

Employers Survey

Mahidol University
International College

2017-2018

PREFACE

A report on survey on the satisfaction of Mahidol University International College graduates' supervisors, employers, or advisors for the academic year 2017-2018 is an annual report for the purpose of measuring the employers' or advisors' satisfaction with the MUIC graduates' work performance and ability, identifying the strengths and weaknesses of the graduates and assessing the demand for skills in the dynamics of the labor market. Data gathered from the employers and advisors as a part of the external stakeholders' survey provides valuable insights for curriculum development and verification of standards-based learning outcomes of the College.

Suggestions or recommendations to improve the report in the future are welcomed and highly appreciated.

Academic Strategy Unit
Strategy and Academic Development Group
The Office of Academic Affairs and Research
Mahidol University International College

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CHAPTER I

Introduction

Rationale:

According to the Ministry of Education Thailand, Thailand Qualifications Framework for Higher Education (TQF:HEd) is considered as a tool used for curriculum development at all higher education institutions. Mahidol University International College (MUIC) has designed curricula based on TQF, focusing on student's learning outcomes in order to enhance graduates' knowledge, skills and capacities. As part of the external quality assurance, the employers' survey was conducted in order to examine graduates' learning outcomes and to provide information regarding the perceptions and needs of employers towards the employability skills of the graduates.

To produce qualified graduates who achieve both MUIC's desirable learning outcomes and employability skills to enter the workforce or graduate schools, it is very important for MUIC to continuously evaluate the graduates' learning outcomes from the perceptions of employers for employed graduates and the perceptions of advisors for graduates who continue to study.

Consequently, the Survey on the Satisfaction of Mahidol University International College Graduates' Supervisors/Employers/Advisors was conducted to identify the needed skills and skill gaps of MUIC graduates at workplace and at graduate schools. The employers and advisors' feedback not only determines the requirement of labor market and the requirements specified for graduate schools but is also used to identify areas for improving programs of the College. The results reflect on the quality of academic programs and verify the educational standards of the College.

Objectives:

1. To know the employers' and advisors' satisfaction with MUIC graduates for an annual report of the academic year 2017-2018 on learning outcomes and desired qualities of Mahidol University graduates.
2. To identify the factors that will assist MUIC to maintain and increase the satisfaction of employers.

3. To know the actual needs and feedback of the employers and the advisors.

Framework:

The survey assessed the level of supervisors', employers', or advisors' satisfaction with the performance of MUIC graduates who completed their education in the academic year 2016-2017.

The collected data was analyzed and compared across various programs.

Expectations:

1. Knowledge of the supervisors', employers', or advisors' perceptions and/or satisfaction with MUIC graduates for an annual report of the academic year 2017-2018 on learning outcomes, business skills, characteristics, overall picture and desired qualities of Mahidol University graduates.
2. Identification of the opportunities for improvement of MUIC in order to increase the supervisors', employers', or advisors' satisfaction and the graduate employability skills in the labor market.

Keywords:

- AM Applied Mathematics Program
- AP Animation Production Program
- BA Business Administration Division
- BE Business Economics Program
- BI Biological Science Program
- CD Communication Design Program
- CH Chemistry Program
- CI Computer Engineering Program
- CS Computer Science Program
- EN Environment Science Program
- FAA Fine and Applied Arts Division
- FP Film Production Program
- FS Food Science and Technology Program

- IS Information Systems Program
- MF Finance Program
- MI International Business Program
- MK Marketing Program
- PY Physics Program
- SS Social Science Program
- TH Tourism and Hospitality Management Program
- The advisor A person who gives advice to the graduate who are continuing studies
- The employer A person, company, or organization that employs the graduate
- The graduate A person who has completed his/her education from Mahidol University International College (MUIC) in the academic year 2016-2017
- THM Tourism and Hospitality Management Division
- TP Television Production Program
- The satisfaction A pleasant feeling that employers received from the performance and competency

CHAPTER II

Research Methods

Population:

The population consisted of 763 graduates who had completed the survey of the MUIC Career Paths Survey (the academic year 2016-2017). However, the survey questionnaires with cover letters were sent out to a sample of 494 MUIC graduates who reported that they had been employed or continued to study.

Tool:

The tool of this survey was a questionnaire that was developed from a Survey on the Satisfaction of Mahidol University Graduates' Supervisor, Employer, or Advisor (แบบสอบถามความพึงพอใจของผู้บังคับบัญชา/นายจ้าง/อาจารย์ที่ปรึกษาต่อบัณฑิตที่สำเร็จการศึกษาจากมหาวิทยาลัยมหิดล) and was translated to English.

The part of Business Administration Section was later developed in accordance with the Association to Advance Collegiate Schools of Business (AACSB) International "Assurance of Learning" (AOL) accreditation standards to assess the business graduates' learning outcomes.

The questionnaire consists of 4 parts as follows:

- **Part 1:** *General Information*, consisting of the name of organization, the type of organization, the respondent status, the length of time the graduate has worked at the organization and the work position of the graduate or the level of study in which he/she currently studies.
- **Part 2:** *the Supervisor, Employer, or Advisor's Satisfaction with the MUIC Graduates' Performance and Abilities* including five aspects for learning outcomes, Business Skills for Business Administration Graduates, Characteristics of the Mahidol University graduate, and Overall picture of the Mahidol University International College Graduates.

Learning Outcomes are divided into 5 aspects:

- Ethics and Moral

- Knowledge
- Cognitive Skills
- Interpersonal Skills and Responsibility
- Numerical Analysis Skill, Communication and Information Technology Skills
- **Part 3:** *Qualities of Mahidol University desirable graduates* including 4 aspects: T-Shaped breadth & depth, Globally Talented, Socially Contributing, and Entrepreneurial Minded.
- **Part 4:** *Other comments or suggestions* including 2 parts: Outstanding qualities of the MUIC graduate and Things the MUIC graduate should improve.

Data Collection:

1. A Survey on the Satisfaction of Mahidol University Graduates' Supervisor, Employer, or Advisor for the Academic Year 2017-2018 was sent to the supervisor, employer or advisor of MUIC graduates at the end of February, 2018. The contact information was derived from a record in the MUIC Career Paths Survey of the Academic Year 2016-2017 by the Alumni Affairs and Career Development Section. Only the graduates who had given clear and valid information received the survey along with cover letters, and were asked for their cooperation to pass the documents to their supervisor, employer, or advisor to complete the questionnaire.
2. The supervisor, employer, or advisor completed the questionnaire and returned it to the Academic Strategy Unit, the Office of Academic Affairs and Research by post, e-mail, or facsimile until June 15th, 2018.
3. The collected data by mail/online/ phone survey was computed, analyzed, and reported.

Data Analysis:

The Academic Strategy Unit, the Office of Academic Affairs and Research, computed and analyzed the collected data according to the following steps:

1. Encoding the data
2. Typing in and saving the data
3. Using SPSS program version 18.0 for analysis with *Descriptive Statistics* for Frequencies, Percentages, Means, and Standard Deviation

4. Analyzing the data by program
5. Presenting the results in tables and figures
6. Grouping all employer comments and suggestions for MUIC by program
7. Writing the report.

CHAPTER III

Results

The results of a Survey on the Satisfaction of Mahidol University International College Graduates' Supervisor, Employer, or Advisor for the Academic Year 2017-2018 are divided into 5 parts:

Part I: General Information

- 1.1 Graduates in the Academic Year 2016-2017
- 1.2 Survey Responses
- 1.3 Gender of the Graduates
- 1.4 Type of Organization or Institution
- 1.5 Respondent Status
- 1.6 Period of Work Experience

Part II: The Satisfaction with the MUIC Graduates' Performance and Abilities

- Learning Outcomes
- 2.1 Ethics and Moral
 - 2.2 Knowledge
 - 2.3 Cognitive Skills
 - 2.4 Interpersonal Skills and Responsibility
 - 2.5 Numerical Analysis, Communication and Information Technology Skills
 - 2.6 Business Skills for Business Administration Section
 - 2.7 Characteristics of the Mahidol University Graduate
 - 2.8 Overall picture of the Mahidol University International College Graduate

Part III: Qualities of Mahidol University Desirable Graduates

- 3.1 T-Shaped breadth & depth
- 3.2 Globally Talented
- 3.3 Socially Contributing
- 3.4 Entrepreneurially Minded

Part IV: Other Comments or Suggestions

- 4.1 Satisfaction on Making the Hiring Decision Mahidol University International College Graduates into the Organization

Part I: General Information

❖ Graduates of the Academic year 2016-2017

Table 1: Number of the Graduates of the Academic Year 2016-2017 by program

Program	Graduates of 2016-2017	
	<i>N</i>	%
Information Systems	1	0.13%
Animation Production	2	0.26%
Applied Mathematics	2	0.26%
Physics	3	0.39%
Chemistry	5	0.66%
Computer Science	6	0.79%
Television Production	7	0.92%
Environmental Science	12	1.57%
Film Production	16	2.10%
Computer Engineering	23	3.01%
Food Science and Technology	23	3.01%
Communication Design	27	3.54%
Biological Sciences	39	5.11%
Business Economics	40	5.24%
Social Science	42	5.50%
Finance	101	13.24%
Marketing	132	17.30%
International Hospitality Management	136	17.82%
International Business	146	19.13%
Total	763	100%

❖ Survey Responses

According to the Mahidol University International College Career Paths Survey of the Academic Year 2016-2017, there were 644 graduates who completed the survey. The results indicated that 494 graduates were employed and continued to study in graduate programs while 150 graduates indicated that were unemployed. However, there were 119 graduates did not complete the survey, resulting in 269 graduates (150 unemployed graduates and 119 graduates who did not complete the survey) excluded from further data analysis. The details are as follows:

With the report that had been identified by the graduates who had been employed or had continued with further study, 494 questionnaires were consequently sent out to graduates' supervisors, employers, or advisors since the beginning of January, 2018 to complete by use of mail / facsimile / telephone / e-mail with survey link. However, there were some of graduates who were excluded from the survey because their given email address and phone number were invalid, and some graduates who had resigned from the company for a long period of time could not be evaluated.

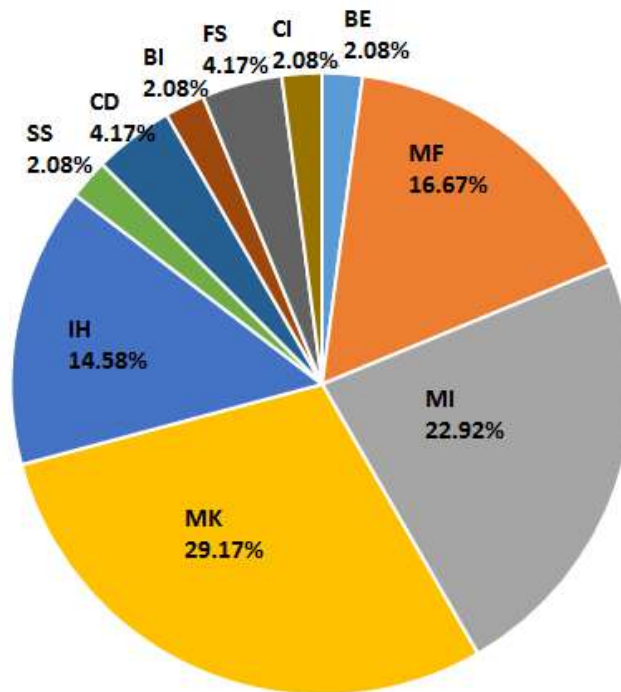
After attempts at contacting the graduates' supervisors, employers, and advisors more than 3 times per each to gather the completed questionnaires, there were finally 48 Copies (6.29%) from the total of 763 graduates of the academic year 2016-2017 including online, mail and phone survey that were completed and returned to the College.

