

A REPORT ON THE SATISFACTION OF MAHIDOL UNIVERSITY INTERNATIONAL COLLEGE GRADUATES' SUPERVISORS, EMPLOYERS, OR ADVISORS **2024**

Academic Year 2024-2025

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 2024-2025, 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
 CHAPTER I	
Introduction	
Rationale	1
Objectives	1
Framework	2
Expectations	2
Keywords	2
 CHAPTER II	
Research Methods	
Population	4
Tool	4
Data Collection	5
Data Analysis	5
 CHAPTER III	
Results	
Part I: General Information	
● Graduates and Response Rate	7
● Types of Organization and Institution of the Graduates	8
● Duration of Work of the Graduates	9
Part II: Satisfaction with the MUIC Graduates' Performance and Abilities	
● Knowledge	10
● Skills	14
● Ethics	18
● Personal Characteristics/Identity of Mahidol University Graduates	21
● Overall Performance of Mahidol University International College graduates	25

TABLE OF CONTENTS (CONTINUED)

	Page
● The Satisfaction on Making the Hiring Decision Mahidol University International College Graduates into the Organization or the Institution	28
CHAPTER IV	
Summary of Survey	29

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 domains: knowledge, skills, ethics, and personal characteristics/identity of Mahidol University graduates 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 current demands. 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 2024-2025 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 2023-2024. 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 2024-2025 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
■ FAA	Fine and Applied Arts Division
■ 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 999 graduates of the academic year 2023-2024.

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 length of time the graduate has worked at the organization.
- Part 2: **The Supervisor, Employer, or Advisor's Satisfaction with the MUIC Graduates' Performance and Abilities**, including four 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 4 aspects:

- Knowledge
 - Skills
 - Ethics
 - Personal Characteristics/Identity of Mahidol University Graduates
- Part 3: Other comments and suggestions including 3 parts: Outstanding qualities of the MUIC graduate and Areas for the MUIC Graduate to enhance.

Data Collection:

1. A Survey on the Satisfaction of Mahidol University Graduates' Supervisor, Employer, or Advisor for the Academic Year 2024-2025 was sent to the employer or advisor of the MUIC graduates at the beginning of January, 2025 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 2024-2025 are divided into 3 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 Period of Work Experience

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

- 2.1 Knowledge
- 2.2 Skills
- 2.3 Ethics
- 2.4 Personal Characteristics/Identity of Mahidol University Graduates
- 2.5 Overall Performance of the Mahidol University International College Graduate

Part III: Other Comments and Suggestions

- 4.1 Outstanding Qualities of the Mahidol University International College Graduates
- 4.2 Areas for the MUIC Graduate to enhance
- 4.3 Satisfaction on Making the Hiring Decision Mahidol University International College Graduates into the Organization

Part I: General Information

❖ Graduates (2023-2024) and Response Rate for Annual Report (2024-2025)

Table 1: Number of the Graduates (2023-2024) and the Graduates' Employer/Advisor
Response Rate for Annual Report (2024-2025)

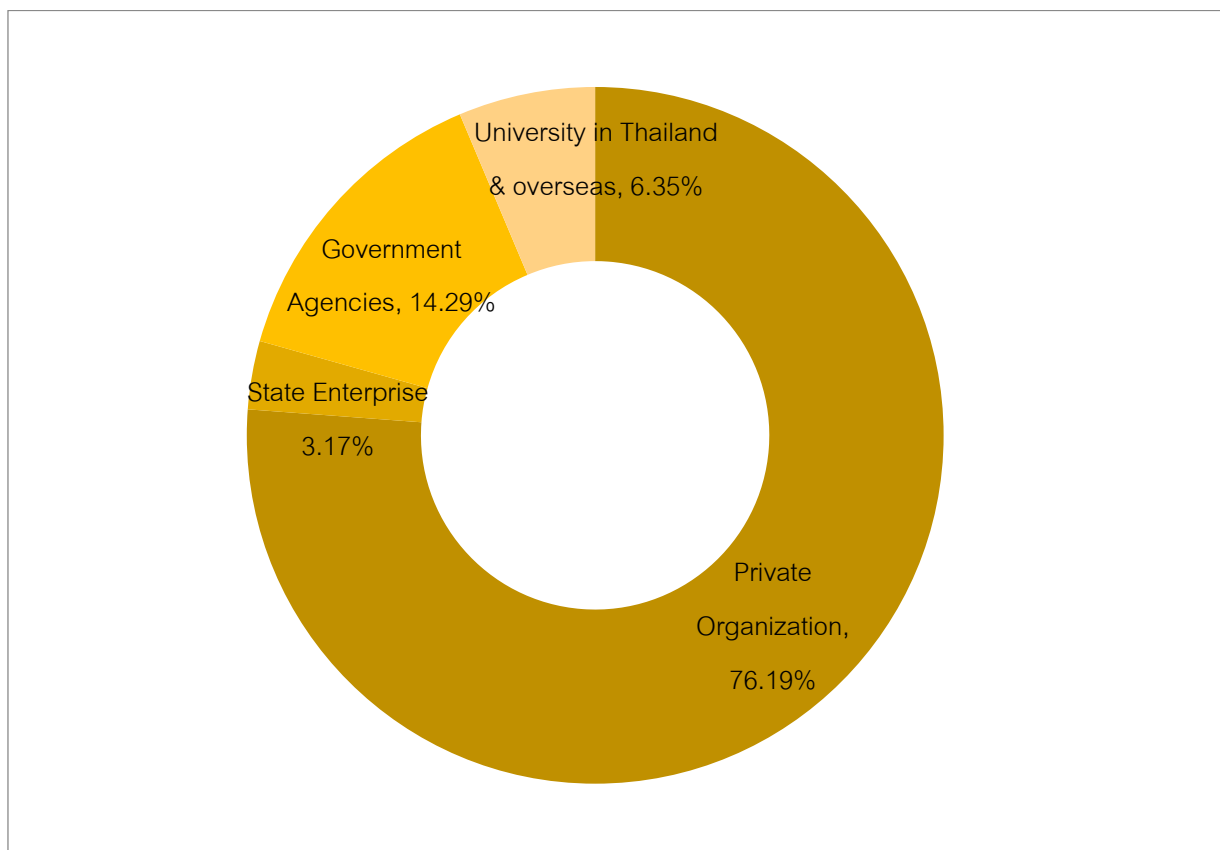
Major/Div.	N of Graduates_66	N of Respondents	% of response rate (within Major/Div)
BE	37	2	5.41%
MF	108	3	2.78%
MI	163	7	4.29%
MK	107	3	2.80%
Total BA	415	15	3.61%
CD	79	2	2.53%
MC	104	3	2.88%
Total FAA	183	5	2.73%
AM	2	1	50.00%
BI	53	1	1.89%
CH	9	1	11.11%
CI	6	0	0.00%
CS	46	5	10.87%
EN	3	0	0.00%
FS	24	1	4.17%
PY	5	2	40.00%
Total SCI	148	11	7.43%
IC (HLD)	62	4	6.45%
IR (SS)	118	21	17.80%
IH (THM)	73	7	9.59%
MUIC	999	63	6.31%

