

Report on the results of the survey  
«Master students' satisfaction with educational services»  
for 2024-2025 ac. year  
in educational program  
**7M11302 Logistics and supply chain management**

In February 2025, the Center for quality management and accreditation conducted an anonymous electronic survey "Master students' satisfaction with educational services".

**The purpose of the survey** was to measure consumer satisfaction with the quality of services provided by the university.

**The subject of the survey** was 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 survey were processed and presented in a generalized form with a guarantee of confidentiality of the personal opinions of master's students.

**The object of the survey** was the 1 and 2 year master students.

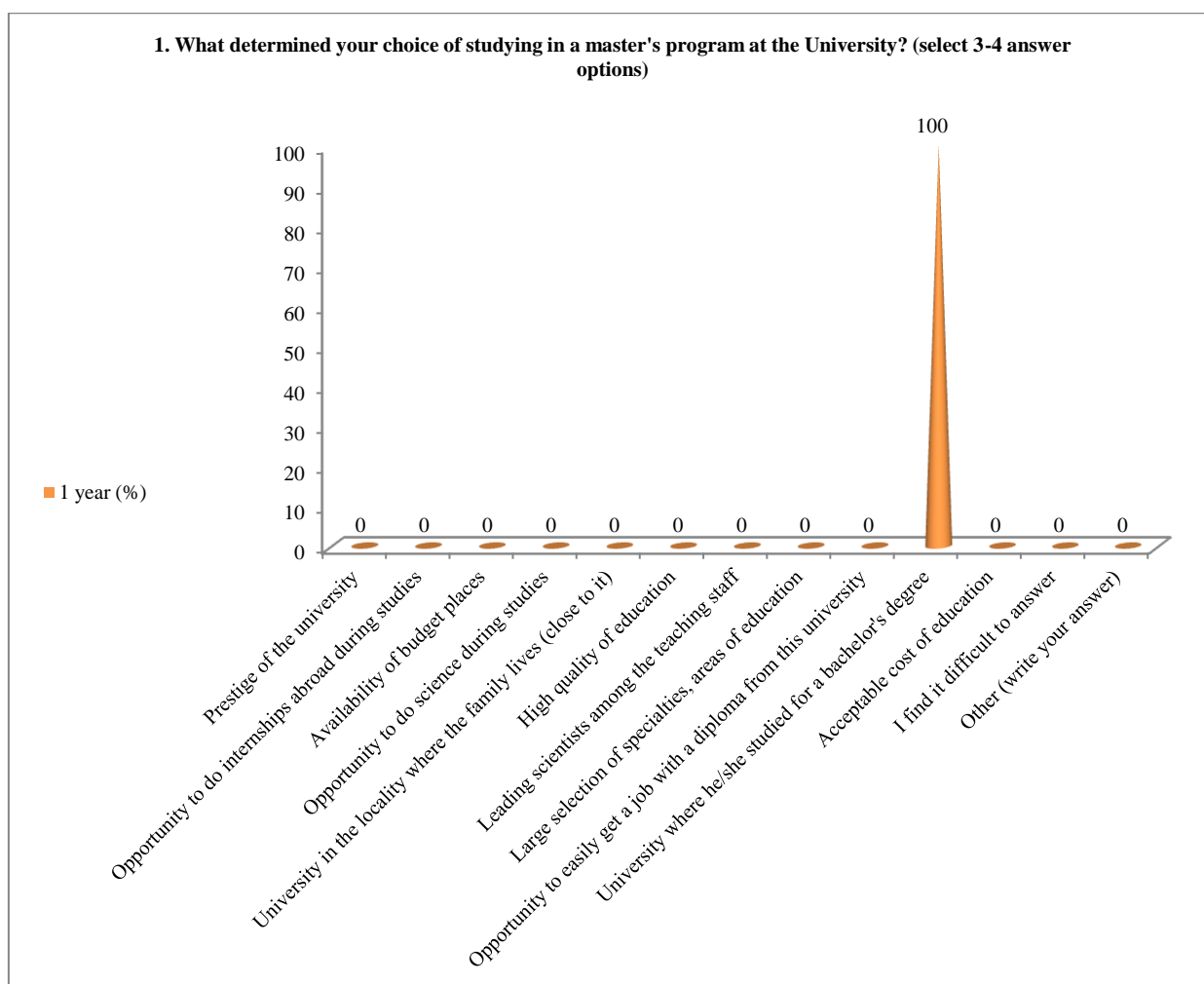
1 respondent took part in the survey, which amounted to 100% of the total number of master students.

The following data were obtained during the survey:

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

<b>Answer options</b>	<b>1 year (%)</b>
Prestige of the university	-
Opportunity to do internships abroad during studies	-
Availability of budget places	-
Opportunity to do science during studies	-
University in the locality where the family lives (close to it)	-
High quality of education	-
Leading scientists among the teaching staff	-
Large selection of specialties, areas of education	-
Opportunity to easily get a job with a diploma from this university	-
University where he/she studied for a bachelor's degree	100
Acceptable cost of education	-
I find it difficult to answer	-
Other (write your answer)	-

*\* The sum in % is not equal to 100, because 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:**

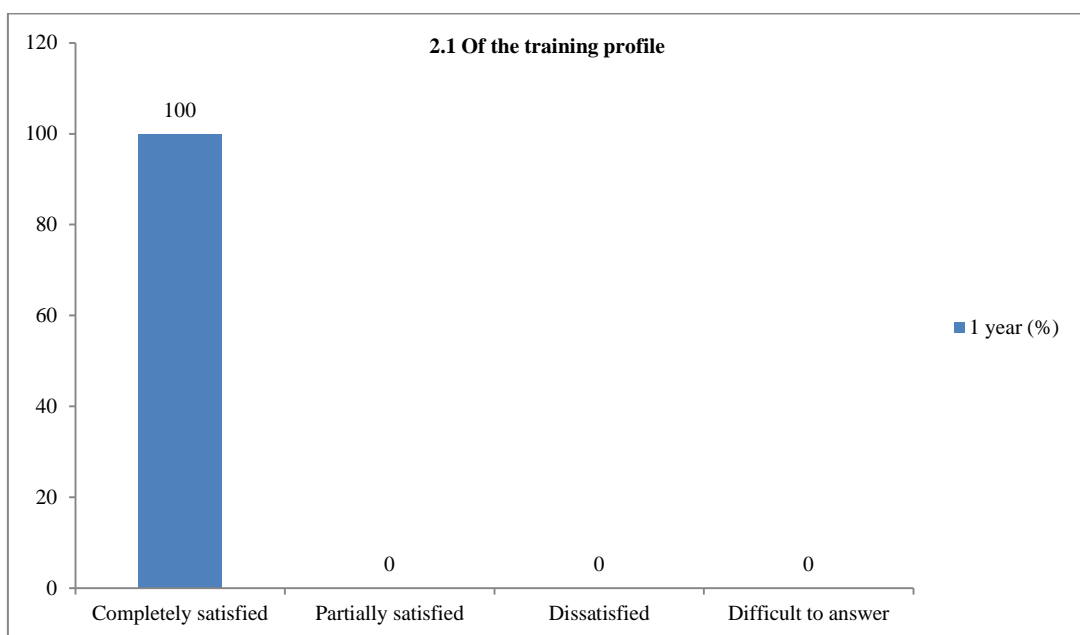
2.1 Of the training profile
2.2 Characteristics of the professional activity of a master student
2.3 List of developing competencies of a master graduate
2.4 List of bases of master students' practices
2.5 Information of scientific supervisors

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

If you answered "Not satisfied" to the previous question, give recommendations for improving the direction of training \_\_\_\_\_

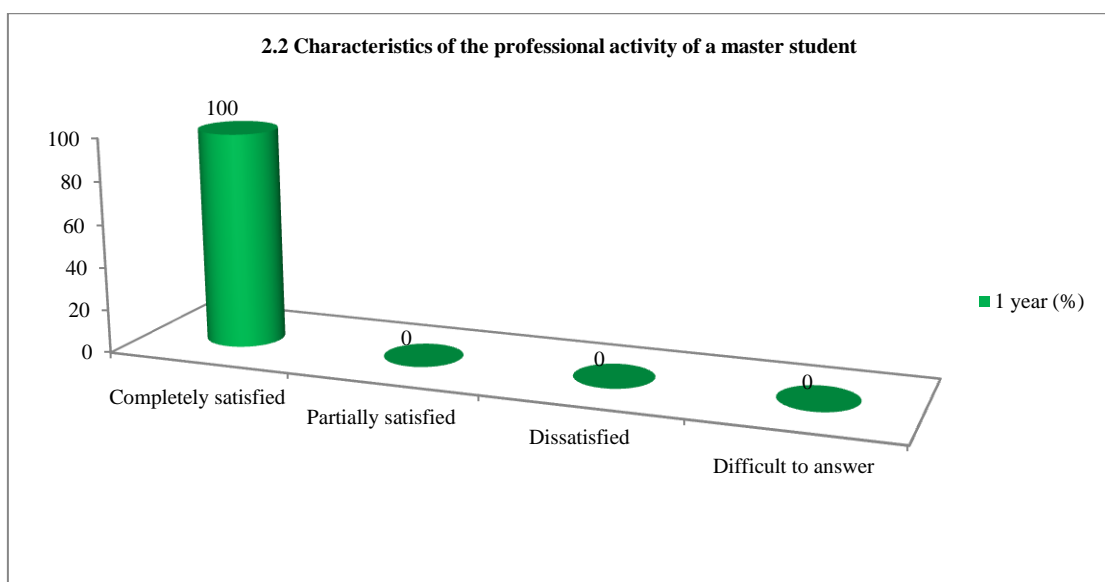
**2.1 Of the training profile**

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



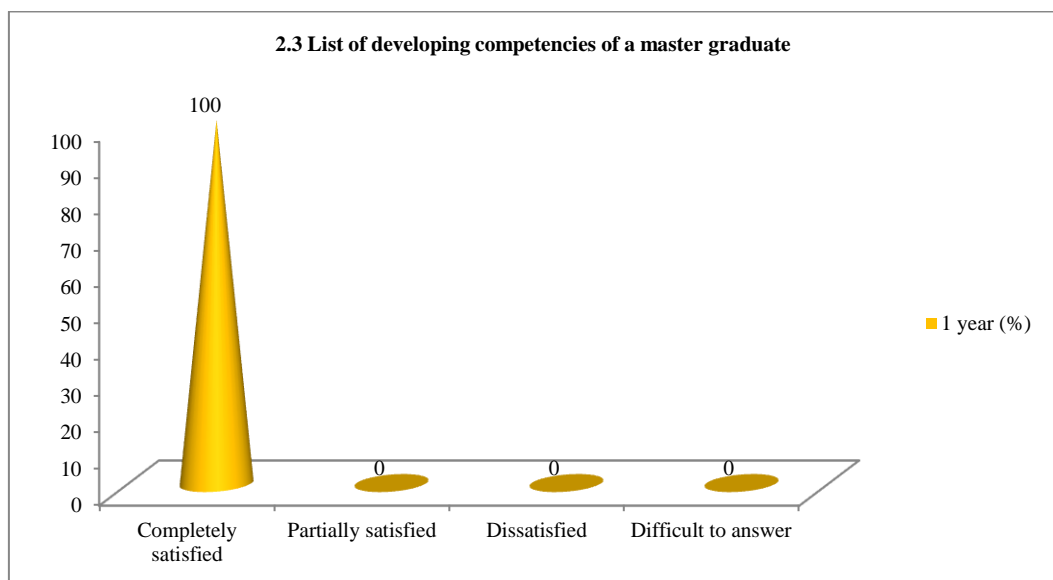
## 2.2 Characteristics of the professional activity of a master student