Table 2: Number of Survey Responses by Program

Program	Survey Responses	
	<i>N</i>	%
Business Economics	1	2.08%
Biological Science	1	2.08%
Computer Engineering	1	2.08%
Social Science	1	2.08%
Communication Design	2	4.17%
Food Science and Technology	2	4.17%
International Hospitality Management	7	14.58%

Program	Responses in 2016-2017	
	<i>N</i>	%
Finance	8	16.67%
International Business	11	22.92%
Marketing	14	29.17%
Total	48	100%

Figure 1: Percentage of Survey Responses by Program

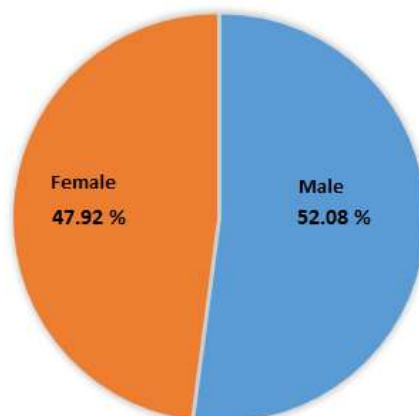


❖ Genders of the Graduates Whose Employers Responded to the Surveys

Table 3: Number of Genders of the Graduates Whose Employers Responded to the Surveys

Gender	<i>N</i>	%
Male	25	52.08%
Female	23	47.92%
Total	48	100%

Figure 2: Percentage of Genders of the Graduates Whose Employers Responded to the Surveys

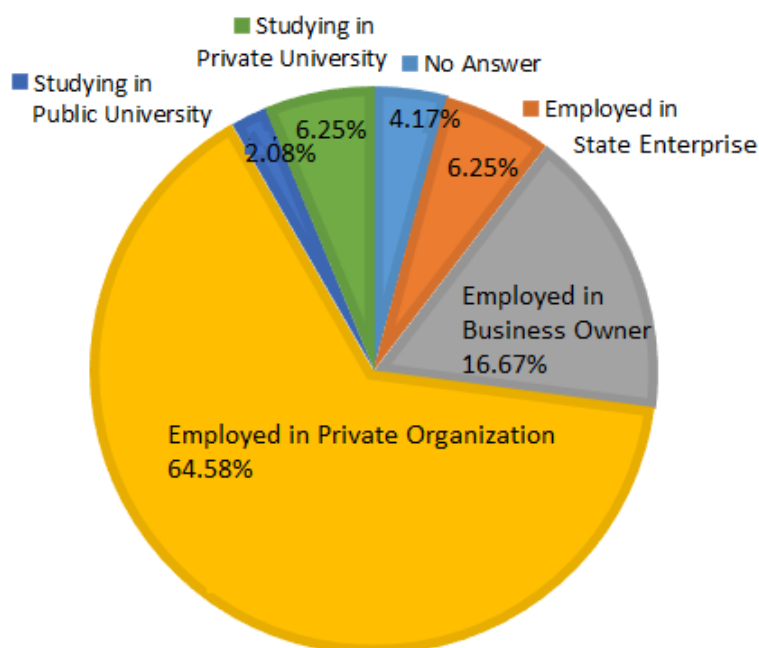


❖ Types of Organization and Institution of the Graduates

Table 4: Number of Types of Organization and Institution of the Graduates

Type of Organization / Institution	<i>N</i>	%
No Answer	2	4.17%
Employed		
State Enterprise	3	6.25%
Business Owner	8	16.67%
Private	31	64.58%
Studying		
Public University	1	2.08%
Private University	3	6.25%
Total	48	100%

Figure 3: Percentage of Types of Organization and Institution of the Graduates

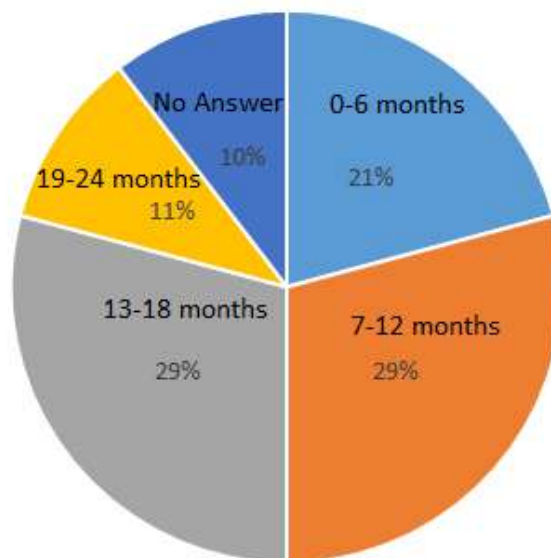


❖ Period of Work Experience of the Graduates

Table 5: Number of Periods of Work Experience of the Graduates

Period of Work	<i>N</i>	%
0-6 months	10	20.83%
7-12 months	14	29.17%
13-18 months	14	29.17%
19-24 months	5	10.42%
No Answers	5	10.42%
Total	48	100%

Figure 4: Percentage of Periods of Work Experience of the Graduates

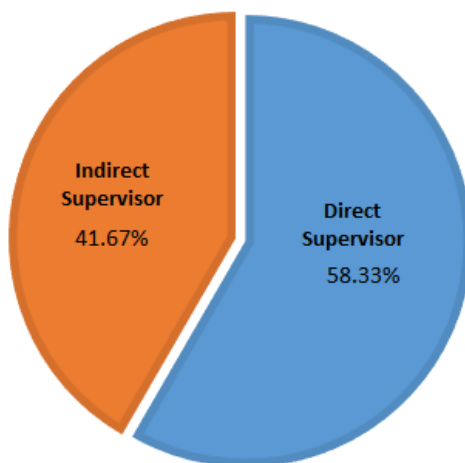


❖ Respondent Status

Table 6: Number of Respondent Status

Respondent Status	N	%
Direct Supervisor	28	58.33%
Indirect Supervisor	20	41.67%
Total	48	100%

Figure 5: Percentage of Respondent Status



Part II: Satisfaction with the MUIC Graduates' Performance and Abilities

❖ Ethics and Moral

Table 7: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Ethics and Moral

1. Ethics and Moral		Satisfaction Level MEAN by Program																							
		Business Administration										Science													
		BE		IS		MF		MI		MK		AM		BI		CI		CS		EN		FS		PY	
		(N=1)		(N=0)		(N=8)		(N=11)		(N=14)		(N=0)		(N=1)		(N=1)		(N=0)		(N=0)		(N=2)		(N=0)	
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
1	Graduate behaves well.	5.00	0.00			4.50	0.76	4.55	0.69	4.71	0.47			4.00	0.00	5.00	0.00					5.00	0.00		
2	Graduate is honest, industrious, patient, and enthusiastic in working/ learning.	4.00	0.00			4.25	0.71	4.46	0.69	4.50	0.65			4.00	0.00	5.00	0.00					5.00	0.00		
3	Graduate follows professional ethics.	3.00	0.00			4.50	0.76	4.46	0.82	4.57	0.65			4.00	0.00	5.00	0.00					5.00	0.00		
4	Graduate follows the organization's rules and regulations.	4.00	0.00			4.38	0.74	4.36	0.81	4.57	0.65			4.00	0.00	5.00	0.00					5.00	0.00		
5	Graduate has good social awareness of ethics and altruism.	5.00	0.00			4.50	0.76	4.64	0.51	4.50	0.52			4.00	0.00	5.00	0.00					5.00	0.00		
Overall		4.20	0.00			4.43	0.74	4.49	0.70	4.57	0.59			4.00	0.00	5.00	0.00					5.00	0.00		

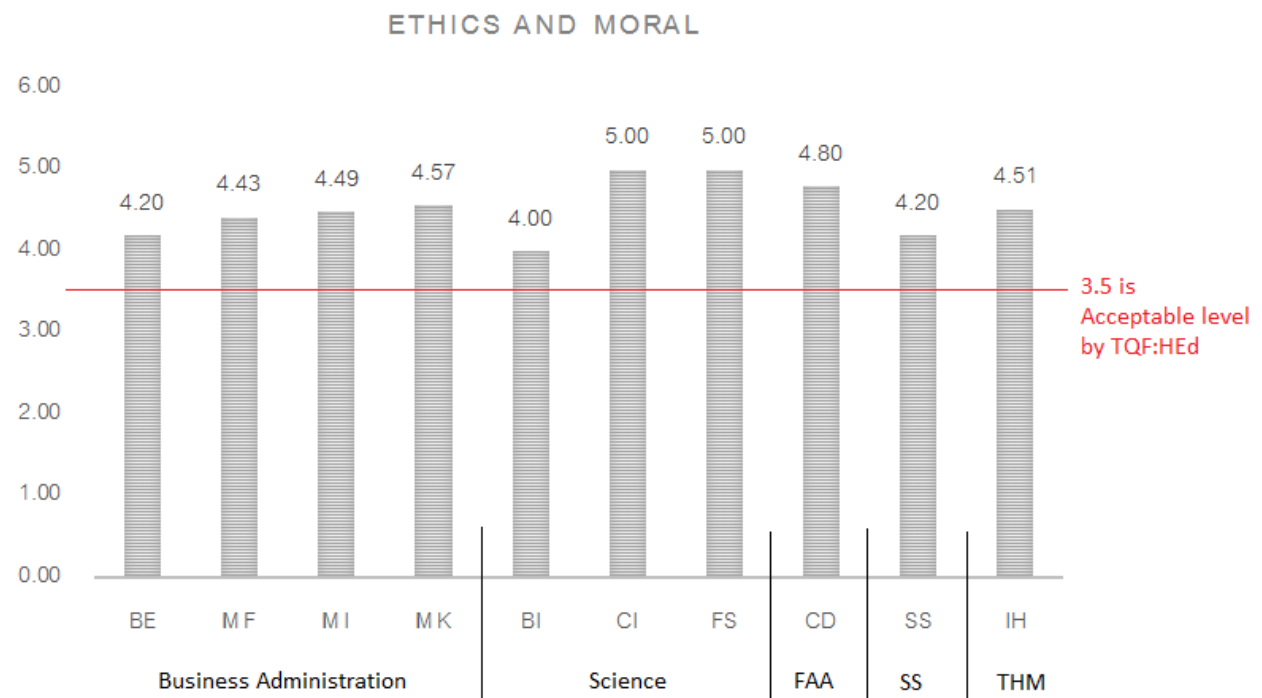
Table 7: (Continued)

1. Ethics and Moral		Satisfaction Level MEAN by Program												Overall MUIC	% of Satisfaction at level ≥ 4		
		FAA								SS		THM					
		AP		CD		FP		TP		SS		IH					
		(N=0)		(N=2)		(N=0)		(N=0)		(N=1)		(N=7)				(N=48)	
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD			M	SD
1	Graduate behaves well.			4.50	0.71					4.00	0.00	4.43	0.79	4.57	0.61	93.75%	
2	Graduate is honest, industrious, patient, and enthusiastic in working/ learning.			4.50	0.71					4.00	0.00	4.57	0.54	4.43	0.62	93.75%	
3	Graduate follows professional ethics.			5.00	0.00					4.00	0.00	4.57	0.54	4.41	0.68	89.58%	
4	Graduate follows the organization's rules and regulations.			5.00	0.00					4.00	0.00	4.43	0.54	4.47	0.65	91.67%	
5	Graduate has good social awareness of ethics and altruism.			5.00	0.00					5.00	0.00	4.57	0.54	4.72	0.54	97.92%	
Overall				4.80	0.28					4.20	0.00	4.51	0.59	4.52	0.62	93.33%	

