# About the results of the survey "Evaluation of the integrated management system"

Acting Chief
Center for Management Systems
Melnik D.E.

- In the 2023-2024 academic year, the survey was conducted from November 28 to December 13, 2023.

- Respondents are full-time teaching staff.

- 237 people (91%) took part in the survey

  The total number of full-time teaching staff declared for 5 schools and 2 centers is 260 people.

- The purpose of the survey is to assess the functioning of the integrated management system

1. Have you undergone training in ISM?

56(24%)

145(55%)

62(21%)
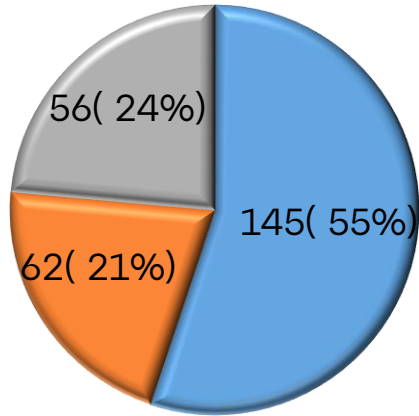
- Yes, according to the quality management system (QMS) according to the ISO 9001:2015 standard
- Yes, according to the anti-corruption Management System (ACMS) according to the ISO 37001:2016 standard
- No

2. Please list the problems that you personally encountered during the ISM training process? (182 answers out of 237)

- Did not undergo training (5)

- Large volume of information and number of documents (2)

- The university's regulatory documents do not always clearly spell out actions (for example, the situation with "activists" - their official status, on the basis of which ratings are extended, etc.)

- For some positions, there was a lack of specification of the tasks set

- Non-compliance of the current QMS with the requirements of the standard

- Provision of technical means

- Lack of practical application

- Few practical examples

- Lack of time

- There were no problems, I didn't encounter any, no, everything is fine (168)

3

3. Has the ISM brought about positive changes in the work of your department (dean's office) and its employees?

174 (73%)

25 (11%)

38 (16%)

- Yes
- no
- I find it difficult to answer

Comments for "I don't know"

- There are some challenges with paper reduction that still need to be improved.
- The emergence of additional work
- Did not undergo training (2)
- I can't really feel the changes
- Lack of analysis
- I find it difficult to answer due to lack of information.
- I think that the implementation contributed to the strategic development and effective organization of quality management
- Rakhymberdina M.E. has not yet assigned teams .
- There were no problems, it became better, more convenient (10)

4. In your opinion, does the university management support ISM at the proper level?

186 (78%)

19 (8%)

32 (14%)

■ Yes ■ no ■ I find it difficult to answer
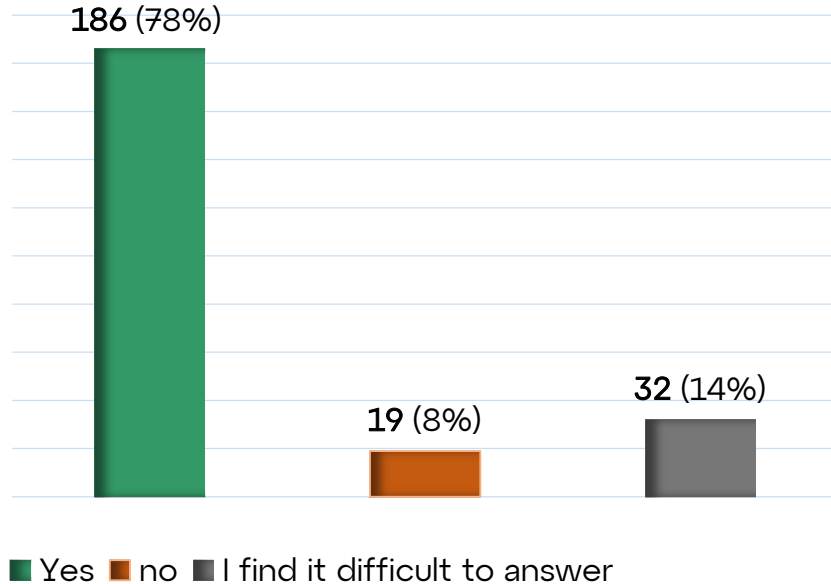
Responses for "I don't know"

- Job descriptions have not been updated

- I find it difficult to answer due to lack of information.

- I don't have enough information to judge this. In general, the issue of clear distribution of duties and responsibility for their implementation requires further development.