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



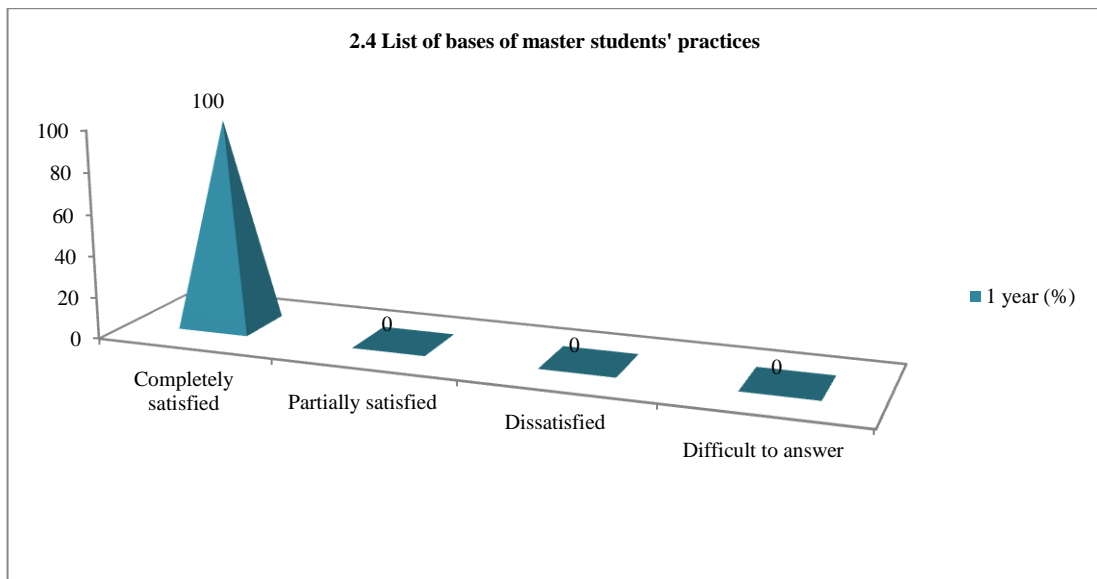
## 2.3 List of developing competencies of a master graduate

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



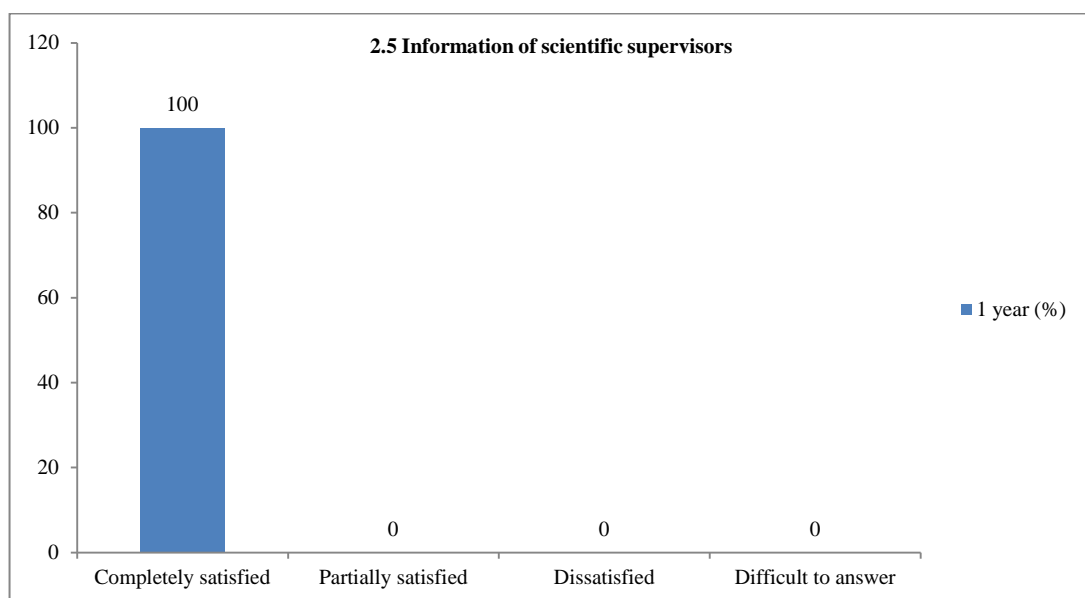
## 2.4 List of bases of master students' practices

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



## 2.5 Information of scientific supervisors

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



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

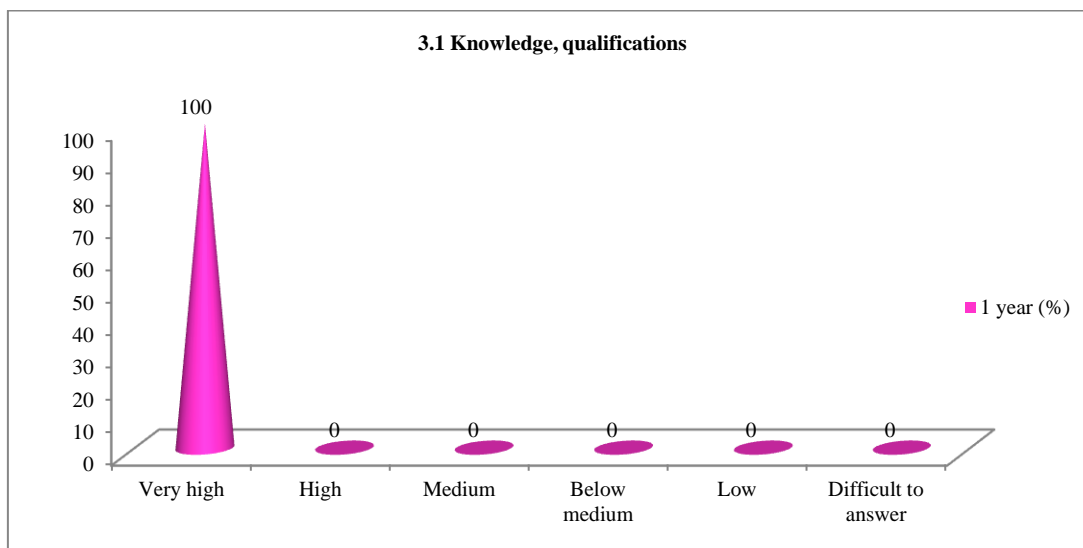
3.1 Knowledge, qualifications
3.2 Pedagogical qualities
3.3 Objectivity and impartiality of assessments
3.4 Teaching methods used

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

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

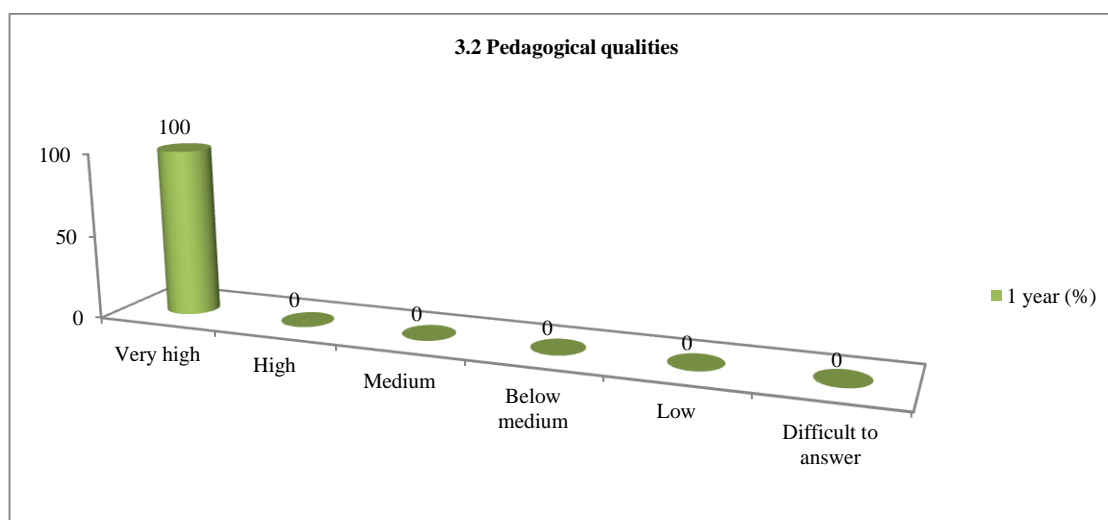
#### 3.1 Knowledge, qualifications

Answer options	1 year (%)
Very high	100
High	-
Medium	-
Below medium	-
Low	-
Difficult to answer	-