MUIC Average Rating Score:

Ethics and Moral		M	SD
i.	Graduate has good social awareness of ethics and altruism.	4.72	0.54
ii.	Graduate behaves well.	4.57	0.61
iii.	Graduate follows the organization's rules and regulations.	4.47	0.65
iv.	Graduate is honest, industrious, patient, and enthusiastic in working/ learning.	4.43	0.62
v.	Graduate follows professional ethics.	4.41	0.68
Average Score		4.52	0.62

Figure 6: Comparison of Mean Scores of Graduates' Ethics and Moral by Program



❖ Knowledge

Table 8: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Knowledge

2. Knowledge		Satisfaction Level MEAN by Program																							
		Business Administration										Science													
		BE		IS		MF		MI		MK		AM		BI		CI		CS		EN		FS		PY	
		(N=1)		(N=0)		(N=8)		(N=11)		(N=14)		(N=0)		(N=1)		(N=1)		(N=0)		(N=0)		(N=2)		(N=0)	
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
1	Graduate's knowledge and abilities are suitable for his/her work or study.	4.00	0.00			4.13	0.84	4.00	0.78	4.07	0.83			4.00	0.00	5.00	0.00					4.50	0.71		
2	Graduate can work or study efficiently and can produce quality products.	4.00	0.00			3.88	1.13	4.18	0.60	4.29	0.83			4.00	0.00	5.00	0.00					5.00	0.00		
3	Graduate improves himself/herself and regularly searches for more knowledge.	4.00	0.00			4.25	1.04	4.46	0.52	4.43	0.85			4.00	0.00	5.00	0.00					4.50	0.71		
4	Graduate is able to apply his/her knowledge to his/her work or study.	4.00	0.00			4.25	1.04	4.27	0.47	4.14	0.86			4.00	0.00	5.00	0.00					5.00	0.00		
Overall		4.00	0.00			4.13	1.01	4.23	0.59	4.23	0.84			4.00	0.00	5.00	0.00					4.75	0.35		

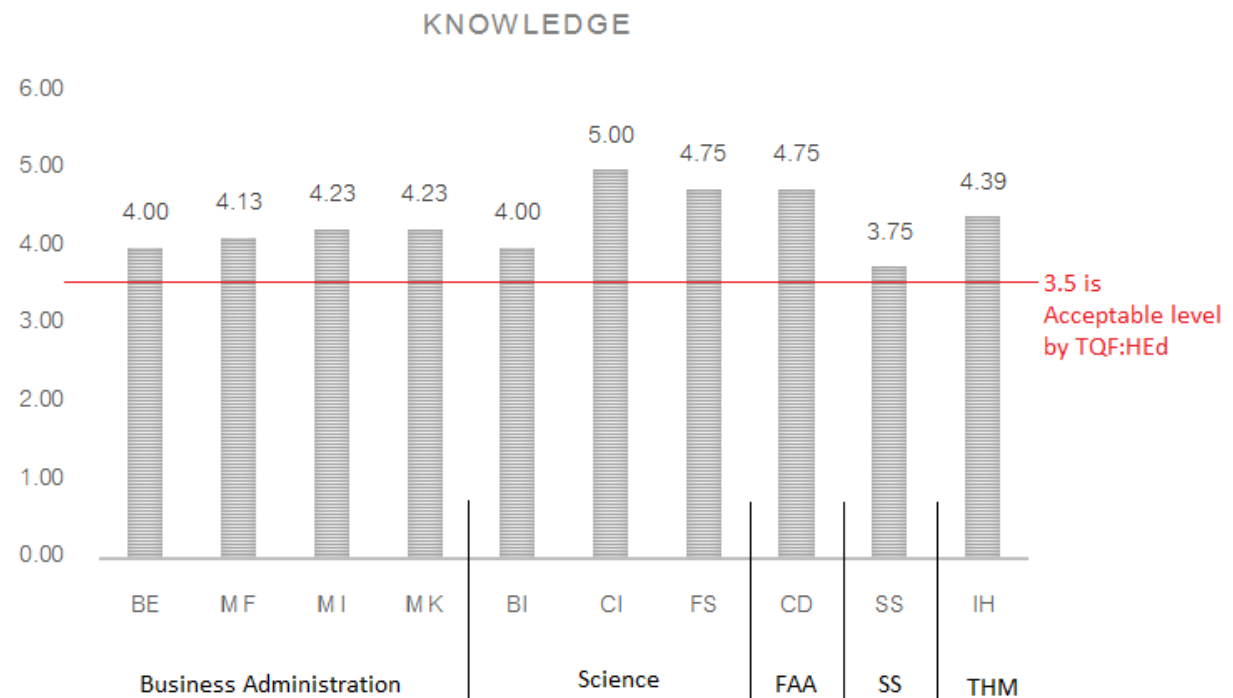
Table 8: (Continued)

2. Knowledge		Satisfaction Level MEAN by Program											Overall MUIC		% of Satisfaction at level ≥ 4	
		FAA				SS		THM								
		AP	CD		FP	TP	SS	IH								
		(N=0)	(N=2)		(N=0)	(N=0)	(N=1)	(N=7)		(N=48)						
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD			
1	Graduate's knowledge and abilities are suitable for his/her work or study.			5.00	0.00					3.00	0.00	4.14	0.69	4.18	0.76	81.25%
2	Graduate can work or study efficiently and can produce quality products.			4.50	0.71					4.00	0.00	4.29	0.49	4.31	0.75	89.58%
3	Graduate improves himself/herself and regularly searches for more knowledge.			4.50	0.71					4.00	0.00	4.57	0.54	4.37	0.71	91.67%
4	Graduate is able to apply his/her knowledge to his/her work or study.			5.00	0.00					4.00	0.00	4.57	0.54	4.42	0.72	89.58%
Overall				4.75	0.35					3.75	0.00	4.39	0.56	4.32	0.74	88.02%

MUIC Average Rating Score:

Knowledge		M	SD
i.	Graduate is able to apply his/her knowledge to his/her work or study.	4.42	0.72
ii.	Graduate improves himself/herself and regularly searches for more knowledge.	4.37	0.71
iii.	Graduate can work or study efficiently and can produce quality products.	4.31	0.75
iv.	Graduate's knowledge and abilities are suitable for his/her work or study.	4.18	0.76
Average Score		<u>4.32</u>	0.74

Figure 7: Comparison of Mean Scores of Graduates' Knowledge by Program



❖ Cognitive Skill

Table 9: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Cognitive Skills

3. Cognitive Skills		Satisfaction Level MEAN by Program																							
		Business Administration										Science													
		BE		IS		MF		MI		MK		AM		BI		CI		CS		EN		FS		PY	
		(N=1)		(N=0)		(N=8)		(N=11)		(N=14)		(N=0)		(N=1)		(N=1)		(N=0)		(N=0)		(N=2)		(N=0)	
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
1	Graduate can plan systematically and reach work targets.	4.00	0.00			4.13	0.84	4.36	0.51	4.21	0.89			5.00	0.00	5.00	0.00					4.50	0.71		
2	Graduate has analytical skill and creativity.	4.00	0.00			4.25	0.89	4.00	0.78	4.21	0.80			5.00	0.00	5.00	0.00					5.00	0.00		
3	Graduate can propose alternatives or reasons for decisions and is able to solve problems with suitable judgements.	5.00	0.00			4.13	0.84	4.18	0.60	4.07	0.83			4.00	0.00	5.00	0.00					4.50	0.71		
4	Graduate can work under pressure.	3.00	0.00			4.00	0.93	4.00	0.78	4.07	0.83			4.00	0.00	5.00	0.00					5.00	0.00		
Overall		4.00	0.00			4.13	0.87	4.14	0.66	4.14	0.84			4.50	0.00	5.00	0.00					4.75	0.35		

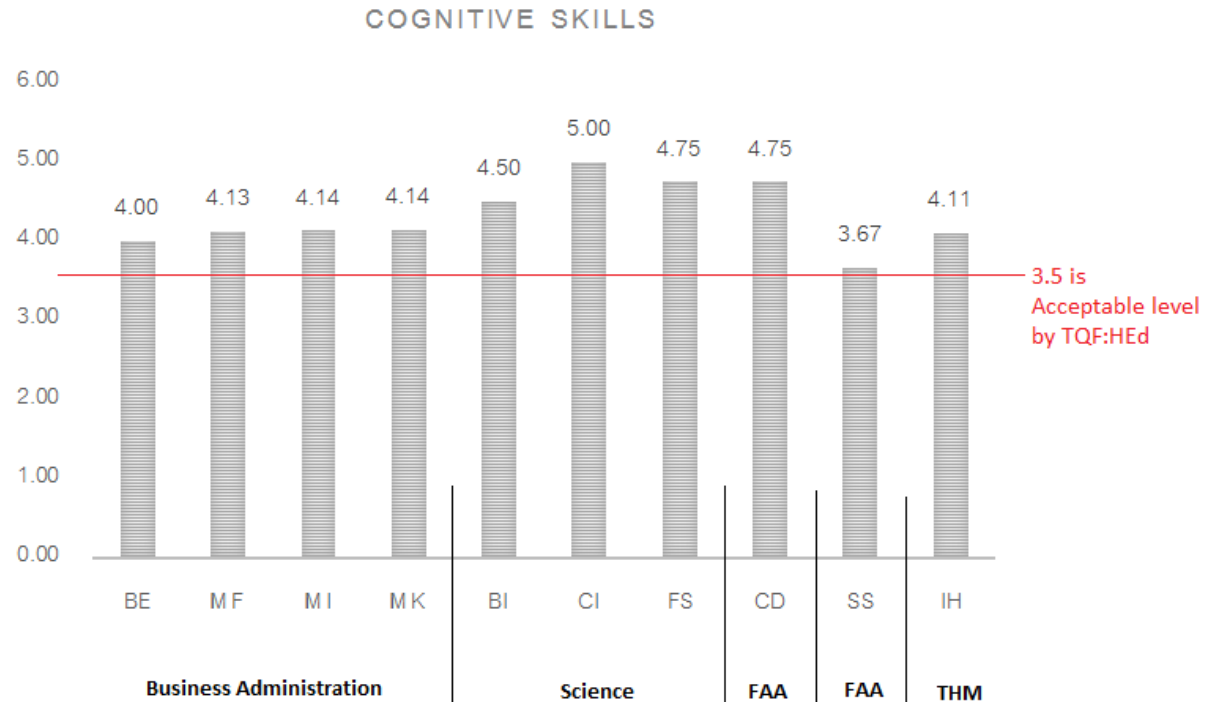
Table 9: (Continued)

3. Cognitive Skills		Satisfaction Level MEAN by Program												Overall MUIC		% of Satisfaction at level ≥ 4
		FAA						SS		THM						
		AP		CD		FP		TP		SS		IH				
		(N=0)		(N=2)		(N=0)		(N=0)		(N=1)		(N=7)		(N=48)		
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	
1	Graduate can plan systematically and reach work targets.			4.00	0.00					N/A	N/A	4.14	0.38	4.37	0.91	89.58%
2	Graduate has analytical skill and creativity.			5.00	0.00					4.00	0.00	4.14	0.69	4.46	0.76	81.25%
3	Graduate can propose alternatives or reasons for decisions and is able to solve problems with suitable judgements.			5.00	0.00					3.00	0.00	4.14	0.69	4.30	0.73	91.67%
4	Graduate can work under pressure.			5.00	0.00					4.00	0.00	4.00	0.58	4.21	0.78	79.17%
Overall				4.75	0.00					3.67	0.00	4.11	0.58	4.34	0.79	85.42%

