

Report on the results of the questionnaire
«**Doctoral students' satisfaction with educational services**»
for the 2024-2025 ac. year
in educational program
8D07102 Transport, transport equipment and technologies

In February 2025, the center for quality management and accreditation conducted a questionnaire on «Doctoral students' satisfaction with educational services».

Purpose of the study– measuring consumer satisfaction with the quality of services provided by the university.

Subject of research: formed ideas of doctoral 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 doctoral students.

Object research - 1st-3rd year doctoral students.

12 respondents took part in the questionnaire, which constituted 92.3% of the total number of doctoral students.

The following data were obtained during the questionnaire:

1. Are you satisfied with your research work?

1.1 Relevance and compliance of the proposed topic of dissertation research with your scientific interests
1.2 The level of organizational, methodological and informational support for the preparation of dissertation research
1.3 Professionalism and competence of the scientific supervisor
1.4 Opportunities for testing and publishing the results of dissertation research
1.5 Access to participation in departmental research projects, including those funded
1.6 The University's prompt response to your requests
1.7 Accessibility, completeness, and reliability of information about scientific events held at the University and beyond
1.8 General level of organization and implementation of foreign internships
1.9 The effectiveness of an overseas internship for you

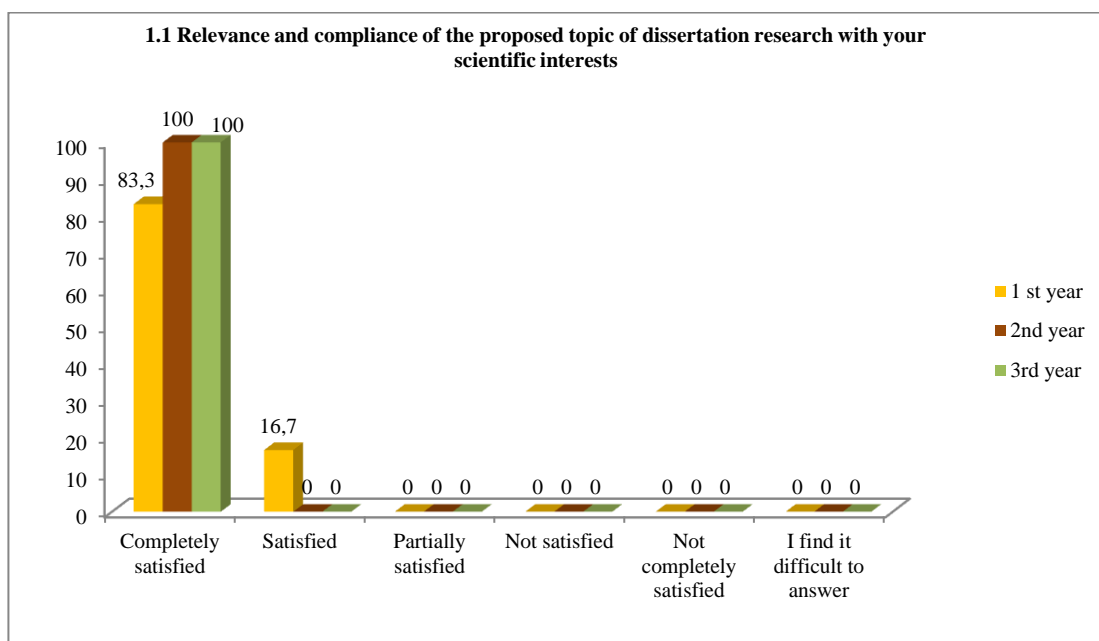
Other (write your answer)_____

If you answered «Not satisfied or completely dissatisfied» to the previous question, please provide recommendations for improvement _____

Indicators:

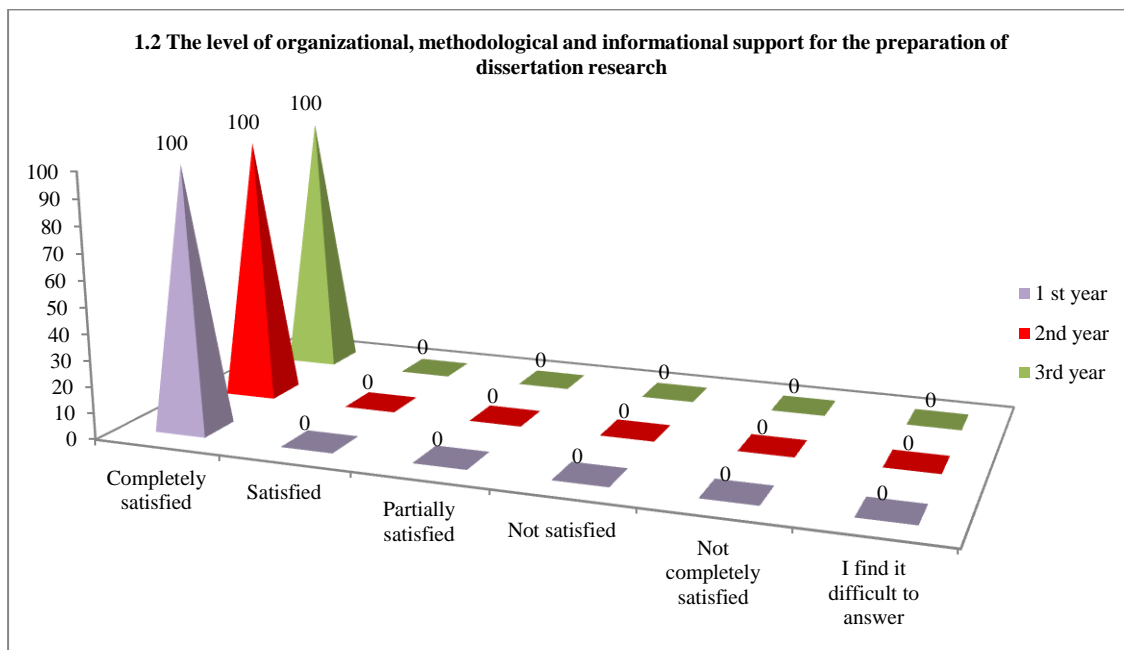
1.1 Relevance and compliance of the proposed topic of dissertation research with your scientific interests

Answer options	1 st year	2nd year	3rd year
Completely satisfied	83,3	100	100
Satisfied	16,7	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



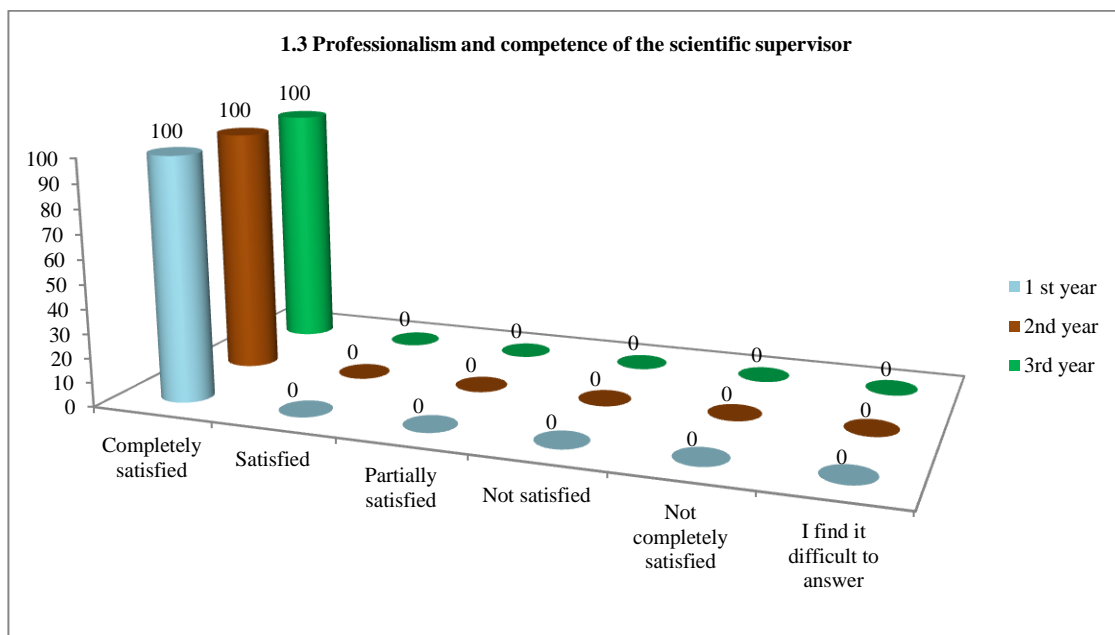
1.2 The level of organizational, methodological and informational support for the preparation of dissertation research

Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	100	100
Satisfied	-	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



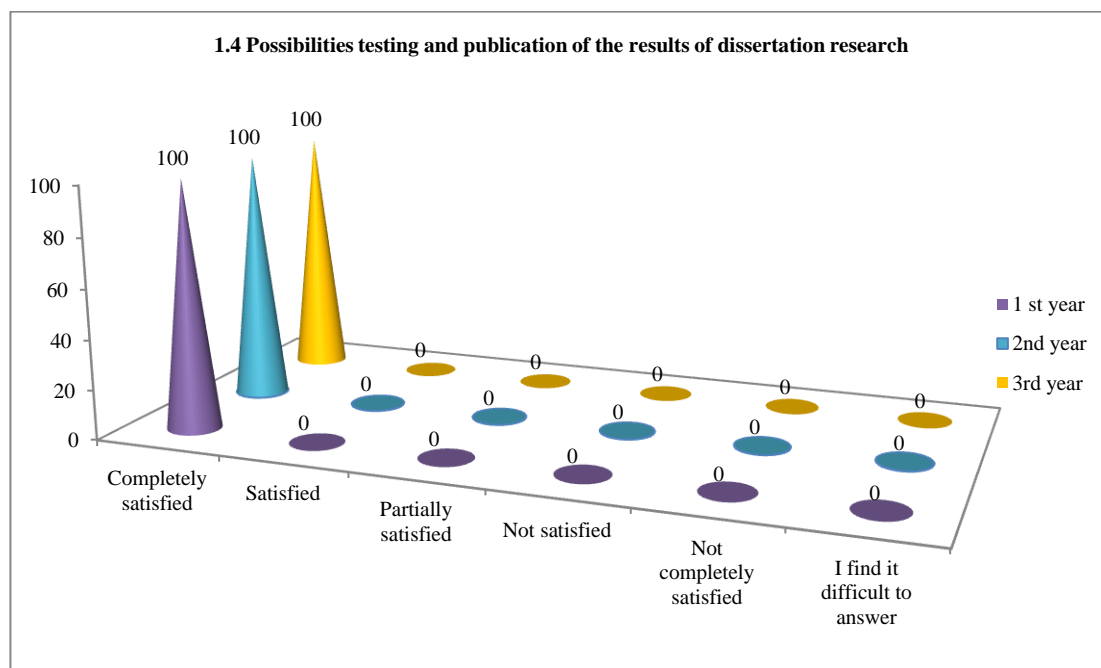
1.3 Professionalism and competence of the scientific supervisor

Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	100	100
Satisfied	-	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



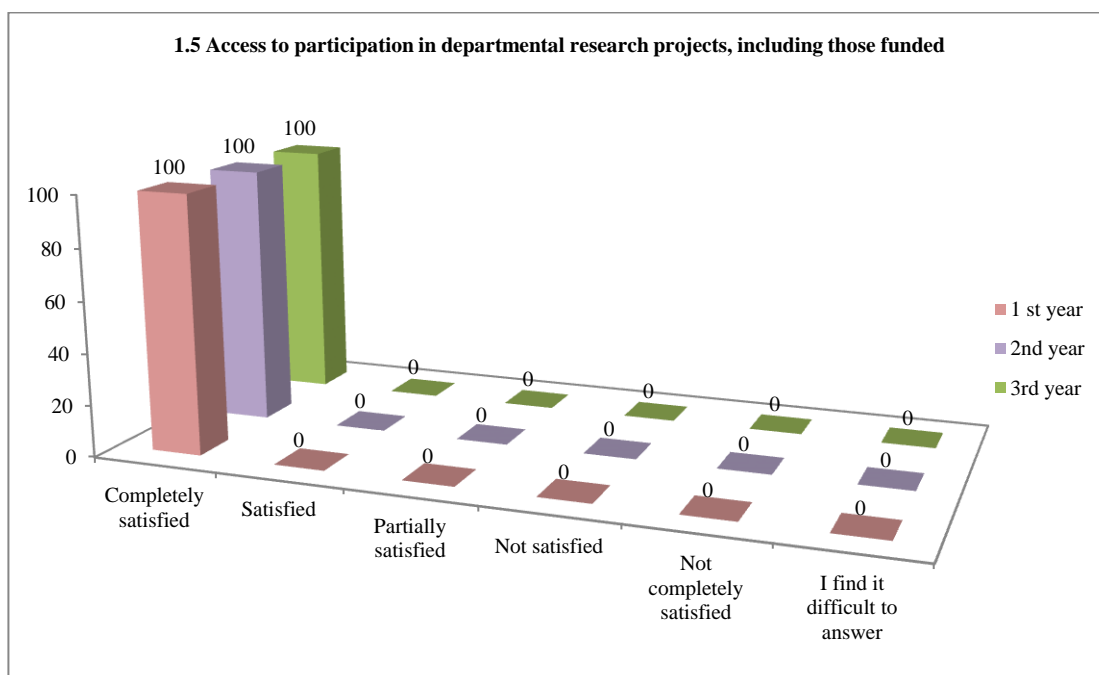
1.4 Possibilities testing and publication of the results of dissertation research

Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	100	100
Satisfied	-	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



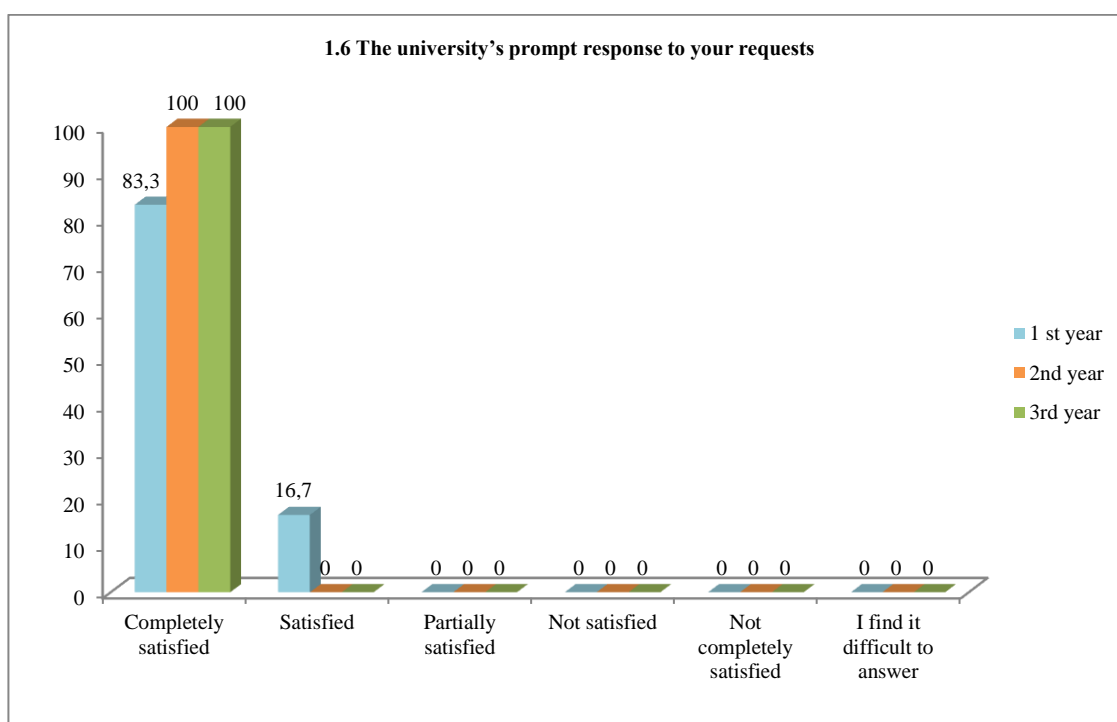
1.5 Access to participation in departmental research projects, including those funded