- It is used by the university at an effective level. This is due to the fact that the electronic automatic document flow is well implemented

5. In your opinion, the advantages of ISM

It provided an opportunity for employees and teaching staff to freely receive advice, advice related to corruption issues, as well as about their rights and...
- I find it difficult to answer: 68
- No: 10
- Yes: 133
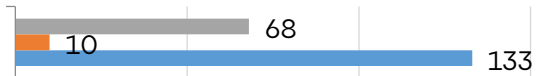
It provided an opportunity for free anonymous information about the facts of corruption
- I find it difficult to answer: 75
- No: 7
- Yes: 129
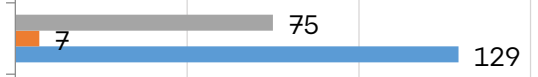
Increased the anti-corruption culture among employees and teaching staff
- I find it difficult to answer: 55
- No: 13
- Yes: 145

Improved the reputation in the eyes of all stakeholders (students, teaching staff, employees, employers)
- I find it difficult to answer: 74
- No: 18
- Yes: 118
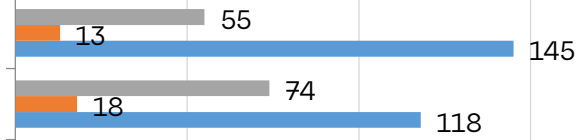
Increased employee loyalty, improved the psychological climate
- I find it difficult to answer: 69
- No: 32
- Yes: 108

It affected the quality of students' knowledge
- I find it difficult to answer: 73
- No: 33
- Yes: 104

Increased the methodological level of teaching staff
- I find it difficult to answer: 58
- No: 24
- Yes: 125
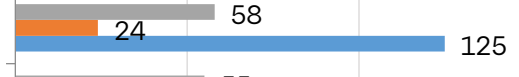
It allowed to increase the main performance indicators of departments, schools and the university as a whole
- I find it difficult to answer: 55
- No: 20
- Yes: 139

It allowed us to quickly eliminate the existing shortcomings in the work
- I find it difficult to answer: 68
- No: 25
- Yes: 118
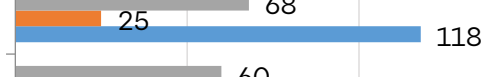
It allowed to clearly allocate responsibilities and powers; to define the goals facing the team
- I find it difficult to answer: 60
- No: 24
- Yes: 128
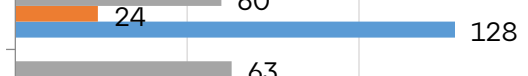
Improved awareness of job responsibilities and rights of university staff and teaching staff
- I find it difficult to answer: 63
- No: 20
- Yes: 130

It helped to make the necessary documentation faster
- I find it difficult to answer: 44
- No: 14
- Yes: 153

I have streamlined the workflow
- I find it difficult to answer: 41
- No: 13
- Yes: 161