MUIC Average Rating Score:

Cognitive Skills	M	SD
i. Graduate has analytical skill and creativity.	4.46	0.76
ii. Graduate can plan systematically and reach work targets.	4.37	0.91
iii. Graduate can propose alternatives or reasons for decisions and is able to solve problems with suitable judgements.	4.30	0.73
iv. Graduate can work under pressure.	4.21	0.78
Average Score	4.34	0.79

Figure 8: Comparison of Mean Scores of Graduates' Cognitive Skills by Program



❖ Interpersonal Skills and Responsibility

Table 10: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Interpersonal Skills and Responsibility

4. Interpersonal Skills and Responsibility		Satisfaction Level MEAN by Program																							
		Business Administration												Science											
		BE		IS		MF		MI		MK		AM		BI		CI		CS		EN		FS		PY	
		(N=1)		(N=0)		(N=8)		(N=11)		(N=14)		(N=0)		(N=1)		(N=1)		(N=0)		(N=0)		(N=2)		(N=0)	
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
1	Graduate is able to work with others as a good leader and as a good team member.	4.00	0.00			4.25	0.89	4.36	0.67	4.50	0.65			4.00	0.00	5.00	0.00					5.00	0.00		
2	Graduate has good relations with colleagues or class peers and is a potential team member.	5.00	0.00			4.50	0.76	4.64	0.67	4.43	0.65			4.00	0.00	5.00	0.00					5.00	0.00		
3	Graduate has positive attitudes towards the organization and his/her colleagues.	4.00	0.00			4.13	0.84	4.55	0.69	4.36	0.75			4.00	0.00	5.00	0.00					5.00	0.00		
4	Graduate is responsible for his/her duties and the team's duties.	3.00	0.00			4.50	0.76	4.55	0.69	4.50	0.65			4.00	0.00	5.00	0.00					5.00	0.00		
5	Graduate's behaviors and expressions are suitable for his/her position and responsibility.	4.00	0.00			4.25	0.71	4.36	0.67	4.29	0.73			4.00	0.00	5.00	0.00					5.00	0.00		
6	Graduate builds a positive atmosphere at work or in studying.	5.00	0.00			4.38	0.74	4.36	0.81	4.29	0.73			4.00	0.00	5.00	0.00					5.00	0.00		
Overall		4.17	0.00			4.33	0.78	4.47	0.70	4.39	0.69			4.00	0.00	5.00	0.00					5.00	0.00		

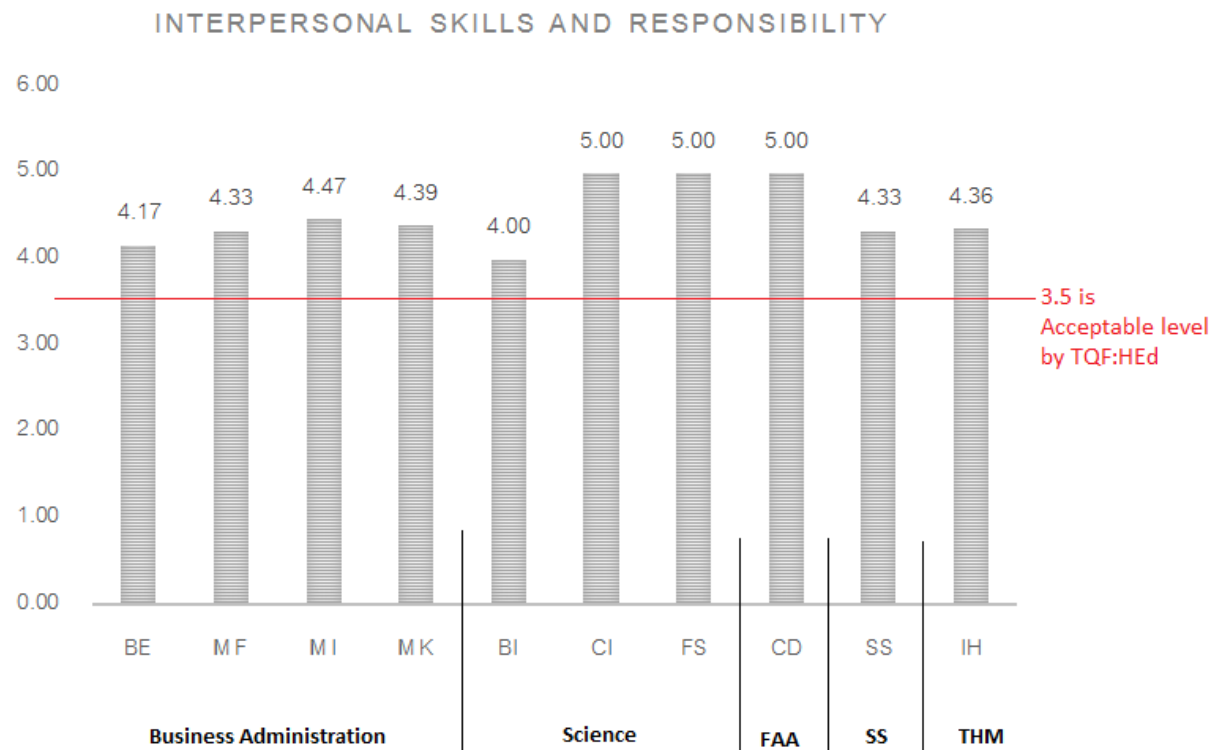
Table 10: (Continued)

4. Interpersonal Skills and Responsibility		Satisfaction Level MEAN by Program												Overall MUIC		% of Satisfaction at level ≥ 4
		FAA								SS		THM				
		AP		CD		FP		TP		SS		IH				
		(N=0)		(N=2)		(N=0)		(N=0)		(N=1)		(N=7)		(N=48)		
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	
1	Graduate is able to work with others as a good leader and as a good team member.			5.00	0.00					5.00	0.00	4.29	0.76	4.54	0.68	89.58%
2	Graduate has good relations with colleagues or class peers and is a potential team member.			5.00	0.00					4.00	0.00	4.29	0.76	4.59	0.65	91.67%
3	Graduate has positive attitudes towards the organization and his/her colleagues.			5.00	0.00					5.00	0.00	4.29	0.76	4.53	0.71	87.50%
4	Graduate is responsible for his/her duties and the team's duties.			5.00	0.00					4.00	0.00	4.29	0.76	4.38	0.68	89.58%
5	Graduate's behaviors and expressions are suitable for his/her position and responsibility.			5.00	0.00					4.00	0.00	4.43	0.54	4.43	0.64	91.67%
6	Graduate builds a positive atmosphere at work or in studying.			5.00	0.00					4.00	0.00	4.57	0.54	4.56	0.68	89.58%
Overall				5.00	0.00					4.33	0.00	4.36	0.68	4.51	0.67	89.93%

MUIC Average Rating Score:

Interpersonal Skills and Responsibility		M	SD
i.	Graduate has good relations with colleagues or class peers and is a potential team member.	4.59	0.65
ii.	Graduate builds a positive atmosphere at work or in studying.	4.56	0.68
iii.	Graduate is able to work with others as a good leader and as a good team member.	4.54	0.68
iv.	Graduate has positive attitudes towards the organization and his/her colleagues.	4.53	0.71
v.	Graduate's behaviors and expressions are suitable for his/her position and responsibility.	4.43	0.64
vi.	Graduate is responsible for his/her duties and the team's duties.	4.38	0.68
Average Score		4.51	0.67

Figure 9: Comparison of Mean Score for Graduates' Interpersonal Skills and Responsibility by Program



❖ Numerical Analysis, Communication and Information Technology Skills

Table 11: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Numerical Analysis, Communication and Information Technology Skills

5. Numerical Analysis, Communication and Information Technology Skills		Satisfaction Level MEAN by Program																							
		Business Administration												Science											
		BE		IS		MF		MI		MK		AM		BI		CI		CS		EN		FS		PY	
		(N=1)		(N=0)		(N=8)		(N=11)		(N=14)		(N=0)		(N=1)		(N=1)		(N=0)		(N=0)		(N=2)		(N=0)	
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
1	Graduate can analyze and process numerical information well.	4.00	0.00			4.63	0.52	3.64	1.36	3.86	0.66			5.00	0.00	4.00	0.00					5.00	0.00		
2	Graduate can communicate well in Thai by speaking and writing and is able to summarize main ideas well.	4.00	0.00			4.13	0.84	3.82	1.40	3.86	0.66			5.00	0.00	4.00	0.00					5.00	0.00		
3	Graduate can use English well in working and in communication.	4.00	0.00			4.63	0.52	4.55	0.52	4.43	0.65			4.00	0.00	5.00	0.00					5.00	0.00		
4	Graduate can apply modern technologies appropriately to his/her work.	4.00	0.00			4.38	0.74	4.64	0.51	4.50	0.65			4.00	0.00	5.00	0.00					5.00	0.00		
Overall		4.00	0.00			4.44	0.65	4.16	0.95	4.16	0.66			4.50	0.00	4.50	0.00					5.00	0.00		

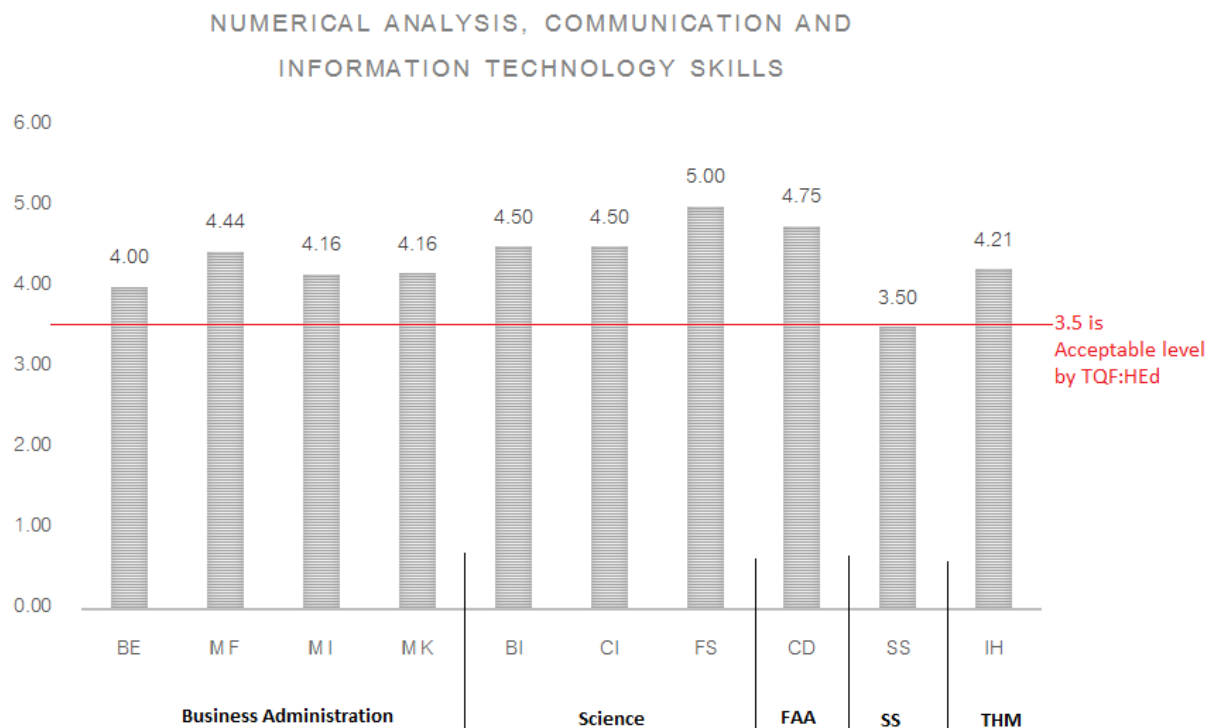
Table 11: (Continued)

