

Report on the results of the questionnaire
“Satisfaction of master students with educational services”
for the 2022-2023 academic year
in the educational program
7M04104 “Industrial economics”

In February 2023, the Center for Quality Management and Accreditation conducted an anonymous electronic questionnaire **“Satisfaction master's students with educational services”**.

The purpose of the study – measuring consumer satisfaction with the quality of university services provided.

The subject of the study: 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 summarized form with a guarantee of confidentiality of the personal opinions of master's students.

An object research - master students of 1-2 years.

* This extensive questionnaire is conducted once every 5 years.

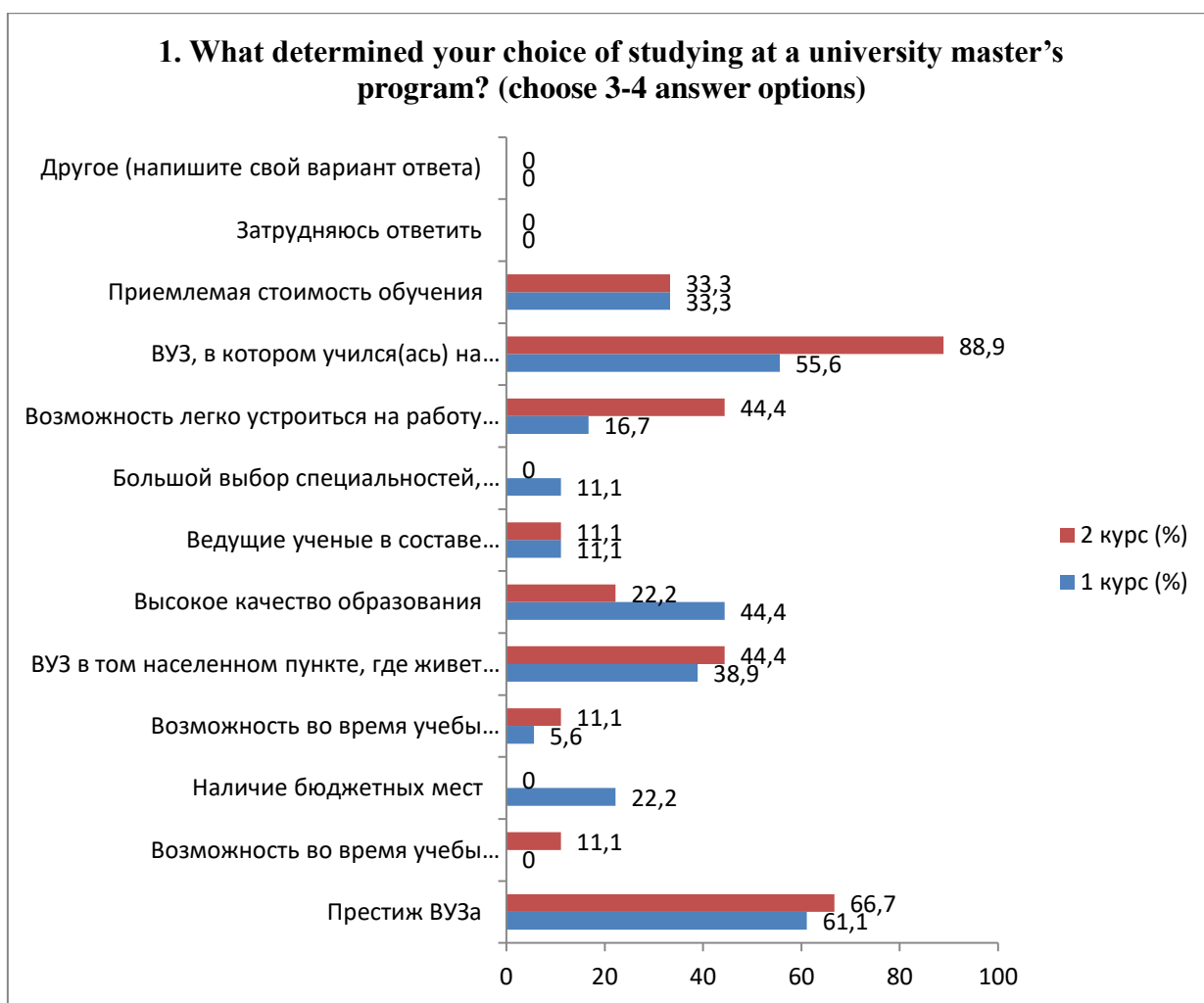
21 respondents took part in the questionnaire, which amounted to 100% of the total number of master's students.

During the questionnaire process, the following data was obtained:

1. What determined your choice of studying at a university master’s program? (choose 3-4 answer options)

Answer options	1st year (%)	2nd year (%)
University prestige	61,1	66,7
Opportunity for internships abroad while studying	-	11,1
Availability of budget places	22,2	-
Opportunity to do science while studying	5,6	11,1
University in the locality where the family lives (close to it)	38,9	44,4
High quality education	44,4	22,2
Leading scientists on staff	11,1	11,1
Large selection of specialties and areas of education	11,1	-
An opportunity to easily get a job with a diploma from this university	16,7	44,4
The university where you studied as an undergraduate	55,6	88,9
Reasonable cost of training	33,3	33,3
I find it difficult to answer	-	-
Other (write your answer)	-	-

** The amount in % is not equal to 100, because multiple answer options were expected*



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

2.1 About the training profile
2.2 Characteristics of the professional activity of a master's student
2.3 List of developed competencies of master's degree graduates
2.4 List of master's students' practice databases
2.5 Information about scientific supervisors

Other (write your answer) _____

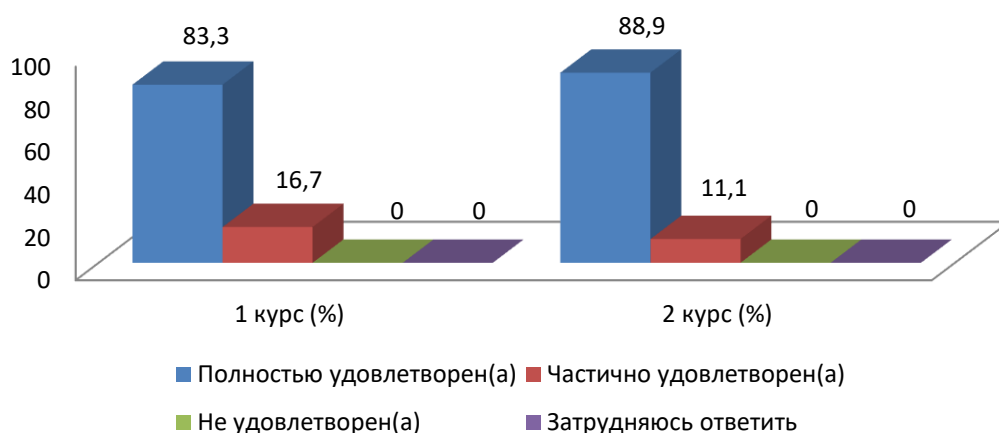
If you answered "Not satisfied" to the previous question, give recommendations for improving the area of training _____

2.1 About the training profile

Answer options	1st year (%)	2nd year (%)
Completely satisfied	83,3	88,9
Partially satisfied	16,7	11,1
Not satisfied)	-	-
I find it difficult to answer	-	-

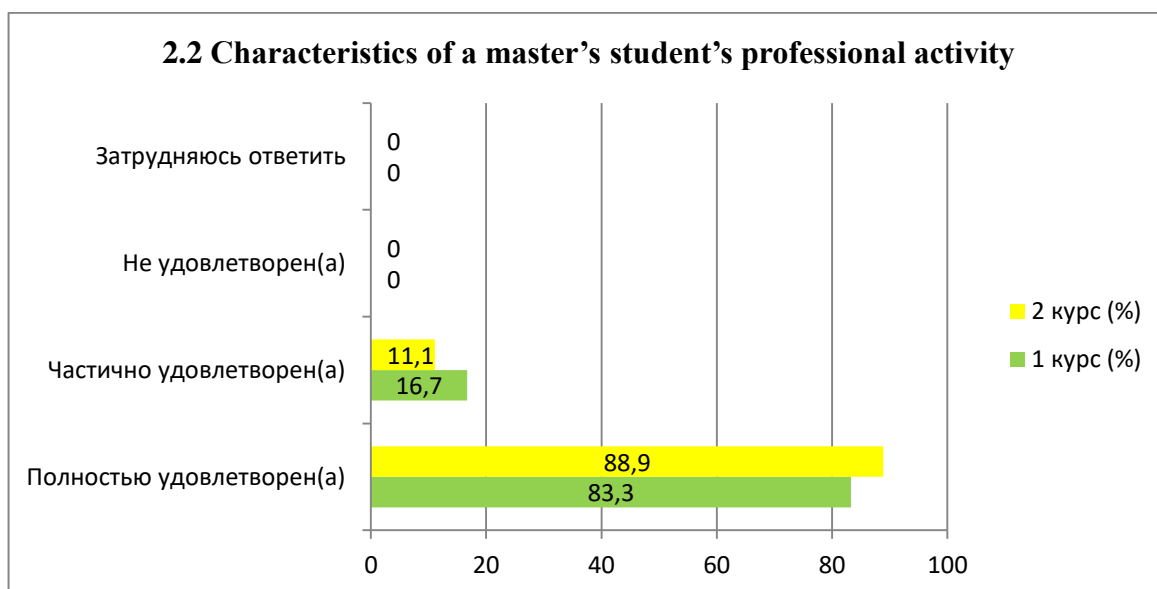
2. How satisfied are you with the availability of information provided by the university in your field of study:

2.1 About the training profile



2.2 Characteristics of a master's student's professional activity

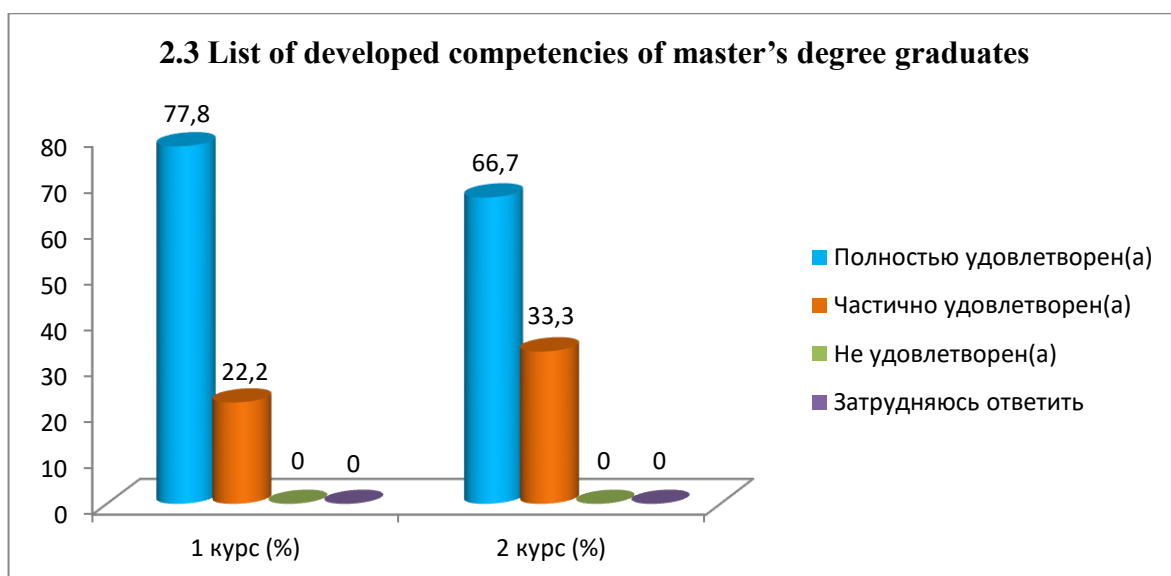
Answer options	1st year (%)	2nd year (%)
Completely satisfied	83,3	88,9
Partially satisfied	16,7	11,1
Not satisfied)	-	-
I find it difficult to answer	-	-



2.3 List of developed competencies of master's degree graduates

Answer options	1st year (%)	2nd year (%)
Completely satisfied	77,8	66,7
Partially satisfied	22,2	33,3
Not satisfied)	-	-
I find it difficult to answer	-	-

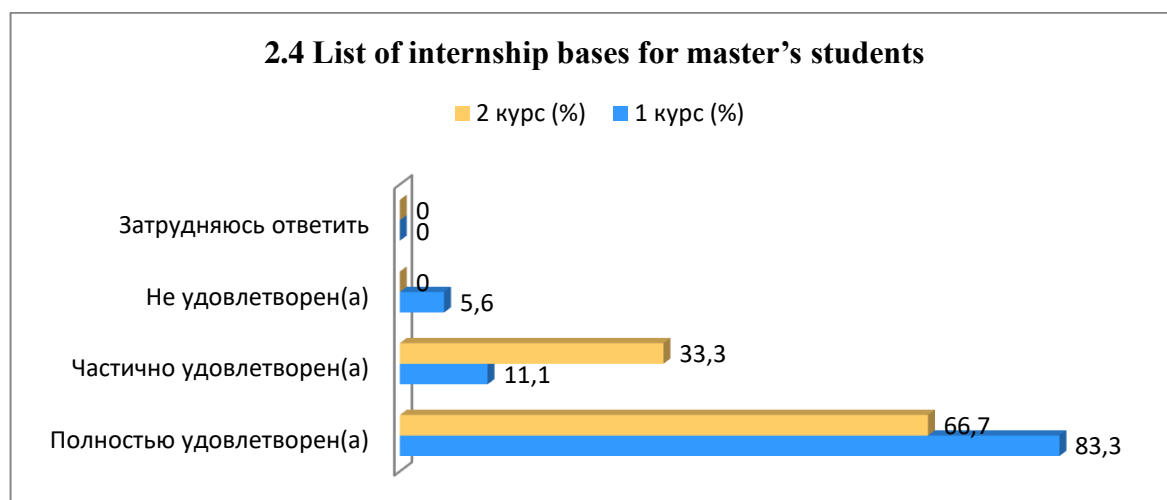
2.3 List of developed competencies of master's degree graduates



2.4 List of internship bases for master's students

Answer options	1st year (%)	2nd year (%)
Completely satisfied	83,3	66,7
Partially satisfied	11,1	33,3
Not satisfied)	5,6	-
I find it difficult to answer	-	-

2.4 List of internship bases for master's students



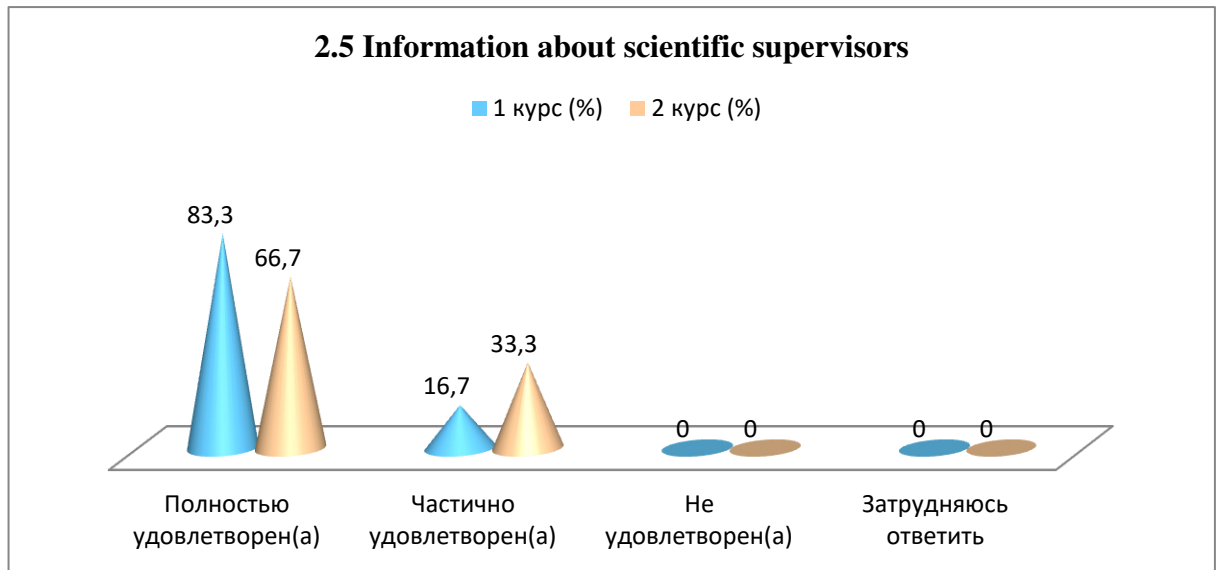
2.5 Information about scientific supervisors

Answer options	1st year (%)	2nd year (%)
Completely satisfied	83,3	66,7
Partially satisfied	16,7	33,3
Not satisfied	-	-
I find it difficult to answer	-	-

For the option “**Other**” the students indicated the following options *:

- Ok;
- No.

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



For the option “If you answered “Not satisfied” to the previous question, give recommendations to improve the direction of training” the master students indicated the following options*:

- Expand the practical base provided by the university for internships for economists, where there is access to information for report writing and master's thesis;
- Ok;
- No.

3. How would you overall rate the teaching staff of your master's program?

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

Other (write your answer) _____

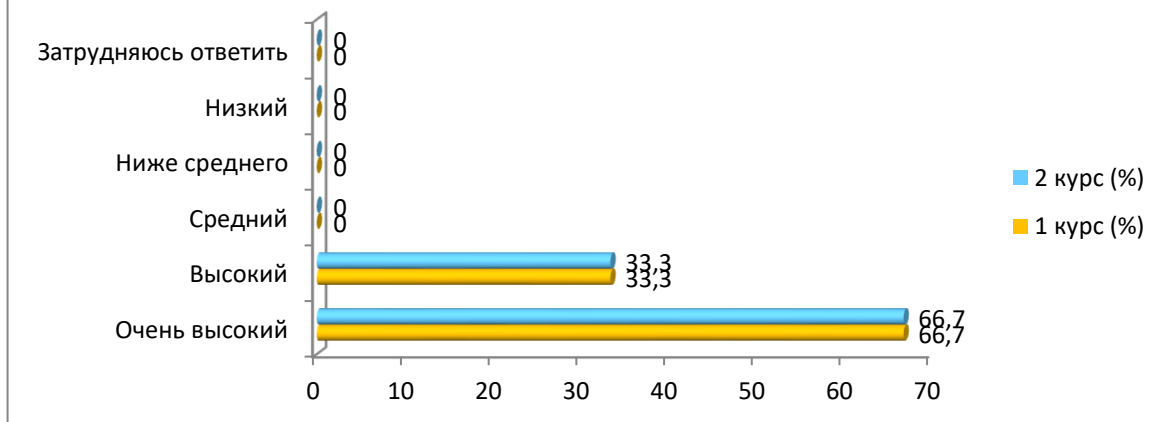
If you answered “Low” to the previous question, give recommendations for improving the teaching staff _____

3.1 Knowledge, qualifications

Answer options	1st year (%)	2nd year (%)
Very tall	66,7	66,7
High	33,3	33,3
Average	-	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-

