

THE RESULTS OF SOCIOLOGICAL SURVEYS

A report on the results of the study of the opinions of internal and external stakeholders. The survey of internal and external stakeholders in order to monitor their perception of 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 the policy in the field of quality assurance of education.

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

Department of Quality Assurance for the 2023-2024 academic year According to the sections of the Plan, 19 sociological surveys are planned for various types. A total of **26 sociological surveys** were conducted among stakeholders (stakeholders), of which 19 were planned, and the rest were conducted in an unusual situation (out of plan).

The object of the research is internal and external stakeholders.

Research methodology.

As a research method, a questionnaire survey and a focus group discussion were used.

Characteristics of the sample population, for representativeness the formation of the study sample. Used: Spontaneous sampling. The most accessible respondents are interviewed. Typical examples of spontaneous samples are surveys in newspapers/magazines, questionnaires given to respondents for self-completion, most online surveys. The size and composition of spontaneous samples are not known in advance, and are determined only by one parameter – the activity of respondents.

Implementation of feedback

During the academic year, 21 types of surveys were conducted to determine the degree of satisfaction of 5 categories of respondents: students, graduates, employers, faculty, employees of Astana IT University. To conduct the study, one of the field research methods was chosen, in particular, research using questionnaires (taking a survey using GOOGLE FORM).

Internal and external stakeholders took part in 26 sociological studies.

The coverage of respondents ranged from 22 to 3915 people.

Data input and processing were carried out using the SPSS statistical program, which is specifically designed for processing and analyzing quantitative data.

Stages of sociological research:

- literature review;
- development of tools;
- development of questionnaire layouts and placement in the survey platform;
- Sample of studies;
- approbation;
- Launch of field research/start of research;
- monitoring of field work;
- data collection;
- control of field research;

- data collection;
- data coding;
- creation of a matrix for data entry;
- Entering questionnaires into the program and data control;
- data cleaning and rejection;
- data processing based on special procedures of the SPSS program.

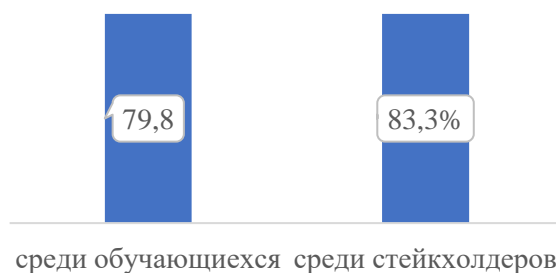
Nature of the study:

Sociological research is descriptive in nature.

In the direction of sociological research, the following was conducted: academic – 9, social and educational – 10.

Medium level of satisfaction: students expressed it at the level of 79.8%, which indicates that most of them are satisfied with the learning process. The teaching staff/AUP is also high - 83.3%, which indicates that the teaching staff and the administration also assess the work at a high level. The high level of satisfaction of both students and the faculty and administration indicates the high-quality and successful work of the educational institution.

Contentment (1.)



Direction (2.)



Questionnaire Distribution Tool: A tool for sending questionnaires.

The following platforms were used to complete the survey:

Outlook (email)

Mailing via Telegram (messages to group leaders)

Mailing to students' personal numbers

The results of the sociological survey were posted on the university's website in the "Sociological Research" section. The data was provided to the directors of departments, as well as other interested parties. In addition, information was sent by e-mail to students through the Outlook service.

Survey of 1st year students: why they chose Astana IT University for training and their expectations

Based on the analysis of the data obtained from the online questionnaire, 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 an answer to the question and 16.8% for the prospects of AITU.

As the main sources for obtaining information about AITU, students indicated the following resources: 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, AITU project challenge is in second place (6.8%) and AITU stories is in third place (6.3%).

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

The survey showed that 21.9% are promoters, 42.6% are neutrals, and 34.8% are critics.

