

Report on the results of the questionnaire  
**«Satisfaction of master's students with educational services»**  
 2024-2025 academic year  
 according to the educational program  
**7M04104 Industrial economics**

In February 2025, the center for quality management and accreditation conducted an anonymous electronic questionnaire **«Satisfaction of master's students with educational services»**.

**The aim 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.

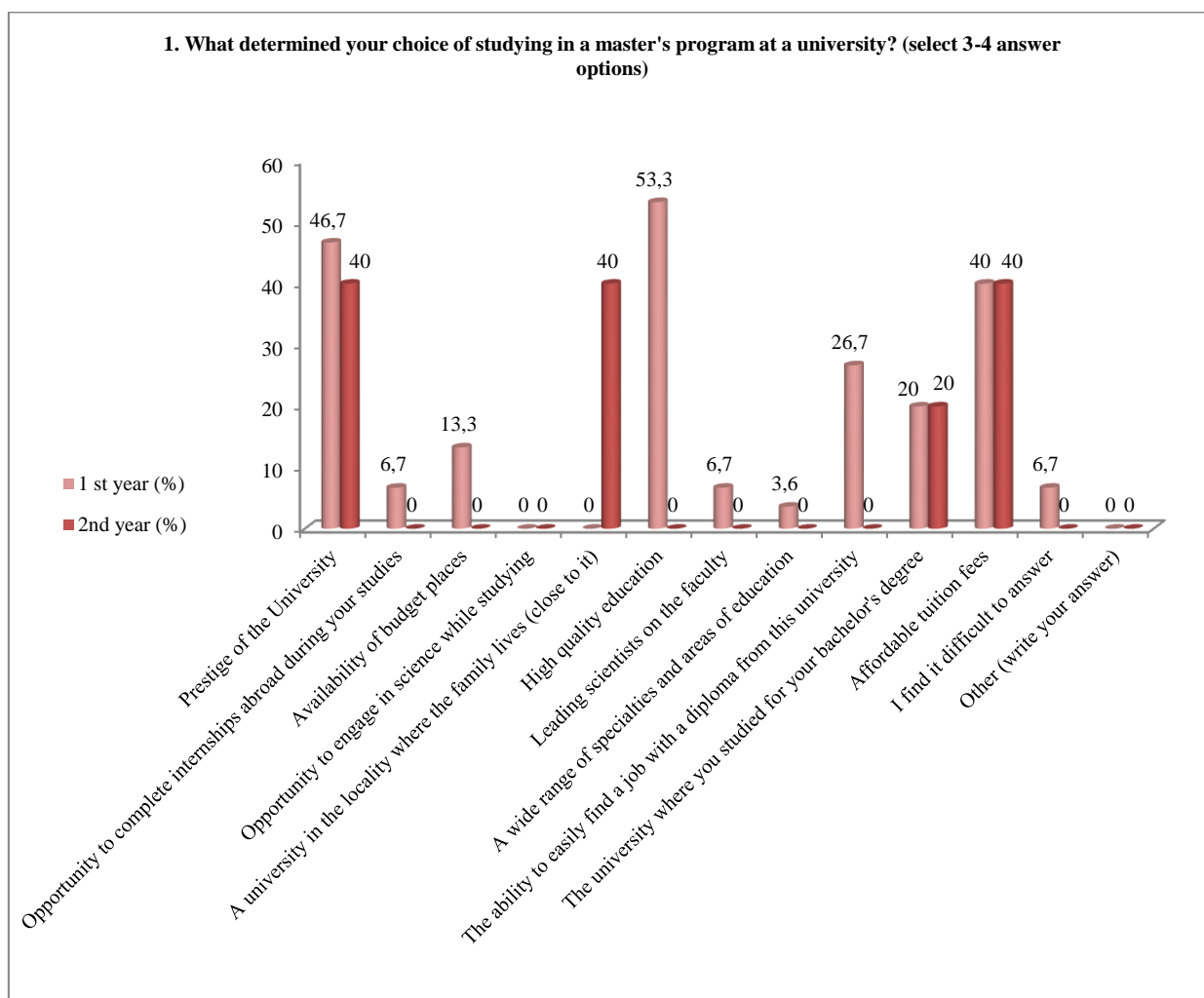
20 respondents took part in the questionnaire, which constituted 100% of the total number of master's students.

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>2nd year (%)</b>
Prestige of the University	46,7	40
Opportunity to complete internships abroad during your studies	6,7	-
Availability of budget places	13,3	-
Opportunity to engage in science while studying	-	-
A university in the locality where the family lives (close to it)	-	40
High quality education	53,3	-
Leading scientists on the faculty	6,7	-
A wide range of specialties and areas of education	3,6	-
The ability to easily find a job with a diploma from this university	26,7	-
The university where you studied for your bachelor's degree	20	20
Affordable tuition fees	40	40
I find it difficult to answer	6,7	-
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:**

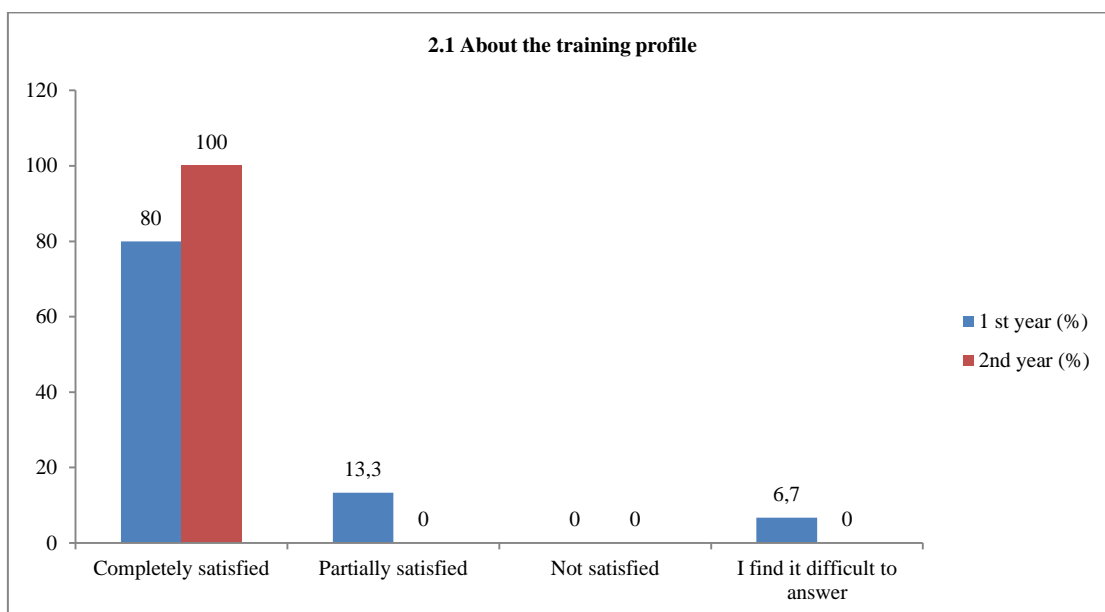
2.1 About the training profile
2.2 Characteristics of the professional activities of a master's student
2.3 List of developing competencies of a master's degree graduate
2.4 List of Master's students' practice bases
2.5 Information about scientific supervisors

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

If you answered «Not satisfied» to the previous question, please provide recommendations for improving the training area \_\_\_\_\_

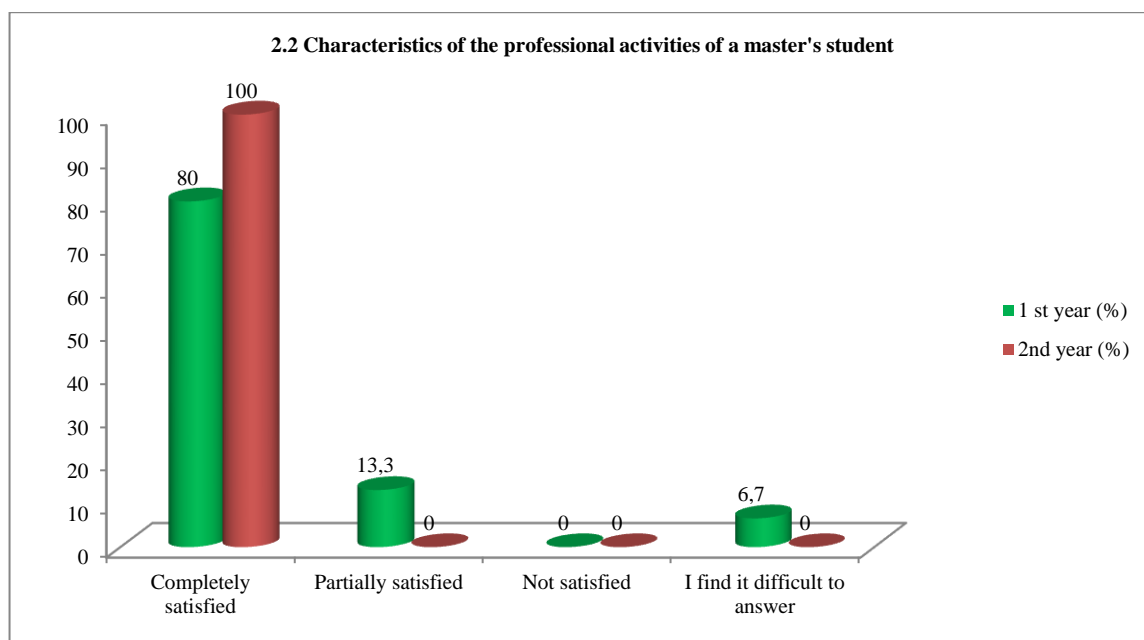
**2.1 About the training profile**

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	100
Partially satisfied	13,3	-
Not satisfied	-	-
I find it difficult to answer	6,7	-



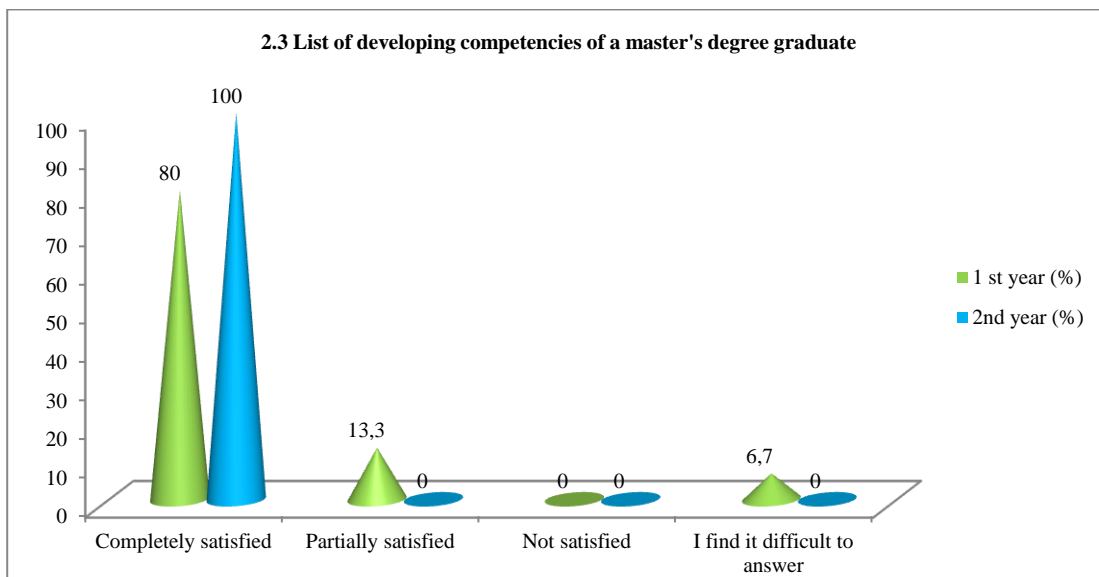
## 2.2 Characteristics of the professional activities of a master's student