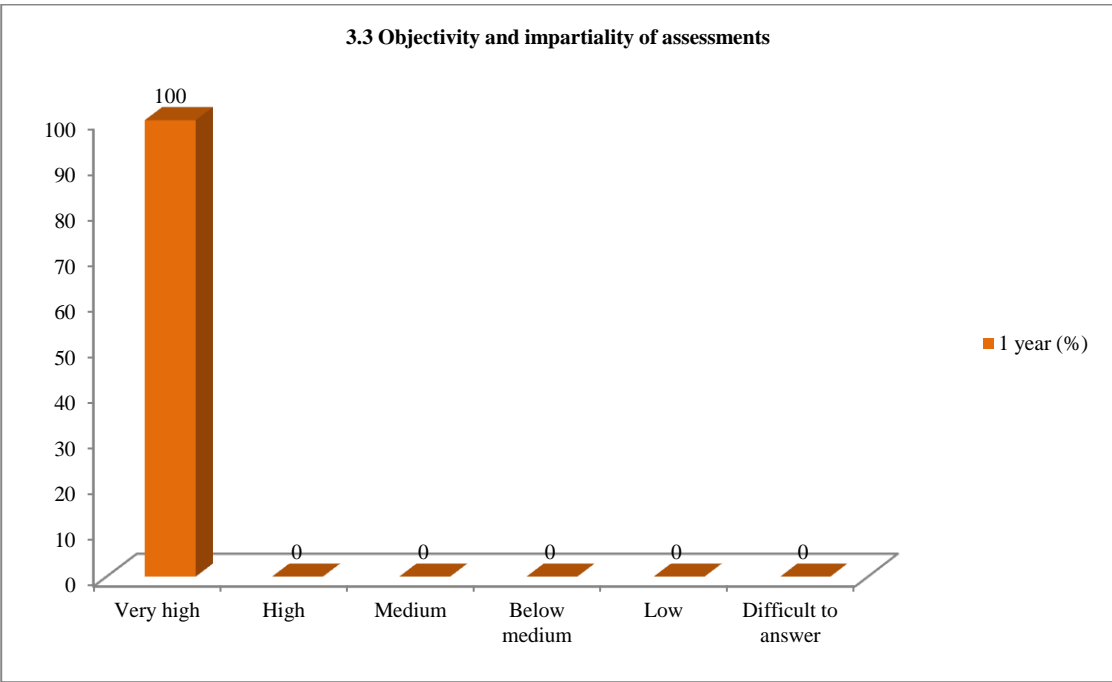
### 3.2 Pedagogical qualities

Answer options	1 year (%)
Very high	100
High	-
Medium	-
Below medium	-
Low	-
Difficult to answer	-



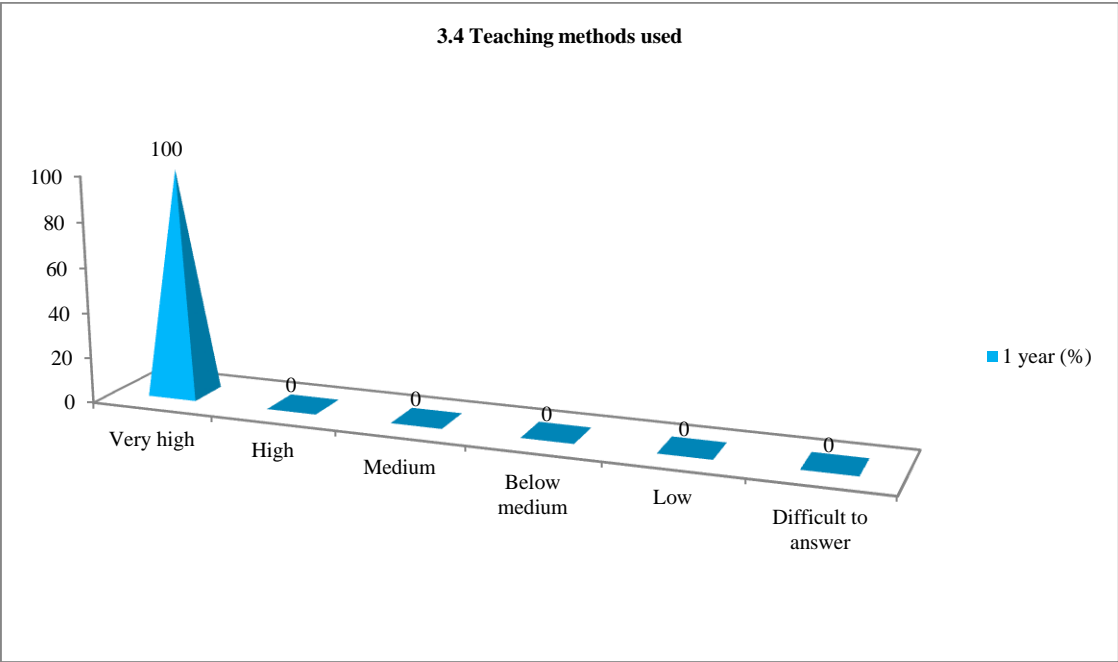
### 3.3 Objectivity and impartiality of assessments

Answer options	1 year (%)
Very high	100
High	-
Medium	-
Below medium	-
Low	-
Difficult to answer	-



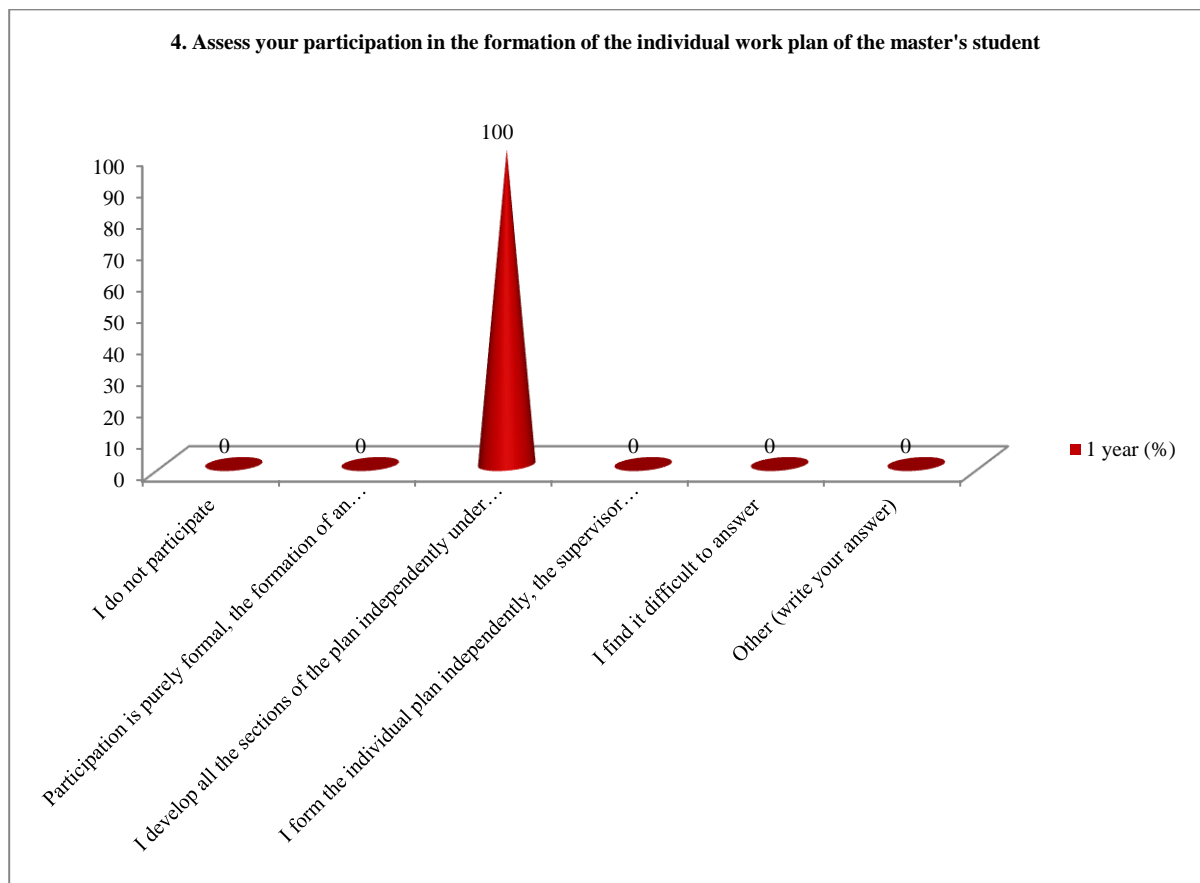
### 3.4 Teaching methods used

Answer options	1 year (%)
Very high	100
High	-
Medium	-
Below medium	-
Low	-
Difficult to answer	-



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

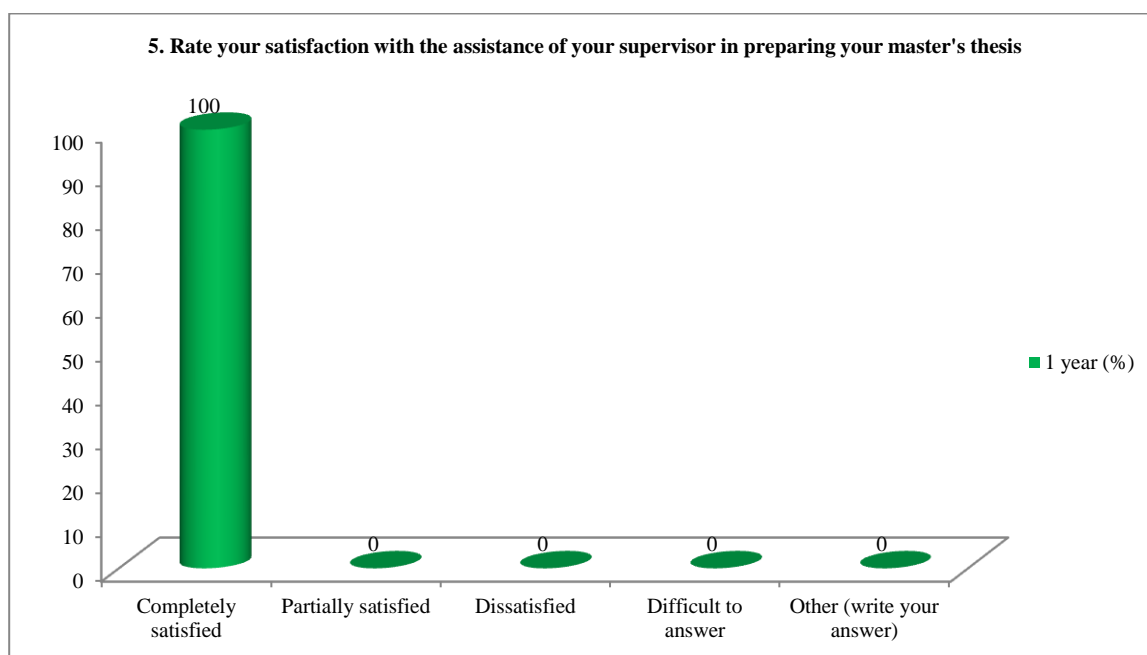
Answer options	1 year (%)
I do not participate	-
Participation is purely formal, the formation of an individual plan does not actually depend on me	-
I develop all the sections of the plan independently under the guidance of my supervisor	100
I form the individual plan independently, the supervisor only signs it	-
I find it difficult to answer	-
Other (write your answer)	-



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

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-
Other (write your answer)	-

