

## **RESULTS OF OPERATIONS (1<sup>ST</sup> HALF OF THE YEAR)**

A Report on the results of the study among internal and external stakeholders. A survey among internal and external stakeholders to monitor their opinion on the quality of educational services provided is one of the forms of monitoring compliance with the requirements of the current legislation of the Republic of Kazakhstan on the implementation of education quality policy.

The plan of the sociological survey for the 2023-2024 academic year has been approved.

**According to the sections of the Plan for the 2023-2024 academic year, the following has been done:**

According to the sections of the Plan, 15 sociological studies on various types are planned by the Department of Quality Assurance for the 2023-2024 academic year.

The object of the study is internal and external stakeholders.

Research methodology:

A questionnaire survey and a focus group were used as a research method.

Sampling: Spontaneous sampling was used. The most accessible respondents are interviewed. Typical examples of spontaneous samples are surveys in newspapers/magazines, questionnaires given to respondents for self-completion, and most online surveys. The size and composition of spontaneous samples is not known in advance and is determined by only one parameter – the activity of respondents.

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### **Implementation of feedback**

**8 types of surveys** were conducted to determine the degree of satisfaction of 2 categories of respondents: students, teaching staff and employees of Astana IT University. One of the field research methods was chosen for the study, in particular, a survey using a questionnaire (taking a survey using GOOGLE FORM) and a qualitative focus group method after the survey.

Data entry and processing was carried out using the statistical program SPSS (Statistical Package for the Social Sciences), specifically designed for processing and analyzing quantitative data.

Stages of conducting sociological research:

- literature review;
- development of tools;
- development of the questionnaire layout and placement in the survey platform;
- a selection of studies;
- approbation;
- launch of field research/the start of the study;
- monitoring of field work;
- data collection;
- control of field research;

- data collection;
- data encoding;
- creating a matrix for data entry;
- entering questionnaires into the program and data control;
- cleaning and culling of data;
- data processing based on special procedures of the SPSS program.

The nature of the study:

Sociological research is descriptive (descriptive) in nature.

Stakeholders took part in 8 sociological studies.

Survey of 1st year students why they chose Astana IT University and their expectations. According to surveys, the majority of respondents reported that they receive information about AITU from friends, in the last academic year, respondents received information from social networks, in second place the source of information is social networks, as 29.8% of respondents chose this option. In third place are parents and relatives, as in the last academic year.

Respondents give priority to such sources of information as advice, assessment of relatives, friends, acquaintances. Thus, respondents are guided by the experience and assessments of close people and materials distributed on social networks.

Based on the analysis of the obtained online survey data, the following conclusions can be drawn: the main reason for choosing AITU as a place for higher education is primarily the teaching staff - 39.9%, the second desired specialty – 23.5% of first—year students chose this option as the answer to the question and 16.8% for the prospects of AITU.

Students indicated the following resources as the main sources for obtaining information about AITU: social networks (29.8%), friends (33.2%), These indicators retained their leading positions.

51.4% of respondents are directly familiar with AITU projects, 37.5% of respondents indicated AITU I code, in second place AITU project challenge (6.8%) and in third place (6.3%) AITU stories.

Of the respondents who used the AITU call center service, 46.5% rated the quality of the service at "5" points ("excellent"), 3.3% at "1" unsatisfactory.

The survey showed: 21.9% – promoters, 42.6% – neutrals, 34.8% – critics.

A survey on the readiness of students to participate in the social life of the university. Social activity, according to respondents, is "Student self–government (clubs, clubs, councils)" - 30.2%;

92.5% of respondents agree that social activity plays an important role in human development;

71.5% of respondents are informed about existing student clubs;

53% of the respondents will rarely take part in the social and social life of the university, rather than not taking part;

56.5% of the respondents participated in the socio-social activities of the university at the university level;

43.1% - as a participant, they will take part in various spheres of public life;

19.6% of respondents like participation in the field of creativity the most, 16.5% in entertainment events, and 15.3% in the field of science and education;

42.3% of respondents noted that the reason for students' non-participation in social and social activities, and 41.2% believe that this is due to lack of free time;

According to 23.3% of respondents, sociability forms social activity in the first place;

According to 47% of respondents, participation in social activity provides an opportunity for new acquaintances;

90.9% of respondents believe that the knowledge gained while participating in social activity can be useful in other areas;

35% of respondents believe that such a component is important for their self-realization on a percentage ratio of 40 to 60%.

Survey of 1st year students to determine their adaptability to learning conditions.

The problem of students' adaptation to the conditions of study at the university is one of the important tasks currently being studied.

The 1st year students actively participated in the survey (53%).

76.3% feel comfortable.

22.5% have experienced and are experiencing difficulties in adapting to student life.

The desire to study at the university, cooperation in a group, friendly interaction with teachers, advice from undergraduates and mentors help to get used to the learning process.

A survey of new employees to determine their adaptability to working conditions was conducted by 69 (55.2%) respondents. 88.4% of respondents believe that the workplace is fully equipped and allows them to work comfortably. 95.6% of people feel comfortable at AITU. 91.3% of employees believe that we are a team and can fully rely on their colleagues.

A questionnaire for students to identify the level of satisfaction with living in students' homes. To determine the quality of living conditions in the student house, a sociological survey was conducted, in which 539 respondents took part. The results of the survey showed that, in general, students are quite satisfied (94.6%) with the living conditions in the student house, the share of dissatisfied 5.4% in the aggregate. 96.8% indicated that they had never encountered situations of bullying (bullying) of some over others. The share of residents who believe that the psychological climate in student homes is favorable was 45.6%, "neutral" - 51.6% answered and 2.8% answered negatively.

"Teacher through the eyes of students" with the participation of 3,883 respondents. According to the survey results, satisfaction with the criteria is 90%. The individual indicators of "Satisfaction assessment" by the university for the 1st trimester, starting from 80 points, amount to 93%.

The Department of Quality Assurance conducted an electronic anonymous survey among students in order to identify corrupt elements in the educational process of the university. 3,883 respondents took part in the survey. According to the survey results, 99.4% (3861) agree with the opinion that there is no corruption in AITU, only 0.6% (22) disagree with this opinion. Thus, an analysis of the perception of corruption shows that young people do not ignore this problem and are ready to report on the situation.

To study student satisfaction with the student government, a survey was conducted at the university, in which 1,280 students participated. Most of the respondents (73.1%) are informed about the activities of the student government. The percentage of students who are satisfied with the work of the student government is generally satisfactory, rather than unsatisfactory. Satisfaction with the work of the student government staff is 60.1%. 42% of the respondents are on average satisfied with the availability of the student government staff.

The results of the surveys were sent to departments for discussion at meetings of decision-making departments and bringing information about the measures taken to the attention of stakeholders, as well as the results of the conducted sociological surveys and relevant recommendations for decision-making were presented at meetings of the Rector's Office, Methodological sciences, working groups, meetings.