Legend:
- I find it difficult to answer
- No
- Yes

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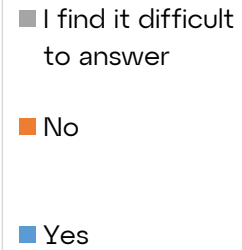
6. Do you take part in the discussion of the Quality Goals and Anti-Corruption Goals of your division?
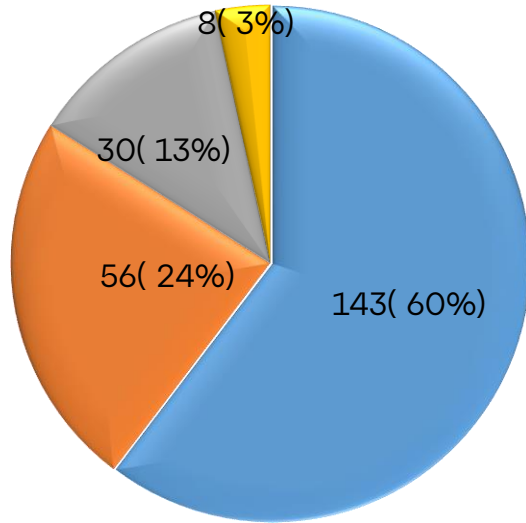
7. Are you familiar with the Mission, Vision, Quality and Quality Assurance Policy, Anti-Corruption Policy and Quality Objectives, Anti-Corruption Objectives of the University?
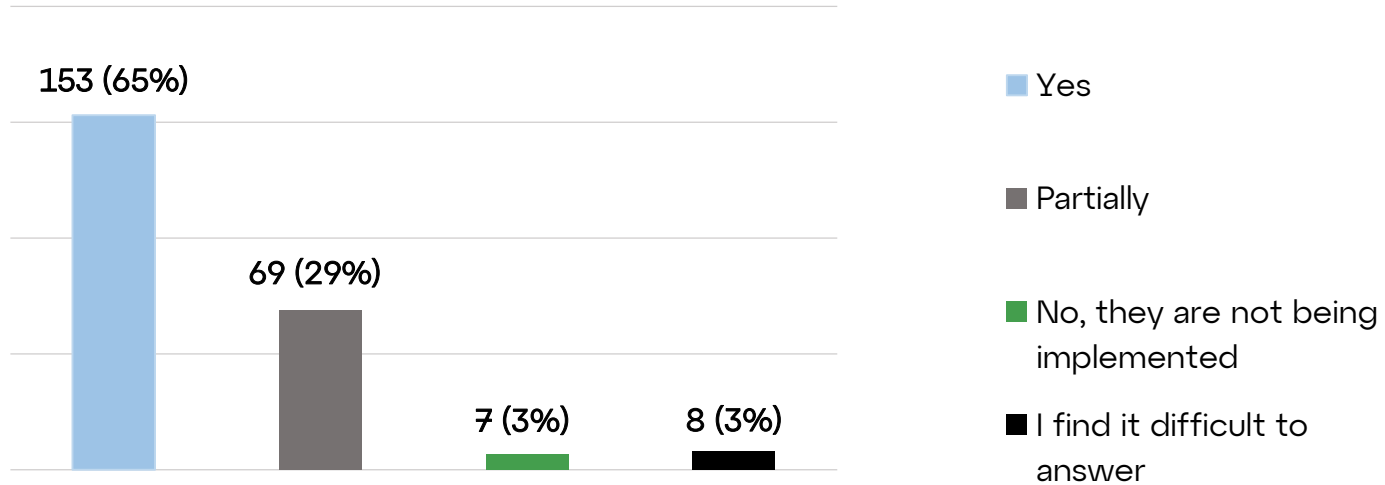
8(3%)

30(13%)

56(24%)

143(60%)

- Yes, I'm taking part
- Sometimes, as needed
- Probably not
- No, there is no such possibility.

223(94%)

7(3%)   7(3%)

Yes   no   I find it difficult to answer
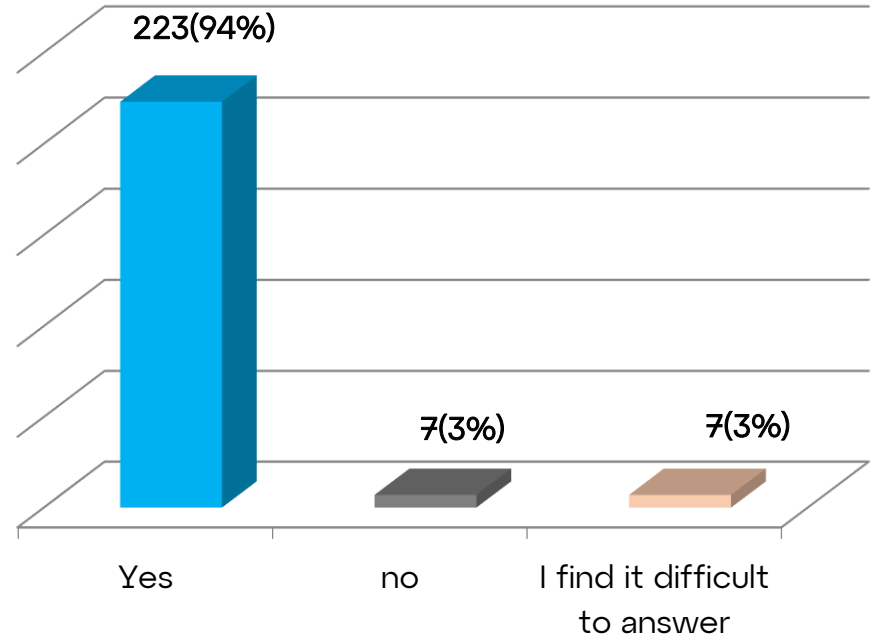
8. Does your immediate supervisor perform his/her leadership functions to the fullest extent? (10 answers)

211 (89%)

