



Mahidol University  
International College

# A REPORT ON THE SATISFACTION OF MAHIDOL UNIVERSITY INTERNATIONAL COLLEGE GRADUATES' SUPERVISORS, EMPLOYERS, OR ADVISORS



Academic Year 2021-2022

ACADEMIC STRATEGY UNIT  
STRATEGY AND ACADEMIC DEVELOPMENT GROUP  
THE OFFICE OF ACADEMIC AFFAIRS

## PREFACE

A report on the survey, satisfaction of Mahidol University International College graduates among supervisors, employers, or advisors for the academic year 2021-2022, is an annual report that measures the employers' or advisors' satisfaction with the MUIC graduates' work performance and abilities, identifies the strengths and weaknesses of the graduates and assesses the demand for skills in the labor market. The data for this report is gathered from the employers and advisors as a part of the external stakeholders' survey providing valuable insights for curriculum development and verification of standard-based learning outcomes of the college.

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

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

# TABLE OF CONTENTS

	Page
PREFACE .....	i
TABLE OF CONTENTS .....	ii
<b>CHAPTER I</b>	
<b>Introduction</b>	
Rationale .....	1
Objectives .....	1
Framework .....	2
Expectations .....	2
Keywords .....	2
<b>CHAPTER II</b>	
<b>Research Methods</b>	
Population .....	4
Tool .....	4
Data Collection .....	5
Data Analysis .....	5
<b>CHAPTER III</b>	
<b>Results</b>	
Part I: General Information	
● Graduates and Response Rate .....	7
● Types of Organization and Institution of the Graduates .....	8
● Period of Work Experience of the Graduates .....	9
● Respondent Status .....	10
Part II: Satisfaction with the MUIC Graduates' Performance and Abilities	
● Ethics and Moral .....	11
● Knowledge .....	14
● Cognitive Skills .....	17

## TABLE OF CONTENTS (CONTINUED)

	Page
● Interpersonal Skills and Responsibility .....	20
● Numerical Analysis, Communication and Information Technology Skills .....	23
● Identity of the Mahidol University Graduate .....	26
● Overall Picture of the Mahidol University International College Graduate .....	29
Part III: Desired Characteristics of Mahidol University	
● T-Shaped breadth & depth .....	31
● Globally Talented .....	34
● Socially Contributing .....	36
● Entrepreneurially Minded .....	39
Part IV: Other Comments or Suggestions	
● The Satisfaction on Making the Hiring Decision Mahidol University International College Graduates into the Organization or the Institution .....	42
CHAPTER IV	
Summary of Survey .....	43

# CHAPTER I

## Introduction

### Rationale:

The Mahidol University International College (MUIC) curricula are designed based on TQF, Thailand Qualifications Framework for Higher Education (TQF: HEd), a tool used for curriculum development by all higher education institutions focusing on student's learning outcomes in order to enhance graduates' knowledge, skills and capacities. MUIC conducts an employer's survey as part of the external quality assurance in order to examine graduates' learning outcomes and provide information regarding the perceptions and needs of employers towards the competency of the graduates. The goal is to produce qualified graduates who, achieve both the desired characteristics of Mahidol University and employability skills to enter the workforce or graduate schools. therefore, 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 determined 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 the academic year 2021-2022 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 based on the actual needs and the 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 2020-2021 .

The data collected was analyzed and compared across various programs.

**Expectations:**

1. Knowledge of the supervisors', employers', or advisors' perceptions and/or satisfaction with MUIC graduates for the academic year 2021-2022 on learning outcomes, 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 Sciences 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
- HLD Humanities and Languages Division
- IC Intercultural Studies and Languages
- IH International Hospitality Management Program
- MC Media and Communication Program
- MF Finance Program
- MI International Business Program
- MK Marketing Program
- PY Physics Program
- SCI Science Division
- SS Social Science Program / Social Science Division
- The advisor A professor who works with and helps student at the university level meet requirements to graduate
- 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)
- The satisfaction A pleasant feeling that employers received from the performance and competency
- THM Tourism and Hospitality Management Division

## CHAPTER II

### Research Methods

#### Population:

The population size of this survey was 672 graduates of the academic year 2020-2021.

#### Tool:

The tool of this survey included 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 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, 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:** *Desired Characteristics of Mahidol University* including 4 aspects: T-Shaped breadth & depth, Globally Talented, Socially Contributing, and Entrepreneurially Minded.



- **Part 4:** Other comments and suggestions including 3 parts: Outstanding qualities of the MUIC graduate, Things the MUIC graduate should improve, and Important skills/competencies the MUIC graduates should have.

#### **Data Collection:**

1. A Survey on the Satisfaction of Mahidol University Graduates' Supervisor, Employer, or Advisor for the Academic Year 2021-2022 was sent to the employer or advisor of the MUIC graduates at the beginning of December, 2021 along with cover letters to ask for their cooperation to complete the online questionnaire by e-mail.
2. The following up process lasted for 5 months when the staff ensured there were no more data submitted by the graduates' supervisor, employer, or advisor.

#### **Data Analysis:**

The Academic Strategy Unit, the Office of Academic Affairs, 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/advisor 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 2021-2022 are divided into 5 parts:

#### Part I: General Information

- 1.1 Graduates and Response Rate
- 1.2 Gender of the Graduates
- 1.3 Type of Organization or Institution
- 1.4 Respondent Status
- 1.5 Period of Work Experience

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

- TQF 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 Identity of the Mahidol University Graduate
  - 2.7 Overall Performance of the Mahidol University International College Graduate

#### Part III: Desired Characteristics of Mahidol University

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

#### Part IV: Other Comments and Suggestions

- 4.1 Outstanding Qualities of the Mahidol University International College Graduates
- 4.2 Things the Mahidol University International College Graduates Should Improve
- 4.3 Important Skills/Competencies the MUIC Graduates Should Have.

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

**Part I: General Information**

❖ Graduates (2020-2021) and Response Rate for Annual Report (2021-2022)

Table 1: Number of the Graduates (2020-2021) and the Graduates' Employer/Advisor Response Rate for Annual Report (2021-2022)

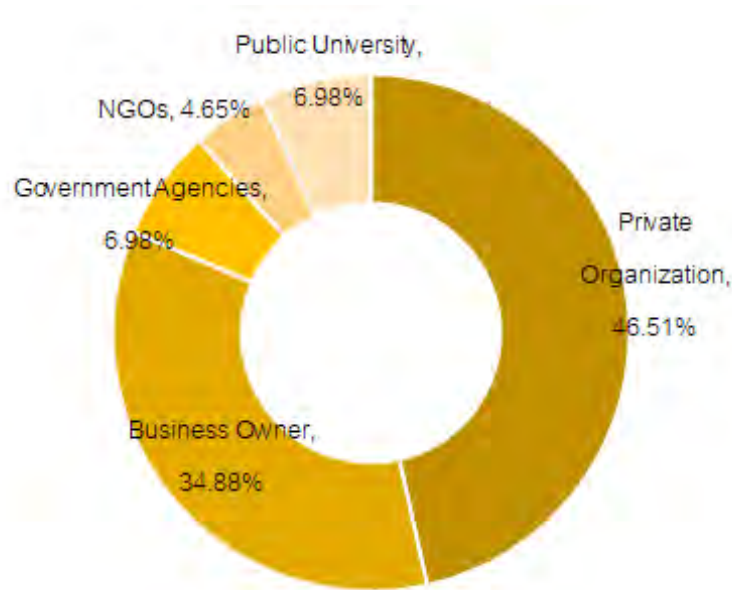
Major/Div.	N of Graduates_63	N of Respondents [Employer/Advisor]	% of Response rate (within Major/Div.)
BE	45	1	2.22%
MF	125	1	0.80%
MI	143	0	0.00%
MK	74	3	4.05%
<b>Total BA</b>	<b>387</b>	<b>5</b>	<b>1.29%</b>
CD	25	9	36.00%
MC	35	5	14.29%
<b>Total FAA</b>	<b>60</b>	<b>14</b>	<b>23.33%</b>
AM	0	0	0.00%
BI	44	2	4.55%
CH	8	1	12.50%
CI	24	2	8.33%
CS	9	1	11.11%
EN	3	0	0.00%
FS	8	0	0.00%
PY	3	0	0.00%
<b>Total SCI</b>	<b>99</b>	<b>6</b>	<b>6.06%</b>
SS/IR (SS)	34	10	29.41%
IH (THM)	53	2	3.77%
IC (HLD)	39	6	15.38%
<b>Total MUIC</b>	<b>672</b>	<b>43</b>	<b>6.40%</b>

❖ Types of Organization and Institution of the Graduates

Table 2: Number of Types of Organization and Institution of the Graduates

Types of Organization/Institution	N	%
<b>Employed</b>		
Private Organization	20	46.51%
Business Owner	15	34.88%
Government Agencies	3	6.98%
NGOs	2	4.65%
<b>Studying</b>		
Public University	3	6.98%
<b>Total</b>	<b>43</b>	<b>100%</b>

