

## **Results of an individual, detailed anonymous survey of students and teaching staff in terms of satisfaction with the provision of medical services in each academic building of the University**

In accordance with the action plan for the implementation of the recommendations of the external expert commission of the independent accreditation and rating agency of Korkyt Ata Kyzylorda University aimed at further improving the quality of education of the University, in February 2024, an individual, detailed anonymous survey of students and teaching staff was conducted in each academic building of the University in terms of satisfaction with the provision of medical services. A total of 1,360 respondents expressed their opinion in the survey. Of these, 1237 (91%) were students and 123 (9%) were teaching staff. The share of respondents to the survey by institutions is as follows:

### **Research objectives:**

- Be aware of the service of the Medical Center at the University;
- How often to visit the University Medical Center;
- The most convenient time to visit the University Medical Center;
- Cases of refusal of admission by medical personnel;
- Carrying out preventive work on the Prevention of diseases by medical personnel;
- How to evaluate the work and activities of the University Medical Center;
- Satisfaction with the quality and availability of medical care provided at the Medical Center;
- Reasons for dissatisfaction with medical care at the University;
- Assessment of the organization of work of medical structures (work schedule of specialists, system meetings with specialists, etc.).

### **Research sample:**

		Student	Teaching staff	in total	
				unit of measurement	%
1	Institute of pedagogy and Traditional Arts	205	46	251	18,5
2	Institute of Natural Sciences	423	7	430	31,6
3	humanitarian and Pedagogical Institute	197	17	214	15,7
4	Institute of Economics and law	206	43	249	18,3
5	Engineering and Technological Institute	206	10	216	15,9
	<b>Total</b>	<b>1237</b>	<b>123</b>	<b>1360</b>	<b>100</b>

### **The method used in the study:**

The survey was conducted using the "face to face" method. The survey methodology allows you to obtain a large amount of information from the respondent with the highest degree of accuracy. The questions under study are revealed quite fully during a personalized interview. An individual request is made by professional interviewers without the participation of a third party.

The data obtained through the survey process from respondents are subjected to statistical processing and analysis. The answers of the respondents who answered the questions of the research questionnaire based on the results of the request to the

customer are provided in the form of a report, distributed in the form of graphs and tables.

**Methodology used in the study:**

A standard questionnaire of 30 questions, compiled in accordance with the objectives of the study.

The questionnaire used in the course of the study was compiled by specialists of the service group for information and expert work.

Since the questionnaire is filled out together with a specially trained individual interviewer, it allows you to increase the completeness of the initial social data and the process of accuracy.

**Recommendations based on the results of an individual, detailed anonymous survey of students and teaching staff in terms of satisfaction with the provision of medical services in each academic building of the University:**

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