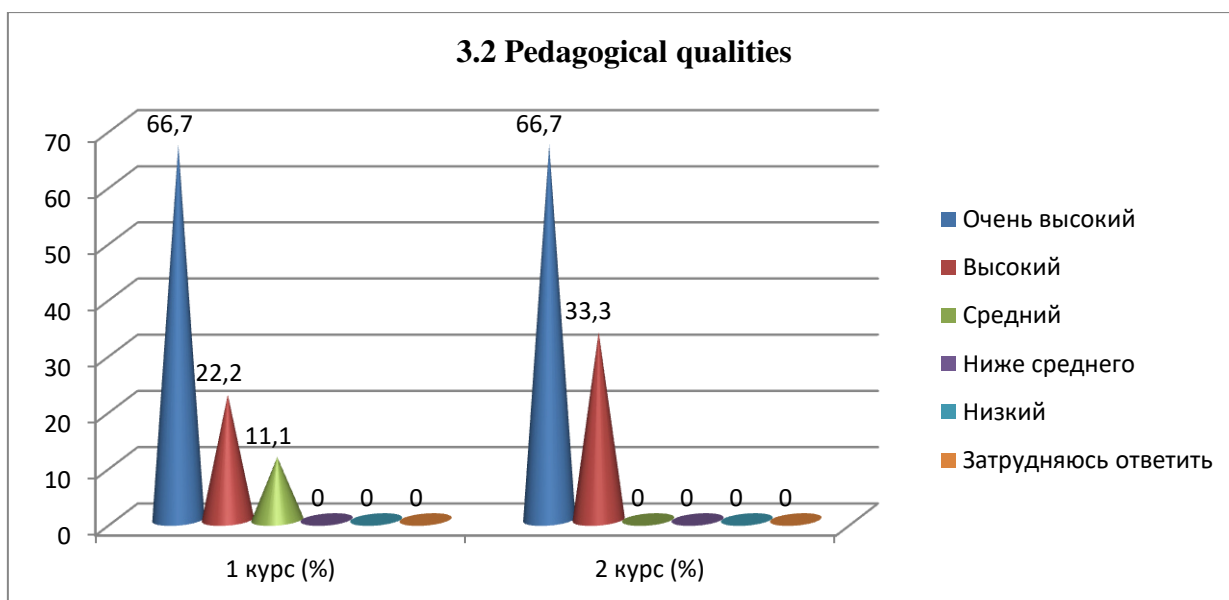
3. How would you overall rate the teaching staff of your master's program?

3.1 Knowledge, qualifications



3.2 Pedagogical qualities

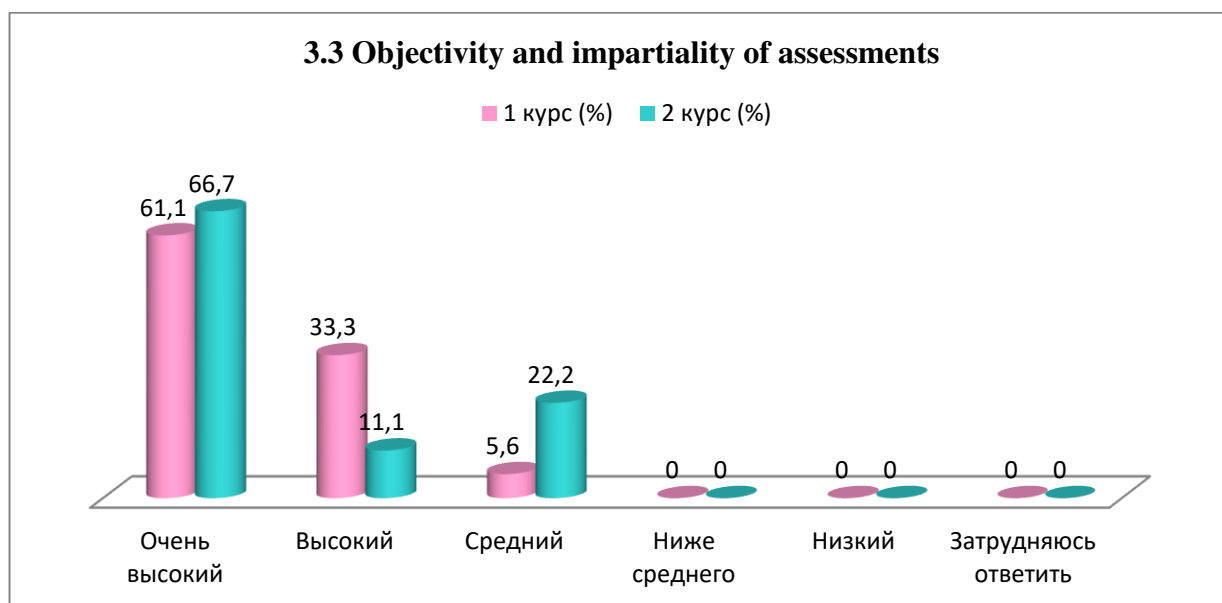
Answer options	1st year (%)	2nd year (%)
Very tall	66,7	66,7
High	22,2	33,3
Average	11,1	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



3.3 Objectivity and impartiality of assessments

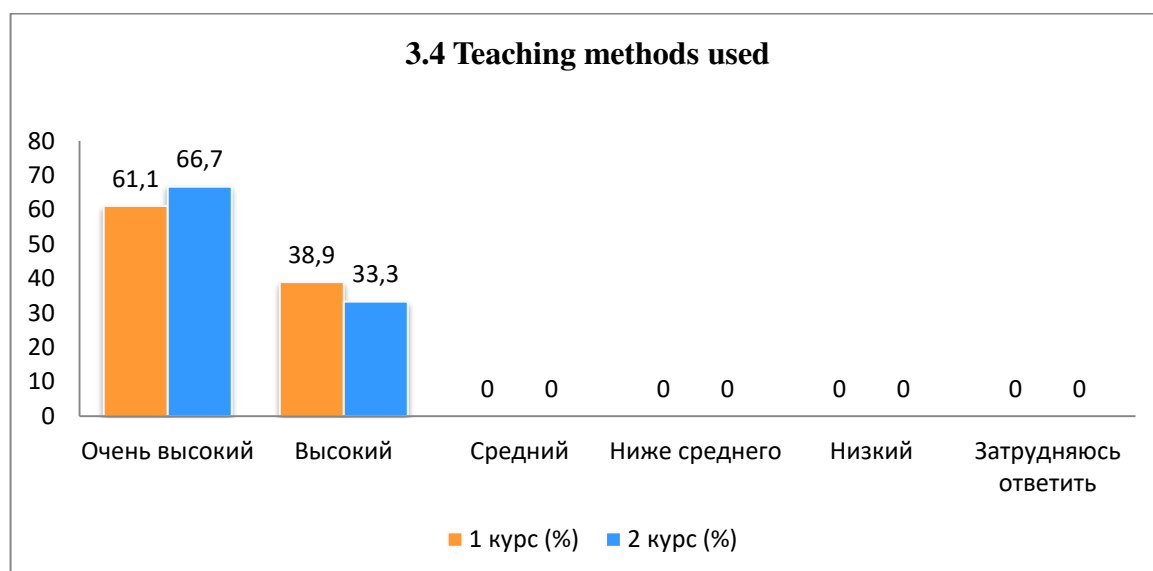
Answer options	1st year (%)	2nd year (%)
Very tall	61,1	66,7
High	33,3	11,1
Average	5,6	22,2
Below the average	-	-

Short	-	-
I find it difficult to answer	-	-



3.4 Teaching methods used

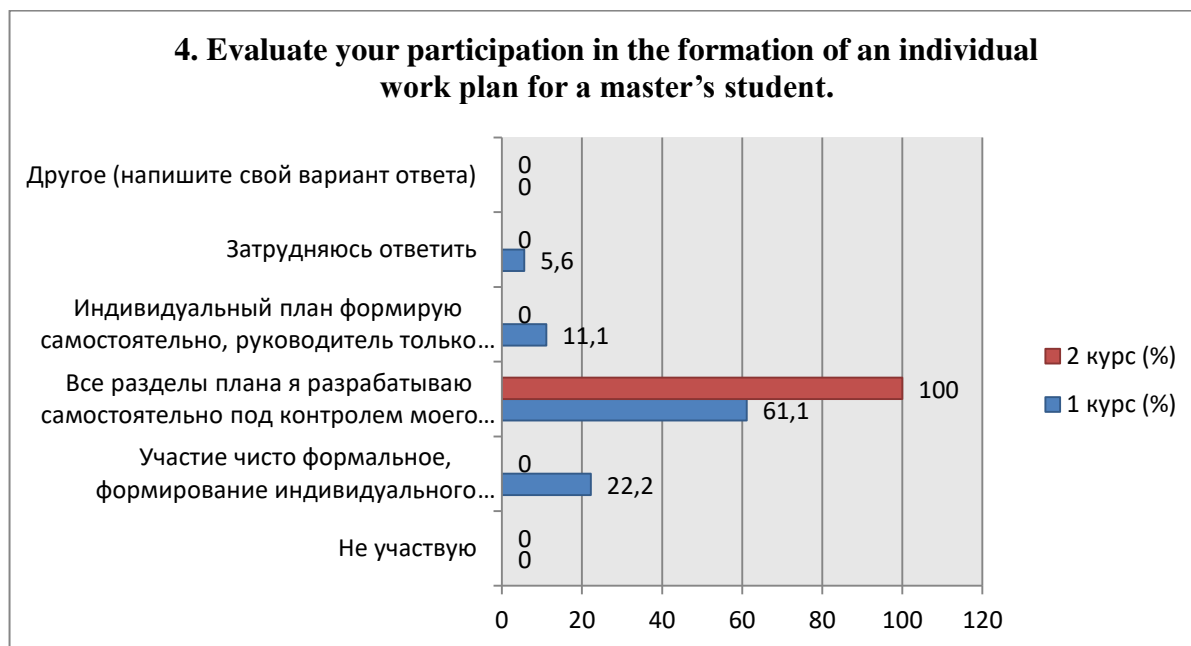
Answer options	1st year (%)	2nd year (%)
Very tall	61,1	66,7
High	38,9	33,3
Average	-	-
Below the average	-	-
Short	-	-
I find it difficult to answer	-	-



