



Questionnaire

Satisfaction on the Quality of Services Rendered by the Graduates
According to the Standard of Qualification of National Higher Education

Explanation

This questionnaire/evaluation tool contains information that measures the satisfaction of the employer of the graduates of St. Theresa International College. Your participation will help evaluate the performance of the graduates in accordance with the implementation of educational quality assurance of the Office of the Higher Education Commission.

Please fill in every part. The data obtained will be treated with utmost confidentiality and will be used for academic purposes only. As the provider, rest assured that it will not affect your operation in any way.

Part 1: General Information

1. Company's name

Address

Tel: Fax: E-mail:

2. Position of opinion provider

☐ Owner ☐ Manager ☐ Head of Department ☐ Other (please specify)

3. Nature of the business operation

☐ Government ☐ Private Enterprise ☐ State enterprise ☐ Other (please specify)

4. Is the job assignment related to the graduates' field of study?

☐ In accordance with ☐ Not in accordance with

5. Length of working time with the Company

☐ Less than 6 ☐ 6-12 months ☐ Longer than 1 year ☐ Other (please specify)

6. From which Faculty did the graduate come (Can answer more than one)

☐ Faculty of Business Administration

☐ Faculty of Education

☐ Faculty of Humanities and Social Science

☐ Faculty of Nursing

☐ Faculty of Public Health

8. At present, graduates from St. Theresa International College is/are working with your Company

Part 2-4

Please mark ✓ in the space of satisfaction

- 1 Very low satisfaction
- 2 Low satisfaction
- 3 Moderate satisfaction
- 4 High satisfaction
- 5 Very high satisfaction

Part 2: Satisfaction with the characteristics of the graduates

Desirable learning standards of the graduates	Opinion				
	1	2	3	4	5
Ethics and Moral					
1. Complete a required task and/or fulfill an obligation on time					
2. Adhere to the facts and being truthful at all times on the assigned work					
3. Demonstrate academic and professional ethics					
4. Show appropriate and suitable behavior					
5. Abide by the rules and regulations of the organization and society					
Knowledge					
1. Know the theory and principle related to the work assignment					
2. Possess skills and abilities in using the tools					
3. Apply knowledge in the field of work					
4. Able to communicate, transfer, summarize a work report					
5. Use the data from the report to develop and improve work					
Intellectual skills					
1. Analyze the work systematically					
2. Plan and solve the problems systematically					
3. Apply knowledge and skills to solve problems appropriately					
4. Use analytical/synthetic data in working correctly					
5. Able to make proposals and reasons for improving the work					
Interpersonal skills and responsibilities					
1. Show the ability to be a leader and a follower					
2. Able to work and solve the conflicts in the team					
3. Build a good relationship with the other persons internally and externally					
4. Able to complete the assigned duties within the time limit					
5. Responsible for the consequences of the operation as well as hasten the correction in the case of errors					
Numerical analysis skills in using media and technology					
1. Analyze data for comparative work and to develop work					
2. Communicate with others correctly and appropriately					
3. Communicate and obtain cooperation					
4. Present the data correctly					
5. Apply information technology for self-development					

Part 3: Satisfaction with the graduates in the results of learners

Result of the Learner	Opinion				
	1	2	3	4	5
Knowledgeable Person					
1. Interest in learning continuously					
2. Apply new knowledge obtained from continuous self-development					
3. Complete the assigned task on time					
4. Make a self-assessment for self-development					
5. Use self-assessment for a continuous self-development					
Creativity (Innovative)					
1. Use advanced technology to work efficiently					
2. Propose, suggest, new ways/system in problem-solving					
3. Possess creative and innovative skills in work					
4. Have an initiative for continuously developing work					
5. Colleagues accept the results derived from continuous work development.					
A strong citizen					
1. Adheres to the work standard and complies with professional ethics					
2. Recognizes values and preserves the good culture of the company					
3. Embraces a creative and cooperative working environment					
4. Participates voluntarily in community activities					
5. Supports the company in continuous work development					

Part 4: Satisfaction with the graduates in the English language proficiency and 21st century skills

English language and 21 st century skills	Opinion				
	1	2	3	4	5
English language					
1. Ability to communicate with foreigners in English language					
2. Ability to study and understand the handbook/document/working system of the company written in the English language					
3. Ability to make a study and report the work in the English language					
4. Ability to present/ propose the operation in public in the English language					
5. Ability to update documents/manuals/ methods of operation in the English language					
Learning skills and innovation					
1. Possess positive thinking skill in work					
2. Practice critical thinking skills with colleagues					
3. Work creatively with others					
4. Propose/suggest new ways of solving the problems					
5. Achieve creative work or innovation					
Media and technology skills					
1. Make use of data for self-development					
2. Use digital media in developing work					
3. Apply IT to develop and improve the quality of work					
4. Use the data of the company for work-related					
5. Utilize the data from MIS in solving the problems					
Skills in living and profession					
1. Adapt oneself in the working atmosphere of the company					
2. Flexible in working to achieve success					
3. Initiate work development in the workplace gained from the self-development					
4. Have a good relationship with co-workers both locals and foreigners					
5. Lead continuously for a productive work					

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