

ABSTRACT

This research surveyed opinions of directors/employers on the work performance of graduate students of Mahidol University who graduated in the academic year 2003, by classifying their faculty and educational level. Of the 925 directors/employers who received a questionnaire, 743 directors/employers mailed the questionnaire back. Research was analyzed by content analysis and statistical analysis: percentage, mean, and standard deviation.

Regarding the satisfaction of directors/employers on the work performance of graduate students, 48.85% of the directors/employers had the highest level of satisfaction, 46.43% had high satisfaction, and 4.72%, neutral satisfaction.

The satisfaction of graduate students' performance by faculty and educational level was as follows:

By faculty, most of the directors/employers were highly satisfied with the performance of students. They had highest satisfaction in the following areas: correct knowledge in their own field of study, ability to use knowledge to work well, ability to use technology to search for information, enthusiasm and interest in continuous learning, ability to bring new knowledge to develop jobs and responsibilities, trust and loyalty, compliance to working rules and regulations, caring for organizational benefits, and helping others.

By educational level, directors/employers were, in all, highly satisfied with students' performance. Of Doctoral degree students, the directors/employers had highest satisfaction in the following areas: having correct knowledge in their own field of study; having the ability to use knowledge to work well; having the ability to learn jobs and responsibilities fast; having the ability to use technology to search for information; having the ability to use publications for information searching; having enthusiasm and interest in continuous learning; having the ability to bring new knowledge to develop jobs and responsibilities; having tolerance, intention, contribution, and responsibility in working; having trust and loyalty; complying to working rules and regulations, caring for organizational benefits; having a good personality and behavior; having the ability to work in a team and get along with others; cooperating in organization activities with enthusiasm and willingness; helping others; and being conscientious regarding saving

money. For Master's degree students, director/employers were highly satisfied with the following areas: trust and loyalty; and helping others.

Directors/employers thought that graduate students had good knowledge and ability in their academic matter and career. Students could apply their knowledge of study to work well, and had developed appropriate morals/ethics. In addition, they had a good work attitude, were creative and were able to get along with others. Directors/employers suggested that the Faculty of Graduate Studies should hold English courses, such as listening, writing, and speaking courses, for students. Emotional quotient (EQ) development should be encouraged through a program because it is necessary in work performance. Moreover, students should be given training on leadership and team work.

Based on these findings, the ability of graduate students of Mahidol University is perceived as good to very good in general; however, they should develop their English proficiency, leadership and team work.

Therefore, the university should assign a policy to develop a program in agreement with directors/employers' opinions which will develop graduate students in the future.