5. Numerical Analysis, Communication and Information Technology Skills		Satisfaction Level MEAN by Program												Overall MUIC		% of Satisfaction at level ≥ 4
		FAA								SS		THM				
		AP		CD		FP		TP		SS		IH		(N=48)		
		(N=0)		(N=2)		(N=0)		(N=0)		(N=1)		(N=7)				
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	
1	Graduate can analyze and process numerical information well.			5.00	0.00					3.00	0.00	4.29	0.49	4.24	0.91	83.33%
2	Graduate can communicate well in Thai by speaking and writing and is able to summarize main ideas well.			4.50	0.71					4.00	0.00	4.14	0.38	4.24	0.87	83.33%
3	Graduate can use English well in working and in communication.			5.00	0.00					3.00	0.00	4.43	0.79	4.40	0.62	93.75%
4	Graduate can apply modern technologies appropriately to his/her work.			4.50	0.71					4.00	0.00	4.00	0.58	4.40	0.62	93.75%
Overall				4.75	0.35					3.50	0.00	4.21	0.56	4.32	0.75	88.54%

MUIC Average Rating Score:

Numerical Analysis, Communication and Information Technology Skills	<i>M</i>	<i>SD</i>
i. Graduate can use English well in working and in communication.	4.40	0.62
ii. Graduate can apply modern technologies appropriately to his/her work.	4.40	0.62
iii. Graduate can analyze and process numerical information well.	4.24	0.91
iv. Graduate can communicate well in Thai by speaking and writing and is able to summarize main ideas well.	4.24	0.87
Average Score	4.32	0.75

Figure 10: Comparison of Mean Scores of Graduates' Numerical Analysis, Communication and Information Technology Skills by Program



❖ Business Skills for Business Administration Section

Table 12: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Business Skills

6. Business Skills		Satisfaction Level MEAN by Program										Overall Business Administration		% of Satisfaction at level ≥ 4
		Business Administration												
		BE		IS		MF		MI		MK		(N=34)		
		(N=1)		(N=0)		(N=8)		(N=11)		(N=14)				
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	
1	Understanding of complex business environment.	3.00	0.00			3.50	0.54	3.73	0.65	4.07	0.73	3.57	0.48	64.71%
2	Understanding of opportunities and risks in the business environment.	3.00	0.00			3.75	0.89	3.91	0.54	4.00	0.68	3.66	0.53	70.59%
3	Knowledge from multiple perspectives to analyze and make recommendations for firms.	3.00	0.00			3.63	0.74	4.00	0.78	4.21	0.70	3.71	0.55	70.59%
4	Ability to use appropriate principles and theories when analyzing business issues.	3.00	0.00			3.88	0.84	3.73	0.79	4.00	0.78	3.65	0.60	61.76%
5	Ability to use appropriate data analysis techniques and methods.	3.00	0.00			3.75	0.71	4.00	0.63	4.21	0.80	3.74	0.54	73.53%
6	Ability to use computer software to help solve business issue.	3.00	0.00			3.88	0.99	4.27	0.65	4.43	0.65	3.89	0.57	79.41%
Overall		3.00	0.00			3.73	0.78	3.94	0.67	4.15	0.72	3.71	0.54	70.10%

Note: Only the MUIC graduates in field of Business Administration were evaluated from the employers on Business Skills. (N=34)

Business Administration Average Rating Score:

Business Skills		<i>M</i>	<i>SD</i>
i.	Ability to use computer software to help solve business issue.	3.89	0.57
ii.	Ability to use appropriate data analysis techniques and methods.	3.74	0.54
iii.	Knowledge from multiple perspectives to analyze and make recommendations for firms.	3.71	0.55
iv.	Understanding of opportunities and risks in the business environment.	3.66	0.53
v.	Ability to use appropriate principles and theories when analyzing business issues.	3.65	0.60
vi.	Understanding of complex business environment.	3.57	0.48
Average Score		<u>3.71</u>	0.54

Figure 11: Comparison of Mean Scores of Graduates' Business Skills by Program



❖ Identity of the Mahidol University Graduates

Table 13: Mean and Percentage of Employers' and Advisors' Satisfaction with Identity of the Mahidol University Graduates

7. Identity of Mahidol University graduates		Satisfaction Level MEAN by Program																							
		Business Administration												Science											
		BE		IS		MF		MI		MK		AM		BI		CI		CS		EN		FS		PY	
		(N=1)		(N=0)		(N=8)		(N=11)		(N=14)		(N=0)		(N=1)		(N=1)		(N=0)		(N=0)		(N=2)		(N=0)	
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
1	Graduate takes the welfare of the organization as his/her priority.	3.00	0.00			4.25	0.89	4.46	0.69	4.36	0.75			4.00	0.00	5.00	0.00					5.00	0.00		
2	Graduate is socially responsible.	4.00	0.00			4.13	0.84	4.36	0.81	4.15	0.69			4.00	0.00	5.00	0.00					5.00	0.00		
3	Graduate gives importance to customers.	5.00	0.00			4.13	0.84	4.36	0.67	4.29	0.73			4.00	0.00	5.00	0.00					5.00	0.00		
Overall		4.00	0.00			4.17	0.85	4.39	0.72	4.27	0.72			4.00	0.00	5.00	0.00					5.00	0.00		

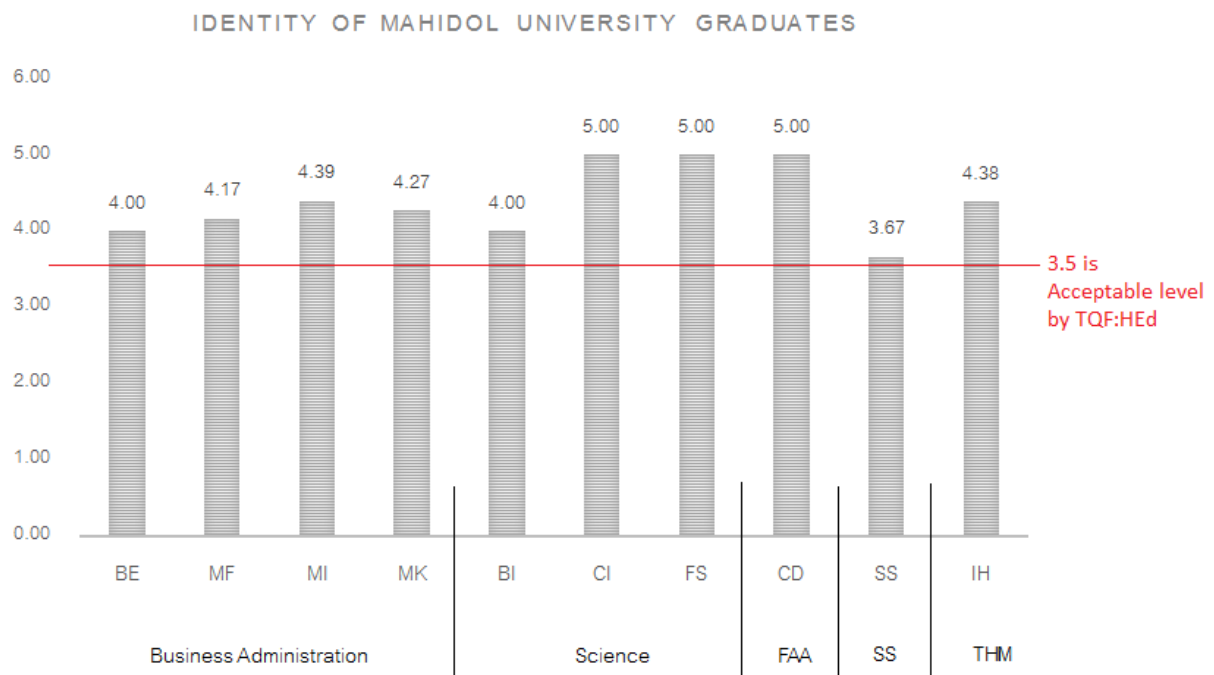
Table 13: (Continued)

7. Identity of Mahidol University graduates		Satisfaction Level MEAN by Program														Overall MUIC (N=48)		% of Satisfaction at level ≥ 4
		FAA						SS		THM								
		AP		CD		FP		TP		SS		IH						
		(N=0)		(N=2)		(N=0)		(N=0)		(N=1)		(N=7)						
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD					
1	Graduate takes the welfare of the organization as his/her priority.			5.00	0.00					3.00	0.00	4.14	0.69	4.22	0.75	83.33%		
2	Graduate is socially responsible.			5.00	0.00					4.00	0.00	4.29	0.76	4.39	0.72	83.33%		
3	Graduate gives importance to customers.			5.00	0.00					4.00	0.00	4.71	0.49	4.55	0.68	89.58%		
Overall				5.00	0.00					3.67	0.00	4.38	0.64	4.39	0.72	85.42%		

MUIC Average Rating Score:

Identity of Mahidol University graduates	M	SD
i. Graduate gives importance to customers.	4.55	0.68
ii. Graduate is socially responsible.	4.39	0.72
iii. Graduate takes the welfare of the organization as his/her priority.	4.22	0.75
Average Score	<u>4.39</u>	0.72

Figure 12: Comparison of Mean Scores of Identity of the Mahidol University Graduates by Program



❖ Overall Performance of the Mahidol University International College Graduates

Table 14: Mean and Percentage of Employers' and Advisors' Satisfaction with Overall Performance of the Mahidol University International College Graduates

8. Overall performance of Mahidol University International College graduates		Satisfaction Level MEAN by Program																									
		Business Administration												Science													
		BE		IS		MF		MI		MK		AM		BI		CI		CS		EN		FS		PY			
		(N=1)		(N=0)		(N=8)		(N=11)		(N=14)		(N=0)		(N=1)		(N=1)		(N=0)		(N=0)		(N=2)		(N=0)			
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
1	Graduate is suited well for the work in your organization / the study at your institution.	4.00	0.00			4.13	0.84	4.36	0.67	4.43	0.65			4.00	0.00	5.00	0.00					5.00	0.00				
Overall		4.00	0.00			4.13	0.84	4.36	0.67	4.43	0.65			4.00	0.00	5.00	0.00					5.00	0.00				

Table 14: (Continued)

8. Overall performance of Mahidol University International College graduates		Satisfaction Level MEAN by Program												Overall MUIC	% of Satisfaction at level ≥ 4		
		FAA								SS		THM					
		AP		CD		FP		TP		SS		IH					
		(N=0)		(N=2)		(N=0)		(N=0)		(N=1)		(N=7)				(N=48)	
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD			M	SD
1	Graduate is suited well for the work in your organization / the study at your institution.			5.00	0.00					4.00	0.00	4.14	0.69	4.41	0.67	89.58%	
Overall				5.00	0.00					4.00	0.00	4.14	0.69	4.41	0.67	89.58%	

Figure 13: Comparison of Mean Scores of Overall Performance of Mahidol University International College Graduates by Program