Figure 1: Percentage of Types of Organization and Institution of the Graduates

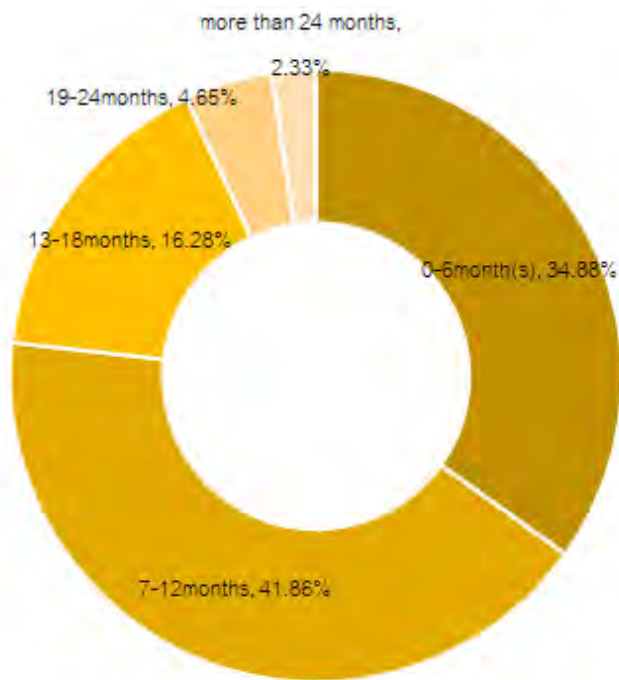


❖ Periods of Work Experience of the Graduates

Table 3: Number of Periods of Work Experience of the Graduates

Period of Work Experience	<i>N</i>	%
0-6month(s)	15	34.88%
7-12months	18	41.86%
13-18months	7	16.28%
19-24months	2	4.65%
more than 24 months	1	2.33%
<b>Total</b>	<b>43</b>	<b>100%</b>

Figure 2: Percentage of Periods of Work Experience of the Graduates

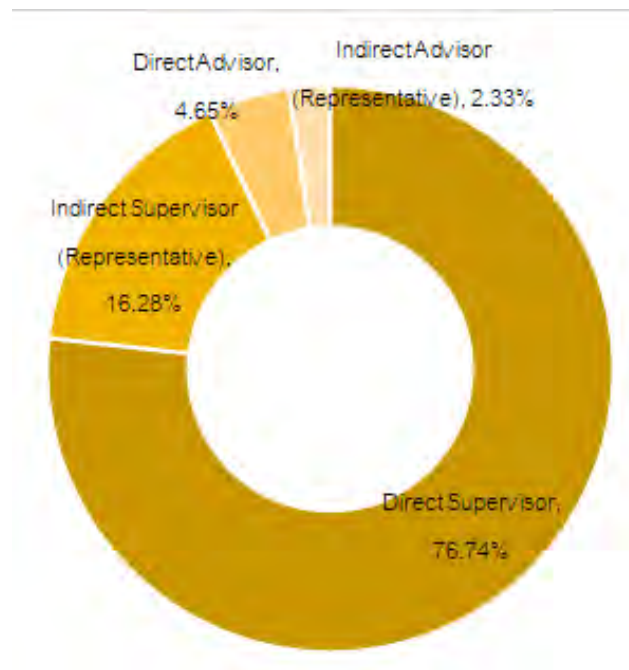


❖ Respondent Status

Table 4: Number of Respondent Status

Respondent Status	N	%
Direct Supervisor	33	76.74%
Indirect Supervisor (Representative)	7	16.28%
Direct Advisor	2	4.65%
Indirect Advisor (Representative)	1	2.33%
<b>Total</b>	<b>43</b>	<b>100%</b>

Figure 3: Percentage of Respondent Status



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

❖ Ethics and Moral

Table 5: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Ethics and Moral

1. Ethics and Moral 2.		Satisfaction Level MEAN by Program																	
		Business Administration									SS			HLD			THM		
		BE			MF			MK			SS			IC			IH		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 10		% of Satisfaction at level 4&5	N= 6		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD		M	SD		M	SD	
1	Graduate behaves well.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.67	0.58	100.00%	4.50	0.71	90.00%	5.00	0.00	100.00%	5.00	0.00	100.00%
2	Graduate is honest, industrious, patient, and enthusiastic in working/ learning.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.67	0.58	100.00%	4.30	0.95	70.00%	5.00	0.00	100.00%	5.00	0.00	100.00%
3	Graduate follows professional ethics.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.33	0.58	100.00%	4.50	0.71	90.00%	5.00	0.00	100.00%	5.00	0.00	100.00%
4	Graduate follows the organization's rules and regulations.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.67	0.58	100.00%	4.40	0.70	90.00%	5.00	0.00	100.00%	5.00	0.00	100.00%
5	Graduate has good social awareness of ethics and altruism.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.33	0.58	100.00%	4.30	0.82	80.00%	5.00	0.00	100.00%	5.00	0.00	100.00%
Overall		5.00	0.00	100.00%	4.60	0.00	100.00%	4.53	0.58	100.00%	4.40	0.78	84.00%	5.00	0.00	100.00%	5.00	0.00	100.00%

Table 5: (Continued)

1. Ethics and Moral		Satisfaction Level MEAN by Program																				
		Science															FAA			Overall MUIC		
		BI			CH			CI			CS			CD			MC					
		N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 9		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 43		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD		M	SD		M	SD		M	SD	
1	Graduate behaves well.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	5.00	0.00	100.00%	4.77	0.50	97.67%
2	Graduate is honest, industrious, patient, and enthusiastic in working/ learning.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.33	0.71	88.89%	4.80	0.45	100.00%	4.72	0.66	90.70%
3	Graduate follows professional ethics.	5.00	0.00	100.00%	4.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	100.00%	4.56	0.73	88.89%	4.80	0.45	100.00%	4.77	0.56	95.35%
4	Graduate follows the organization's rules and regulations.	5.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	100.00%	4.67	0.50	100.00%	5.00	0.00	100.00%	4.89	0.48	97.67%
5	Graduate has good social awareness of ethics and altruism.	5.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	100.00%	4.67	0.50	100.00%	4.80	0.45	100.00%	4.84	0.56	95.35%
Overall		5.00	0.00	100.00%	4.80	0.00	100.00%	4.80	0.71	100.00%	5.00	0.00	100.00%	4.56	0.59	95.56%	4.88	0.45	100.00%	4.80	0.55	95.35%

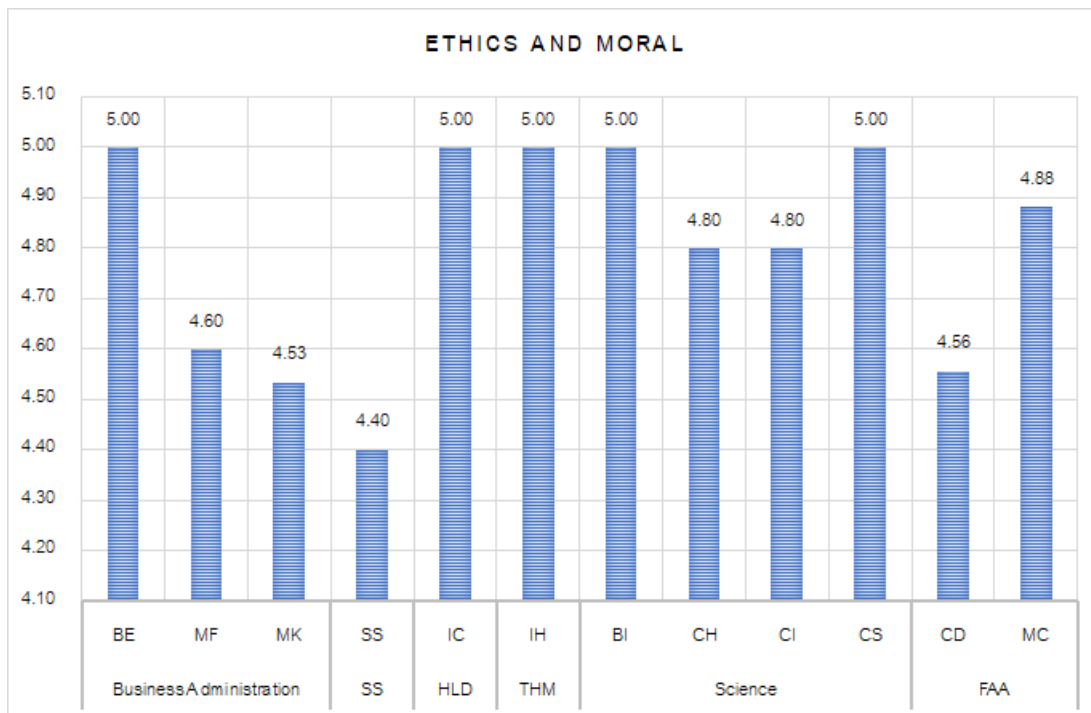


MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

1. Ethics and Moral		<i>M</i>	<i>SD</i>
i.	Graduate follows the organization's rules and regulations.	4.89	0.48
ii.	Graduate has good social awareness of ethics and altruism.	4.84	0.56
iii.	Graduate behaves well.	4.77	0.50
iv.	Graduate follows professional ethics.	4.77	0.56
v.	Graduate is honest, industrious, patient, and enthusiastic in working/ learning.	4.72	0.66
Average Score		<b>4.80</b>	0.55