❖ 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	%
Employed		
Private Organization	48	76.19%
State Enterprise	2	3.17%
Government Agencies	9	14.29%
Studying		
University in Thailand & overseas	4	6.35%
Total	63	100%

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

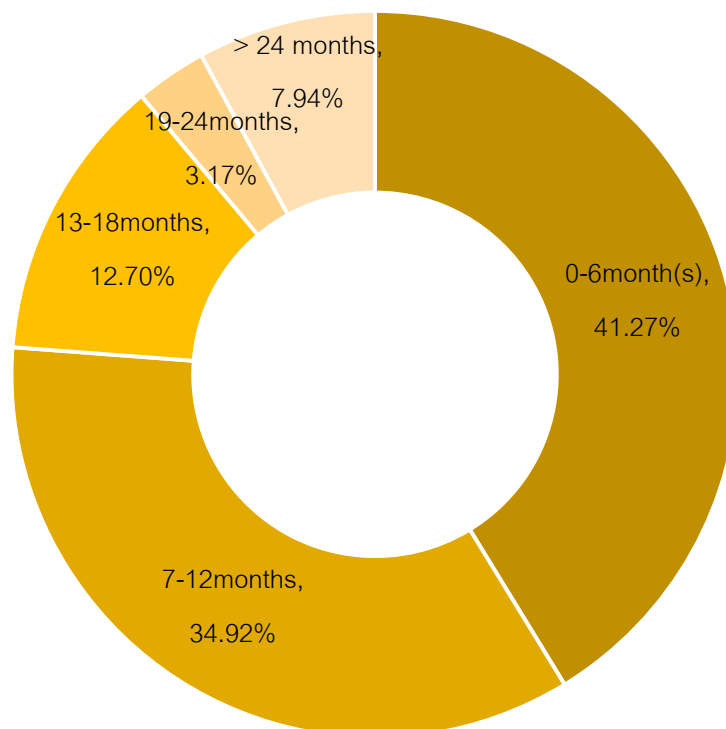


❖ Duration of Work of the Graduates

Table 3: Number for Duration of Work of the Graduates

Duration of Work	N	%
0-6month(s)	26	41.27%
7-12months	22	34.92%
13-18months	8	12.70%
19-24months	2	3.17%
more than 24 months	5	7.94%
Total	63	100%

Figure 2: Percentage for Duration of Work of the Graduates



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

❖ Knowledge

Table 4: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Knowledge

1. Knowledge		Satisfaction Level MEAN by Program																	
		Business Administration												FAA					
		BE			MF			MI			MK			CD			MC		
		N= 2		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD		M	SD		M	SD	
1	The graduate's knowledge and abilities are suitable for his/her work.	4.00	0.00	100.00%	4.67	0.58	100.00%	4.29	0.49	100.00%	4.00	0.00	100.00%	4.50	0.71	100.00%	4.33	1.15	66.67%
2	The graduate can work efficiently and can produce quality output.	4.00	0.00	100.00%	4.00	0.00	100.00%	4.29	0.76	85.71%	4.00	0.00	100.00%	4.00	0.00	100.00%	4.33	1.15	66.67%
3	The graduate is able to apply the knowledge to his/her work.	4.00	0.00	100.00%	4.33	0.58	100.00%	4.14	0.90	71.43%	4.33	0.58	100.00%	4.00	0.00	100.00%	4.67	0.58	100.00%
Overall		4.00	0.00	100.00%	4.33	0.38	100.00%	4.24	0.71	85.71%	4.11	0.19	100.00%	4.17	0.24	100.00%	4.44	0.96	77.78%

Table 4: (Continued)

1. Knowledge		Satisfaction Level MEAN by Program																	
		Science																	
		AM			BI			CH			CS			FS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 1		% 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	The graduate's knowledge and abilities are suitable for his/her work.	5.00	.	100.00%	5.00	.	100.00%	4.00	.	100.00%	4.60	0.55	100.00%	5.00	.	100.00%	5.00	0.00	100.00%
2	The graduate can work efficiently and can produce quality output.	5.00	.	100.00%	5.00	.	100.00%	3.00	.	0.00%	5.00	0.00	100.00%	5.00	.	100.00%	5.00	0.00	100.00%
3	The graduate is able to apply the knowledge to his/her work.	5.00	.	100.00%	5.00	.	100.00%	4.00	.	100.00%	4.60	0.55	100.00%	5.00	.	100.00%	5.00	0.00	100.00%
Overall		5.00	.	100.00%	5.00	.	100.00%	3.67	.	66.67%	4.73	0.37	100.00%	5.00	.	100.00%	5.00	0.00	100.00%

Table 4: (Continued)

