

Report on the results of the questionnaire
«Satisfaction of master students' with educational services» for the 2022-2023 academic
year
in the educational program
7M11301 «Organization of transportation, traffic and operation of transport»

In February 2023, the center for quality management and accreditation conducted a questionnaire on «Master's students' satisfaction 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 undergraduates 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, guaranteeing the confidentiality of the personal opinions of undergraduates.

An object research - 1st-2nd year master's students.

This extensive questionnaire is conducted once every 5 years.

There is 1 undergraduate student in the 1st year who did not take part in the questionnaire.

6 second-year respondents took part, which amounted to 100% of the total number of undergraduates.

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)

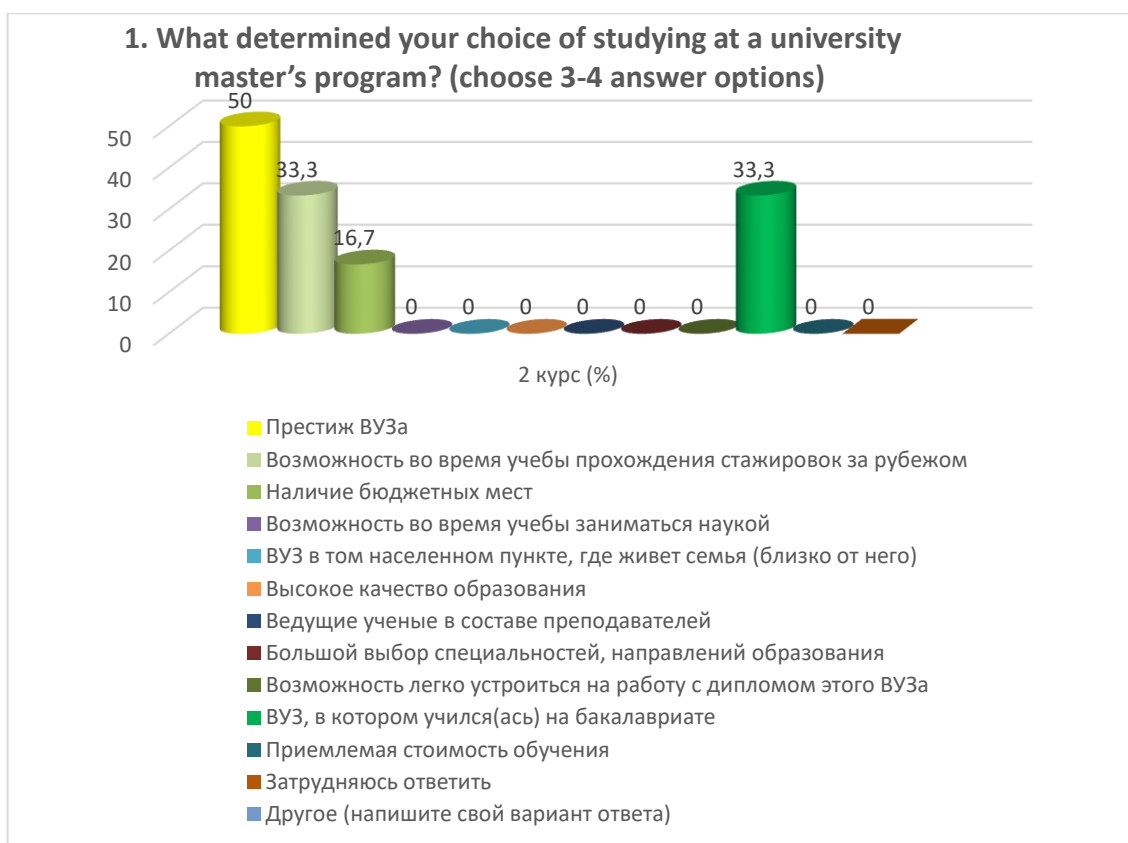
Answer options	2nd year (%)
University prestige	50
Opportunity for internships abroad while studying	33.3
Availability of budget places	16.7
Opportunity to do science while studying	-
University in the locality where the family lives (close to it)	-
High quality education	-
Leading scientists on staff	-
Large selection of specialties and areas of education	-
An opportunity to easily get a job with a diploma from this university	-
The university where you studied as an undergraduate	33.3
Reasonable cost of training	-
I find it difficult to answer	-
Other (write your answer)	

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

Students indicated the following options for the «Other» option: *

- Kargtu is one of the few universities where the Master's degree in my educational program

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



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 _____

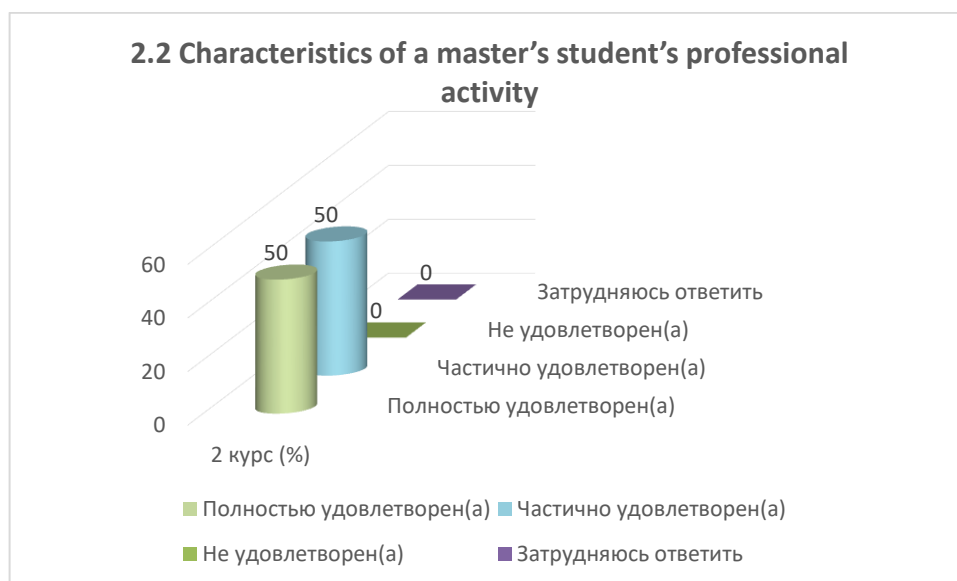
2.1 About the training profile

Answer options	2nd year (%)
Completely satisfied	50
Partially satisfied	50
Not satisfied)	-
I find it difficult to answer	-