Figure 4: Comparison of Mean Scores of Graduates' Ethics and Moral by Program



❖ Knowledge

Table 6: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Knowledge

2. Knowledge		Satisfaction Level MEAN by Program																	
		Business Administration									SS			HLD			THM		
		BE			MF			MK			SS			IC			IH		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 10		% of Satisfaction at level 4&5	N= 6		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5
		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	100.00%	5.00	0.00	100.00%	4.00	0.00	100.00%	4.30	0.67	90.00%	4.67	0.52	100.00%	5.00	0.00	100.00%
2	Graduate can work or study efficiently and can produce quality products.	5.00	0.00	100.00%	4.00	0.00	100.00%	3.67	0.58	66.67%	4.40	0.70	90.00%	4.67	0.52	100.00%	5.00	0.00	100.00%
3	Graduate improves himself/herself and regularly searches for more knowledge.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.00	0.00	100.00%	4.50	0.71	90.00%	4.83	0.41	100.00%	5.00	0.00	100.00%
4	Graduate is able to apply his/her knowledge to his/her work or study.	5.00	0.00	100.00%	4.00	0.00	100.00%	3.67	0.58	66.67%	4.60	0.70	90.00%	4.50	0.55	100.00%	5.00	0.00	100.00%
Overall		5.00	0.00	100.00%	4.25	0.00	100.00%	3.83	0.58	83.33%	4.45	0.70	90.00%	4.67	0.50	100.00%	5.00	0.00	100.00%

Table 6: (Continued)

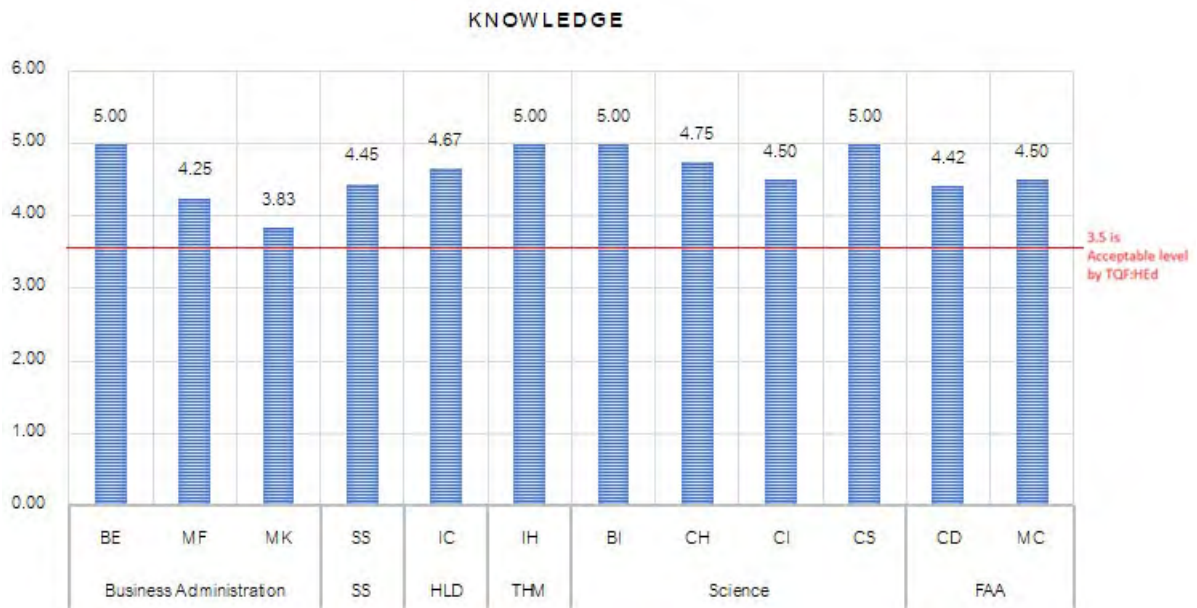
2. Knowledge		Satisfaction Level MEAN by Program																				
		Science												FAA					Overall MUIC			
		BI			CH			CI			CS			CD			MC					
		N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 9		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 43		% of Satisfaction at level 4&5
		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.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.33	0.71	88.89%	4.40	0.55	100.00%	4.60	0.59	95.35%
2	Graduate can work or study efficiently and can produce quality products.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.60	0.55	100.00%	4.62	0.59	95.35%
3	Graduate improves himself/herself and regularly searches for more knowledge.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.44	0.73	88.89%	4.80	0.45	100.00%	4.67	0.58	95.35%
4	Graduate is able to apply his/her knowledge to his/her work or study.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.33	0.87	77.78%	4.20	0.84	80.00%	4.57	0.70	88.37%
Overall		5.00	0.00	100.00%	4.75	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.42	0.71	88.89%	4.50	0.59	95.00%	4.61	0.62	93.60%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

2. Knowledge		M	SD
i.	Graduate improves himself/herself and regularly searches for more knowledge.	4.67	0.58
ii.	Graduate can work or study efficiently and can produce quality products.	4.62	0.59
iii.	Graduate's knowledge and abilities are suitable for his/her work or study.	4.60	0.59
iv.	Graduate is able to apply his/her knowledge to his/her work or study.	4.57	0.70
Average Score		4.61	0.62

Figure 5: Comparison of Mean Scores of Graduates' Knowledge by Program



❖ Cognitive Skills

Table 7: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Cognitive Skills

3. Cognitive Skills		Satisfaction Level MEAN by Program																	
		Business Administration									SS			HLD			THM		
		BE			MF			MK			SS			IC			IH		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 10		% of Satisfaction at level 4&5	N= 6		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD		M	SD		M	SD	
1	Graduate can plan systematically and reach work targets.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.20	0.79	80.00%	4.83	0.41	100.00%	5.00	0.00	100.00%
2	Graduate has analytical skill and creativity.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.40	0.70	90.00%	4.67	0.52	100.00%	5.00	0.00	100.00%
3	Graduate can propose alternatives or reasons for decisions and is able to solve problems with suitable judgements.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.40	0.70	90.00%	4.67	0.52	100.00%	5.00	0.00	100.00%
4	Graduate can work under pressure.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.00	0.00	100.00%	4.30	0.67	90.00%	4.50	0.55	100.00%	5.00	0.00	100.00%
Overall		5.00	0.00	100.00%	4.00	0.00	100.00%	4.25	0.58	100.00%	4.33	0.72	87.50%	4.67	0.50	100.00%	5.00	0.00	100.00%

Table 7: (Continued)

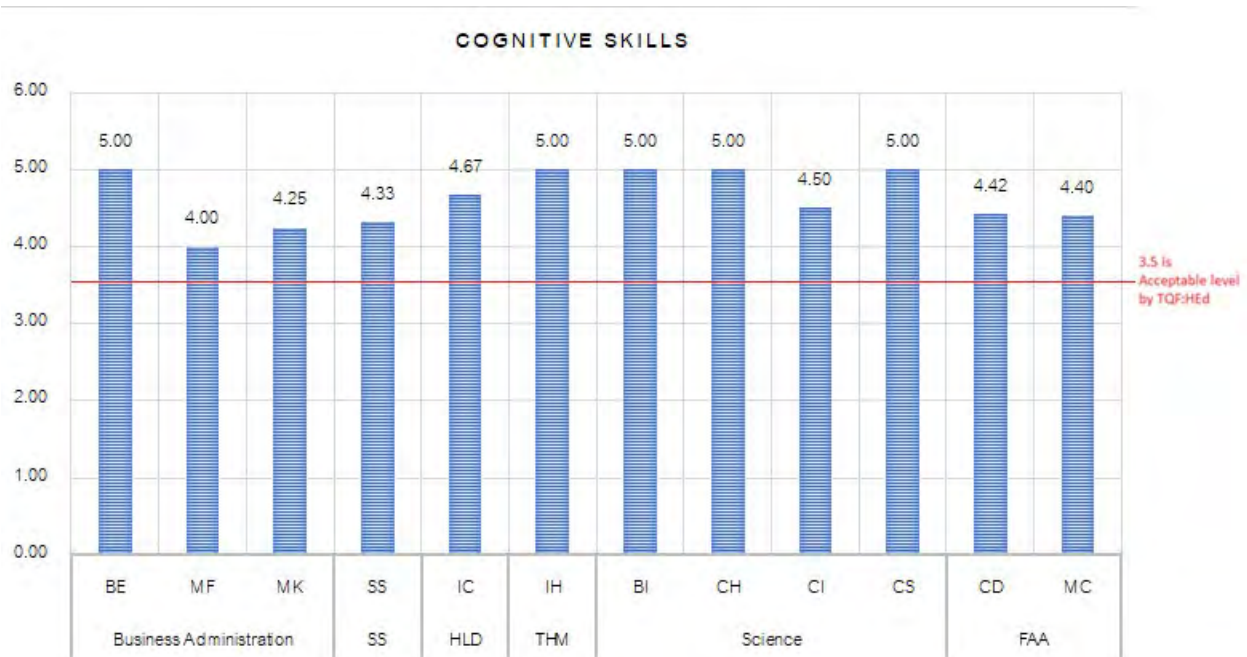
3. Cognitive Skills		Satisfaction Level MEAN by Program																				
		Science												FAA					Overall MUIC			
		BI			CH			CI			CS			CD			MC					
		N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 9		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 43		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD		M	SD		M	SD		M	SD	
1	Graduate can plan systematically and reach work targets.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.33	0.71	88.89%	4.20	0.45	100.00%	4.62	0.63	93.02%
2	Graduate has analytical skill and creativity.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.20	0.84	80.00%	4.64	0.59	95.35%
3	Graduate can propose alternatives or reasons for decisions and is able to solve problems with suitable judgements.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.44	0.73	88.89%	4.60	0.55	100.00%	4.66	0.59	95.35%
4	Graduate can work under pressure.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.33	0.71	88.89%	4.60	0.55	100.00%	4.60	0.59	95.35%
Overall		5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.42	0.67	91.67%	4.40	0.59	95.00%	4.63	0.60	94.77%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