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	100
Partially satisfied	13,3	-
Not satisfied	-	-
I find it difficult to answer	6,7	-



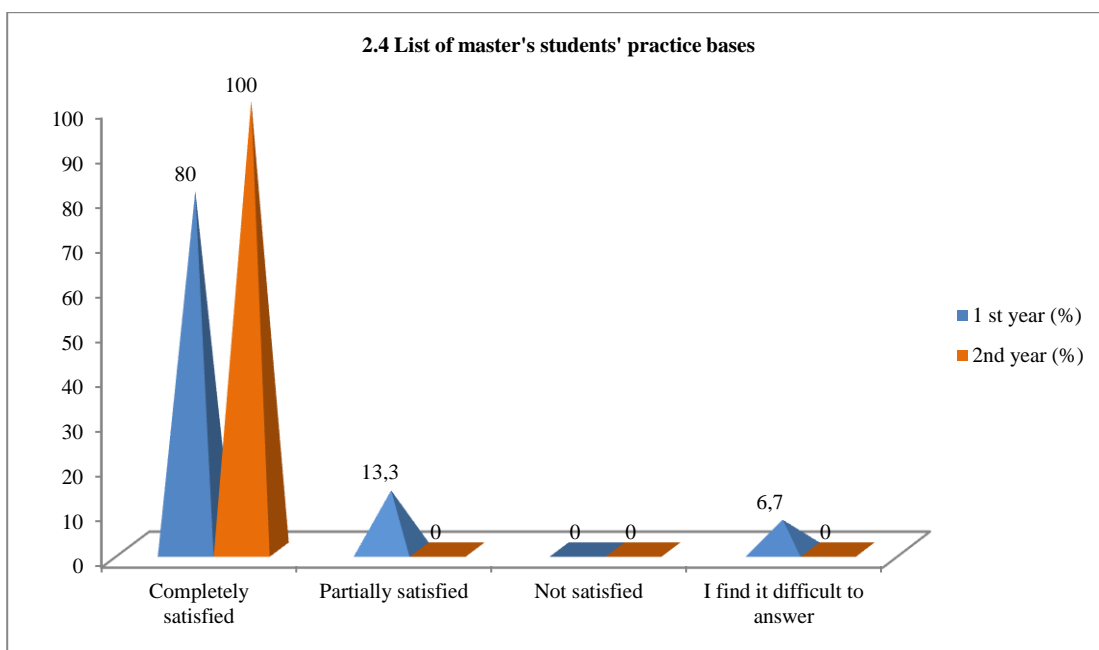
## 2.3 List of developing competencies of a master's degree graduate

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	100
Partially satisfied	13,3	-
Not satisfied	-	-
I find it difficult to answer	6,7	-



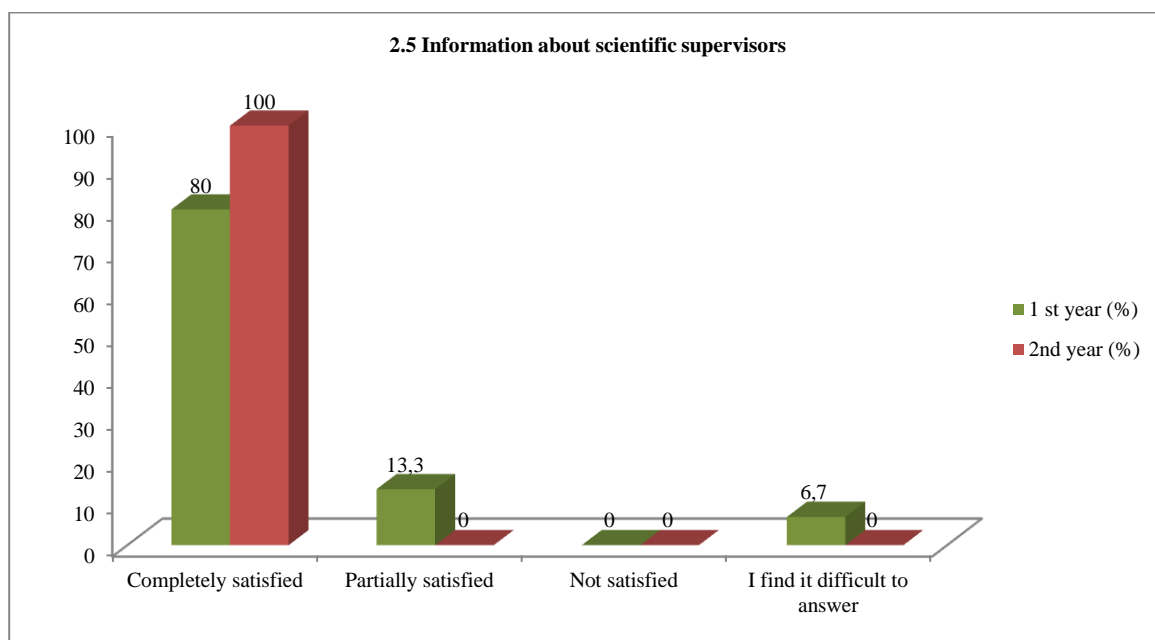
## 2.4 List of master's students' practice bases

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	100
Partially satisfied	13,3	-
Not satisfied	-	-
I find it difficult to answer	6,7	-



## 2.5 Information about scientific supervisors

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	100
Partially satisfied	13,3	-
Not satisfied	-	-
I find it difficult to answer	6,7	-



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

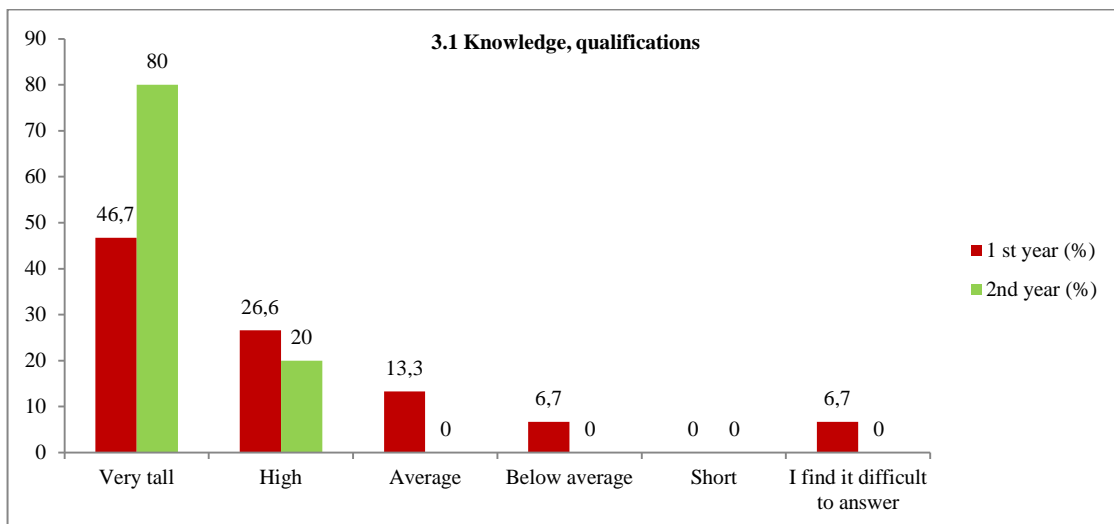
3.1 Knowledge, qualifications
3.2 Teaching qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

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

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

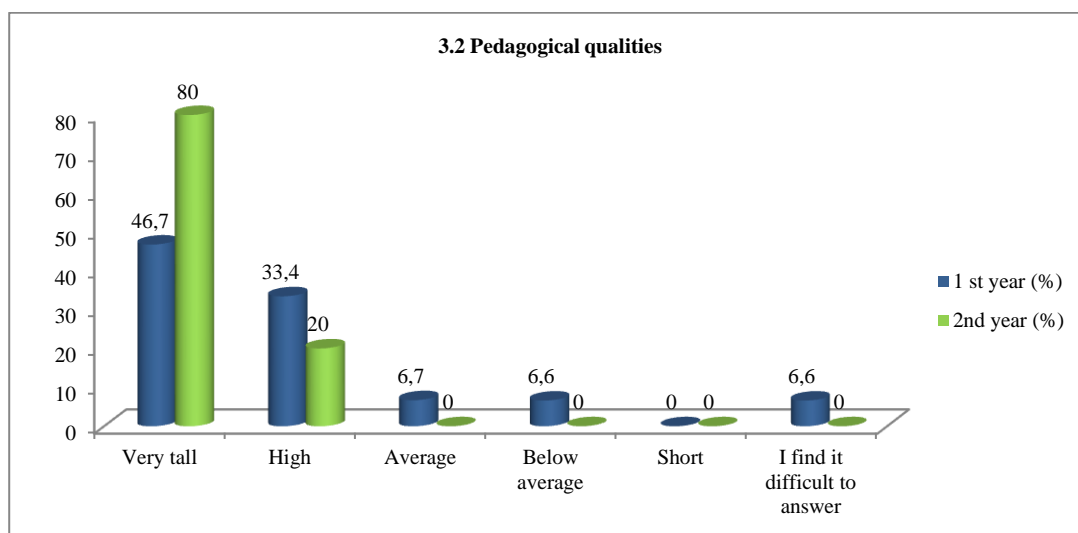
#### 3.1 Knowledge, qualifications

Answer options	1 st year (%)	2nd year (%)
Very tall	46,7	80
High	26,6	20
Average	13,3	-
Below average	6,7	-
Short	-	-
I find it difficult to answer	6,7	-