Questionnaire on the readiness of students to take part in the social life of the university

Social activity, according to the respondents, is "Student self-government (circles, clubs, councils)" – 30.2%;

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

71.5% of respondents are informed about existing student clubs;

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

56.5% of respondents - participation in the social and public activities of the university at the level within the university;

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

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

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

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

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

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

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

Questioning of 1st year students to determine adaptability to learning conditions

According to the results of the survey, 21.4% of respondents answered that their lifestyle has changed for the better since the beginning of their studies. 42.3% of students noted that student life is rich and interesting for them.

On the other hand, 17.3% of survey participants claim that their lifestyle has not changed after entering university, while 15.2% of students admitted to being disappointed with student life.

It is important to note that 3.8% of respondents believe that their attitude to student life is controversial due to lack of time. The results obtained allow us to conclude that student life has a different impact on different people, and satisfaction from it can be both positive and negative.

From the results of the survey, it can be concluded that the majority of respondents (58.7%) feel comfortable in the new environment. 17.6% of respondents answered that they feel very comfortable. 20.3% of respondents experience difficulties and do not feel comfortable, and only 2.5% of respondents believe that they are absolutely uncomfortable. At the same time, a small part of the respondents (0.9%) found it difficult to give a specific answer to the question.

Questionnaire of new employees to determine adaptability to working conditions

The sociological survey revealed that the majority of teachers (88.4%) fully or partially agree that their place of work is fully equipped and allows them to work comfortably. However, it was also revealed that a small proportion of teachers did not agree with this statement. The group of teachers who completely disagree with the statement makes up only 4.3% of the total number of respondents. Thus, it can be concluded that most teachers have the opportunity to work comfortably at their place of work, although there are also those who experience discomfort.

Most teachers believe that they are one team and can rely on their colleagues, while a small part disagree with this statement. Some teachers are also unsure of their answer.

A sociological survey was conducted among teachers in order to find out how easily they manage to cope with the tasks. The results showed that 66.7% of respondents said they did not experience any problems when completing tasks. However, 31.9% of teachers reported that they had some difficulties. And only 1.4% could not give an unambiguous answer to this question. The data obtained allow us to conclude that the majority of teachers successfully cope with the tasks assigned to them.

Questionnaire for students to identify the level of satisfaction with living in students' homes

Based on the results of the analysis of the survey among the residents of the student house, the following conclusions can be drawn:

The gender distribution of the survey participants shows that the majority are men (68.2%), while the share of women is 31.8%. According to the results of the survey, it can be argued that the most popular blocks for living are No6 and No13, where 36.2% and 31.2% of respondents live, respectively. The majority of student home residents live with two roommates (59.8%), while living with one person is the least common option (3.4%). Living conditions in the student dormitory, according to the respondents, are rated as comfortable or quite good by more than

65% of survey participants. Thus, the overwhelming majority of survey participants (95.4%) have never faced situations of bullying of some students over others in a student dormitory. In addition, the vast majority of students (92%) are satisfied with the work of the duty officers (shifts) in the dormitory.

Questioning students to identify the level of their involvement in the activities of collegial bodies, student self-government and volunteer activities; the quality of interaction between services and the openness of management bodies (top management).

A sociological survey showed that 89.2% of respondents are aware of the existence of a student government at the university. 8.2% of respondents admitted that they were not aware of its existence, and 2.5% found it difficult to answer or refused to answer.

From the sociological survey, it can be concluded that the majority of respondents (44.3%) have only a general idea of student self-government and its areas of activity, while less than a third of respondents (28.8%) have enough information on this matter.

Staff satisfaction with the university management, the impact of the microclimate on the team's activities

The composition of the survey participants is represented mainly by senior lecturers and specialists/managers, which indicates a high level of experience and qualification of employees. Satisfaction with the size of the salary at the university and the prospects for promotion have increased, which is a positive moment. Job satisfaction has also improved over the last school year. Satisfaction with the evenness of the workload of employees has also increased, but requires further attention to dissatisfied employees. Satisfaction with leisure activities has room for improvement, especially among those who are not satisfied with this aspect. The results of the survey on satisfaction with the psychological climate in the organization allow us to conclude that, in general, the majority of respondents are satisfied with the leadership style of their immediate supervisor, as well as with the relationship with colleagues and team cohesion.

