

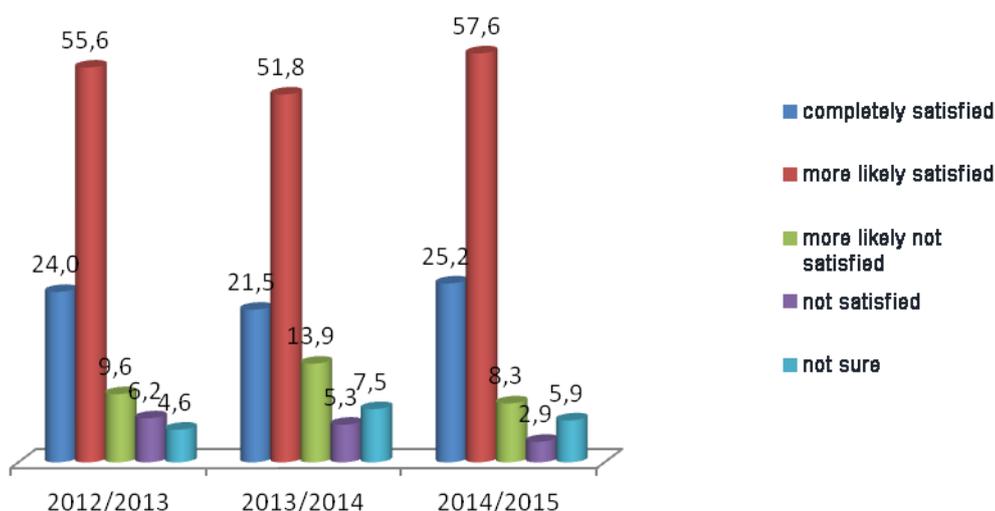
## MONITORING INDEXES OF SATISFACTION OF CONSUMERS OF EDUCATIONAL SERVICES OF THE UNIVERSITY WITH QUALITY OF THE EDUCATIONAL PROCESS (2009–2016)

The leading trend of any higher education is the educational component. In the I.M. Sechenov First Moscow State Medical University educational activity was the first direction within which a quality management system was introduced. In accordance with the requirements of the quality standard of services, from 2009 to the Present, a representative survey of students is conducted annually, aimed at obtaining data on the dynamics of satisfaction indicators for all categories of consumers of educational services.

At the same time, when changes to the research tool in 2012/2013 – 2015/2016 academic years were made, the main monitored indicators were retained; that allows comparing the survey data by year, obtained at different time intervals.

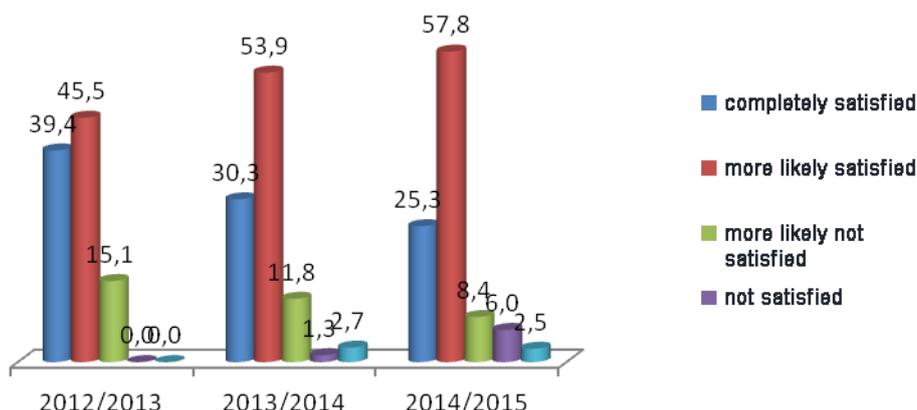
The dynamics of the student satisfaction index at the University in 2016 demonstrates an increase in the number of positive responses and a decrease in the number of negative statements compared to monitoring data from previous years.

Thus, the general positive self-esteem of the students of the I.M. Sechenov First Moscow State Medical University satisfaction with the quality of educational services in the 2015/2016 academic year was 82.8% of the total number of respondents - which is 9.5% higher than in 2014/2015. At the same time, a tenth of respondents who receive higher medical education give a negative assessment of the quality of educational process at the University (Figure 1). Of course, such a distribution indicates the possibility of optimization in this area.