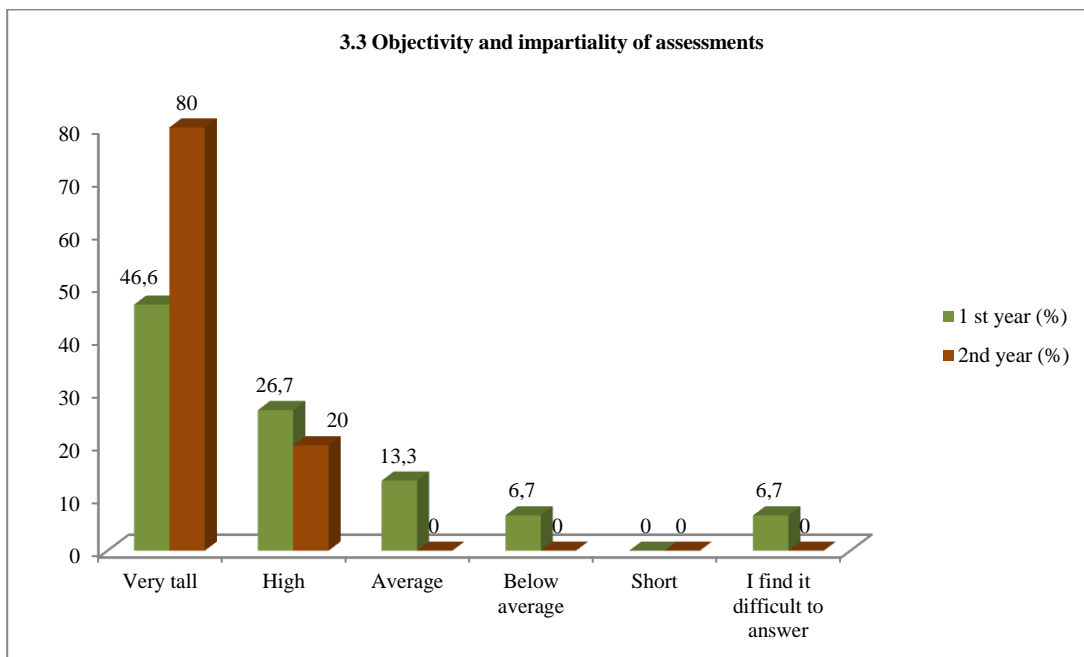
### 3.2 Pedagogical qualities

Answer options	1 st year (%)	2nd year (%)
Very tall	46,7	80
High	33,4	20
Average	6,7	-
Below average	6,6	-
Short	-	-
I find it difficult to answer	6,6	-



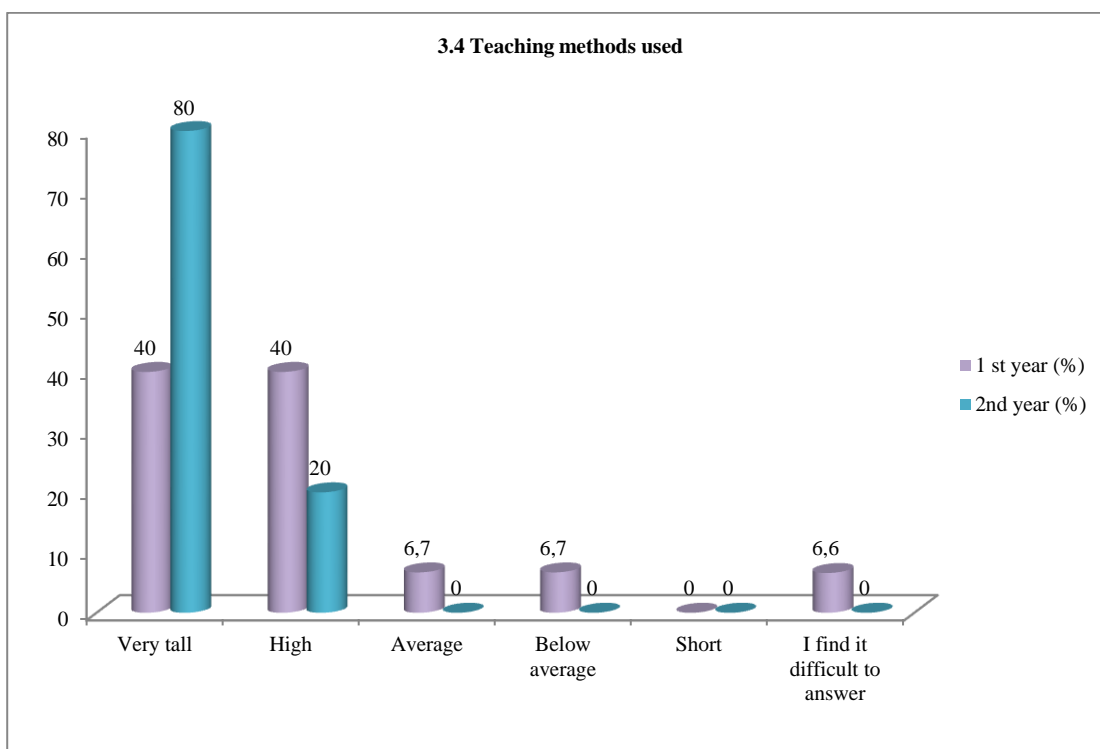
### 3.3 Objectivity and impartiality of assessments

Answer options	1 st year (%)	2nd year (%)
Very tall	46,6	80
High	26,7	20
Average	13,3	-
Below average	6,7	-
Short	-	-
I find it difficult to answer	6,7	-



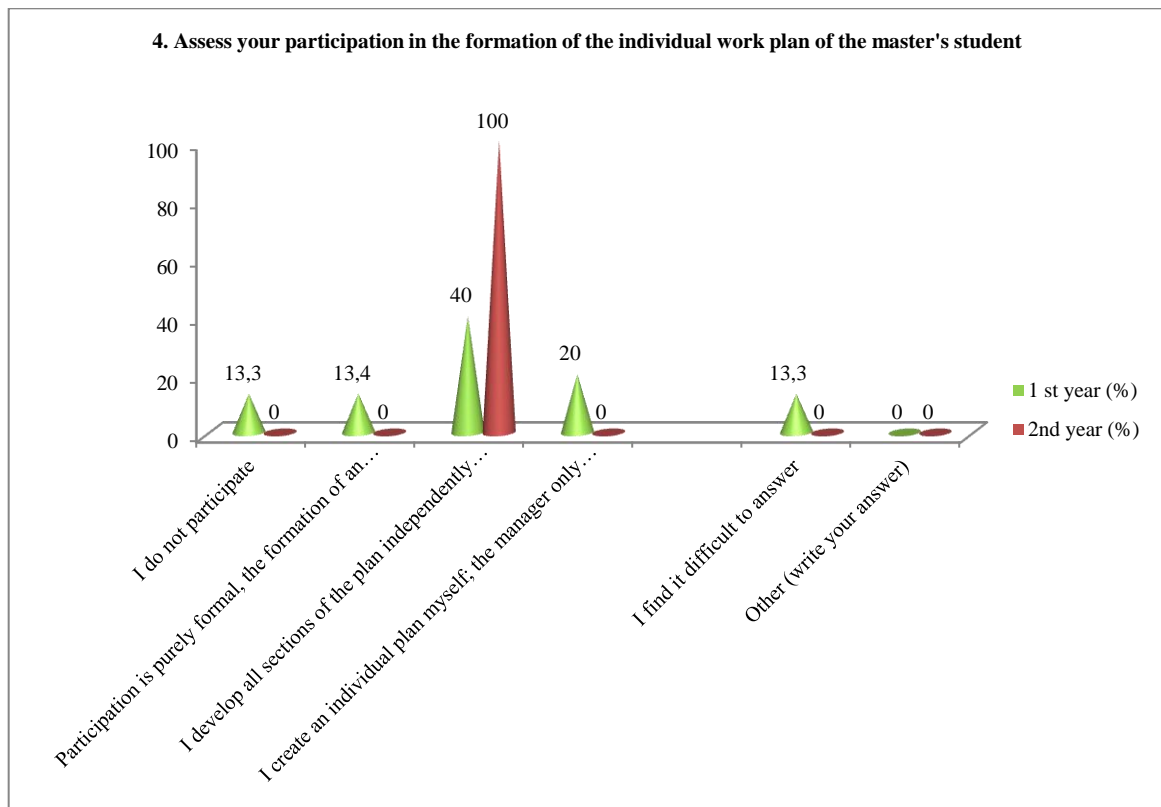
### 3.4 Teaching methods used

Answer options	1 st year (%)	2nd year (%)
Very tall	40	80
High	40	20
Average	6,7	-
Below average	6,7	-
Short	-	-
I find it difficult to answer	6,6	-



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

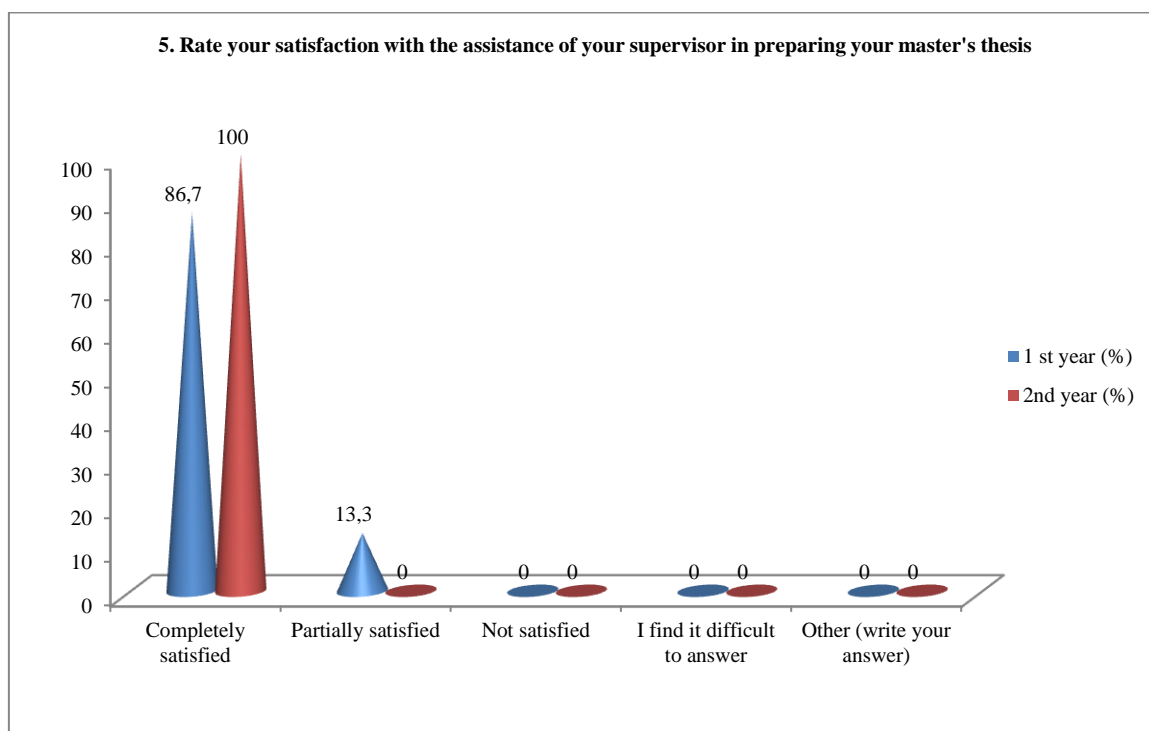
Answer options	1 st year (%)	2nd year (%)
I do not participate	13,3	-
Participation is purely formal, the formation of an individual plan does not actually depend on me.	13,4	-
I develop all sections of the plan independently under the supervision of my supervisor.	40	100
I create an individual plan myself; the manager only signs it.	20	-
I find it difficult to answer	13,3	-
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 (%)	2nd year (%)
Completely satisfied	86,7	100
Partially satisfied	13,3	-
Not satisfied	-	-
I find it difficult to answer	-	-
Other (write your answer)	-	-