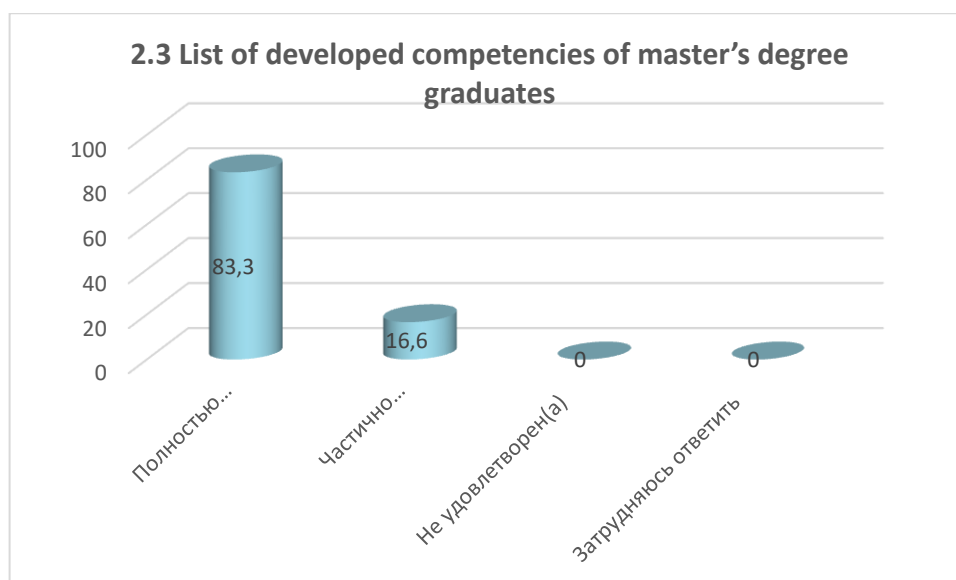
2.2 Characteristics of a master's student's professional activity

Answer options	2nd year (%)
Completely satisfied	50
Partially satisfied	50
Not satisfied)	-
I find it difficult to answer	-



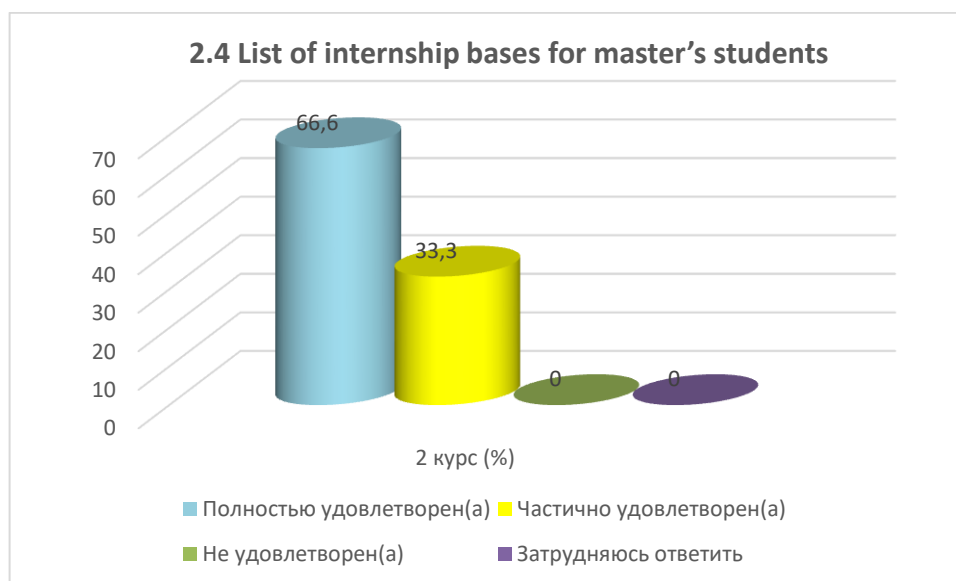
2.3 List of developed competencies of master's degree graduates

Answer options	2nd year (%)
Completely satisfied	83.3
Partially satisfied	16.6
Not satisfied)	-
I find it difficult to answer	-



2.4 List of internship bases for master's students

Answer options	2nd year (%)
Completely satisfied	66.6
Partially satisfied	33.3
Not satisfied)	-
I find it difficult to answer	-



2.5 Information about scientific supervisors

Answer options	2nd year (%)
Completely satisfied	33.3
Partially satisfied	66.6
Not satisfied)	-
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
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 _____

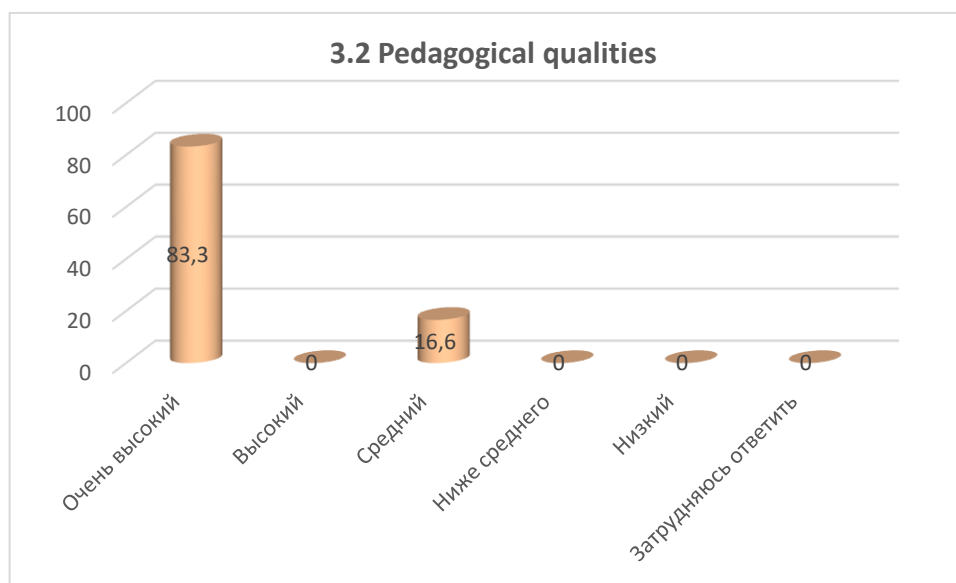
3.1 Knowledge, qualifications

Answer options	2nd year (%)
Very tall	33.3
High	33.3
Average	33.3
Below the average	-
Short	-
I find it difficult to answer	-