3. Cognitive Skills		M	SD
i.	Graduate can propose alternatives or reasons for decisions and is able to solve problems with suitable judgements.	4.66	0.59
ii.	Graduate has analytical skill and creativity.	4.64	0.59
iii.	Graduate can plan systematically and reach work targets.	4.62	0.63
iv.	Graduate can work under pressure.	4.60	0.59
Average Score		4.63	0.60

Figure 6: Comparison of Mean Scores of Graduates' Cognitive Skills by Program



❖ Interpersonal Skills and Responsibility

Table 8: 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									SS			HLD			THM		
		BE			MF			MK			SS			IC			IH		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 10		% of Satisfaction at level 4&5	N= 6		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5
		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	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.10	0.88	70.00%	4.50	0.71	100.00%	4.00	1.41	50.00%
2	Graduate has good relations with colleagues or class peers and is a potential team member.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.30	0.95	70.00%	4.50	0.71	100.00%	4.50	0.71	100.00%
3	Graduate has positive attitudes towards the organization and his/her colleagues.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.20	0.79	80.00%	4.50	0.71	100.00%	5.00	0.00	100.00%
4	Graduate is responsible for his/her duties and the team's duties.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.50	0.71	90.00%	5.00	0.00	100.00%	4.00	1.41	50.00%
5	Graduate's behaviors and expressions are suitable for his/her position and responsibility.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.67	0.58	100.00%	4.20	0.79	80.00%	5.00	0.00	100.00%	5.00	0.00	100.00%
6	Graduate builds a positive atmosphere at work or in studying.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.67	0.58	100.00%	4.20	0.79	80.00%	5.00	0.00	100.00%	5.00	0.00	100.00%
Overall		5.00	0.00	100.00%	4.00	0.00	100.00%	4.44	0.58	100.00%	4.25	0.82	78.33%	4.75	0.71	100.00%	4.58	1.18	83.33%



Table 8: (Continued)

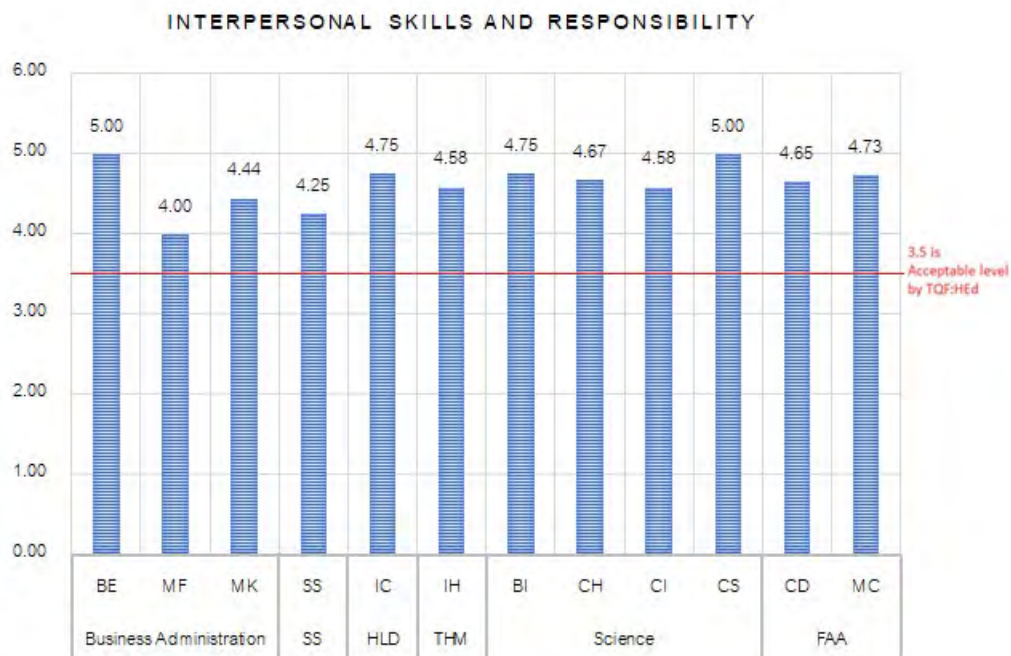
4. Interpersonal Skills and Responsibility		Satisfaction Level MEAN by Program																				
		Science												FAA					Overall MUIC			
		BI			CH			CI			CS			CD			MC					
		N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 9		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 43		% of Satisfaction at level 4&5
		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.	4.50	0.71	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.67	5.00	100.00%	4.40	0.89	80.00%	4.50	0.70	88.37%
2	Graduate has good relations with colleagues or class peers and is a potential team member.	4.50	0.71	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.67	5.00	100.00%	4.80	0.45	100.00%	4.59	0.63	93.02%
3	Graduate has positive attitudes towards the organization and his/her colleagues.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.67	5.00	100.00%	5.00	0.00	100.00%	4.60	0.58	95.35%
4	Graduate is responsible for his/her duties and the team's duties.	4.50	0.71	100.00%	5.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	100.00%	4.67	0.50	100.00%	5.00	0.00	100.00%	4.67	0.57	95.35%
5	Graduate's behaviors and expressions are suitable for his/her position and responsibility.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.60	0.55	100.00%	4.71	0.58	95.35%
6	Graduate builds a positive atmosphere at work or in studying.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.67	0.50	100.00%	4.60	0.55	100.00%	4.64	0.58	95.35%
Overall		4.75	0.71	100.00%	4.67	0.00	100.00%	4.58	0.71	100.00%	5.00	0.00	100.00%	4.65	2.75	100.00%	4.73	0.61	96.67%	4.62	0.61	93.80%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

4. Interpersonal Skills and Responsibility		M	SD
i.	Graduate's behaviors and expressions are suitable for his/her position and responsibility.	4.71	0.58
ii.	Graduate is responsible for his/her duties and the team's duties.	4.67	0.57
iii.	Graduate builds a positive atmosphere at work or in studying.	4.64	0.58
iv.	Graduate has positive attitudes towards the organization and his/her colleagues.	4.60	0.58
v.	Graduate has good relations with colleagues or class peers and is a potential team member.	4.59	0.63
vi.	Graduate is able to work with others as a good leader and as a good team member.	4.50	0.70
<b>Average Score</b>		<b>4.62</b>	<b>0.61</b>

Figure 7: Comparison of Mean Score for Graduates' Interpersonal Skills and Responsibility by Program



❖ Numerical Analysis, Communication and Information Technology Skills

Table 9: 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									SS			HLD			THM		
		BE			MF			MK			SS			IC			IH		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 10		% of Satisfaction at level 4&5	N= 6		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5
		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	100.00%	4.00	0.00	100.00%	3.67	0.58	66.67%	3.80	0.63	70.00%	4.17	0.75	83.33%	5.00	0.00	100.00%
2	Graduate can communicate well in Thai by speaking and writing and is able to summarize main ideas well.	5.00	0.00	100.00%	4.00	0.00	100.00%	3.67	0.58	66.67%	4.00	0.87	60.00%	4.50	0.84	83.33%	5.00	0.00	100.00%
3	Graduate can use English well in working and in communication.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.30	0.67	90.00%	5.00	0.00	100.00%	5.00	0.00	100.00%
4	Graduate can apply modern technologies appropriately to his/her work.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.30	0.67	90.00%	4.67	0.52	100.00%	5.00	0.00	100.00%
Overall		5.00	0.00	100.00%	4.00	0.00	100.00%	4.00	0.58	83.33%	4.10	0.71	77.50%	4.58	0.75	91.67%	5.00	0.00	100.00%

Table 9: (Continued)

