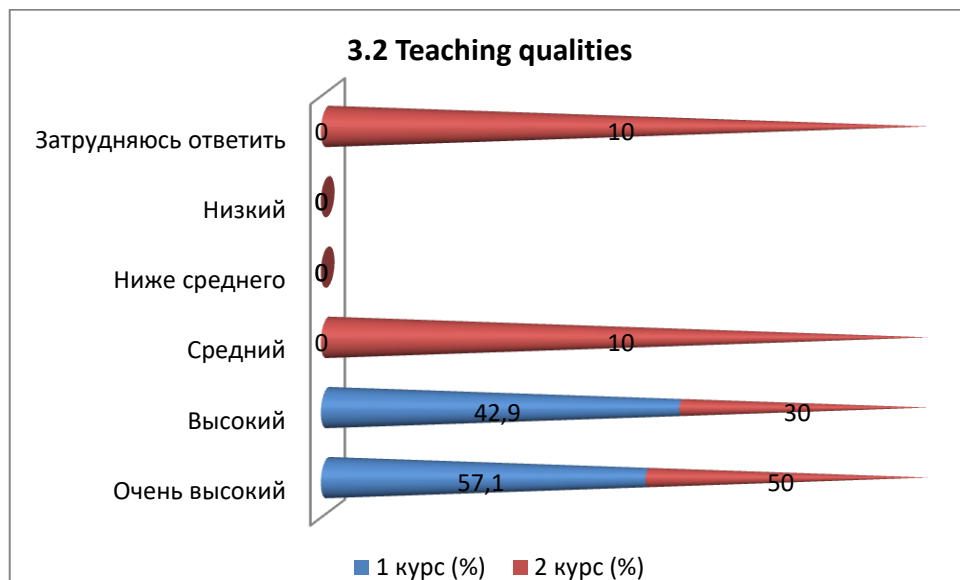
#### 3.1 Knowledge, qualification

Answer options	1 st year (%)	2 nd year (%)
Very tall	57,1	50
High	42,9	10
Average	-	30
Below average	-	-
Short	-	-
I find it difficult to answer	-	10



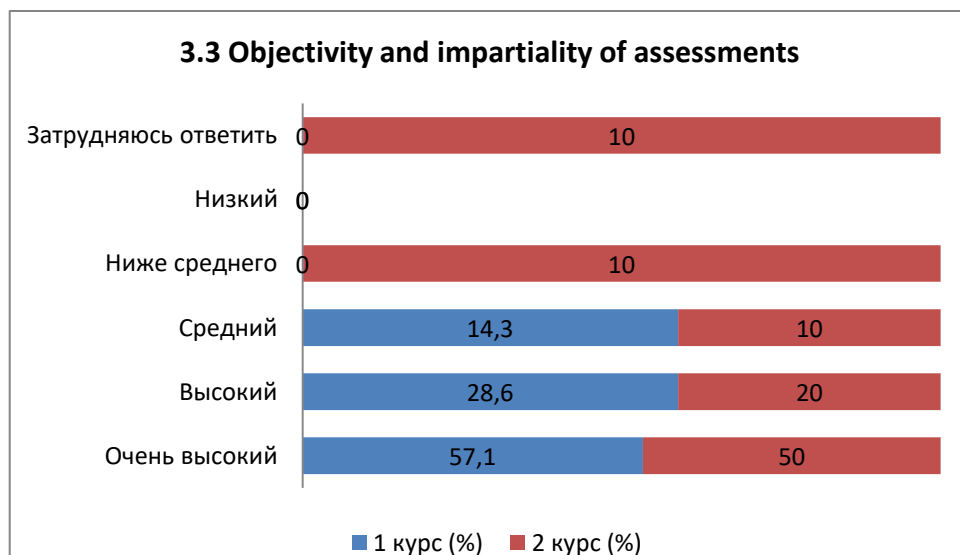
### 3.2 Teaching qualities

Answer options	1 st year (%)	2 nd year (%)
Very tall	57,1	50
High	42,9	30
Average	-	10
Below average	-	-
Short	-	-
I find it difficult to answer	-	10



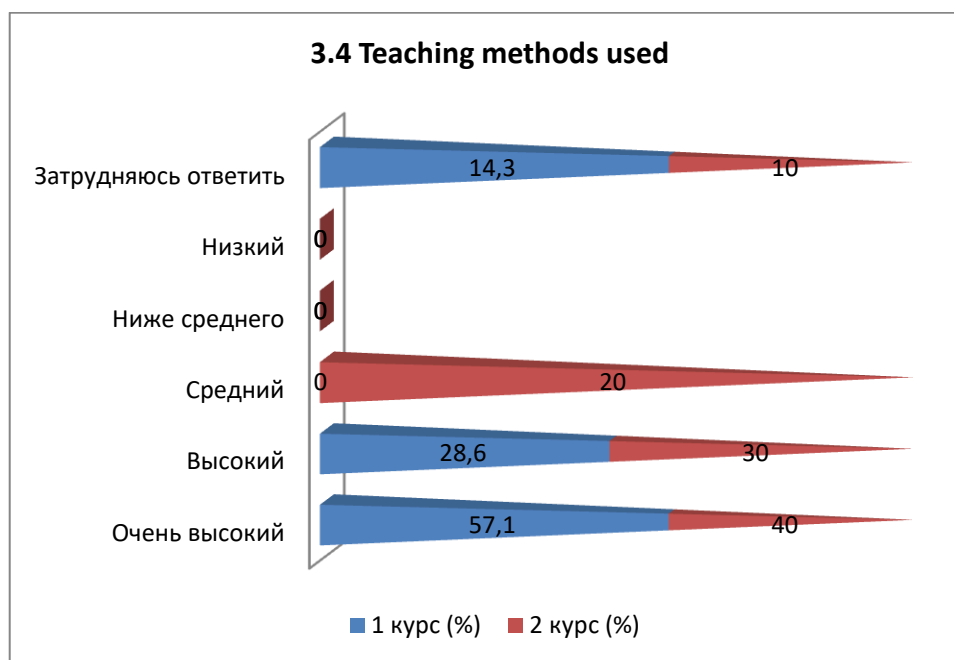
### 3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2 nd year (%)
Very tall	57,1	50
High	28,6	20
Average	14,3	10
Below average	-	10
Short	-	-
I find it difficult to answer	-	10