3.2 Pedagogical qualities

Answer options	2nd year (%)
Very tall	83.3
High	-
Average	16.6
Below the average	-
Short	-
I find it difficult to answer	-



3.3 Objectivity and impartiality of assessments

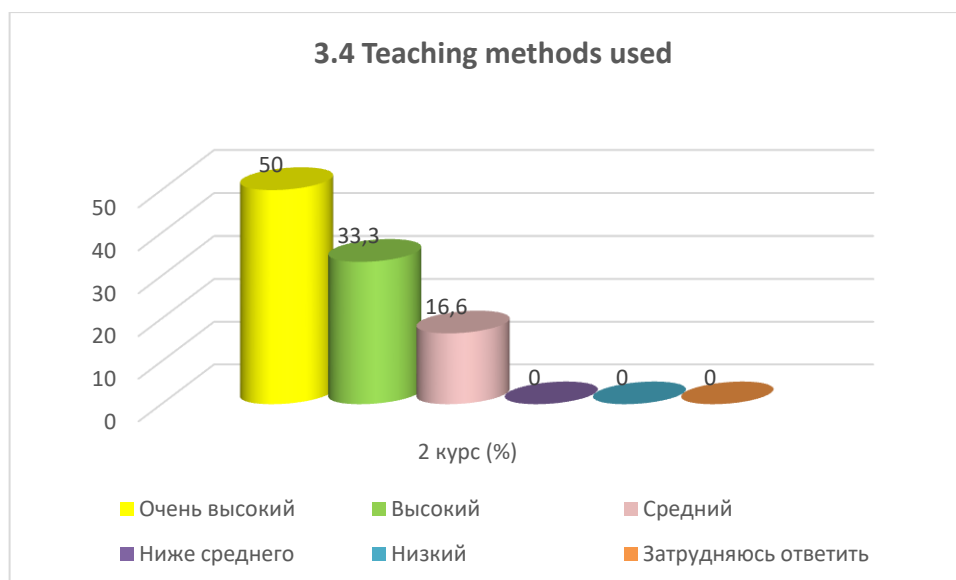
Answer options	2nd year (%)
Very tall	33.3
High	16.6
Average	50
Below the average	-
Short	-
I find it difficult to answer	-

3.3 Objectivity and impartiality of assessments



3.4 Teaching methods used

Answer options	2nd year (%)
Very tall	50
High	33.3
Average	16.6
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	2nd year (%)
I don't participate	-
Participation is purely formal; the formation of an individual plan actually does not depend on me	-
I develop all sections of the plan independently under the	83.3

supervision of my supervisor	
I formulate an individual plan myself, the manager only signs it.	16.6
I find it difficult to answer	-
Other (write your answer)	-



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

Answer options	2nd year (%)
Completely satisfied	50
Partially satisfied	50
Not satisfied)	-
I find it difficult to answer	-
Other (write your answer)	-

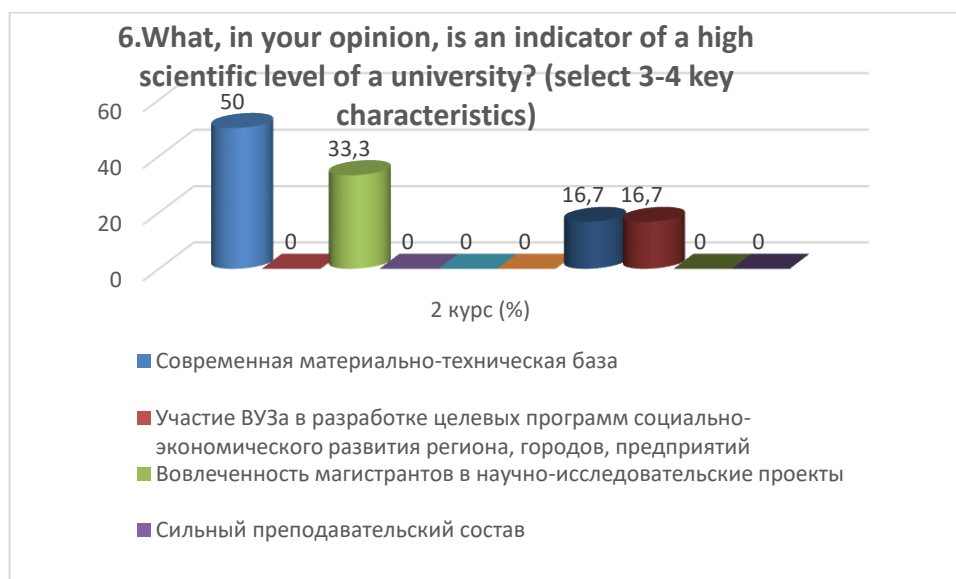


Students indicated the following options for the «Other» option*:

- I doubt the anonymity of the questionnaire and therefore will not answer

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

Answer options	2nd year (%)
Modern material and technical base	50
Participation of the university in the development of targeted programs for the socio-economic development of the region, cities, and enterprises	-
Involvement of undergraduates in research projects	33.3
Strong teaching staff	-
Work at the university of famous foreign scientists	-
Awards, prizes for achievements in science	-
Availability of publications by university staff in international publications	16.7
Participation in international research projects	16.7
I find it difficult to answer	-
Other (write your answer)	-