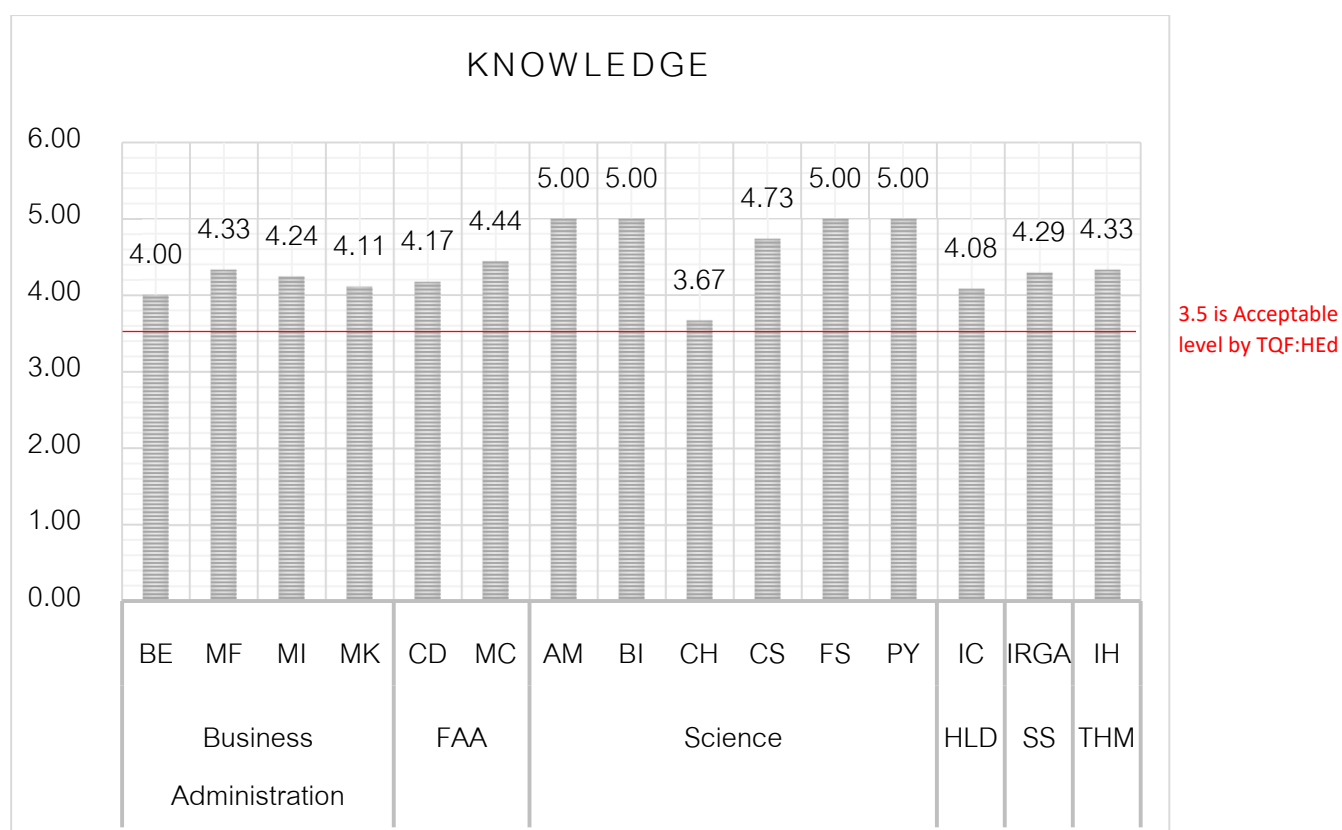
1. Knowledge		Satisfaction Level MEAN by Program											
		HLD			SS			THM			Overall MUIC		
		IC			IR			IH					
		N= 4		% of Satisfaction at level 4&5	N= 21		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 63		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	The graduate's knowledge and abilities are suitable for his/her work.	3.75	0.50	75.00%	4.29	0.64	90.48%	4.29	0.49	100.00%	4.45	0.46	93.65%
2	The graduate can work efficiently and can produce quality output.	4.25	0.50	100.00%	4.29	0.72	85.71%	4.43	0.53	100.00%	4.37	0.33	90.48%
3	The graduate is able to apply the knowledge to his/her work.	4.25	0.50	100.00%	4.29	1.06	90.48%	4.29	0.76	85.71%	4.46	0.50	92.06%
Overall		4.08	0.50	91.67%	4.29	0.81	88.89%	4.33	0.59	95.24%	4.43	0.43	92.06%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

1. Knowledge	M	SD
i. The graduate is able to apply the knowledge to his/her work.	4.46	0.50
ii. The graduate's knowledge and abilities are suitable for his/her work.	4.45	0.46
iii. The graduate can work efficiently and can produce quality output.	4.37	0.33
Overall	4.43	0.43

Figure 3: Comparison of Mean Scores of Graduates' Knowledge by Program



❖ Skills

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

2. Skills		Satisfaction Level MEAN by Program																	
		Business Administration												FAA					
		BE			MF			MI			MK			CD			MC		
		N= 2		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD		M	SD		M	SD	
1	Has self-directed learning skills.	4.50	0.71	50.00%	4.33	0.58	100.00%	4.43	0.53	100.00%	4.00	0.00	100.00%	3.50	0.71	50.00%	4.67	0.58	100.00%
2	Demonstrates creativity and presents new ideas.	4.00	0.00	100.00%	4.00	0.00	100.00%	4.00	1.15	71.43%	4.00	1.00	66.67%	3.50	0.71	50.00%	4.67	0.58	100.00%
3	Able to analyze, reason, and solve problems with critical thinking.	3.50	0.71	50.00%	4.00	0.00	100.00%	4.29	0.49	100.00%	4.33	0.58	100.00%	4.00	1.41	50.00%	4.00	1.00	66.67%
4	Able to communicate effectively in Thai through speaking, writing, and summarizing key ideas.	4.00	0.00	100.00%	4.00	0.00	100.00%	4.14	0.69	85.71%	4.33	1.15	66.67%	3.50	0.71	50.00%	5.00	0.00	100.00%
5	Able to use English or other languages effectively for work and communication.	4.00	0.00	100.00%	4.33	0.58	100.00%	4.57	0.53	100.00%	4.33	0.58	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%
6	Has strong interpersonal skills and can work well with others in both leadership and team member roles.	4.00	1.41	50.00%	4.33	0.58	100.00%	4.57	0.53	100.00%	4.33	1.15	66.67%	3.50	0.71	50.00%	4.67	0.58	100.00%
7	Able to effectively use appropriate information technology in work operations.	4.50	0.71	100.00%	4.67	0.58	100.00%	4.57	0.53	100.00%	4.33	0.58	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%
Overall		4.07	0.51	78.57%	4.24	0.33	100.00%	4.37	0.64	93.88%	4.24	0.72	85.71%	3.86	0.81	64.29%	4.71	0.39	95.24%

Table 5: (Continued)

2. Skills		Satisfaction Level MEAN by Program																	
		Science																	
		AM			BI			CH			CS			FS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 1		% 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	Has self-directed learning skills.	5.00	.	100.00%	5.00	.	100.00%	4.00	.	100.00%	5.00	0.00	100.00%	5.00	.	100.00%	5.00	0.00	100.00%
2	Demonstrates creativity and presents new ideas.	5.00	.	100.00%	5.00	.	100.00%	3.00	.	0.00%	4.60	0.55	100.00%	5.00	.	100.00%	4.00	0.00	100.00%
3	Able to analyze, reason, and solve problems with critical thinking.	5.00	.	100.00%	5.00	.	100.00%	3.00	.	0.00%	4.40	0.55	100.00%	5.00	.	100.00%	4.00	0.00	100.00%
4	Able to communicate effectively in Thai through speaking, writing, and summarizing key ideas.	5.00	.	100.00%	5.00	.	100.00%	5.00	.	100.00%	4.20	0.84	80.00%	5.00	.	100.00%	4.50	0.71	100.00%
5	Able to use English or other languages effectively for work and communication.	5.00	.	100.00%	5.00	.	100.00%	5.00	.	100.00%	4.60	0.55	100.00%	5.00	.	100.00%	4.50	0.71	100.00%
6	Has strong interpersonal skills and can work well with others in both leadership and team member roles.	5.00	.	100.00%	5.00	.	100.00%	5.00	.	100.00%	4.80	0.45	100.00%	5.00	.	100.00%	5.00	0.00	100.00%
7	Able to effectively use appropriate information technology in work operations.	5.00	.	100.00%	5.00	.	100.00%	5.00	.	100.00%	4.80	0.45	100.00%	5.00	.	100.00%	4.00	0.00	100.00%
Overall		5.00	.	100.00%	5.00	.	100.00%	4.29	.	71.43%	4.63	0.48	97.14%	5.00	.	100.00%	4.43	0.20	100.00%