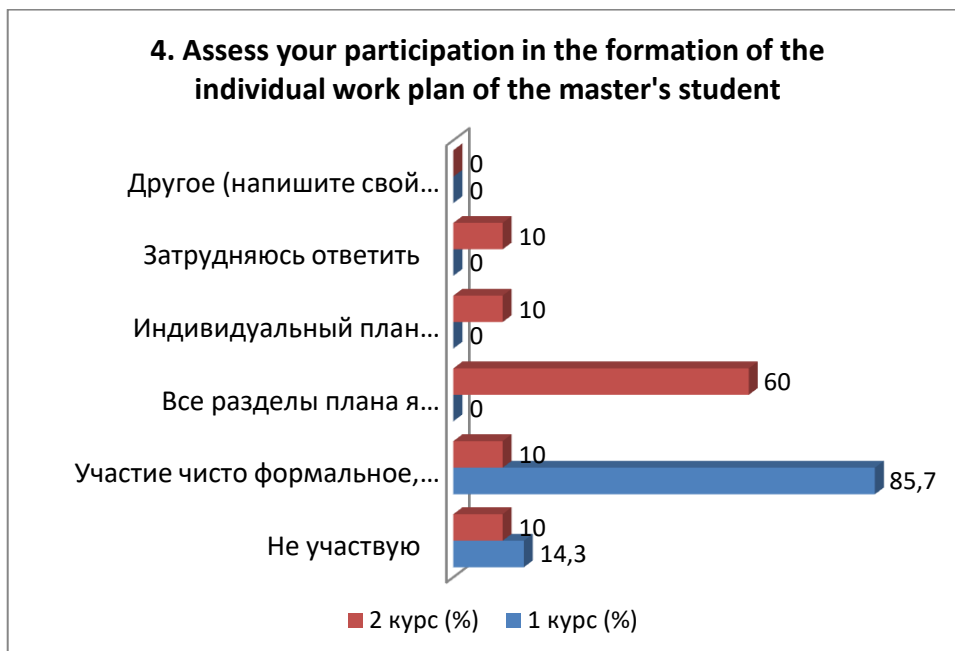
### 3.4 Teaching methods used

Answer options	1 st year (%)	2 nd year (%)
Very tall	57,1	40
High	28,6	30
Average	-	20
Below average	-	-
Short	-	-
I find it difficult to answer	14,3	10



### 4. Assess your participation in the formation of the individual work plan of the master's student

Answer options	1 st year (%)	2 nd year (%)
I do not participate	14,3	10
Participation is purely formal, the formation of an individual plan does not actually depend on me.	85,7	10
I develop all sections of the plan independently under the supervision of my supervisor.	-	60
I create an individual plan myself; the manager only signs it.	-	10
I find it difficult to answer	-	10
Other(write your answer)	-	-



**5. Rate your satisfaction with the assistance of your supervisor in preparing your master's thesis**

Answer options	1 st year (%)	2 nd year (%)
Completely satisfied(a)	100	80
Partially satisfied(a)	-	20
Not satisfiedn(a)	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-



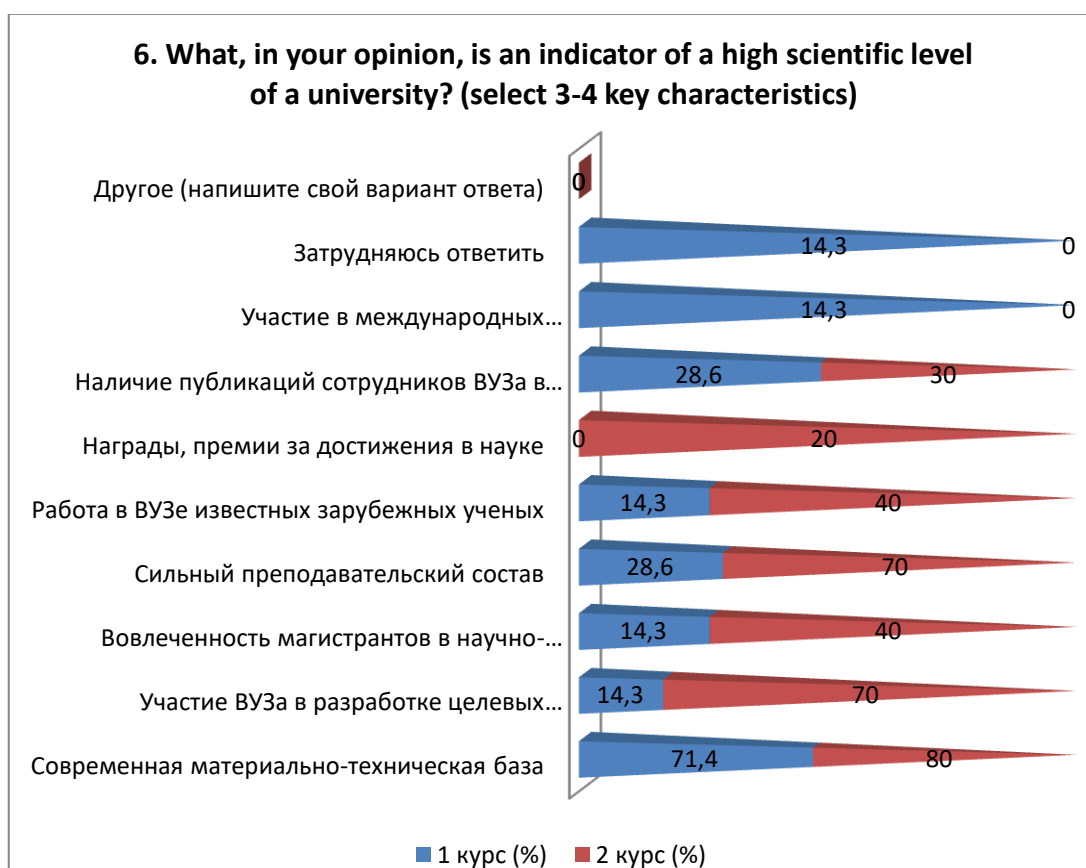
**6. What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)**

Answer options	1 st year (%)	2 nd year (%)
Modern material and technical base	71,4	80
Participation of the university in the development	14,3	70



of target programs for the socio-economic development of the region, cities, and enterprises		
Involvement of master's students in research projects	14,3	40
Strong faculty	28,6	70
Work at the university of famous foreign scientists	14,3	40
Awards, prizes for achievements in science	-	20
Availability of publications of the university staff in international publications	28,6	30
Participation in international research projects	14,3	-
I find it difficult to answer	14,3	-
Other(write your answer)	-	-

*\*The sum in % is not equal to 100, since several answer options were supposed to be selected*