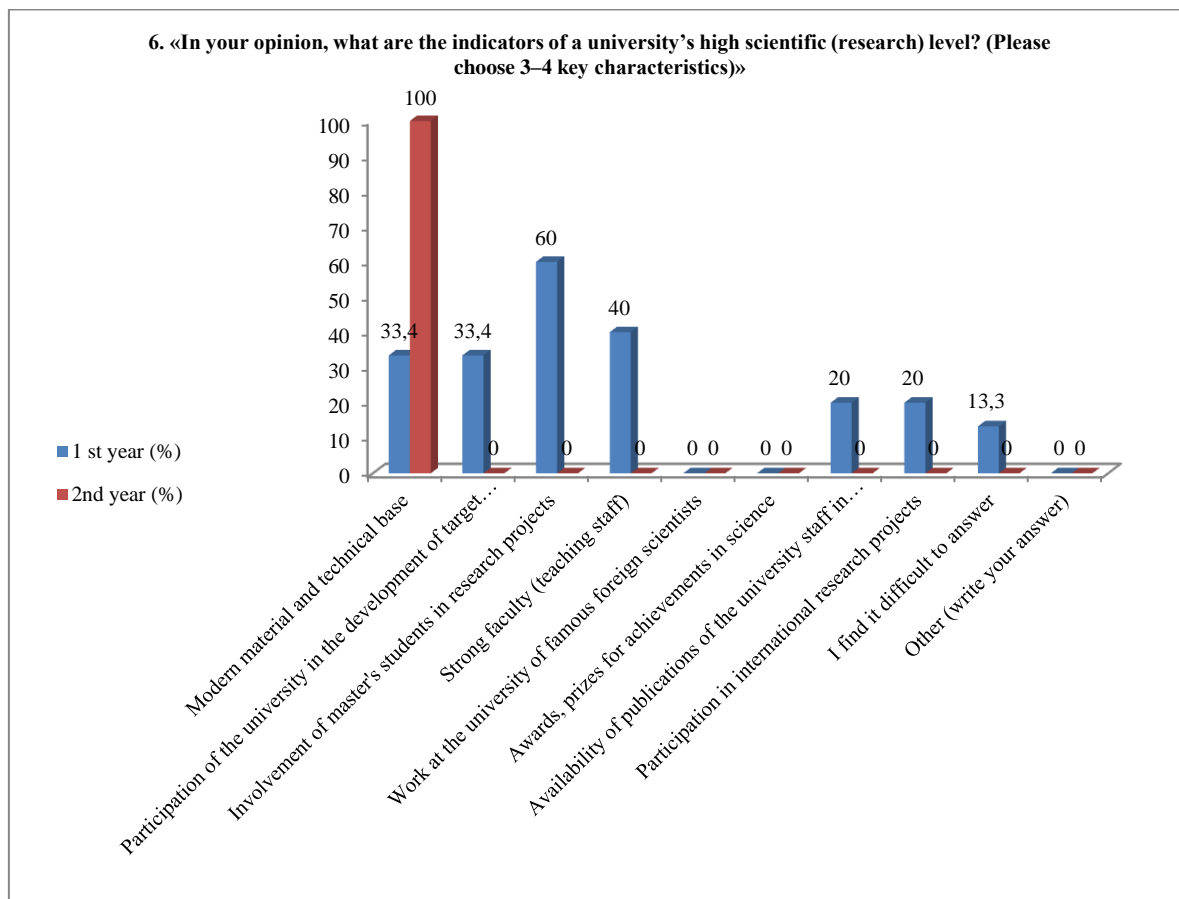




**6. «In your opinion, what are the indicators of a university's high scientific (research) level? (Please choose 3–4 key characteristics)»**

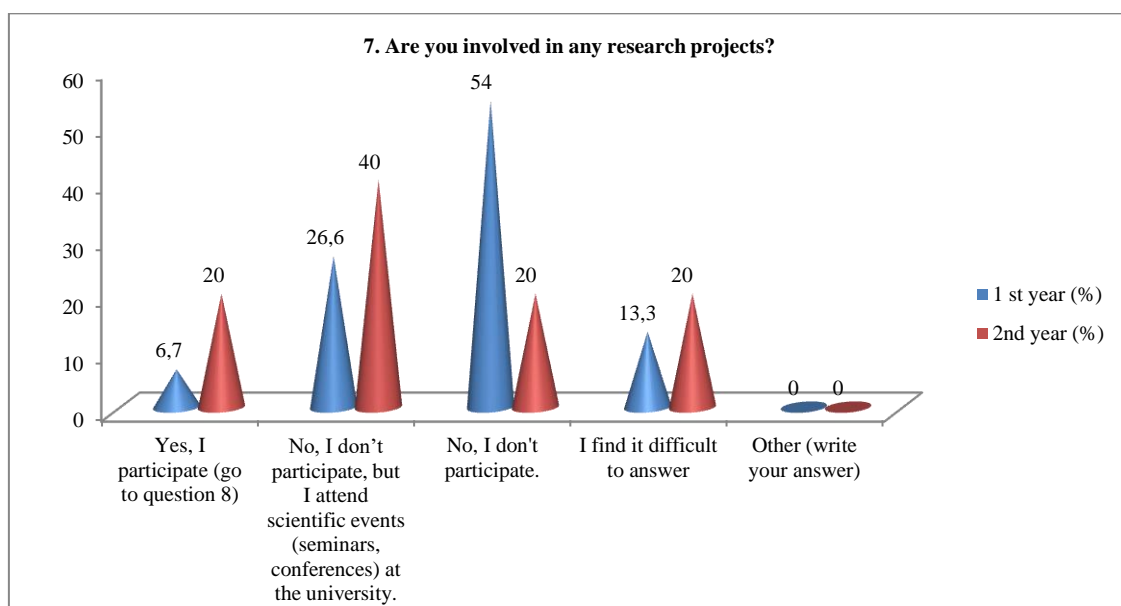
Answer options	1 st year (%)	2nd year (%)
Modern material and technical base	33,4	100
Participation of the university in the development of target programs for the socio-economic development of the region, cities, and enterprises	33,4	-
Involvement of master's students in research projects	60	-
Strong faculty (teaching staff)	40	-
Work at the university of famous foreign scientists	-	-
Awards, prizes for achievements in science	-	-
Availability of publications of the university staff in international publications	20	-
Participation in international research projects	20	-
I find it difficult to answer	13,3	-
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?

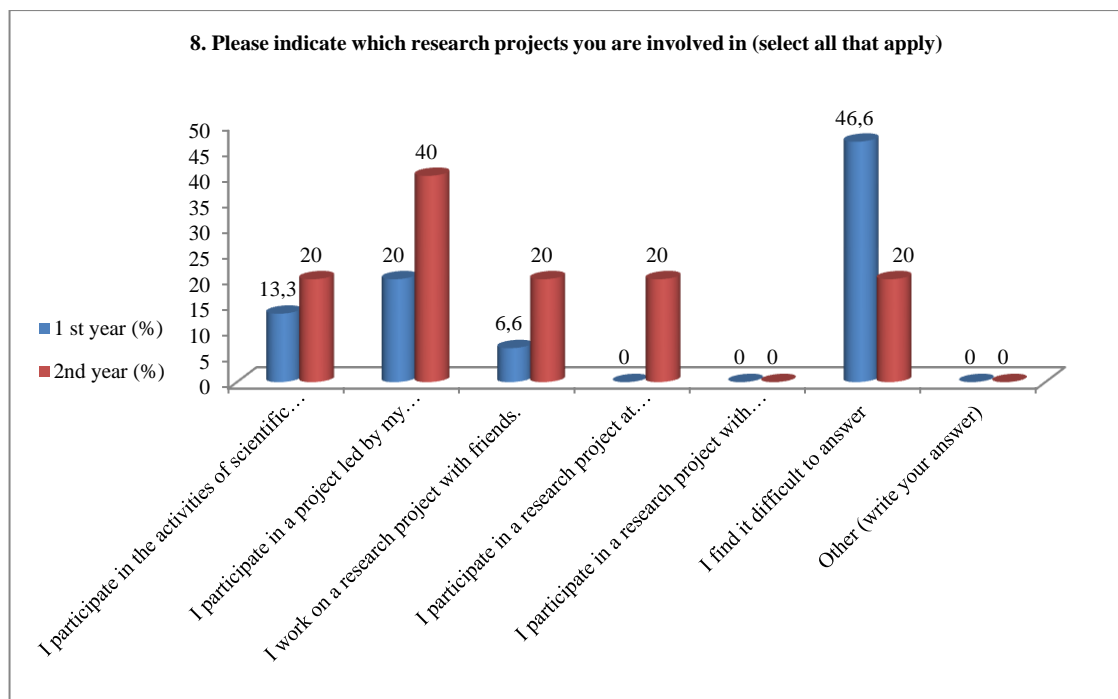
Answer options	1 st year (%)	2nd year (%)
Yes, I participate (go to question 8)	6,7	20
No, I don't participate, but I attend scientific events (seminars, conferences) at the university.	26,6	40
No, I don't participate.	54	20
I find it difficult to answer	13,3	20
Other (write your answer)	-	-



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

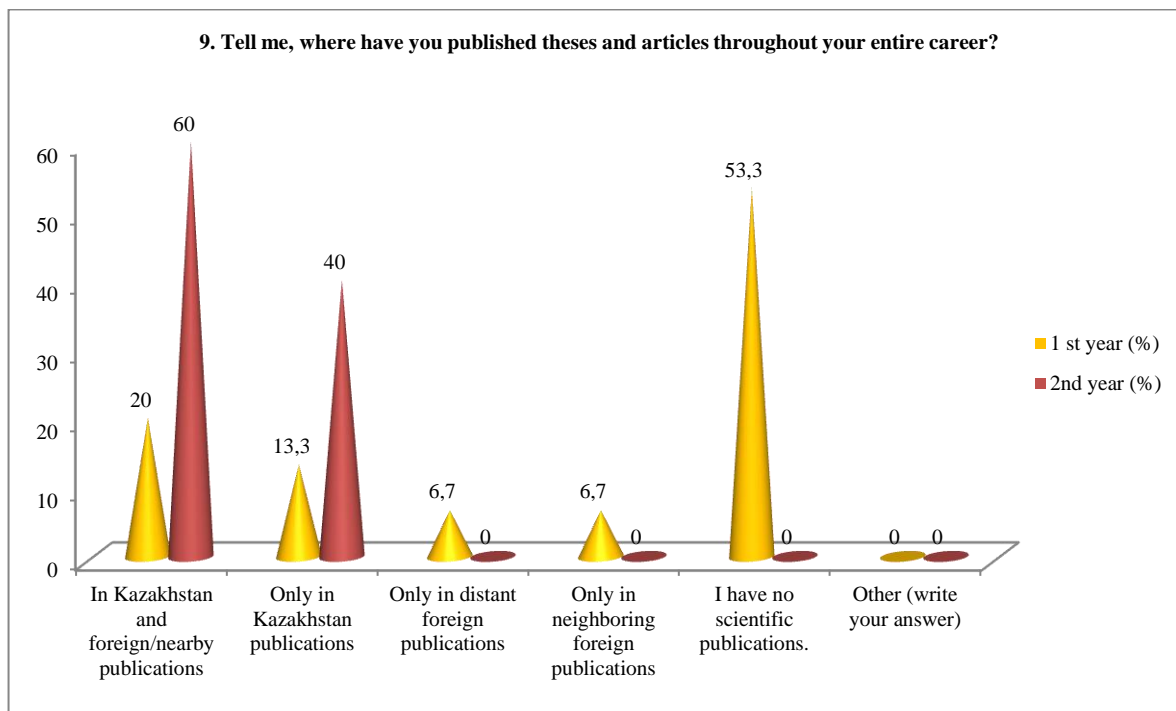
Answer options	1 st year (%)	2nd year (%)
I participate in the activities of scientific departments at my university	13,3	20
I participate in a project led by my supervisor/another teacher.	20	40
I work on a research project with friends.	6,6	20
I participate in a research project at another university.	-	20
I participate in a research project with foreign universities	-	-
I find it difficult to answer	46,6	20
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 entire career?**

