

Results of the Assessment of Faculty Satisfaction with the University's Activities

A survey of the faculty of Korkyt Ata Kyzylorda University was conducted to assess the level of satisfaction with the university's key areas of activity, working conditions, management system, social support, and professional and academic environment.

The survey was conducted from **November 27 to December 27, 2025**. A total of **386 employees out of 579 covered** by the survey participated in the study, resulting in a response rate of 67%. The results obtained provide a comprehensive assessment of how the faculty perceive the university's activities and identify promising areas for further development.

Support for the University's Mission and Strategy

The survey results demonstrate **a high level of support for the university's mission, values, and strategic direction**.

A total of 63.7% of employees are fully satisfied with the university's mission, policies, values, and strategy, while **34.5% are satisfied**. Thus, **98.2% of respondents have a positive view of the university's strategic direction**.

This indicates a well-established understanding of the organization's goals and development priorities, as well as a high level of trust among the faculty in the chosen strategic course.

High Assessment of the University's Social and Professional Role

The faculty highly value the university's role in society.

A total of 64.8% of respondents are fully satisfied with the university's role in society, while **34.2% are satisfied**. Overall, **99% of employees positively assess the university's social significance**.

High indicators were also recorded in the assessment of the university's role in the professional community. A total of **63.5% of employees are fully satisfied**, while another **35.2% are satisfied** with this area. Thus, **98.7% of respondents positively assess the university's professional role and reputation**.

These results confirm the university's strong position as a significant educational, research, and social center of the region.

Positive Assessment of University Leadership

One of the highest indicators in the survey was the assessment of the activities of the university administration.

A total of 65.5% of employees are fully satisfied with the activities of the Rector's Office, while **31.6% are satisfied**. Overall, **97.1% of respondents give a positive assessment of the university's leadership**.

This indicates a high level of trust in management activities, decisions made by the university administration, and the organization of work at the university.

The opportunity for employees to participate in management processes is also positively assessed. A total of **89.3% of respondents are satisfied with the opportunity to participate in managerial decision-making**, including 46.6% who are fully satisfied and 42.7% who are satisfied.

Thus, the university is developing an **open management environment focused on interaction, feedback, and employee engagement**.

High Satisfaction with Professional Activities

A particularly high indicator was recorded for satisfaction with working in one's area of specialization.

A total of 98.9% of employees are satisfied with their professional activities, including 72.5% who are fully satisfied and 26.4% who are satisfied.

A similarly high level of satisfaction is observed with regard to social status: **96.4% of employees are satisfied with their social status.**

These results are an important indicator of a favorable professional environment and demonstrate that the faculty largely have a positive perception of their work, professional standing, and opportunities for professional fulfillment at the university.

Favorable Psychological Climate

High results were obtained in the assessment of relationships within the university community.

A total of 94.9% of employees are satisfied with their relationships with their immediate supervisors, including 53.4% who are fully satisfied.

Even more positive indicators were recorded regarding relationships with colleagues: **97.7% of respondents are satisfied with their relationships with colleagues within their university units.**

Relationships with students also received a high assessment: **98.7% of employees are satisfied with their interactions with students**, with 63.7% being fully satisfied.

These indicators demonstrate a favorable social and psychological climate, mutual respect, and constructive interaction among faculty members, managers, and students.

Positive Assessment of Working Conditions and Social Support

The majority of employees positively assess working conditions and workplace facilities. A total of **88.4% of respondents are satisfied with this area.**

A high level of satisfaction is also observed with regard to occupational health and safety conditions, with more than **95% of employees assessing them positively.**

Compliance with the terms of the collective agreement also received a high assessment, with **94.6% of respondents expressing satisfaction.**

The performance-based incentive system received a positive assessment from **90.4% of employees**, indicating that the existing mechanisms for motivating and supporting professional achievements are valued by the faculty.

Modern Academic Environment

The survey results confirm a positive perception of the university's academic infrastructure.

A total of 94% of employees are satisfied with the quantity and quality of teaching and methodological literature. Library services received an especially high assessment: **98.2% of respondents are satisfied with the quality of library services**, including 57.3% who are fully satisfied.

The high indicators demonstrate that the library and teaching and methodological resources effectively support the educational and research activities of the faculty.

At the same time, the university continues to develop modern digital and physical infrastructure, upgrade classroom facilities, improve computer equipment, and expand opportunities for the use of modern educational technologies.

The University as a Comfortable Professional Environment

The overall survey results show that a **stable and favorable professional environment** has been established at the university.

The indicators demonstrate a high level of faculty loyalty and engagement, a favorable climate within teams, and a positive perception of the university's activities.

The survey conducted among the faculty showed that, overall, **employees highly assess the activities of Korkyt Ata Kyzylorda University.**

High satisfaction levels with the university's strategic direction, its social and professional role, the activities of its leadership, professional work, and relationships with colleagues and students confirm the establishment of a sustainable corporate and academic environment.

It is particularly important that, across almost all key areas, the proportion of positive assessments exceeds 90%, while for a number of indicators it approaches 100%.

The results obtained also identify promising areas for the university's further development, including improving its physical and technical infrastructure, expanding digital infrastructure, increasing the transparency of management processes, developing feedback mechanisms, and further strengthening the system of social and professional support for employees.

Thus, the survey results confirm that **Korkyt Ata Kyzylorda University has strong human resources, a favorable professional environment, and a high level of support from its faculty.**

The university continues to consistently create conditions for the professional growth of its employees, improve the academic environment, and strengthen its position as a leading educational and research center in the region.

**Department of Strategic Planning
and Quality Assurance**