## 7. Are you involved in any research projects?

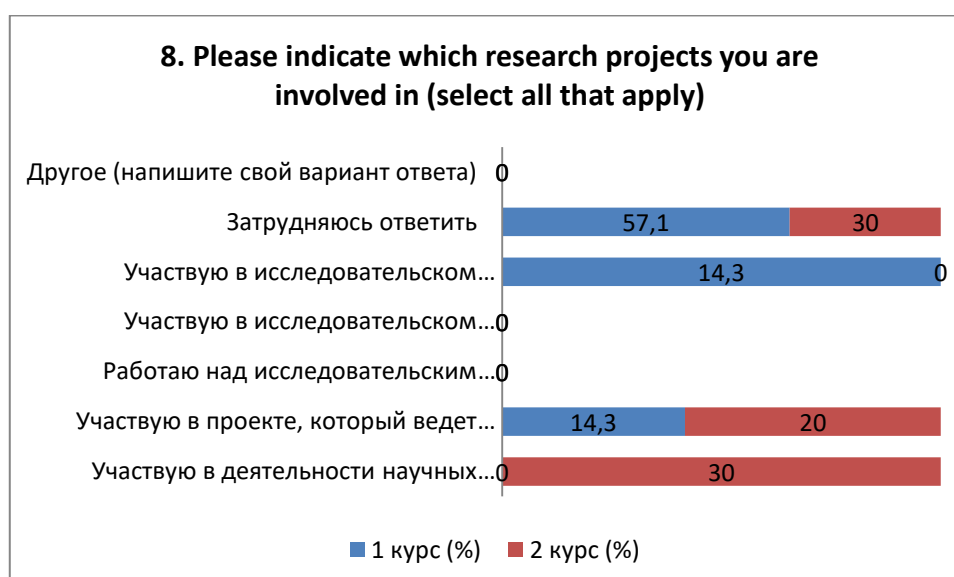
Answer options	1 st year (%)	2 nd year (%)
Yes, I am participating.(go to question 8)	14,3	20
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	42,8	20
No, I don't participate.	14,3	50
I find it difficult to answer	28,6	10
Other(write your answer)	-	-



**8. Please indicate which research projects you are involved in (select all that apply)**

Answer options	1 st year (%)	2 nd year (%)
I participate in the activities of scientific departments at my university	-	30
I am participating in a project led by my supervisor/another teacher.	14,3	20
I am working on a research project with friends.	-	-
I am participating in a research project at another university.	-	-
I am participating in a research project with foreign universities	14,3	-
I find it difficult to answer	57,1	30
Other(write your answer)	-	-

*Note:* Question 8 was answered only by those students who answered yes to question 7. In addition, question 8 had multiple answer options, so the sum of the answers does not add up to 100%.



**9. Tell me, where have you published theses and articles throughout your career?**

Answer options	1 st year (%)	2 nd year (%)
In Kazakhstani and foreign/nearby publications	-	70
Only in Kazakhstani publications	14,3	20
Only in distant foreign publications	-	-
Only in neighboring foreign publications	-	-
I have no scientific publications.	85,7	10
Other(write your answer)	-	-



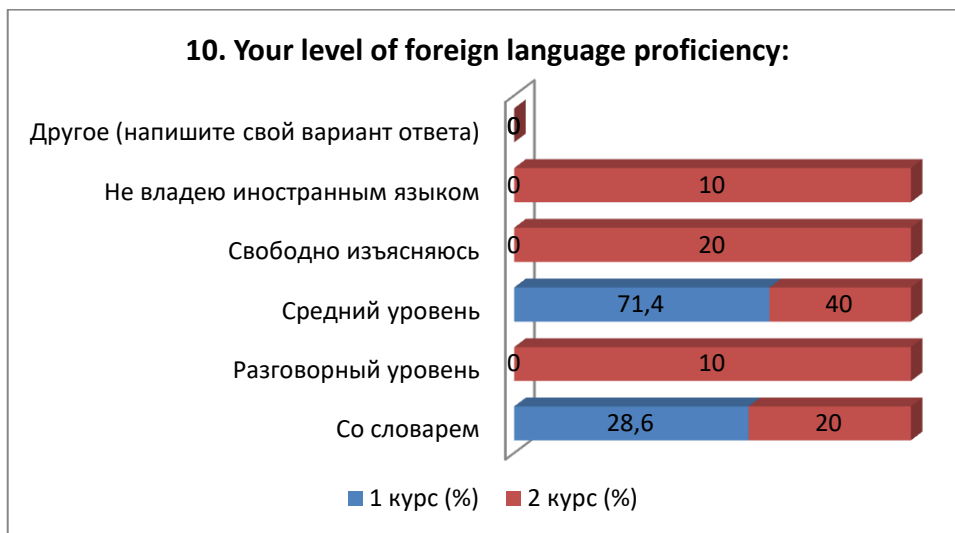
If you answered «**I have no scientific publications.**» to the previous question, write why\*:

- Haven't had time yet.

### 10. Your level of foreign language proficiency:

Answer options	1 st year (%)	2 nd year (%)
With a dictionary	28,6	20
Conversational level	-	10
Intermediate level	71,4	40
I express myself freely	-	20
I don't speak a foreign language	-	10
Other(write your answer)	-	-

\* The students' answers are presented in the original. The author's spelling and punctuation have been preserved.



**11. Rate your level of participation in the following types of department work**

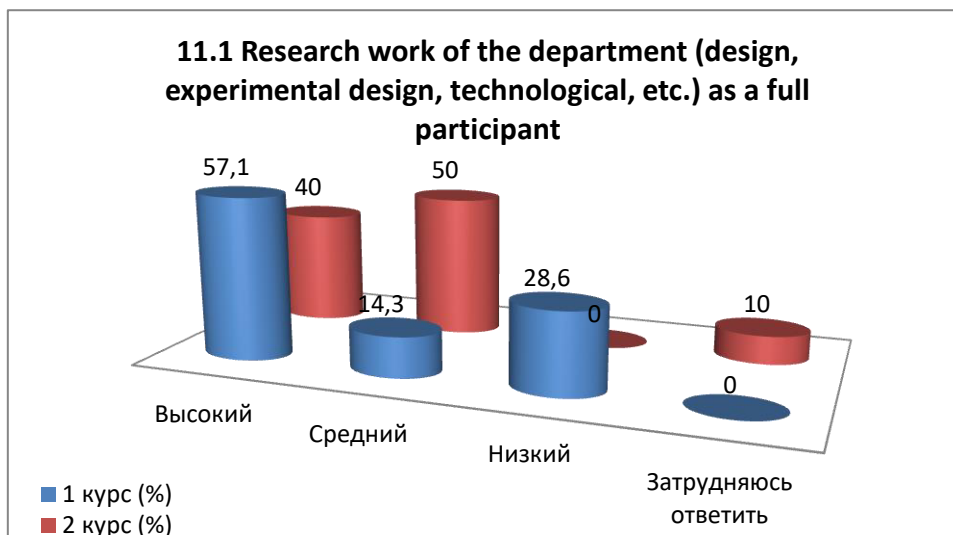
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of research reports, abstracts

Other (write your answer) \_\_\_\_\_

If you answered «Low» to the previous question, please provide recommendations for improving the participation of graduate students in the department's work. \_\_\_\_\_