4. Evaluate your participation in the formation of an individual work plan for a master's student.

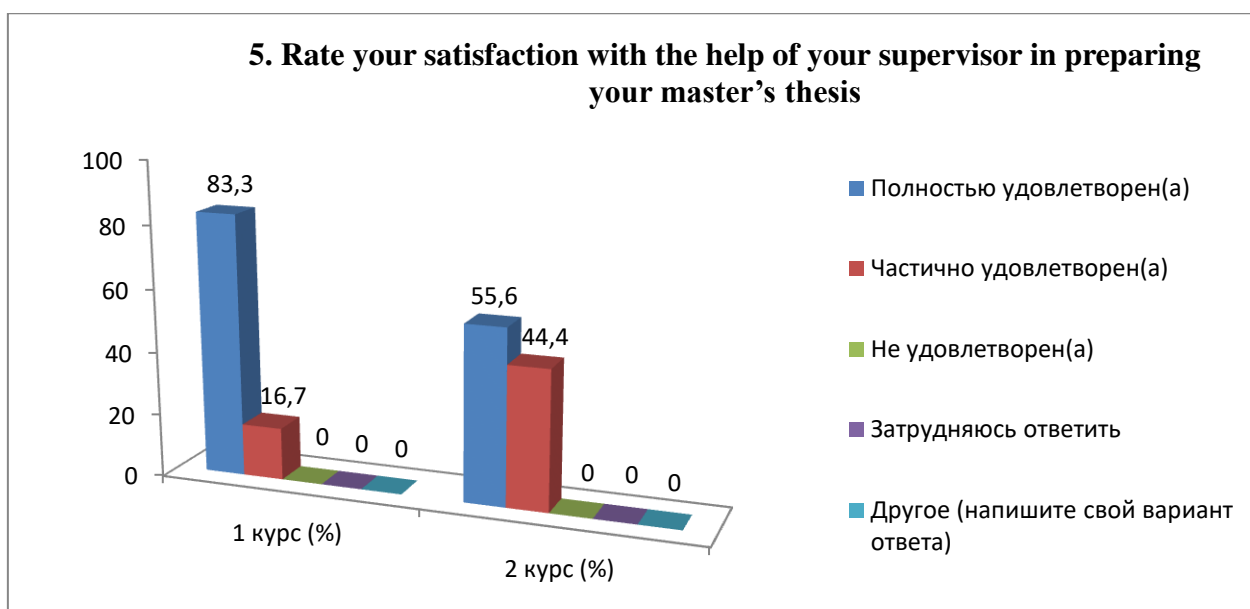
Answer options	1st year (%)	2nd year (%)
I don't participate	-	-

Participation is purely formal; the formation of an individual plan actually does not depend on me	22,2	-
I develop all sections of the plan independently under the supervision of my supervisor.	61,1	100
I formulate an individual plan myself; the manager only signs it.	11,1	-
I find it difficult to answer	5,6	-
Other (write your answer)	-	-



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

Answer options	1st year (%)	2nd year (%)
Completely satisfied	83,3	55,6
Partially satisfied	16,7	44,4
Not satisfied)	-	-
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	1st year (%)	2nd year (%)
Modern material and technical base	83,3	77,8
Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	44,4	66,7
Involvement of undergraduates in research projects	33,3	55,6
Strong teaching staff	72,2	88,9
Work at the university of famous foreign scientists	27,8	44,4
Awards, prizes for achievements in science	5,6	55,6
Availability of publications by university staff in international publications	22,2	44,4
Participation in international research projects	-	33,3
I find it difficult to answer	-	-
Other (write your answer)	-	-

** The amount in % is not equal to 100, because multiple answer options were expected*

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



7. Are you involved in any research projects?

Answer options	1st year (%)	2nd year (%)
Yes, I participate (go to question 8)	44,4	44,4
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	16,7	55,6
No, I'm not participating	22,2	-
I find it difficult to answer	16,7	-
Other (write your answer)	-	-



For the option “If you answered “No, I do not participate” to the previous question, write why”, the master students indicated the following options *:

- no time;
- Busy at work.

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

Answer options	1st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	22,2	33,3
I am participating in a project led by my supervisor/other teacher	33,9	44,4
Working on a research project with friends	22,2	-
I am participating in a research project at another university	-	-
I am participating in a research project with foreign universities	-	-
I find it difficult to answer	16,7	33,3
Other (write your answer)	16,7	-

* The amount in % is not equal to 100, because multiple answer options were expected

For the option “**Other**” the students indicated the following options * :
 - no participation.



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

Answer options	1st year (%)	2nd year (%)
In Kazakhstan and in distant/near foreign publications	27,8	11,1
Only in Kazakhstan publications	38,9	88,9
Only in distant foreign publications	-	-
Only in nearby foreign publications	-	-

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

I have no scientific publications	33,3	-
Other (write your answer)	-	-

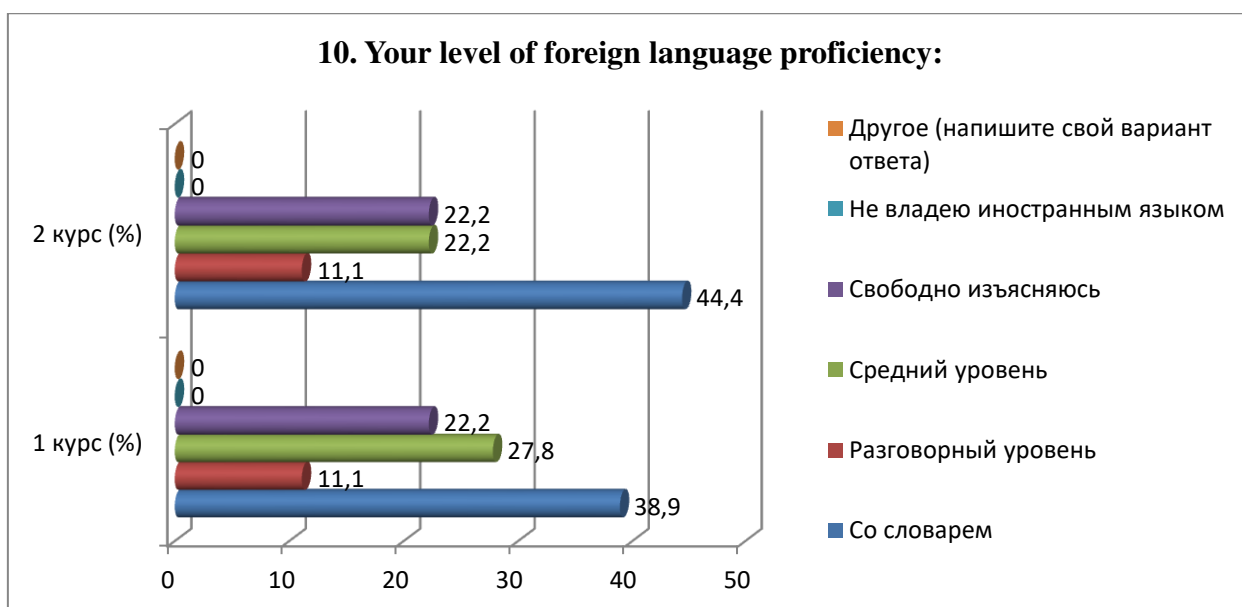


For the option “**If you answered “I have no scientific publications” to the previous question, write why**”, master students indicated the following options *:

- I just transferred, and I'm just getting started in my career;
- Ok.

10. Your level of foreign language proficiency:

Answer options	1st year (%)	2nd year (%)
With dictionary	38,9	44,4
Speaking level	11,1	11,1
Average level	27,8	22,2
I express myself freely	22,2	22,2
I don't speak a foreign language	-	-
Other (write your answer)	-	-



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

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

Other (write your answer) _____

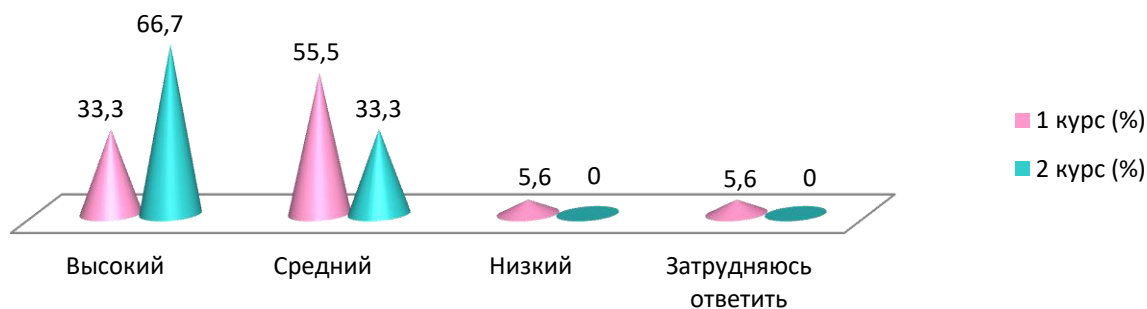
If you answered “Low” to the previous question, give recommendations for improving the participation of undergraduates in the work of the department

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

Answer options	1st year (%)	2nd year (%)
High	33,3	66,7
Average	55,5	33,3
Short	5,6	-
I find it difficult to answer	5,6	-