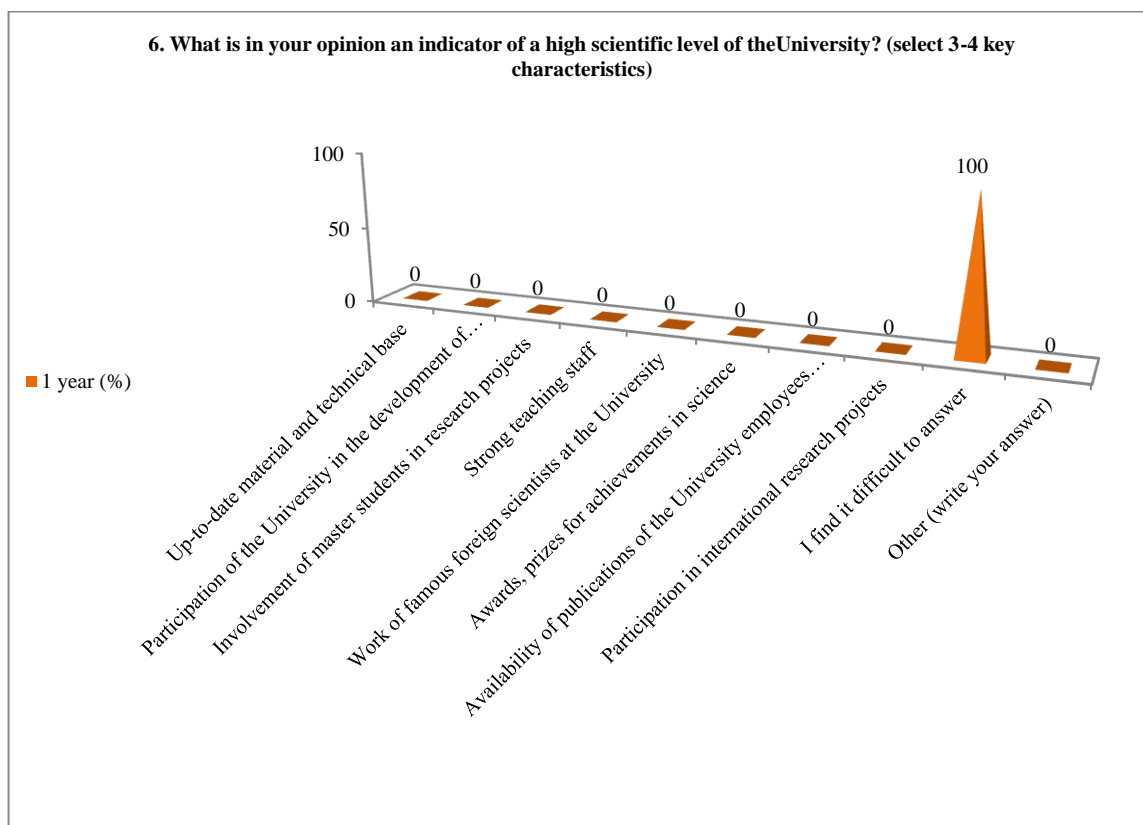




**6. What is in your opinion an indicator of a high scientific level of the University?  
(select 3-4 key characteristics)**

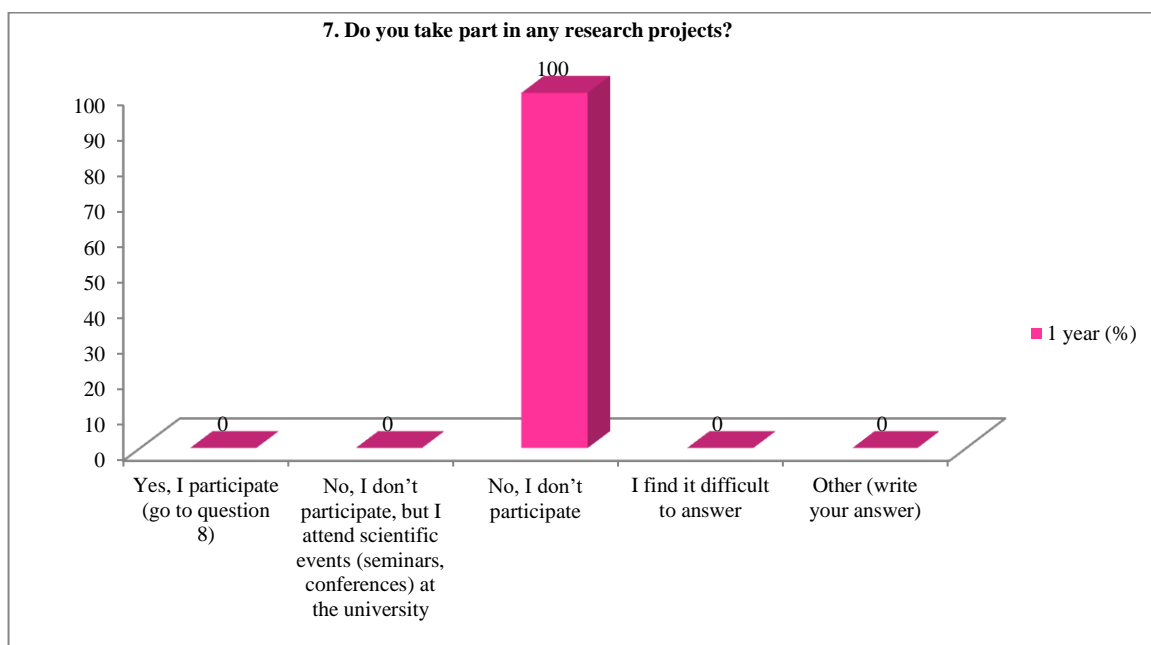
Answer options	1 year (%)
Up-to-date material and technical base	-
Participation of the University in the development of target programs for the socio-economic development of the region, cities, enterprises	-
Involvement of master students in research projects	-
Strong teaching staff	-
Work of famous foreign scientists at the University	-
Awards, prizes for achievements in science	-
Availability of publications of the University employees in international publications	-
Participation in international research projects	-
I find it difficult to answer	100
Other (write your answer)	-

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



## 7. Do you take part in any research projects?

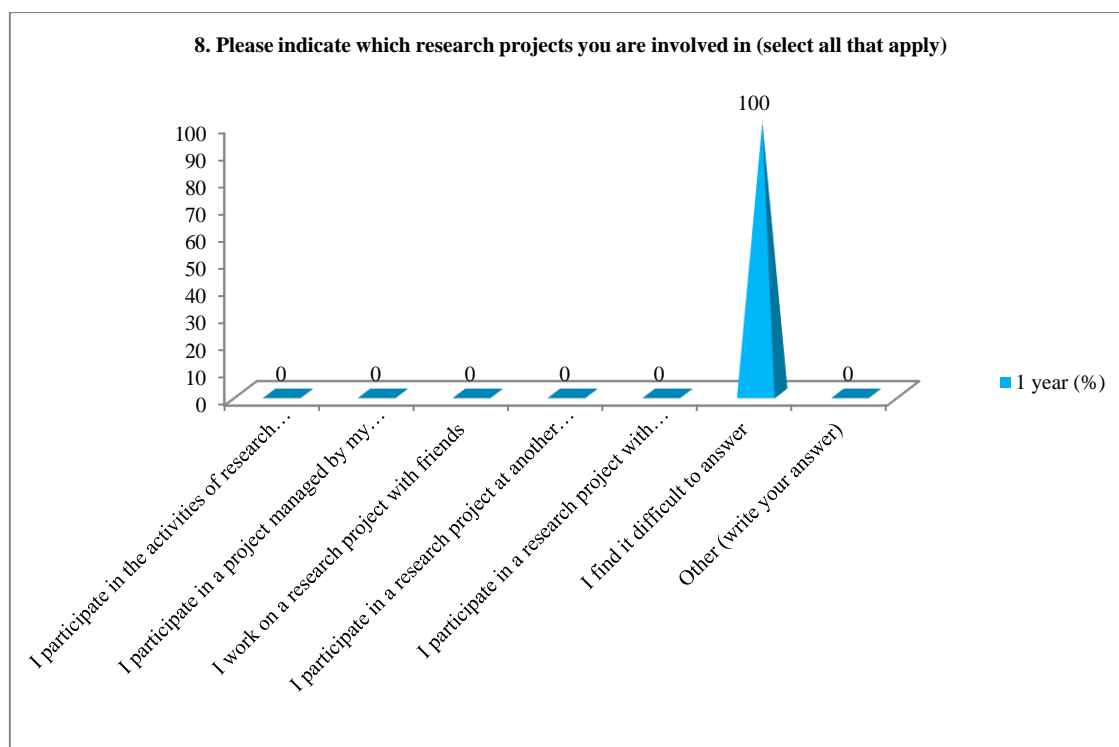
Answer options	1 year (%)
Yes, I participate (go to question 8)	-
No, I don't participate, but I attend scientific events (seminars, conferences) at the university	-
No, I don't participate	100
I find it difficult to answer	-
Other (write your answer)	-



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

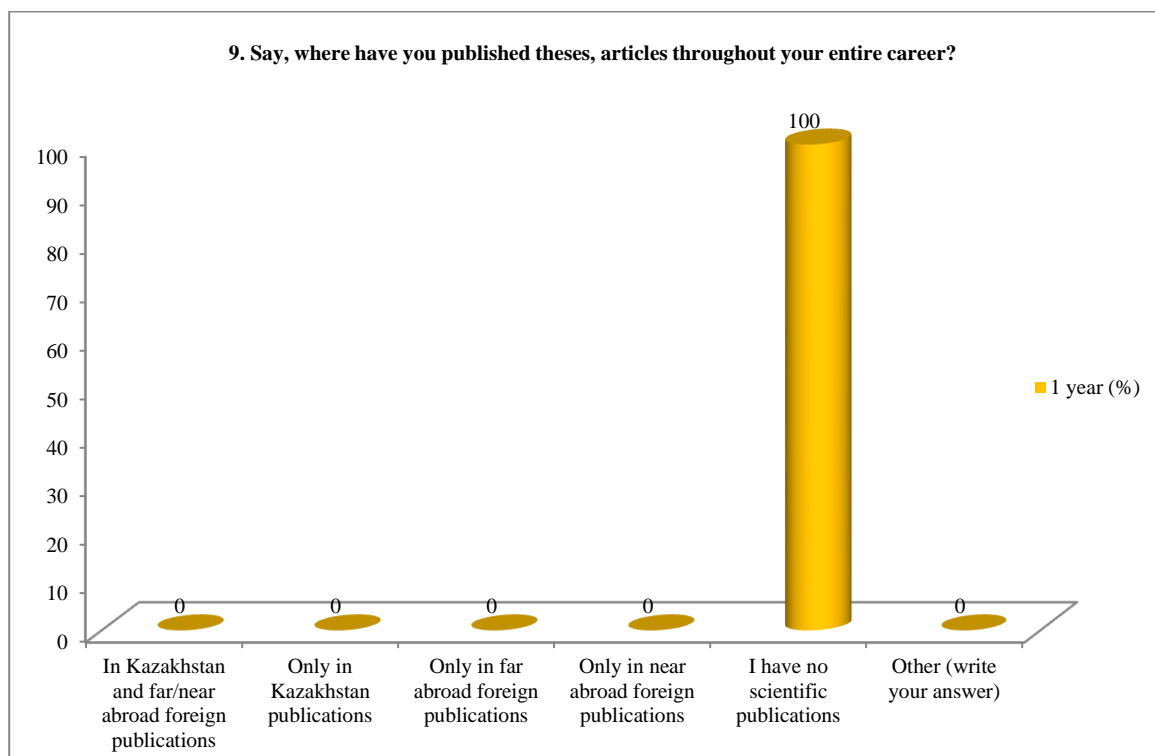
Answer options	1 year (%)
I participate in the activities of research departments at my university	-
I participate in a project managed by my supervisor/another teacher	-
I work on a research project with friends	-
I participate in a research project at another university	-
I participate in a research project with foreign universities	-
I find it difficult to answer	100
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%.