Answer options	1 st year (%)	2nd year (%)
In Kazakhstan and foreign/nearby publications	20	60
Only in Kazakhstan publications	13,3	40
Only in distant foreign publications	6,7	-
Only in neighboring foreign publications	6,7	-
I have no scientific publications.	53,3	-
Other (write your answer)	-	-

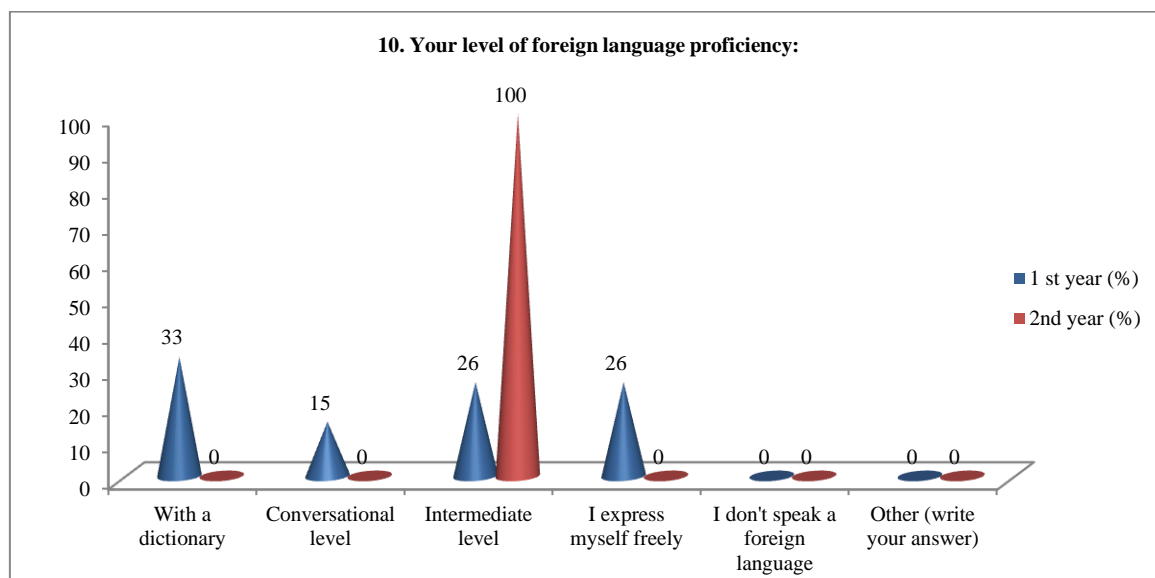


If you answered «**I have no scientific publications**» to the previous question, please write why:

- I haven't had time yet.

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

Answer options	1 st year (%)	2nd year (%)
With a dictionary	33	-
Conversational level	15	-
Intermediate level	26	100
I express myself freely	26	-
I don't speak a foreign language	-	-
Other (write your answer)	-	-



## 11. Assess the level of your 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

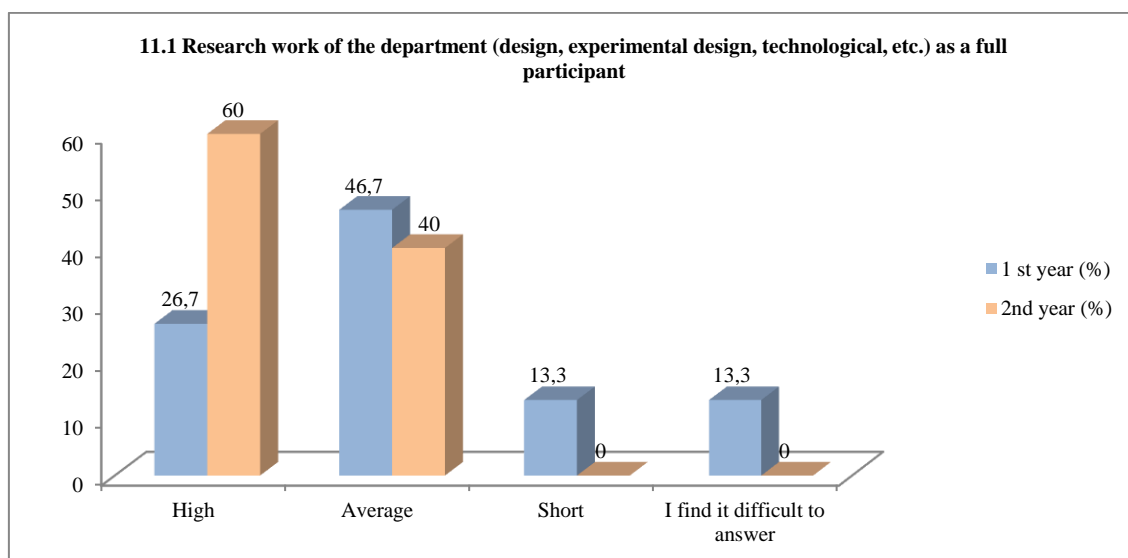
Other (write your answer) \_\_\_\_\_

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

\_\_\_\_\_

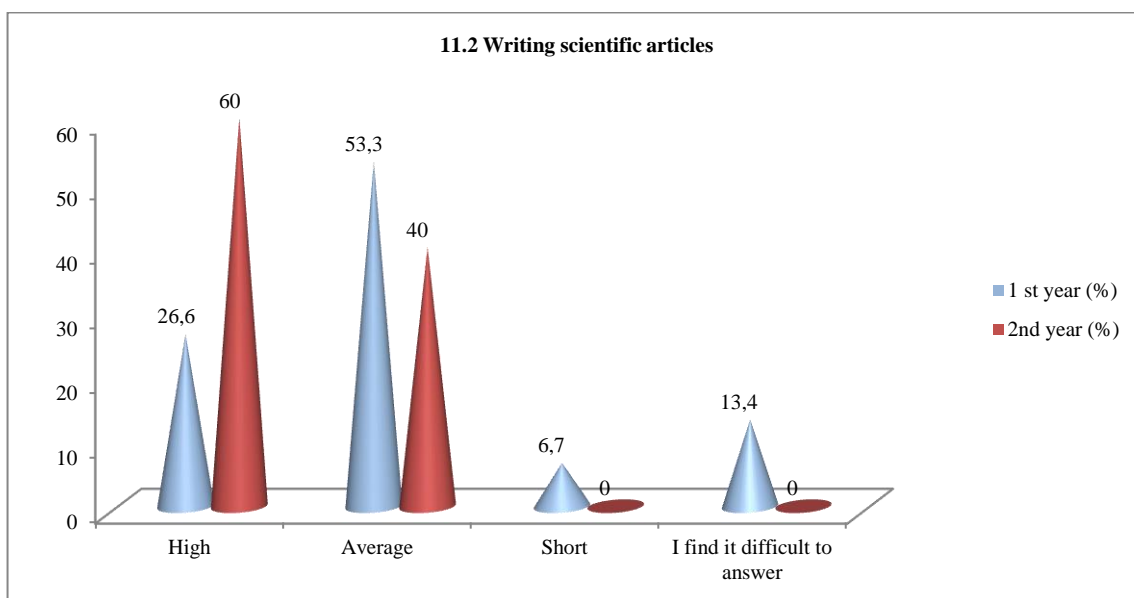
### 11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 st year (%)	2nd year (%)
High	26,7	60
Average	46,7	40
Short	13,3	-
I find it difficult to answer	13,3	-



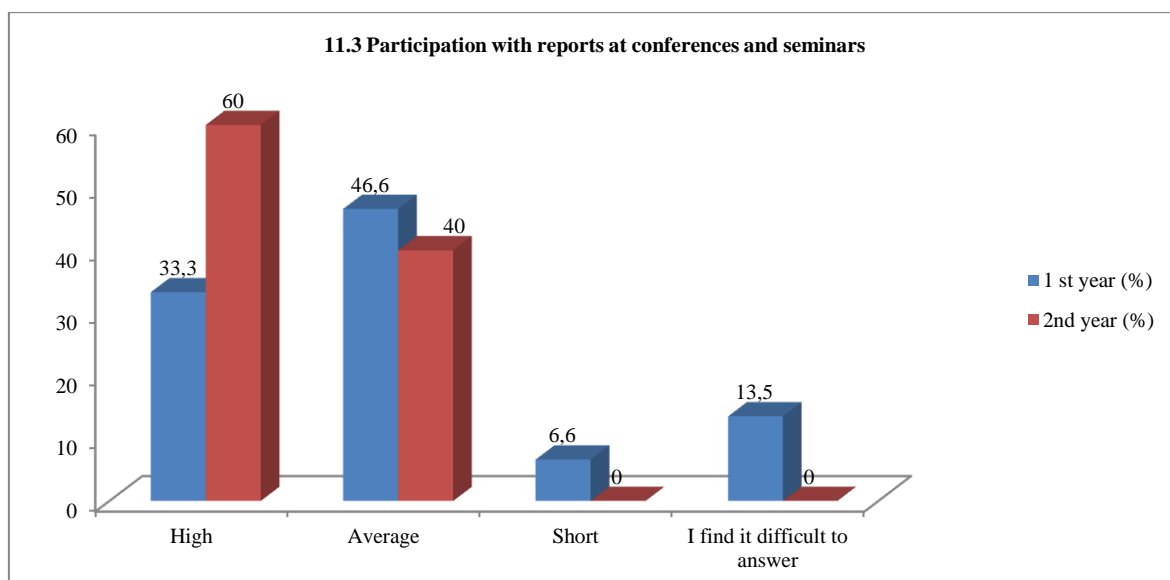
### 11.2 Writing scientific articles

Answer options	1 st year (%)	2nd year (%)
High	26,6	60
Average	53,3	40
Short	6,7	-
I find it difficult to answer	13,4	-



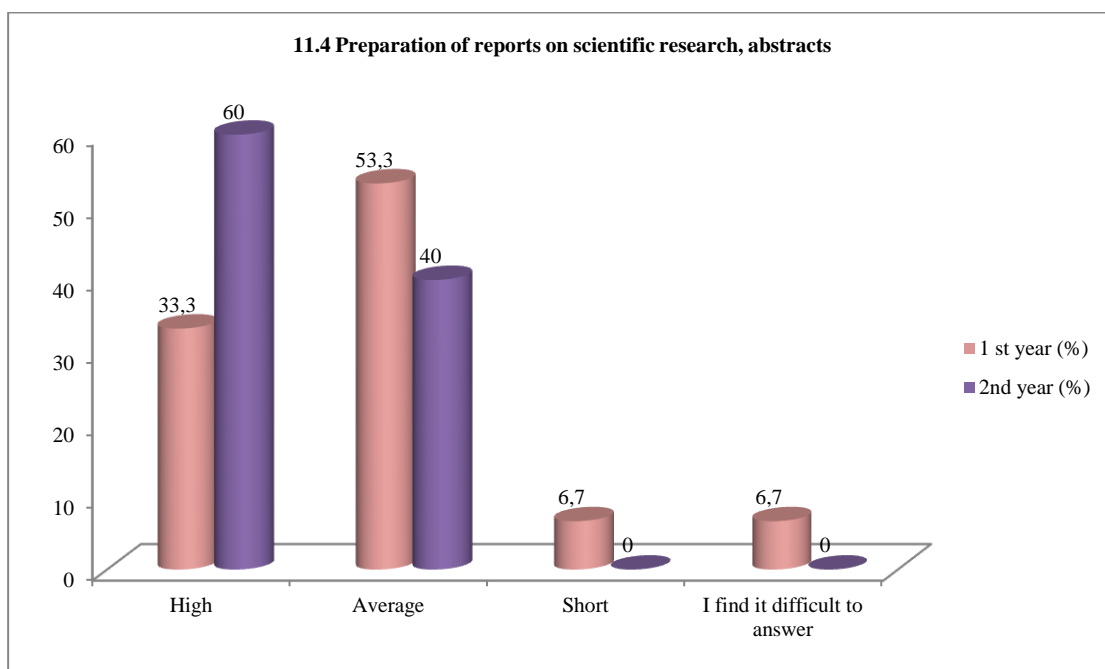
### 11.3 Participation with reports at conferences and seminars