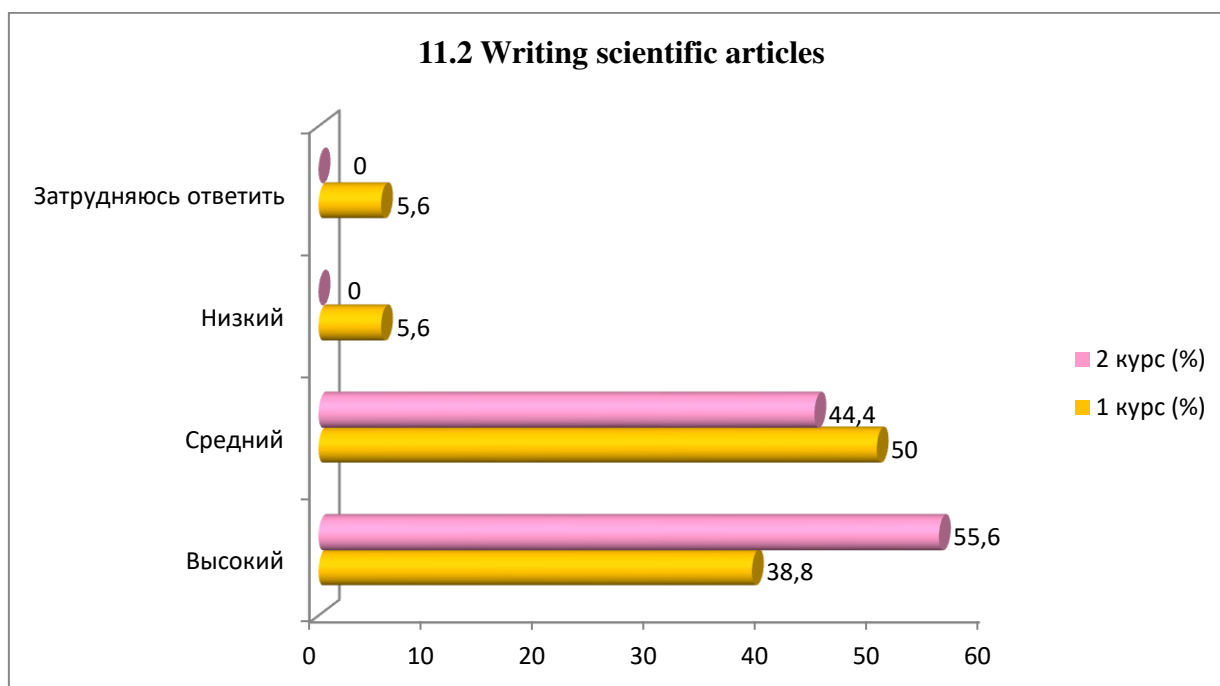
11. Assess the level of your participation in the following types of work of the department

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



11.2 Writing scientific articles

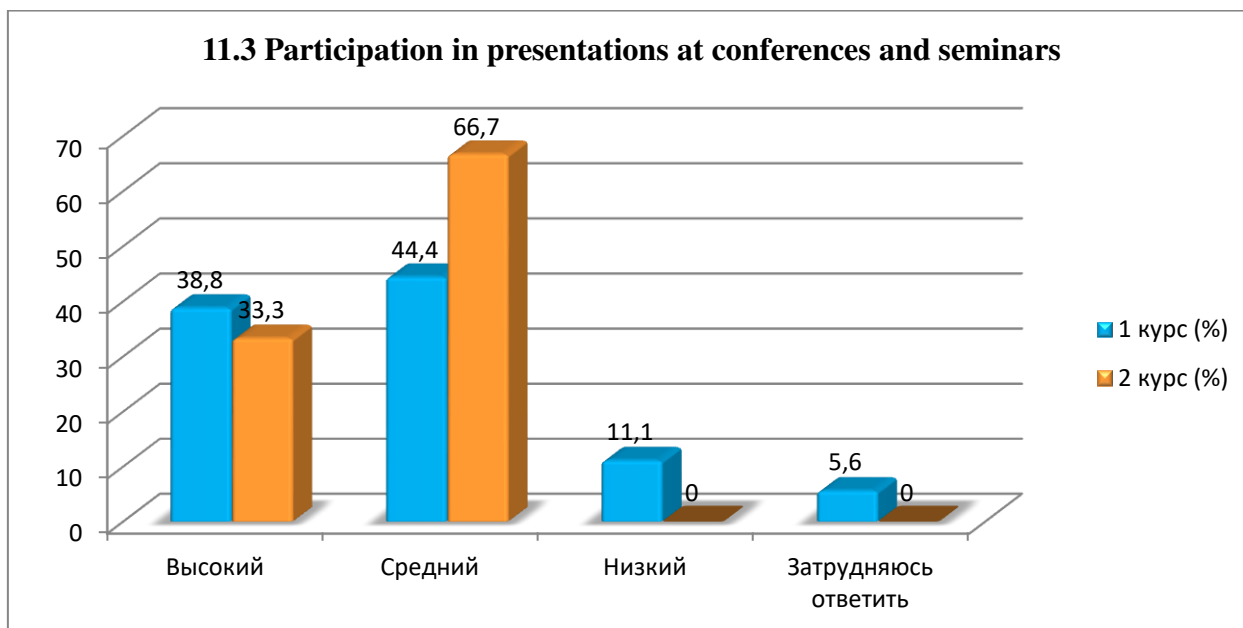
Answer options	1st year (%)	2nd year (%)
High	38,8	55,6
Average	50	44,4
Short	5,6	-
I find it difficult to answer	5,6	-



11.3 Participation in presentations at conferences and seminars

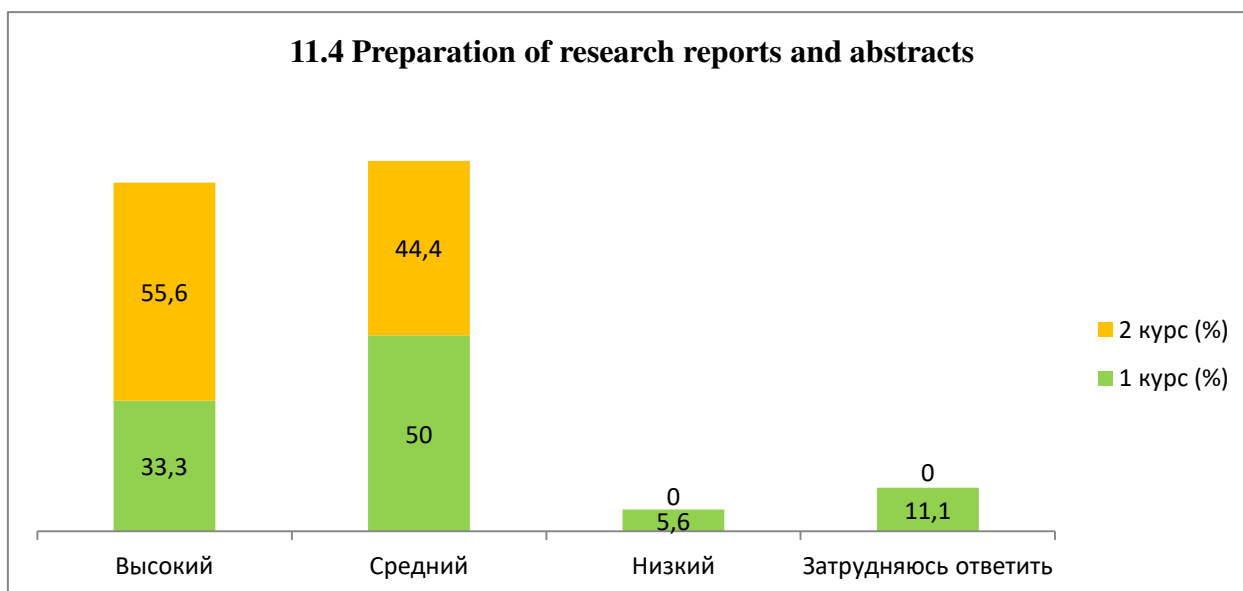
Answer options	1st year (%)	2nd year (%)
High	38,8	33,3
Average	44,4	66,7
Short	11,1	-

I find it difficult to answer	5,6	-
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11.4 Preparation of research reports and abstracts

Answer options	1st year (%)	2nd year (%)
High	33,3	55,6
Average	50	44,4
Short	5,6	-
I find it difficult to answer	11,1	-



For the option “If you answered “Low” to the previous question, give recommendations for improving master's students' participation in departmental work”, master's students indicated the following options*:

- seminar organization.