Table 5: (Continued)

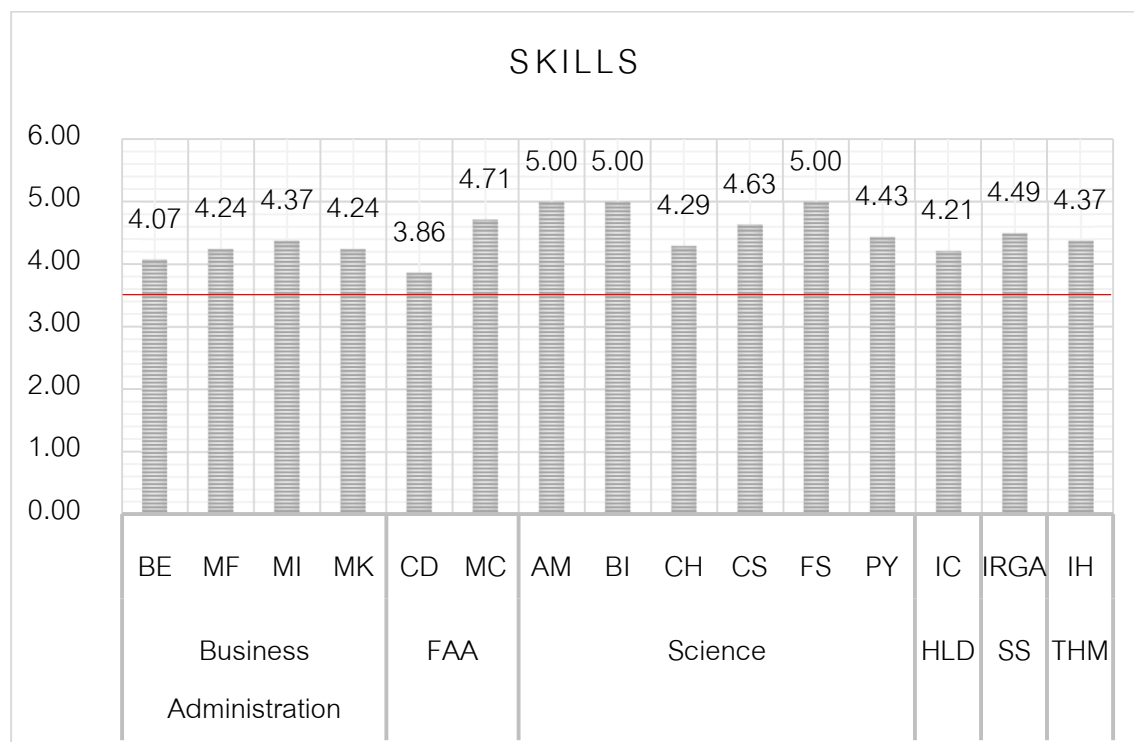
2. Skills		Satisfaction Level MEAN by Program											
		HLD			SS			THM			Overall MUIC		
		IC			IR			IH					
		N= 4		% of Satisfaction at level 4&5	N= 21		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 63		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Has self-directed learning skills.	4.25	0.50	100.00%	4.57	0.60	95.24%	4.29	0.76	85.71%	4.50	0.45	95.24%
2	Demonstrates creativity and presents new ideas.	3.75	0.50	75.00%	4.29	0.85	76.19%	4.14	0.69	85.71%	4.20	0.55	80.95%
3	Able to analyze, reason, and solve problems with critical thinking.	4.00	0.82	75.00%	4.52	0.68	90.48%	4.29	0.49	100.00%	4.22	0.61	88.89%
4	Able to communicate effectively in Thai through speaking, writing, and summarizing key ideas.	4.50	0.58	100.00%	4.43	0.93	80.95%	4.14	0.90	71.43%	4.45	0.59	84.13%
5	Able to use English or other languages effectively for work and communication.	5.00	0.00	100.00%	4.71	0.46	100.00%	4.57	0.53	100.00%	4.67	0.42	100.00%
6	Has strong interpersonal skills and can work well with others in both leadership and team member roles.	4.25	0.96	75.00%	4.38	1.02	85.71%	4.43	0.79	85.71%	4.55	0.74	87.30%
7	Able to effectively use appropriate information technology in work operations.	3.75	0.50	75.00%	4.52	0.60	95.24%	4.71	0.49	100.00%	4.62	0.47	96.83%
Overall		4.21	0.55	85.71%	4.49	0.73	89.12%	4.37	0.66	89.80%	4.46	0.55	90.48%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

2. Skills		M	SD
i.	Able to use English or other languages effectively for work and communication.	4.67	0.42
ii.	Able to effectively use appropriate information technology in work operations.	4.62	0.47
iii.	Has strong interpersonal skills and can work well with others in both leadership and team member roles.	4.55	0.74
iv.	Has self-directed learning skills.	4.50	0.45
v.	Able to communicate effectively in Thai through speaking, writing, and summarizing key ideas.	4.45	0.59
vi.	Able to analyze, reason, and solve problems with critical thinking.	4.22	0.61
vii.	Demonstrates creativity and presents new ideas.	4.20	0.55
Overall		4.46	0.55

Figure 4: Comparison of Mean Scores of Graduates' Skills by Program



3.5 is Acceptable level by TQF:HED

❖ Ethics

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

3. Ethics		Satisfaction Level MEAN by Program																	
		Business Administration											FAA						
		BE			MF			MI			MK			CD			MC		
		N= 2		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD		M	SD		M	SD	
1	Demonstrates good conduct and respects the rules, regulations, and policies of the organization.	4.00	1.41	50.00%	4.67	0.58	100.00%	4.71	0.49	100.00%	4.67	0.58	100.00%	3.50	0.71	50.00%	5.00	0.00	100.00%
2	Possesses honesty, diligence, perseverance, and enthusiasm in work and studies.	4.50	0.71	100.00%	4.67	0.58	100.00%	4.86	0.38	100.00%	4.67	0.58	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%
Overall		4.25	1.06	75.00%	4.67	0.58	100.00%	4.79	0.43	100.00%	4.67	0.58	100.00%	4.00	0.71	75.00%	5.00	0.00	100.00%

Table 6: (Continued)