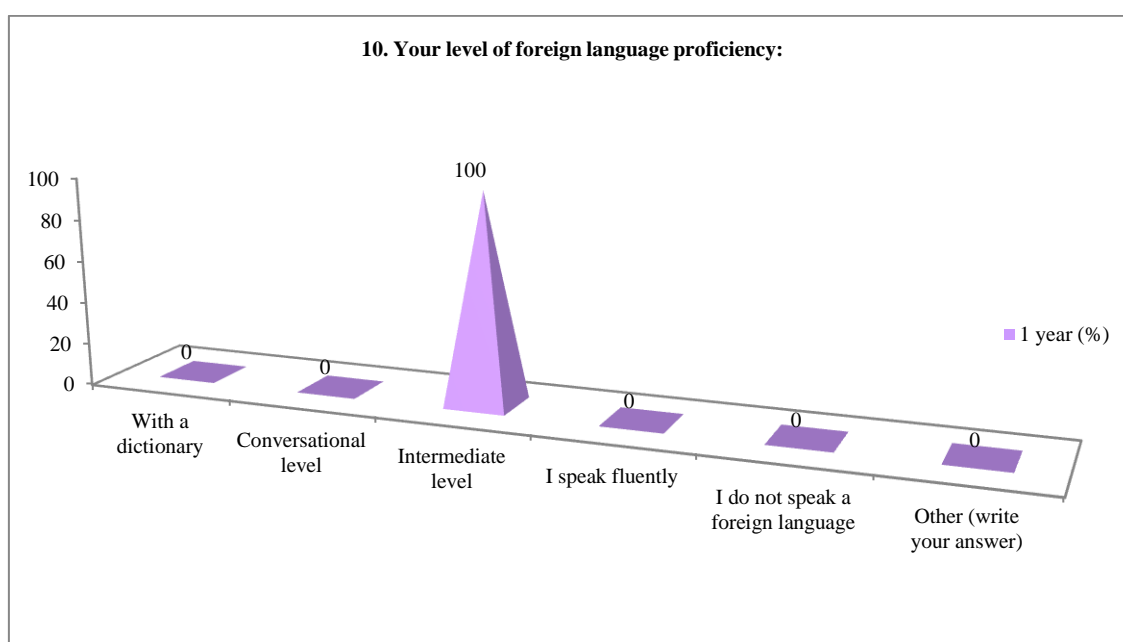
**9. Say, where have you published theses, articles throughout your entire career?**

Answer options	1 year (%)
In Kazakhstan and far/near abroad foreign publications	-
Only in Kazakhstan publications	-
Only in far abroad foreign publications	-
Only in near abroad foreign publications	-
I have no scientific publications	100
Other (write your answer)	-



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

Answer options	1 year (%)
With a dictionary	-
Conversational level	-
Intermediate level	100
I speak fluently	-
I do not speak a foreign language	-
Other (write your answer)	-



## 11. Please rate your level of participation in the following types of department work

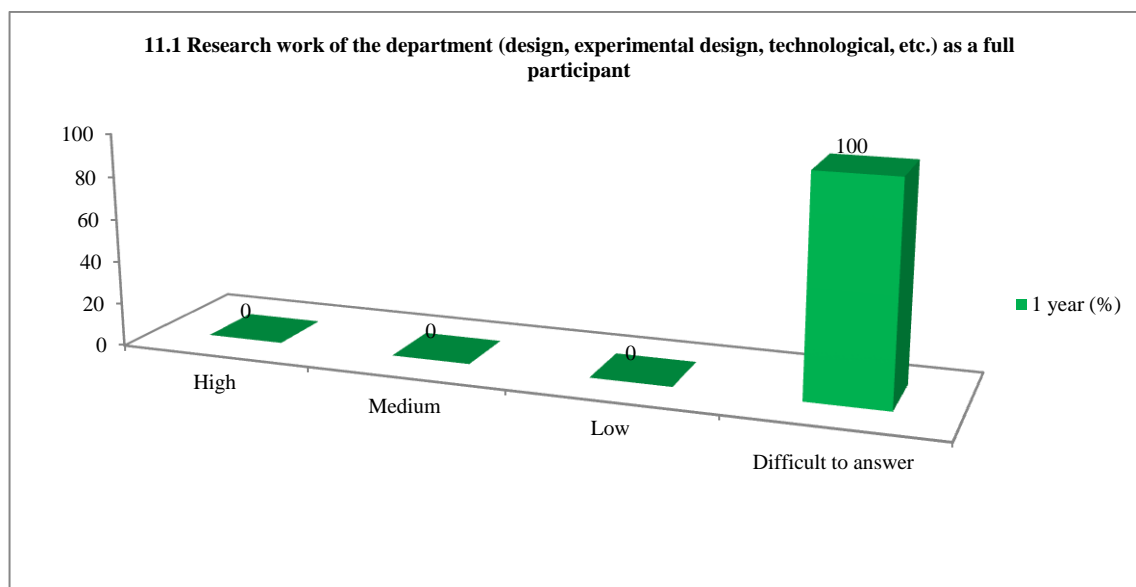
11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant
11.2 Writing scientific articles
11.3 Participation with reports at conferences and seminars
11.4 Preparation of reports on research, abstracts

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  
\_\_\_\_\_

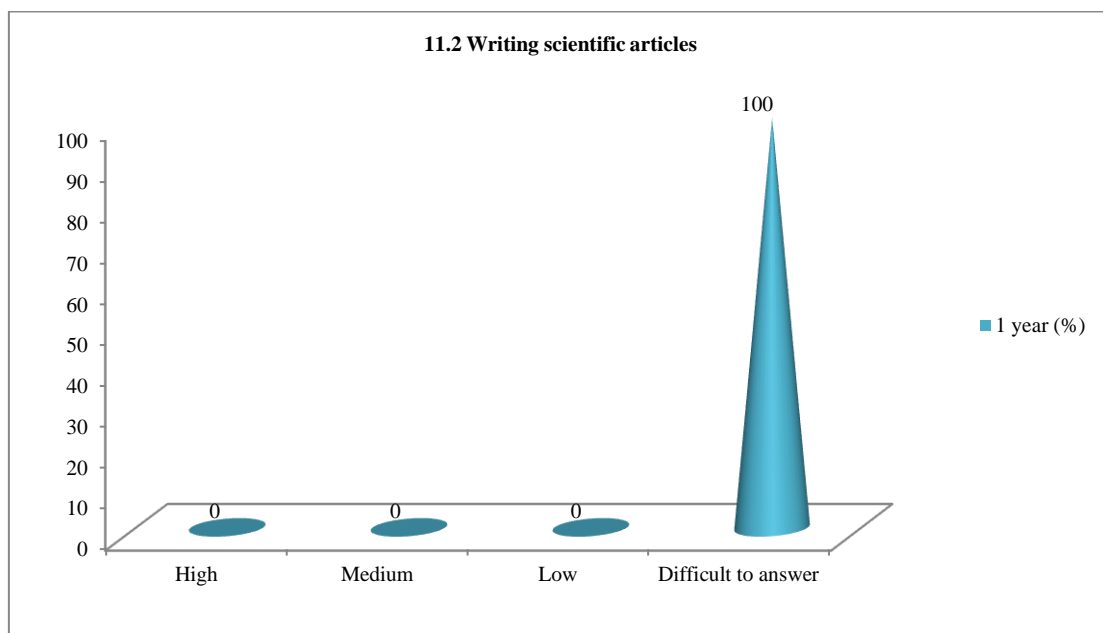
### 11.1 Research work of the department (design, experimental design, technological, etc.) as a full participant