12 (5%)   **14 (6%)**

- Yes
- no
- I find it difficult to answer
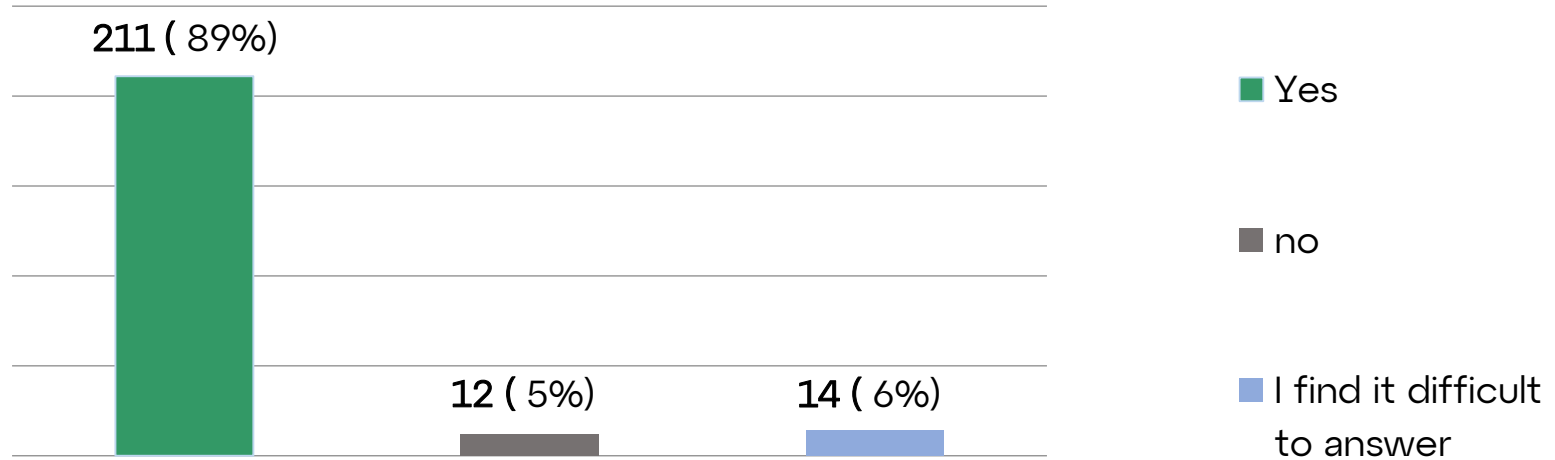
Comments for "I don't know"

- No measures are taken to ensure team cohesion. No meetings or gatherings of the immediate supervisor (as well as the school management) with the team (MSHI) are held.

- I fully agree with the decisions made by the university management, the dean. I think that it is being implemented in full (BS)

- Yes, to a large extent yes, I think so (8)

9. To what extent are your expectations and requirements as an internal consumer met at the university?

153 (65%)

69 (29%)

7 (3%)   8 (3%)

- Yes
- Partially
- No, they are not being implemented
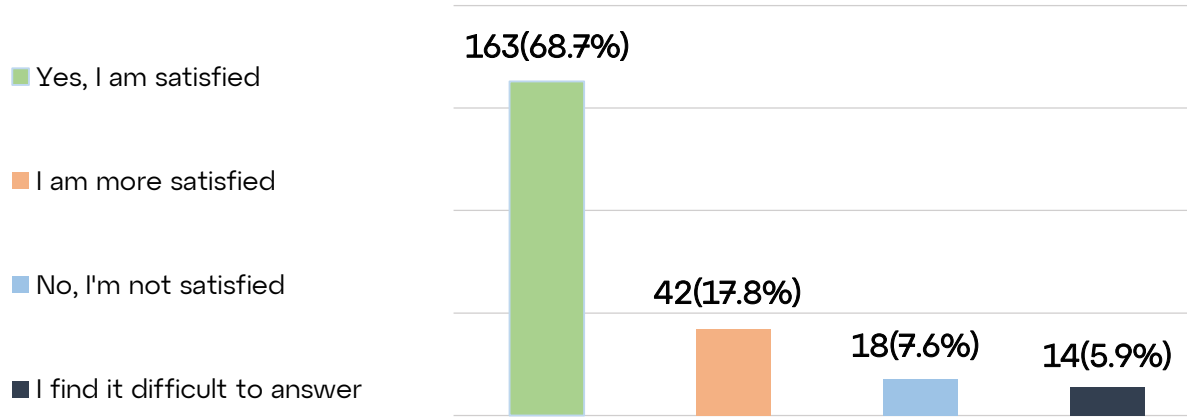- I find it difficult to answer

Comments for "I don't know"