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

7. Are you involved in any research projects?

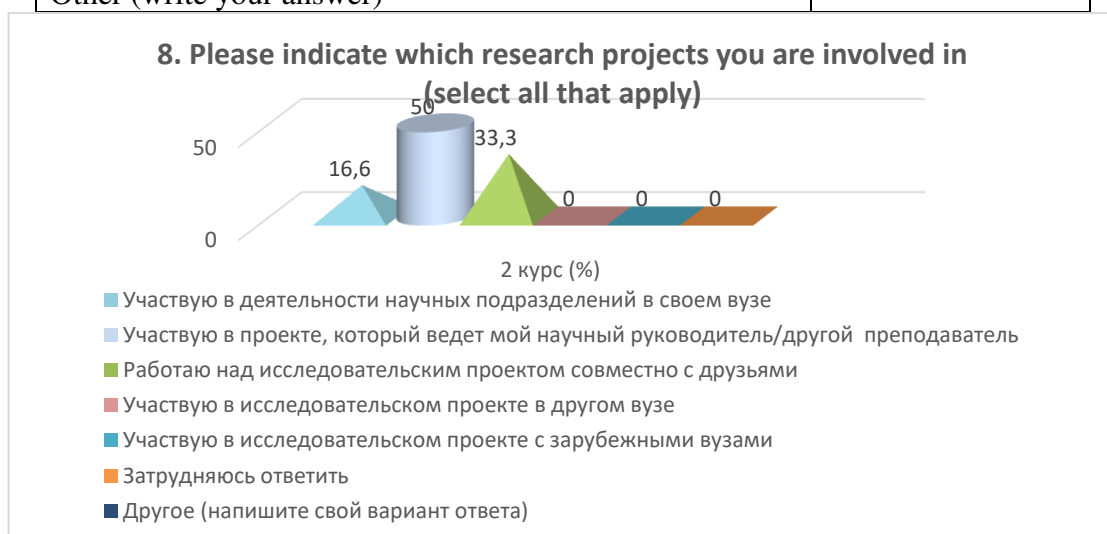
Answer options	2nd year (%)
Yes, I participate (go to question 8)	-
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	50
No, I'm not participating	50
I find it difficult to answer	-

Other (write your answer)	-
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8. Please indicate which research projects you are involved in (select all that apply)

Answer options	2nd year (%)
I participate in the activities of scientific departments at my university	16.6
I am participating in a project led by my supervisor/other teacher	50
Working on a research project with friends	33.3
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	-
Other (write your answer)	



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

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

Answer options	2nd year (%)
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In Kazakhstan and in distant/near foreign publications	66.6
Only in Kazakhstan publications	33.3
Only in distant foreign publications	-
Only in nearby foreign publications	-
I have no scientific publications	-
Other (write your answer)	-



10. Your level of foreign language proficiency:

Answer options	2nd year (%)
With dictionary	33.3
Speaking level	-
Average level	-
I express myself freely	66.6
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

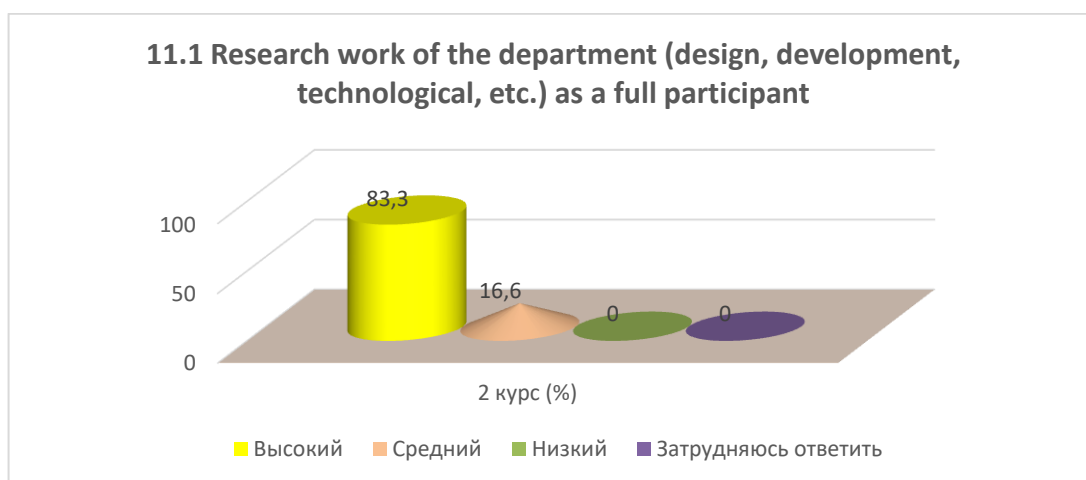
11.1 Research work of the department (design, development, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation in presentations at conferences and seminars
11.4 Preparation of research reports and abstracts

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

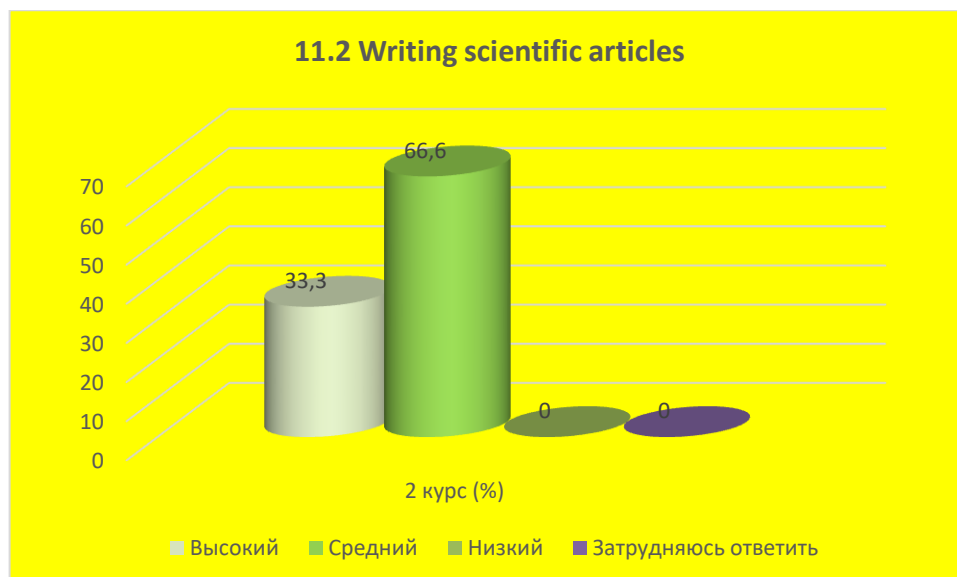
11.1 Research work of the department (design, development, technological, etc.) as a full participant