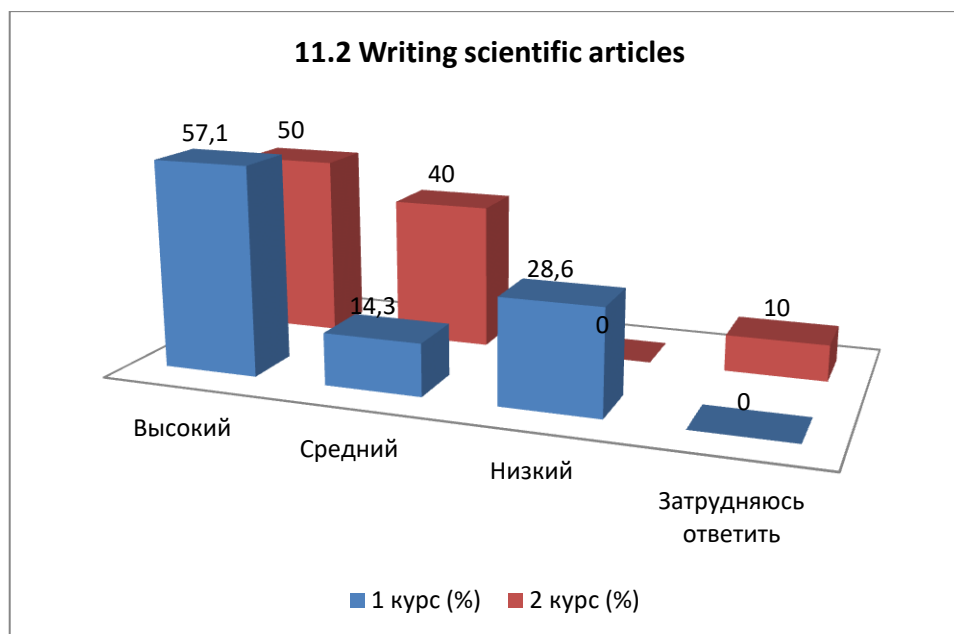
**11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant**

Answer options	1 st year (%)	2 nd year (%)
High	57,1	40
Average	14,3	50
Short	28,6	-
I find it difficult to answer	-	10



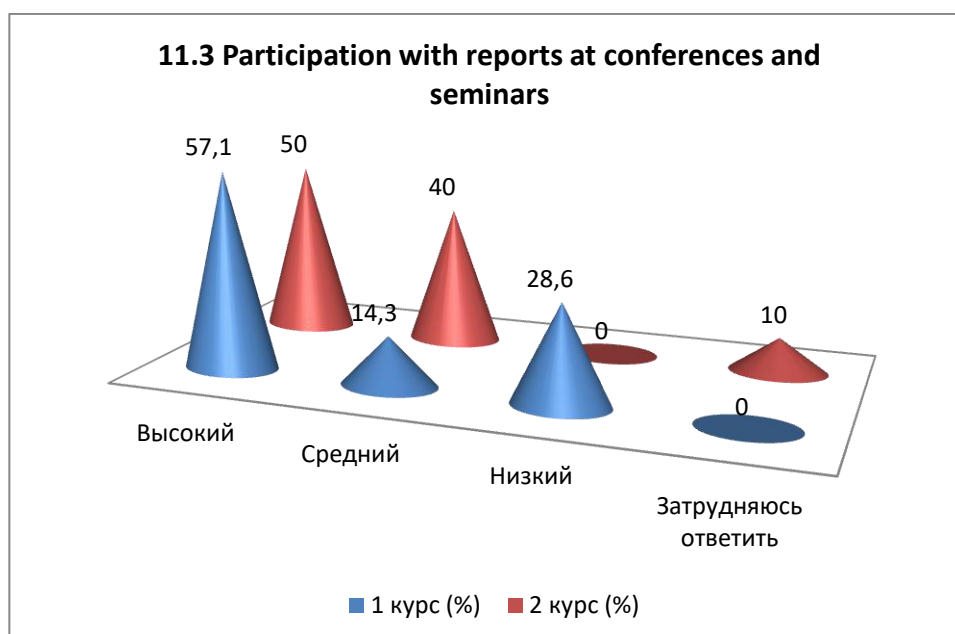
## 11.2 Writing scientific articles

Answer options	1 st year (%)	2 nd year (%)
High	57,1	50
Average	14,3	40
Short	28,6	-
I find it difficult to answer	-	10



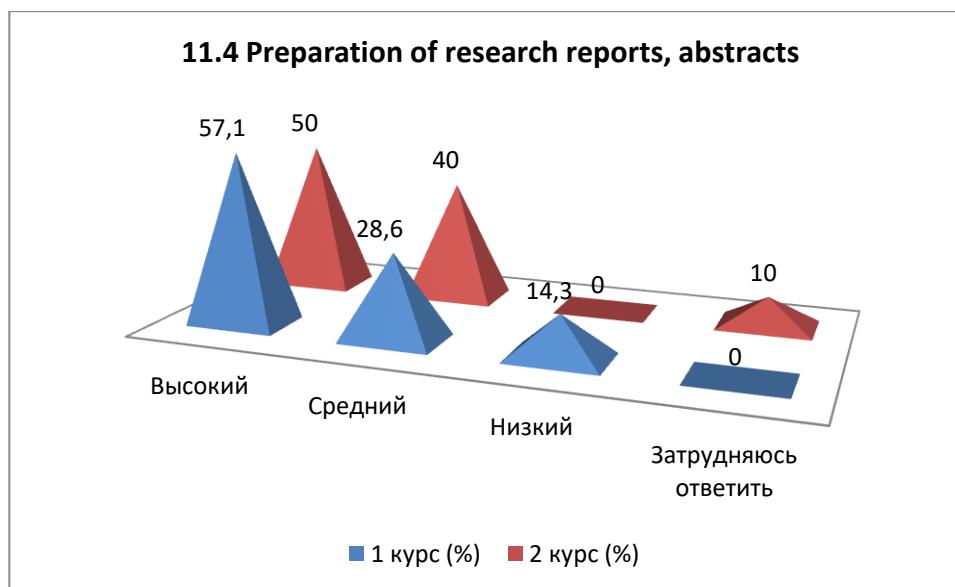
## 11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2 nd year (%)
High	57,1	50
Average	14,3	40
Short	28,6	-
I find it difficult to answer	-	10



## 11.4 Preparation of research reports, abstracts

Answer options	1 st year (%)	2 nd year (%)
High	57,1	50
Average	28,6	40
Short	14,3	-
I find it difficult to answer	-	10



## 12. Are you satisfied with the scientific and educational environment? University while studying for a master's degree?