Thus, the analysis of the block of questions about satisfaction with the role and activities of the university allows us to conclude that the majority of respondents express satisfaction with the prestige and image of the university, the activities of the rectorate, the head of the department, accounting and human resource management.

Analysis of the results of the sociological survey on the block of additional questions allows us to conclude that work at AITU attracts employees mainly because of professional opportunities, good working conditions and the opportunity to engage in teaching. On the issue of readiness to change jobs, the majority of respondents are open to changes under certain conditions, which means some flexibility and entrepreneurship in the labor market. Important factors influencing the decision to change jobs can be the economic situation, working conditions, personal circumstances and corporate culture.

Survey to determine the access and involvement of students in scientific activities

The survey shows that the majority of students are bachelors (76.3%) and have mixed feelings about their involvement in research activities. More than half of the respondents rated their engagement as neutral or low, which may be due to a lack of awareness or motivation. However, teachers and staff of the department play an important role in attracting students to scientific work. Most students indicated that their involvement was organized by the staff of the Department of Science and Innovation, which could be a key factor in increasing students' interest in research.

From the analysis of students' answers, it can be seen that students with a high level of ability to identify a problem in their field of science have a broad outlook, deep knowledge in their field and are able to think critically. They can quickly identify relevant problems and develop a specific direction and goals to solve them.

Active work on attracting graduates to teaching at the university takes place, but it is necessary to further improve this process and pay more attention to informing and supporting undergraduates.

Comparing the results of the survey on the Industry 4.0 Research Center, Smartcity Research Center, Big Data and Blockchain Technologies Research Center, AgroTech Research Center, and FabLab Prototyping Laboratory, we can conclude that students have different attitudes and levels of knowledge in each of these concepts.

Survey to determine the access and involvement of teaching staff in scientific activities

Analysis of the survey data shows that the majority of teachers at the university are interested in research work and strive for professional development. However, there are certain challenges, such as the lack of an intrinsic motive to engage in research, the lack of information or resources to start research, and problems with the organization of research at the university.

Most respondents rate their level of involvement in research as "engaged" or "absolutely engaged", which indicates a high level of motivation and interest in this activity. Most of the respondents expressed a preference to continue their scientific activities, which indicates the importance of this aspect in their professional lives.

In the field of skills and competencies in scientific activities, the majority of respondents rate their skills in various aspects as average or high.

Students' satisfaction with the learning conditions and quality of services (availability of counseling on personal issues, health care services, availability of scientific laboratories, availability of feedback on the results of questionnaires, etc.)

The majority of students (40.1%) assess the learning conditions as satisfactory, which indicates the presence of some positive aspects in the educational process. A significant proportion of students (37.6%) consider the learning conditions to be good, and 9.9% - excellent, which indicates the high quality of the education provided.

More than half of the students (43.8%) rated the quality of counseling on personal issues as satisfactory.

The majority of students (36.9%) assess the quality of medical care at the university first-aid post as satisfactory. A significant part of students (34.3%) consider the quality to be good, and 10.9% - very good.

A significant majority of students (70.4%) are ready to continue to receive information similar to the results of this survey.

Survey to determine students' satisfaction with integral GPA

The survey data show that the majority are familiar with the concept of "Integral GPA", but a significant part still has difficulties in understanding it. In general, most students have a positive view of the practical aspects of integral GPA, but there is a significant group who still do not understand or have a negative view of it. The results of the survey demonstrate an ambiguous perception of the organization of work on ROS GPA by various groups of respondents. Most respondents are inclined to believe that the ROS GPA does not directly contribute to collaboration in research activities, but some still see it as an incentive to participate in competitions and create joint projects and publications. Perhaps the ambiguity of the answers is due to the fact that many people do not see a direct connection between ROS GPA and cooperation in the scientific field, as well as due to a lack of understanding of the essence of the ROS GPA. The survey shows an ambiguous perception by respondents of their SSCI GPA. It is necessary to work out mechanisms to increase objectivity, awareness and involvement in this indicator in order to increase its effectiveness.