Answer options	2nd year (%)
High	83.3
Average	16.6
Short	-
I find it difficult to answer	-



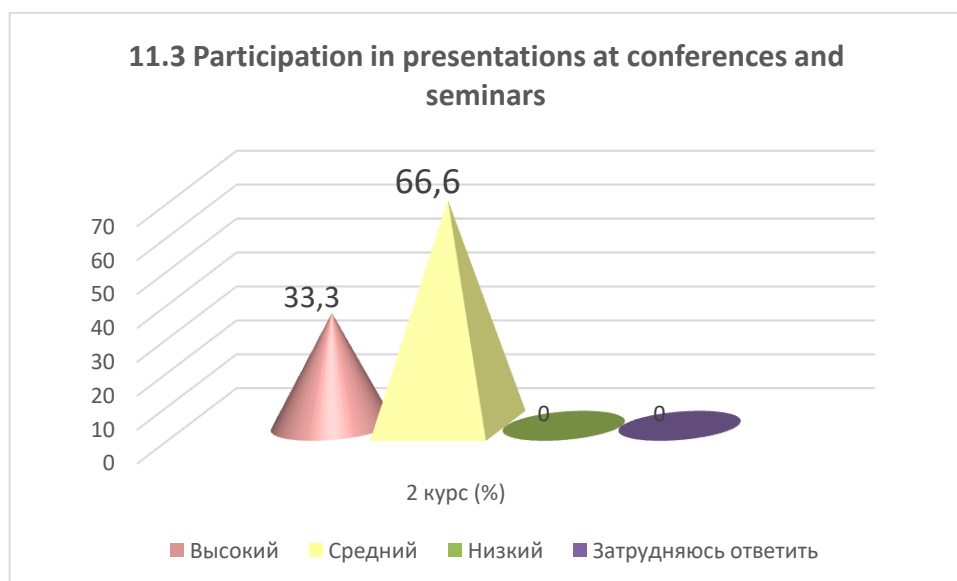
11.2 Writing scientific articles

Answer options	2nd year (%)
High	33.3
Average	66.6
Short	-
I find it difficult to answer	-



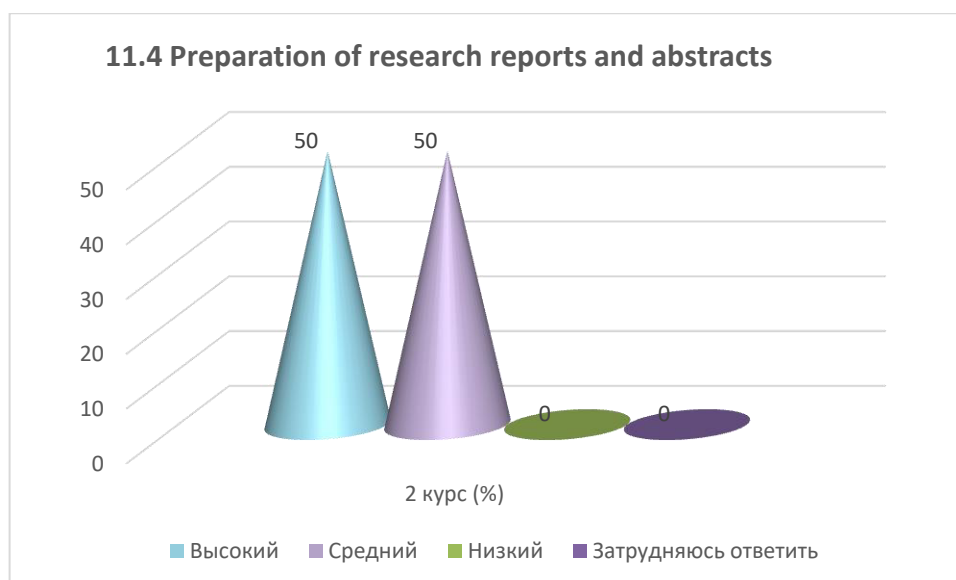
11.3 Participation in presentations at conferences and seminars

Answer options	2nd year (%)
High	33.3
Average	66.6
Short	-
I find it difficult to answer	-



11.4 Preparation of research reports and abstracts

Answer options	2nd year (%)
High	50
Average	50
Short	-
I find it difficult to answer	-



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

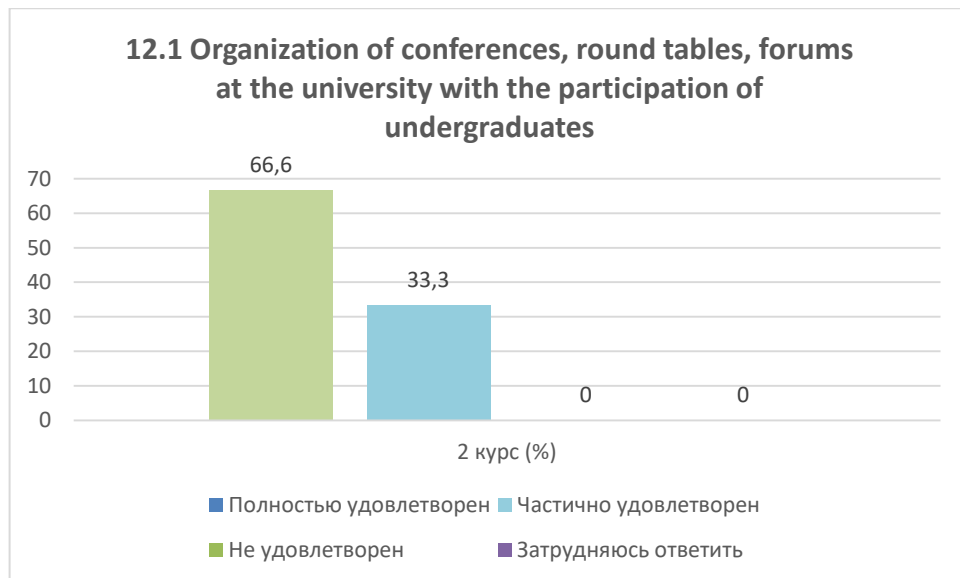
12.1 Organization of conferences, round tables, forums at the university with the participation of undergraduates
12.2 Logistics support for applied scientific research
12.3 Availability for undergraduates of technology, computers necessary for the educational process and scientific activities
12.4 General 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 _____