3. Ethics		Satisfaction Level MEAN by Program																	
		Science																	
		AM			BI			CH			CS			FS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 1		% 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	Demonstrates good conduct and respects the rules, regulations, and policies of the organization.	5.00	.	100.00%	5.00	.	100.00%	5.00	.	100.00%	4.80	0.45	100.00%	5.00	.	100.00%	4.50	0.71	100.00%
2	Possesses honesty, diligence, perseverance, and enthusiasm in work and studies.	5.00	.	100.00%	5.00	.	100.00%	4.00	.	100.00%	4.80	0.45	100.00%	5.00	.	100.00%	4.50	0.71	100.00%
Overall		5.00	.	100.00%	5.00	.	100.00%	4.50	.	100.00%	4.80	0.45	100.00%	5.00	.	100.00%	4.50	0.71	100.00%

Table 6: (Continued)

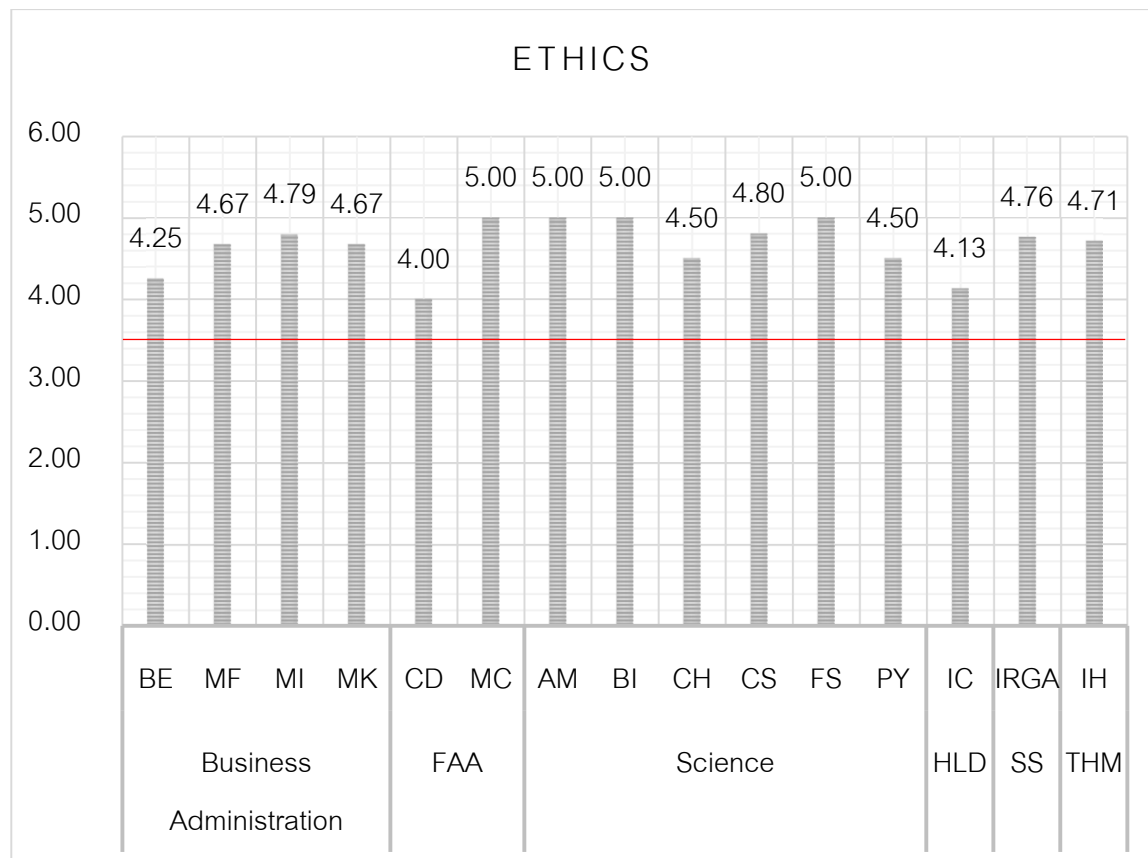
3. Ethics		Satisfaction Level MEAN by Program											
		HLD			SS			THM			Overall MUIC		
		IC			IR			IH					
		N= 4		% of Satisfaction at level 4&5	N= 21		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 63		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Demonstrates good conduct and respects the rules, regulations, and policies of the organization.	4.25	0.96	75.00%	4.71	0.56	95.24%	4.71	0.49	100.00%	4.64	0.63	93.65%
2	Possesses honesty, diligence, perseverance, and enthusiasm in work and studies.	4.00	0.82	75.00%	4.81	0.40	100.00%	4.71	0.49	100.00%	4.67	0.53	98.41%
Overall		4.13	0.89	75.00%	4.76	0.48	97.62%	4.71	0.49	100.00%	4.65	0.58	96.03%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

3. Ethics	M	SD
i. Possesses honesty, diligence, perseverance, and enthusiasm in work and studies.	4.67	0.53
ii. Demonstrates good conduct and respects the rules, regulations, and policies of the organization.	4.64	0.63
Overall MUIC	4.65	0.58

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



3.5 is Acceptable level by TQF:HEd

❖ Personal Characteristics/Identity of Mahidol University Graduates

Table 7: Mean and Percentage of Employers' and Advisors' Satisfaction with Graduates' Personal Characteristics/Identity of Mahidol University Graduates

4. Personal Characteristics/Identity of Mahidol University Graduates		Satisfaction Level MEAN by Program																	
		Business Administration												FAA					
		BE			MF			MI			MK			CD			MC		
		N= 2		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD		M	SD		M	SD	
1	Upholds the common good and actively participates in organizational or community activities on a regular basis.	4.50	0.71	100.00%	4.67	0.58	100.00%	4.71	0.49	100.00%	4.67	0.58	100.00%	4.00	1.41	50.00%	5.00	0.00	100.00%
2	Has responsibility for the community and society.	4.50	0.71	100.00%	4.33	0.58	100.00%	4.71	0.49	100.00%	4.67	0.58	100.00%	4.00	1.41	50.00%	5.00	0.00	100.00%
3	Demonstrates a service mindset with a focus on providing quality service to others.	4.00	0.00	100.00%	4.33	0.58	100.00%	4.43	0.79	85.71%	4.67	0.58	100.00%	3.50	0.71	50.00%	4.67	0.58	100.00%
4	Continuously develops oneself in knowledge, body, and mind.	5.00	0.00	100.00%	4.00	0.00	100.00%	4.29	0.76	85.71%	4.67	0.58	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%
5	The graduate maintains good physical health.	5.00	0.00	100.00%	4.33	0.58	100.00%	4.29	0.95	71.43%	4.67	0.58	100.00%	4.50	0.71	100.00%	5.00	0.00	100.00%
6	Demonstrates appropriate thinking and decision-making skills.	4.50	0.71	100.00%	4.00	0.00	100.00%	4.29	0.76	85.71%	3.67	0.58	66.67%	4.00	0.00	100.00%	4.00	1.00	66.67%
Overall		4.58	0.35	100.00%	4.28	0.38	100.00%	4.45	0.70	88.10%	4.50	0.58	94.44%	4.08	0.82	75.00%	4.78	0.26	94.44%