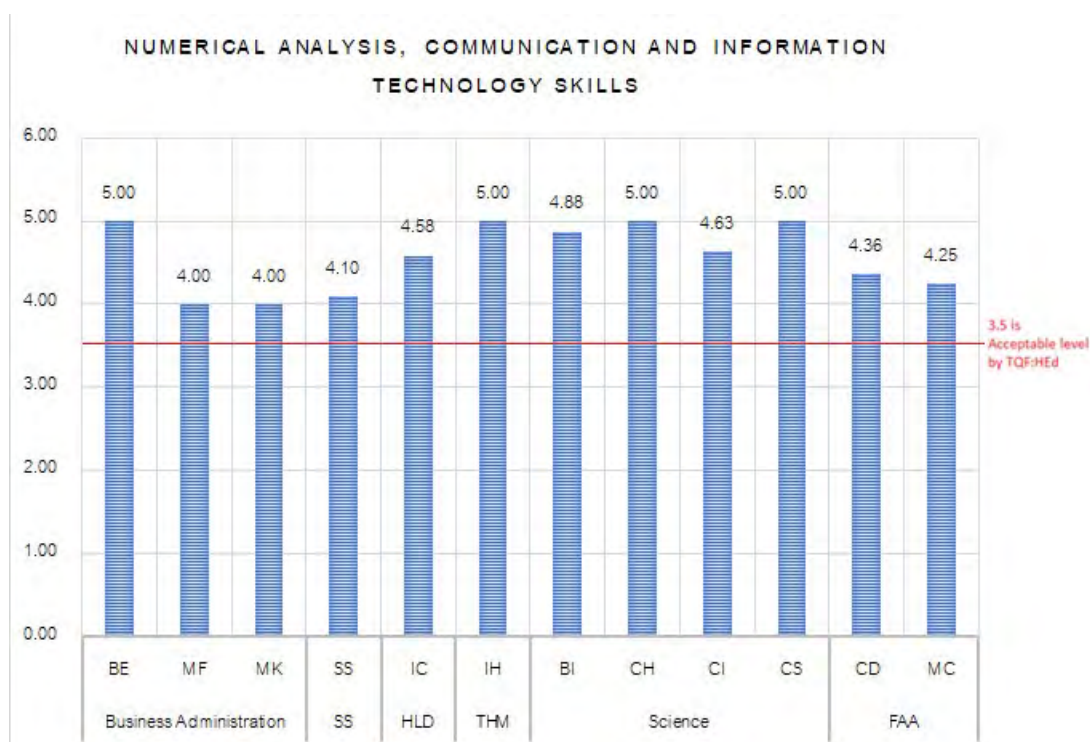
5. Numerical Analysis, Communication and Information Technology Skills		Satisfaction Level MEAN by Program																				
		Science												FAA					Overall MUIC			
		BI			CH			CI			CS			CD			MC					
		N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 9		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 43		% of Satisfaction at level 4&5
		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	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.00	0.71	77.78%	3.80	0.84	60.00%	4.41	0.73	79.07%
2	Graduate can communicate well in Thai by speaking and writing and is able to summarize main ideas well.	5.00	0.00	50.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.33	0.71	88.89%	4.20	0.84	80.00%	4.52	0.76	79.07%
3	Graduate can use English well in working and in communication.	5.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.40	0.89	80.00%	4.72	0.58	95.35%
4	Graduate can apply modern technologies appropriately to his/her work.	4.50	0.71	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.60	0.55	100.00%	4.62	0.55	97.67%
Overall		4.88	0.71	87.50%	5.00	0.00	100.00%	4.63	0.71	100.00%	5.00	0.00	100.00%	4.36	0.62	91.67%	4.25	0.78	80.00%	4.57	0.65	87.79%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

5. Numerical Analysis, Communication and Information Technology Skills		M	SD
i.	Graduate can use English well in working and in communication.	4.72	0.58
ii.	Graduate can apply modern technologies appropriately to his/her work.	4.62	0.55
iii.	Graduate can communicate well in Thai by speaking and writing and is able to summarize main ideas well.	4.52	0.76
iv.	Graduate can analyze and process numerical information well.	4.41	0.73
Average Score		4.57	0.65

Figure 8: Comparison of Mean Scores of Graduates' Numerical Analysis, Communication and Information Technology Skills by Program



❖ Identity of the Mahidol University Graduates

Table 10: Mean and Percentage of Employers' and Advisors' Satisfaction with Identity of the Mahidol University Graduates

6. Identity of Mahidol University graduates		Satisfaction Level MEAN by Program																	
		Business Administration									SS			HLD			THM		
		BE			MF			MK			SS			IC			IH		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 10			N= 6		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	% of Satisfaction at level 4&5	M	SD		M	SD	
1	Graduate takes the welfare of the organization as his/her priority.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.40	0.70	90.00%	4.83	0.41	100.00%	4.50	0.71	100.00%
2	Graduate is socially responsible.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.40	0.70	90.00%	5.00	0.00	100.00%	4.50	0.71	100.00%
3	Graduate gives importance to customers.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.30	0.67	90.00%	5.00	0.00	100.00%	4.50	0.71	100.00%
Overall		5.00	0.00	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.37	0.69	90.00%	4.94	0.41	100.00%	4.50	0.71	100.00%

Table 10: (Continued)

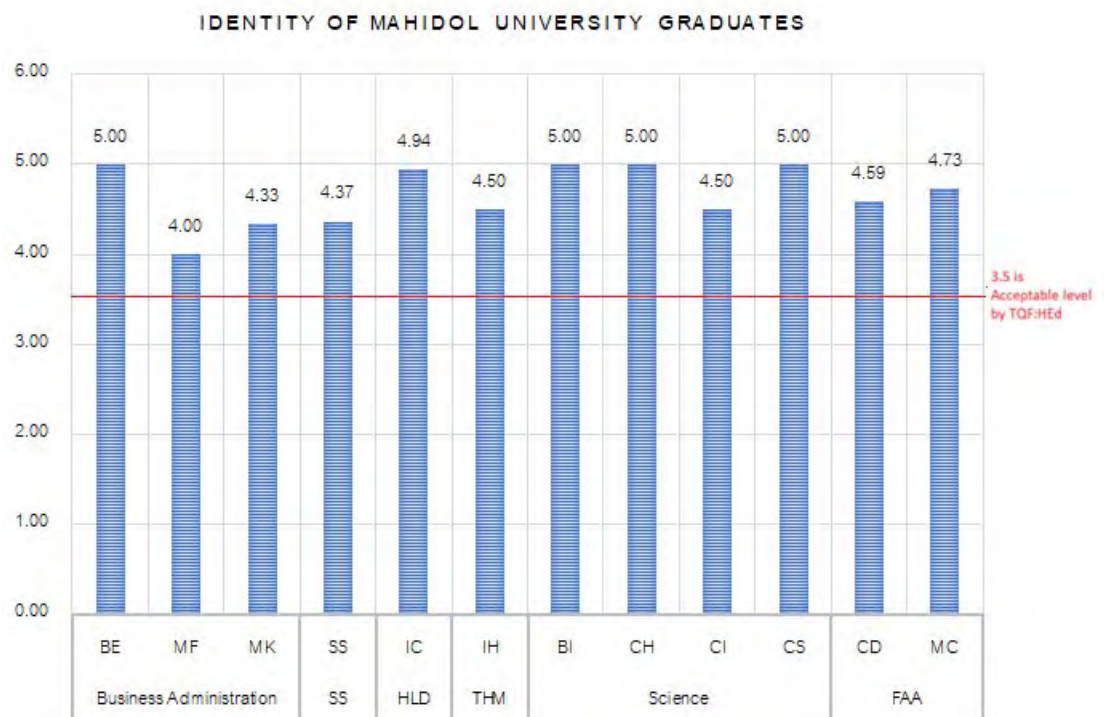
6. Identity of Mahidol University graduates		Satisfaction Level MEAN by Program																				
		Science															FAA			Overall MUIC		
		BI			CH			CI			CS			CD			MC					
		N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 9		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 43		% of Satisfaction at level 4&5
		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.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.80	0.45	100.00%	4.66	0.54	97.67%
2	Graduate is socially responsible.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.67	0.50	100.00%	4.60	0.55	100.00%	4.67	0.54	97.67%
3	Graduate gives importance to customers.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.80	0.45	100.00%	4.67	0.54	97.67%
Overall		5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.59	0.52	100.00%	4.73	0.48	100.00%	4.66	0.54	97.67%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

6. Identity of Mahidol University graduates	<i>M</i>	<i>SD</i>
i. Graduate is socially responsible.	4.67	0.54
ii. Graduate gives importance to customers.	4.67	0.54
iii. Graduate takes the welfare of the organization as his/her priority.	4.66	0.54
<b>Average Score</b>	<b>4.66</b>	<b>0.54</b>

Figure 9: Comparison of Mean Scores of Identity of the Mahidol University Graduates by Program





❖ Overall Performance of the Mahidol University International College Graduates

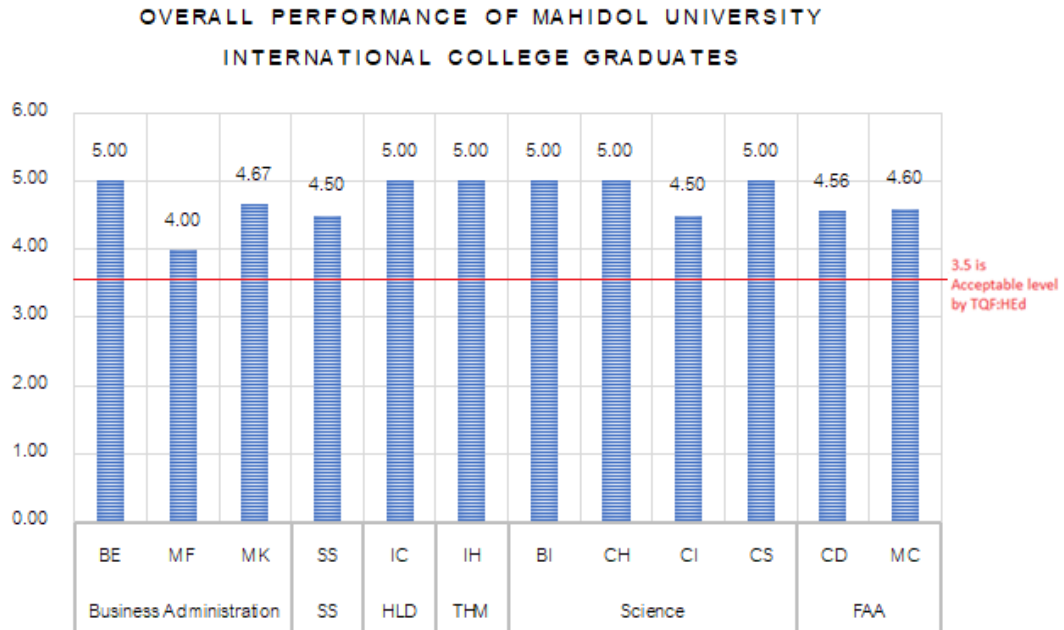
Table 11: Mean and Percentage of Employers' and Advisors' Satisfaction with Overall Performance of the Mahidol University International College Graduates

7. Overall performance of Mahidol University International College graduates		Satisfaction Level MEAN by Program																	
		Business Administration									SS			HLD			THM		
		BE			MF			MK			SS			IC			IH		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 10		% of Satisfaction at level 4&5	N= 6		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5
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	100.00%	4.00	0.00	100.00%	4.67	0.58	100.00%	4.50	0.71	90.00%	5.00	0.00	100.00%	5.00	0.00	100.00%
Overall		5.00	0.00	100.00%	4.00	0.00	100.00%	4.67	0.58	100.00%	4.50	0.71	90.00%	5.00	0.00	100.00%	5.00	0.00	100.00%

Table 11: (Continued)

7. Overall performance of Mahidol University International College graduates		Satisfaction Level MEAN by Program																				
		Science										FAA					Overall MUIC					
		BI			CH			CI			CS			CD			MC					
		N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 9		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 43		% of Satisfaction at level 4&5
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	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.73	88.89%	4.60	0.55	100.00%	4.74	0.57	95.35%
Overall		5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.73	88.89%	4.60	0.55	100.00%	4.74	0.57	95.35%

Figure 10: Comparison of Mean Scores of Overall Performance of Mahidol University International College Graduates by Program



### Part III: Desired Characteristics of Mahidol University

#### ❖ T-Shaped breadth & depth

Table 12: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Desired Characteristics of Mahidol University for T-Shaped breadth & depth

1. T-Shaped breadth & depth		Satisfaction Level MEAN by Program																	
		Business Administration									SS			HLD			THM		
		BE			MF			MK			SS			IC			IH		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 10		% of Satisfaction at level 4&5	N= 6		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5
		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	100.00%	5.00	0.00	100.00%	4.00	0.00	100.00%	4.00	0.82	70.00%	4.83	0.41	100.00%	5.00	0.00	100.00%
2	Graduate chooses to do the right thing rather than doing things based on his/her needs/feelings.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.00	0.00	100.00%	4.20	0.63	90.00%	5.00	0.00	100.00%	5.00	0.00	100.00%
3	Graduate follows his/her professional codes of conduct.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.00	0.00	100.00%	4.50	0.71	90.00%	5.00	0.00	100.00%	5.00	0.00	100.00%
4	Graduate can communicate fluently in Thai by speaking, writing, and summarizing main points well.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.00	0.00	100.00%	4.00	0.82	70.00%	4.67	0.82	83.33%	5.00	0.00	100.00%
5	Graduate appropriately manages time for working, exercising, relaxing, and doing social work or community service.	5.00	0.00	100.00%	3.00	0.00	0.00%	4.00	0.00	100.00%	3.90	0.57	80.00%	5.00	0.00	100.00%	4.00	1.41	50.00%
6	When graduate sees or hears things, he/she will consider them from different perspectives and use them for self-development.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.00	0.00	100.00%	4.20	0.63	90.00%	5.00	0.00	100.00%	4.50	0.71	100.00%
7	Graduate exercises regularly.	5.00	0.00	100.00%	4.00	0.00	100.00%	3.33	0.58	33.33%	3.50	0.71	40.00%	5.00	0.00	83.33%	3.00	2.83	50.00%
8	Graduate does good things to show gratitude to his/her parents, teachers and patrons.	5.00	0.00	100.00%	5.00	0.00	100.00%	3.67	0.58	66.67%	4.10	0.57	90.00%	5.00	0.00	83.33%	4.50	0.71	100.00%
Overall		5.00	0.00	100.00%	4.38	0.00	87.50%	3.88	0.58	87.50%	4.05	0.68	77.50%	4.94	0.61	93.75%	4.50	1.41	87.50%

Table 12: (Continued)

1. T-Shaped breadth & depth		Satisfaction Level MEAN by Program																				
		Science												FAA					Overall MUIC			
		BI			CH			CI			CS			CD			MC					
		N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 9		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 43		% of Satisfaction at level 4&5
		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	100.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	4.50	0.53	88.89%	4.60	0.55	100.00%	4.74	0.64	88.37%
2	Graduate chooses to do the right thing rather than doing things based on his/her needs/feelings.	5.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	4.22	0.67	88.89%	4.20	0.45	100.00%	4.72	0.59	93.02%
3	Graduate follows his/her professional codes of conduct.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.44	0.73	88.89%	4.40	0.55	100.00%	4.57	0.59	95.35%
4	Graduate can communicate fluently in Thai by speaking, writing, and summarizing main points well.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.22	0.83	77.78%	4.40	0.89	80.00%	4.57	0.76	83.72%
5	Graduate appropriately manages time for working, exercising, relaxing, and doing social work or community service.	5.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	4.00	0.50	88.89%	4.40	0.55	100.00%	4.44	0.67	86.05%
6	When graduate sees or hears things, he/she will consider them from different perspectives and use them for self-development.	5.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.80	0.45	100.00%	4.67	0.55	95.35%
7	Graduate exercises regularly.	3.00	0.00	0.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	3.78	0.83	77.78%	4.00	1.00	60.00%	4.13	1.00	60.47%
8	Graduate does good things to show gratitude to his/her parents, teachers and patrons.	5.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	4.38	0.52	88.89%	4.60	0.89	80.00%	4.69	0.64	86.05%
Overall		4.75	0.00	87.50%	4.75	0.00	100.00%	4.88	0.71	62.50%	5.00	0.00	100.00%	4.26	0.64	87.50%	4.43	0.67	90.00%	4.57	0.68	86.05%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

1. T-Shaped breadth & depth		M	SD
i.	Graduate feels guilty if he/she does something wrong or unethical even when no one sees or knows.	4.74	0.64
ii.	Graduate chooses to do the right thing rather than doing things based on his/her needs/feelings.	4.72	0.59
iii.	Graduate does good things to show gratitude to his/her parents, teachers and patrons.	4.69	0.64
iv.	Graduate follows his/her professional codes of conduct.	4.57	0.59
v.	Graduate can communicate fluently in Thai by speaking, writing, and summarizing main points well.	4.57	0.76
vi.	Graduate appropriately manages time for working, exercising, relaxing, and doing social work or community service.	4.44	0.67
vii.	When graduate sees or hears things, he/she will consider them from different perspectives and use them for self-development.	4.67	0.55
viii.	Graduate exercises regularly.	4.13	1.00
<b>Average Score</b>		<b>4.57</b>	<b>0.68</b>

Figure 11: Comparison of Mean Scores for T-Shaped breadth & depth by program



❖ Globally Talented

Table 13: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Desired Characteristics of Mahidol University for Globally Talented

2. Globally Talented		Satisfaction Level MEAN by Program																	
		Business Administration									SS			HLD			THM		
		BE			MF			MK			SS			IC			IH		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 10		% of Satisfaction at level 4&5	N= 6		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5
		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	100.00%	4.00	0.00	100.00%	4.00	0.00	100.00%	4.10	0.57	90.00%	4.67	0.52	100.00%	4.50	0.71	100.00%
2	Graduate is aware of cultural, professional, and racial differences and has no discriminatory attitudes.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.67	0.58	100.00%	4.67	0.71	80.00%	4.83	0.41	100.00%	5.00	0.00	100.00%
Overall		5.00	0.00	100.00%	4.00	0.00	100.00%	4.33	0.58	100.00%	4.38	0.64	85.00%	4.75	0.46	100.00%	4.75	0.71	100.00%

Table 13: (Continued)

2. Globally Talented		Satisfaction Level MEAN by Program																				
		Science												FAA					Overall MUIC			
		BI			CH			CI			CS			CD			MC		Overall MUIC			
		N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 9		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 43		% of Satisfaction at level 4&5
		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	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.44	0.53	100.00%	4.40	0.55	100.00%	4.55	0.54	97.67%
2	Graduate is aware of cultural, professional, and racial differences and has no discriminatory attitudes.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.80	0.45	100.00%	4.75	0.51	95.35%
Overall		5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.50	0.53	100.00%	4.60	0.50	100.00%	4.65	0.53	96.51%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

2. Globally Talented		M	SD
i.	Graduate is aware of cultural, professional, and racial differences and has no discriminatory attitudes.	4.75	0.51
ii.	Graduate can appropriately apply and use his/her knowledge when dealing with difficult/different situations.	4.55	0.54
Average Score		4.65	0.53

Figure 12: Comparison of Mean Scores for Globally Talented by program



❖ Socially Contributing

Table 14: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Desired Characteristics of Mahidol University for Socially Contributing

3. Socially Contributing		Satisfaction Level MEAN by Program																	
		Business Administration									SS			HLD			THM		
		BE			MF			MK			SS			IC			IH		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 10			N= 6		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	% of Satisfaction at level 4&5	M	SD		M	SD	
1	Graduate follows laws, rules, and regulations of the organization and the society.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.67	0.58	100.00%	4.50	0.53	100.00%	4.83	0.41	100.00%	5.00	0.00	100.00%
2	Graduate takes part in proposing ideas about rules and regulations for living together in a community.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.33	0.58	100.00%	4.40	0.52	100.00%	4.83	0.41	100.00%	4.00	1.41	50.00%
3	Graduate gives warning to people who break rules or regulations that can affect the community at large.	5.00	0.00	100.00%	5.00	0.00	100.00%	3.67	0.58	66.67%	4.30	0.67	90.00%	5.00	0.00	100.00%	4.50	0.71	100.00%
4	Graduate is happy to offer help or suggestion to others to do good things or something useful.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.33	0.58	100.00%	4.50	0.53	100.00%	5.00	0.00	100.00%	5.00	0.00	100.00%
5	Graduate helps and supports others in doing the right thing without waiting to be asked.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.33	0.58	100.00%	4.40	0.70	90.00%	4.83	0.41	100.00%	5.00	0.00	100.00%
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	100.00%	5.00	0.00	100.00%	3.67	0.58	66.67%	4.00	0.47	90.00%	4.80	0.45	83.33%	3.50	2.12	50.00%
7	Graduate is sincere to other people and concerned about the benefit of others first.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.00	0.00	100.00%	4.30	0.48	100.00%	5.00	0.00	100.00%	5.00	0.00	100.00%
8	Graduate participates in cultural activities or festivals that help preserve Thai cultures or ways of living.	5.00	0.00	100.00%	3.00	0.00	0.00%	4.00	1.00	66.67%	3.70	0.67	60.00%	4.83	0.41	100.00%	4.00	1.41	50.00%
<b>Overall</b>		<b>5.00</b>	<b>0.00</b>	<b>100.00%</b>	<b>4.63</b>	<b>0.00</b>	<b>87.50%</b>	<b>4.13</b>	<b>0.64</b>	<b>87.50%</b>	<b>4.26</b>	<b>0.57</b>	<b>91.25%</b>	<b>4.89</b>	<b>0.42</b>	<b>97.92%</b>	<b>4.50</b>	<b>1.13</b>	<b>81.25%</b>



Table 14: (Continued)

3. Socially Contributing		Satisfaction Level MEAN by Program																				
		Science												FAA					Overall MUIC			
		BI			CH			CI			CS			CD			MC					
		N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 9		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 43		% of Satisfaction at level 4&5
		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	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.80	0.45	100.00%	4.74	0.47	100.00%
2	Graduate takes part in proposing ideas about rules and regulations for living together in a community.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.60	0.55	100.00%	4.60	0.55	97.67%
3	Graduate gives warning to people who break rules or regulations that can affect the community at large.	4.50	0.71	100.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	4.44	0.53	100.00%	4.80	0.45	100.00%	4.68	0.59	93.02%
4	Graduate is happy to offer help or suggestion to others to do good things or something useful.	4.50	0.71	100.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.80	0.45	100.00%	4.81	0.47	97.67%
5	Graduate helps and supports others in doing the right thing without waiting to be asked.	4.50	0.71	100.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.60	0.89	80.00%	4.77	0.58	93.02%
6	Graduate takes good care of his/her health to develop his/her strength and to help other people more effectively.	4.50	0.71	100.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	4.13	0.35	88.89%	4.60	0.55	100.00%	4.52	0.69	86.05%
7	Graduate is sincere to other people and concerned about the benefit of others first.	5.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.80	0.45	100.00%	4.80	0.48	97.67%
8	Graduate participates in cultural activities or festivals that help preserve Thai cultures or ways of living.	5.00	0.00	50.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	3.89	0.60	77.78%	4.40	0.89	80.00%	4.40	0.80	72.09%
Overall		4.75	0.71	93.75%	4.88	0.00	100.00%	4.88	0.71	62.50%	5.00	0.00	100.00%	4.40	0.51	95.83%	4.68	0.58	95.00%	4.67	0.58	92.15%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

3. Socially Contributing		M	SD
i.	Graduate is happy to offer help or suggestion to others to do good things or something useful.	4.81	0.47
ii.	Graduate is sincere to other people and concerned about the benefit of others first.	4.80	0.48
iii.	Graduate helps and supports others in doing the right thing without waiting to be asked.	4.77	0.58
iv.	Graduate follows laws, rules, and regulations of the organization and the society.	4.74	0.47
v.	Graduate gives warning to people who break rules or regulations that can affect the community at large.	4.68	0.59
vi.	Graduate takes part in proposing ideas about rules and regulations for living together in a community.	4.60	0.55
vii.	Graduate takes good care of his/her health to develop his/her strength and to help other people more effectively.	4.52	0.69
viii.	Graduate participates in cultural activities or festivals that help preserve Thai cultures or ways of living.	4.40	0.80
Average Score		4.67	0.58

Figure 13: Comparison of Mean Scores for Socially Contributing by Program



❖ Entrepreneurially Minded

Table 15: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Desired Characteristics of Mahidol University for Entrepreneurially Minded

4. Entrepreneurially Minded		Satisfaction Level MEAN by Program																	
		Business Administration									SS			HLD			THM		
		BE			MF			MK			SS			IC			IH		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 10		% of Satisfaction at level 4&5	N= 6		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5
		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	100.00%	5.00	0.00	100.00%	4.00	0.00	100.00%	4.40	0.52	100.00%	4.83	0.41	100.00%	5.00	0.00	100.00%
2	Graduate does not procrastinate; planning well in advance about what and when to get things done appropriately.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.00	0.00	100.00%	4.20	0.79	80.00%	4.83	0.41	100.00%	4.00	1.41	50.00%
3	Graduate tries to learn and improve what he/she does to make it more effective.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.00	0.00	100.00%	4.40	0.52	100.00%	4.83	0.41	100.00%	4.50	0.71	100.00%
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	100.00%	5.00	0.00	100.00%	4.00	0.00	100.00%	4.30	0.48	100.00%	4.83	0.41	100.00%	3.50	2.12	50.00%
5	Graduate can make a decision and solve problems in a rational way.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.00	0.00	100.00%	4.50	0.53	100.00%	4.83	0.41	100.00%	5.00	0.00	100.00%
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	100.00%	5.00	0.00	100.00%	4.00	0.00	100.00%	4.50	0.53	100.00%	4.83	0.41	100.00%	4.00	1.41	50.00%
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	100.00%	4.00	0.00	100.00%	4.00	0.00	100.00%	4.50	0.53	100.00%	4.83	0.41	100.00%	4.50	0.71	100.00%
8	When an unexpected situation occurs, graduate can still be in good control of himself/herself.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.00	0.00	100.00%	4.40	0.52	100.00%	4.67	0.52	100.00%	4.50	0.71	100.00%
Overall		5.00	0.00	100.00%	4.88	0.00	100.00%	4.00	0.00	100.00%	4.40	0.55	97.50%	4.81	0.42	100.00%	4.38	1.01	81.25%

Table 15: (Continued)

4. Entrepreneurially Minded		Satisfaction Level MEAN by Program																				
		Science												FAA					Overall MUIC			
		BI			CH			CI			CS			CD			MC					
		N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 9		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 43		% of Satisfaction at level 4&5
		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	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.80	0.45	100.00%	4.76	0.49	100.00%
2	Graduate does not procrastinate; planning well in advance about what and when to get things done appropriately.	4.50	0.71	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.60	0.55	100.00%	4.60	0.63	93.02%
3	Graduate tries to learn and improve what he/she does to make it more effective.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.80	0.45	100.00%	4.72	0.49	100.00%
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	100.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	4.33	0.87	77.78%	4.60	0.89	80.00%	4.63	0.74	88.37%
5	Graduate can make a decision and solve problems in a rational way.	5.00	0.00	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.80	0.45	100.00%	4.77	0.48	100.00%
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	100.00%	5.00	0.00	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%	4.56	0.53	100.00%	4.80	0.45	100.00%	4.68	0.54	97.67%
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	100.00%	5.00	0.00	100.00%	4.00	1.41	50.00%	5.00	0.00	100.00%	4.33	0.71	88.89%	4.60	0.55	100.00%	4.56	0.59	95.35%
8	When an unexpected situation occurs, graduate can still be in good control of himself/herself.	5.00	0.00	100.00%	5.00	0.00	100.00%	5.00	0.00	50.00%	5.00	0.00	100.00%	4.56	0.73	88.89%	4.40	0.55	100.00%	4.71	0.55	95.35%
Overall		4.94	0.71	100.00%	5.00	0.00	100.00%	4.56	0.82	81.25%	5.00	0.00	100.00%	4.50	0.62	94.44%	4.68	0.54	97.50%	4.68	0.57	96.22%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

4. Entrepreneurially Minded	M	SD
i. Graduate can make a decision and solve problems in a rational way.	4.77	0.48
ii. Graduate has a strong will to achieve his/her goals in spite of obstacles.	4.76	0.49
iii. Graduate tries to learn and improve what he/she does to make it more effective.	4.72	0.49
iv. When an unexpected situation occurs, graduate can still be in good control of himself/herself.	4.71	0.55
v. Graduate can develop and make use of his/her knowledge to understand new concepts that he/she has not learnt before.	4.68	0.54
vi. Graduate chooses to work in a profession that allows he/she to offer good deeds to the society and the country.	4.63	0.74
vii. Graduate does not procrastinate; planning well in advance about what and when to get things done appropriately.	4.60	0.63
viii. When graduate is in a crisis or a critical situation, graduate can face the problem without making himself/herself or others suffer.	4.56	0.59
<b>Average Score</b>	<b>4.68</b>	<b>0.57</b>

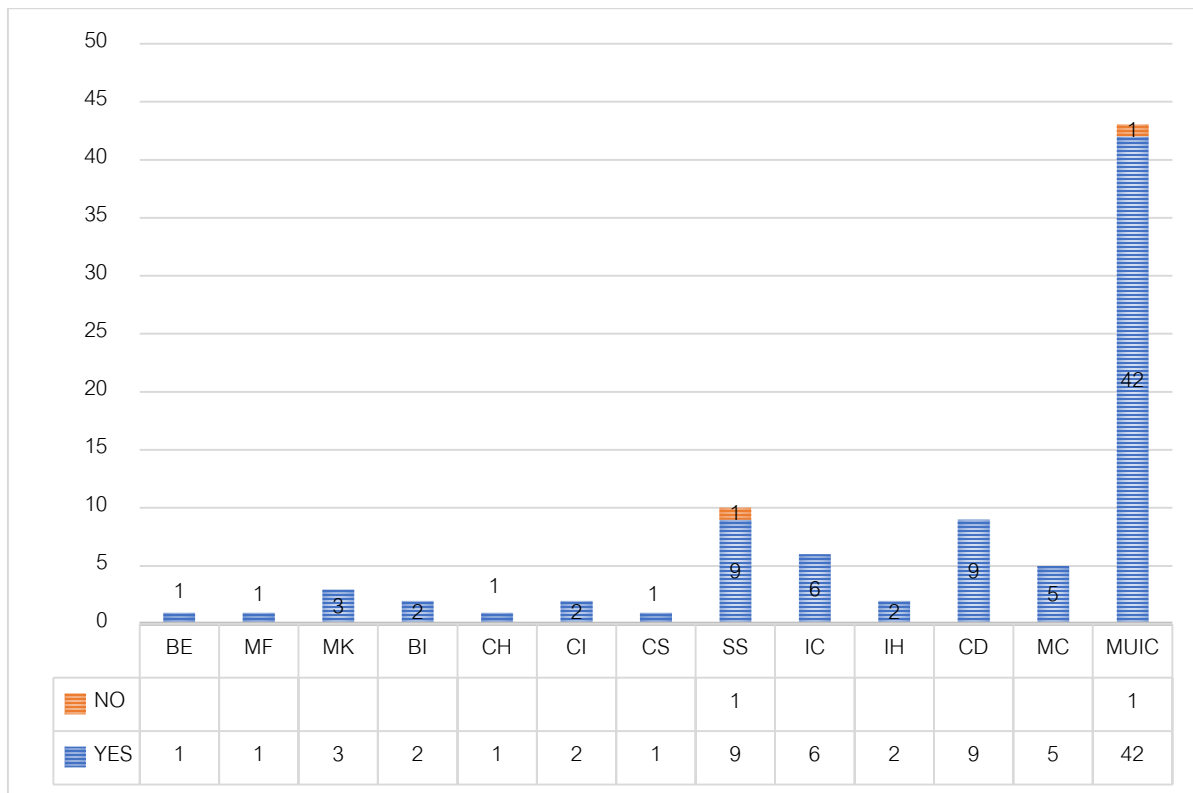
Figure 14: Comparison of Mean Scores for Entrepreneurially Minded by Program



❖ 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 15: Number of Employer Responses to Decide Again Whether or Not to Employ the MUIC Graduates for the Organization (N = 43)



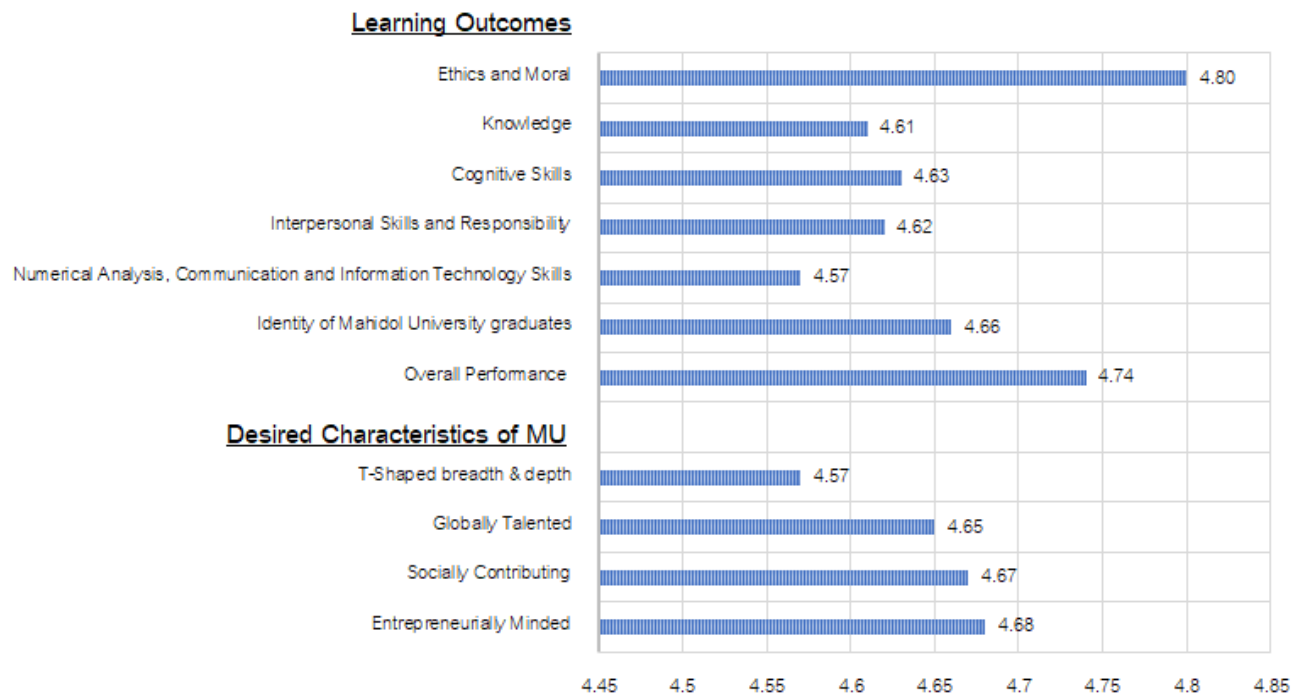
## CHAPTER IV

### Summary

The survey on the satisfaction of Mahidol University International College graduates' supervisors, employers, or advisors for the Academic Year 2021-2022 was conducted with the response rate of 6.40% (43 questionnaires completed and returned by graduates' employers and advisors out of the total of 672 graduates of the academic year 2020-2021.) Most of the graduates who were evaluated studied in International Relations and Global Affairs Program (IRGA), and Communication Design Program. The majority of them hired in private organizations and evaluated by their direct supervisors.

The findings indicated that in overall the employers or advisors had much satisfaction with the MUIC graduates' quality, as shown with the MUIC mean score in each aspect that is more than 4.00 and over than the TQF:HEd acceptable level (3.50).

Figure 16: Comparison of MUIC Mean Scores in Each Aspect of Learning Outcomes and Desired Characteristics of Mahidol University:



Comparing to the total number of the MUIC graduates, despite a very small number of the samples that were evaluated by the employers and the advisors; which might not represent to all of the

graduates' qualities of the program, the program would know its stakeholders' information responses and feedback on several aspects for an ongoing quality development of the curriculum. From the table above, the results showed that the college received score for the overall satisfaction of the graduates' users according to the program learning outcomes at **4.66** out of 5.00. The college also received the average score for the desired characteristics of Mahidol University at **4.64** out of 5.00.

Regarding employers' and advisor's recommendations and suggestions, it seemed that the employers and the advisors were mostly satisfied with the MUIC graduates' work performance and skills, especially with English communication, use of technology, and fast learning. However, in the employers and advisors' opinions, they thought that the MUIC graduates should still be encouraged more to have analytical thinking skill, and stronger use of English compared to other graduates from top universities in Thailand.

Finally, almost all the employers and the advisors who completed the questionnaires indicated if they had to make their decision again, they would choose to employ the MUIC graduates for their firms and would likely continue to recruit the MUIC graduates in the future; this showed their engagement with the MUIC. However, the College should not overlook or ignore a small number of the respondents who reported "NO" (2.33%), because this reflected dissatisfaction in the employers' or the advisors' attitudes towards the graduates' work performance.