12. Are you satisfied with the scientific and educational environment of the university during your master's studies?

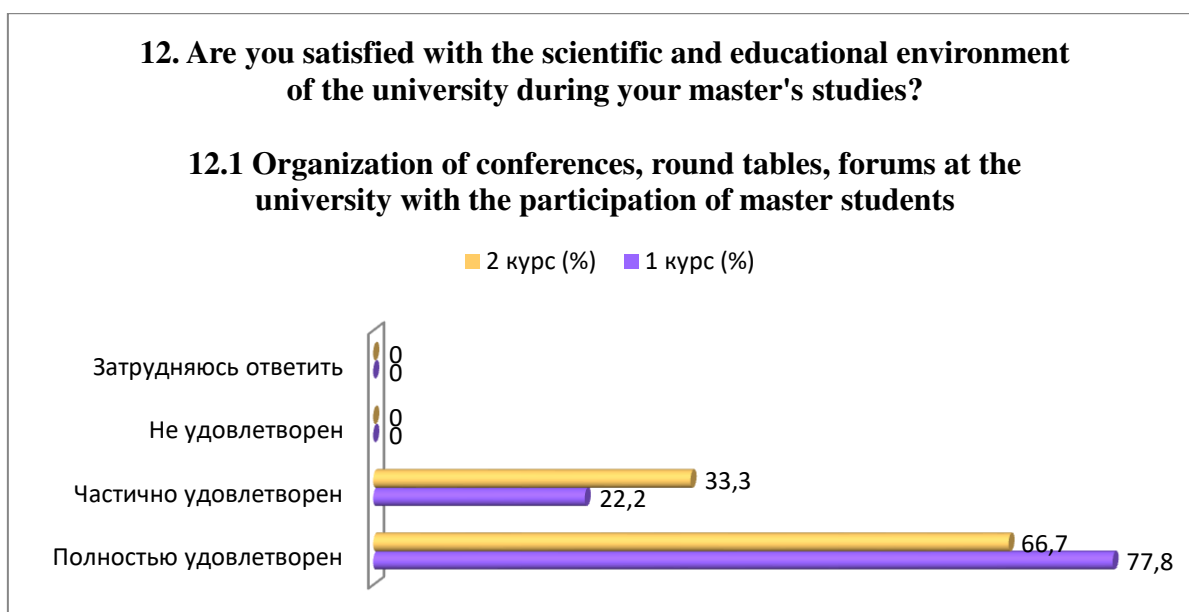
12.1 Organization of conferences, round tables, forums at the university with the participation of master students
12.2 Logistics support for applied scientific research
12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities
12.4 General level of organization and conduct of foreign internships
12.5 Availability 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, give 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 master students

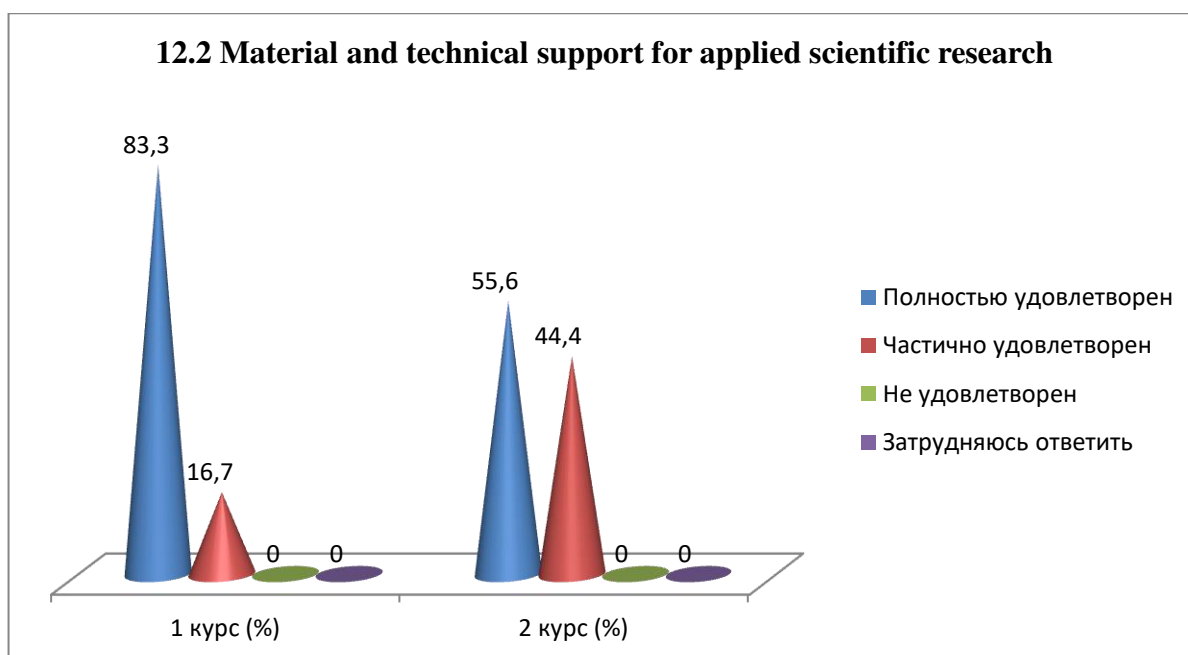
Answer options	1st year (%)	2nd year (%)
Completely satisfied	77,8	66,7
Partially satisfied	22,2	33,3
Not satisfied	-	-
I find it difficult to answer	-	-



12.2 Material and technical support for applied scientific research

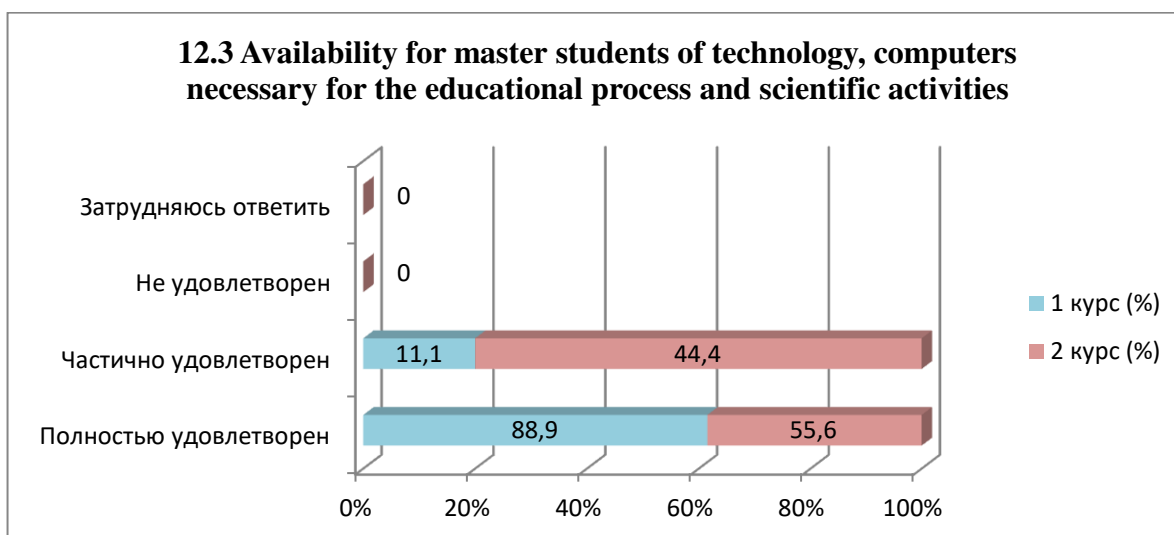
Answer options	1st year (%)	2nd year (%)
Completely satisfied	83,3	55,6
Partially satisfied	16,7	44,4
Not satisfied	-	-
I find it difficult to answer	-	-

12.2 Material and technical support for applied scientific research



12.3 Availability for master students of technology, computers necessary for the educational process and scientific activities

Answer options	1st year (%)	2nd year (%)
Completely satisfied	88,9	55,6
Partially satisfied	11,1	44,4
Not satisfied	-	-
I find it difficult to answer	-	-



12.4 General level of organization and conduct of foreign internships

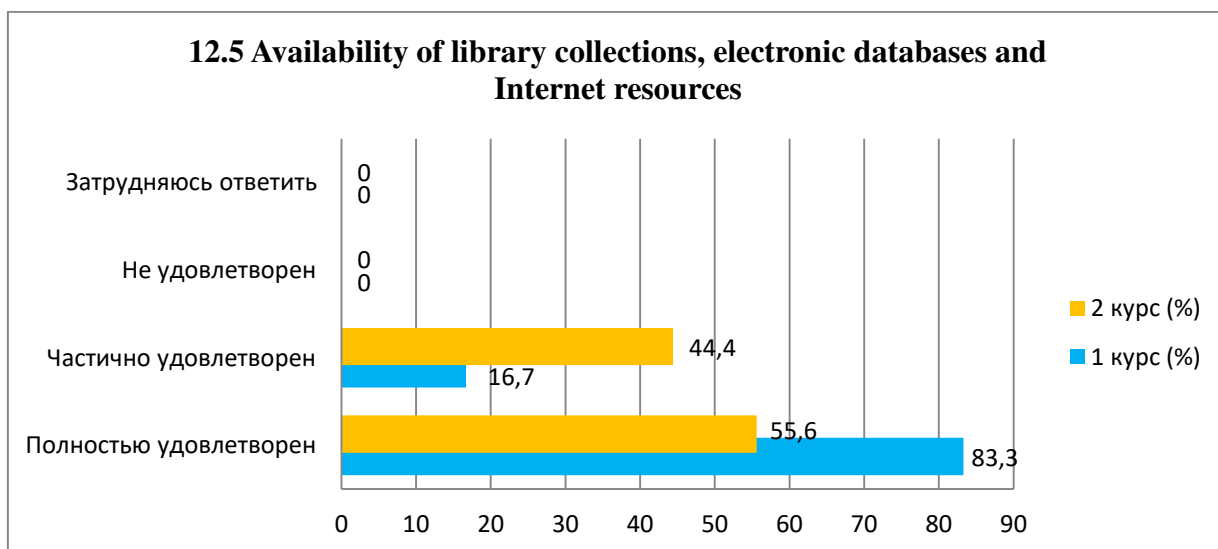
Answer options	1st year (%)	2nd year (%)
Completely satisfied	88,9	55,6
Partially satisfied	11,1	44,4
Not satisfied	-	-
I find it difficult to answer	-	-