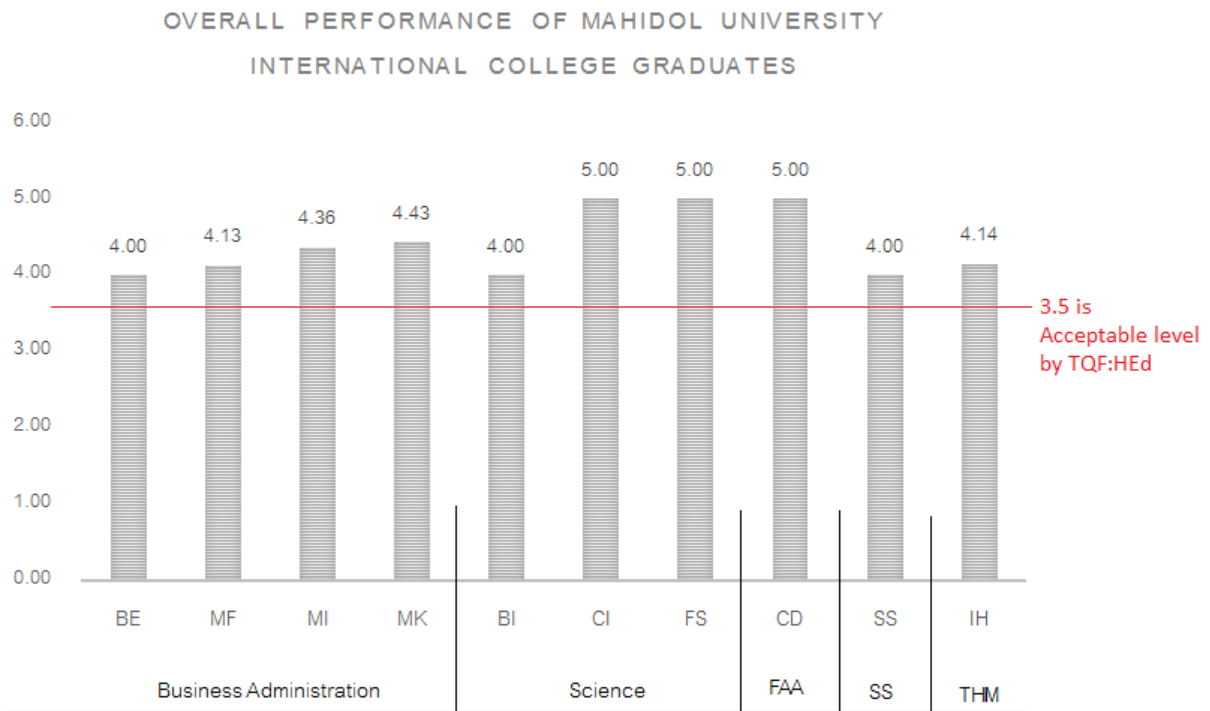
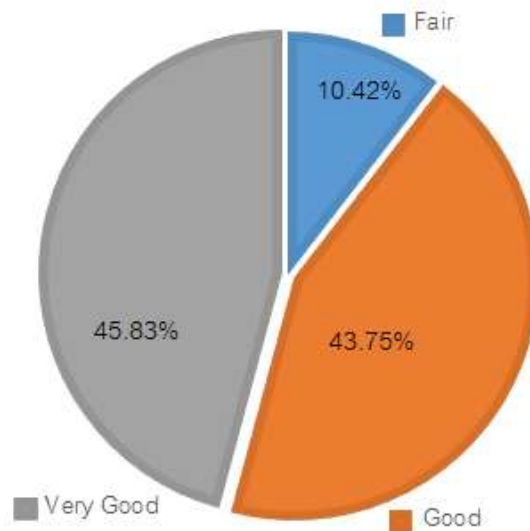


Figure 14: Percentage of Employers' and Advisor's Satisfaction with Overall Performance of Mahidol University International College Graduates



Part III: Qualities of Desirable Graduates

❖ T-Shaped breadth & depth

Table 15: Mean and Percentage of Employers' and Advisors' Satisfaction with Qualities of Desirable Graduates for T-Shaped breadth & depth

1. T-Shaped breadth & depth		Satisfaction Level MEAN by Program																							
		Business Administration										Science													
		BE		IS		MF		MI		MK		AM		BI		CI		CS		EN		FS		PY	
		(N=1)		(N=0)		(N=8)		(N=11)		(N=14)		(N=0)		(N=1)		(N=1)		(N=0)		(N=0)		(N=2)		(N=0)	
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
1	Graduate feels guilty if he/she does something wrong or unethical even when no one sees or knows.	4.00	0.00			4.63	0.74	4.09	1.51	4.07	1.44			4.00	0.00	5.00	0.00					4.50	0.71		
2	Graduate chooses to do the ri-ght thing rather than doing things based on his/her needs/feelings.	4.00	0.00			4.38	0.74	4.27	0.79	4.43	0.76			4.00	0.00	5.00	0.00					5.00	0.00		
3	Graduate follows his/her professional codes of conduct.	4.00	0.00			4.63	0.74	4.73	0.47	4.43	0.65			4.00	0.00	5.00	0.00					4.50	0.71		
4	Graduate has knowledge about the subject areas related to his/her field or profession.	4.00	0.00			4.00	0.93	4.09	0.83	4.14	0.86			4.00	0.00	5.00	0.00					4.50	0.71		
5	Graduate can appropriately apply modern information technology to his/her work.	4.00	0.00			4.13	0.99	4.64	0.67	4.50	0.52			4.00	0.00	5.00	0.00					5.00	0.00		
6	Graduate can communicate fluently in Thai by speaking, writing, and summarizing main points well.	5.00	0.00			4.00	1.20	4.00	1.41	4.00	0.78			4.00	0.00	5.00	0.00					5.00	0.00		
7	Graduate appropriately manages time for working, exercising, relaxing, and doing social work or community service.	4.00	0.00			3.63	1.60	2.91	1.76	3.43	1.70			4.00	0.00	5.00	0.00					5.00	0.00		
8	When graduate sees or hears things, he/she will consider them from different perspectives and use them for self-development.	3.00	0.00			4.25	0.89	4.09	0.54	4.36	0.75			4.00	0.00	5.00	0.00					5.00	0.00		
9	Graduate exercises regularly.	3.00	0.00			3.63	1.60	2.82	1.72	2.71	1.94			3.00	0.00	5.00	0.00					4.50	0.71		
10	Graduate does good things to show gratitude to his/her parents, teachers and patrons.	4.00	0.00			3.75	1.67	3.82	1.94	3.93	1.73			5.00	0.00	5.00	0.00					5.00	0.00		
Overall		3.90	0.00			4.10	1.11	3.95	1.16	4.00	1.11			4.00	0.00	5.00	0.00					4.80	0.28		

Table 15: (Continued)

1. T-Shaped breadth & depth		Satisfaction Level MEAN by Program												Overall MUIC		%of behavior at ≥ 75% of situations
		FAA								SS		THM				
		AP		CD		FP		TP		SS		IH		(N=48)		
		(N=0)		(N=2)		(N=0)		(N=0)		(N=1)		(N=7)				
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	
1	Graduate feels guilty if he/she does something wrong or unethical even when no one sees or knows.			5.00	0.00					N/A	N/A	4.00	0.82	4.37	1.30	83.33%
2	Graduate chooses to do the right thing rather than doing things based on his/her needs/feelings.			5.00	0.00					N/A	N/A	4.00	0.82	4.45	0.96	83.33%
3	Graduate follows his/her professional codes of conduct.			5.00	0.00					N/A	N/A	4.14	0.69	4.49	0.90	91.67%
4	Graduate has knowledge about the subject areas related to his/her field or profession.			4.50	0.71					N/A	N/A	4.00	0.58	4.25	0.97	79.17%
5	Graduate can appropriately apply modern information technology to his/her work.			5.00	0.00					5.00	0.00	3.86	0.69	4.51	0.71	87.50%
6	Graduate can communicate fluently in Thai by speaking, writing, and summarizing main points well.			4.50	0.71					4.00	0.00	4.00	0.82	4.35	0.99	79.17%
7	Graduate appropriately manages time for working, exercising, relaxing, and doing social work or community service.			5.00	0.00					4.00	0.00	3.57	0.54	4.05	1.49	66.67%
8	When graduate sees or hears things, he/she will consider them from different perspectives and use them for self-development.			5.00	0.00					N/A	N/A	3.86	0.38	4.28	0.92	83.33%
9	Graduate exercises regularly.			4.00	1.41					N/A	N/A	3.00	0.58	3.52	1.63	43.75%
10	Graduate does good things to show gratitude to his/her parents, teachers and patrons.			5.00	0.00					N/A	N/A	4.00	0.82	4.39	1.62	81.25%
Overall				4.80	0.28					4.33	0.00	3.84	0.67	4.27	1.15	77.92%

MUIC Average Rating Score:

T-Shaped breadth & depth		M	SD
i.	Graduate can appropriately apply modern information technology to his/her work.	4.51	0.71
ii.	Graduate follows his/her professional codes of conduct.	4.49	0.90
iii.	Graduate chooses to do the right thing rather than doing things based on his/her needs/feelings.	4.45	0.96
iv.	Graduate does good things to show gratitude to his/her parents, teachers and patrons.	4.39	1.62
v.	Graduate feels guilty if he/she does something wrong or unethical even when no one sees or knows.	4.37	1.30
vi.	Graduate can communicate fluently in Thai by speaking, writing, and summarizing main points well.	4.35	0.99
vii.	When graduate sees or hears things, he/she will consider them from different perspectives and use them for self-development.	4.28	0.92
viii.	Graduate has knowledge about the subject areas related to his/her field or profession.	4.25	0.97
ix.	Graduate appropriately manages time for working, exercising, relaxing, and doing social work or community service.	4.05	1.49
x.	Graduate exercises regularly.	3.52	1.63
Average Score		4.27	1.15

Figure 15: Comparison of Mean Scores for T-Shaped breadth & depth by program

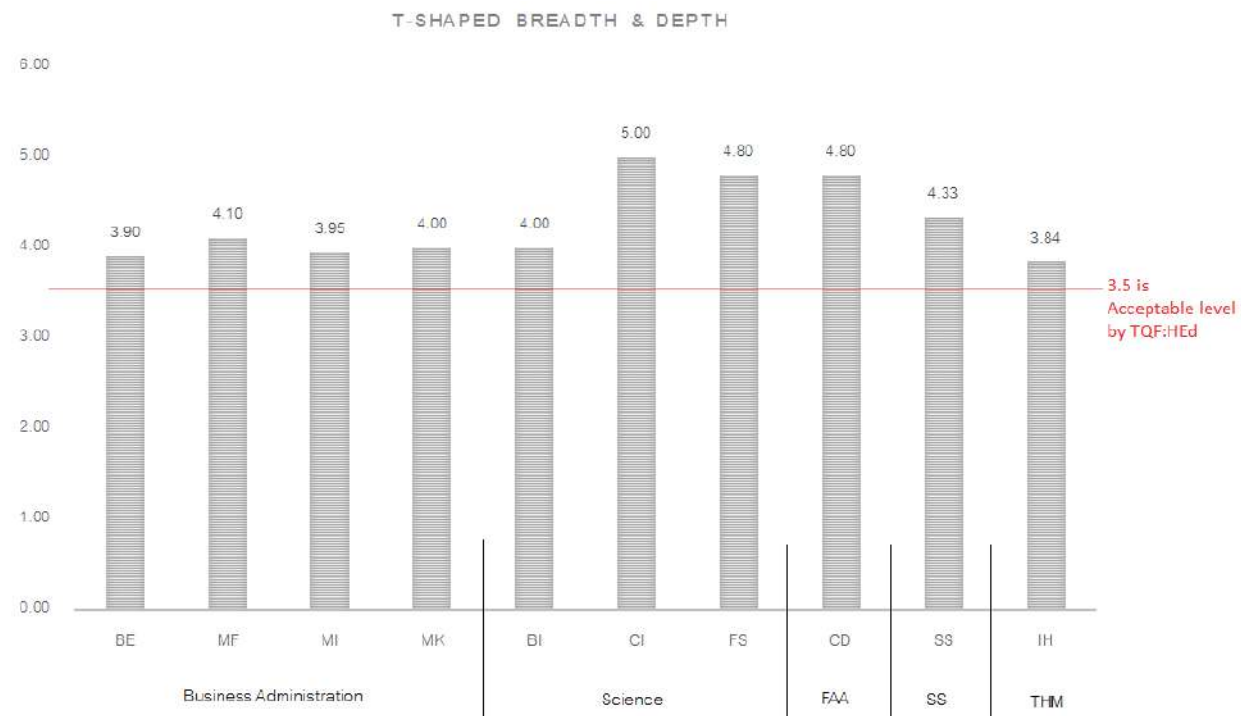


Table 16: Mean and Percentage of Employers' and Advisors' Satisfaction with Qualities of Desirable Graduates for Globally Talented