Table 7: (Continued)

4. Personal Characteristics/Identity of Mahidol University Graduates		Satisfaction Level MEAN by Program																	
		Science																	
		AM			BI			CH			CS			FS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 1		% 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	Upholds the common good and actively participates in organizational or community activities on a regular basis.	5.00	.	100.00%	5.00	.	100.00%	4.00	.	100.00%	4.40	0.55	100.00%	5.00	.	100.00%	5.00	0.00	100.00%
2	Has responsibility for the community and society.	5.00	.	100.00%	5.00	.	100.00%	5.00	.	100.00%	4.60	0.55	100.00%	5.00	.	100.00%	4.50	0.71	100.00%
3	Demonstrates a service mindset with a focus on providing quality service to others.	5.00	.	100.00%	5.00	.	100.00%	5.00	.	100.00%	4.40	0.55	100.00%	5.00	.	100.00%	5.00	0.00	100.00%
4	Continuously develops oneself in knowledge, body, and mind.	5.00	.	100.00%	5.00	.	100.00%	4.00	.	100.00%	4.60	0.55	100.00%	5.00	.	100.00%	5.00	0.00	100.00%
5	The graduate maintains good physical health.	5.00	.	100.00%	5.00	.	100.00%	5.00	.	100.00%	4.20	0.84	80.00%	5.00	.	100.00%	3.00	0.00	0.00%
6	Demonstrates appropriate thinking and decision-making skills.	5.00	.	100.00%	5.00	.	100.00%	3.00	.	0.00%	4.60	0.55	100.00%	5.00	.	100.00%	4.50	0.71	100.00%
Overall		5.00	.	100.00%	5.00	.	100.00%	4.33	.	83.33%	4.47	0.60	96.67%	5.00	.	100.00%	4.50	0.24	83.33%

Table 7: (Continued)

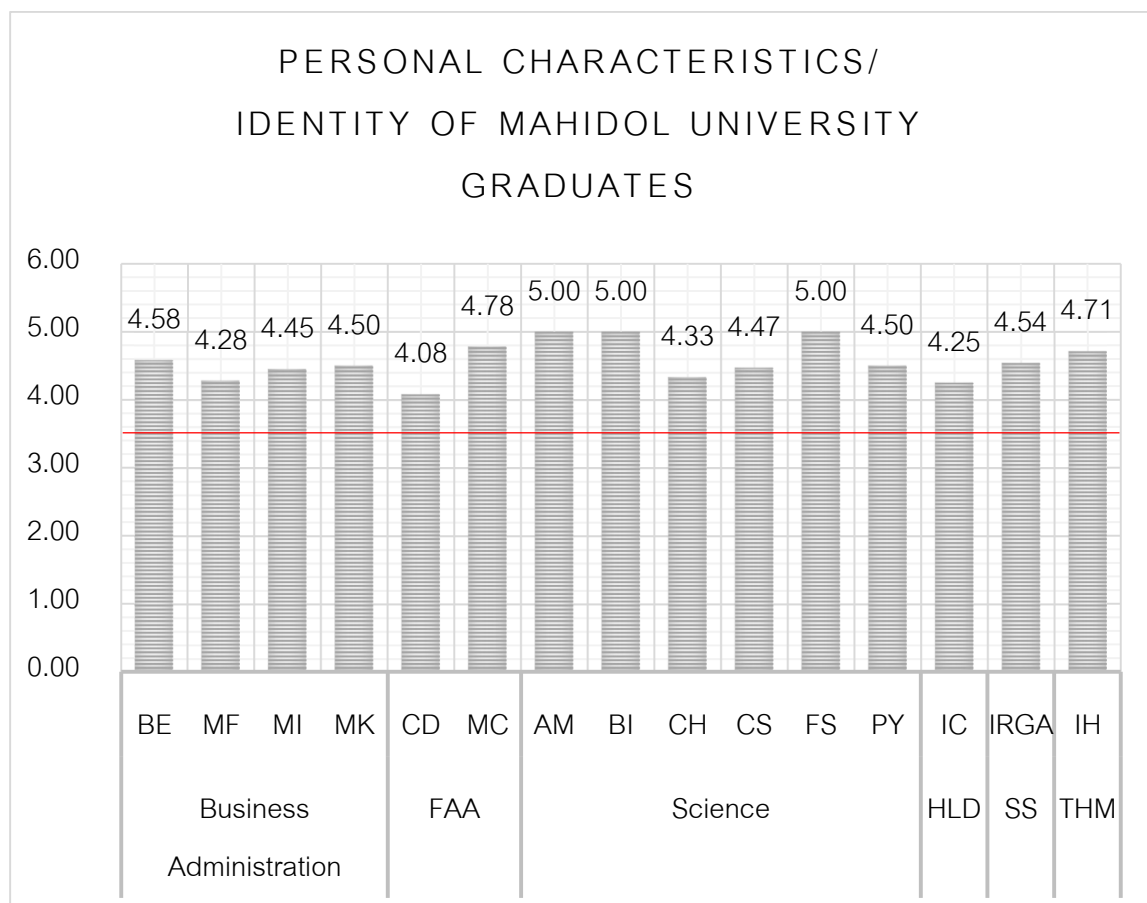
4. Personal Characteristics/Identity of Mahidol University Graduates		Satisfaction Level MEAN by Program											
		HLD			SS			THM			Overall MUIC		
		IC			IR			IH					
		N= 4		% of Satisfaction at level 4&5	N= 21		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 63		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD	
1	Upholds the common good and actively participates in organizational or community activities on a regular basis.	4.25	0.50	100.00%	4.62	0.59	95.24%	4.71	0.49	100.00%	4.64	0.54	96.83%
2	Has responsibility for the community and society.	4.25	0.50	100.00%	4.48	0.60	95.24%	4.71	0.49	100.00%	4.65	0.60	96.83%
3	Demonstrates a service mindset with a focus on providing quality service to others.	4.25	0.50	100.00%	4.52	0.68	90.48%	4.71	0.49	100.00%	4.57	0.49	93.65%
4	Continuously develops oneself in knowledge, body, and mind.	4.00	0.00	100.00%	4.62	0.50	100.00%	4.71	0.49	100.00%	4.63	0.32	98.41%
5	The graduate maintains good physical health.	4.75	0.50	100.00%	4.62	0.59	95.24%	4.71	0.49	100.00%	4.60	0.48	90.48%
6	Demonstrates appropriate thinking and decision-making skills.	4.00	0.00	100.00%	4.38	0.92	80.95%	4.71	0.49	100.00%	4.31	0.52	87.30%
Overall		4.25	0.33	100.00%	4.54	0.65	92.86%	4.71	0.49	100.00%	4.57	0.49	93.92%