• Conducting scheduled meetings of senior management with students and staff of universities, general meetings of schools, groups
• At the university, my expectations and requirements as an internal consumer are realized at an average level.
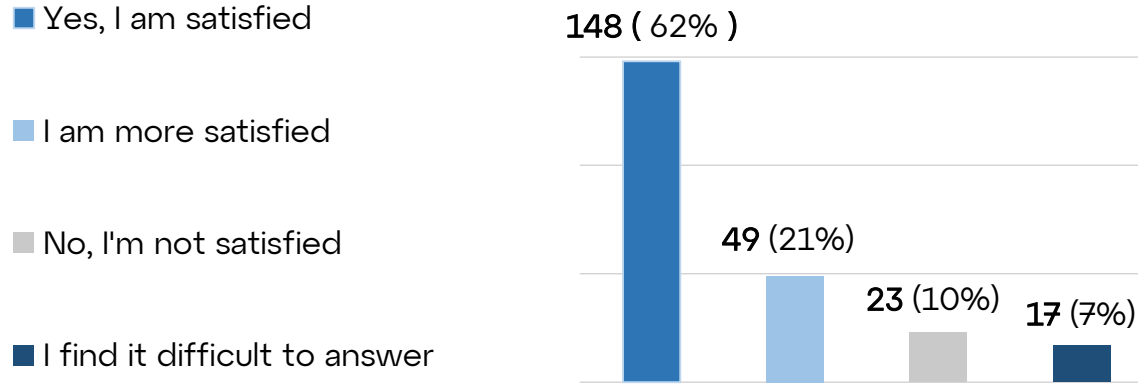
EKTU D. Serikbayev

- Yes, I am satisfied
- I am more satisfied
- No, I'm not satisfied
- I find it difficult to answer

163(68.7%)

42(17.8%)

18(7.6%)

14(5.9%)

Comments for "I don't know"

- The School of Engineering does not have educational and scientific laboratories in the engineering sciences profile. In particular, in the mechanical engineering direction, with the possibility of working in them for students, master's students and PhDs ;
- The classrooms are not sufficiently equipped with the necessary facilities (poor boards, lack of chairs, lamps (especially G2-413);
- Very slow computers in the department (Central Science and Information System , Central Yak);
- The absence of contact hours of the SRO in the schedule infringes on the right of students to a full range of educational services, and the teacher's workload, with a fixed rate, is unreasonably increased.
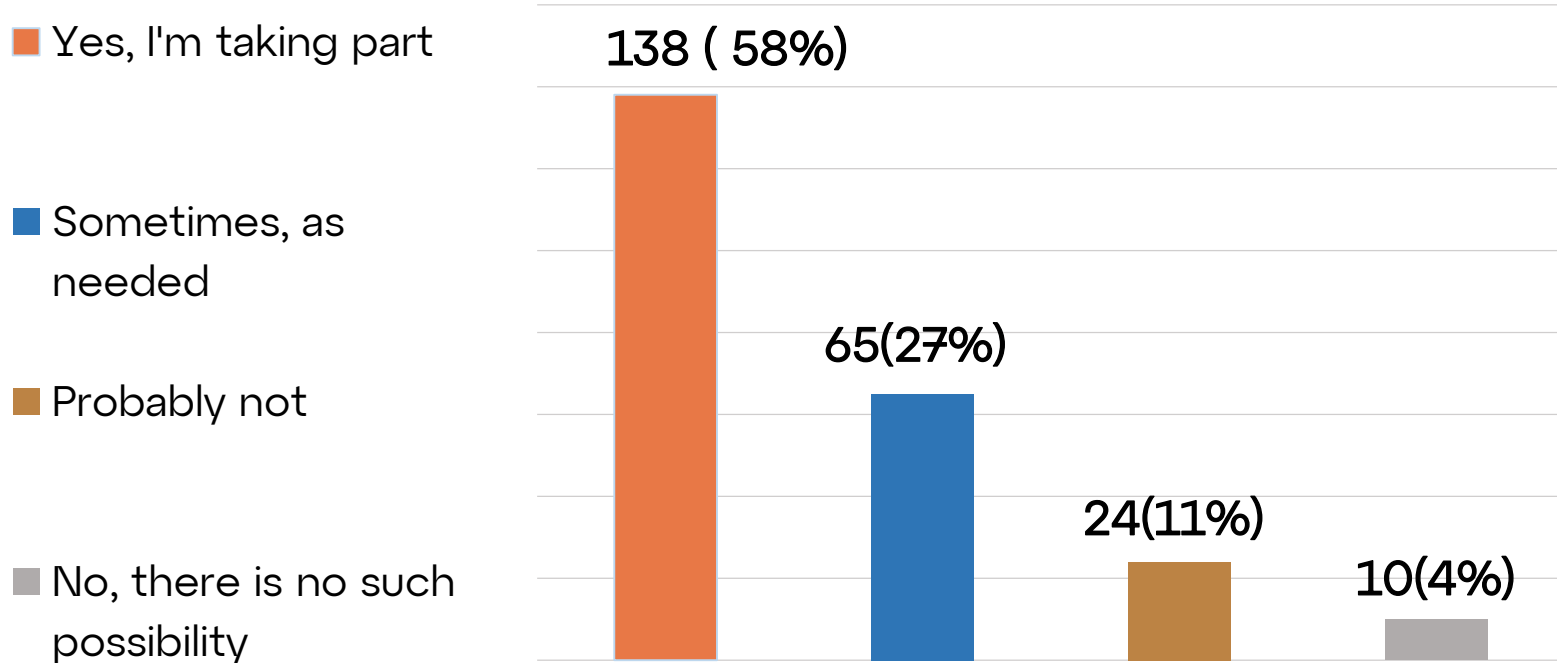- There were no problems (4)