Answer options	1 st year (%)	2nd year (%)
High	33,3	60
Average	46,6	40
Short	6,6	-
I find it difficult to answer	13,5	-



### 11.4 Preparation of reports on scientific research, abstracts

Answer options	1 st year (%)	2nd year (%)
High	33,3	60
Average	53,3	40
Short	6,7	-
I find it difficult to answer	6,7	-



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

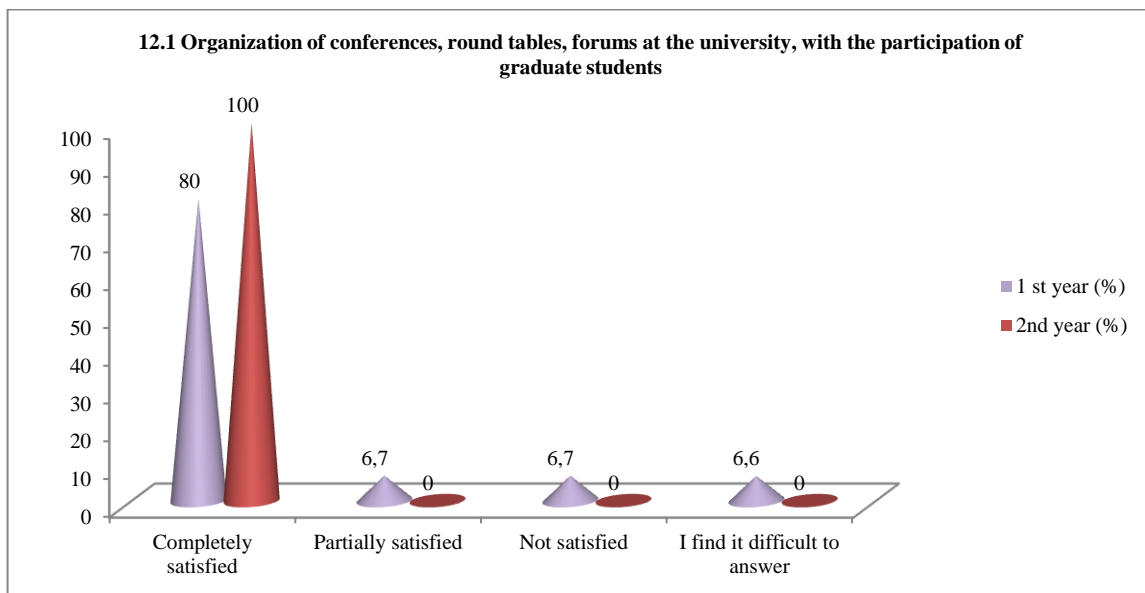
12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students
12.2 Logistics support for applied scientific research
12.3 Accessibility for master's students of technology, computers necessary for the educational process and scientific activities
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 \_\_\_\_\_

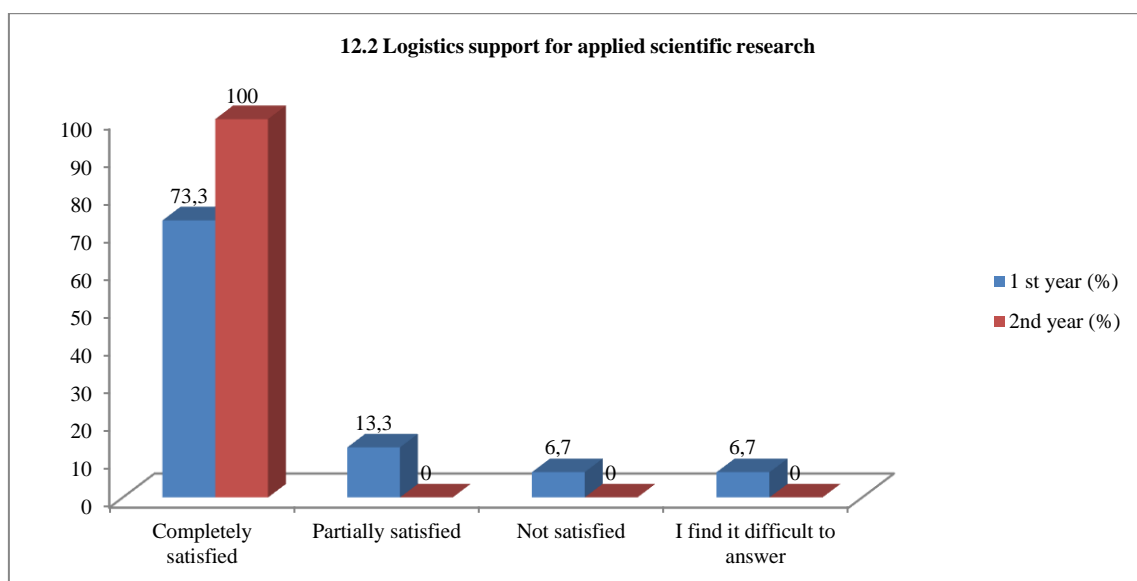
**12.1 Organization of conferences, round tables, forums at the university, with the participation of graduate students**

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	100
Partially satisfied	6,7	-
Not satisfied	6,7	-
I find it difficult to answer	6,6	-



## 12.2 Logistics support for applied scientific research

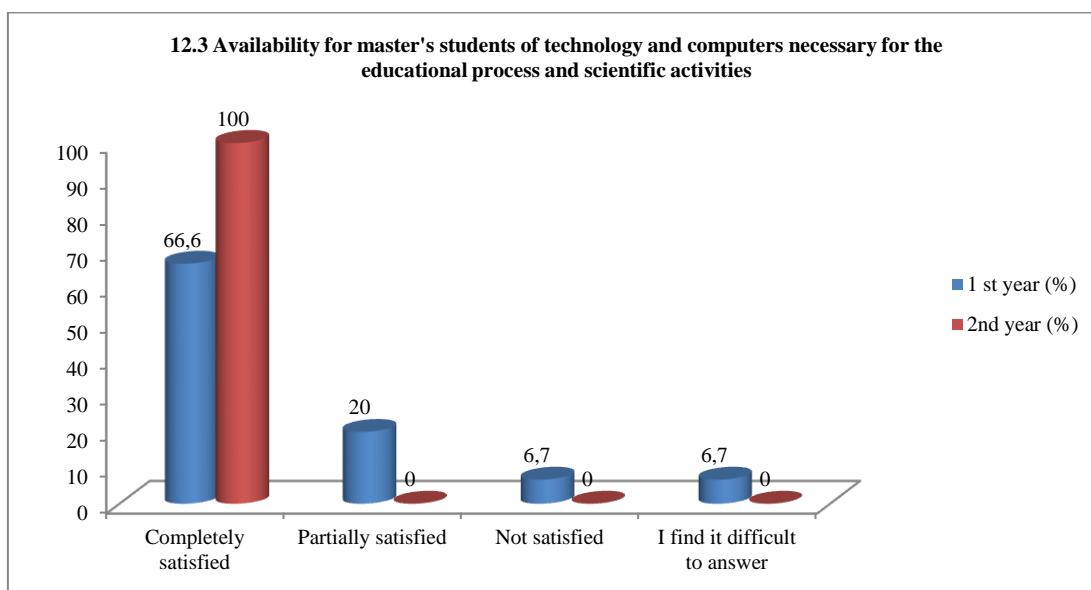
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	73,3	100
Partially satisfied	13,3	-
Not satisfied	6,7	-
I find it difficult to answer	6,7	-



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

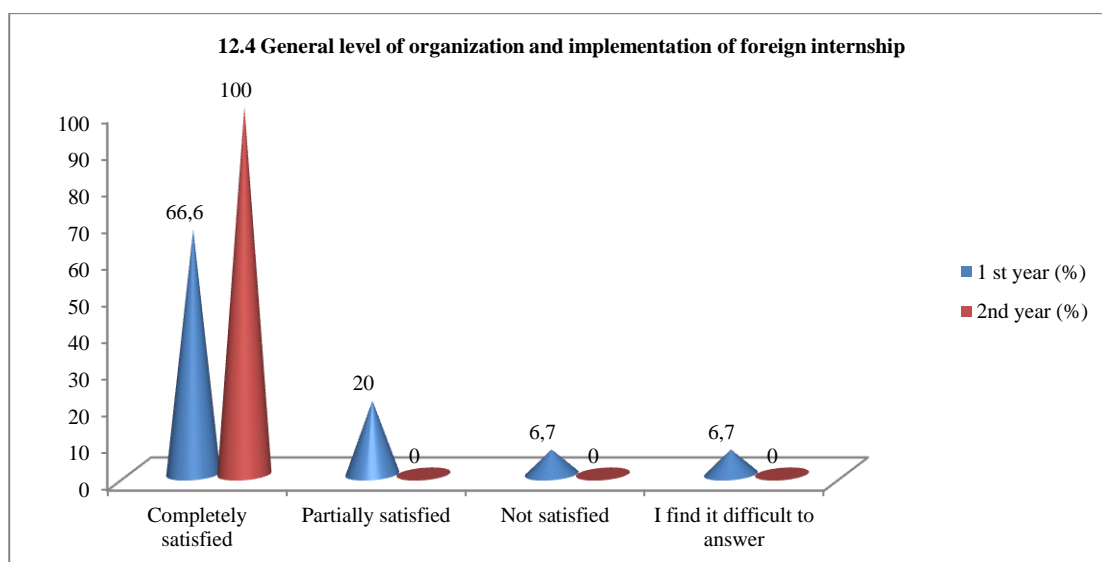
Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66,6	100
Partially satisfied	20	-
Not satisfied	6,7	-
I find it difficult to answer	6,7	-