12.4 General level of organization and conduct of foreign internships



12.5 Availability of library collections, electronic databases and Internet resources

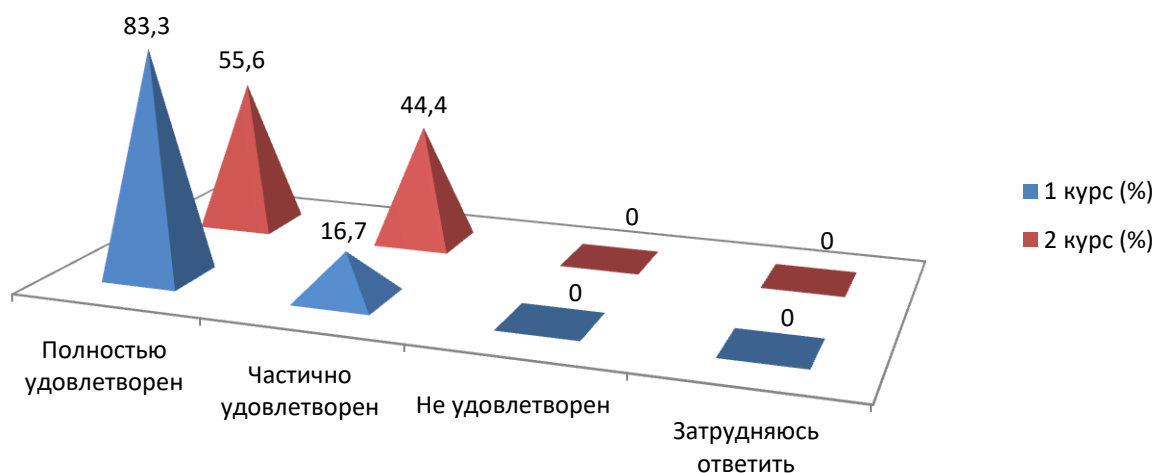
Answer options	1st year (%)	2nd year (%)
Completely satisfied	83,3	55,6
Partially satisfied	16,7	44,4
Not satisfied	-	-
I find it difficult to answer	-	-



12.6 Availability of scientific equipment, instruments, materials

Answer options	1st year (%)	2nd year (%)
Completely satisfied	83,3	55,6
Partially satisfied	16,7	44,4
Not satisfied	-	-
I find it difficult to answer	-	-

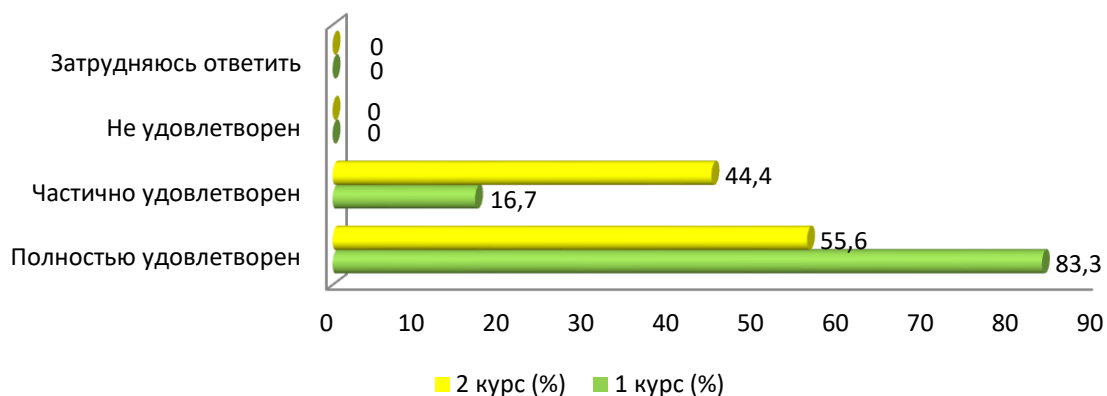
12.6 Availability of scientific equipment, instruments, materials



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	1st year (%)	2nd year (%)
Completely satisfied	83,3	55,6
Partially satisfied	16,7	44,4
Not satisfied	-	-
I find it difficult to answer	-	-

12.7 Availability of laboratories, specialized facilities and experimental sites



13. Are you satisfied?

13.1 Organization of the educational process
13.2 Living conditions in the dormitory
13.3 Organization of free time
13.4 Catering organization
13.5 Organization of industrial practice

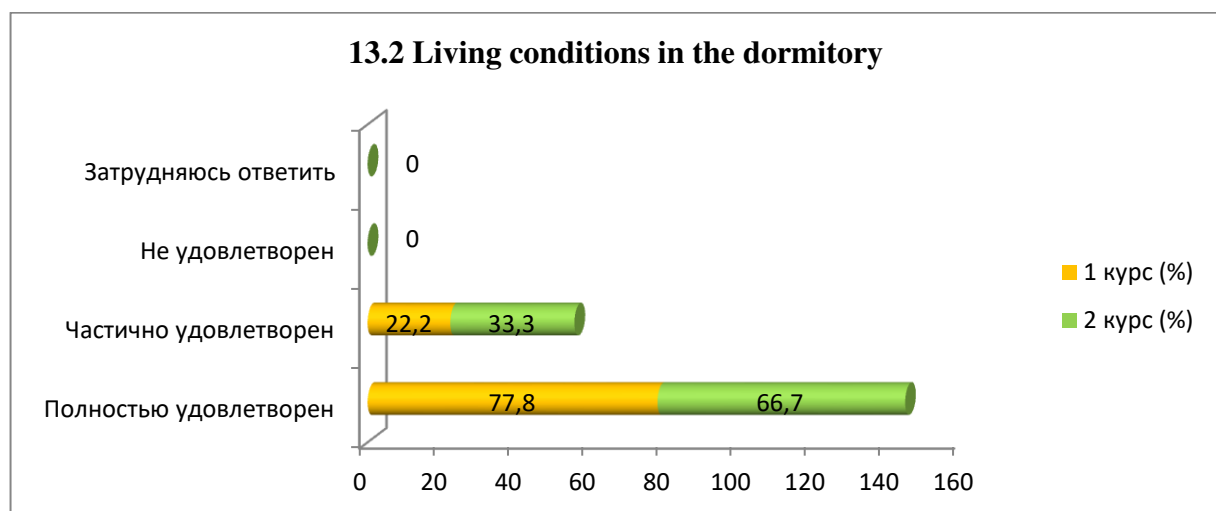
13.1 Organization of the educational process

Answer options	1st year (%)	2nd year (%)
Completely satisfied	83,3	66,7
Partially satisfied	16,7	22,2
Not satisfied	-	11,1
I find it difficult to answer	-	-



13.2 Living conditions in the dormitory

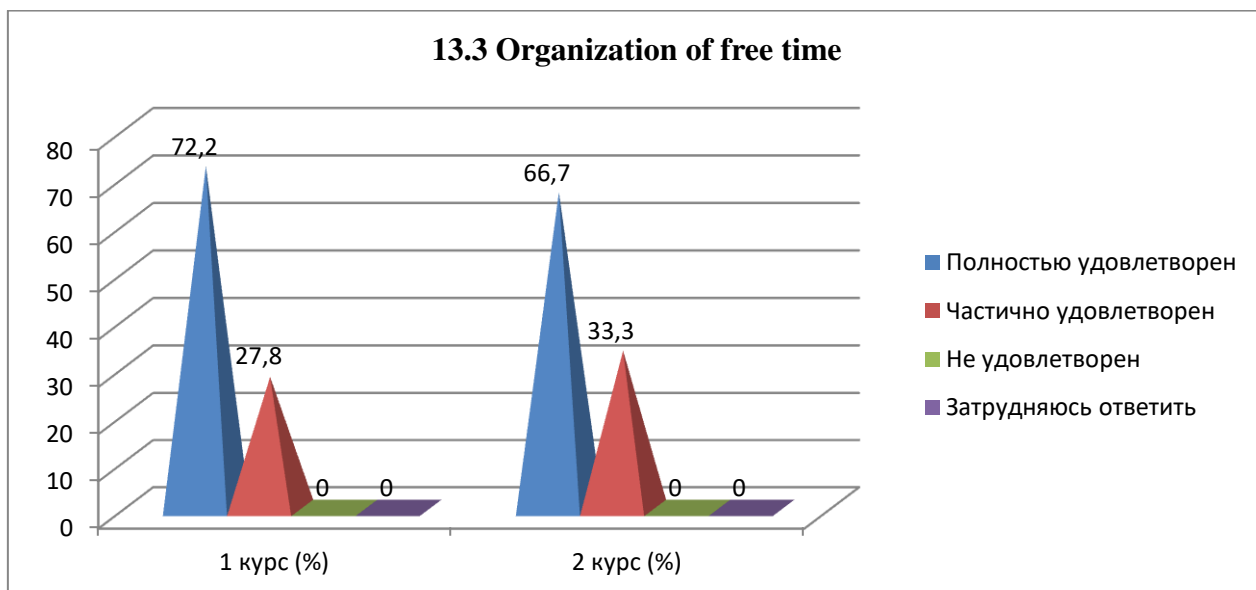
Answer options	1st year (%)	2nd year (%)
Completely satisfied	77,8	66,7
Partially satisfied	22,2	33,3
Not satisfied	-	-
I find it difficult to answer	-	-