Thus, the largest share of respondents (43.4%) note that they use both university and external events to award points in the category of social achievements. About a quarter (25.2%) prefer only university events. It can also be seen that a small part (8.8% and 6.9%) prefer events organized by the university to a greater extent.

Students' satisfaction with the conditions: material and technical base, quality of services (service in the library, canteen, registrar's office, psychological counseling center) and the level of security.

According to the survey, in general, students highly appreciate the quality of services and the work of various departments of the university: the library, the canteen, the reception office, and the center for psychological counseling. Most students (more than 70%) rate the service and work of these departments as "Good" and "Excellent", which indicates the effective organization of their activities. On the issue of security in the territory, the majority of students (55.1%) are satisfied with the level of security, but about a third express a neutral or negative opinion, which requires further measures to improve the security system.

Survey to determine students' satisfaction with social life, the atmosphere of the student community, and social events.

Overall, the majority of students (46%) express satisfaction or high satisfaction with their social life at AITU. A significant proportion of students (35.4%) demonstrate a neutral attitude to social life at the university. Most students (48.9%) are satisfied with the atmosphere in the AITU student community, which is probably due to the effective organization of events, friendly relations and high involvement of students in the life of the university. The majority of students (51.5%) have a positive attitude towards social events organized by the educational institution, but they sometimes do not have enough time to participate in them. Another 10.9% of students are very interested in the organized events and always try to take part in them. This is an active and engaged group of students. Overall, the

data shows that the majority of students have a positive perception of the university's social events, however, there are groups with different preferences and levels of engagement, which requires further study and improvement of the organization of events.

Employer and Alumni Survey

Most of the graduates are rather satisfied, but there is a significant proportion of those who are rather dissatisfied. The largest number of dissatisfied people falls on the level of qualification and competence of teachers. Most graduates are completely or rather satisfied with the professionalism of their supervisors, which is a positive factor. From this study, it can be concluded that the majority of university graduates have a positive attitude towards the teachers and staff of the university, as well as are satisfied with the material and technical support of the educational process. Most of the graduates who lived in the dormitory are rather satisfied with the living conditions. Most AITU graduates are rather satisfied with the quality of educational services provided by the university. More than half of the respondents (43.1%) would remain faithful to their choice of specialty and university. Most of the AITU graduates, namely 175 people out of 290 respondents, work in the specialty obtained at the university. This indicates a high level of employment among the respondents and the fact that a significant part of the university's graduates have found application of their knowledge and skills in their professional activities.

So, in general, the quality of training at AITU can be assessed as good, but there are some problem areas that are worth paying attention to in order to improve the situation. It can be assumed that most graduates have good or satisfactory theoretical training, which is generally favorable for the university and its students. In general, it can be said that the level of communication skills of AITU graduates is generally assessed positively. Most employers assess the readiness to respond quickly in non-standard situations as good or satisfactory, but also highly appreciate the high level of readiness for such situations, expressed by the assessment of "excellent". In general, most employers rate digital skills positively, which can be an important factor in deciding whether to hire a graduate. In general, it can be said that employers generally positively assess the availability of foreign languages among graduates, while more than half consider this knowledge to be good or excellent. Thus, the results of the analysis indicate that the majority of employers assess the ability of graduates to self-development and self-education positively, which indicates a high level of their training and potential for further career development. Thus, it can be concluded that the majority of employers (55.56%) assessed the knowledge of the industry specifics of graduates positively (as good or excellent).

The results of sociological surveys and relevant recommendations for decision-making were presented at meetings of the Rectorate, the International Council, working groups, and meetings.

The information provided on the results of the study and the analysis is reliable and reliable, as the sample was representative.

Based on the results of the study, it can be concluded that, in general, the results indicate a high degree of satisfaction.