Answer options	1 st year	2nd year	3rd year
Completely satisfied	100	100	100
Satisfied	-	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



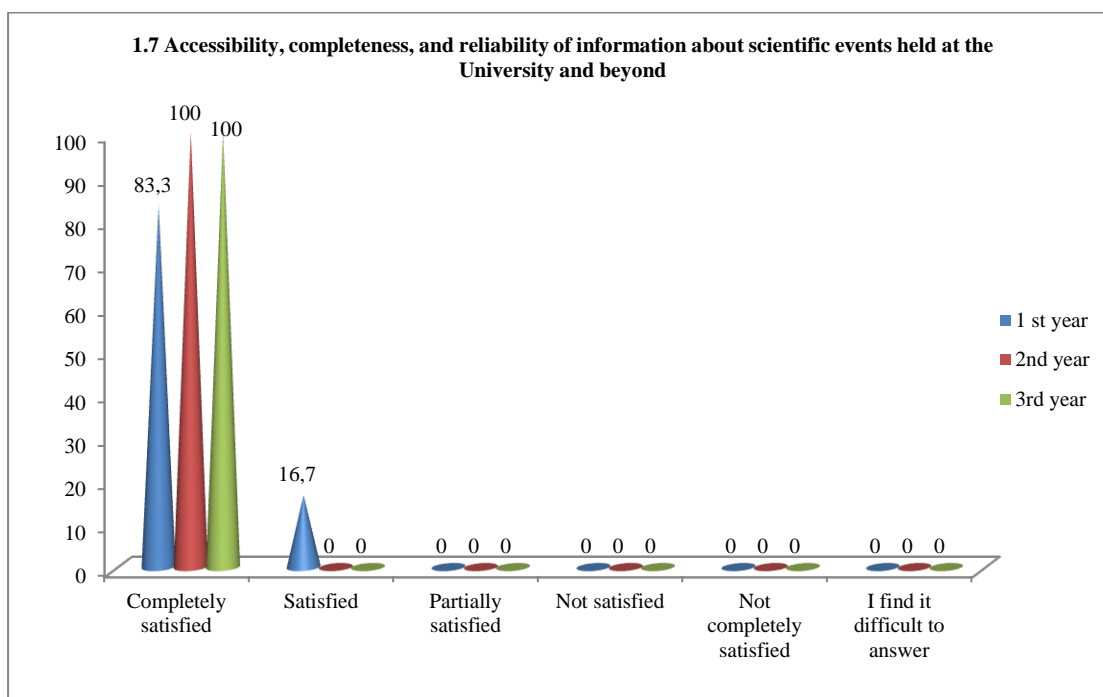
1.6 The university's prompt response to your requests

Answer options	1 st year	2nd year	3rd year
Completely satisfied	83,3	100	100
Satisfied	16,7	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



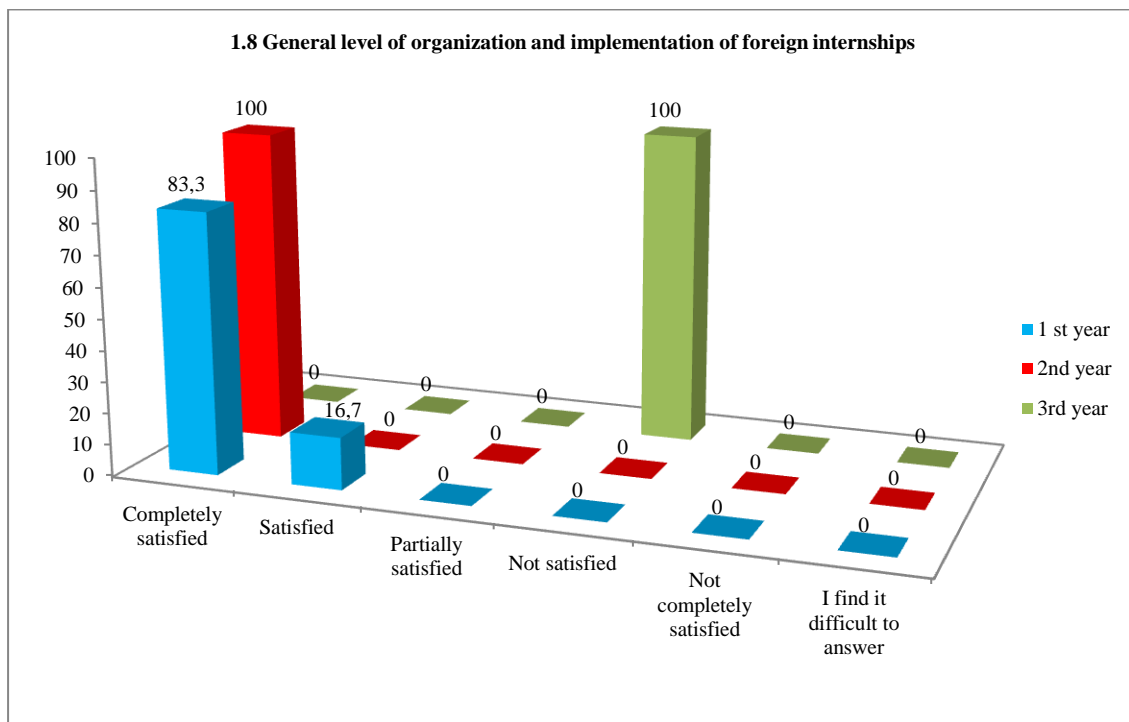
1.7 Accessibility, completeness, and reliability of information about scientific events held at the University and beyond

Answer options	1 st year	2nd year	3rd year
Completely satisfied	83,3	100	100
Satisfied	16,7	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



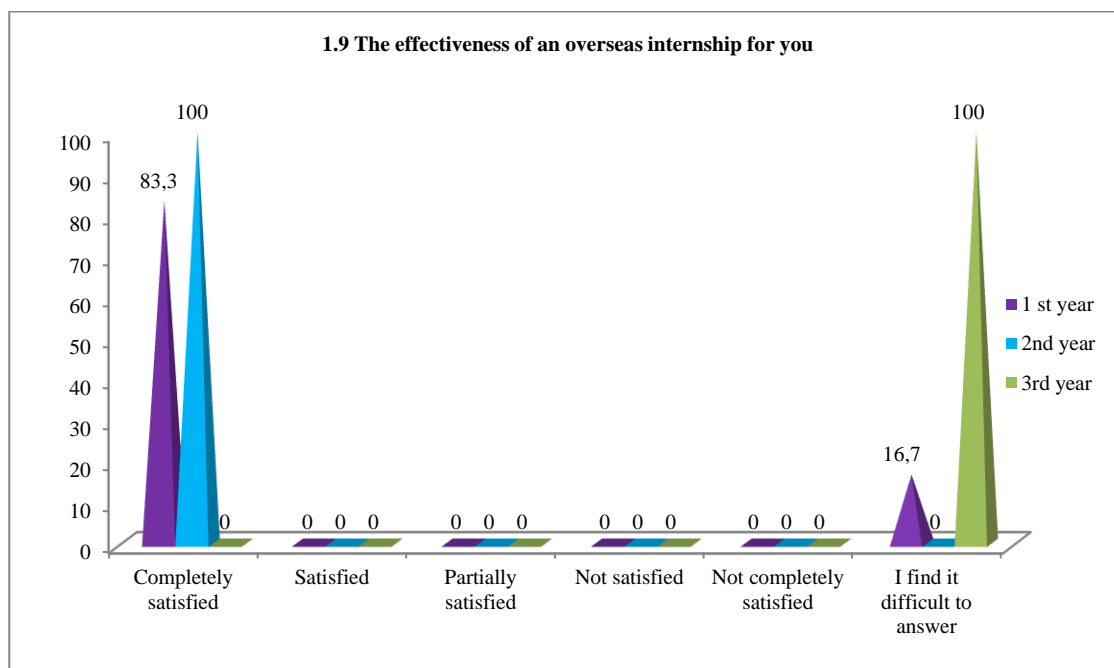
1.8 General level of organization and implementation of foreign internships

Answer options	1 st year	2nd year	3rd year
Completely satisfied	83,3	100	-
Satisfied	16,7	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	100
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	-



1.9 The effectiveness of an overseas internship for you

Answer options	1 st year	2nd year	3rd year
Completely satisfied	83,3	100	-
Satisfied	-	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	16,7	-	100



2. Assess the professional skills of a domestic consultant in the field of research:

2.1 Demonstrates the ability to propose the development, implementation and adaptation of a comprehensive research program
2.2 Contributes to science through research, which is reflected in cited national or international publications or patents
2.3 Has an international reputation in his/her research field, has contacts in scientific communities, and is able to present and interpret research results
2.4 Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, including foreign ones
2.5 Publishes papers as lead author-researcher, conducts scientific seminars and chairs sections at conferences
2.6 Defines acceptable research methodology, research techniques and approaches
2.7 Adheres to standards of academic integrity and ethics in research and interpersonal communication

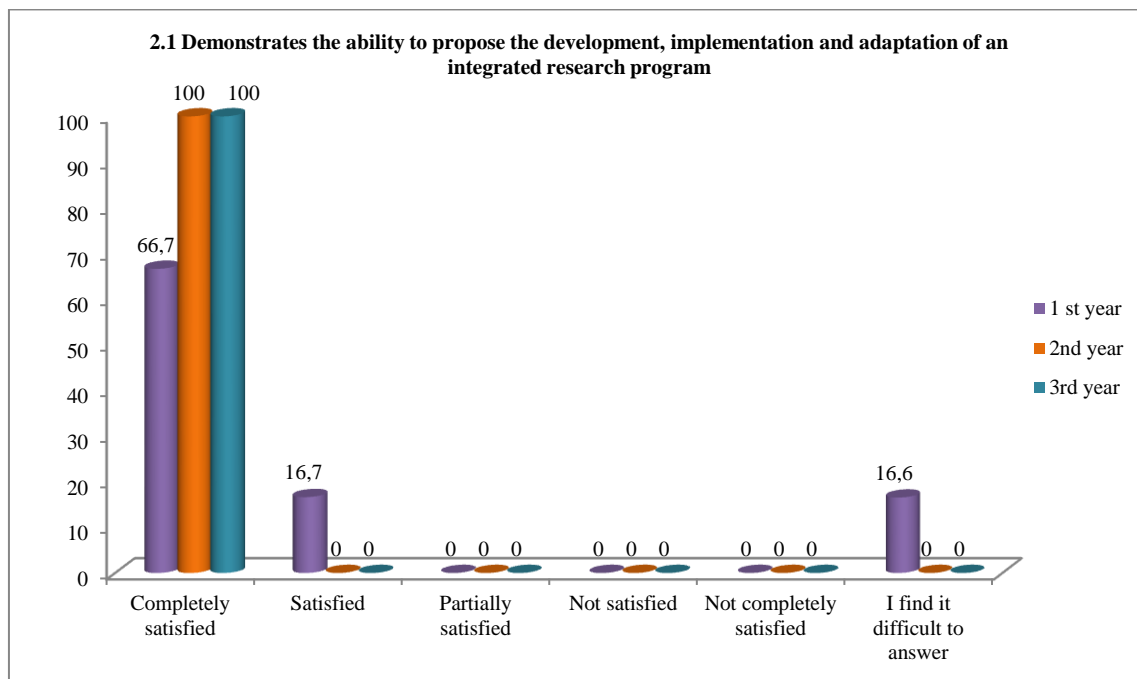
Other (write your answer)_____

If you answered «to the previous question Not satisfied or completely dissatisfied», please provide recommendations for improvement professional skills of domestic research consulting_____

Indicators:

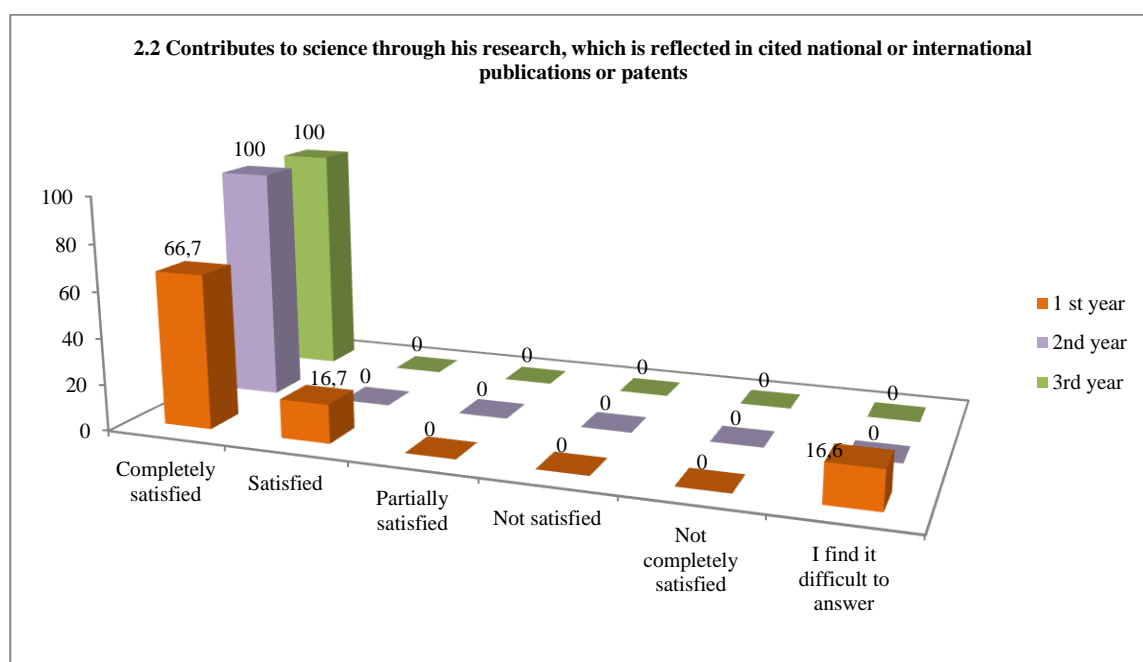
2.1 Demonstrates the ability to propose the development, implementation and adaptation of an integrated research program