10

11. Do you agree that top management decisions are always made on the basis of objective information and its analysis? (6 answers)

■ Yes, I am satisfied

■ I am more satisfied

■ No, I'm not satisfied

■ I find it difficult to answer

148 (62%)

**49** (21%)

23 (10%)

17 (7%)

Comments for "I don't know":
- The situations are different, it is difficult to give a definite answer;
- The School of Engineering does not have educational and scientific laboratories in the engineering sciences profile. In particular, in the mechanical engineering direction, with the possibility of working in them for students, master's students and PhDs ;
- The classrooms are not sufficiently equipped with the necessary facilities (poor boards, lack of chairs, lamps (especially G2-413), very slow computers in the departments);
- Yes; I think so(4)

12. Do you have the opportunity to make suggestions for improving the IMS in your department?

- Yes, I'm taking part
- Sometimes, as needed
- Probably not
- No, there is no such possibility

138 (58%)

65(27%)

24(11%)

10(4%)

13. Has the ISM brought about positive changes in the work of the University as a whole?
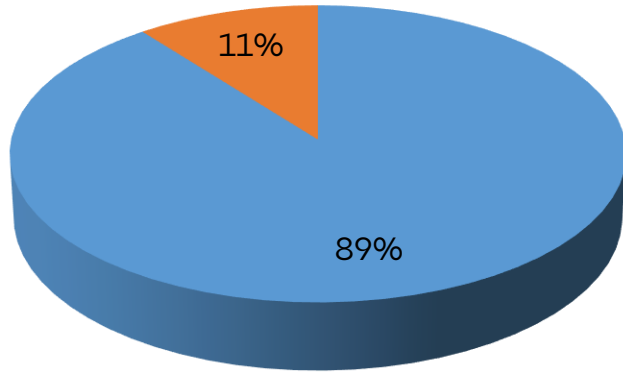
Comments for "I don't know"

- Of course, ISM has made and continues to make improvements and positive changes in the activities and functioning of our University/It has made many changes (2)
- The guarantee of quality and financial sustainability of educational, research and development processes and the process of implementing professional development programs in the eyes of current and potential consumers
- Incorrect question (2). In what work? On recruiting students? On working with foreigners? On internships in production? On creating scientific laboratories with free servicing of doctoral students' work?
- Overall there are positive changes, but they still need improvement (2)
- SM involves planning, but at the university there are always "rush jobs" and things that "fall" unexpectedly
- Changes have been made for improvement, many changes, definitely; nothing to comment on, everything is ok (10)
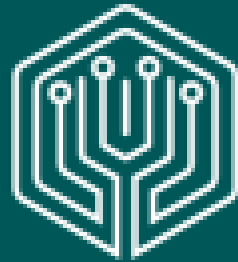
11%

89%

■ Да ■ Нет

Conclusions:

The "QMS Assessment" survey has not been conducted for more than four years (the last time was in 2019), and therefore it is not possible to conduct a comparative analysis of the indicators.

In 2023, this survey was upgraded to "ISM Assessment" (taking into account the ACMS).

68.7% of respondents are fully satisfied with the quality of educational services and the ecosystem.

89% of respondents believe that ISM has made positive changes in the university, 73% - that it has made positive changes in the work of their school/center.

Problem areas for further improvement of the IMS were identified.