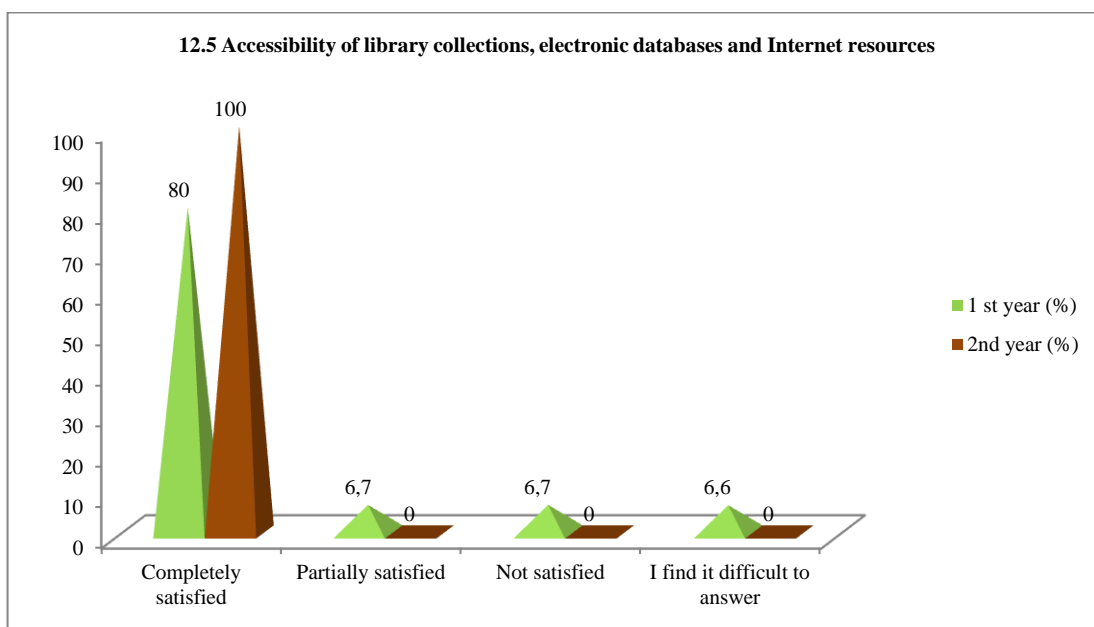
## 12.4 General level of organization and implementation of foreign internship

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	66,6	100
Partially satisfied	20	-
Not satisfied	6,7	-
I find it difficult to answer	6,7	-



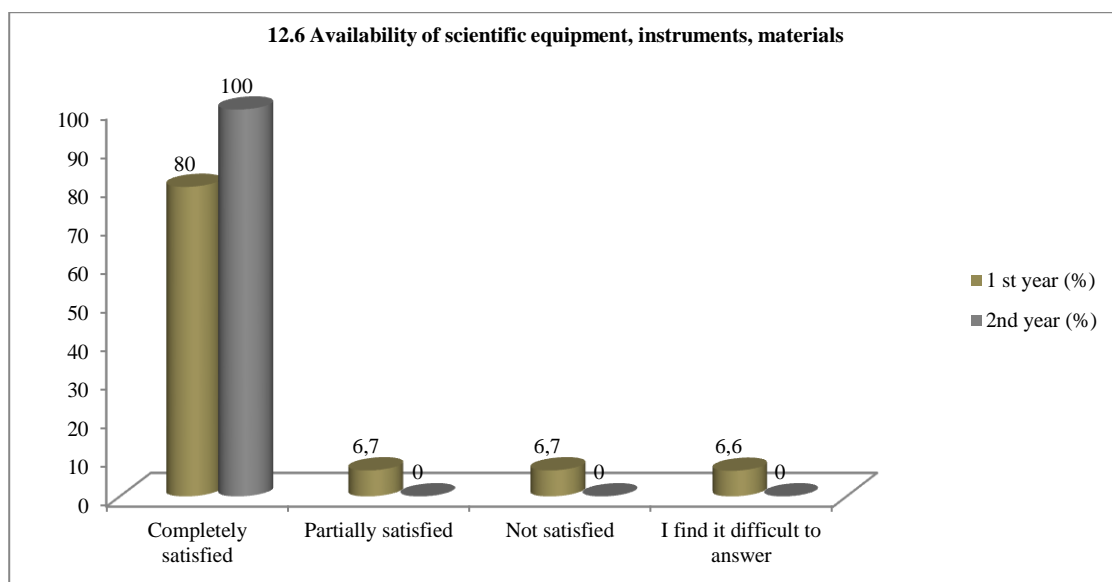
## 12.5 Accessibility of library collections, electronic databases and Internet resources

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	100
Partially satisfied	6,7	-
Not satisfied	6,7	-
I find it difficult to answer	6,6	-



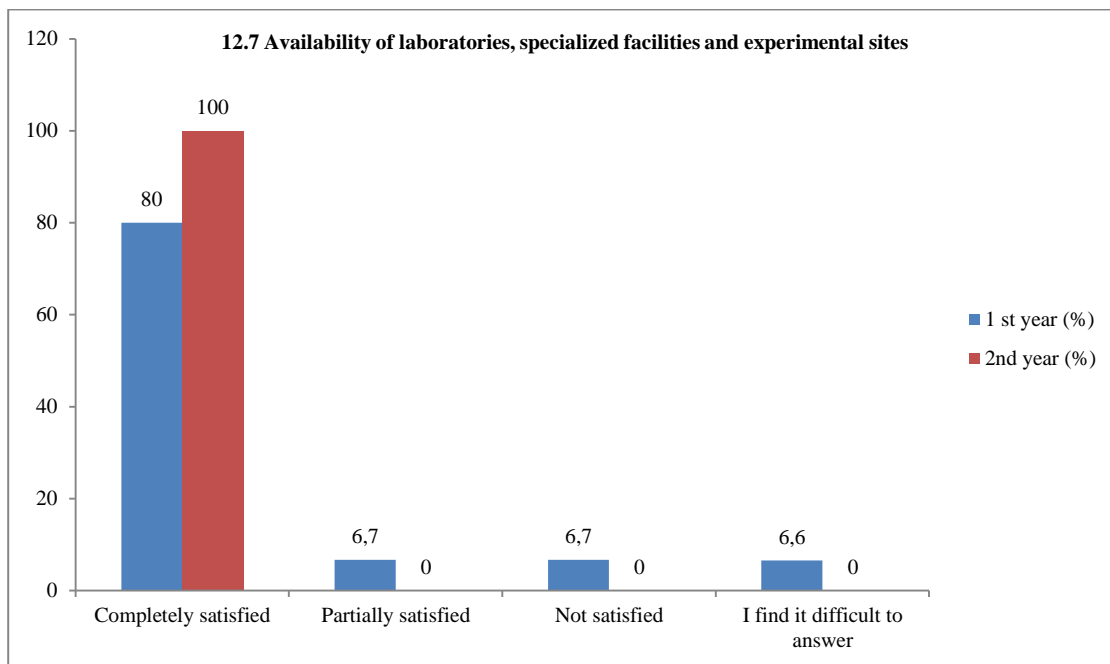
## 12.6 Availability of scientific equipment, instruments, materials

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	100
Partially satisfied	6,7	-
Not satisfied	6,7	-
I find it difficult to answer	6,6	-



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

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	80	100
Partially satisfied	6,7	-
Not satisfied	6,7	-
I find it difficult to answer	6,6	-

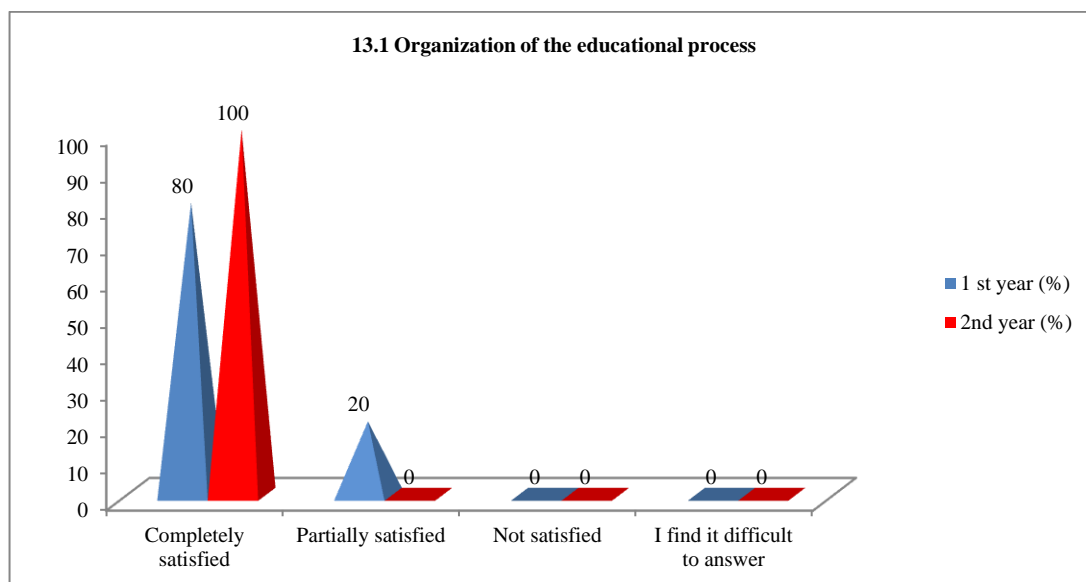


### 13. Are you satisfied?

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

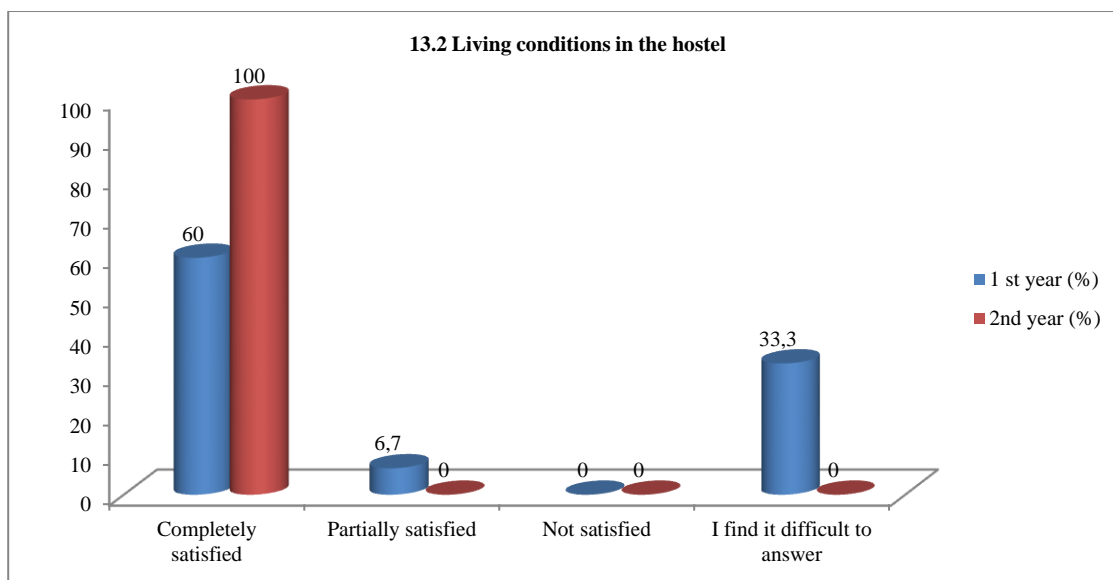
#### 13.1 Organization of the educational process