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66,7	100	100
Satisfied	16,7	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	16,6	-	-



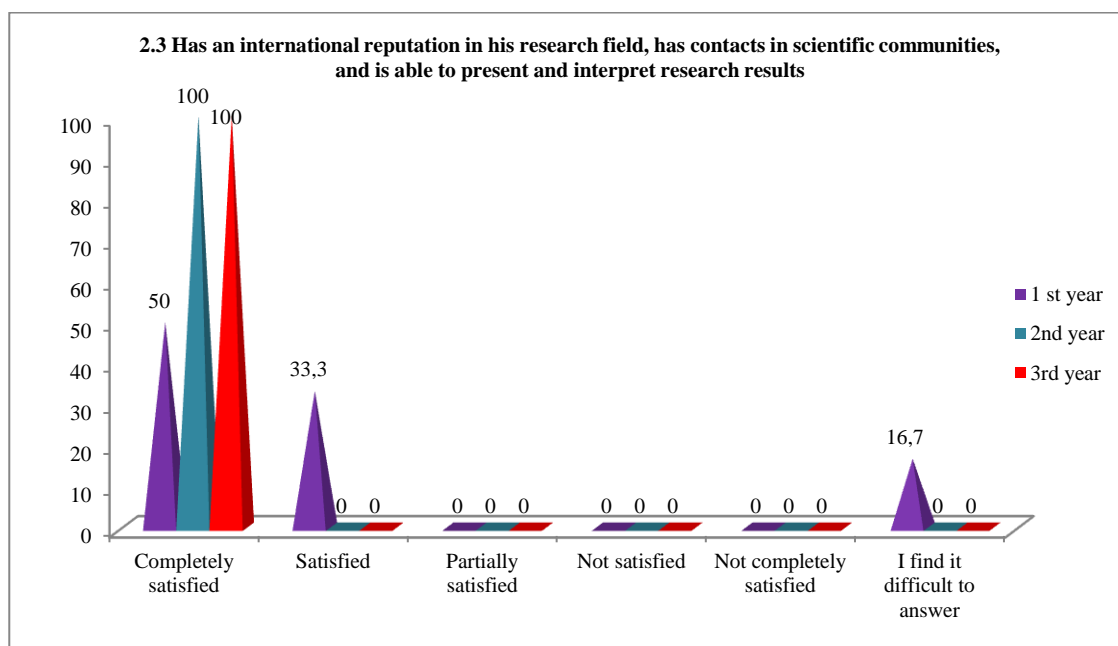
2.2 Contributes to science through his research, which is reflected in cited national or international publications or patents

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66,7	100	100
Satisfied	16,7	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	16,6	-	-



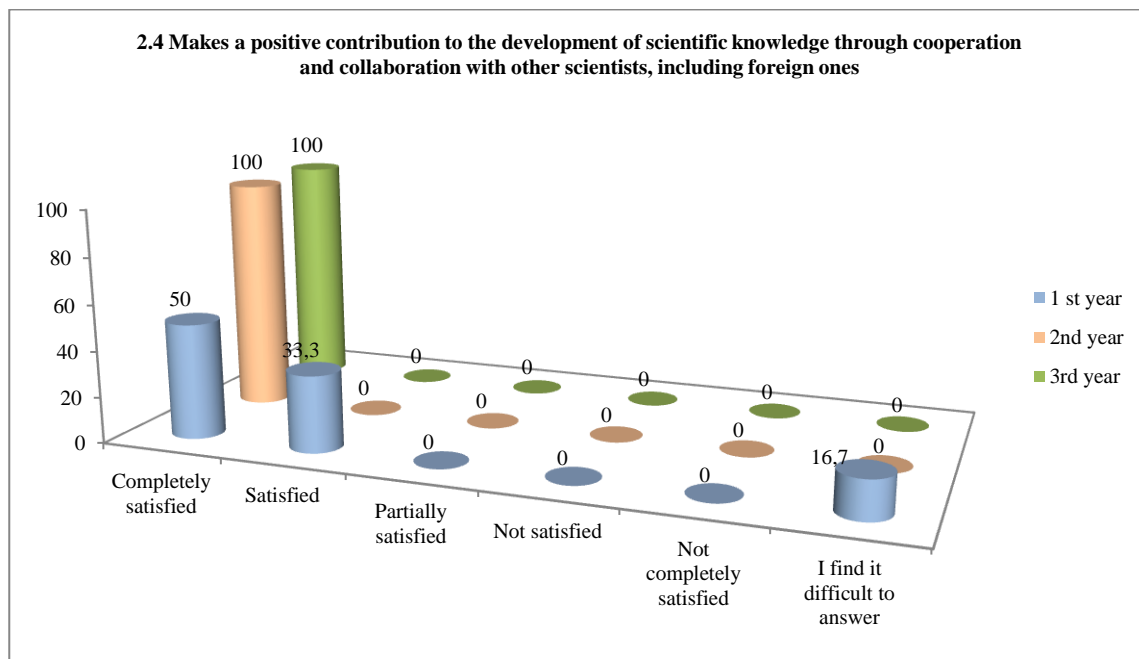
2.3 Has an international reputation in his research field, has contacts in scientific communities, and is able to present and interpret research results

Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	100	100
Satisfied	33,3	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	16,7	-	-



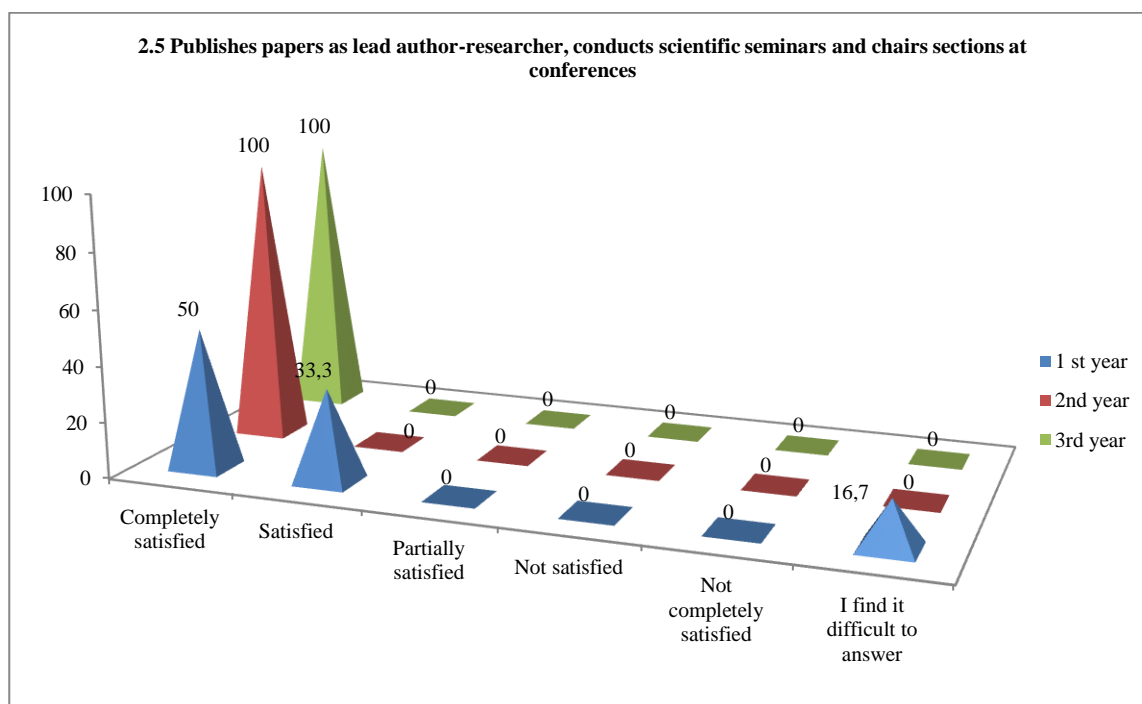
2.4 Makes a positive contribution to the development of scientific knowledge through cooperation and collaboration with other scientists, including foreign ones

Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	100	100
Satisfied	33,3	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	16,7	-	-



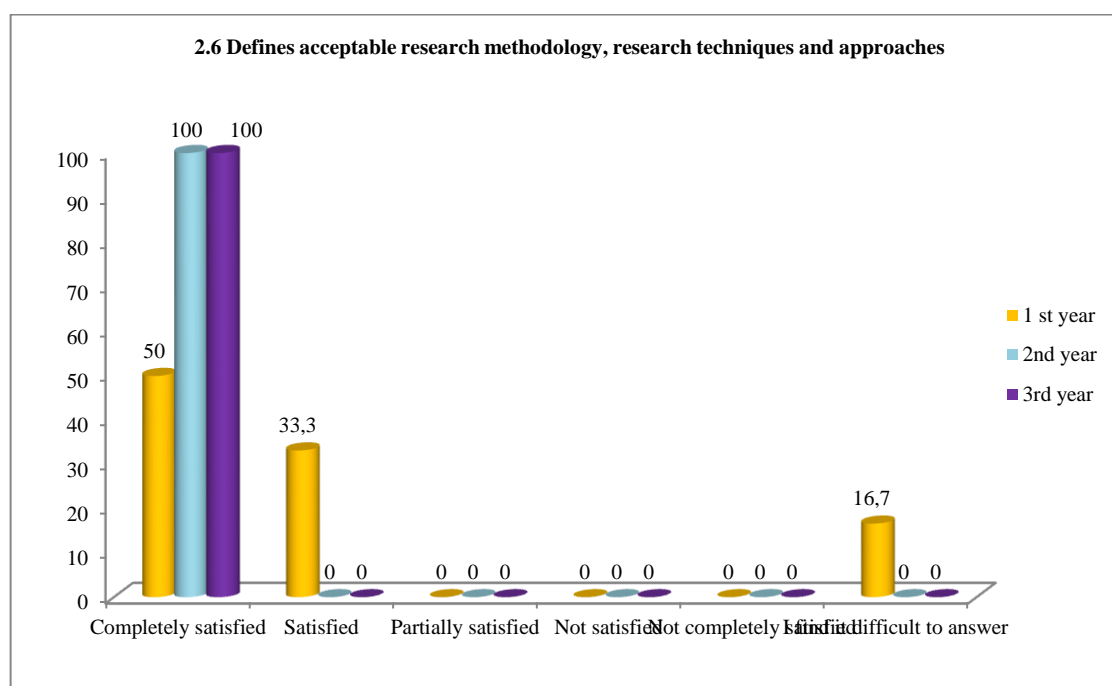
2.5 Publishes papers as lead author-researcher, conducts scientific seminars and chairs sections at conferences

Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	100	100
Satisfied	33,3	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	16,7	-	-



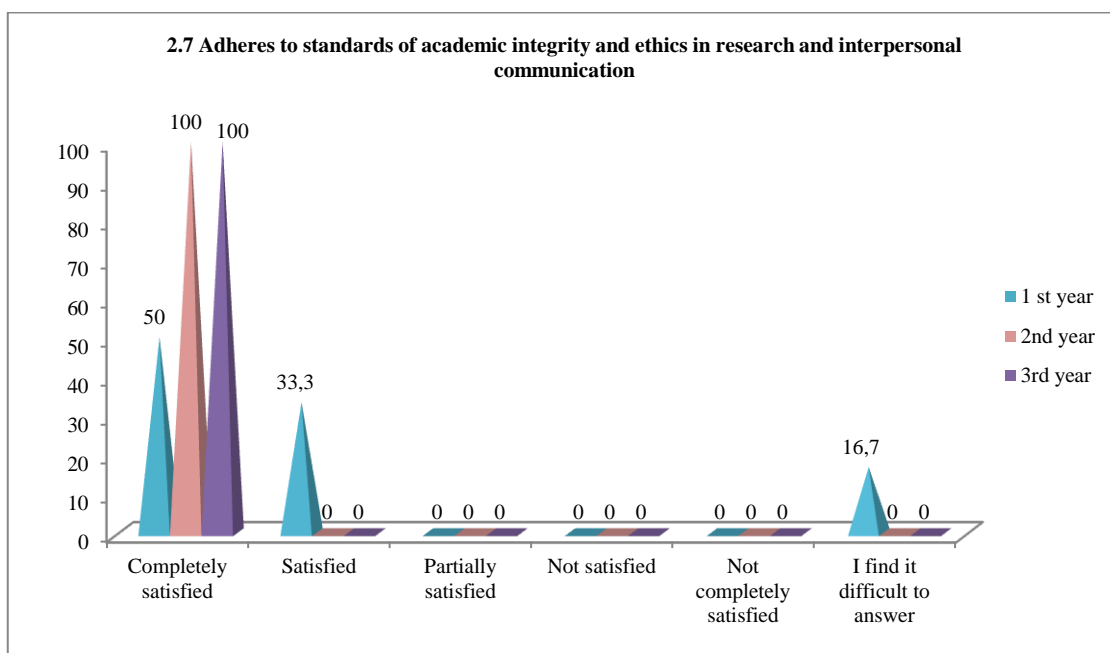
2.6 Defines acceptable research methodology, research techniques and approaches

Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	100	100
Satisfied	33,3	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	16,7	-	-



2.7 Adheres to standards of academic integrity and ethics in research and interpersonal communication

Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	100	100
Satisfied	33,3	-	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	16,7	-	-



3. Assess the professional skills of the foreign consultant in the field of research:

3.1 Provides practical advice and recommendations on the plan and content of the dissertation
3.2 Provides advice on the research topic
3.3 Participates in organizing foreign internships in research organizations
3.4 Received practical advice on writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/Web of Science databases
3.5 Improved knowledge of a foreign language
3.6 Introduced to global trends in research and experience working with a foreign scientist
3.7 Had the opportunity to listen to lectures from a foreign supervisor during doctoral studies
3.8 Forms of work of a doctoral student with a foreign scientific supervisor: - in an online format, including via the Zoom platform, email, Skype, WhatsApp and messaging by phone
3.9 In offline format, including during an internship abroad, guest lectures by a foreign consultant, and traditional consultations
3.10 Adheres to standards of academic integrity and ethics in research and interpersonal communication