Answer options	1 year (%)
High	-
Medium	-
Low	-
Difficult to answer	100



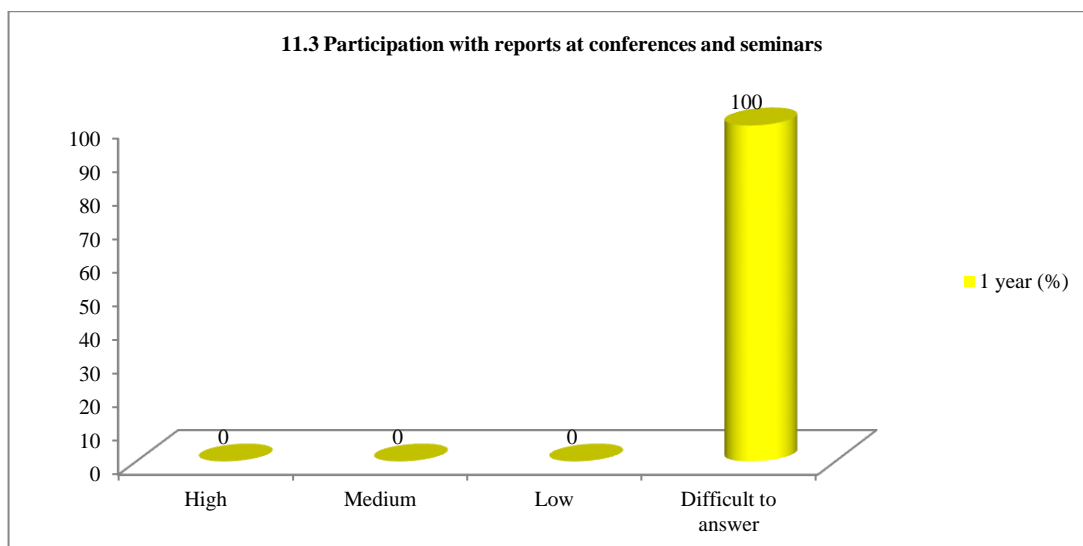
### 11.2 Writing scientific articles

Answer options	1 year (%)
High	-
Medium	-
Low	-
Difficult to answer	100



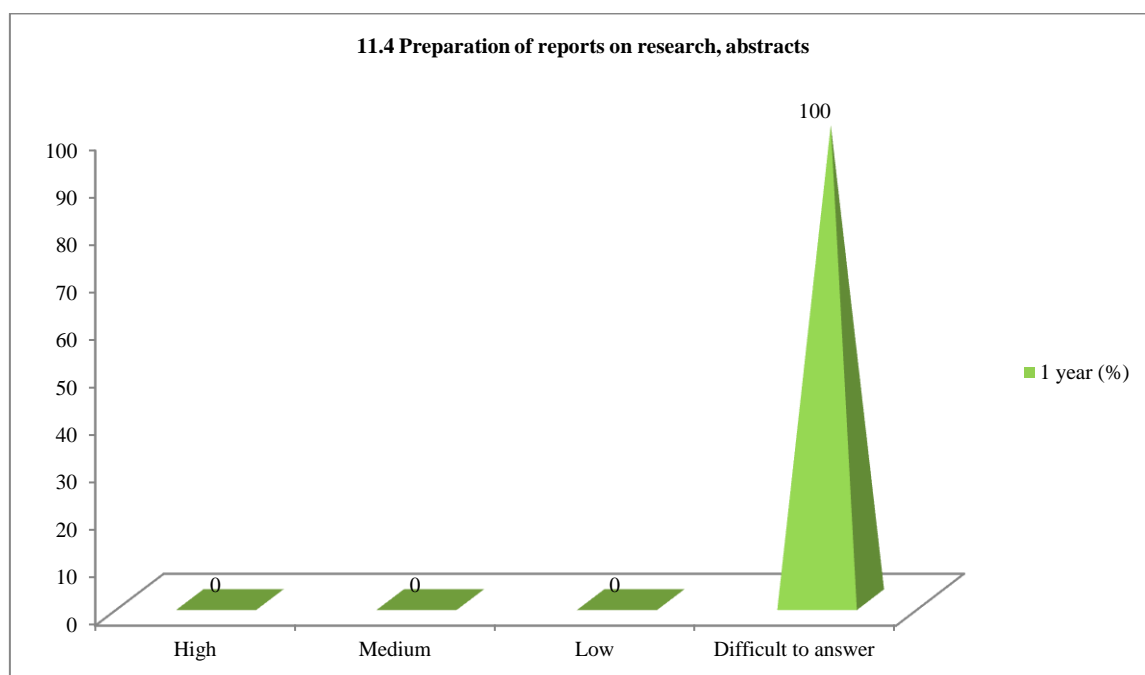
### 11.3 Participation with reports at conferences and seminars

Answer options	1 year (%)
High	-
Medium	-
Low	-
Difficult to answer	100



### 11.4 Preparation of reports on research, abstracts

Answer options	1 year (%)
High	-
Medium	-
Low	-
Difficult to answer	100



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

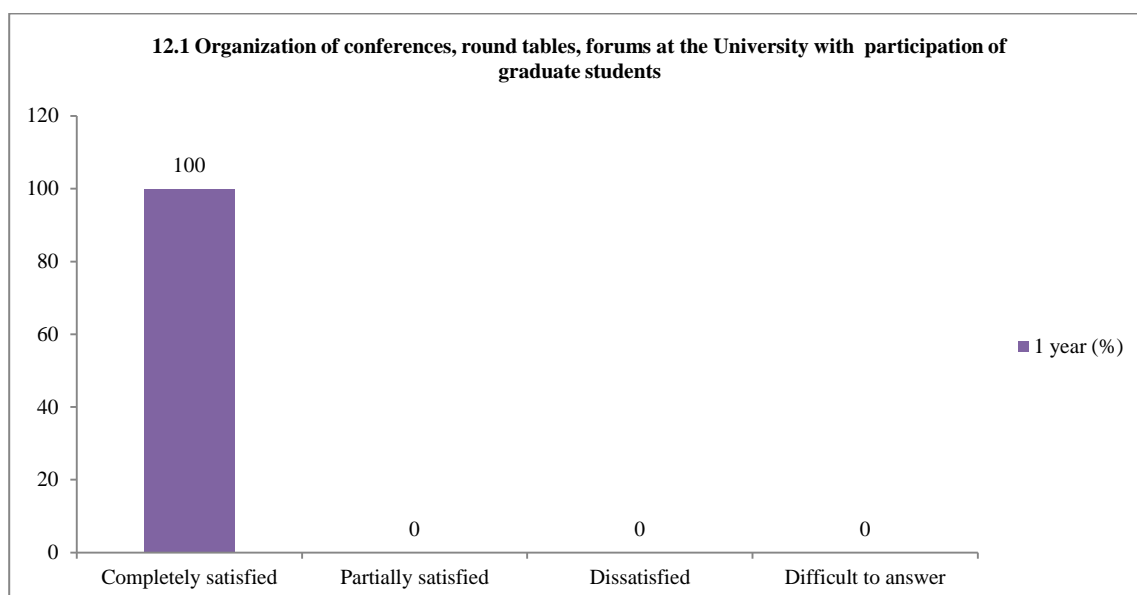
12.1 Organization of conferences, round tables, forums at the University with participation of graduate students
12.2 Material and technical support for applied scientific research
12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities
12.4 General level of organization and implementation of foreign internships
12.5 Availability of library collections, electronic databases and Internet resources
12.6 Availability of scientific equipment, tools, 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 \_\_\_\_\_

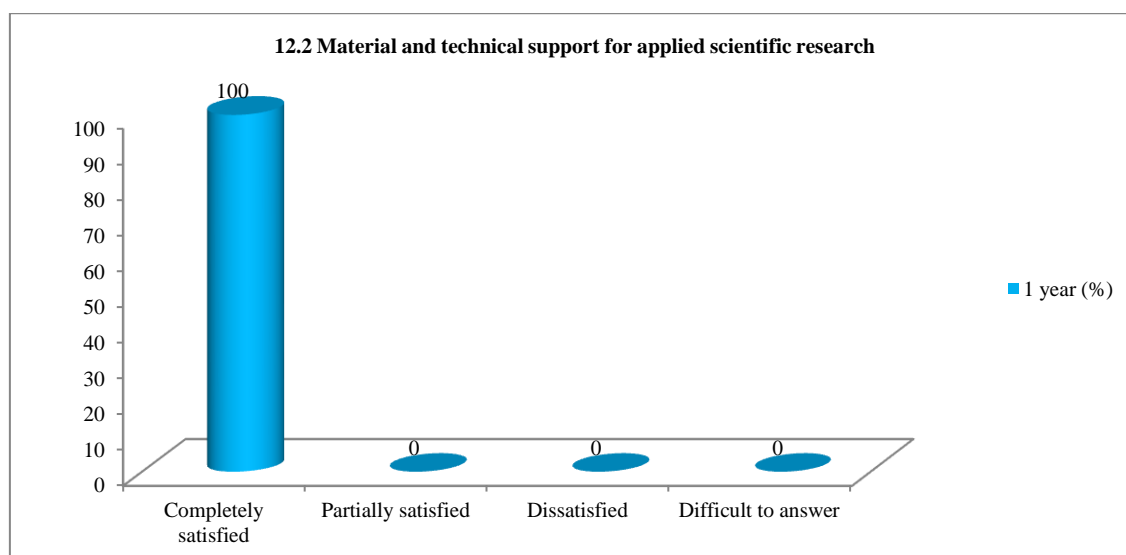
**12.1 Organization of conferences, round tables, forums at the University with participation of graduate students**

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



## 12.2 Material and technical support for applied scientific research

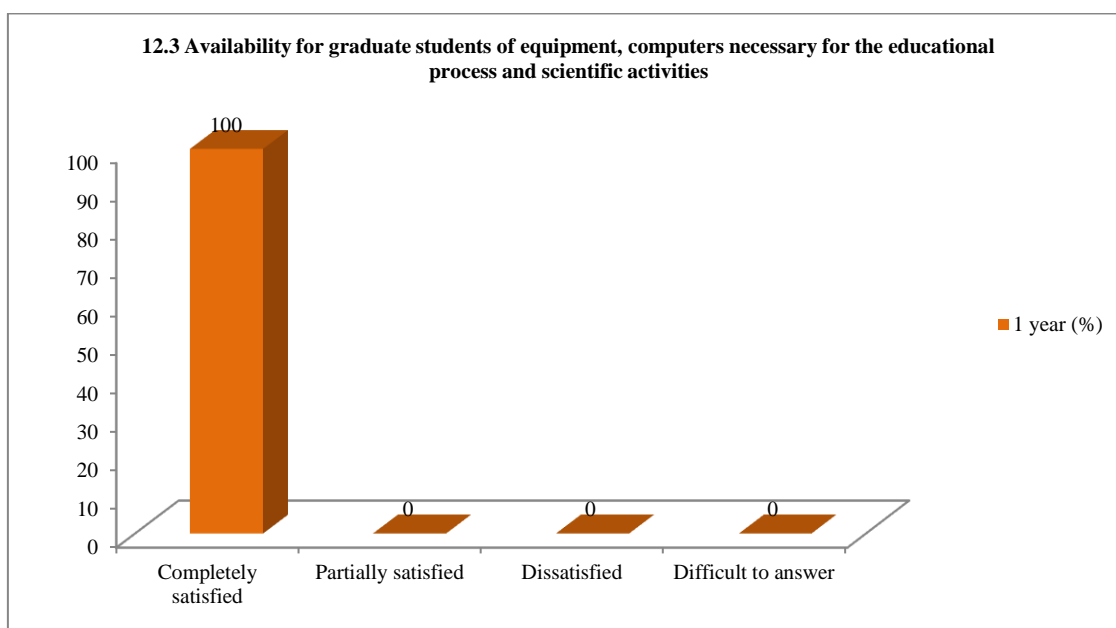
Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



## 12.3 Availability for graduate students of equipment, computers necessary for the educational process and scientific activities