MUIC Average Rating Score:

(Rank from the highest mean score to the lowest)

4. Personal Characteristics/Identity of Mahidol University Graduates	M	SD
i. Has responsibility for the community and society.	4.65	0.60
ii. Upholds the common good and actively participates in organizational or community activities on a regular basis.	4.64	0.54
iii. Continuously develops oneself in knowledge, body, and mind.	4.63	0.32
iv. The graduate maintains good physical health.	4.60	0.48
v. Demonstrates a service mindset with a focus on providing quality service to others.	4.57	0.49
vi. Demonstrates appropriate thinking and decision-making skills.	4.31	0.52
Overall	4.57	0.49

Figure 6: Comparison of Mean Score for Graduates' Personal Characteristics/Identity of Mahidol University Graduates by Program



❖ Overall Performance of the Mahidol University International College Graduates

Table 8: Mean and Percentage of Employers' and Advisors' Satisfaction with Overall Performance of the Mahidol University International College Graduates

5. Overall performance of Mahidol University International College graduates		Satisfaction Level MEAN by Program																	
		Business Administration												FAA					
		BE			MF			MI			MK			CD			MC		
		N= 2		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5	N= 2		% of Satisfaction at level 4&5	N= 3		% of Satisfaction at level 4&5
		M	SD		M	SD		M	SD		M	SD		M	SD		M	SD	
1	Overall performance of Mahidol University International College graduates	4.50	0.71	100.00%	4.67	0.58	100.00%	4.57	0.53	100.00%	4.33	0.58	100.00%	4.00	0.00	100.00%	4.33	1.15	66.67%
Overall		4.50	0.71	100.00%	4.67	0.58	100.00%	4.57	0.53	100.00%	4.33	0.58	100.00%	4.00	0.00	100.00%	4.33	1.15	66.67%

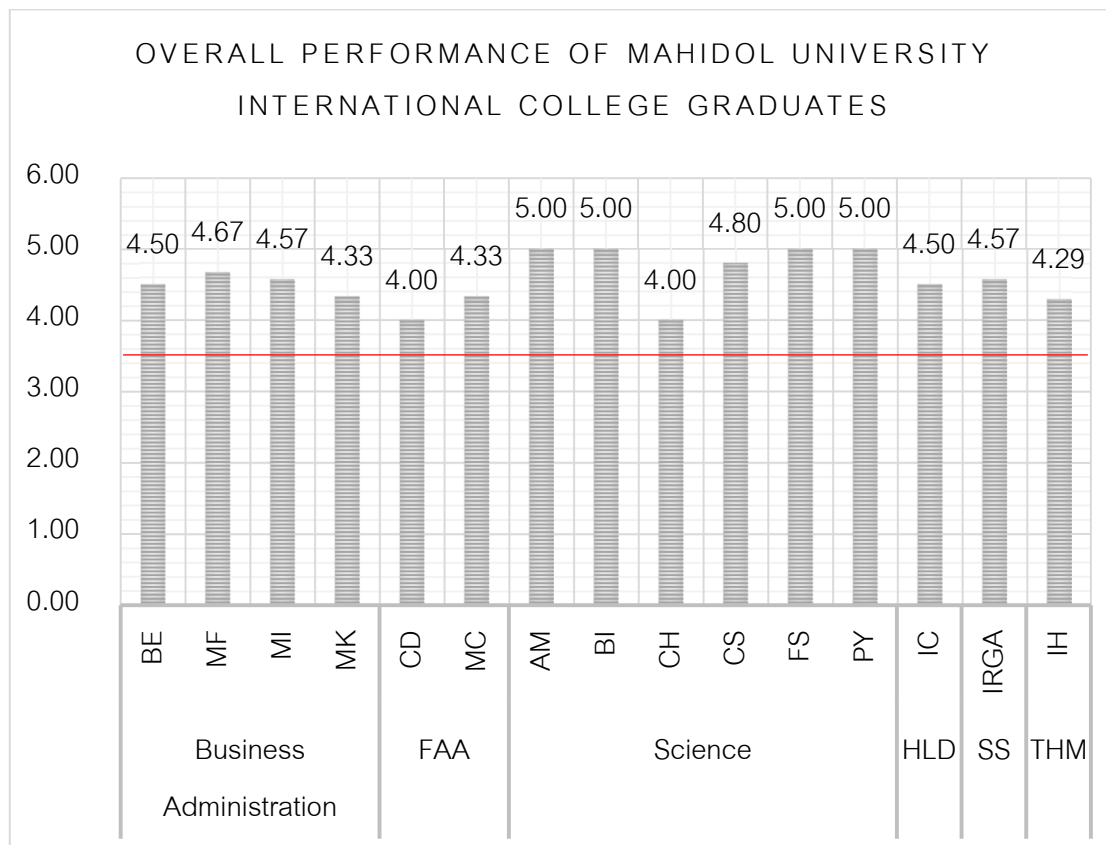
Table 8: (Continued)

5. Overall performance of Mahidol University International College graduates		Satisfaction Level MEAN by Program																	
		Science																	
		AM			BI			CH			CS			FS			PY		
		N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 1		% of Satisfaction at level 4&5	N= 5		% of Satisfaction at level 4&5	N= 1		% 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	Overall performance of Mahidol University International College graduates	5.00	.	100.00%	5.00	.	100.00%	4.00	.	100.00%	4.80	0.45	100.00%	5.00	.	100.00%	5.00	0.00	100.00%
Overall		5.00	.	100.00%	5.00	.	100.00%	4.00	.	100.00%	4.80	0.45	100.00%	5.00	.	100.00%	5.00	0.00	100.00%

Table 8: (Continued)

5. Overall performance of Mahidol University International College graduates			Satisfaction Level MEAN by Program											
			HLD		SS			THM			Overall MUIC			
			IC		IR			IH						
			N= 4		% of Satisfaction at level 4&5	N= 21		% of Satisfaction at level 4&5	N= 7		% of Satisfaction at level 4&5	N= 63		% of Satisfaction at level 4&5
			M	SD		M	SD		M	SD		M	SD	
1	Overall performance of Mahidol University International College graduates		4.50	0.58	100.00%	4.57	0.68	90.48%	4.29	0.49	100.00%	4.57	0.52	95.24%
Overall			4.50	0.58	100.00%	4.57	0.68	90.48%	4.29	0.49	100.00%	4.57	0.52	95.24%