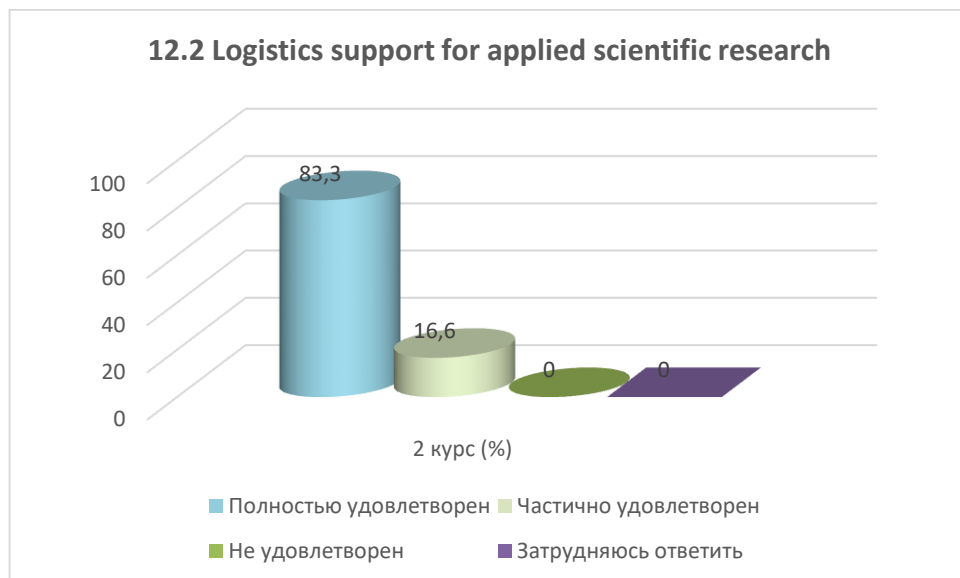
12.1 Organization of conferences, round tables, forums at the university with the participation of undergraduates

Answer options	2nd year (%)
Completely satisfied	66.6
Partially satisfied	33.3
Not satisfied	-
I find it difficult to answer	-



12.2 Logistics support for applied scientific research

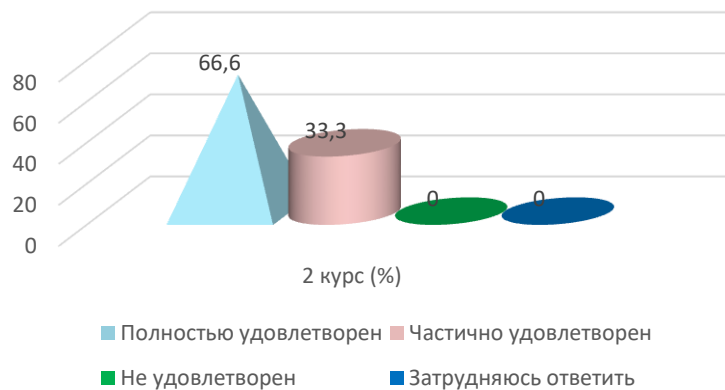
Answer options	2nd year (%)
Completely satisfied	83.3
Partially satisfied	16.6
Not satisfied	-
I find it difficult to answer	-



12.3 Availability for undergraduates of technology and computers necessary for the educational process and scientific activities

Answer options	2nd year (%)
Completely satisfied	66.6
Partially satisfied	33.3
Not satisfied	-
I find it difficult to answer	-

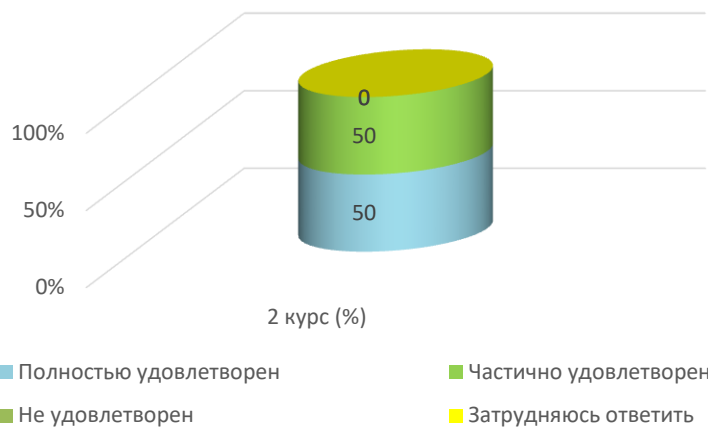
12.3 Availability for undergraduates of technology and computers necessary for the educational process and scientific activities



12.4 General level of organization and conduct of foreign internships

Answer options	2nd year (%)
Completely satisfied	50
Partially satisfied	50
Not satisfied	-
I find it difficult to answer	-

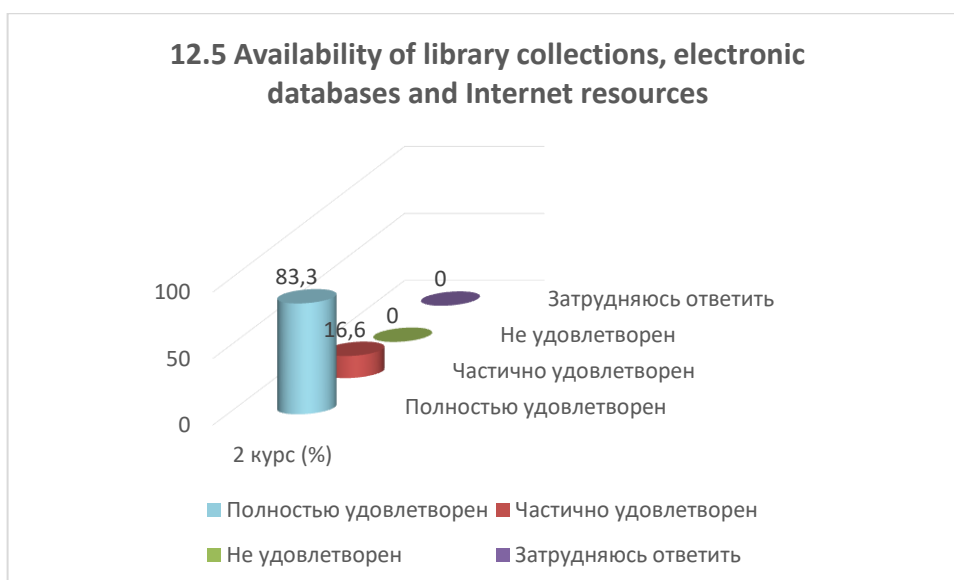
12.4 General level of organization and conduct of foreign internships