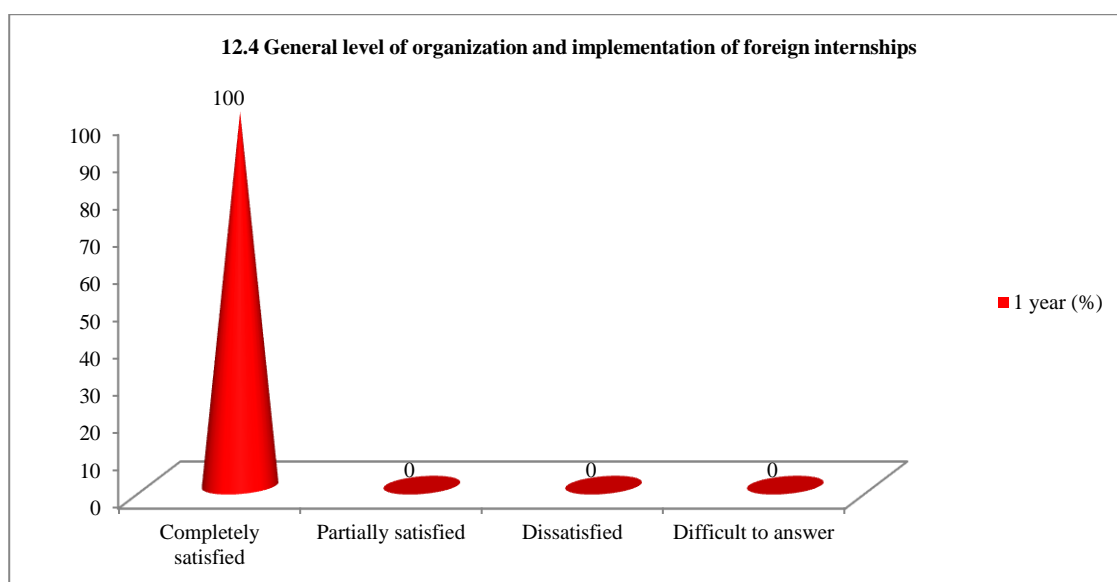
Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-





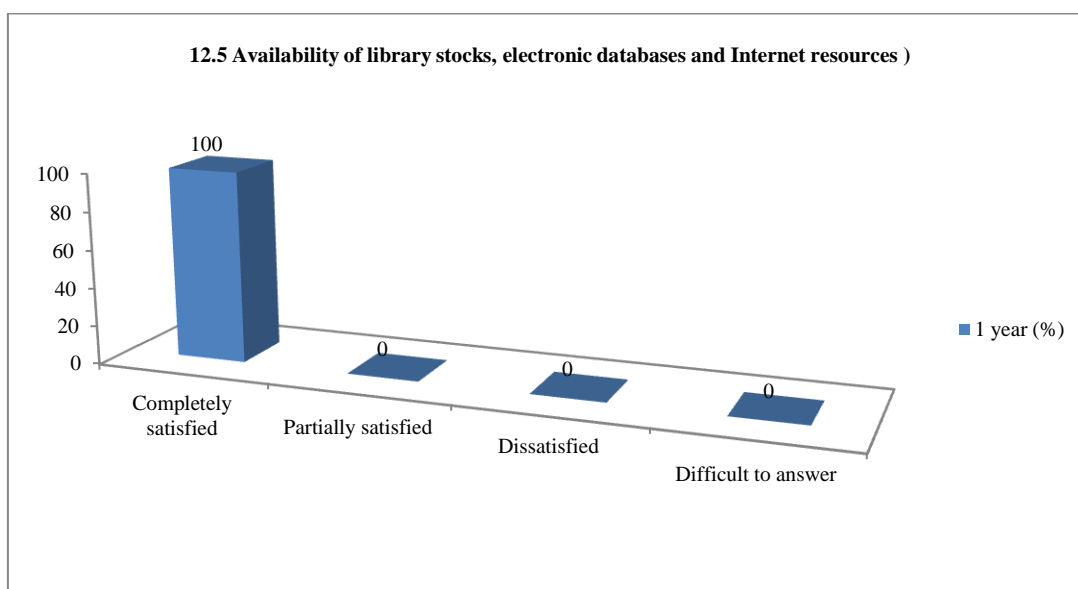
## 12.4 General level of organization and implementation of foreign internships

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



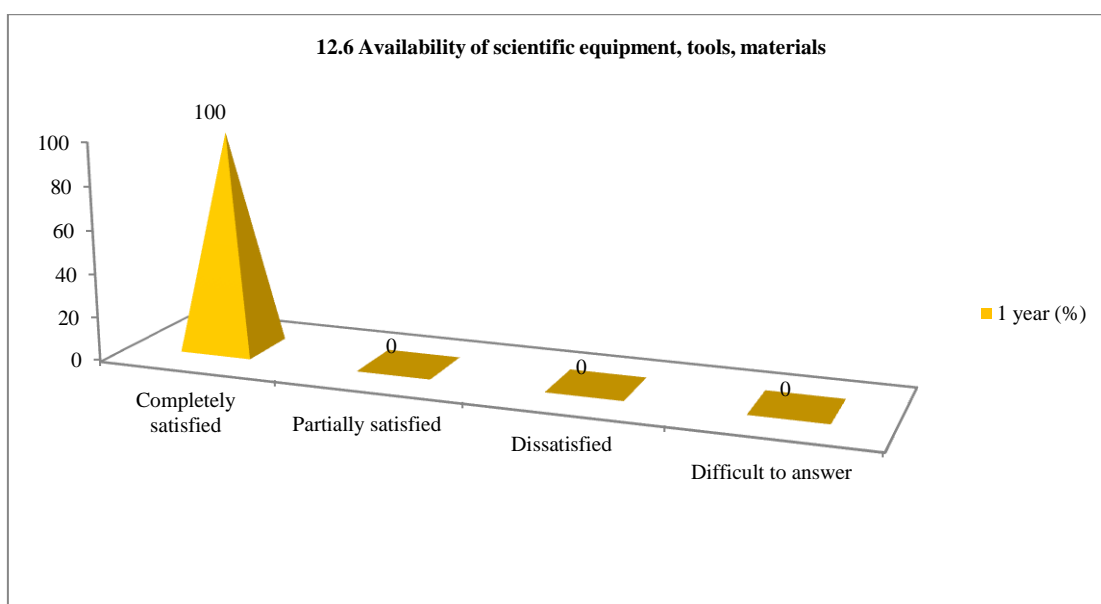
## 12.5 Availability of library stocks, electronic databases and Internet resources

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



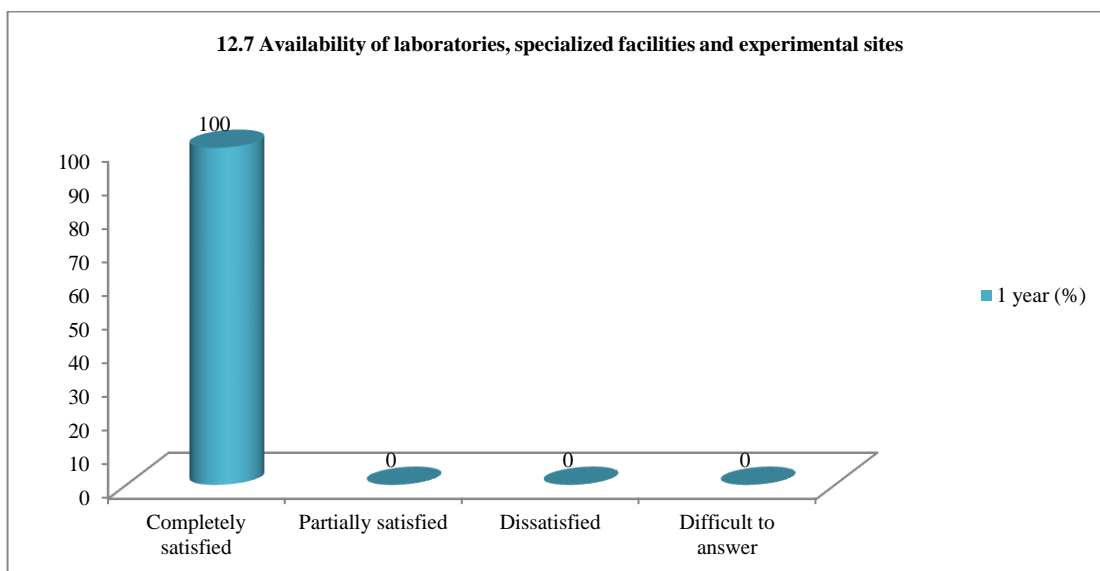
## 12.6 Availability of scientific equipment, tools, materials