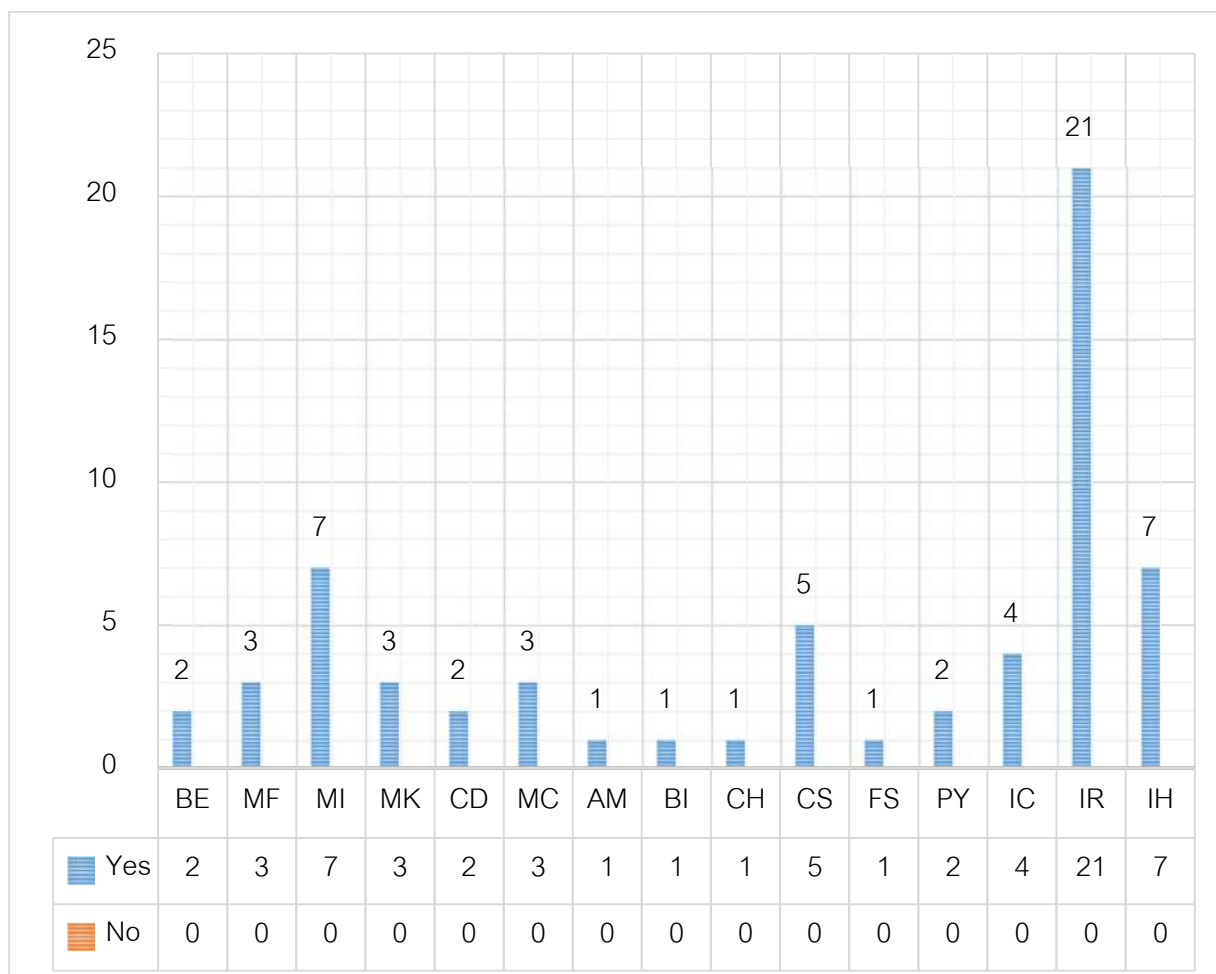
Figure 7: Comparison of Mean Scores of Overall Performance of Mahidol University International College Graduates by Program



❖ 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 8: Number of Employer Responses to Decide Again Whether or Not to Employ the MUIC Graduates for the Organization (N = 63)



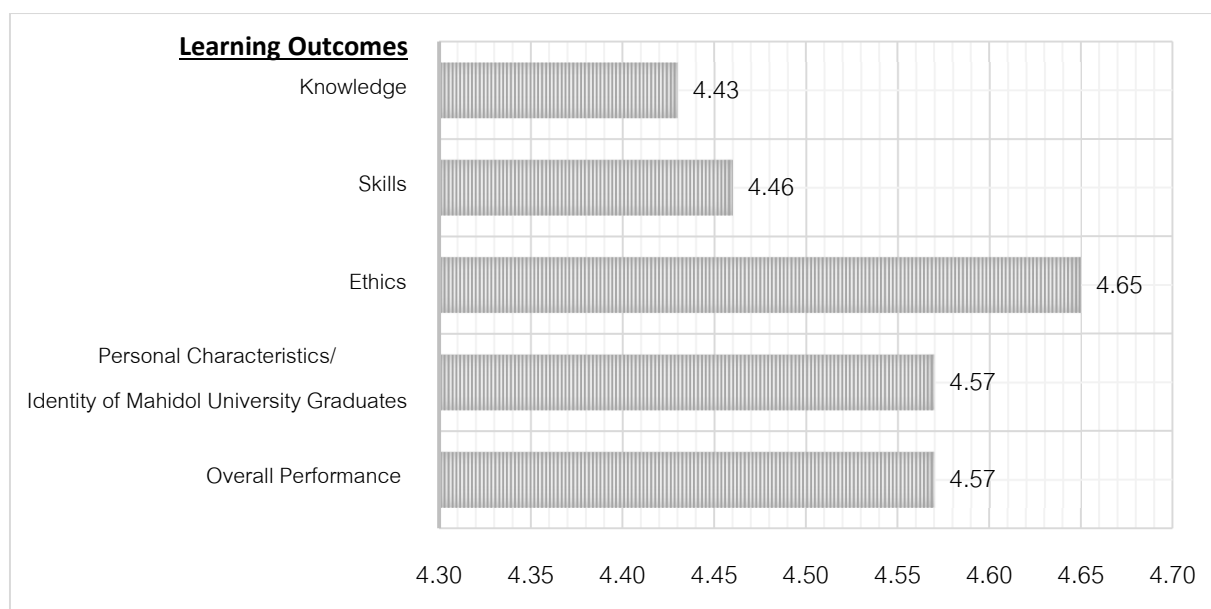
CHAPTER IV

Summary

The survey on the satisfaction of Mahidol University International College graduates' supervisors, employers, or advisors for the Academic Year 2024-2025 was conducted with the response rate of 6.31% (63 questionnaires completed and returned by graduates' employers and advisors out of the total of 999 graduates of the academic year 2023-2024.) Most of the graduates who were evaluated studied in International Relationships and Global Affairs Program. The majority of them hired in private organizations.

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 9: Comparison of MUIC Mean Scores in Each Aspect of Learning Outcomes 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 4.54 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, social skills, communication skills in the workplace 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.