13.3 Organization of free time

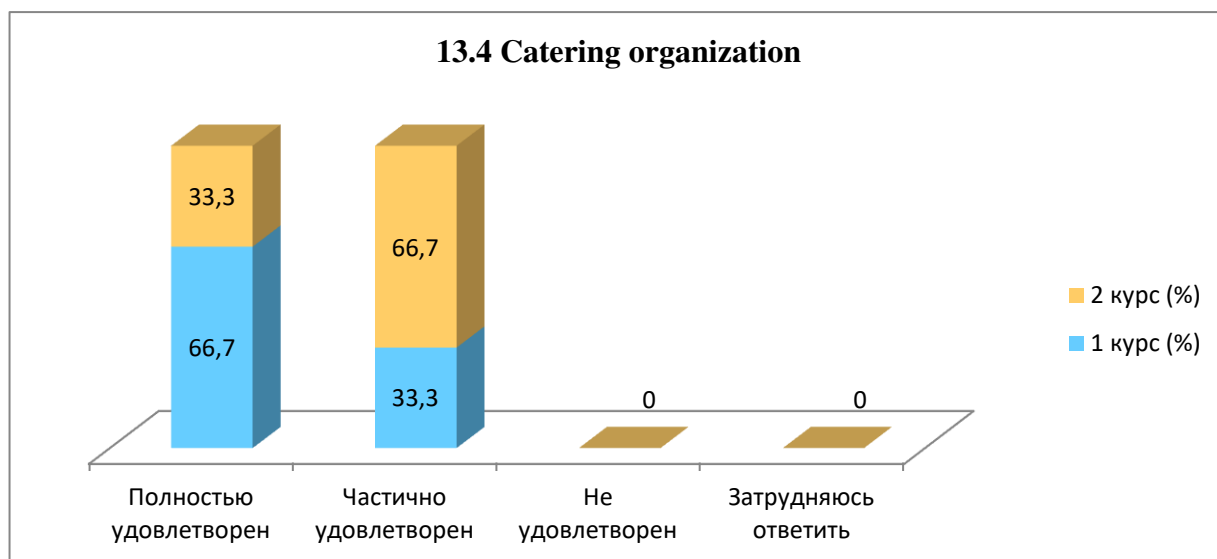
Answer options	1st year (%)	2nd year (%)
Completely satisfied	72,2	66,7
Partially satisfied	27,8	33,3
Not satisfied	-	-

I find it difficult to answer	-	-
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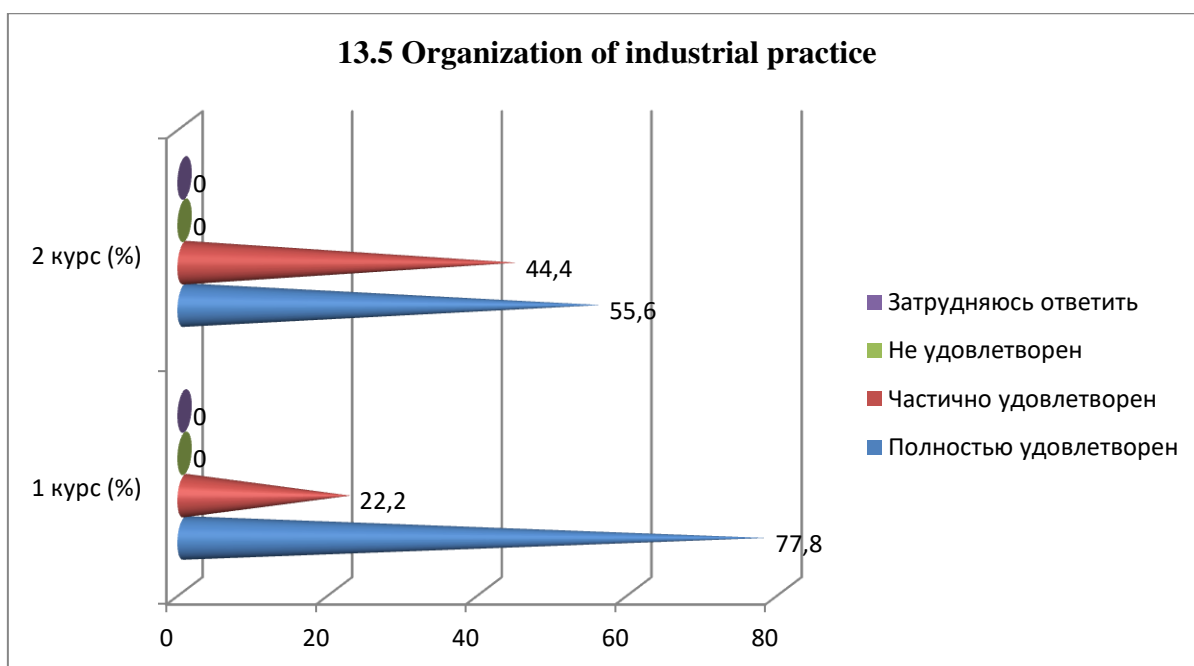
13.4 Catering organization

Answer options	1st year (%)	2nd year (%)
Completely satisfied	66,7	33,3
Partially satisfied	33,3	66,7
Not satisfied	-	-
I find it difficult to answer	-	-



13.5 Organization of industrial practice

Answer options	1st year (%)	2nd year (%)
Completely satisfied	77,8	55,6
Partially satisfied	22,2	44,4
Not satisfied	-	-
I find it difficult to answer	-	-



14. If you are experiencing difficulties while studying for a master's degree, what is causing them? (write)

1st year (%)	2nd year (%)
- Everything is super.	-

Please, write what questions in your opinion should be added to this questionnaire in order to improve the training program, the quality of services and other areas of the university.

1st year (%)	2nd year (%)
- about work.	- I find it difficult to answer.

Based on the results of the survey, the following **conclusions** can be drawn:

Master's study is a conscious choice of an adult person, which is not influenced by parents or situation, obtaining professional competencies in accordance with the chosen specialty, the next educational stage after bachelor's degree. To the question **“What determined your choice to study in the master's program of the university? (choose 3-4 answer options)”** the majority of master's students 72.3% indicated "the university where I studied at the bachelor's degree". Also, master's students noted such options as: “The prestige of the university” - 63.9%, “The university in the locality where the family lives (close to it)” - 41,7%.

The following information was received on the question **“How satisfied are you with the accessibility of information provided by the university in your field of study:”**

- “About the training profile” master's students' satisfaction was 100%;
- “Characteristics of a master’s student’s professional activity” master's students’ satisfaction was 100%;
- “List of developed competencies of master's degree graduates” master's students' satisfaction was 100%;
- “List of master's students' practice databases” master's students' satisfaction was 100%;
- “Information about scientific supervisors” master's students' satisfaction was 100%.

For the options “Other” and “If you answered “Not satisfied” to the previous question, give recommendations to improve the direction of training” master students indicated the following: “Ok”,

“No” and “Expand the practical base provided by the university for internships for economists, where there is access to information for report writing and master's thesis”.

The teaching staff is evaluated quite highly by the respondents. According to all criteria presented in the questionnaire (knowledge, qualification, objectivity, pedagogical qualities, teaching methods used) more than 95.1% of respondents gave “very high” and “high” marks.

In general, master's students are satisfied with participation in the formation of an individual work plan. According to the received data, 61,1 % of respondents of the first year and 100 % of the second year develop all sections of the plan independently under the control of their supervisor. However, there are also 11.1% of first-year master students who note that they form an individual plan independently. There are also respondents who found it difficult to answer (1st year - 5.6%), and participate purely formally in the formation of individual work plans of master's students (1st year - 22.2%). Probably, scientific supervisors of master's programs should pay attention to planning cognitive and research activities of master's students with their more active participation.

To the question: **“Rate your satisfaction with the help of your supervisor in preparing your master’s thesis”** satisfaction of master's students amounted to 100%.

When answering the question **“What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)”** the same percentages of 80.6% were distributed between the options “modern material and technical base” and “strong teaching staff” and 55.6% “participation of the university in the development of target programs of socio-economic development of the region, cities, enterprises”.

Publication of scientific articles, theses is one of the main conditions for successful start of scientific work for Master students. Published articles and theses, their quantity and quality determine the master's ability to work independently with large amounts of information, to organize scientific activity, to apply methods in the work, to obtain results, to form correct conclusions, to comply with the requirements for the general design and content of scientific papers. Master students publish their articles and theses both in Kazakhstan editions and distant/close foreign editions (1st year - 27,8%, 2nd year - 11,1%). There are also master students who publish only in Kazakhstan editions (1st year - 38.9%, 2nd year - 88.9%). However, 33.3% of first-year respondents indicated that they have no scientific publications.

On the question **“Your level of foreign language proficiency:”** the answers of respondents were distributed as follows: “with vocabulary” - 41,7%, “average level” - 25%, “fluent” - 22,2% and “conversational level” - 11,1%.

Assessment of the level of participation of undergraduates in the work of the department is at an average level - 48.6%. At the same time, the highest percentage of respondents who assessed the level of their participation as “high” in participation with reports at conferences and seminars (55.6%).

“If you answered “Low” to the previous question, give recommendations for improving master's students' participation in departmental work” master's students indicated the following options*: “seminar organization”.

To the question **“Are you satisfied with the scientific and educational environment of the university during your master’s studies”?** the following information was received:

- “Organization of conferences, round tables, forums at the university, with the participation of master students” master's students' satisfaction was 100%;

- “Material and technical support for applied scientific research” master's students' satisfaction was 100%;

- “Availability for master students of technology, computers necessary for the educational process and scientific activities” master's students' satisfaction was 100%;

- “General level of organization and conduct of foreign internships” master's students' satisfaction was 100%;

- “Accessibility of library collections, electronic databases and Internet resources” master's students' satisfaction was 100%;

- “Availability of scientific equipment, tools, materials” master's students' satisfaction was 100%;

- "Availability of laboratories, specialized facilities and experimental sites" master's students' satisfaction was 100%;

In general, the respondents have no difficulties when studying at the master's program. At the end of the questionnaire it was proposed to include questions that, in the opinion of students, should be added to this questionnaire to improve the training program, improve the quality of services and other areas of the university. However, the respondents limited themselves with such answers: "about work" and "I find it difficult to answer".

Recommendations:

- The head of the department, PO will familiarize themselves with the results of the questionnaire and, if necessary, develop an action plan to improve the quality of services provided.

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