In general, according to the range of indicators of positive answers to questions, it can be assumed that students are quite satisfied with the organization and passage of practical training. But it is necessary to pay attention to the above comments and proposals for improving the organization of practice and take them into account.

More detailed results of sociological research can be requested from the Quality Assurance Department or on the AITU website.

Information about scheduled and off-plan surveys.

№	Survey Types	Platform	Participated
<i>Academic direction</i>			
1	Students' Satisfaction with the Quality of Teaching: Curriculum Content, Quality of Teaching Materials, Quality of Lectures "Teacher through the Eyes of Students – 1st Trimester"	Googleform	3883
2	Students' Satisfaction with the Quality of Teaching: Curriculum Content, Quality of Teaching Materials, Quality of Lectures "Teacher through the Eyes of Students – 2st Trimester"	Googleform	3915
3	Students' Satisfaction with the Quality of Teaching: Curriculum Content, Quality of Teaching Materials, Quality of Lectures "Teacher through the Eyes of Students – 3 Trimester"	Googleform	2798
4	Survey to determine the access and involvement of students in scientific activities	Googleform	389
5	Survey to determine the access and involvement of teaching staff in scientific activities	Googleform	163
6	Assessment of familiarity with the concept of "Integral GPA" and satisfaction with it, practical application	Googleform	1644
7	Analysis of graduates' satisfaction with the organization of the educational process and the quality of education	Googleform	290
8	Analysis of employers' satisfaction with the organization of the educational process and the quality of training	Googleform	270
9	Survey to identify the level and presence of corruption at the university - "Clean Session", 1st trimester	Googleform	3883
10	Survey to identify the level and presence of corruption at the university - "Clean Session", 2nd trimester	Googleform	3915
11	Survey to identify the level and presence of corruption at the university - "Clean Session", 3rd trimester	Googleform	2798
12	Survey of students under academic mobility programs in foreign universities	ДМС	22
13	Assessment of the fairness and objectivity of teachers' evaluations at the university	Googleform	966
14	Study of Students' Experience of Blended Learning at AITU	Googleform	619
15	Assessment and Problems of Language Competence Formation of AITU Students	Googleform	214
<i>Social and educational direction</i>			
1	Survey of 1st year students: why they chose "Astana IT University" to study and their expectations	Googleform	1069

2	Questionnaire on the readiness of students to take part in the social life of the university	Googleform	789
3	Questioning of 1st year students to determine adaptability to learning conditions	Googleform	970
4	Questionnaire of new employees to determine adaptability to working conditions	Googleform	69
5	Questionnaire for students to identify the level of satisfaction with living in students' homes (1 measurement)	Googleform	539
6	Questionnaire for students to identify the level of satisfaction with living in students' homes (2 measurements)	Googleform	475
7	Survey to determine students' satisfaction with social life, the atmosphere of the student community, and social events	Googleform	1096
8	Questioning students to identify the level of their involvement in the activities of collegial bodies, student self-government and volunteer activities; the quality of interaction between services and the openness of management bodies (top management).	Googleform	1280
9	Students' satisfaction with the learning conditions and quality of services (availability of counseling on personal issues, health care services, availability of scientific laboratories, availability of feedback on the results of questionnaires, etc.)	Googleform	1096
10	Students' satisfaction with the conditions: material and technical base, quality of services (service in the library, canteen, registrar's office, psychological counseling center) and the level of safety	Googleform	1096
11	Staff satisfaction with the university management, the impact of the microclimate on the team's activities	Googleform	258

Satisfaction by criteria:

<i>Criteria</i>	<i>%</i>
Students agree with the opinion that there is no corruption in AITU	99,4%
Satisfaction with the quality of services in the library of an educational institution	97,8%
Students did not encounter situations of bullying of one another in the SD (Student House)	97,2%
The psychological climate in the SD (Student House) is favorable and neutral	96,7%
Job satisfaction of the head of the academic group	95,2%
There are no conflicts in the student house	94,8%
Students are satisfied with the living conditions in the student house	94,6%
The AITU website was admission.astanait.edu.kz helpful	94,3%
The work of the duty officers (watches) of the Board of Directors is satisfied	94,2%
Social activity is of significant importance for the personal development of a person	92,5%
The knowledge gained during participation in social activities can be useful in other areas	90,9%
Knowledge of the existence of student self-government in AITU	89,2%
Satisfaction with learning conditions	87,6%
Job Satisfaction with the Registrar Office	87,2%