12.5 Availability of library collections, electronic databases and Internet resources

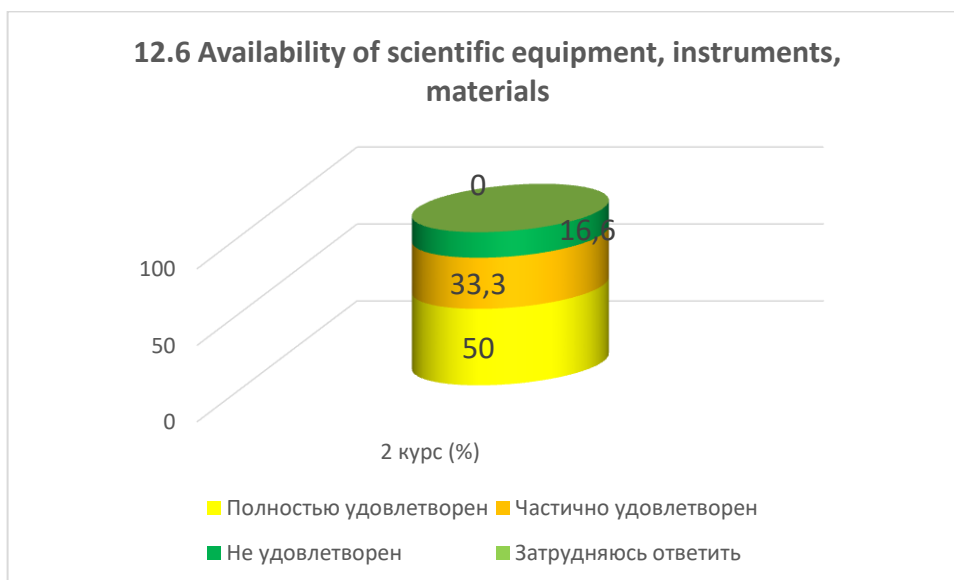
Answer options	2nd year (%)
Completely satisfied	83.3
Partially satisfied	16.6
Not satisfied	-
I find it difficult to answer	-

12.5 Availability of library collections, electronic databases and Internet resources



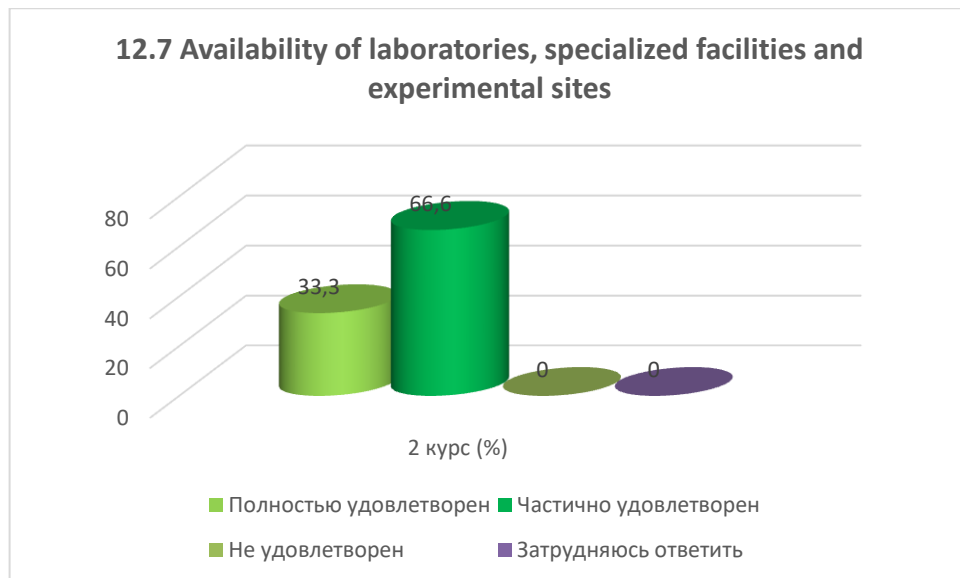
12.6 Availability of scientific equipment, instruments, materials

Answer options	2nd year (%)
Completely satisfied	50
Partially satisfied	33.3
Not satisfied	16.6
I find it difficult to answer	-



12.7 Availability of laboratories, specialized facilities and experimental sites

Answer options	2nd year (%)
Completely satisfied	33.3
Partially satisfied	66.6
Not satisfied	-
I find it difficult to answer	-

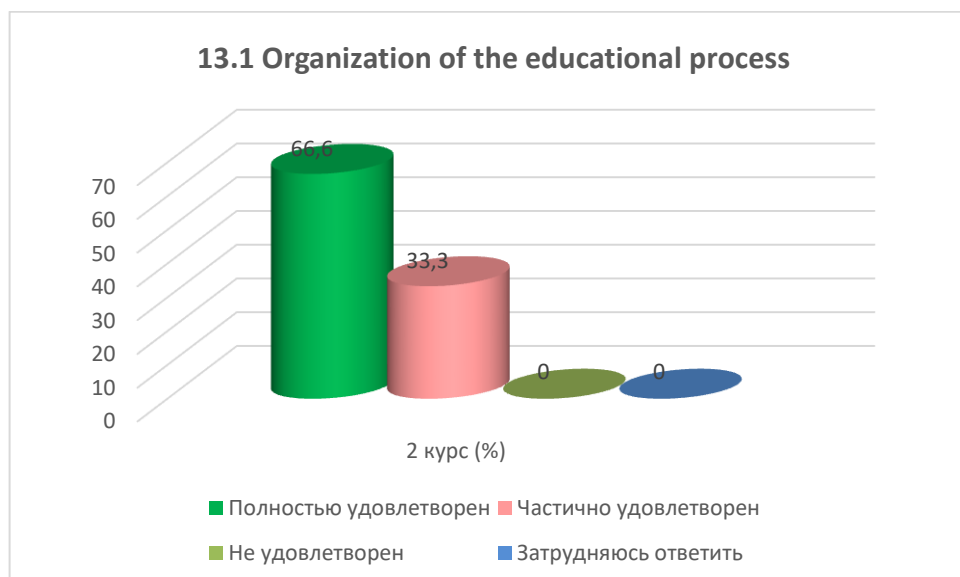


13. Are you satisfied?

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

13.1 Organization of the educational process

Answer options	2nd year (%)
Completely satisfied	66.6
Partially satisfied	33.3
Not satisfied	-
I find it difficult to answer	-