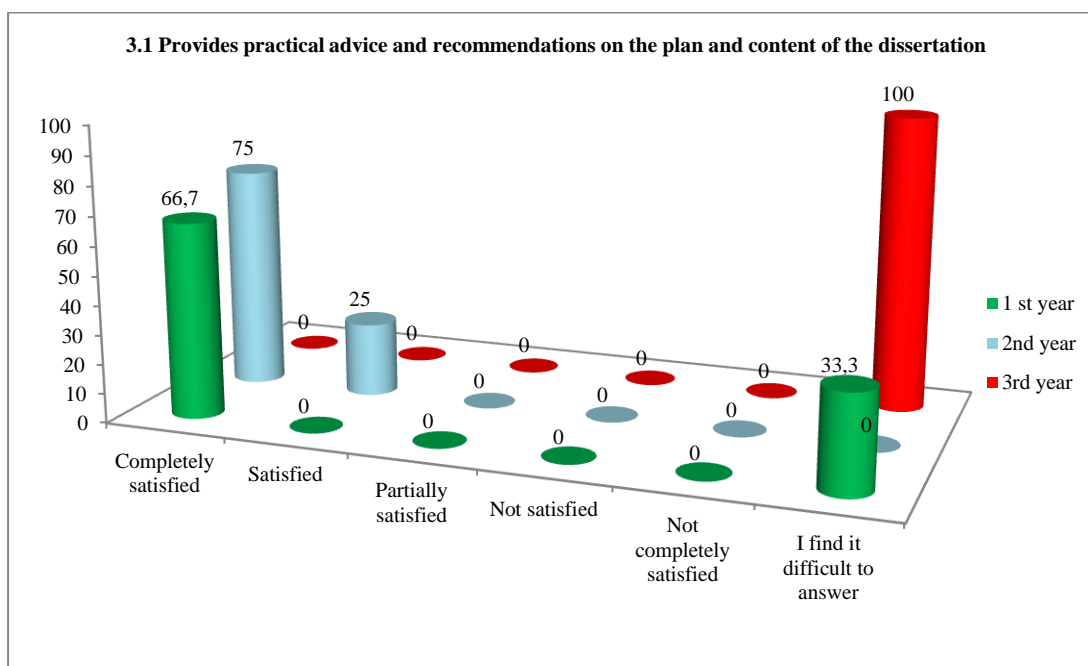
Other (write your answer) _____

If you answered «Not satisfied» or «Completely not satisfied» to the previous question, please provide recommendations for improving the professional skills of overseas research consultants _____

Indicators:

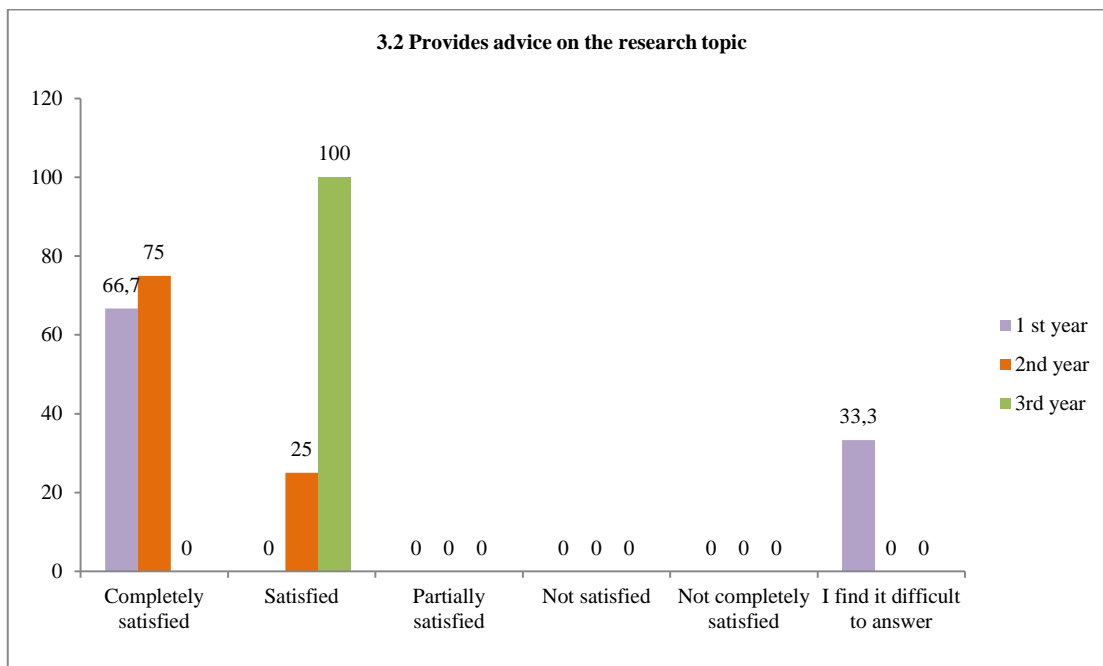
3.1 Provides practical advice and recommendations on the plan and content of the dissertation

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66,7	75	-
Satisfied	-	25	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	33,3	-	100



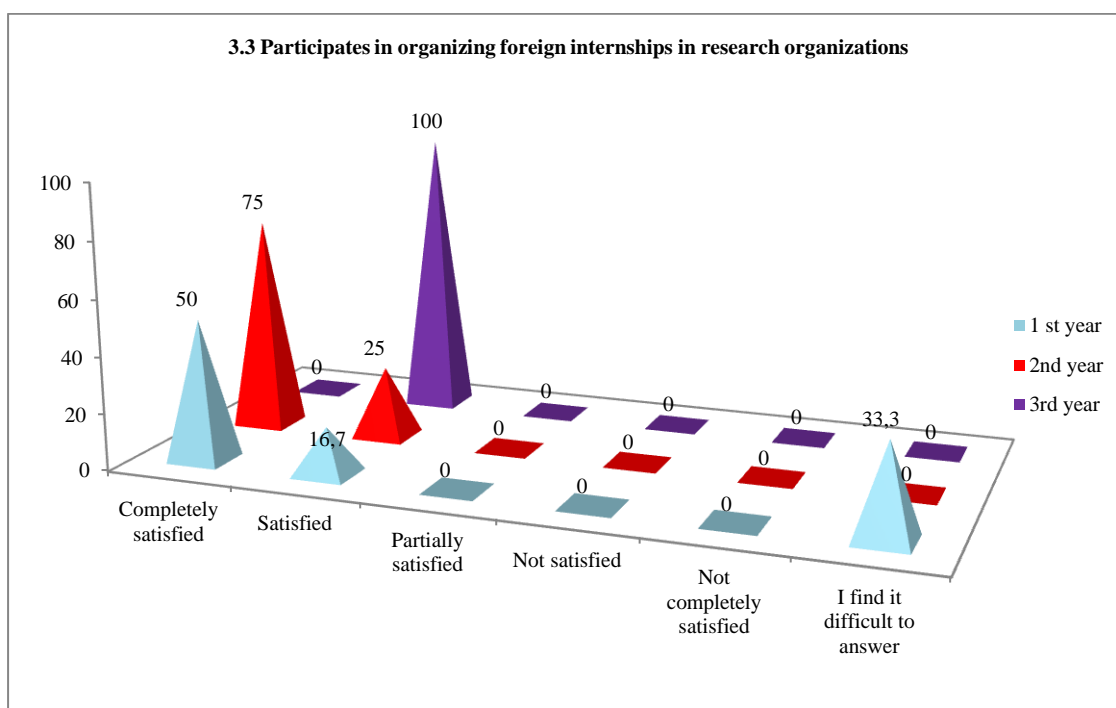
3.2 Provides advice on the research topic

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66,7	75	-
Satisfied	-	25	100
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	33,3	-	-



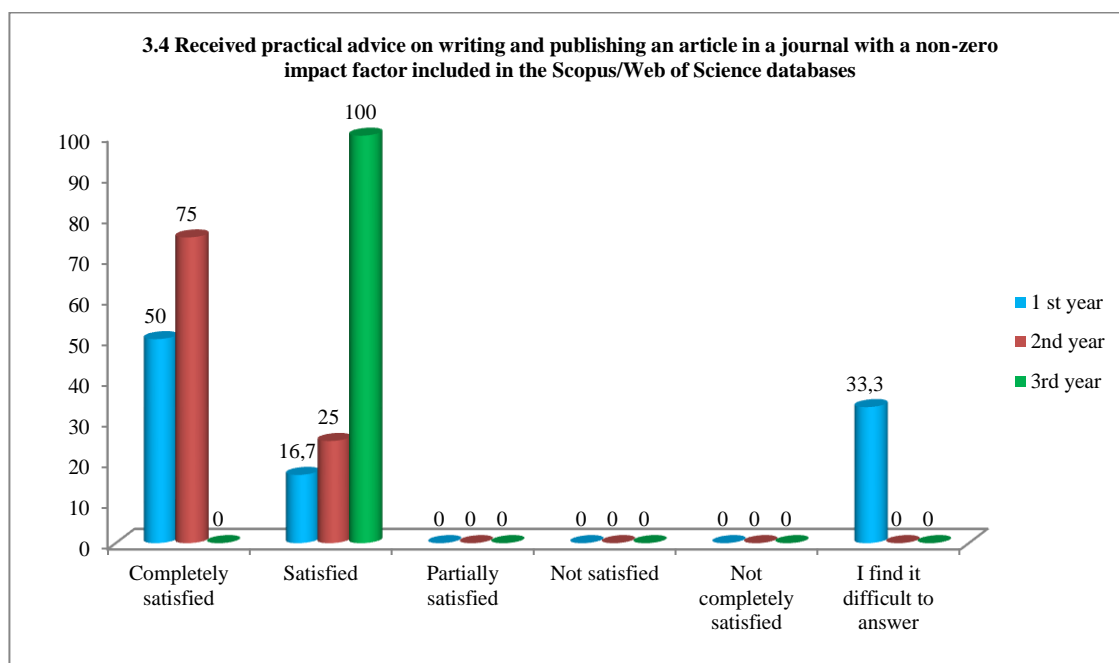
3.3 Participates in organizing foreign internships in research organizations

Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	75	-
Satisfied	16,7	25	100
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	33,3	-	-



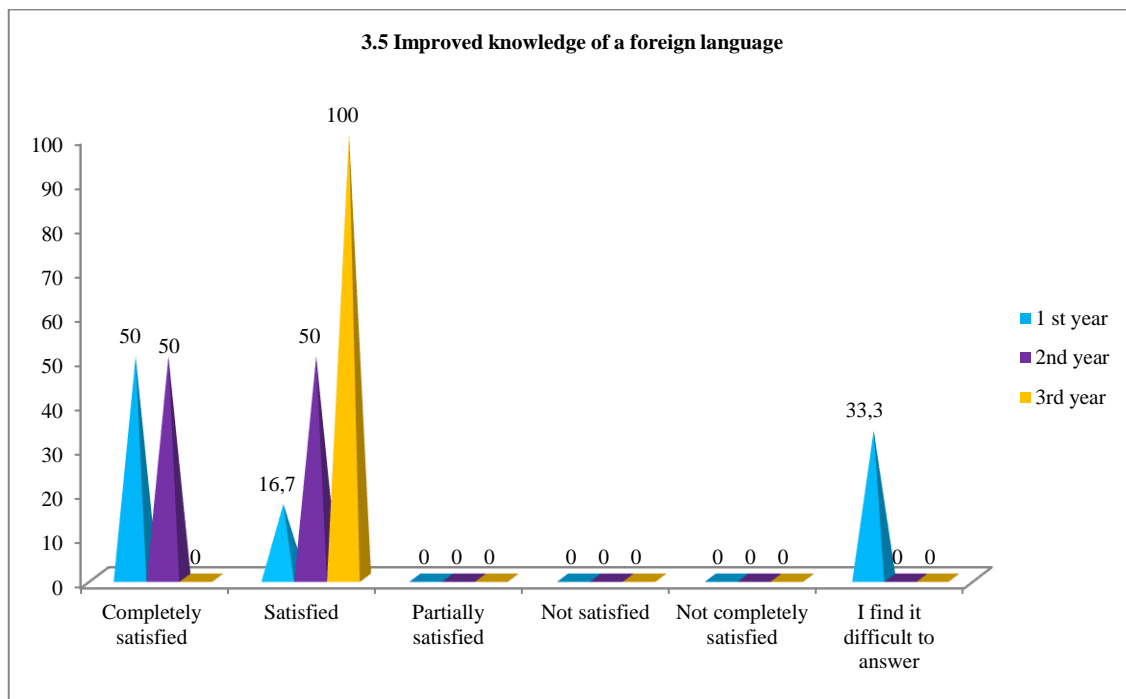
3.4 Received practical advice on writing and publishing an article in a journal with a non-zero impact factor included in the Scopus/Web of Science databases

Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	75	-
Satisfied	16,7	25	100
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	33,3	-	-



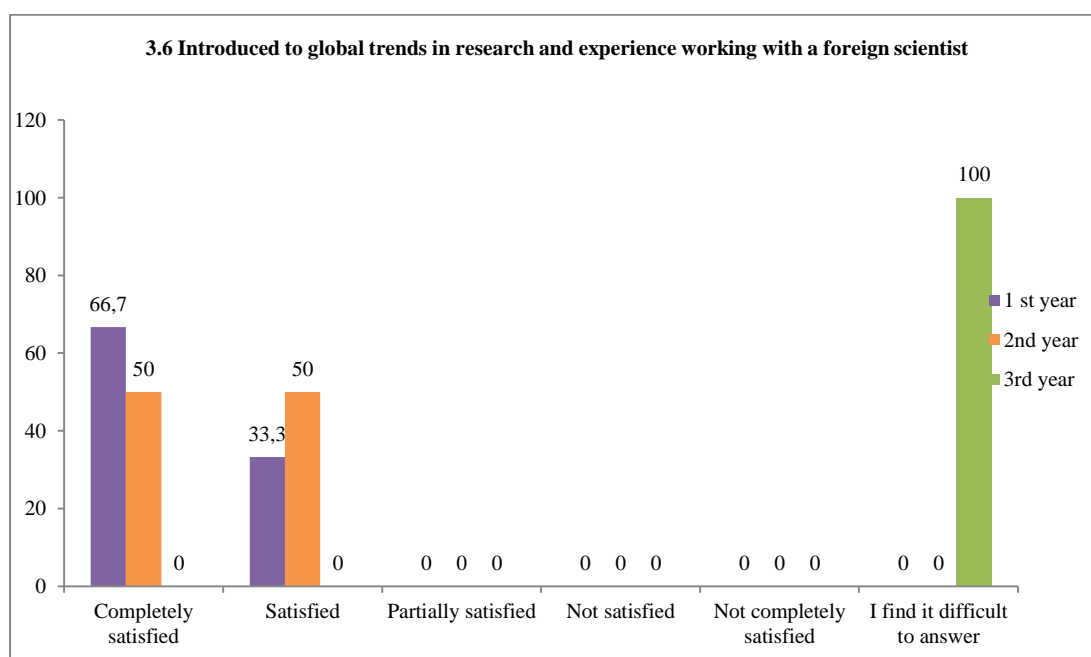
3.5 Improved knowledge of a foreign language

Answer options	1 st year	2nd year	3rd year
Completely satisfied	50	50	-
Satisfied	16,7	50	100
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	33,3	-	-