The attitude of curators to the performance of their duties	86,8%
Relations with roommates are normal	85,9%
According to their vocation (with a bias towards ICT), they chose AITU University	82,9%
Satisfaction with the ability to identify problems, choose a direction and formulate the goals and objectives of their research	82,6%
Satisfaction with the ability to carry out information search, navigate in information Databases, critically process and analyze the revealed information	82,5%
I feel part of the university	82,2%
Satisfaction with the quality of medical care provided at the university medical center	82,1%
Satisfaction with the relationship with the mentor	80,6%
Rated the quality of AITU Call Center services at "5" and "4" points	80,3%
Students feel comfortable	76,3%
Satisfaction with the quality of personal counseling	76,3%
Informed about student self-government and its activities	73,1%
Informed about existing student clubs	71,5%
Satisfaction with the service in the canteen of the educational institution	71,5%
Satisfaction with the ability to develop a research program. Knowledge of methods and techniques of scientific research (general and special)	70,9%
Satisfaction with the ability to organize and conduct an experimental study, process the data obtained, and identify trends	66%
The atmosphere in the SD (Student House) contributes to normal preparation for classes	64,6%
Student Life Satisfaction	63,7%
Student Government Job Satisfaction	60,1%
Satisfaction with the work of the psychological counseling center in an educational institution	55,5%
Level of security on the territory of the educational institution	55,1%
Are familiar with AITU projects	51,4%
Student Government Accessibility	42%
Criteria	%
Level of satisfaction with the ability to classify, draw conclusions, process and summarize the results	99,4%
Satisfaction with the ability to identify problems, choose a direction and formulate the goals and objectives of their research	97,6%
Satisfaction with the ability to format the results of the study, taking into account the requirements for the content and style of scientific publications	97,5%
Assessment of satisfaction with one's own skills in the development of a research program, as well as mastery of methods and techniques of scientific research	96,3%
Employees feel comfortable at AITU	95,6%
The degree of satisfaction with one's level of ability to organize and conduct an experimental study is assessed	94,5%
Satisfaction with the activities of the accounting department	93%
There is support from the manager	92,8%
Satisfaction with the activities of the rectorate	91,9%
Employees believe that we are one team and can fully rely on their colleagues	91,3%
Satisfaction with the results of their work	90,7%
Support from colleagues	89,8%
Satisfaction with the activities of human resource management	89,6%
Satisfaction with the leadership style of direct management	88,6%
The workplace is fully equipped and allows you to work comfortably	88,4%
Satisfaction with the work schedule	82,6%

Satisfaction with the prestige and image of the university	81,7%
Satisfaction with the evenness of the distribution of the workload on employees	74,8%
Income level corresponds to my professional level	73,9%
Satisfaction with the organization of leisure time	73%
Satisfaction or complete satisfaction with the salary at the university	65,1%
Are well aware of what is happening at the University and in the team	63,8%
Satisfaction with the conditions of work organization and equipment of workplaces	62,8%
The university carries out advanced training aimed at developing the competencies necessary to maintain scientific contacts	58,9%
Satisfaction with the prospects for promotion	51,2%

In general, the satisfaction rate of AITU staff and students is high. The absence of corruption, a favorable psychological climate in the student house, good living conditions, a useful website admission.astanait.edu.kz, satisfaction with the work of the warden and the registrar office, good relations with neighbors and mentors – all this indicates a well-organized and functioning structure of the institution.

However, there are areas that need attention, such as the operation of a counseling center, on-campus safety, and student government accessibility. Similarly, there is a need among employees to improve working conditions and career prospects.

Analysis of the above satisfaction criteria:

