



Mahidol University
International College

A REPORT ON
THE SATISFACTION
OF MAHIDOL UNIVERSITY
INTERNATIONAL COLLEGE
GRADUATES' SUPERVISORS,
EMPLOYERS, OR ADVISORS
2023

Academic Year 2023-2024

Academic Strategy Unit
Strategy and Academic
Development Group
The Office of Educational Affairs

PREFACE

A report on the survey, satisfaction of Mahidol University International College graduates among supervisors, employers, or advisors for the academic year 2023-2024, 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

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CHAPTER I

Introduction

Rationale:

As higher education institutions around the world move towards Outcome-Based Education, Mahidol University International College (MUIC) programs have been adjusted accordingly to help the students keep up with the changing world, and support the acquisition of specific skills nurturing desirable qualities in students. MUIC curriculum is designed in compliance with the Thailand Qualifications Framework for Higher Education (TQF:HEd) to standardize the quality of education, and emphasize the quality of graduates in five domains: ethical and moral, knowledge, cognitive skills, interpersonal skills and responsibility, numerical analytical and communication and information technology skills, to ensure the society that the graduates will meet the required standards and quality.

MUIC holds a strong focus in liberal arts and the promotion of learning culture to prepare students to meet the challenges of living and working in the 21st century. This '*Employer Survey*' is conducted by the Academic Strategy Unit to measure supervisors/employers/advisors views of the attributes of the recruited graduates, and study employer's expectations of the abilities of new graduate employees, in order to improve the quality of teaching and learning, identify and close skills gaps, and produce qualified graduates who achieve both the desired characteristics of Mahidol University and employability skills to enter in today's ever-changing labor market or graduate schools.

Objectives:

1. To know the level of the employers' and advisors' satisfaction with MUIC graduates for the academic year 2023-2024 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 2022-2023.

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 2023-2024 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
- 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 Environmental Science
- FS Food Science and Technology Program
- HLD Humanities and Languages Division
- IC Intercultural Studies and Languages
- IH International Hospitality Management Program
- IRGA International Relationships and Global Affairs 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 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 837 graduates of the academic year 2022-2023.

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 2023-2024 was sent to the employer or advisor of the MUIC graduates at the beginning of December, 2023 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 2023-2024 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 (2022-2023) and Response Rate for Annual Report (2023-2024)**

Table 1: Number of the Graduates (2022-2023) and the Graduates' Employer/Advisor Response Rate for Annual Report (2023-2024)

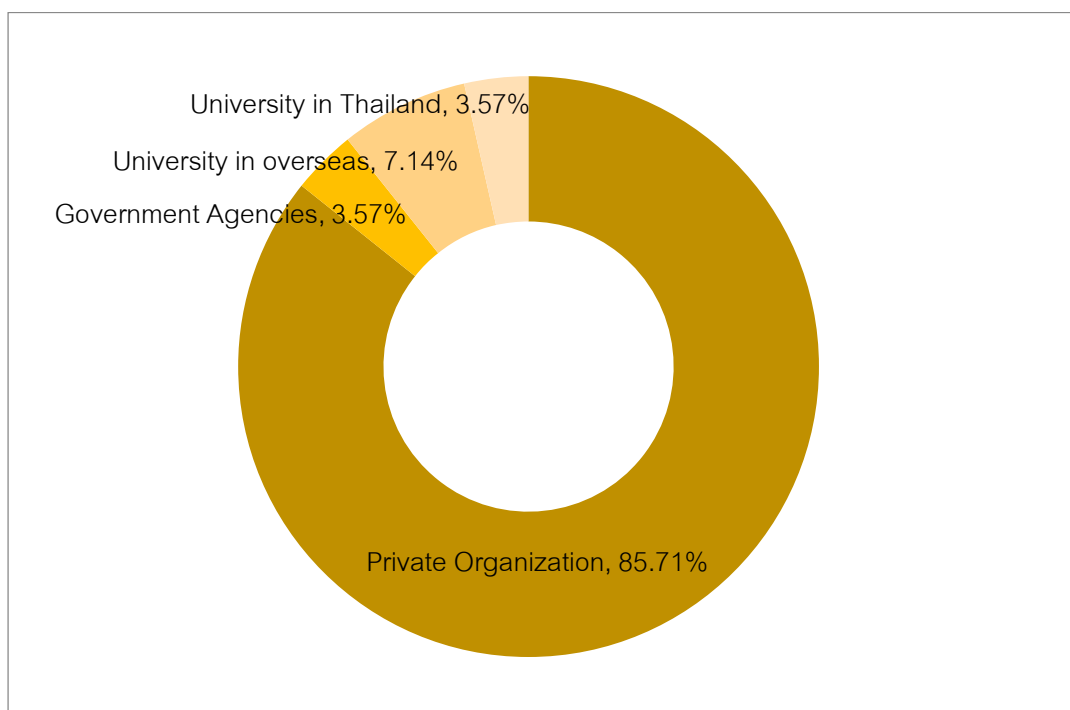
Major/Div.	N of Graduates_65	N of Respondents	% of response rate (within Major/Div.)
BE	27	0	0.00%
MF	97	0	0.00%
MI	140	1	0.71%
MK	86	4	4.65%
Total BA	350	5	1.43%
CD	50	0	0.00%
MC	111	1	0.90%
Total FAA	161	1	0.62%
AM	2	0	0.00%
BI	39	1	2.56%
CH	7	1	14.29%
CI	26	0	0.00%
CS	19	7	36.84%
EN	6	0	0.00%
FS	22	0	0.00%
PY	2	1	50.00%
Total SCI	123	10	8.13%
SS/IR (SS)	79	3	3.80%
IH (THM)	68	5	7.35%
IC (HLD)	56	4	7.14%
MUIC	837	28	3.35%

❖ Types of Organization and Institution of the Graduates

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

Types of Organization/Institution	<i>N</i>	%
Employed		
Private Organization	24	85.71%
Business Owner	0	0.00%
Government Agencies	1	3.57%
Studying		
University in overseas	2	7.14%
University in Thailand	1	3.57%
Total	28	100%

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

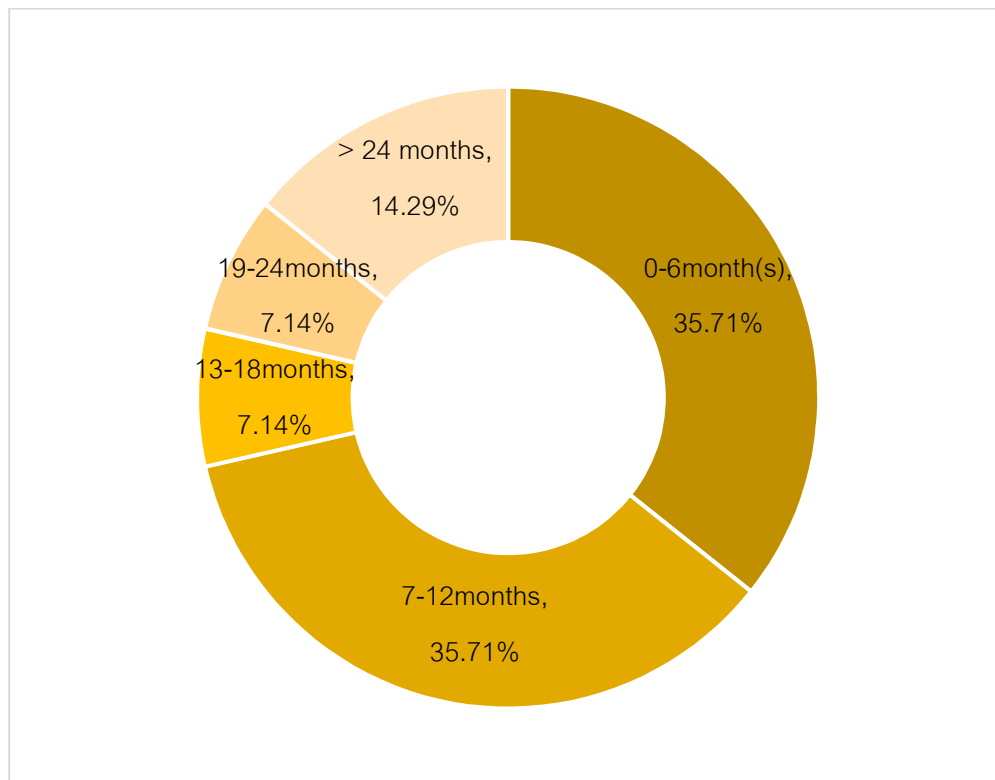


❖ Duration of Work of the Graduates

Table 3: Number for Duration of Work of the Graduates

Duration of Work	N	%
0-6month(s)	10	35.71%
7-12months	10	35.71%
13-18months	2	7.14%
19-24months	2	7.14%
more than 24 months	4	14.29%
Total	28	100%

Figure 2: Percentage for Duration of Work of the Graduates

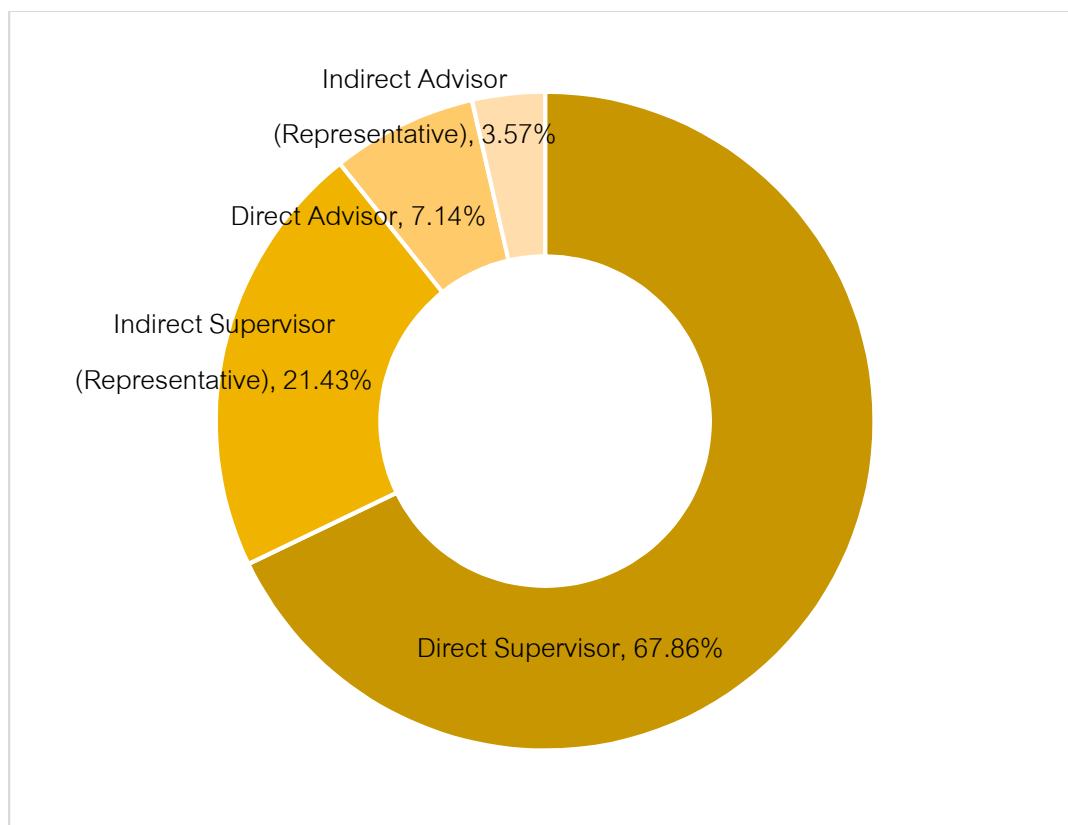


❖ Respondent Status

Table 4: Number of Respondent Status

Respondent Status	<i>N</i>	%
Direct Supervisor	19	67.86%
Indirect Supervisor (Representative)	6	21.43%
Direct Advisor	2	7.14%
Indirect Advisor (Representative)	1	3.57%
Total	28	100%

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		Satisfaction Level MEAN by Program											
		Business Administration						FAA			HLD		
		MI			MK			MC			IC		
		N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate behaves well.	2.00	-	0.00%	4.50	0.58	100.00%	5.00	-	100.00%	4.75	0.50	100.00%
2	Graduate is honest, industrious, patient, and enthusiastic in working/ learning.	1.00	-	0.00%	4.50	1.00	75.00%	5.00	-	100.00%	4.75	0.50	100.00%
3	Graduate follows professional ethics.	3.00	-	0.00%	4.50	0.58	100.00%	5.00	-	100.00%	4.75	0.50	100.00%
4	Graduate follows the organization's rules and regulations.	2.00	-	0.00%	4.25	0.96	75.00%	5.00	-	100.00%	4.75	0.50	100.00%
5	Graduate has good social awareness of ethics and altruism.	2.00	-	0.00%	4.75	0.50	100.00%	5.00	-	100.00%	4.50	0.58	100.00%
Overall		2.00	-	0.00%	4.50	0.72	90.00%	5.00	-	100.00%	4.70	0.52	100.00%

Table 5: (Continued)

1. Ethics and Moral		Satisfaction Level MEAN by Program											
		Science											
		BI			CH			CS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate behaves well.	5.00	-	100.00%	5.00	-	100.00%	5.00	-	100.00%	5.00	-	100.00%
2	Graduate is honest, industrious, patient, and enthusiastic in working/ learning.	5.00	-	100.00%	5.00	-	100.00%	5.00	-	100.00%	5.00	-	100.00%
3	Graduate follows professional ethics.	5.00	-	100.00%	5.00	-	100.00%	5.00	-	100.00%	5.00	-	100.00%
4	Graduate follows the organization's rules and regulations.	5.00	-	100.00%	5.00	-	100.00%	5.00	-	100.00%	5.00	-	100.00%
5	Graduate has good social awareness of ethics and altruism.	5.00	-	100.00%	5.00	-	100.00%	4.86	0.38	100.00%	5.00	-	100.00%
Overall		5.00	-	100.00%	5.00	-	100.00%	4.97	0.08	100.00%	5.00	-	100.00%

Table 5: (Continued)

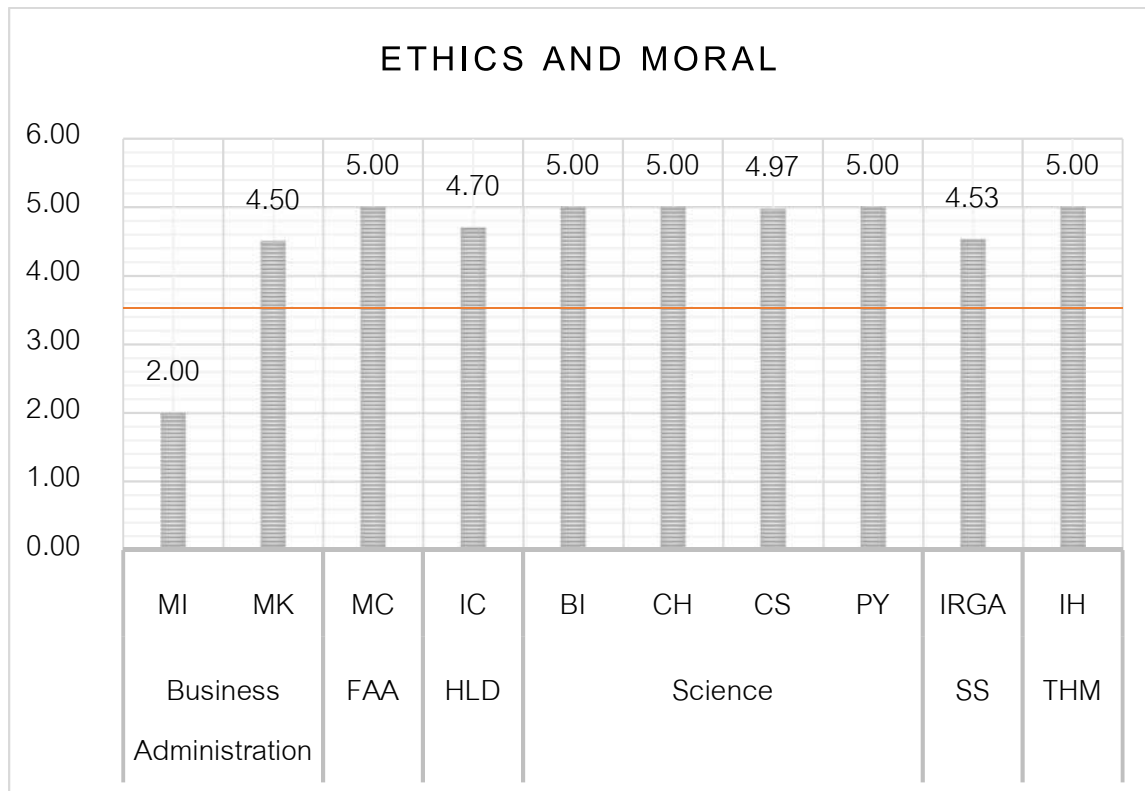
1. Ethics and Moral		Satisfaction Level MEAN by Program								
		SS			THM			Overall MUIC		
		IR			IH					
		N= 3		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 28		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD	
1	Graduate behaves well.	4.67	0.58	100.00%	5.00	-	100.00%	4.59	0.17	96.43%
2	Graduate is honest, industrious, patient, and enthusiastic in working/ learning.	4.33	1.15	66.67%	5.00	-	100.00%	4.46	0.27	89.29%
3	Graduate follows professional ethics.	4.67	0.58	100.00%	5.00	-	100.00%	4.69	0.17	96.43%
4	Graduate follows the organization's rules and regulations.	4.67	0.58	100.00%	5.00	-	100.00%	4.57	0.20	92.86%
5	Graduate has good social awareness of ethics and altruism.	4.33	1.15	66.67%	5.00	-	100.00%	4.54	0.26	92.86%
Overall		4.53	0.81	86.67%	5.00	-	100.00%	4.57	0.21	93.57%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

1. Ethics and Moral		M	SD
i.	Graduate follows professional ethics.	4.69	0.17
ii.	Graduate behaves well.	4.59	0.17
iii.	Graduate follows the organization's rules and regulations.	4.57	0.20
iv.	Graduate has good social awareness of ethics and altruism.	4.54	0.26
v.	Graduate is honest, industrious, patient, and enthusiastic in working/ learning.	4.46	0.27
Overall MUIC		4.57	0.21

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



3.5 is Acceptable level by TQF:HEd

❖ Knowledge

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

2. Knowledge		Satisfaction Level MEAN by Program											
		Business Administration						FAA			HLD		
		MI			MK			MC			IC		
		N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate's knowledge and abilities are suitable for his/her work or study.	4.00	-	100.00%	4.25	0.96	75.00%	5.00	-	100.00%	4.50	0.58	100.00%
2	Graduate can work or study efficiently and can produce quality products.	2.00	-	0.00%	4.50	0.58	100.00%	5.00	-	100.00%	4.50	0.58	100.00%
3	Graduate improves himself/herself and regularly searches for more knowledge.	2.00	-	0.00%	4.75	0.50	100.00%	5.00	-	100.00%	4.75	0.50	100.00%
4	Graduate is able to apply his/her knowledge to his/her work or study.	2.00	-	0.00%	4.50	0.58	100.00%	5.00	-	100.00%	4.50	0.58	100.00%
Overall		2.50	-	25.00%	4.50	0.65	93.75%	5.00	-	100.00%	4.56	0.56	100.00%

Table 6: (Continued)

2. Knowledge		Satisfaction Level MEAN by Program											
		Science											
		BI			CH			CS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate's knowledge and abilities are suitable for his/her work or study.	5.00	-	100.00%	4.00	-	100.00%	4.71	0.49	100.00%	5.00	-	100.00%
2	Graduate can work or study efficiently and can produce quality products.	4.00	-	100.00%	4.00	-	100.00%	4.86	0.38	100.00%	5.00	-	100.00%
3	Graduate improves himself/herself and regularly searches for more knowledge.	5.00	-	100.00%	4.00	-	100.00%	4.86	0.38	100.00%	5.00	-	100.00%
4	Graduate is able to apply his/her knowledge to his/her work or study.	5.00	-	100.00%	4.00	-	100.00%	4.71	0.49	100.00%	5.00	-	100.00%
Overall		4.75	-	100.00%	4.00	-	100.00%	4.79	0.43	100.00%	5.00	-	100.00%

Table 6: (Continued)

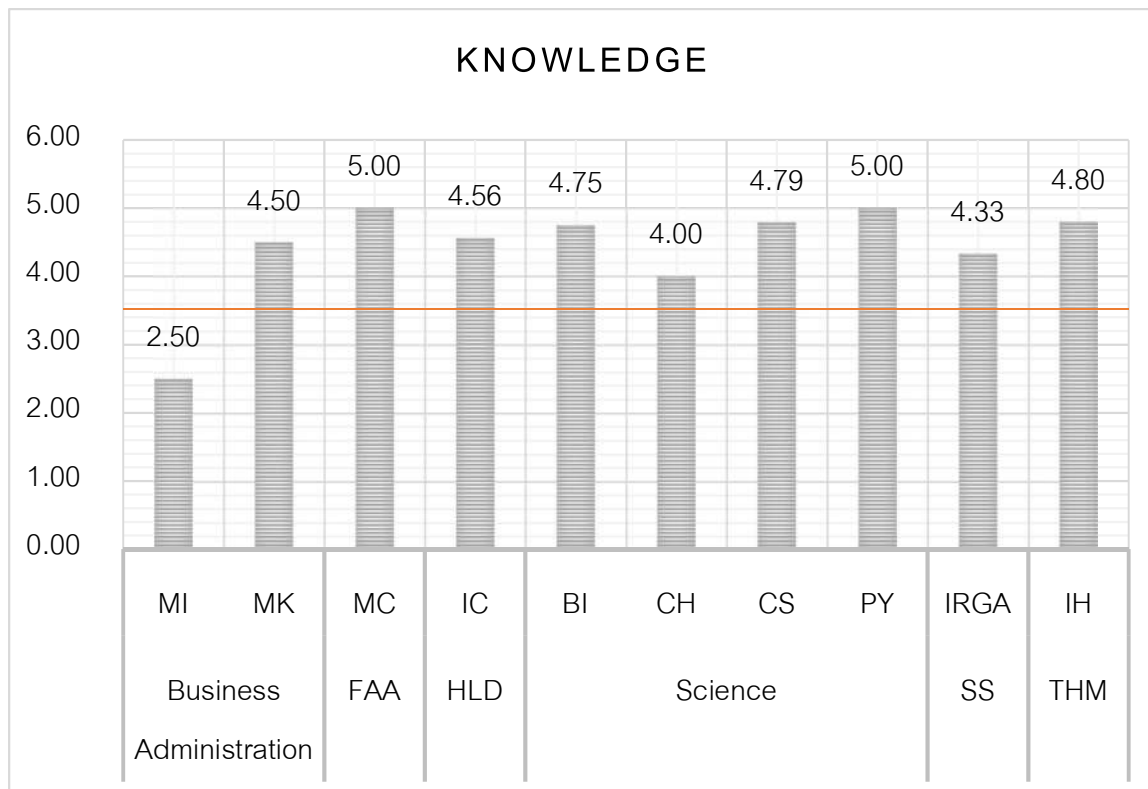
2. Knowledge		Satisfaction Level MEAN by Program								
		SS			THM			Overall MUIC		
		IR			IH					
		N= 3		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 28		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD	
1	Graduate's knowledge and abilities are suitable for his/her work or study.	4.00	1.00	66.67%	4.80	0.45	100.00%	4.53	0.35	92.86%
2	Graduate can work or study efficiently and can produce quality products.	4.67	0.58	100.00%	4.80	0.45	100.00%	4.33	0.26	96.43%
3	Graduate improves himself/herself and regularly searches for more knowledge.	4.33	1.15	66.67%	5.00	-	100.00%	4.47	0.25	92.86%
4	Graduate is able to apply his/her knowledge to his/her work or study.	4.33	1.15	66.67%	4.60	0.89	80.00%	4.36	0.37	89.29%
Overall		4.33	0.97	75.00%	4.80	0.45	95.00%	4.42	0.31	92.86%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

2. Knowledge		M	SD
i.	Graduate's knowledge and abilities are suitable for his/her work or study.	4.53	0.35
ii.	Graduate improves himself/herself and regularly searches for more knowledge.	4.47	0.25
iii.	Graduate is able to apply his/her knowledge to his/her work or study.	4.36	0.37
iv.	Graduate can work or study efficiently and can produce quality products.	4.33	0.26
Overall		4.42	0.31

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						FAA			HLD		
		MI			MK			MC			IC		
		N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate can plan systematically and reach work targets.	1.00	-	0.00%	4.50	1.00	75.00%	5.00	-	100.00%	4.75	0.50	100.00%
2	Graduate has analytical skill and creativity.	1.00	-	0.00%	3.75	1.26	75.00%	5.00	-	100.00%	4.75	0.50	100.00%
3	Graduate can propose alternatives or reasons for decisions and is able to solve problems with suitable judgements.	1.00	-	0.00%	3.75	0.96	50.00%	5.00	-	100.00%	4.75	0.50	100.00%
4	Graduate can work under pressure.	3.00	-	0.00%	3.75	1.26	75.00%	5.00	-	100.00%	4.25	0.50	100.00%
Overall		1.50	-	0.00%	3.94	1.12	68.75%	5.00	-	100.00%	4.63	0.50	100.00%

Table 7: (Continued)

3. Cognitive Skills		Satisfaction Level MEAN by Program											
		Science											
		BI			CH			CS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate can plan systematically and reach work targets.	5.00	-	100.00%	4.00	-	100.00%	4.71	0.49	100.00%	4.00	-	100.00%
2	Graduate has analytical skill and creativity.	4.00	-	100.00%	4.00	-	100.00%	4.71	0.49	100.00%	4.00	-	100.00%
3	Graduate can propose alternatives or reasons for decisions and is able to solve problems with suitable judgements.	4.00	-	100.00%	4.00	-	100.00%	4.86	0.38	100.00%	4.00	-	100.00%
4	Graduate can work under pressure.	5.00	-	100.00%	5.00	-	100.00%	4.71	0.49	100.00%	5.00	-	100.00%
Overall		4.50	-	100.00%	4.25	-	100.00%	4.75	0.46	100.00%	4.25	-	100.00%

Table 7: (Continued)

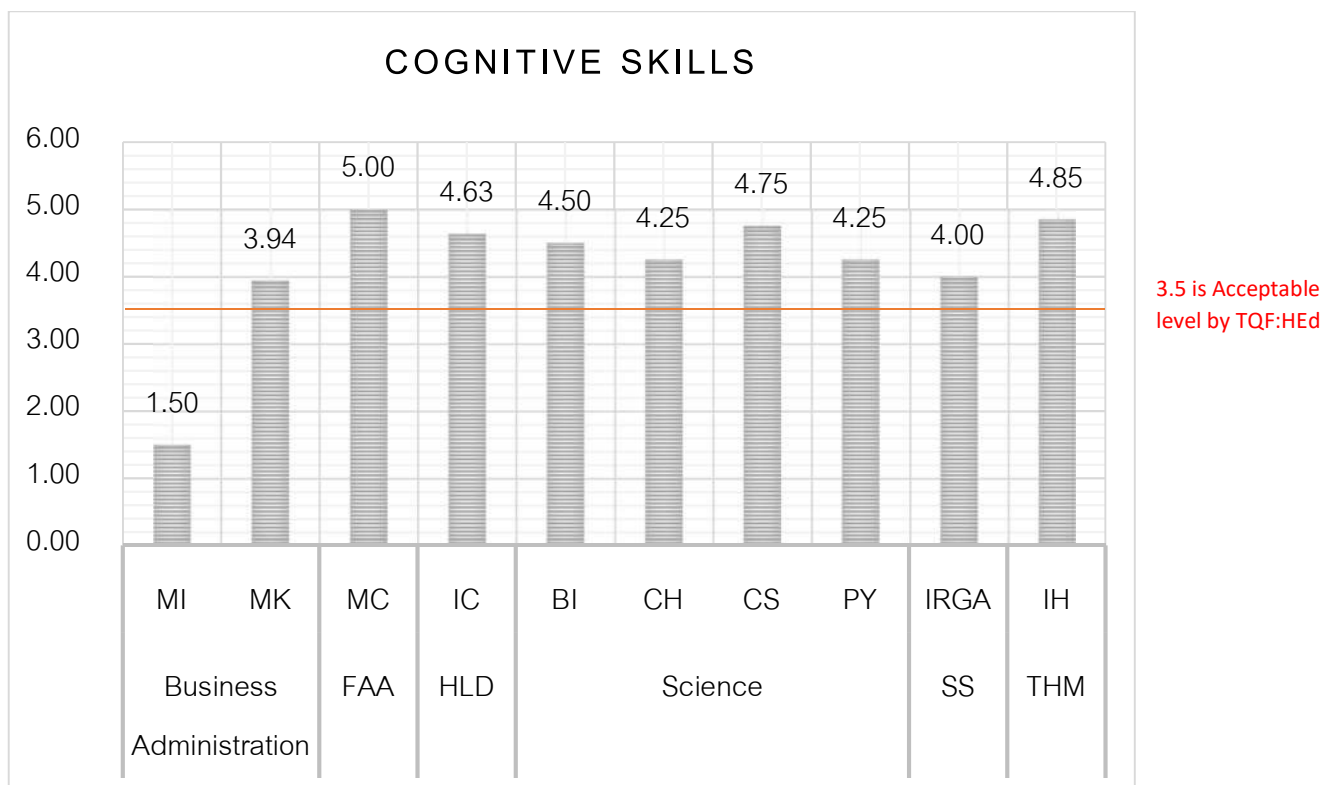
3. Cognitive Skills		Satisfaction Level MEAN by Program								
		SS			THM			Overall MUIC		
		IR			IH					
		N= 3		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 28		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD	
1	Graduate can plan systematically and reach work targets.	4.33	1.15	66.67%	4.80	0.45	100.00%	4.21	0.36	89.29%
2	Graduate has analytical skill and creativity.	3.33	0.58	33.33%	4.80	0.45	100.00%	3.93	0.33	85.71%
3	Graduate can propose alternatives or reasons for decisions and is able to solve problems with suitable judgements.	3.67	0.58	66.67%	5.00	-	100.00%	4.00	0.24	85.71%
4	Graduate can work under pressure.	4.67	0.58	100.00%	4.80	0.45	100.00%	4.52	0.33	92.86%
Overall		4.00	0.72	66.67%	4.85	0.34	100.00%	4.17	0.31	88.39%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

3. Cognitive Skills		<i>M</i>	<i>SD</i>
i.	Graduate can work under pressure.	4.52	0.33
ii.	Graduate can plan systematically and reach work targets.	4.21	0.36
iii.	Graduate can propose alternatives or reasons for decisions and is able to solve problems with suitable judgements.	4.00	0.24
iv.	Graduate has analytical skill and creativity.	3.93	0.33
Overall		4.17	0.31

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					FAA			HLD			
		MI			MK		MC			IC			
		N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5
		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.	2.00	-	0.00%	4.50	0.58	100.00%	5.00	-	100.00%	4.75	0.50	100.00%
2	Graduate has good relations with colleagues or class peers and is a potential team member.	2.00	-	0.00%	4.50	0.58	100.00%	5.00	-	100.00%	4.75	0.50	100.00%
3	Graduate has positive attitudes towards the organization and his/her colleagues.	2.00	-	0.00%	4.25	0.96	75.00%	5.00	-	100.00%	4.75	0.50	100.00%
4	Graduate is responsible for his/her duties and the team's duties.	1.00	-	0.00%	4.25	0.96	75.00%	5.00	-	100.00%	4.75	0.50	100.00%
5	Graduate's behaviors and expressions are suitable for his/her position and responsibility.	3.00	-	0.00%	4.25	0.96	75.00%	5.00	-	100.00%	4.75	0.50	100.00%
6	Graduate builds a positive atmosphere at work or in studying.	4.00	-	100.00%	4.75	0.50	100.00%	5.00	-	100.00%	4.75	0.50	100.00%
Overall		2.33	-	16.67%	4.42	0.75	87.50%	5.00	-	100.00%	4.75	0.50	100.00%

Table 8: (Continued)

4. Interpersonal Skills and Responsibility		Satisfaction Level MEAN by Program											
		Science											
		BI			CH			CS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5
		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	-	100.00%	5.00	-	100.00%	4.57	0.53	100.00%	5.00	-	100.00%
2	Graduate has good relations with colleagues or class peers and is a potential team member.	5.00	-	100.00%	5.00	-	100.00%	4.71	0.49	100.00%	5.00	-	100.00%
3	Graduate has positive attitudes towards the organization and his/her colleagues.	5.00	-	100.00%	5.00	-	100.00%	4.71	0.49	100.00%	5.00	-	100.00%
4	Graduate is responsible for his/her duties and the team's duties.	5.00	-	100.00%	5.00	-	100.00%	4.71	0.49	100.00%	5.00	-	100.00%
5	Graduate's behaviors and expressions are suitable for his/her position and responsibility.	5.00	-	100.00%	5.00	-	100.00%	4.86	0.38	100.00%	5.00	-	100.00%
6	Graduate builds a positive atmosphere at work or in studying.	5.00	-	100.00%	5.00	-	100.00%	4.71	0.49	100.00%	5.00	-	100.00%
Overall		5.00	-	100.00%	5.00	-	100.00%	4.71	0.48	100.00%	5.00	-	100.00%

Table 8: (Continued)

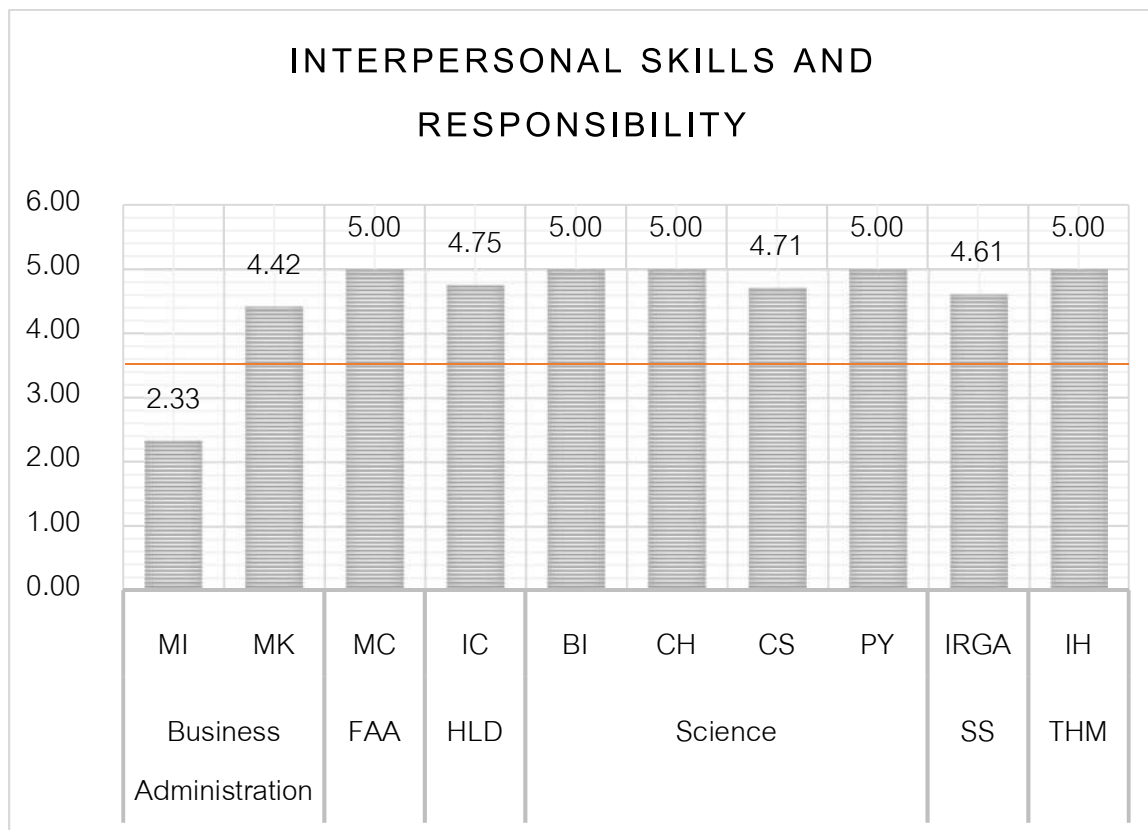
4. Interpersonal Skills and Responsibility		Satisfaction Level MEAN by Program								
		SS			THM			Overall MUIC		
		IR			IH					
		N= 3		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 28		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD	
1	Graduate is able to work with others as a good leader and as a good team member.	4.67	0.58	100.00%	5.00	-	100.00%	4.55	0.22	96.43%
2	Graduate has good relations with colleagues or class peers and is a potential team member.	5.00	-	100.00%	5.00	-	100.00%	4.60	0.16	96.43%
3	Graduate has positive attitudes towards the organization and his/her colleagues.	4.67	0.58	100.00%	5.00	-	100.00%	4.54	0.25	92.86%
4	Graduate is responsible for his/her duties and the team's duties.	4.67	0.58	100.00%	5.00	-	100.00%	4.44	0.25	92.86%
5	Graduate's behaviors and expressions are suitable for his/her position and responsibility.	4.33	1.15	66.67%	5.00	-	100.00%	4.62	0.30	89.29%
6	Graduate builds a positive atmosphere at work or in studying.	4.33	1.15	66.67%	5.00	-	100.00%	4.75	0.26	96.43%
Overall		4.61	0.67	88.89%	5.00	-	100.00%	4.58	0.24	94.05%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

4. Interpersonal Skills and Responsibility		<i>M</i>	<i>SD</i>
i.	Graduate builds a positive atmosphere at work or in studying.	4.75	0.26
ii.	Graduate's behaviors and expressions are suitable for his/her position and responsibility.	4.62	0.30
iii.	Graduate has good relations with colleagues or class peers and is a potential team member.	4.60	0.16
iv.	Graduate is able to work with others as a good leader and as a good team member.	4.55	0.22
v.	Graduate has positive attitudes towards the organization and his/her colleagues.	4.54	0.25
vi.	Graduate is responsible for his/her duties and the team's duties.	4.44	0.25
Overall		4.58	0.24

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



3.5 is Acceptable level by TQF:HEd

❖ 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						FAA			HLD		
		MI			MK			MC			IC		
		N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate can analyze and process numerical information well.	4.00	-	100.00%	3.75	0.96	50.00%	5.00	-	100.00%	4.75	0.50	100.00%
2	Graduate can communicate well in Thai by speaking and writing and is able to summarize main ideas well.	4.00	-	100.00%	3.50	1.73	75.00%	5.00	-	100.00%	4.25	0.96	75.00%
3	Graduate can use English well in working and in communication.	4.00	-	100.00%	4.25	0.96	75.00%	5.00	-	100.00%	4.75	0.50	100.00%
4	Graduate can apply modern technologies appropriately to his/her work.	4.00	-	100.00%	3.75	1.26	75.00%	5.00	-	100.00%	4.75	0.50	100.00%
Overall		4.00	-	100.00%	3.81	1.23	68.75%	5.00	-	100.00%	4.63	0.61	93.75%

Table 9: (Continued)

5. Numerical Analysis, Communication and Information Technology Skills		Satisfaction Level MEAN by Program											
		Science											
		BI			CH			CS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate can analyze and process numerical information well.	5.00	-	100.00%	4.00	-	100.00%	4.57	0.79	85.71%	5.00	-	100.00%
2	Graduate can communicate well in Thai by speaking and writing and is able to summarize main ideas well.	5.00	-	100.00%	4.00	-	100.00%	4.60	0.55	71.43%	4.00	-	100.00%
3	Graduate can use English well in working and in communication.	5.00	-	100.00%	5.00	-	100.00%	4.71	0.49	100.00%	4.00	-	100.00%
4	Graduate can apply modern technologies appropriately to his/her work.	5.00	-	100.00%	5.00	-	100.00%	4.71	0.49	100.00%	4.00	-	100.00%
Overall		5.00	-	100.00%	4.50	-	100.00%	4.65	0.58	89.29%	4.25	-	100.00%

Table 9: (Continued)

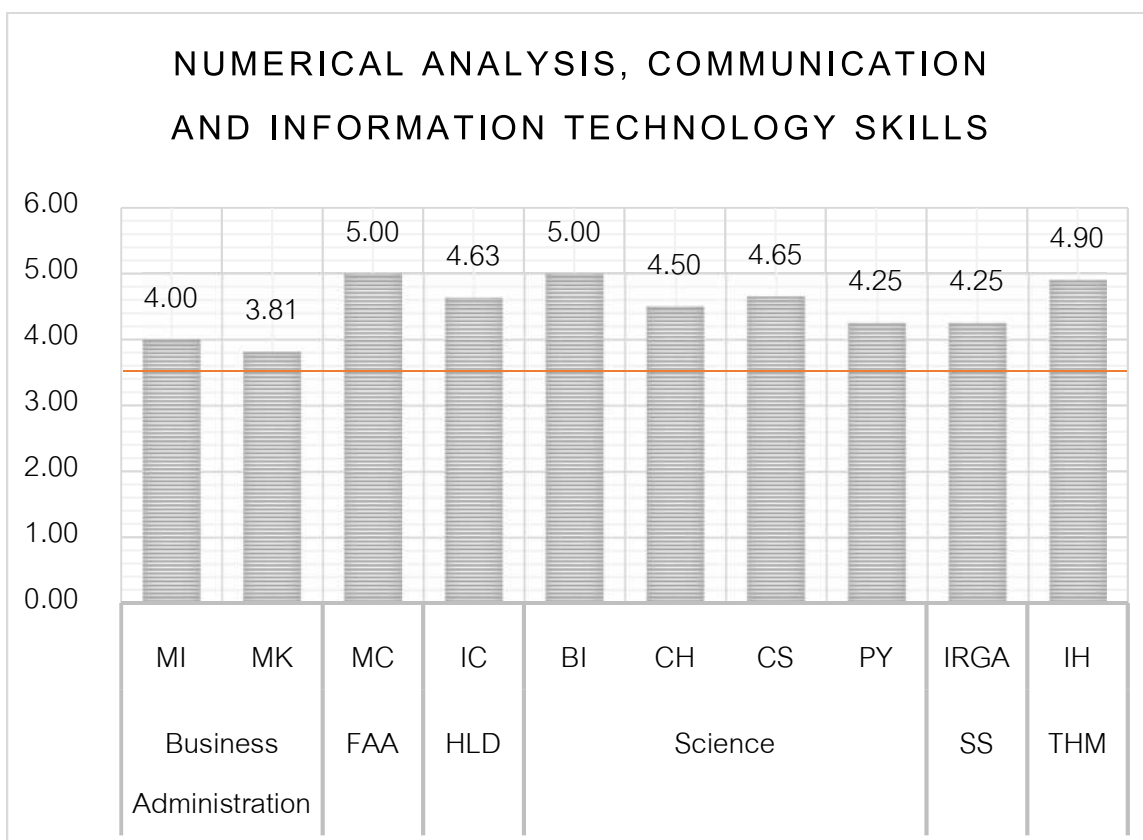
5. Numerical Analysis, Communication and Information Technology Skills		Satisfaction Level MEAN by Program								
		SS			THM			Overall MUIC		
		IR			IH					
		N= 3		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 28		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD	
1	Graduate can analyze and process numerical information well.	4.00	1.00	66.67%	4.60	0.55	100.00%	4.47	0.38	85.71%
2	Graduate can communicate well in Thai by speaking and writing and is able to summarize main ideas well.	4.00	1.00	66.67%	5.00	-	100.00%	4.34	0.42	82.14%
3	Graduate can use English well in working and in communication.	4.67	0.58	100.00%	5.00	-	100.00%	4.64	0.25	96.43%
4	Graduate can apply modern technologies appropriately to his/her work.	4.33	1.15	66.67%	5.00	-	100.00%	4.55	0.34	92.86%
Overall		4.25	0.93	75.00%	4.90	0.14	100.00%	4.50	0.35	89.29%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

5. Numerical Analysis, Communication and Information Technology Skills	<i>M</i>	<i>SD</i>
i. Graduate can use English well in working and in communication.	4.64	0.25
ii. Graduate can apply modern technologies appropriately to his/her work.	4.55	0.34
iii. Graduate can analyze and process numerical information well.	4.47	0.38
iv. Graduate can communicate well in Thai by speaking and writing and is able to summarize main ideas well.	4.34	0.42
Overall	4.50	0.35

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



3.5 is Acceptable level by TQF:HEd

❖ 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						FAA			HLD		
		MI			MK			MC			IC		
		N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate takes the welfare of the organization as his/her priority.	2.00	-	0.00%	4.00	0.82	75.00%	5.00	-	100.00%	4.75	0.50	100.00%
2	Graduate is socially responsible.	2.00	-	0.00%	4.00	1.00	50.00%	5.00	-	100.00%	4.50	0.58	100.00%
3	Graduate gives importance to customers.	4.00	-	100.00%	4.33	0.58	75.00%	5.00	-	100.00%	4.75	0.50	100.00%
Overall		2.67	-	33.33%	4.11	0.80	66.67%	5.00	-	100.00%	4.67	0.53	100.00%

Table 10: (Continued)

6. Identity of Mahidol University graduates		Satisfaction Level MEAN by Program											
		Science											
		BI			CH			CS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate takes the welfare of the organization as his/her priority.	5.00	-	100.00%	5.00	-	100.00%	4.71	0.49	100.00%	4.00	-	100.00%
2	Graduate is socially responsible.	5.00	-	100.00%	5.00	-	100.00%	4.71	0.49	100.00%	4.00	-	100.00%
3	Graduate gives importance to customers.	5.00	-	100.00%	5.00	-	100.00%	4.57	0.53	100.00%	5.00	-	100.00%
Overall		5.00	-	100.00%	5.00	-	100.00%	4.67	0.50	100.00%	4.33	-	100.00%

Table 10: (Continued)

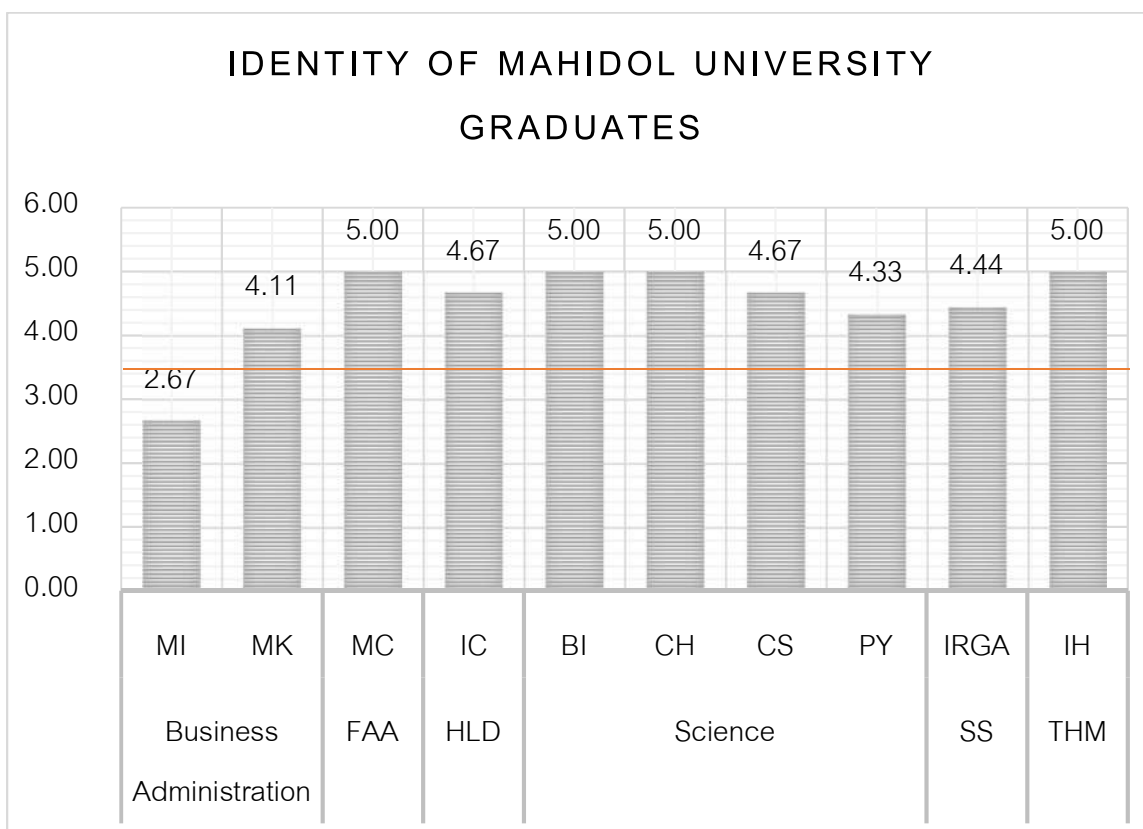
6. Identity of Mahidol University graduates		Satisfaction Level MEAN by Program								
		SS			THM			Overall MUIC		
		IR			IH					
		N= 3		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 28		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD	
1	Graduate takes the welfare of the organization as his/her priority.	4.67	0.58	100.00%	5.00	-	100.00%	4.41	0.24	92.86%
2	Graduate is socially responsible.	4.33	1.15	66.67%	5.00	-	100.00%	4.35	0.32	85.71%
3	Graduate gives importance to customers.	4.33	1.15	66.67%	5.00	-	100.00%	4.70	0.28	92.86%
Overall		4.44	0.96	77.78%	5.00	-	100.00%	4.49	0.28	90.48%

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 gives importance to customers.	4.70	0.28
ii. Graduate takes the welfare of the organization as his/her priority.	4.41	0.24
iii. Graduate is socially responsible.	4.35	0.32
Overall	4.49	0.28

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					FAA			HLD			
		MI		MK			MC			IC			
		N= 1		N= 4			N= 1		N= 4				
		<i>M</i>	<i>SD</i>	<i>% of Satisfaction at level 4&5</i>		<i>M</i>	<i>SD</i>	<i>% of Satisfaction at level 4&5</i>		<i>M</i>	<i>SD</i>	<i>% of Satisfaction at level 4&5</i>	
1	Graduate is suited well for the work in your organization / the study at your institution.	1.00	-	0.00%	4.25	0.96	75.00%	5.00	-	100.00%	4.75	0.50	100.00%
Overall		1.00	-	0.00%	4.25	0.96	75.00%	5.00	-	100.00%	4.75	0.50	100.00%

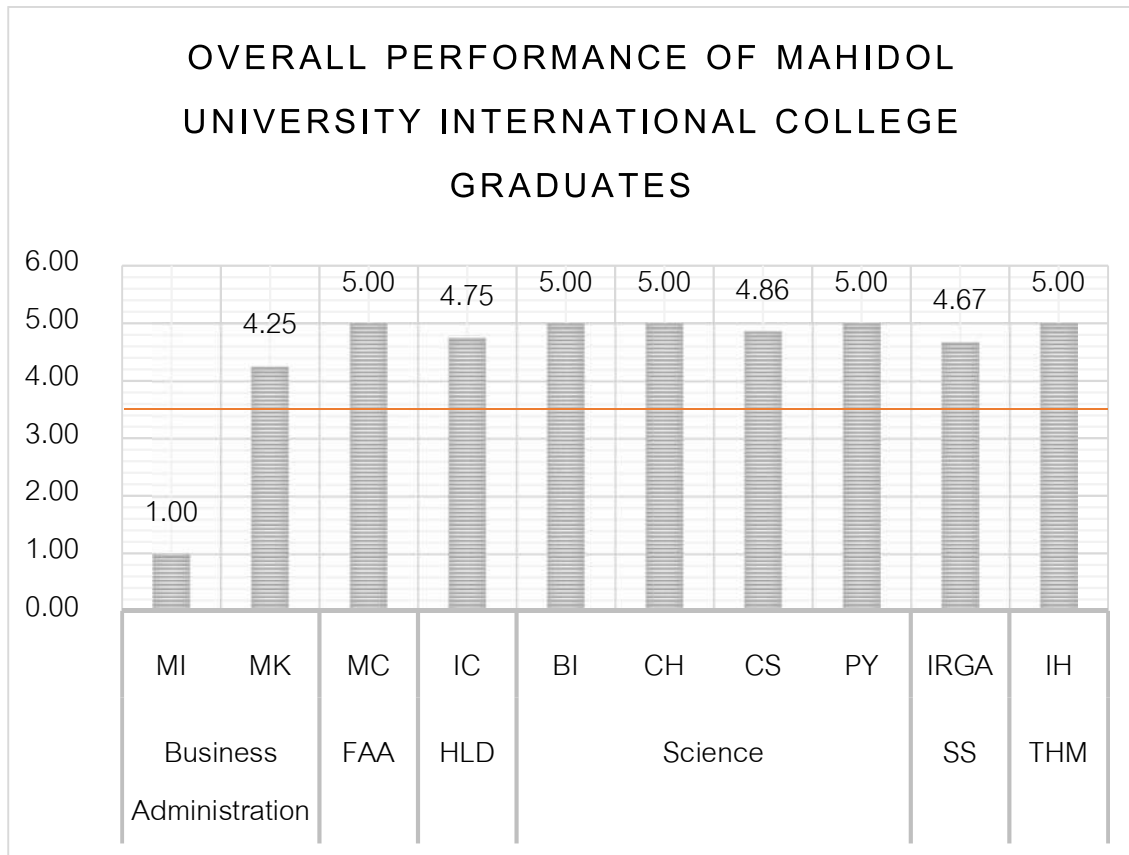
Table 11: (Continued)

7. Overall performance of Mahidol University International College graduates		Satisfaction Level MEAN by Program											
		Science											
		BI			CH			CS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5
		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	-	100.00%	5.00	-	100.00%	4.86	0.38	100.00%	5.00	-	100.00%
Overall		5.00	-	100.00%	5.00	-	100.00%	4.86	0.38	100.00%	5.00	-	100.00%

Table 11: (Continued)

7. Overall performance of Mahidol University International College graduates		Satisfaction Level MEAN by Program								
		SS			THM			Overall MUIC		
		IR			IH					
		N= 3		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 28		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD	
1	Graduate is suited well for the work in your organization / the study at your institution.	4.67	0.58	100.00%	5.00	-	100.00%	4.45	0.24	92.86%
Overall		4.67	0.58	100.00%	5.00	-	100.00%	4.45	0.24	92.86%

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



3.5 is Acceptable level by TQF:HEd

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						FAA			HLD		
		MI			MK			MC			IC		
		N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5
		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%	4.00	0.82	75.00%	5.00	-	100.00%	3.75	1.89	75.00%
2	Graduate chooses to do the right thing rather than doing things based on his/her needs/feelings.	4.50	-	0.00%	4.50	0.58	100.00%	5.00	-	100.00%	5.00	-	100.00%
3	Graduate follows his/her professional codes of conduct.	4.25	-	0.00%	4.25	0.96	75.00%	5.00	-	100.00%	4.25	0.96	75.00%
4	Graduate can communicate fluently in Thai by speaking, writing, and summarizing main points well.	3.75	-	0.00%	3.75	1.26	75.00%	5.00	-	100.00%	3.75	1.89	75.00%
5	Graduate appropriately manages time for working, exercising, relaxing, and doing social work or community service.	3.50	-	0.00%	3.50	1.29	50.00%	5.00	-	100.00%	4.75	0.50	100.00%
6	When graduate sees or hears things, he/she will consider them from different perspectives and use them for self-development.	4.00	-	0.00%	4.00	0.82	75.00%	5.00	-	100.00%	4.75	0.50	100.00%
7	Graduate exercises regularly.	3.67	-	0.00%	3.67	1.15	25.00%	5.00	-	100.00%	4.50	1.00	75.00%
8	Graduate does good things to show gratitude to his/her parents, teachers and patrons.	4.25	-	0.00%	4.25	0.50	100.00%	5.00	-	100.00%	5.00	-	100.00%
Overall		3.99	-	0.00%	3.99	0.92	71.88%	5.00	-	100.00%	4.47	0.84	87.50%

Table 12: (Continued)

1. T-Shaped breadth & depth		Satisfaction Level MEAN by Program											
		Science											
		BI			CH			CS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5
		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	-	100.00%	5.00	-	100.00%	4.57	0.53	100.00%	n/a	-	0.00%
2	Graduate chooses to do the right thing rather than doing things based on his/her needs/feelings.	5.00	-	100.00%	5.00	-	100.00%	4.57	0.53	100.00%	4.00	-	100.00%
3	Graduate follows his/her professional codes of conduct.	5.00	-	100.00%	5.00	-	100.00%	4.57	0.53	100.00%	5.00	-	100.00%
4	Graduate can communicate fluently in Thai by speaking, writing, and summarizing main points well.	4.00	-	100.00%	5.00	-	100.00%	4.67	0.52	85.71%	4.00	-	100.00%
5	Graduate appropriately manages time for working, exercising, relaxing, and doing social work or community service.	4.00	-	100.00%	5.00	-	100.00%	4.50	0.84	71.43%	4.00	-	100.00%
6	When graduate sees or hears things, he/she will consider them from different perspectives and use them for self-development.	5.00	-	100.00%	4.00	-	100.00%	4.71	0.49	100.00%	4.00	-	100.00%
7	Graduate exercises regularly.	n/a	-	100.00%	5.00	-	0.00%	4.67	0.82	71.43%	3.00	-	0.00%
8	Graduate does good things to show gratitude to his/her parents, teachers and patrons.	5.00	-	100.00%	5.00	-	100.00%	4.83	0.41	85.71%	n/a	-	0.00%
Overall		4.71	-	100.00%	4.88	-	87.50%	4.64	0.58	89.29%	4.00	-	62.50%

Table 12: (Continued)

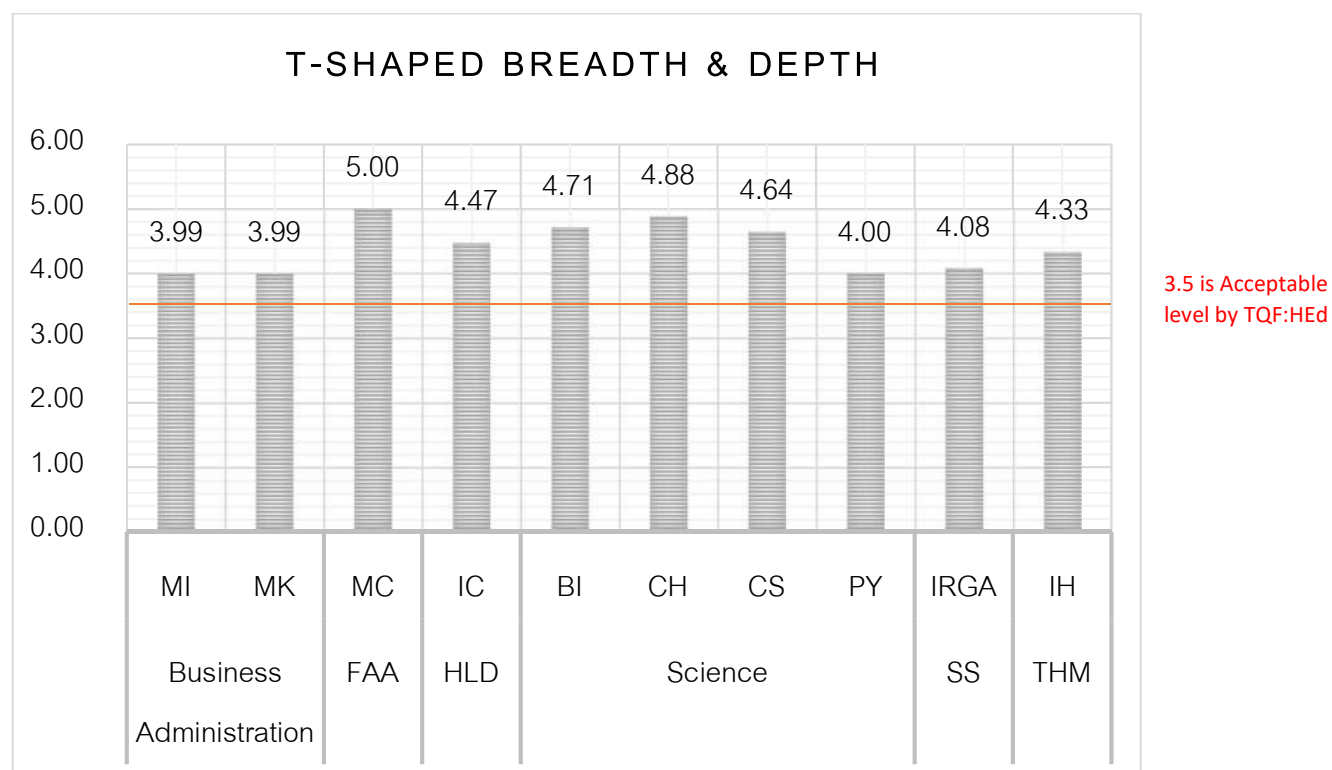
1. T-Shaped breadth & depth		Satisfaction Level MEAN by Program								
		SS			THM			Overall MUIC		
		IR			IH					
		N= 3		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 28		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD	
1	Graduate feels guilty if he/she does something wrong or unethical even when no one sees or knows.	4.33	1.15	66.67%	4.40	0.89	80.00%	4.45	0.53	78.57%
2	Graduate chooses to do the right thing rather than doing things based on his/her needs/feelings.	4.67	0.58	100.00%	4.60	0.55	100.00%	4.68	0.22	96.43%
3	Graduate follows his/her professional codes of conduct.	4.00	1.00	66.67%	4.00	1.22	80.00%	4.53	0.47	82.14%
4	Graduate can communicate fluently in Thai by speaking, writing, and summarizing main points well.	3.33	0.58	33.33%	4.60	0.89	80.00%	4.19	0.51	75.00%
5	Graduate appropriately manages time for working, exercising, relaxing, and doing social work or community service.	4.33	1.15	66.67%	4.60	0.89	80.00%	4.32	0.47	75.00%
6	When graduate sees or hears things, he/she will consider them from different perspectives and use them for self-development.	4.33	1.15	66.67%	4.60	0.89	80.00%	4.44	0.39	85.71%
7	Graduate exercises regularly.	3.67	0.58	66.67%	3.40	1.52	60.00%	4.06	0.51	57.14%
8	Graduate does good things to show gratitude to his/her parents, teachers and patrons.	4.00	1.00	66.67%	4.40	0.89	80.00%	4.64	0.28	82.14%
Overall		4.08	0.90	66.67%	4.33	0.97	80.00%	4.41	0.42	79.02%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

1. T-Shaped breadth & depth		M	SD
i.	Graduate chooses to do the right thing rather than doing things based on his/her needs/feelings.	4.68	0.22
ii.	Graduate does good things to show gratitude to his/her parents, teachers and patrons.	4.64	0.28
iii.	Graduate follows his/her professional codes of conduct.	4.53	0.47
iv.	Graduate feels guilty if he/she does something wrong or unethical even when no one sees or knows.	4.45	0.53
v.	When graduate sees or hears things, he/she will consider them from different perspectives and use them for self-development.	4.44	0.39
vi.	Graduate appropriately manages time for working, exercising, relaxing, and doing social work or community service.	4.32	0.47
vii.	Graduate can communicate fluently in Thai by speaking, writing, and summarizing main points well.	4.19	0.51
viii.	Graduate exercises regularly.	4.06	0.51
Overall		4.41	0.42

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						FAA			HLD		
		MI			MK			MC			IC		
		N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5
		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%	4.75	0.50	100.00%	5.00	-	100.00%	4.75	0.50	100.00%
2	Graduate is aware of cultural, professional, and racial differences and has no discriminatory attitudes.	5.00	-	100.00%	5.00	-	100.00%	5.00	-	100.00%	5.00	-	100.00%
Overall		4.00	-	50.00%	4.88	0.25	100.00%	5.00	0.00	100.00%	4.88	0.25	100.00%

Table 13: (Continued)

2. Globally Talented		Satisfaction Level MEAN by Program											
		Science											
		BI			CH			CS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate can appropriately apply and use his/her knowledge when dealing with difficult/different situations.	4.00	-	100.00%	5.00	-	100.00%	4.57	0.53	100.00%	4.00	-	100.00%
2	Graduate is aware of cultural, professional, and racial differences and has no discriminatory attitudes.	5.00	-	100.00%	5.00	-	100.00%	4.83	0.41	85.71%	5.00	-	100.00%
Overall		4.50	-	100.00%	5.00	-	100.00%	4.70	0.47	92.86%	4.50	-	100.00%

Table 13: (Continued)

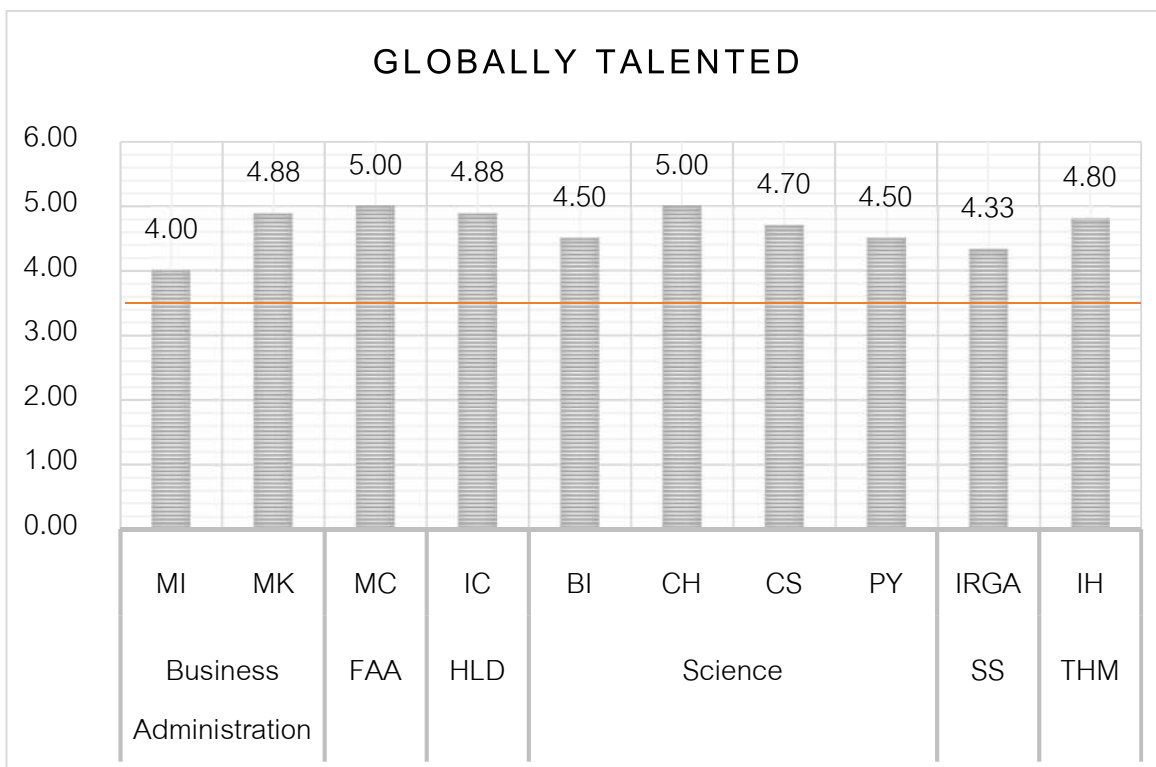
2. Globally Talented		Satisfaction Level MEAN by Program								
		SS			THM			Overall MUIC		
		IR			IH					
		N= 3		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 28		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD	
1	Graduate can appropriately apply and use his/her knowledge when dealing with difficult/different situations.	4.00	1.00	66.67%	4.80	0.45	100.00%	4.39	0.30	92.86%
2	Graduate is aware of cultural, professional, and racial differences and has no discriminatory attitudes.	4.67	0.58	100.00%	4.80	0.45	100.00%	4.93	0.14	96.43%
Overall		4.33	0.79	83.33%	4.80	0.45	100.00%	4.66	0.22	94.64%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

2. Globally Talented		<i>M</i>	<i>SD</i>
i.	Graduate is aware of cultural, professional, and racial differences and has no discriminatory attitudes.	4.93	0.30
ii.	Graduate can appropriately apply and use his/her knowledge when dealing with difficult/different situations.	4.39	0.14
Overall		4.66	0.22

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



3.5 is Acceptable level by TQF:HEd

❖ 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					FAA			HLD			
		MI		MK			MC			IC			
		N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate follows laws, rules, and regulations of the organization and the society.	2.00	-	0.00%	4.25	0.50	100.00%	5.00	-	100.00%	5.00	-	100.00%
2	Graduate takes part in proposing ideas about rules and regulations for living together in a community.	4.00	-	100.00%	4.00	1.00	50.00%	5.00	-	100.00%	4.50	0.58	100.00%
3	Graduate gives warning to people who break rules or regulations that can affect the community at large.	1.00	-	0.00%	4.33	1.15	50.00%	5.00	-	100.00%	4.25	0.50	100.00%
4	Graduate is happy to offer help or suggestion to others to do good things or something useful.	4.00	-	100.00%	4.50	0.58	100.00%	5.00	-	100.00%	4.50	0.58	100.00%
5	Graduate helps and supports others in doing the right thing without waiting to be asked.	3.00	-	0.00%	4.00	0.82	75.00%	5.00	-	100.00%	4.50	0.58	100.00%
6	Graduate takes good care of his/her health to develop his/her strength and to help other people more effectively.	3.00	-	0.00%	4.00	1.15	50.00%	5.00	-	100.00%	4.75	0.50	100.00%
7	Graduate is sincere to other people and concerned about the benefit of others first.	2.00	-	0.00%	4.50	0.58	100.00%	5.00	-	100.00%	4.50	0.58	100.00%
8	Graduate participates in cultural activities or festivals that help preserve Thai cultures or ways of living.	2.00	-	0.00%	3.75	1.26	75.00%	5.00	-	100.00%	4.25	0.50	100.00%
Overall		2.63	-	25.00%	4.17	0.88	75.00%	5.00	-	100.00%	4.53	0.48	100.00%

Table 14: (Continued)

3. Socially Contributing		Satisfaction Level MEAN by Program											
		Science											
		BI			CH			CS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate follows laws, rules, and regulations of the organization and the society.	5.00	-	100.00%	5.00	-	100.00%	4.71	0.49	100.00%	5.00	-	100.00%
2	Graduate takes part in proposing ideas about rules and regulations for living together in a community.	5.00	-	100.00%	4.00	-	100.00%	4.86	0.38	100.00%	4.00	-	100.00%
3	Graduate gives warning to people who break rules or regulations that can affect the community at large.	n/a	-	0.00%	4.00	-	100.00%	4.60	0.55	71.43%	5.00	-	100.00%
4	Graduate is happy to offer help or suggestion to others to do good things or something useful.	5.00	-	100.00%	5.00	-	100.00%	4.43	0.79	85.71%	5.00	-	100.00%
5	Graduate helps and supports others in doing the right thing without waiting to be asked.	5.00	-	100.00%	5.00	-	100.00%	4.57	0.79	85.71%	4.00	-	100.00%
6	Graduate takes good care of his/her health to develop his/her strength and to help other people more effectively.	n/a	-	0.00%	5.00	-	100.00%	4.50	0.84	71.43%	3.00	-	0.00%
7	Graduate is sincere to other people and concerned about the benefit of others first.	5.00	-	100.00%	5.00	-	100.00%	4.57	0.53	100.00%	5.00	-	100.00%
8	Graduate participates in cultural activities or festivals that help preserve Thai cultures or ways of living.	4.00	-	100.00%	5.00	-	100.00%	4.80	0.45	71.43%	4.00	-	100.00%
Overall		4.83	-	75.00%	4.75	-	100.00%	4.63	0.60	85.71%	4.38	-	87.50%

Table 14: (Continued)

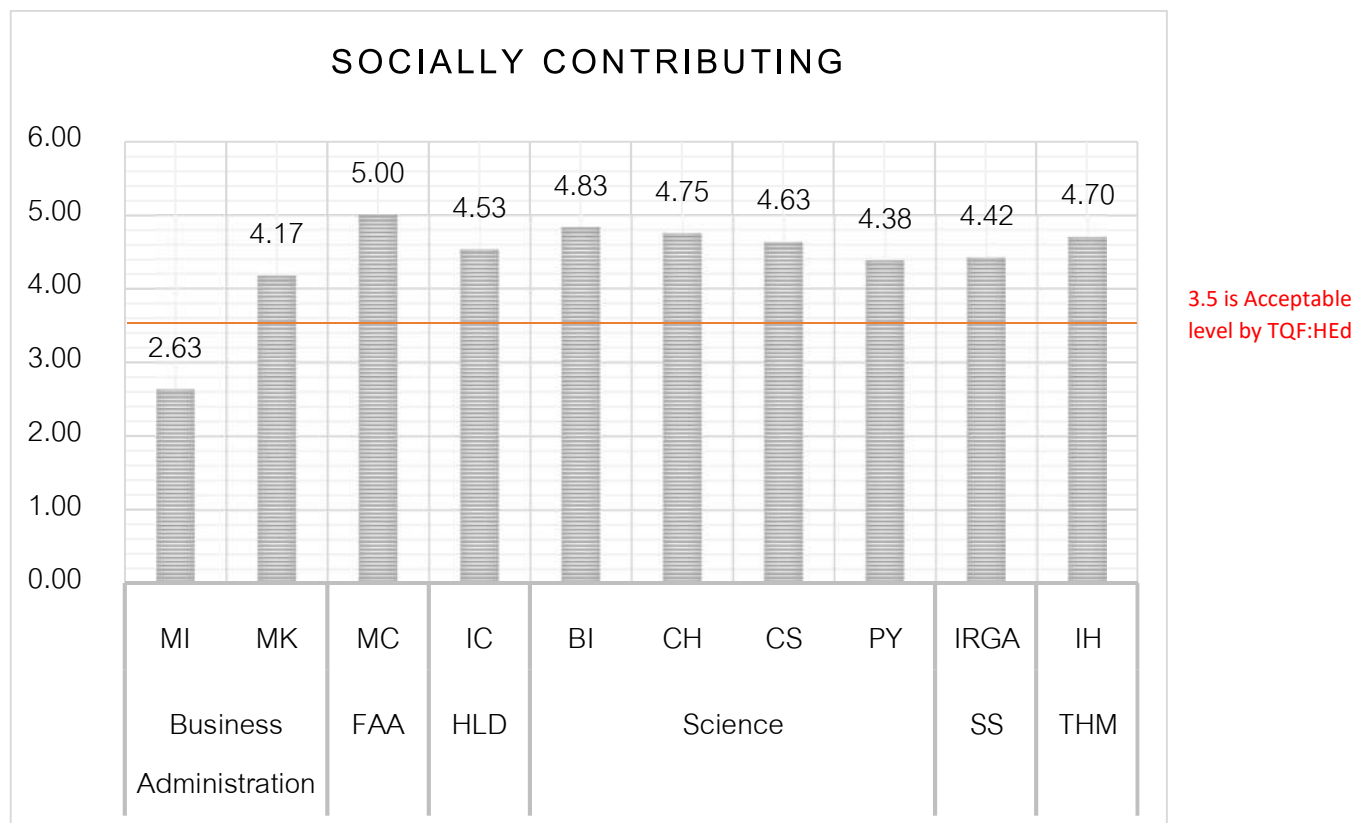
3. Socially Contributing		Satisfaction Level MEAN by Program								
		SS			THM			Overall MUIC		
		IR			IH					
		N= 3		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 28		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD	
1	Graduate follows laws, rules, and regulations of the organization and the society.	4.00	1.00	66.67%	4.80	0.45	100.00%	4.48	0.24	92.86%
2	Graduate takes part in proposing ideas about rules and regulations for living together in a community.	4.33	0.58	100.00%	4.80	0.45	100.00%	4.45	0.30	92.86%
3	Graduate gives warning to people who break rules or regulations that can affect the community at large.	4.33	1.15	66.67%	4.40	0.89	80.00%	4.10	0.43	71.43%
4	Graduate is happy to offer help or suggestion to others to do good things or something useful.	4.67	0.58	100.00%	4.60	0.55	100.00%	4.67	0.31	96.43%
5	Graduate helps and supports others in doing the right thing without waiting to be asked.	4.33	0.58	100.00%	4.80	0.45	100.00%	4.42	0.32	89.29%
6	Graduate takes good care of his/her health to develop his/her strength and to help other people more effectively.	4.33	1.15	66.67%	4.60	0.55	100.00%	4.24	0.42	71.43%
7	Graduate is sincere to other people and concerned about the benefit of others first.	4.67	0.58	100.00%	4.80	0.45	100.00%	4.50	0.27	96.43%
8	Graduate participates in cultural activities or festivals that help preserve Thai cultures or ways of living.	4.67	0.58	100.00%	4.80	0.45	100.00%	4.23	0.32	85.71%
Overall		4.42	0.77	87.50%	4.70	0.53	97.50%	4.40	0.33	87.05%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

3. Socially Contributing		<i>M</i>	<i>SD</i>
i.	Graduate is happy to offer help or suggestion to others to do good things or something useful.	4.67	0.31
ii.	Graduate is sincere to other people and concerned about the benefit of others first.	4.50	0.27
iii.	Graduate follows laws, rules, and regulations of the organization and the society.	4.48	0.24
iv.	Graduate takes part in proposing ideas about rules and regulations for living together in a community.	4.45	0.30
v.	Graduate helps and supports others in doing the right thing without waiting to be asked.	4.42	0.32
vi.	Graduate takes good care of his/her health to develop his/her strength and to help other people more effectively.	4.24	0.42
vii.	Graduate participates in cultural activities or festivals that help preserve Thai cultures or ways of living.	4.23	0.32
viii.	Graduate gives warning to people who break rules or regulations that can affect the community at large.	4.10	0.43
Overall		4.40	0.33

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						FAA			HLD		
		MI			MK			MC			IC		
		N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 4		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Graduate has a strong will to achieve his/her goals in spite of obstacles.	1.00	-	0.00%	4.75	0.50	100.00%	5.00	-	100.00%	4.75	0.50	100.00%
2	Graduate does not procrastinate; planning well in advance about what and when to get things done appropriately.	1.00	-	0.00%	4.50	0.58	100.00%	5.00	-	100.00%	4.25	0.50	100.00%
3	Graduate tries to learn and improve what he/she does to make it more effective.	2.00	-	0.00%	4.50	0.58	100.00%	5.00	-	100.00%	4.50	0.58	100.00%
4	Graduate chooses to work in a profession that allows he/she to offer good deeds to the society and the country.	2.00	-	0.00%	4.00	1.00	50.00%	5.00	-	100.00%	4.75	0.50	100.00%
5	Graduate can make a decision and solve problems in a rational way.	2.00	-	0.00%	4.25	0.50	100.00%	5.00	-	100.00%	4.25	0.50	100.00%
6	Graduate can develop and make use of his/her knowledge to understand new concepts that he/she has not learnt before.	3.00	-	0.00%	4.25	0.96	75.00%	5.00	-	100.00%	4.50	0.58	100.00%
7	When graduate is in a crisis or a critical situation, graduate can face the problem without making himself/herself or others suffer.	2.00	-	0.00%	4.00	0.82	75.00%	5.00	-	100.00%	4.50	0.58	100.00%
8	When an unexpected situation occurs, graduate can still be in good control of himself/herself.	3.00	-	0.00%	4.50	0.58	100.00%	5.00	-	100.00%	4.25	0.50	100.00%
Overall		2.00	-	0.00%	4.34	0.69	87.50%	5.00	-	100.00%	4.47	0.53	100.00%

Table 15: (Continued)

4. Entrepreneurially Minded		Satisfaction Level MEAN by Program											
		Science											
		BI			CH			CS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5
		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	-	100.00%	5.00	-	100.00%	4.86	0.38	100.00%	5.00	-	100.00%
2	Graduate does not procrastinate; planning well in advance about what and when to get things done appropriately.	5.00	-	100.00%	5.00	-	100.00%	4.71	0.49	100.00%	5.00	-	100.00%
3	Graduate tries to learn and improve what he/she does to make it more effective.	5.00	-	100.00%	5.00	-	100.00%	4.86	0.38	100.00%	5.00	-	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	-	100.00%	5.00	-	100.00%	4.67	0.52	85.71%	5.00	-	100.00%
5	Graduate can make a decision and solve problems in a rational way.	4.00	-	100.00%	4.00	-	100.00%	4.71	0.49	100.00%	4.00	-	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	-	100.00%	5.00	-	100.00%	4.86	0.38	100.00%	5.00	-	100.00%
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	-	100.00%	5.00	-	100.00%	4.57	0.79	85.71%	5.00	-	100.00%
8	When an unexpected situation occurs, graduate can still be in good control of himself/herself.	4.00	-	100.00%	4.00	-	100.00%	4.83	0.41	85.71%	4.00	-	100.00%
Overall		4.75	-	100.00%	4.75	-	100.00%	4.76	0.48	94.64%	4.75	-	100.00%

Table 15: (Continued)