12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
12.2 Logistics support for applied scientific research
12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities
12.4 General level of organization and implementation of foreign internships
12.5 Accessibility of library collections, electronic databases and Internet resources
12.6 Availability of scientific equipment, instruments, materials
12.7 Availability of laboratories, specialized facilities and experimental sites

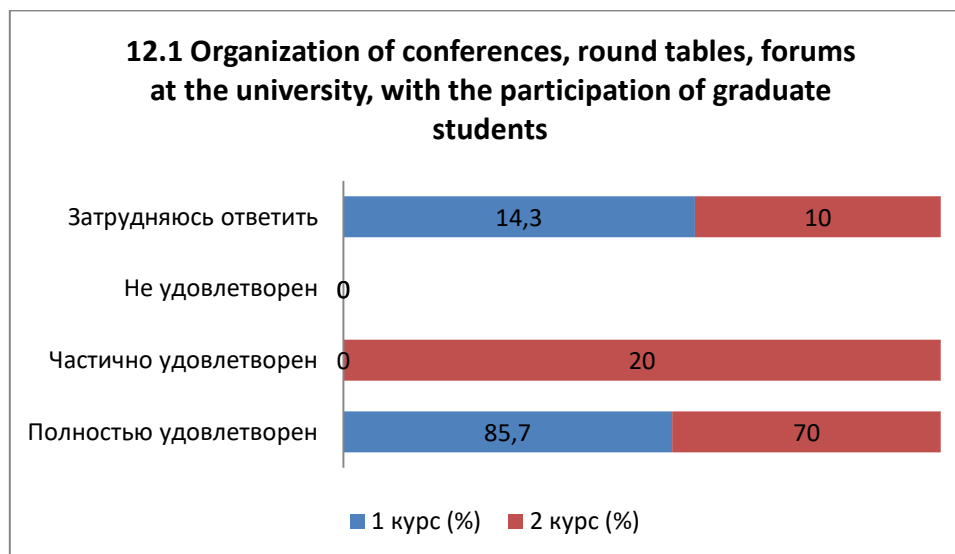
Other (write your answer) \_\_\_\_\_

If you answered «Not satisfied» to the previous question, please provide recommendations for improving the scientific and educational environment of the university. \_\_\_\_\_

### 12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students

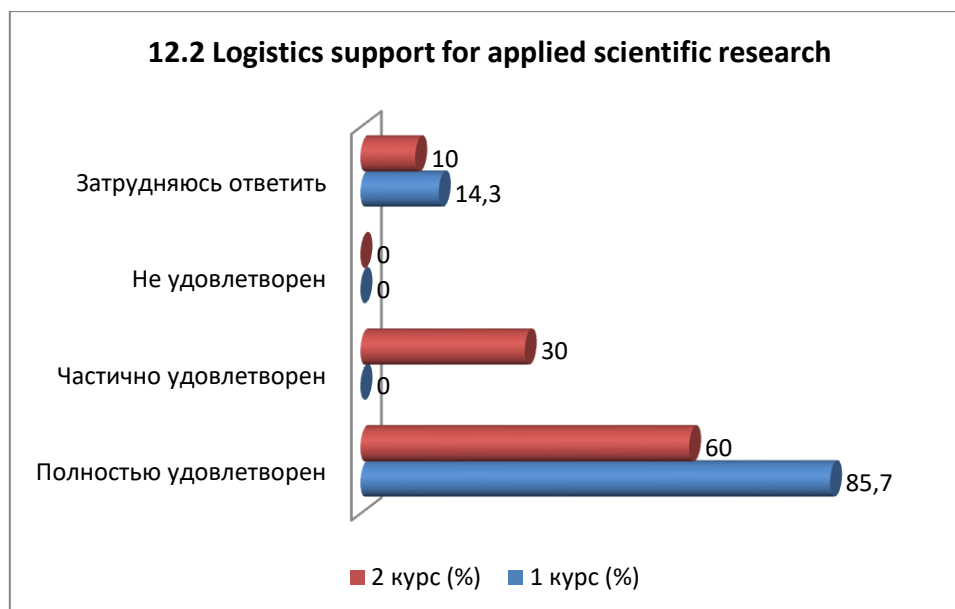
Answer options	1 st year (%)	2 nd year (%)
Completely satisfied	85,7	70
Partially satisfied	-	20

Not satisfied	-	-
I find it difficult to answer	14,3	10



## 12.2 Logistics support for applied scientific research

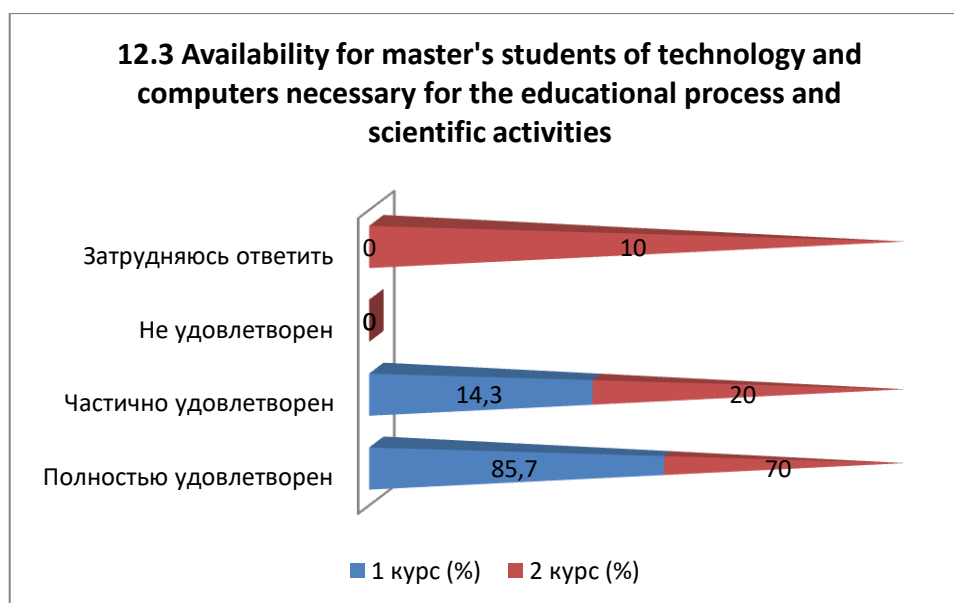
Answer options	1 st year (%)	2 nd year (%)
Completely satisfied	85,7	60
Partially satisfied	-	30
Not satisfied	-	-
I find it difficult to answer	14,3	10



## 12.3 Availability for master's students of technology and computers necessary for the educational process and scientific activities