2. Globally Talented		Satisfaction Level MEAN by Program																							
		Business Administration										Science													
		BE		IS		MF		MI		MK		AM		BI		CI		CS		EN		FS		PY	
		(N=1)		(N=0)		(N=8)		(N=11)		(N=14)		(N=0)		(N=1)		(N=1)		(N=0)		(N=0)		(N=2)		(N=0)	
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
1	Graduate can appropriately apply and use his/her knowledge when dealing with difficult/different situations.	3.00	0.00			4.00	0.93	4.18	0.60	4.07	0.83			5.00	0.00	5.00	0.00					5.00	0.00		
2	Graduate interacts well with colleagues and listen to others' ideas.	5.00	0.00			4.38	0.74	4.46	0.69	4.29	0.73			4.00	0.00	5.00	0.00					5.00	0.00		
3	Graduate can use English to work and communicate well.	4.00	0.00			4.63	0.74	4.64	0.51	4.64	0.50			4.00	0.00	5.00	0.00					5.00	0.00		
4	Graduate is aware of cultural, professional, and racial differences and has no discriminatory attitudes.	4.00	0.00			4.50	0.76	4.55	0.52	4.57	0.65			4.00	0.00	5.00	0.00					5.00	0.00		
Overall		4.00	0.00			4.38	0.79	4.45	0.58	4.39	0.67			4.25	0.00	5.00	0.00					5.00	0.00		

Table 16: (Continued)

2. Globally Talented		Satisfaction Level MEAN by Program												Overall MUIC		%of behavior at ≥ 75% of situations
		FAA								SS		THM				
		AP		CD		FP		TP		SS		IH		(N=48)		
		(N=0)		(N=2)		(N=0)		(N=0)		(N=1)		(N=7)				
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	
1	Graduate can appropriately apply and use his/her knowledge when dealing with difficult/different situations.			5.00	0.00					4.00	0.00	4.00	0.58	4.33	0.75	83.33%
2	Graduate interacts well with colleagues and listen to others' ideas.			5.00	0.00					4.00	0.00	4.14	0.90	4.53	0.71	87.50%
3	Graduate can use English to work and communicate well.			5.00	0.00					4.00	0.00	4.00	0.82	4.49	0.62	93.75%
4	Graduate is aware of cultural, professional, and racial differences and has no discriminatory attitudes.			5.00	0.00					4.00	0.00	4.29	0.76	4.49	0.62	93.75%
Overall				5.00	0.00					4.00	0.00	4.11	0.76	4.46	0.67	89.58%

MUIC Average Rating Score:

Globally Talented		M	SD
i.	Graduate interacts well with colleagues and listen to others' ideas.	4.53	0.71
ii.	Graduate can use English to work and communicate well.	4.49	0.62
iii.	Graduate is aware of cultural, professional, and racial differences and has no discriminatory attitudes.	4.49	0.62
iv.	Graduate can appropriately apply and use his/her knowledge when dealing with difficult/different situations.	4.33	0.75
Average Score		4.46	0.67

Figure 16: Comparison of Mean Scores for Globally Talented by program



Socially Contributing

Table 17: Mean and Percentage of Employers' and Advisors' Satisfaction with Qualities of Desirable Graduates for Socially Contributing

3. Socially Contributing		Satisfaction Level MEAN by Program																							
		Business Administration										Science													
		BE		IS		MF		MI		MK		AM		BI		CI		CS		EN		FS		PY	
		(N=1)		(N=0)		(N=8)		(N=11)		(N=14)		(N=0)		(N=1)		(N=1)		(N=0)		(N=0)		(N=2)		(N=0)	
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
1	Graduate follows laws, rules, and regulations of the organization and the society.	4.00	0.00			4.38	0.74	4.36	0.67	4.50	0.52			4.00		5.00	0.00					5.00	0.00		
2	Graduate takes part in proposing ideas about rules and regulations for living together in a community.	4.00	0.00			4.50	0.76	4.18	0.41	4.00	0.88			4.00	0.00	5.00	0.00					5.00	0.00		
3	Graduate gives warning to people who break rules or regulations that can affect the community at large.	4.00	0.00			4.25	0.89	4.18	0.75	4.14	0.66			4.00	0.00	5.00	0.00					5.00	0.00		
4	Graduate is happy to offer help or suggestion to others to do good things or something useful.	4.00	0.00			4.38	0.92	4.55	0.52	4.36	0.84			5.00	0.00	5.00	0.00					5.00	0.00		
5	Graduate helps and supports others in doing the right thing without waiting to be asked.	4.00	0.00			4.25	0.89	4.27	0.65	4.29	0.73			4.00	0.00	5.00	0.00					5.00	0.00		
6	Graduate takes good care of his/her health to develop his/her strength and to help other people more effectively.	4.00	0.00			3.38	1.51	3.36	1.86	3.43	1.87			4.00	0.00	5.00	0.00					5.00	0.00		
7	Graduate is sincere to other people and concerned about the benefit of others first.	4.00	0.00			4.13	0.84	4.55	0.69	4.43	0.76			4.00	0.00	5.00	0.00					5.00	0.00		
8	Graduate participates in cultural activities or festivals that help preserve Thai cultures or ways of living.	4.00	0.00			4.00	0.54	3.55	1.92	3.43	1.74			4.00	0.00	5.00	0.00					5.00	0.00		
Overall		4.00	0.00			4.16	0.88	4.13	0.93	4.07	1.00			4.13	0.00	5.00	0.00					5.00	0.00		

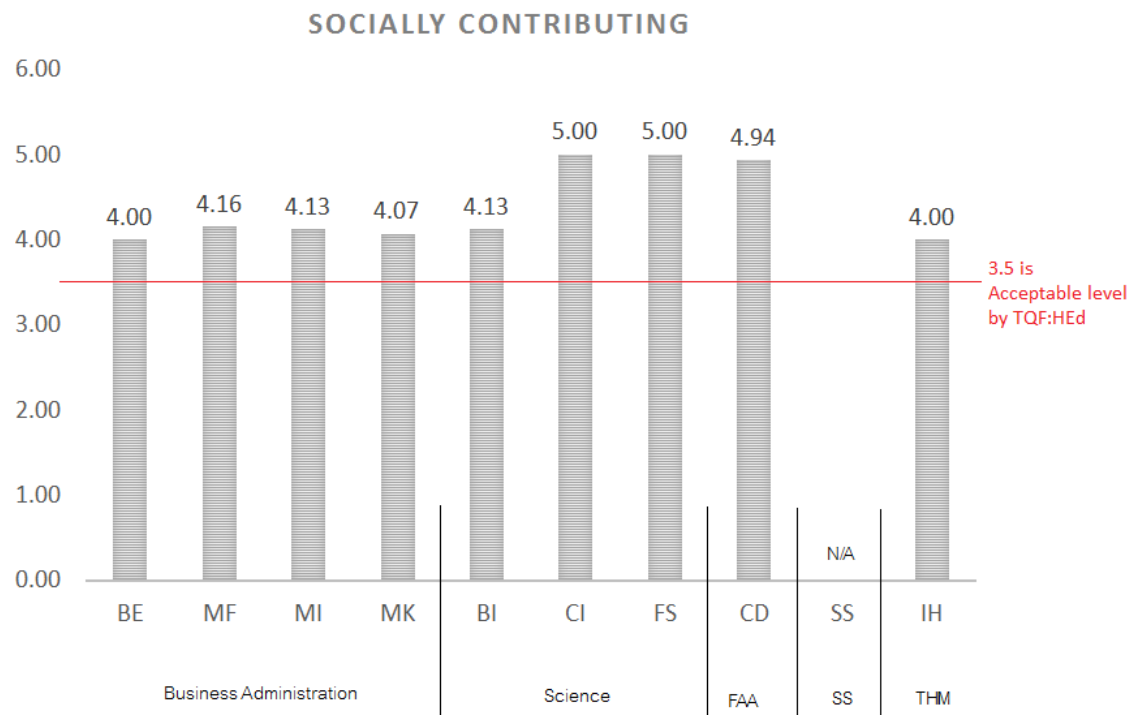
Table 17: (Continued)

3. Socially Contributing		Satisfaction Level MEAN by Program												Overall MUIC		%of behavior at ≥ 75% of situations
		FAA								SS		THM				
		AP		CD		FP		TP		SS		IH		(N=48)		
		(N=0)		(N=2)		(N=0)		(N=0)		(N=1)		(N=7)				
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	
1	Graduate follows laws, rules, and regulations of the organization and the society.			5.00	0.00					N/A	N/A	4.14	0.69	4.49	0.88	91.67%
2	Graduate takes part in proposing ideas about rules and regulations for living together in a community.			5.00	0.00					N/A	N/A	4.00	0.58	4.41	0.92	87.50%
3	Graduate gives warning to people who break rules or regulations that can affect the community at large.			4.50	0.71					N/A	N/A	3.57	0.54	4.29	0.93	79.17%
4	Graduate is happy to offer help or suggestion to others to do good things or something useful.			5.00	0.00					N/A	N/A	4.14	0.90	4.60	0.98	83.33%
5	Graduate helps and supports others in doing the right thing without waiting to be asked.			5.00	0.00					N/A	N/A	4.14	0.90	4.44	0.95	83.33%
6	Graduate takes good care of his/her health to develop his/her strength and to help other people more effectively.			5.00	0.00					N/A	N/A	4.00	0.82	4.13	1.63	66.67%
7	Graduate is sincere to other people and concerned about the benefit of others first.			5.00	0.00					N/A	N/A	4.29	0.76	4.49	0.95	85.42%
8	Graduate participates in cultural activities or festivals that help preserve Thai cultures or ways of living.			5.00	0.00					N/A	N/A	3.71	0.76	4.19	1.50	72.92%
Overall				4.94	0.09					N/A	N/A	4.00	0.74	4.38	1.09	81.25%

MUIC Average Rating Score:

Socially Contributing		M	SD
i.	Graduate is happy to offer help or suggestion to others to do good things or something useful.	4.60	0.98
ii.	Graduate follows laws, rules, and regulations of the organization and the society.	4.49	0.88
iii.	Graduate is sincere to other people and concerned about the benefit of others first.	4.49	0.95
iv.	Graduate helps and supports others in doing the right thing without waiting to be asked.	4.44	0.95
v.	Graduate takes part in proposing ideas about rules and regulations for living together in a community.	4.41	0.92
vi.	Graduate gives warning to people who break rules or regulations that can affect the community at large.	4.29	0.93
vii.	Graduate participates in cultural activities or festivals that help preserve Thai cultures or ways of living.	4.19	1.50
viii.	Graduate takes good care of his/her health to develop his/her strength and to help other people more effectively.	4.13	1.63
Average Score		4.38	1.09