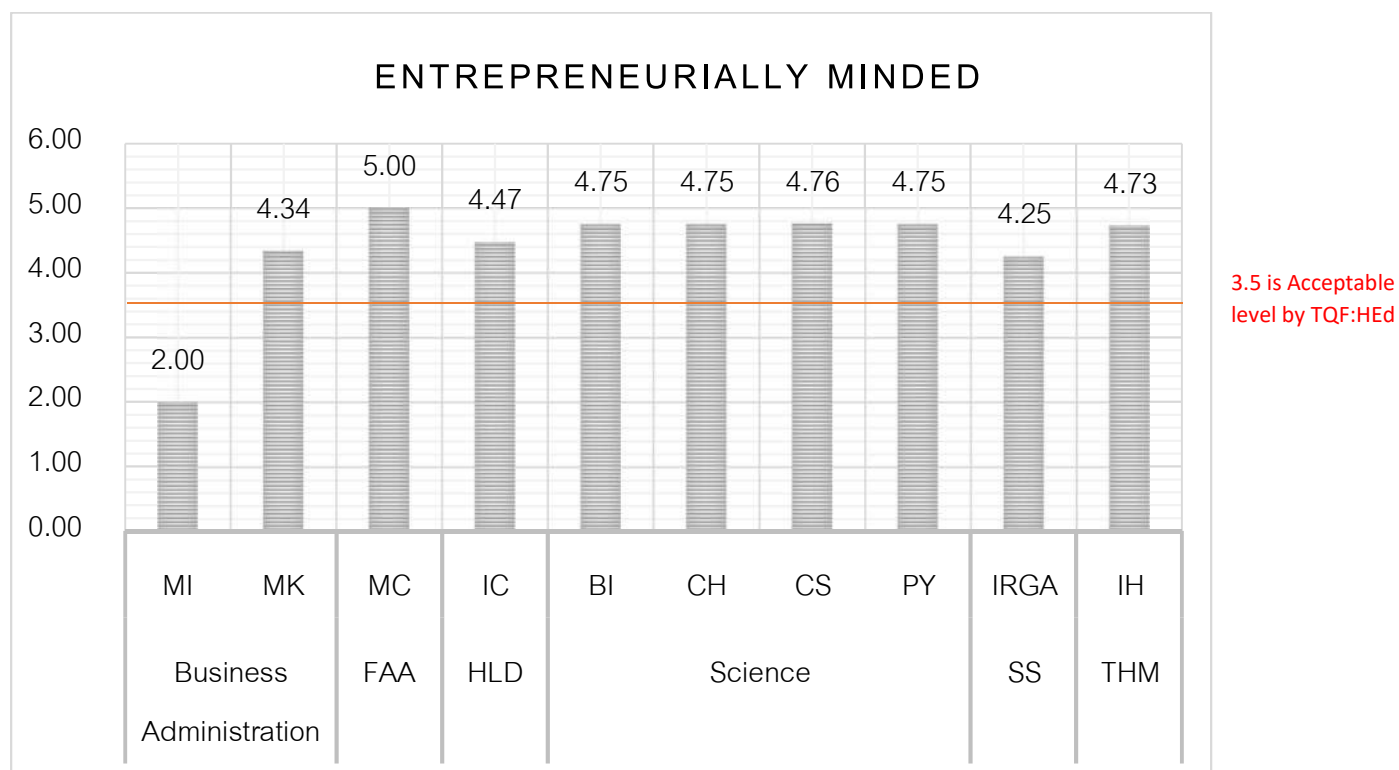
4. Entrepreneurially Minded		Satisfaction Level MEAN by Program								
		SS			THM			Overall MUIC		
		IR			IH					
		N= 3		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 28		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD	
1	Graduate has a strong will to achieve his/her goals in spite of obstacles.	4.67	0.58	100.00%	4.80	0.45	100.00%	4.48	0.24	96.43%
2	Graduate does not procrastinate; planning well in advance about what and when to get things done appropriately.	4.67	0.58	100.00%	4.80	0.45	100.00%	4.39	0.26	96.43%
3	Graduate tries to learn and improve what he/she does to make it more effective.	4.67	0.58	100.00%	4.80	0.45	100.00%	4.53	0.26	96.43%
4	Graduate chooses to work in a profession that allows he/she to offer good deeds to the society and the country.	4.00	1.00	66.67%	4.60	0.55	100.00%	4.40	0.36	82.14%
5	Graduate can make a decision and solve problems in a rational way.	3.67	1.15	33.33%	4.60	0.55	100.00%	4.05	0.32	89.29%
6	Graduate can develop and make use of his/her knowledge to understand new concepts that he/she has not learnt before.	4.00	1.00	66.67%	4.80	0.45	100.00%	4.54	0.34	89.29%
7	When graduate is in a crisis or a critical situation, graduate can face the problem without making himself/herself or others suffer.	4.67	0.58	100.00%	4.80	0.45	100.00%	4.45	0.32	89.29%
8	When an unexpected situation occurs, graduate can still be in good control of himself/herself.	3.67	1.15	33.33%	4.60	0.55	100.00%	4.19	0.32	85.71%
Overall		4.25	0.83	75.00%	4.73	0.48	100.00%	4.38	0.30	90.63%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

4. 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.	4.54	0.34
ii.	Graduate tries to learn and improve what he/she does to make it more effective.	4.53	0.26
iii.	Graduate has a strong will to achieve his/her goals in spite of obstacles.	4.48	0.24
iv.	When graduate is in a crisis or a critical situation, graduate can face the problem without making himself/herself or others suffer.	4.45	0.32
v.	Graduate chooses to work in a profession that allows he/she to offer good deeds to the society and the country.	4.40	0.36
vi.	Graduate does not procrastinate; planning well in advance about what and when to get things done appropriately.	4.39	0.26
vii.	When an unexpected situation occurs, graduate can still be in good control of himself/herself.	4.19	0.32
viii.	Graduate can make a decision and solve problems in a rational way.	4.05	0.32
Overall		4.38	0.30

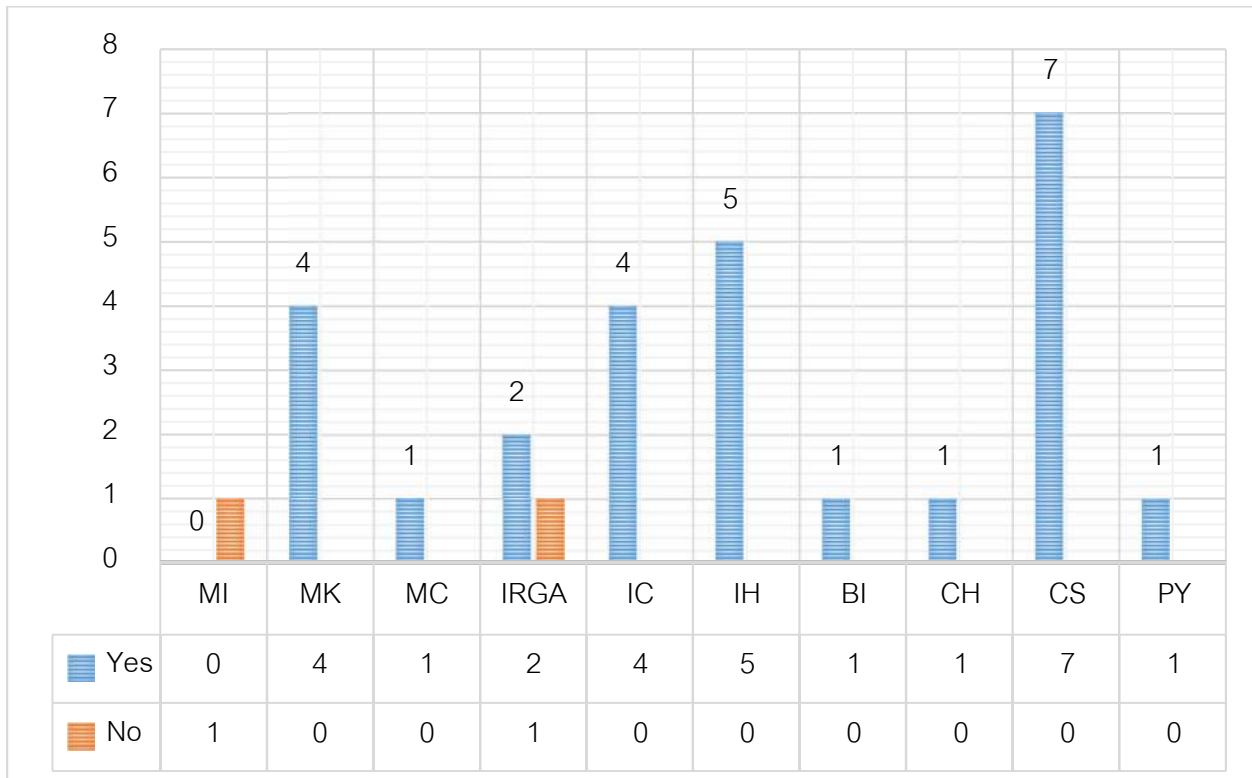
Figure 14: Comparison of Mean Scores for Entrepreneurially Minded by Program



❖ 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 = 28)



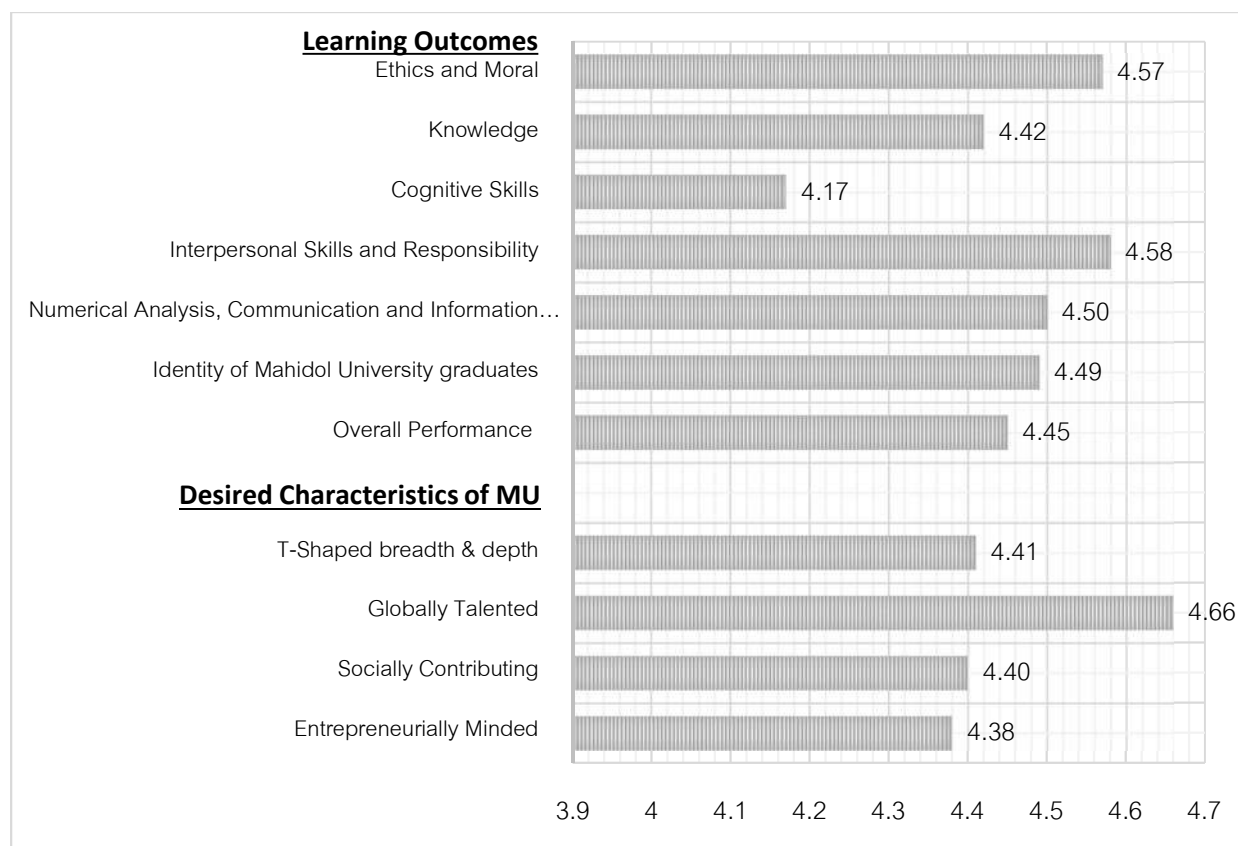
CHAPTER IV

Summary

The survey on the satisfaction of Mahidol University International College graduates' supervisors, employers, or advisors for the Academic Year 2023-2024 was conducted with the response rate of 3.35% (28 questionnaires completed and returned by graduates' employers and advisors out of the total of 837 graduates of the academic year 2022-2023.) Most of the graduates who were evaluated studied in Computer Science 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 a score for the overall satisfaction of the graduates' users according to the program learning outcomes at **4.45** out of 5.00. The college also received the average score for the desired characteristics of Mahidol University at **4.46** out of 5.00.

Regarding the employers' and advisor's recommendations and suggestions, it seemed that the employers and the advisors were satisfied with the MUIC graduates' work performance and skills, especially with English communication, open-minded attitude, and learning ability. However, in the employers' and advisors' opinions, they thought that the MUIC graduates need to have more soft skills, and also practical work skills.

Finally, 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.