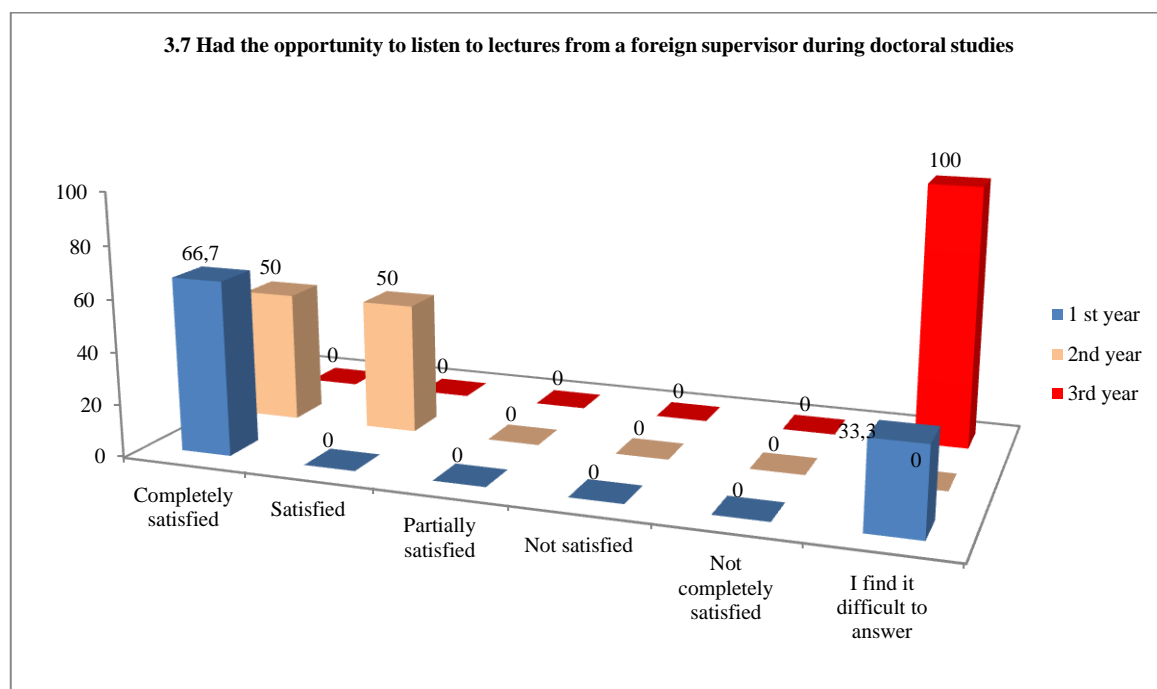
3.6 Introduced to global trends in research and experience working with a foreign scientist

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66,7	50	-
Satisfied	33,3	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	-	-	100



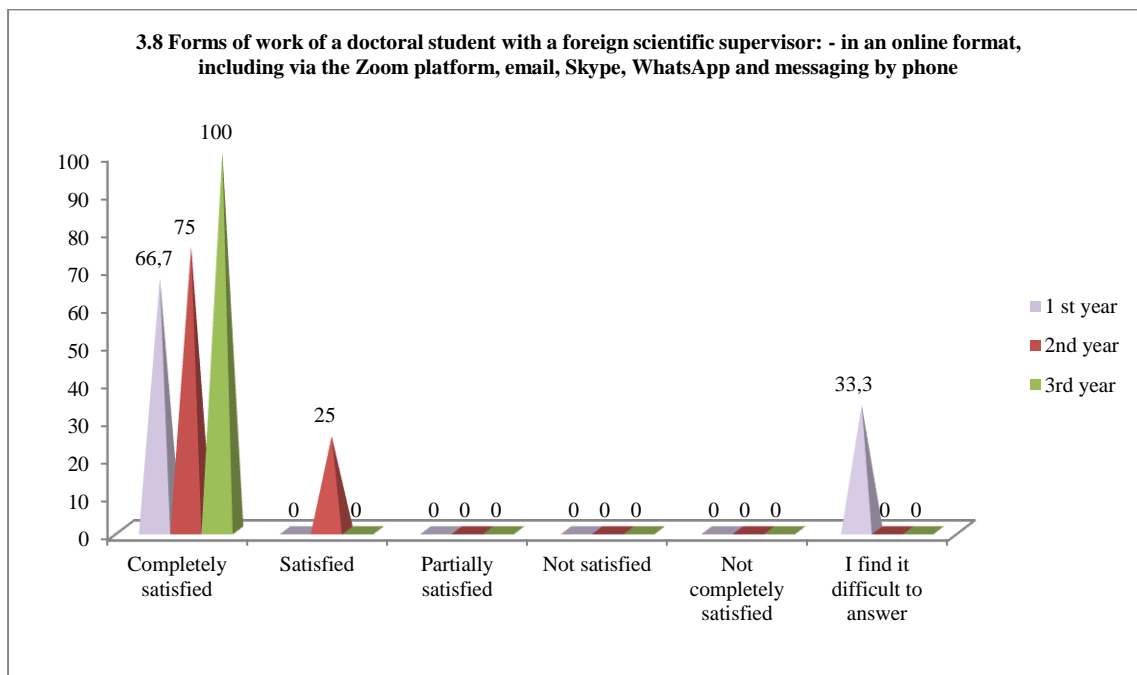
3.7 Had the opportunity to listen to lectures from a foreign supervisor during doctoral studies

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66,7	50	-
Satisfied	-	50	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	33,3	-	100



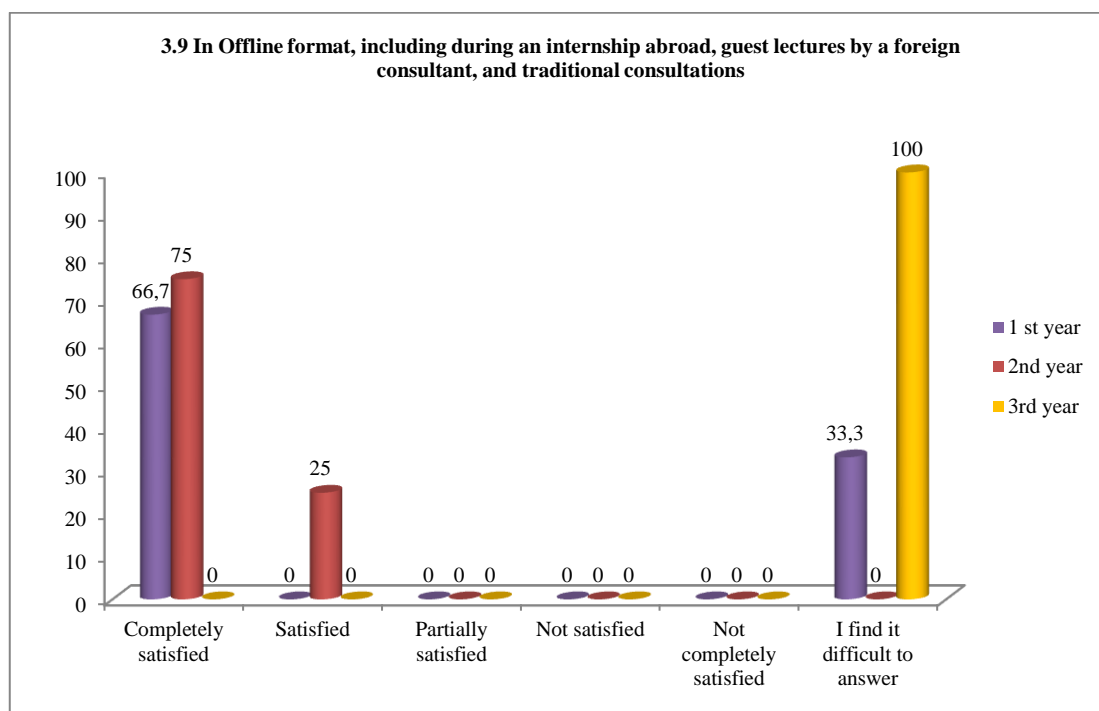
3.8 Forms of work of a doctoral student with a foreign scientific supervisor: - in an online format, including via the Zoom platform, email, Skype, WhatsApp and messaging by phone

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66,7	75	100
Satisfied	-	25	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	33,3	-	-



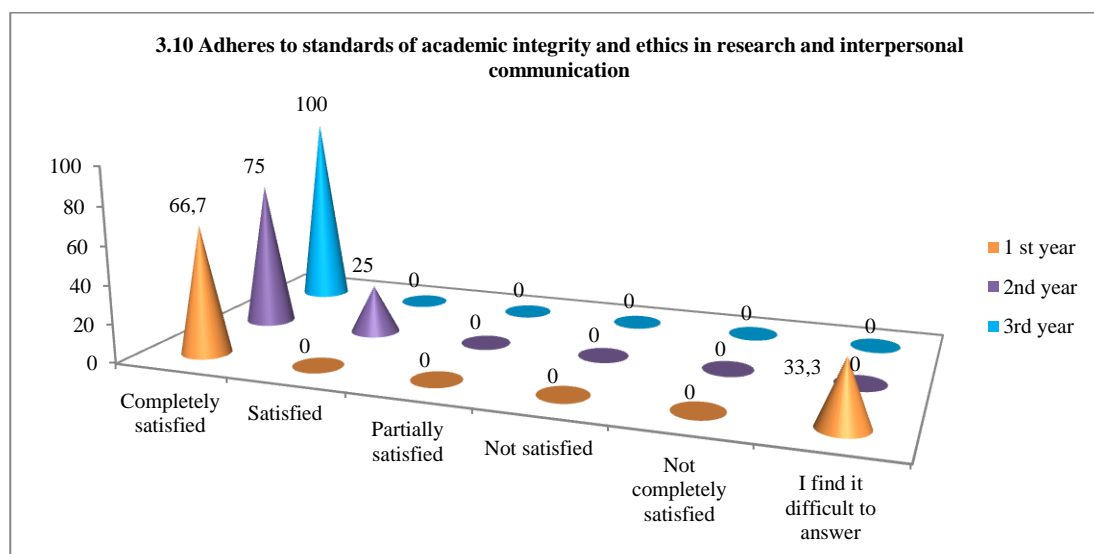
3.9 In Offline format, including during an internship abroad, guest lectures by a foreign consultant, and traditional consultations

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66,7	75	-
Satisfied	-	25	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	33,3	-	100



3.10 Adheres to standards of academic integrity and ethics in research and interpersonal communication

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66,7	75	100
Satisfied	-	25	-
Partially satisfied	-	-	-
Not satisfied	-	-	-
Not completely satisfied	-	-	-
I find it difficult to answer	33,3	-	-



4. Listed below are the various opportunities that a job can provide a specialist. What importance do you attach to each of them, regardless of whether they were realized or not?

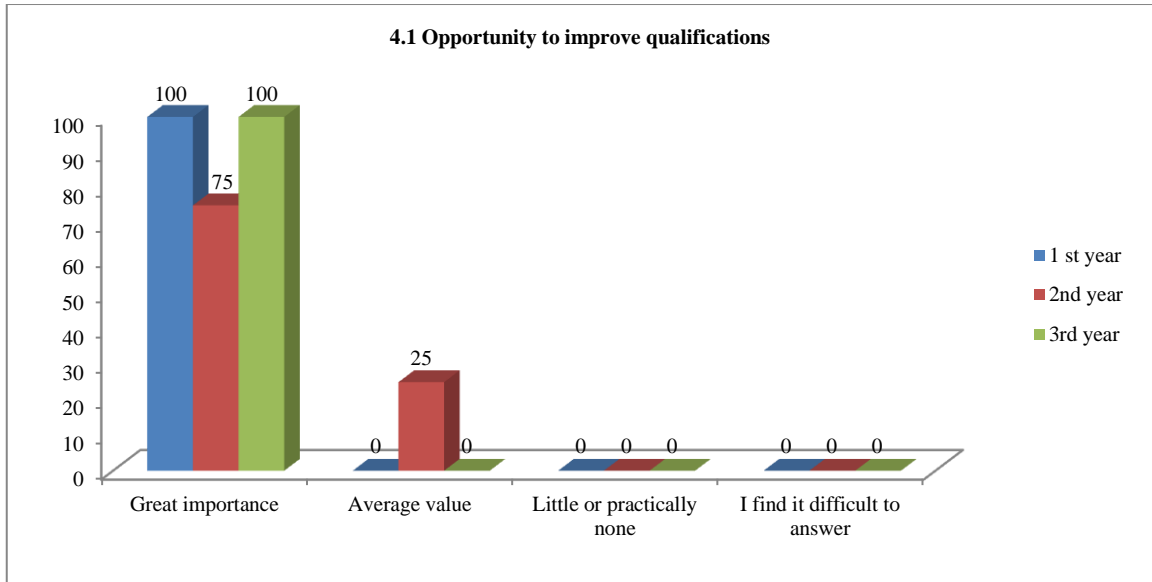
4.1 Opportunity to improve qualifications
4.2 Opportunity to work with highly competent colleagues
4.3 Opportunity to earn a high salary
4.4 Opportunity to work in comfortable working conditions
4.5 Opportunity to advance in positions
4.6 Opportunity to develop your own ideas
4.7 Opportunity to engage in prestigious activities
4.8 Opportunity to work under a highly competent manager
4.9 Opportunity to contribute to science
4.10 Opportunity to create prestige for yourself in the professional sphere

Other (write your answer) _____

If you answered «Little or nothing» to the previous question, please write why

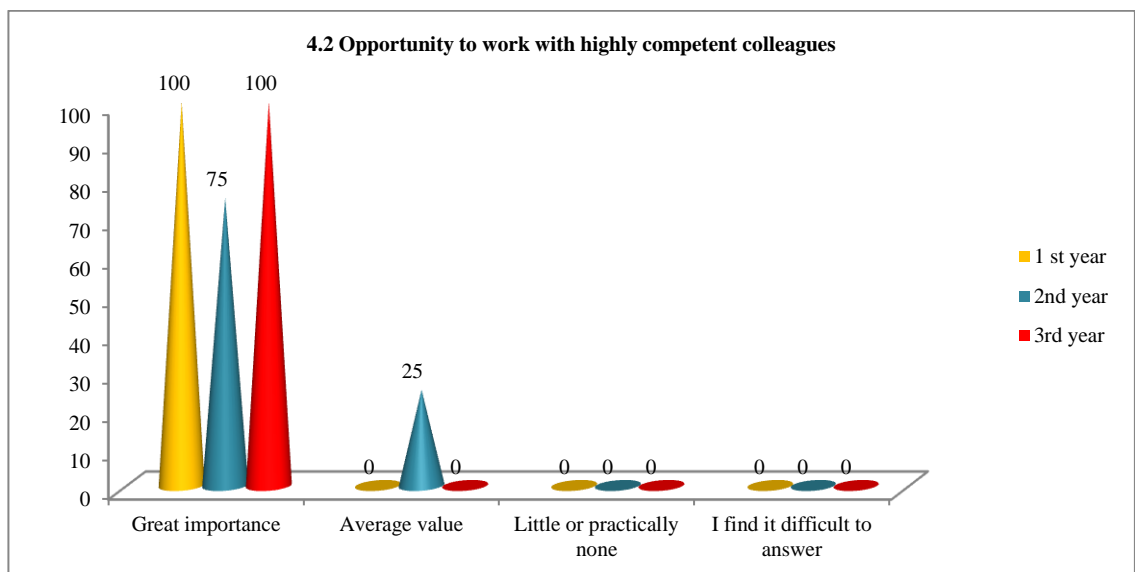
4.1 Opportunity to improve qualifications

Answer options	1 st year	2nd year	3rd year
Great importance	100	75	100
Average value	-	25	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



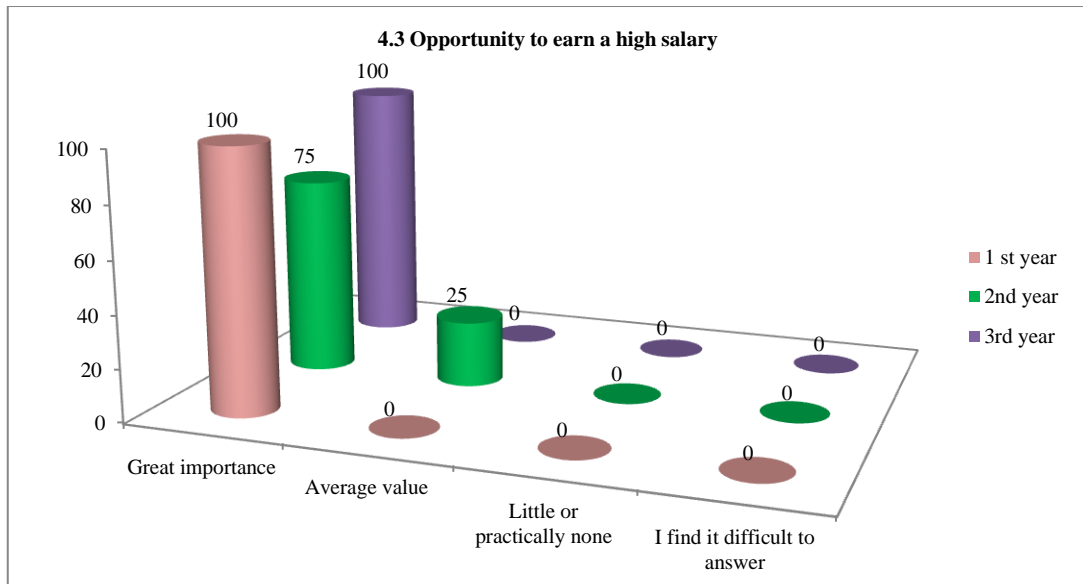
4.2 Opportunity to work with highly competent colleagues

Answer options	1 st year	2nd year	3rd year
Great importance	100	75	100
Average value	-	25	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



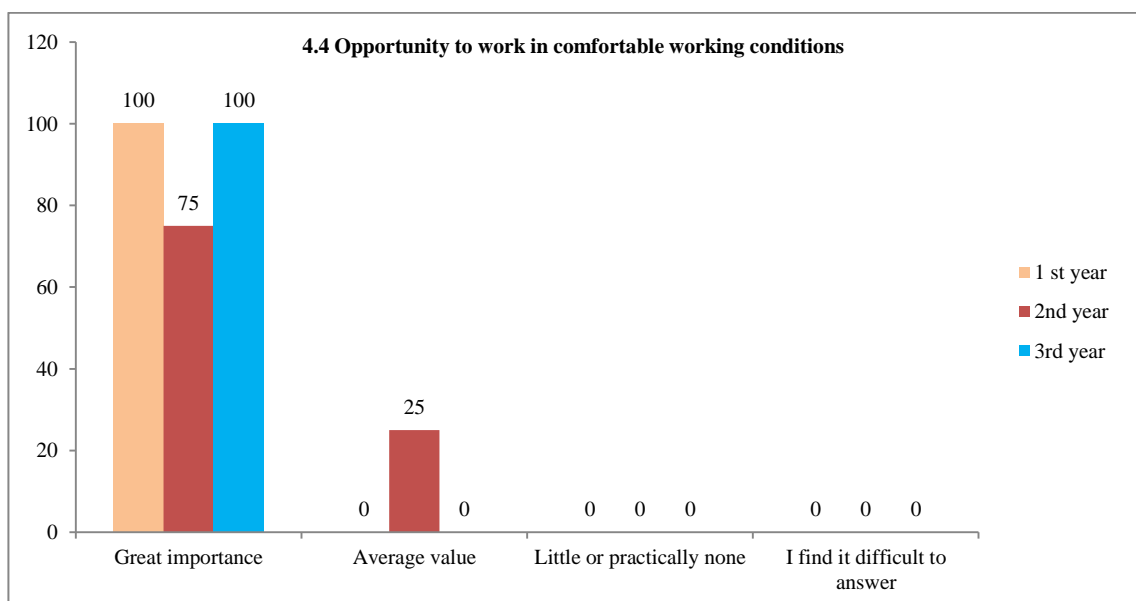
4.3 Opportunity to earn a high salary

Answer options	1 st year	2nd year	3rd year
Great importance	100	75	100
Average value	-	25	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



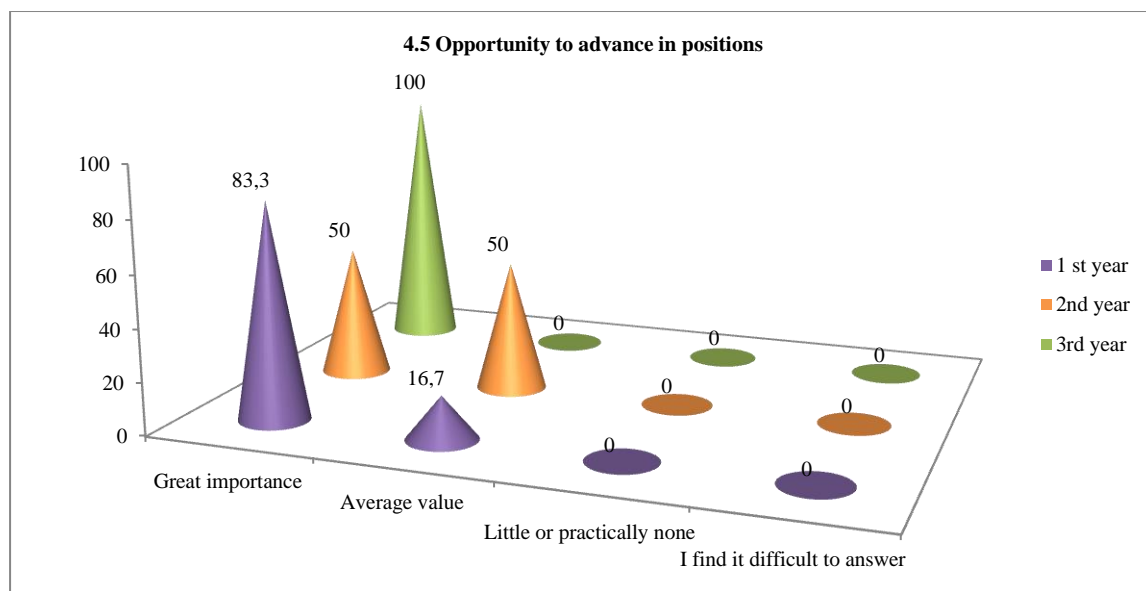
4.4 Opportunity to work in comfortable working conditions

Answer options	1 st year	2nd year	3rd year
Great importance	100	75	100
Average value	-	25	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



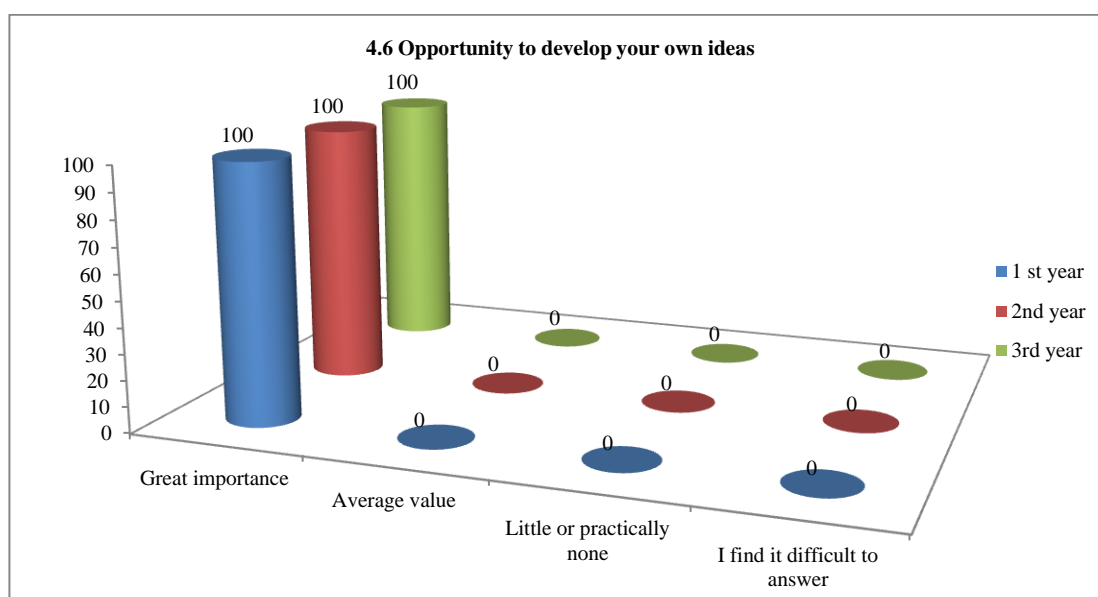
4.5 Opportunity to advance in positions

Answer options	1 st year	2nd year	3rd year
Great importance	83,3	50	100
Average value	16,7	50	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



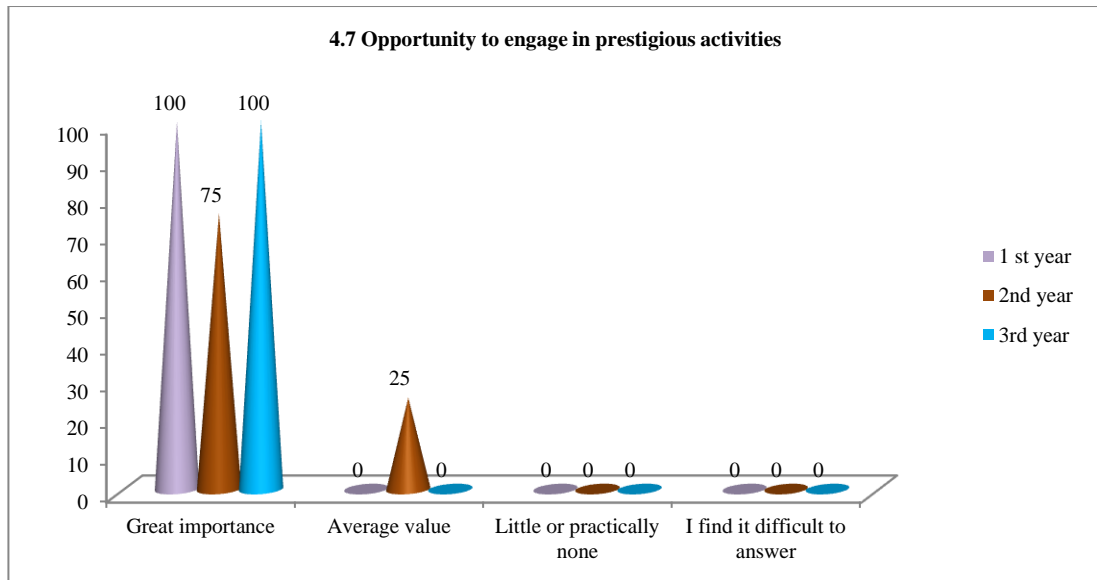
4.6 Opportunity to develop your own ideas

Answer options	1 st year	2nd year	3rd year
Great importance	100	100	100
Average value	-	-	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



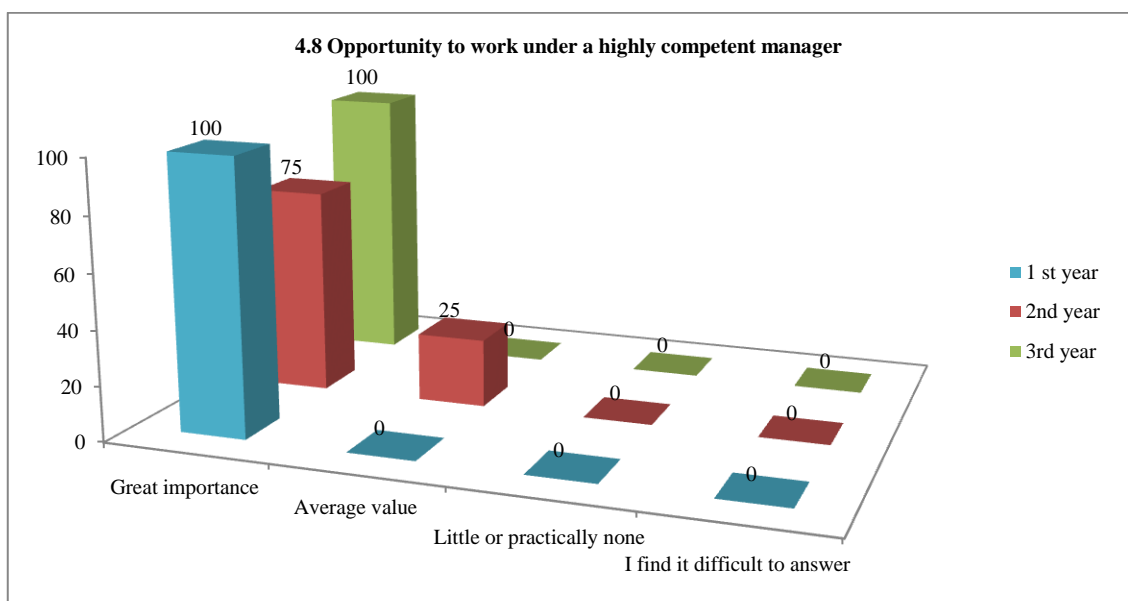
4.7 Opportunity to engage in prestigious activities

Answer options	1 st year	2nd year	3rd year
Great importance	100	75	100
Average value	-	25	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



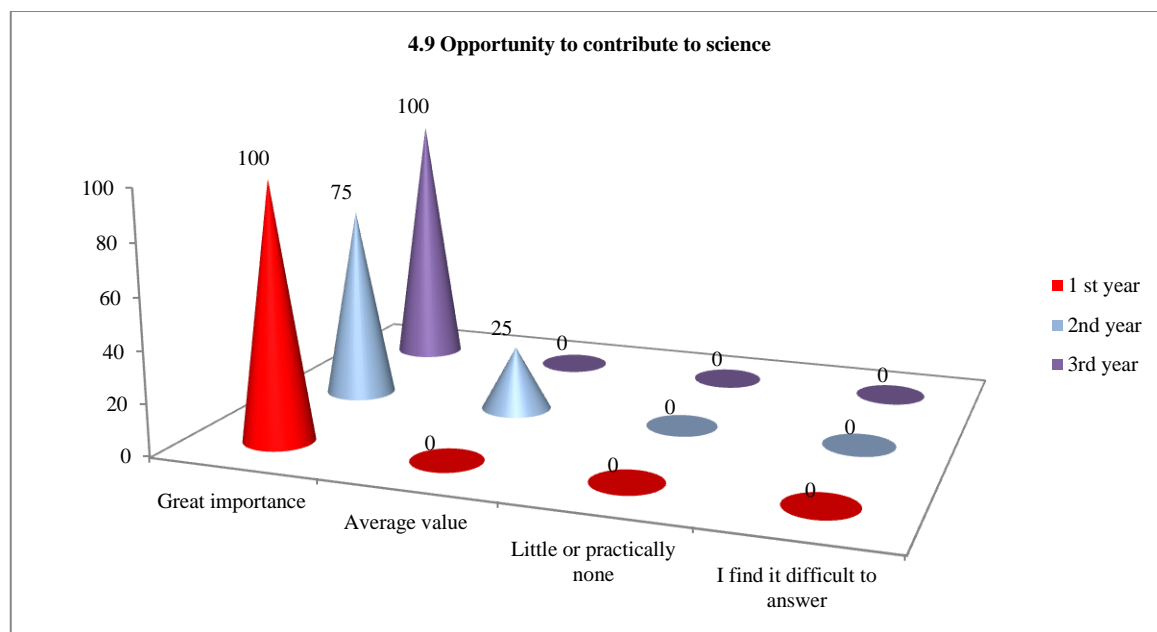
4.8 Opportunity to work under a highly competent manager

Answer options	1 st year	2nd year	3rd year
Great importance	100	75	100
Average value	-	25	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



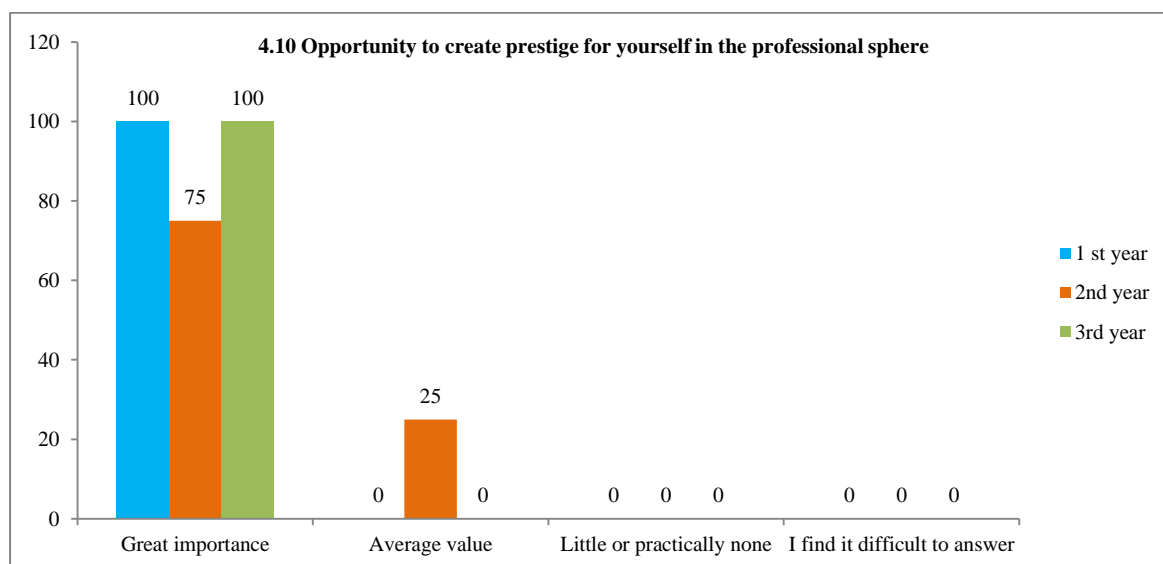
4.9 Opportunity to contribute to science

Answer options	1 st year	2nd year	3rd year
Great importance	100	75	100
Average value	-	25	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



4.10 Opportunity to create prestige for yourself in the professional sphere

Answer options	1 st year	2nd year	3rd year
Great importance	100	75	100
Average value	-	25	-
Little or practically none	-	-	-
I find it difficult to answer	-	-	-



5. Are you satisfied with the level of availability of the university's material and technical resources?

5.1 Library collections
5.2 Equipment, computers necessary for the educational process and scientific activities
5.3 Internet channel width, its speed
5.4 Organization of food
5.5 Availability and condition of sports equipment
5.6 Living conditions in the hostel

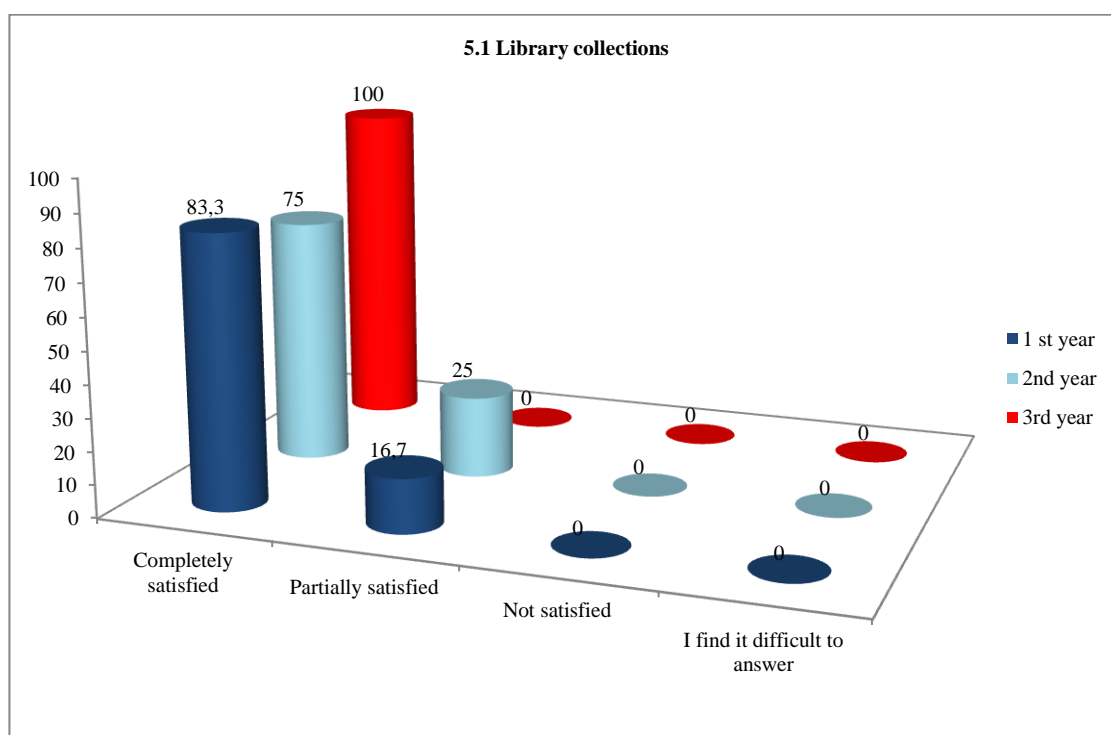
Other (write your answer) _____

If you answered «Not satisfied» to the previous question, please provide recommendations for improving the university's material and technical resources ____

Indicators:

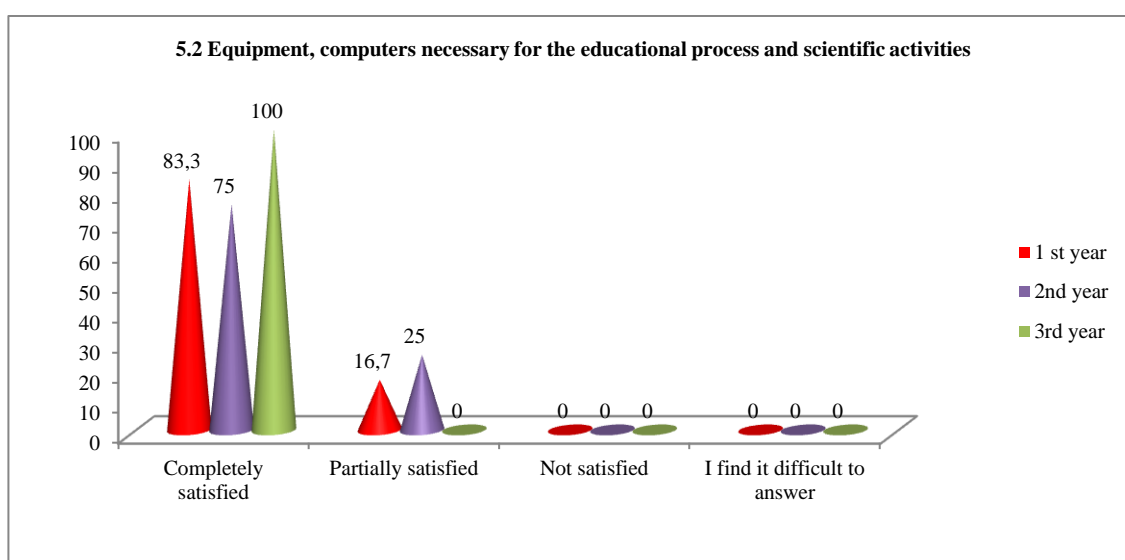
5.1 Library collections

Answer options	1 st year	2nd year	3rd year
Completely satisfied	83,3	75	100
Partially satisfied	16,7	25	-
Not satisfied	-	-	-
I find it difficult to answer	-	-	-



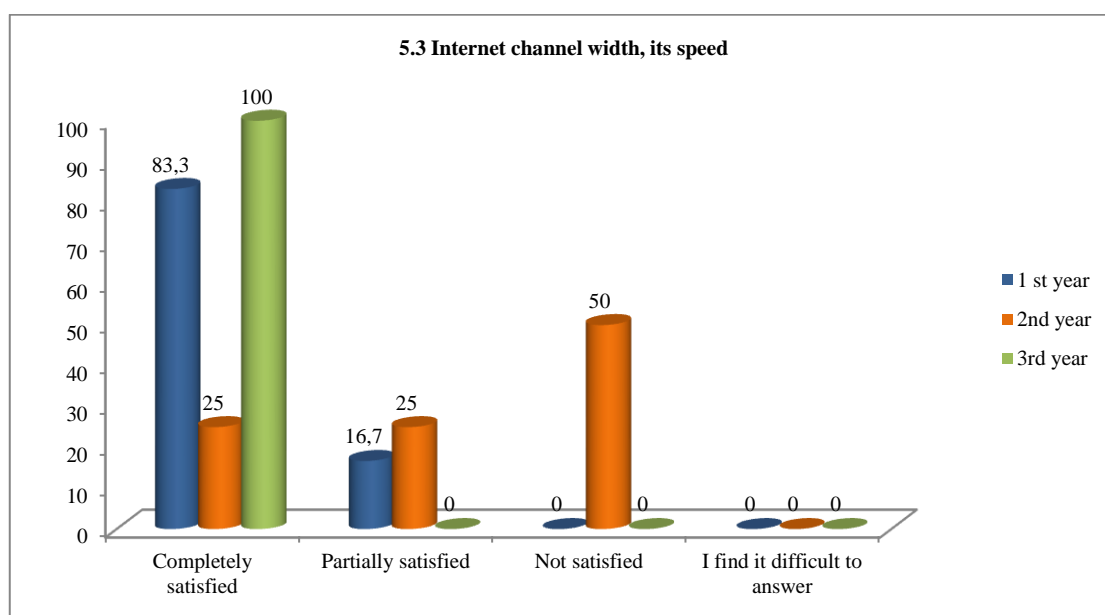
5.2 Equipment, computers necessary for the educational process and scientific activities

Answer options	1 st year	2nd year	3rd year
Completely satisfied	83,3	75	100
Partially satisfied	16,7	25	-
Not satisfied	-	-	-
I find it difficult to answer	-	-	-



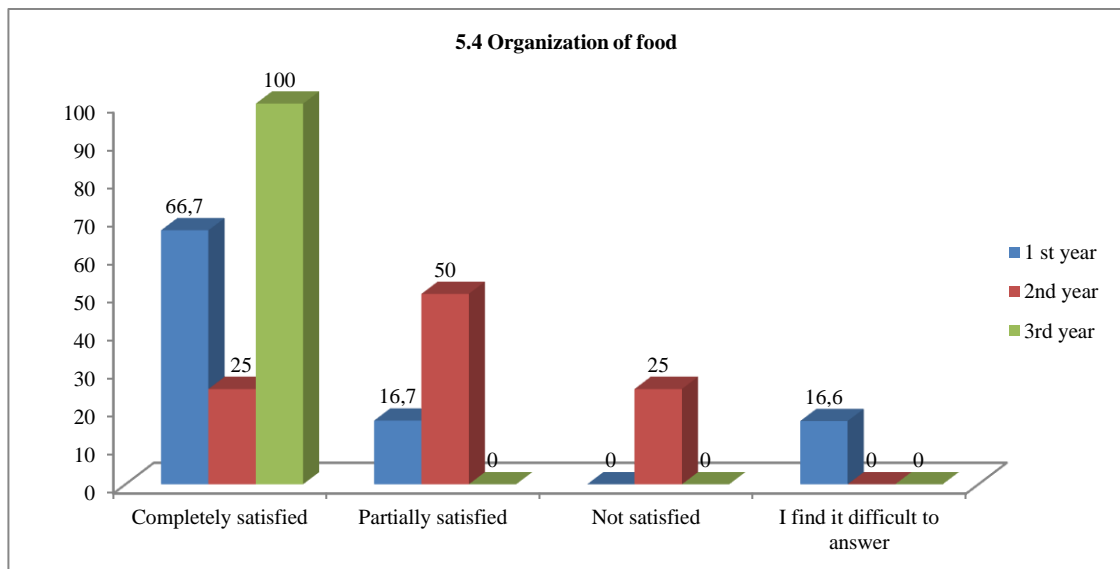
5.3 Internet channel width, its speed

Answer options	1 st year	2nd year	3rd year
Completely satisfied	83,3	25	100
Partially satisfied	16,7	25	-
Not satisfied	-	50	-
I find it difficult to answer	-	-	-



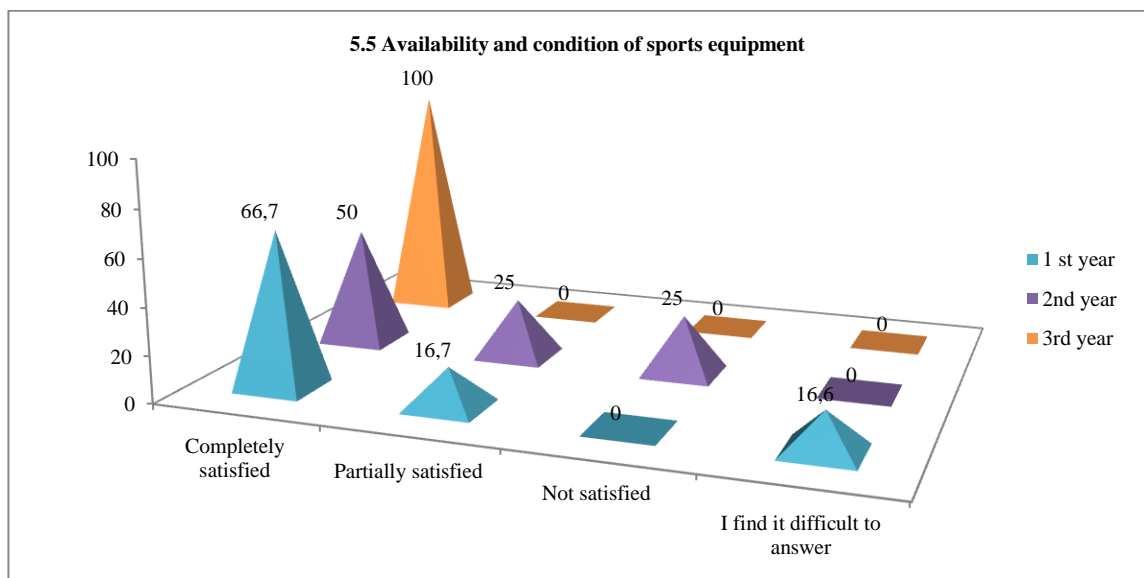
5.4 Organization of food

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66,7	25	100
Partially satisfied	16,7	50	-
Not satisfied	-	25	-
I find it difficult to answer	16,6	-	-



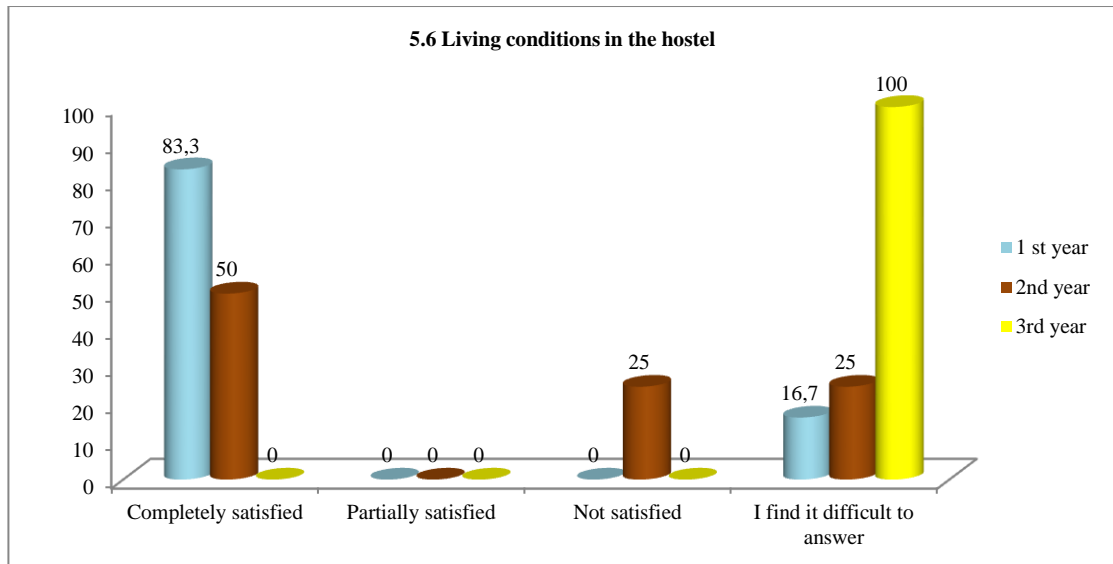
5.5 Availability and condition of sports equipment

Answer options	1 st year	2nd year	3rd year
Completely satisfied	66,7	50	100
Partially satisfied	16,7	25	-
Not satisfied	-	25	-
I find it difficult to answer	16,6	-	-



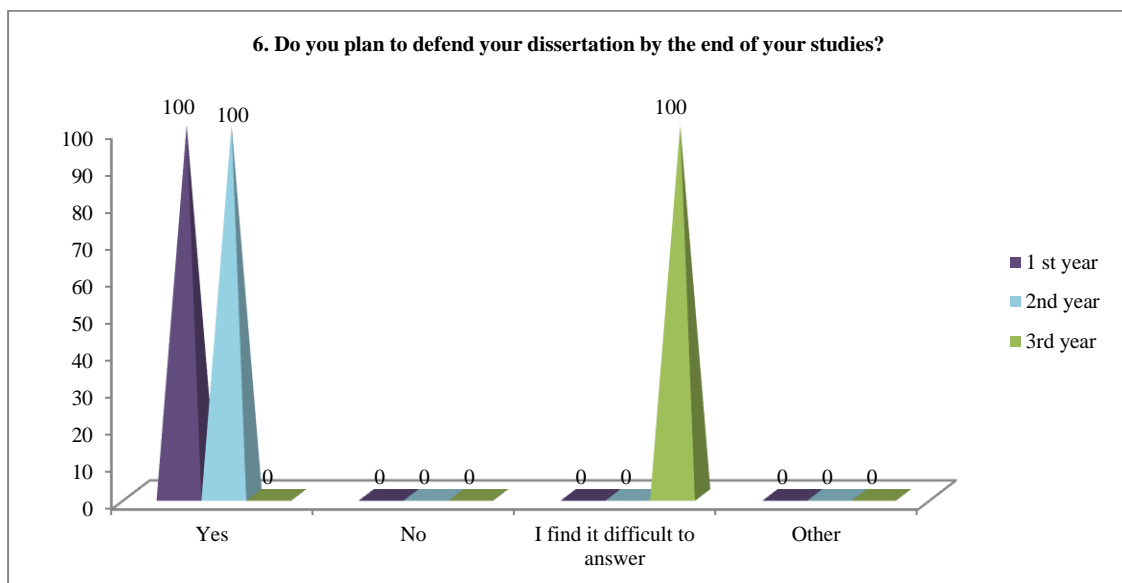
5.6 Living conditions in the hostel

Answer options	1 st year	2nd year	3rd year
Completely satisfied	83,3	50	-
Partially satisfied	-	-	-
Not satisfied	-	25	-
I find it difficult to answer	16,7	25	100



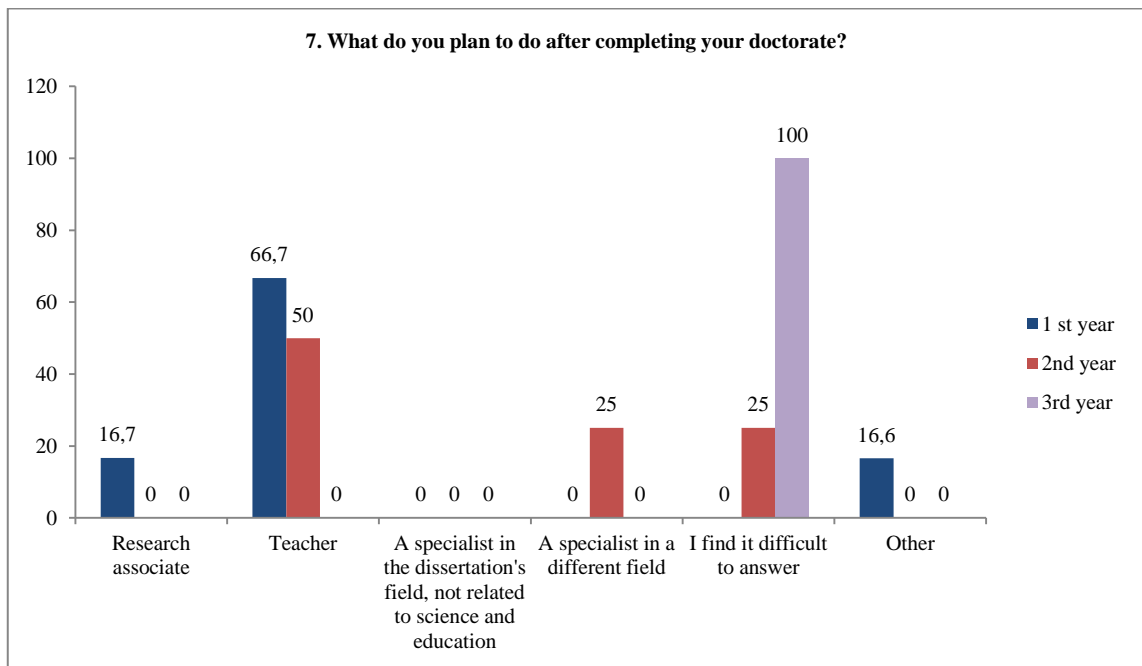
6. Do you plan to defend your dissertation by the end of your studies?

Answer options	1 st year	2nd year	3rd year
Yes	100	100	-
No	-	-	-
I find it difficult to answer	-	-	100
Other	-	-	-



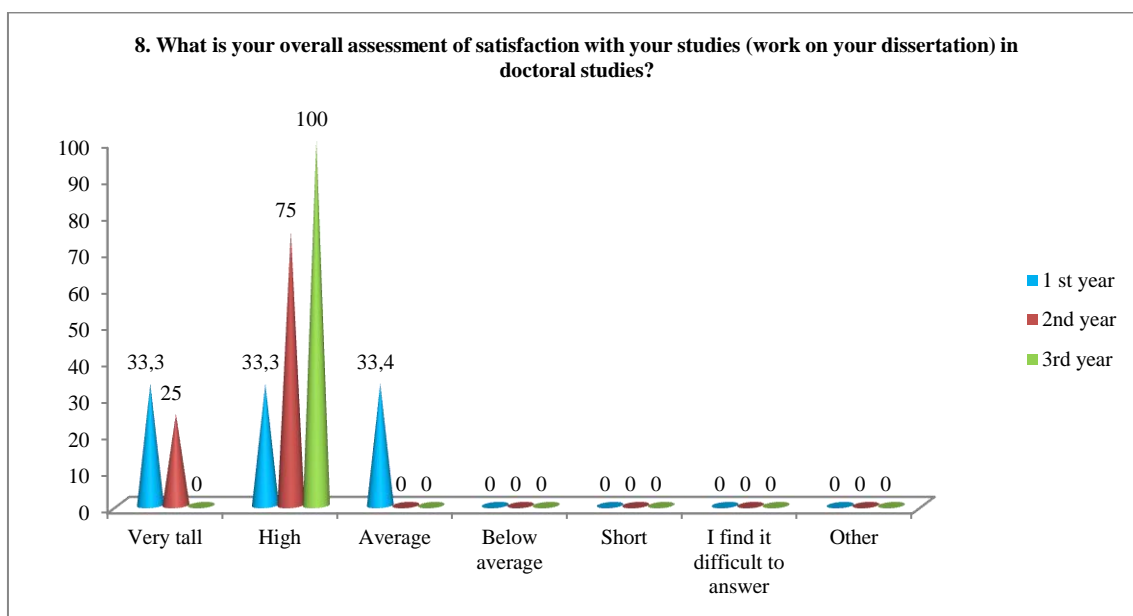
7. What do you plan to do after completing your doctorate?

Answer options	1 st year	2nd year	3rd year
Research associate	16,7	-	-
Teacher	66,7	50	-
A specialist in the dissertation's field, not related to science and education	-	-	-
A specialist in a different field	-	25	-
I find it difficult to answer	-	25	100
Other	16,6	-	-



8. What is your overall assessment of satisfaction with your studies (work on your dissertation) in doctoral studies?

Answer options	1 st year	2nd year	3rd year
Very tall	33,3	25	-
High	33,3	75	100
Average	33,4	-	-
Below average	-	-	-
Short	-	-	-
I find it difficult to answer	-	-	-
Other	-	-	-



Please write down what questions you think should be added to this questionnaire in order to improve the study program, improve the quality of services provided and other areas of the university's activities. *(The students' answers are presented in the original. The author's spelling and punctuation are preserved):*

- the possibility of providing foreign internship options that meet the requirements and funding of the university.
- I ask the management to consider the possibility of digitalization of document management to increase efficiency, optimize and speed up work.

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

Analysis of the questionnaire results shows that doctoral students are satisfied with the educational services.

Doctoral students are 100% satisfied with the relevance of their dissertation topics, which correspond to their research interests. The questionnaire also showed that they rate the professionalism and competence of their scientific supervisors very highly (100%); organizational, methodological and informational support in the preparation of dissertations; (100%) access to participation in departmental research projects, including funded ones; and (100%) the University's prompt response to their requests.

The opportunities for testing and publishing the results of dissertation research satisfy all doctoral students (100%). This indicates that the university provides doctoral students with sufficient opportunities to disseminate their research results and promotes their professional development.

The availability, completeness and reliability of information about scientific events held at the University and beyond are assessed by respondents as (100%). Doctoral students also rated the organization and conduct of foreign internships well, as well as their effectiveness. 66.6% of respondents expressed satisfaction with these aspects. This indicates that the University organizes and conducts foreign internships well, providing doctoral students with valuable and productive experience, indicating the

achievement of the set goals and the acquisition of significant knowledge and skills by doctoral students.

The professional skills of domestic consultants in the field of research were assessed by doctoral students at a high level. All seven criteria, including development and implementation of the research program, scientific contribution, collaboration, international reputation, compliance with the standards of academic honesty and ethics, the ability to publish research as a lead author and determination of methodology, satisfied the respondents by (94.4%).

Satisfaction of doctoral students with professional skills The average percentage of **foreign consultants** in the field of research is (76.7%). The overseas advisor provides high-quality support and guidance to PhD students, helping them to develop their research skills, expand their knowledge and achieve success in their projects. Overall, PhD students are very satisfied with the professionalism and commitment of the advisor.

Opportunities that doctoral students value in their work include:

- development of own ideas (100%);
- comfortable working conditions (91.6%);
- contribution to science (91.6%);
- advanced training (91.6%);
- creation of prestige in the professional sphere (91.6%);
- receiving a high salary (91.6%);
- cooperation with highly competent colleagues (91.6%);
- engaging in prestigious activities (91.6%);
- work under the supervision of a highly competent manager (91.6%);
- career advancement (77.7%).

The level of availability of the university's material and technical resources is assessed as satisfactory (83.4%). Library funds, equipment and computers for the educational process and scientific activities, Internet, food, sports equipment and living conditions in the dormitory meet the requirements and expectations of students.

To the question «Do you plan to defend your dissertation by the end of your studies?» (66.6%) of respondents chose the answer option «Yes».

Less than half of respondents (38.9%) expressed interest in teaching. A significant number of respondents (5.6%) plan to continue their careers as researchers after completing their doctoral studies, and (8.3%) intend to work in other fields. About (47.2%) of respondents have not yet decided on their future plans.

Overall, respondents rated their satisfaction with their studies (working on their dissertation) in doctoral studies as highly (100%).

The overall satisfaction of doctoral students in the specialty «Transport, transport engineering and technology» with educational services is **78,6%**, which indicates a high level of satisfaction among students in general, despite individual problems and areas for improvement.

Recommendations:

The head of the department must familiarize and discuss the results of the questionnaire with the staff and doctoral students. If necessary, develop an action plan to improve the quality of educational services.

Doctoral students can request the results of the questionnaire by email from the quality management and accreditation center. cqma@ktu.edu.kz