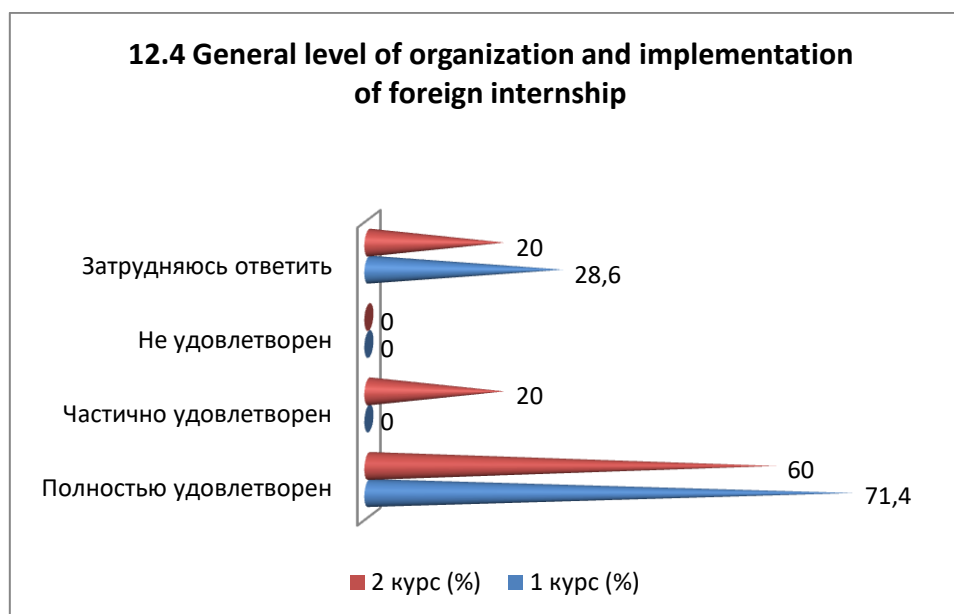
Answer options	1 st year (%)	2 nd year (%)
Completely satisfied	85,7	70
Partially satisfied	14,3	20
Not satisfied	-	-

I find it difficult to answer	-	10
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#### 12.4 General level of organization and implementation of foreign internship

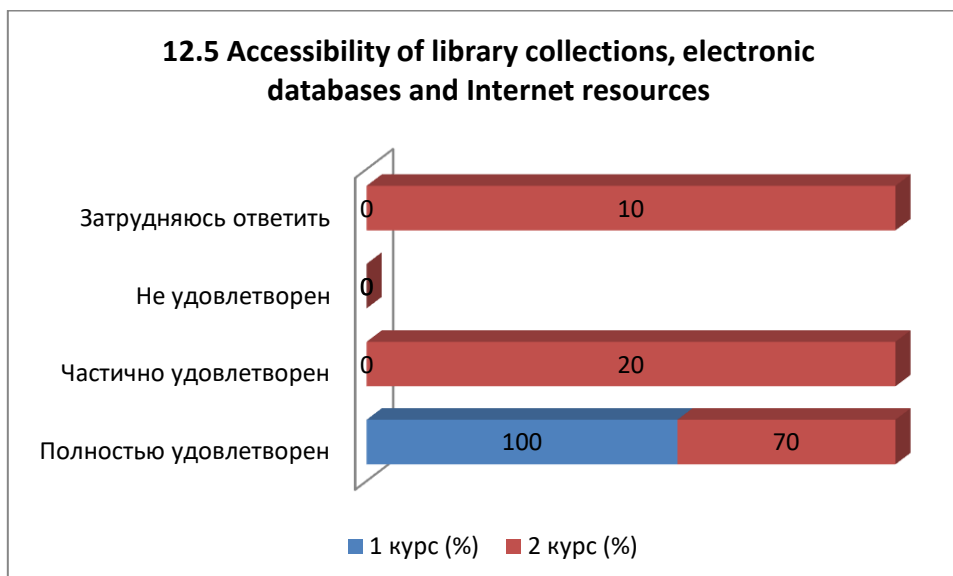
Answer options	1 st year (%)	2 nd year (%)
Completely satisfied	71,4	60
Partially satisfied	-	20
Not satisfied	-	-
I find it difficult to answer	28,6	20



#### 12.5 Accessibility of library collections, electronic databases and Internet resources

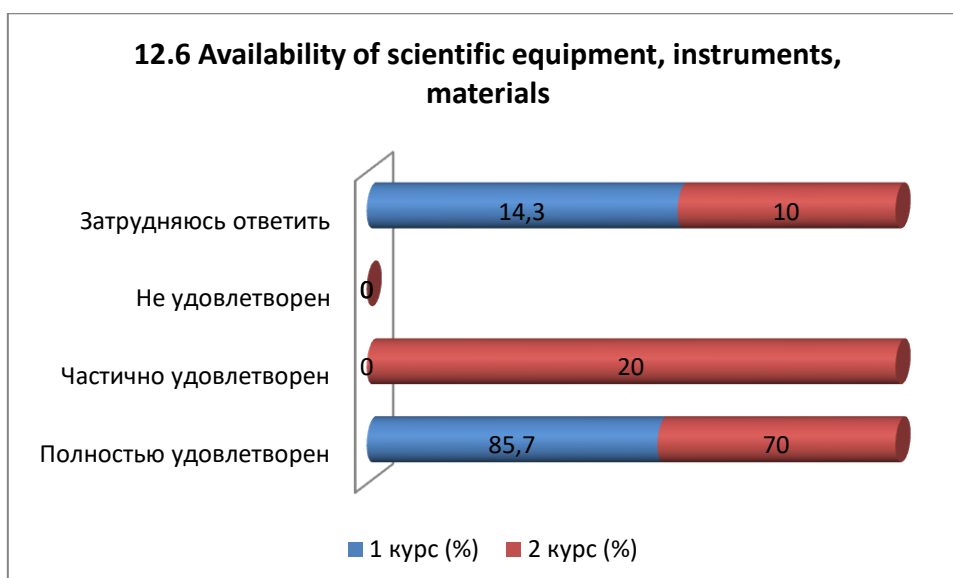
Answer options	1 st year (%)	2 nd year (%)
Completely satisfied	100	70
Partially satisfied	-	20
Not satisfied	-	-
I find it difficult to answer	-	10





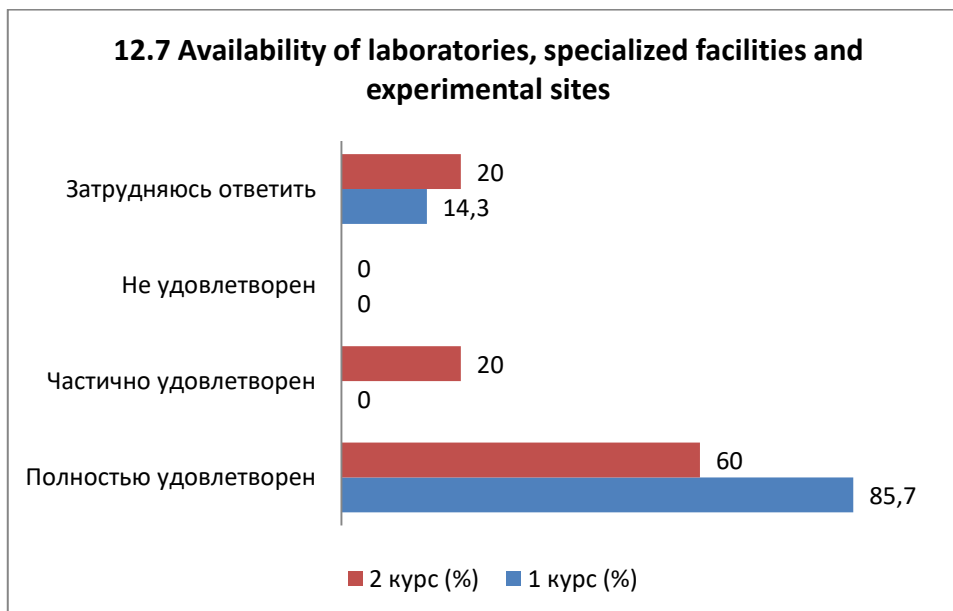
### 12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2 nd year (%)
Completely satisfied	85,7	70
Partially satisfied	-	20
Not satisfied	-	-
I find it difficult to answer	14,3	10