13.2 Living conditions in the hostel

Answer options	2nd year (%)
Completely satisfied	83.3
Partially satisfied	16.6
Not satisfied	-
I find it difficult to answer	-



13.3 Organization of free time

Answer options	2nd year (%)
Completely satisfied	33.3
Partially satisfied	66.6
Not satisfied	-
I find it difficult to answer	-



13.4 Catering organization

Answer options	2nd year (%)
Completely satisfied	-
Partially satisfied	66.6
Not satisfied	33.3
I find it difficult to answer	-



13.5 Organization of industrial practice

Answer options	2nd year (%)
Completely satisfied	83.3
Partially satisfied	16.6
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)

2nd year (%)
-

Please write what questions in your opinion need to be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university's activities.

2nd year (%)
-

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

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

Studying for a master's degree is a conscious choice of an adult, no longer made under the influence of parents or the situation, obtaining professional competencies in accordance with the chosen specialty, the next educational level after a bachelor's degree. To the question «What determined your choice of studying at a university master's program? (choose 3-4 answer options)» the majority of master's students, 50%, pointed to «University prestige» The master's students also noted such options as: «Opportunity for internships abroad while studying»- 33.3%, «The university where you studied as a bachelor» -33.3%.

To the question «How satisfied are you with the availability of information provided by the university in your field of study»: the following information was received:

- «About the training profile» Master's students' satisfaction was: «**completely satisfied**»- 100%,
- «Characteristics of a master's student's professional activity» Master's students' satisfaction was: «**completely satisfied**»- 50%, «**hastically satisfied**»- 50%.
- «List of developed competencies of master's degree graduates» Master's students' satisfaction was: «**completely satisfied**»- 83.3%, «**hastically satisfied**»- 16.6%.
- «List of master's students' practice databases» Master's students' satisfaction was: «**completely satisfied**»- 66.6%, «**hastically satisfied**»- 33.3%.
- «Information about scientific supervisors» Master's students' satisfaction was: «**completely satisfied**»- 33.3%, «**hastically satisfied**»- 66.6%

Also on option «**If you answered «Not satisfied» to the previous question, please give recommendations for improving the area of training**» Master's students indicated the following: - Extended Path in the professional field.

The teaching staff of master's programs is rated quite highly by respondents. For all criteria presented in the questionnaire (knowledge, qualifications, objectivity, methodological skill), respondents gave «very high» and «high» marks.

In general, undergraduates are satisfied with their participation in the formation of an individual work plan. According to the data obtained, 83.3% of respondents develop all sections of the plan independently under the control of their manager. There are also respondents who participate purely formally in the formation of individual work plans for undergraduates. Probably, scientific supervisors of master's programs should pay attention to planning the 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» 83.3% of respondents chose the option «completely satisfied», and 16.6% «hastically satisfied»

When answering the question «**What, in your opinion, is an indicator of a high scientific level of a university? (select 3-4 key characteristics)**» 50% of respondents chose the option «with modern material and technical base», 33.3% chose «involvement of undergraduates in research projects» And «strong teaching staff»-33.3%.

Publication of scientific articles and theses is one of the main conditions for a successful start of scientific work for undergraduates. Published articles and theses, their quantity and quality determine the master's student's ability to independently work with large volumes of information, organize scientific activities, apply methods in work, obtain results, form correct conclusions, and comply with the requirements for the general design and content of scientific works. Master's students publish their articles and theses both in Kazakh publications and in distant/near foreign publications (49.9%). There are also master's students who are published in nearby foreign publications (16.6%). However, 33.3% of first-year respondents indicated that they do not have scientific publications.

To the question «Your level of foreign language proficiency» the respondents' answers were distributed as follows: «average level» - 41.6%, «conversational level» - 25%, «I can express myself freely» - 16.6%.

The assessment of the level of participation of undergraduates in the work of the department is quite high - 31.2%. Least of all undergraduates participate in presentations at conferences and seminars – «low» 8.3%.

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 undergraduates» Master's students' satisfaction was: «**completely satisfied**»- 58.3%, «**hastically satisfied**»- 41.6%.

- «Material and technical support for applied scientific research» Master's students' satisfaction was: «**completely satisfied**»- 74.9%, «**hastically satisfied**»- 25%.

- «Availability for undergraduates of technology, computers necessary for the educational process and scientific activities» Master's students' satisfaction was: «**completely satisfied**»- 66.9% and «**hastically satisfied**»- 33.1%.

- «General level of organization and conduct of foreign internships» Master's students' satisfaction was: «**completely satisfied**»- 45.6%, «**hastically satisfied**»- 36.8%, «not satisfied» - 11.7% and «difficult to answer» - 5.9%.

- «Accessibility of library collections, electronic databases and Internet resources» Master's students' satisfaction was: «**completely satisfied**»- 49.9%, «**hastically satisfied**»- 49.9%.

- «Availability of scientific equipment, tools, materials» Master's students' satisfaction was: «**completely satisfied**»- 58.3%, «**hastically satisfied**»- 33.3%.

- «Availability of laboratories, specialized facilities and experimental sites» Master's students' satisfaction was: «**completely satisfied**»- 66.6%, «**hastically satisfied**»- 33.3%.

In general, they do not experience any difficulties when studying for a master's degree. At the end of the survey, respondents are asked to add questions that, in their opinion, need to be added to this questionnaire to improve the training program, improve the quality of services provided and other areas of the university's activities.

Recommendations:

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