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



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

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-

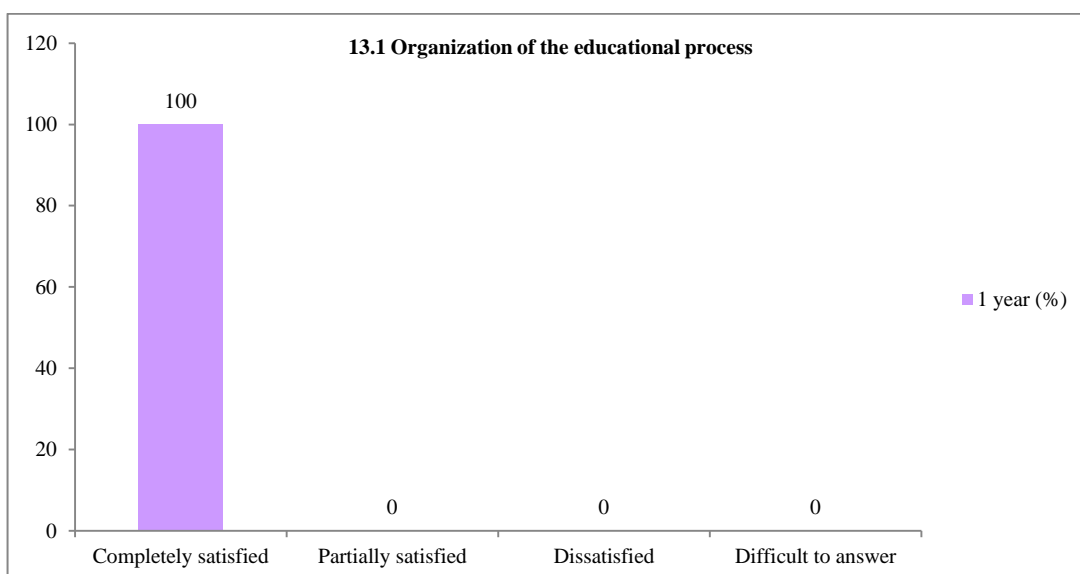


### 13. Are you satisfied with?

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

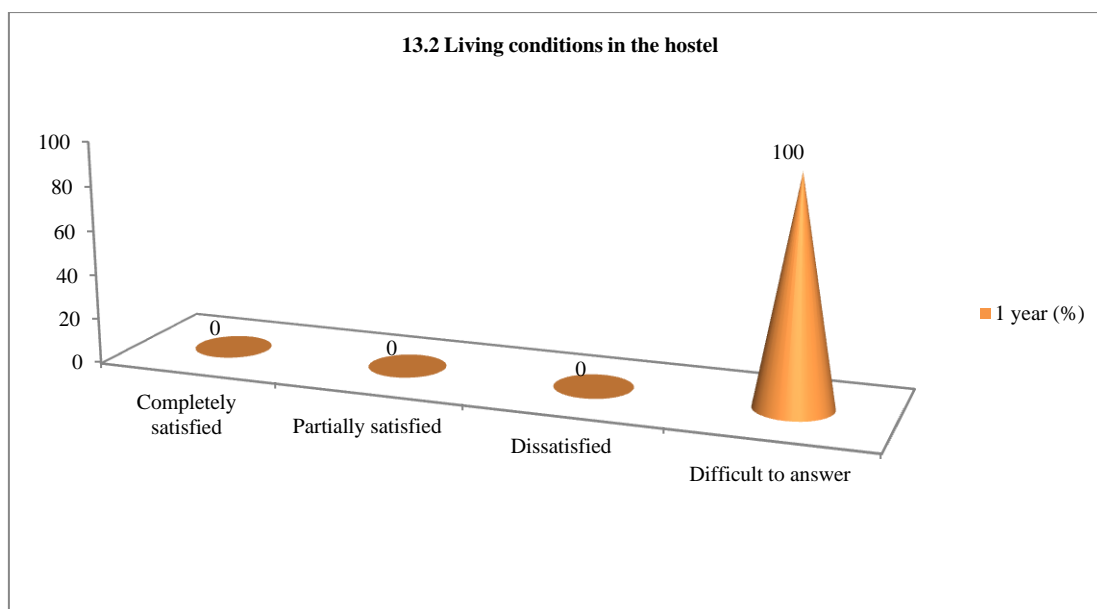
#### 13.1 Organization of the educational process

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



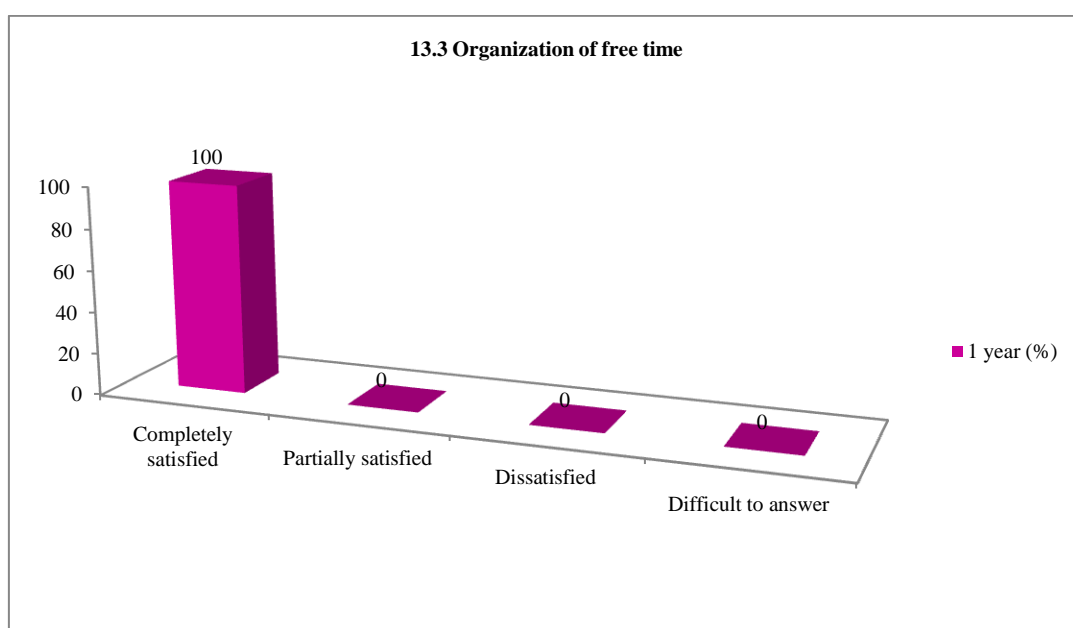
### 13.2 Living conditions in the hostel

Answer options	1 year (%)
Completely satisfied	-
Partially satisfied	-
Dissatisfied	-
Difficult to answer	100



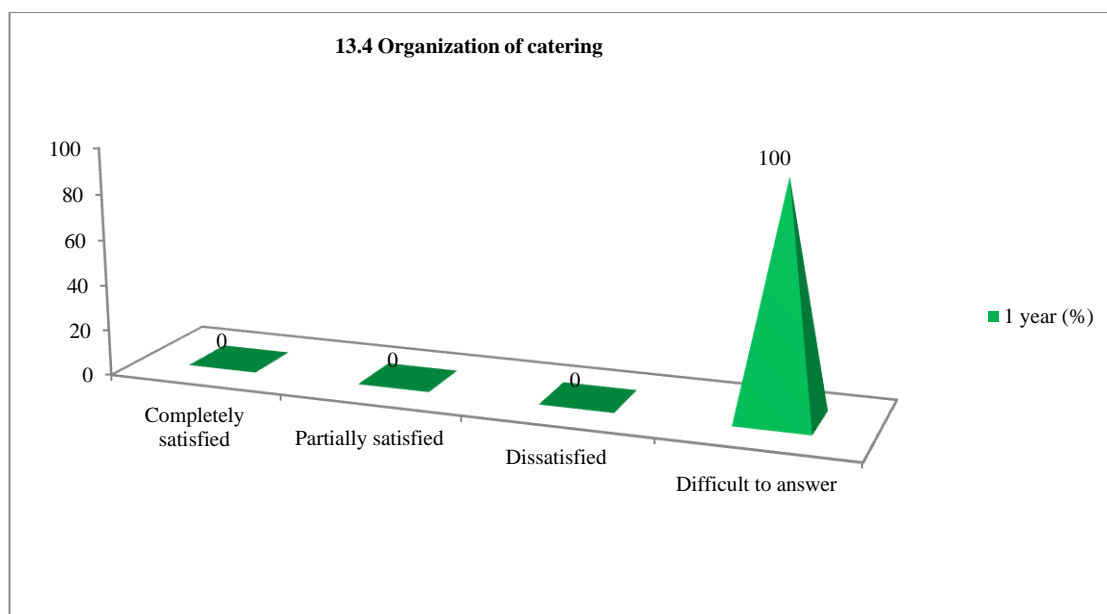
### 13.3 Organization of free time

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



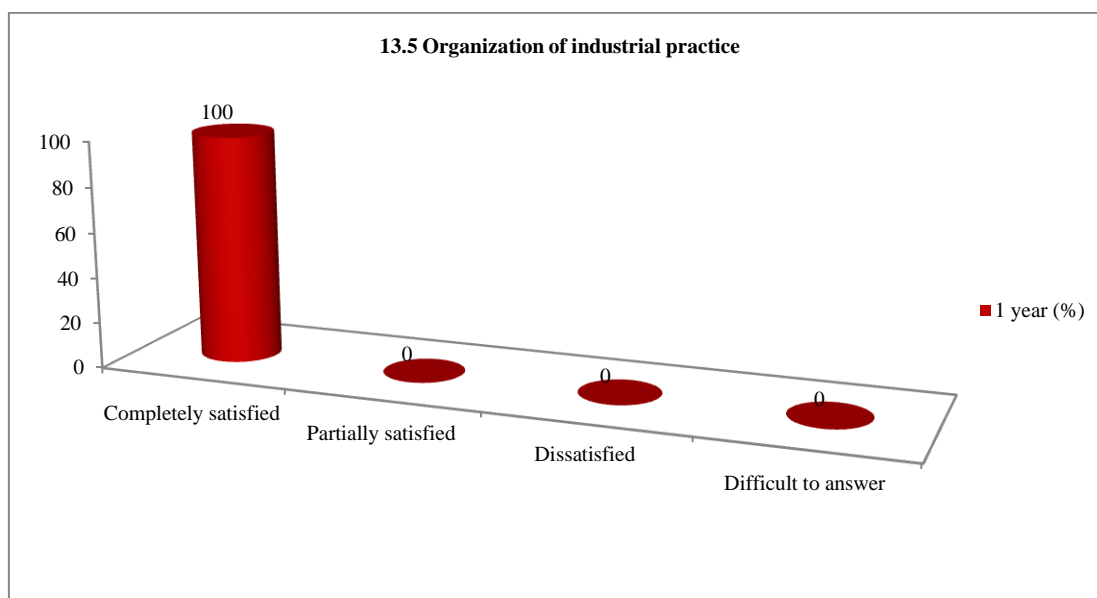
### 13.4 Organization of catering

Answer options	1 year (%)
Completely satisfied	-
Partially satisfied	-
Dissatisfied	-
Difficult to answer	100



### 13.5 Organization of industrial practice

Answer options	1 year (%)
Completely satisfied	100
Partially satisfied	-
Dissatisfied	-
Difficult to answer	-



## **Conclusions** on the results of the survey:

The factors influencing the choice of a master's degree at the University include continuing education at the previous university.

The level of satisfaction of the master student with the availability of information of various aspects of study is very high (100%). This indicates that the master student feels well informed of the program of study, professional activities, competencies, opportunities for practice and their academic supervisors.

The master student (100%) rated the level of knowledge, professionalism, objectivity, pedagogical skills and methods of teachers as "very high" and "high".

The master student (100%) independently develops a plan under the supervision of a supervisor.

The satisfaction of the master student with the help of the scientific supervisor in preparing the master's thesis is 100%. This indicator indicates a high level of satisfaction of the master student with the quality and support received from his supervisor.

The master student's level of foreign language proficiency is medium.

The satisfaction of the master student with the scientific and educational environment of the University is 100% according to the following indicators:

- organization of conferences, round tables, forums with the participation of master students;
- material and technical support for applied scientific research;
- availability of equipment, computers for the educational process and scientific activities;
- organization of foreign internships;
- availability of library collections, electronic databases and Internet resources;
- availability of scientific equipment, tools, materials;
- availability of laboratories, specialized facilities and experimental sites.

The University successfully organizes the educational process, ensuring a high degree of satisfaction of master students with living conditions, free time, meals and industrial practice. This contributes to the creation of a favorable educational environment and has a positive effect on the reputation of the educational institution.

In general, the master student highly values the opportunities for research and training provided by the University, which is reflected in the satisfaction of the master student. The overall satisfaction of the master student majoring in Logistics and supply chain management with educational services is **94,2%**.

## **Recommendations:**

1. Discussion of the survey results:

- the head of the department must familiarize and discuss the survey results with the staff and graduate students.

2. Availability of the survey results:

- graduate students can request survey results by email from the Quality management and accreditation center: [cqma@ktu.edu.kz](mailto:cqma@ktu.edu.kz).