Figure 17: Comparison of Mean Scores for Socially Contributing by Program



+ Entrepreneurially Minded

Table 18: Mean and Percentage of Employers' and Advisors' Satisfaction with Qualities of Desirable Graduates for Entrepreneurially Minded

4. Entrepreneurially Minded		Satisfaction Level MEAN by Program																							
		Business Administration												Science											
		BE		IS		MF		MI		MK		AM		BI		CI		CS		EN		FS		PY	
		(N=1)		(N=0)		(N=8)		(N=11)		(N=14)		(N=0)		(N=1)		(N=1)		(N=0)		(N=0)		(N=2)		(N=0)	
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
1	Graduate has a strong will to achieve his/her goals in spite of obstacles.	3.00	0.00			4.50	0.76	4.36	0.67	4.57	0.65			4.00	0.00	5.00	0.00					5.00	0.00		
2	Graduate does not procrastinate; planning well in advance about what and when to get things done appropriately.	3.00	0.00			4.50	0.93	4.00	0.78	4.29	0.91			4.00	0.00	5.00	0.00					5.00	0.00		
3	Graduate tries to learn and improve what he/she does to make it more effective.	4.00	0.00			4.63	0.74	4.36	0.67	4.36	0.84			4.00	0.00	5.00	0.00					5.00	0.00		
4	Graduate chooses to work in a profession that allows he/she to offer good deeds to the society and the country.	4.00	0.00			4.50	0.76	4.09	0.83	4.36	0.75			4.00	0.00	5.00	0.00					5.00	0.00		
5	Graduate can make a decision and solve problems in a rational way.	3.00	0.00			4.38	0.92	3.91	0.54	4.14	0.77			4.00	0.00	5.00	0.00					5.00	0.00		
6	Graduate can develop and make use of his/her knowledge to understand new concepts that he/she has not learnt before.	5.00	0.00			4.50	0.76	4.18	0.60	4.43	0.85			5.00	0.00	5.00	0.00					5.00	0.00		
7	When graduate is in a crisis or a critical situation, graduate can face the problem without making himself/herself or others suffer.	4.00	0.00			4.25	0.71	3.64	1.36	3.93	0.83			4.00	0.00	5.00	0.00					5.00	0.00		
8	When an unexpected situation occurs, graduate can still be in good control of himself/herself.	4.00	0.00			4.38	0.74	4.09	0.30	4.14	0.77			4.00	0.00	5.00	0.00					5.00	0.00		
Overall		3.75	0.00			4.45	0.79	4.08	0.72	4.28	0.80			4.13	0.00	5.00	0.00					5.00	0.00		

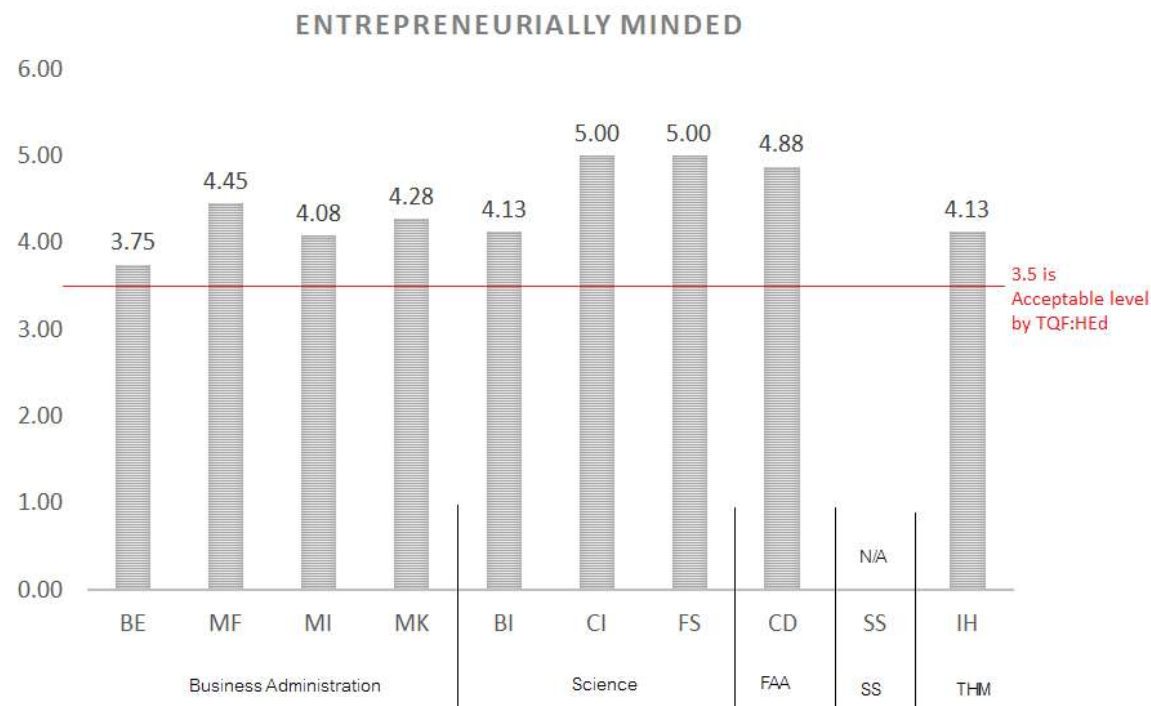
Table 18: (Continued)

4. Entrepreneurially Minded		Satisfaction Level MEAN by Program												Overall MUIC (N=48)		%of behavior at ≥ 75% of situations
		FAA								SS		THM				
		AP		CD		FP		TP		SS		IH				
		(N=0)		(N=2)		(N=0)		(N=0)		(N=1)		(N=7)				
		M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	
1	Graduate has a strong will to achieve his/her goals in spite of obstacles.			5.00	0.00					N/A	N/A	4.14	0.69	4.40	0.93	87.50%
2	Graduate does not procrastinate; planning well in advance about what and when to get things done appropriately.			5.00	0.00					N/A	N/A	4.29	0.76	4.34	1.03	79.17%
3	Graduate tries to learn and improve what he/she does to make it more effective.			5.00	0.00					N/A	N/A	4.14	0.69	4.50	0.95	89.58%
4	Graduate chooses to work in a profession that allows he/she to offer good deeds to the society and the country.			5.00	0.00					N/A	N/A	4.29	0.76	4.47	0.96	83.33%
5	Graduate can make a decision and solve problems in a rational way.			4.50	0.71					N/A	N/A	4.00	0.82	4.21	0.95	81.25%
6	Graduate can develop and make use of his/her knowledge to understand new concepts that he/she has not learnt before.			5.00	0.00					N/A	N/A	4.14	0.69	4.69	0.95	89.58%
7	When graduate is in a crisis or a critical situation, graduate can face the problem without making himself/herself or others suffer.			5.00	0.00					N/A	N/A	4.00	0.58	4.31	1.09	77.08%
8	When an unexpected situation occurs, graduate can still be in good control of himself/herself.			4.50	0.71					N/A	N/A	4.00	0.58	4.35	0.87	87.50%
Overall				4.88	0.18					N/A	N/A	4.13	0.69	4.41	0.97	84.38%

MUIC Average Rating Score:

Entrepreneurially Minded		M	SD
i.	Graduate can develop and make use of his/her knowledge to understand new concepts that he/she has not learnt before.	4.69	0.95
ii.	Graduate tries to learn and improve what he/she does to make it more effective.	4.50	0.95
iii.	Graduate chooses to work in a profession that allows he/she to offer good deeds to the society and the country.	4.47	0.96
iv.	Graduate has a strong will to achieve his/her goals in spite of obstacles.	4.40	0.93
v.	When an unexpected situation occurs, graduate can still be in good control of himself/herself.	4.35	0.87
vi.	Graduate does not procrastinate; planning well in advance about what and when to get things done appropriately.	4.34	1.03
vii.	When graduate is in a crisis or a critical situation, graduate can face the problem without making himself/herself or others suffer.	4.31	1.09
viii.	Graduate can make a decision and solve problems in a rational way.	4.21	0.95
Average Score		4.41	0.97

Figure 18: Comparison of Mean Scores for Entrepreneurially Minded by Program

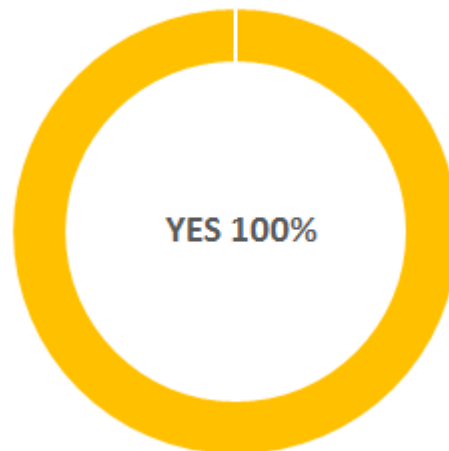


Part IV: Other Comments or Suggestions

❖ The Satisfaction on Making the Hiring Decision Mahidol University International College Graduates into the Organization or the Institution.

If the employers had to make their choice over again, they would choose to employ the MUIC graduates for their organization:

Figure 19: Percentage of Employers' Decision Again of Whether or Not to Employ the MUIC Graduates for the Organization



CHAPTER IV

Summary

The survey on the satisfaction of Mahidol University International College Graduates' supervisors, employers, or advisors for the Academic Year 2017-2018 was conducted with the response rate of 6.29% (48 questionnaires completed and returned by graduates' employers and advisor out from the total of 763 graduates in the academic year 2016-2017) after attempts at contacting the graduates' supervisors, employers, and advisors more than 3 times per each to submit and to complete the questionnaires by use of mail / facsimile / telephone / e-mail with survey link. Most of the graduates who were evaluated studied in Marketing, International Business, and Finance respectively. The majority of them were hired by private organization and evaluated by the graduates' direct supervisors.

The findings on several aspects for learning outcomes and business skills indicated that on average the employers or advisors had much satisfaction with the MUIC graduates' learning outcomes in five aspects. The employers or the advisors were respectively satisfied with "Ethics and Moral", followed by "Interpersonal Skills and Responsibility", "Cognitive Skills", and "Knowledge" as much as "Numerical Analysis, Communication and Information Technology Skills".

As for the dimension of business skills, considering the mean scores by program, the results showed that the employers or the advisors were satisfied with business skills of the graduates from Marketing the most.

Concerning overall performance of the Mahidol University International College graduates as well as the Qualities of Desirable graduates, the results also showed that the employers and advisors were also satisfied with them.

Although the results were very positive in all aspects, there were still some points that the graduates should be encouraged to develop further, especially in terms of "Knowledge", such as *"Graduate's knowledge and abilities are suitable for his/her work or study"*.

Regarding employers or advisors' feedback and suggestions, they mostly expressed that they were satisfied with the MUIC graduates' work skills, especially the graduates' English communication skill. However, multi-skills and work experiences of the graduates should be more

developed and accumulated. Consequently, the College should encourage the students to learn and analyze more real-world cases and projects that apply their knowledge of studies into work. Work training and preparation for the graduates' working life are also additionally provided in curriculum for the students to practice.

In conclusion, the employers and the advisors were mostly satisfied with the graduates' performance and competency. The graduates not only attained the acceptable level (more than 3.50 out of 5.00 points) of the standard learning outcomes as stipulated by the TQF:HEd, but also had the qualities of desirable graduates. This means that the MUIC graduates had good qualifications and work performances. Moreover, all employers and all advisors who completed the questionnaires indicated that they would choose to employ the MUIC graduates for their firms and would likely continue to recruit the graduates from MUIC in the future if they had to make their decision again.