### 12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1 st year (%)	2 nd year (%)
Completely satisfied	85,7	60
Partially satisfied	-	20
Not satisfied	-	-
I find it difficult to answer	14,3	20

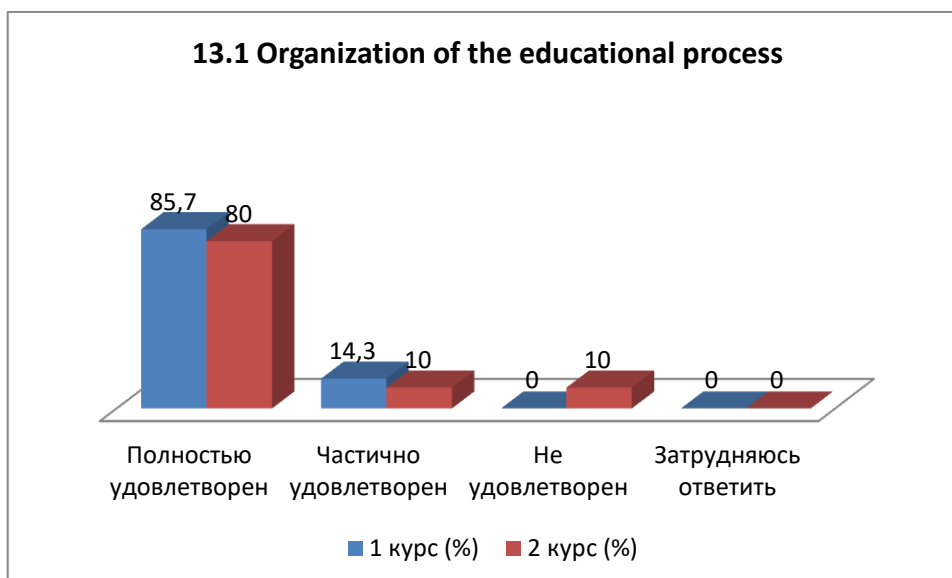


### 13. Are you satisfied?

13.1 Organization of the educational process
13.2 Living conditions in the hostel
13.3 Organization of free time
13.4 Organization of food
13.5 Organization of industrial practice

#### 13.1 Organization of the educational process

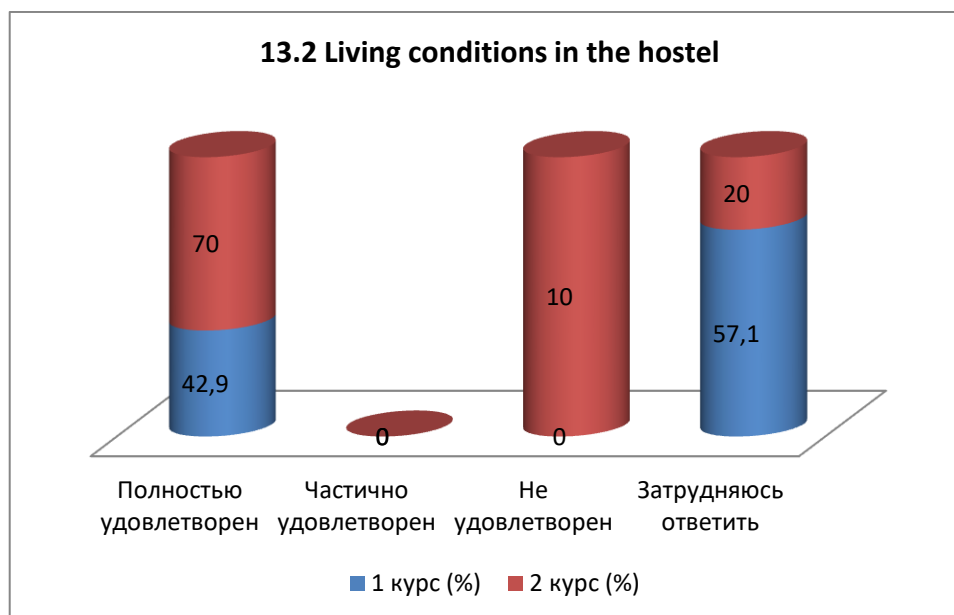
Answer options	1 st year (%)	2 nd year (%)
Completely satisfied	85,7	80
Partially satisfied	14,3	10
Not satisfied	-	10
I find it difficult to answer	-	-



#### 13.2 Living conditions in the hostel

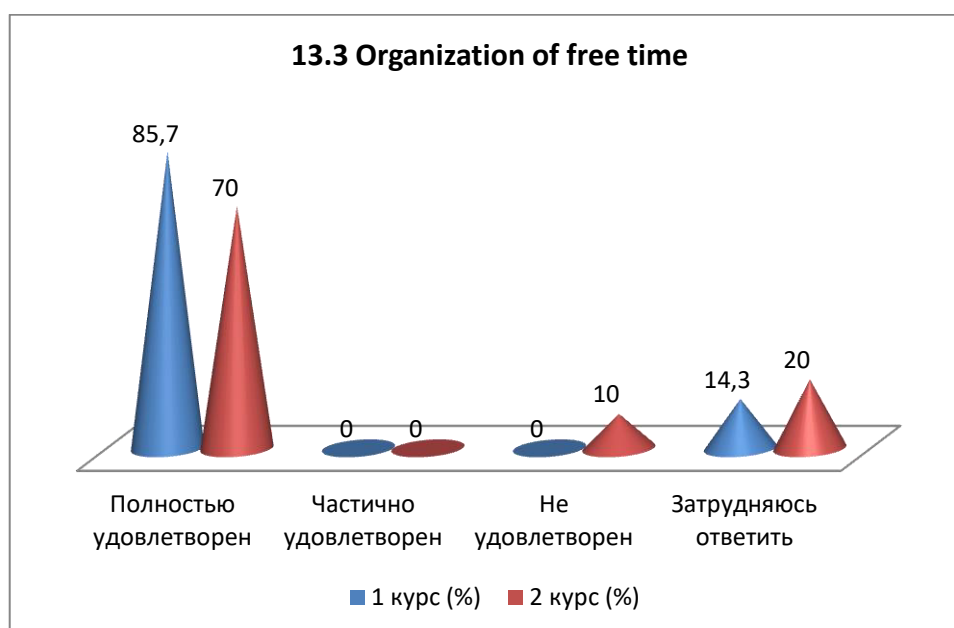
Answer options	1 st year (%)	2 nd year (%)
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Completely satisfied	42,9	70
Partially satisfied	-	-
Not satisfied	-	10
I find it difficult to answer	57,1	20



### 13.3 Organization of free time

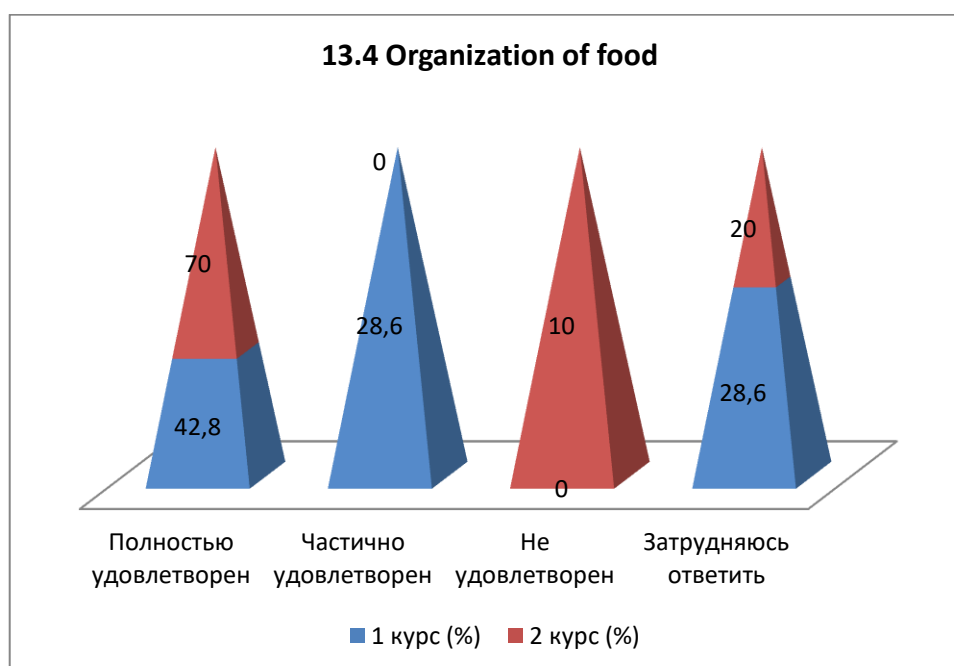
Answer options	1 st year (%)	2 nd year (%)
Completely satisfied	85,7	70
Partially satisfied	-	-
Not satisfied	-	10
I find it difficult to answer	14,3	20



### 13.4 Organization of food

Answer options	1 st year (%)	2 nd year (%)
Completely satisfied	42,8	70

Partially satisfied	28,6	-
Not satisfied	-	10
I find it difficult to answer	28,6	20



### 13.5 Organization of industrial practice

Answer options	1 st year (%)	2 nd year (%)
Completely satisfied	85,7	70
Partially satisfied	-	-
Not satisfied	-	10
I find it difficult to answer	14,3	20



### Conclusions based on the questionnaire results:

1. The main factors for choosing a master's degree:

- proximity to the family's place of residence(51,4%);

- continuation of studies at the previous university(51,4%);
- high quality education (41,4%);
- prestige university(29,3%);
- preasonable cost obucheniya(17,1%);
- a wide range of specialties(15%);
- visiting scientists as part of the faculty (12,2%);
- availability of budget places(10%).

#### 2. *Satisfaction with the availability of information:*

- high level of satisfaction among graduate students with the availability of information on aspects of their studies, which helps for graduate students be well informed about your program.

#### 3. *Evaluation of the teaching staff:*

- pole 81% master's students rated the level of knowledge, professionalism, objectivity, teaching skills and methods of teachers as «very high» and «high».

#### 4. *Participation of master's students in the formation of an individual work plan:*

- 30% of graduate students actively participate in developing their work plan under the supervision of their supervisor, indicating a high degree of independence and responsibility master's students;

- 5% master's students they form a plan on their own, and the manager signs it, not exerting significant influence;

- 47,8% master's students see their participation as formal, as they relied more on the help of the manager due to difficulties in independent elaboration of ideas;

- 12,2% master's students do not participate at all, however, self-critically assessing their efforts, they believe that they could not have coped without the main assistance of the scientific supervisor;

- 5% master's students find it difficult to answer whose initiative was greater – theirs or their manager's.

#### 5. *Satisfaction with the assistance of the scientific supervisor:*

- graduate student 100% satisfied with the assistance of the supervisor in writing the dissertation.

#### 6. *Indicators of the high scientific level of the university:*

- with modern matters scientific and technical base (75.7%);

- To qualified and experienced teaching staff (49.3%);

- three role of the University in developing target programs for the socio-economic development of the region, cities, and enterprises (42,1%);

- availability of publications of university staff in international publications (29.3%);

- involvement of master's students in scientific research investigative projects (27.2%);

- n will appreciate, awards for achievements in science (10%);

- in participation in international research projects projects (7.1%).

#### 7. *Publication of scientific papers:*

- Active participation: 52,2% of master's students

- Meaning: average the degree of involvement in the scientific community and the desire to disseminate research results.

#### 8. *Level of foreign language proficiency:*

- Different levels of proficiency: 95% of master's students

- Meaning: knowledge of a foreign language from a basic level to complete freedom in expression, while some do not know the language at all, which can create difficulties in learning and communication.

9. *Satisfaction of master's students with the scientific and educational environment of the university:*

- organization of conferences, round tables, and forums at the university with the participation of graduate students:87,8%.

- material and technical support for applied scientific research:87,8%.

-availability of technology and computers necessary for the educational process and scientific activities:95%.

- general level of organization and implementation of foreign internships:75,7%.

- accessibility of library collections, electronic databases and Internet resources:95%.

-availability of scientific equipment, tools, materials: 87.8%.

inaccessibility of laboratories, specialized facilities and experimental sites:87,8%.

10. *Organization of the educational process:*

- high level of satisfactionMaster's studentsconditions of living, free time, food and industrial training.

### **Recommendations:**

1. Discussion of the questionnaire results:

- with to the head of the departmentIt is necessary to familiarize and discuss the results of the questionnaire with employees and graduate students.

2. Availability of survey results:

- Participants can request the results of the questionnaire by email from the quality management and accreditation center:[cqma\\_kstu@mail.ru](mailto:cqma_kstu@mail.ru).

3. Improving engagement in research projects:

- understanding the reasons for the low involvement of graduate students inresearch projects;

- development of activities to stimulate the participation of master's students in scientific research.