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



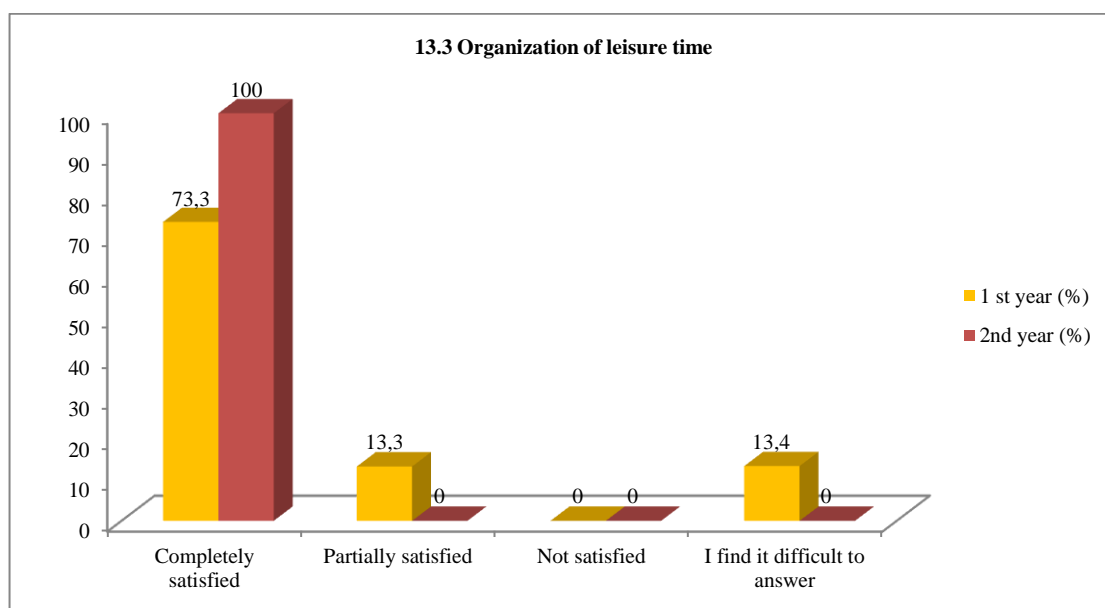
### 13.2 Living conditions in the hostel

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	60	100
Partially satisfied	6,7	-
Not satisfied	-	-
I find it difficult to answer	33,3	-



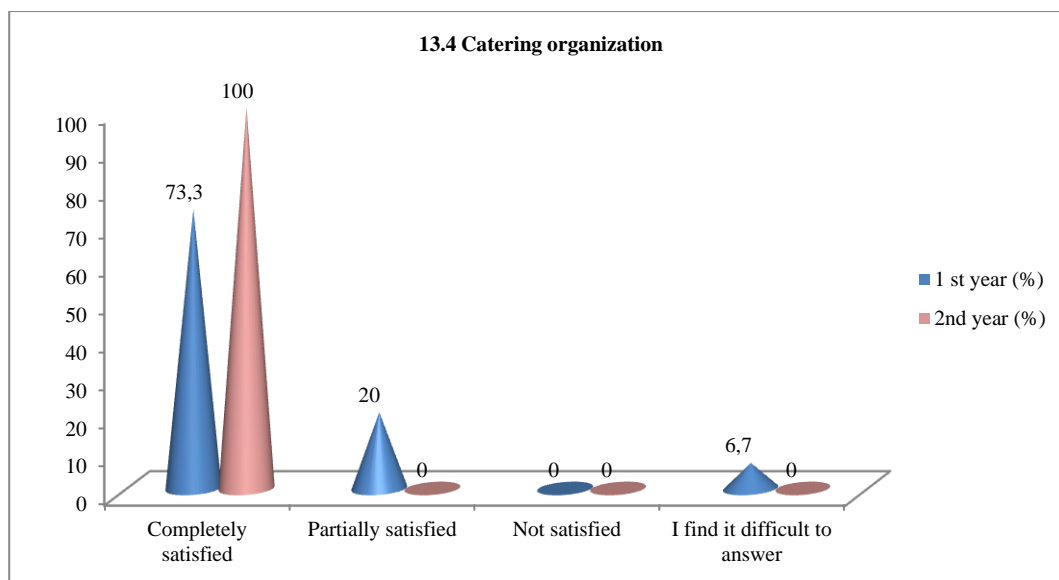
### 13.3 Organization of leisure time

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	73,3	100
Partially satisfied	13,3	-
Not satisfied	-	-
I find it difficult to answer	13,4	-



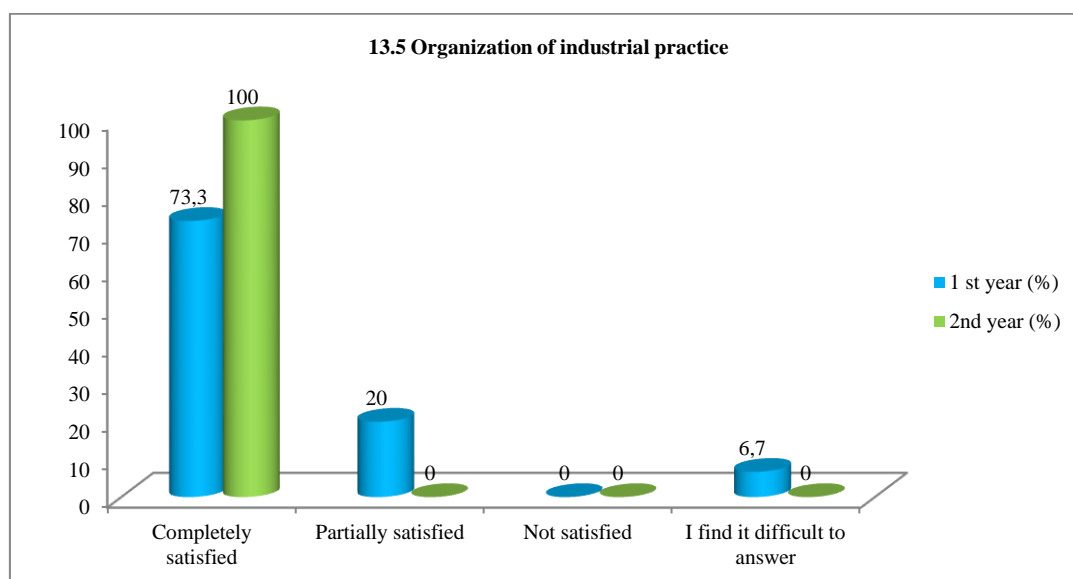
### 13.4 Catering organization

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	73,3	100
Partially satisfied	20	-
Not satisfied	-	-
I find it difficult to answer	6,7	-



### 13.5 Organization of industrial practice

Answer options	1 st year (%)	2nd year (%)
Completely satisfied	73,3	100
Partially satisfied	20	-
Not satisfied	-	-
I find it difficult to answer	6,7	-



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

*1. The main factors determining the choice of studying in a Master's degree program at a university:*

- university prestige (43.3%);
- affordable tuition fees (40%);
- high quality of education (26.6%);
- continuation of education at the same university (20%);
- the ability to easily find a job with a diploma from this university (13.3%);

In addition, it is worth considering that the availability of budget places, leading scientists among the teaching staff and proximity to the family's place of residence also influence the decision to enter a master's program at a university.

*2. Average level of satisfaction with the availability of information in the field of training for master's students* (96.6%). This is a high level of satisfaction, which indicates that most master's degree students consider information in their field of study to be accessible and satisfactory. Good accessibility of information helps master's degree students to plan their educational activities more effectively, navigate the educational process and successfully master the educational material.

*3. Evaluation of the teaching staff:* More than (88.3%) of the master's students rated the level of knowledge, professionalism, objectivity, teaching skills and methods of teachers as «very high» and «high».

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

- 70% of master's students actively participate in developing their work plan under the supervision of their supervisor, which indicates a high degree of independence and responsibility of master's students;

- 10% of graduate students develop a plan independently, and the supervisor signs it without exerting significant influence;

- 6.6% of master's students see their participation as formal, as they relied more on the help of their supervisor due to difficulties in independently formulating ideas;

- 6.6% of master's students do not participate at all, however, self-critically assessing their efforts, they believe that they would not have been able to cope without the main assistance of their academic supervisor;

- 6.6% of graduate students find it difficult to answer whose initiative was greater – theirs or their supervisor's.

*5. Satisfaction with the assistance of the scientific supervisor in preparing the master's thesis:* 100% of master's students are satisfied with the help they receive from their supervisor. This indicator demonstrates the high level of satisfaction of master's students with the quality and support they receive from their supervisor.

*6. Indicators of the high scientific level of the University:*

- modern material and technical base (66.7%) has a significant impact on the quality of scientific research and training master's students;

- the involvement of master's students in research projects (30%) indicates active scientific activity Master's students;

- a strong teaching staff (20%) contributes to high-quality educational and scientific activities;

-participation in the development of target programs for the socio-economic development of the region, cities, and enterprises (16.7%) indicates its significant role in the socio-economic development of society;

-Participation in international research projects (10%) indicates the university's active cooperation with the international scientific community and its contribution to global research.

*7. Participation of master's students in research projects and scientific life of the university:* 58.3% of master's students actively participate in research projects and attend scientific events such as seminars and conferences. These data show that half of the master's students are involved in scientific activities, which contributes to their academic and professional development.

*8. Publication of scientific papers:* During the entire period of their activity (73.4%), master's degree students published their theses and articles in both Kazakhstani and foreign publications. This indicates an average level of involvement of master's degree students in the scientific community and their desire to disseminate the results of their research at the international level.

*9. Level of foreign language proficiency:* The majority of master's degree students (100%) have different levels of foreign language proficiency, from basic with the use of a dictionary to complete freedom in expression. Efforts to improve knowledge of a foreign language can be useful in both academic and professional activities of master's degree students.

*10.* The participation of postgraduates in the work of the department is 89.9% according to the following indicators:

- research work of the department (design, experimental design, technological, etc.) as a full participant: 86.7%;

- writing scientific articles: 89.9%;

- participation with reports at conferences and seminars: 89.9%;

- preparation of research reports, abstracts: 93.3%.

*11.* The satisfaction of master's students with the scientific and educational environment of the university is 93.3% according to the following indicators:

-organization of conferences, round tables, forums with the participation of graduate students;

-logistical support for applied scientific research;

-availability of technology and computers for the educational process and scientific activities;

- organization of foreign internships;

- accessibility of library collections, electronic databases and Internet resources;

- availability of scientific equipment, instruments, materials;

- availability of laboratories, specialized facilities and experimental sites.

*12. Quality of educational services:* 93.9% for the following indicators: 100% of respondents expressed satisfaction with the organization of the educational process, 93.3% - with the organization of free time, 83.4% - with the living conditions in the dormitory, 96.6% - with the organization of industrial practice and meals. These data indicate the high quality of services and support provided by the university to ensure successful learning and comfort of master's students.

Overall, postgraduates highly value the research and teaching opportunities provided by the university, which is reflected in postgraduate satisfaction.

Final satisfaction of master's degree students in the specialty «Industrial economics» educational services is **88%**, which indicates a high level of satisfaction among students in general, despite individual problems and areas for improvement.

### **Recommendations:**

1. Discussion of the questionnaire results:

- The head of the department must familiarize and discuss the results of the questionnaire with employees and graduate students.

2. Availability of questionnaire results:

- Master's students can request the results of the questionnaire by e-mail from the quality management and accreditation center: [cqma@ktu.edu.kz](mailto:cqma@ktu.edu.kz).