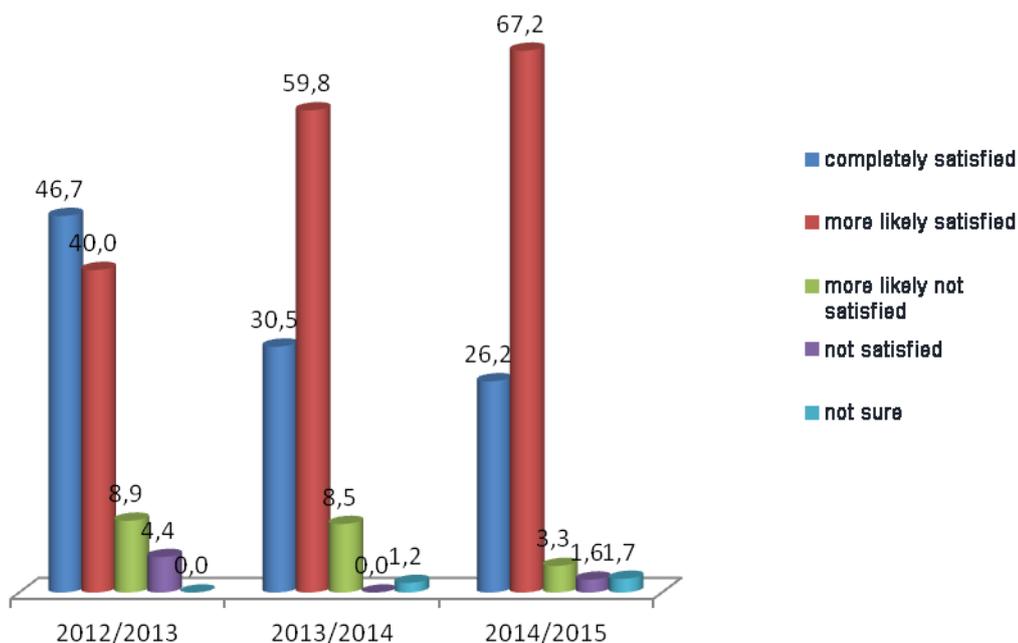
**Fig. 1. Monitoring of the students' satisfaction with the quality of educational process at the University (%)**

At the same time, the total number of interns, who unambiguously positively assessed the quality of the University's educational process, decreased by 5.0%. However, the number of those consumers of educational services from among interns also increased by 3.9%, who chose the option "rather satisfied" when answering the question. Along with this, there is a tendency to increase (in comparison with the data of 2013/2014 and 2014/2015) the respondents-interns who have a negative opinion on the quality of the educational process in the I.M. Sechenov First Moscow State Medical University (Figure 2).



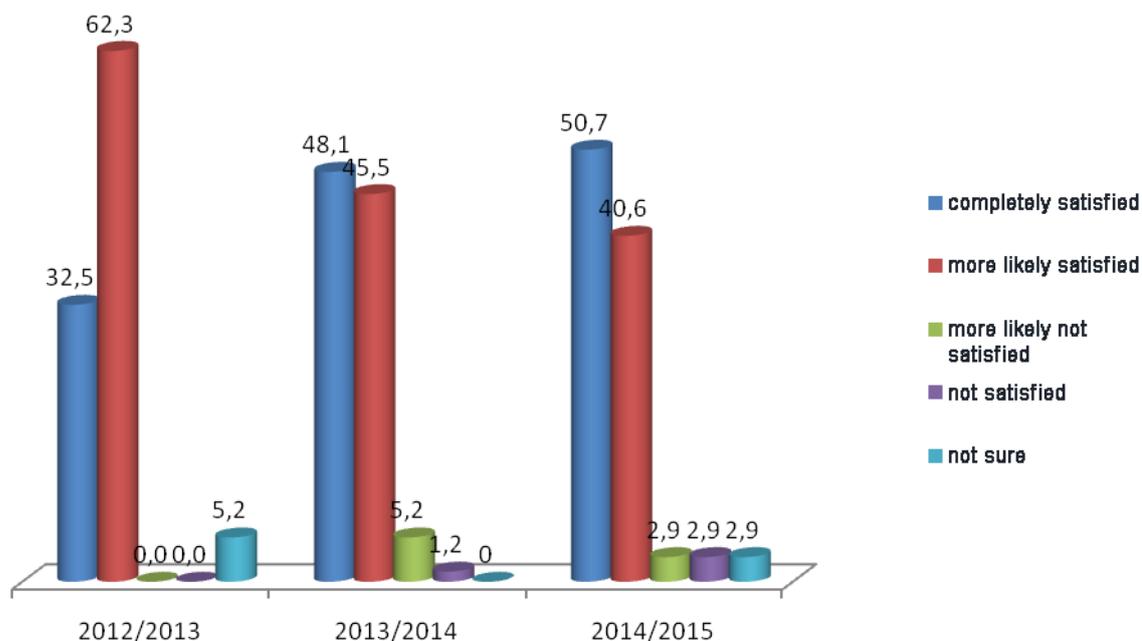
**Fig. 2. Monitoring of the satisfaction of interns with the quality of the educational process at the University (%)**

Among the residents of the I.M. Sechenov First Moscow State Medical University for the last two years an increase of 27.2% in the number of respondents who chose the option "rather satisfied" and a significant decrease (by 20.5%) of students who are absolutely satisfied with the quality of the educational process in the residency of the University were noted. However, along with this, there is an insignificant positive dynamic of decrease in the number of resident respondents, which gave a negative evaluation of the quality of the educational process at the University (Figure 3).



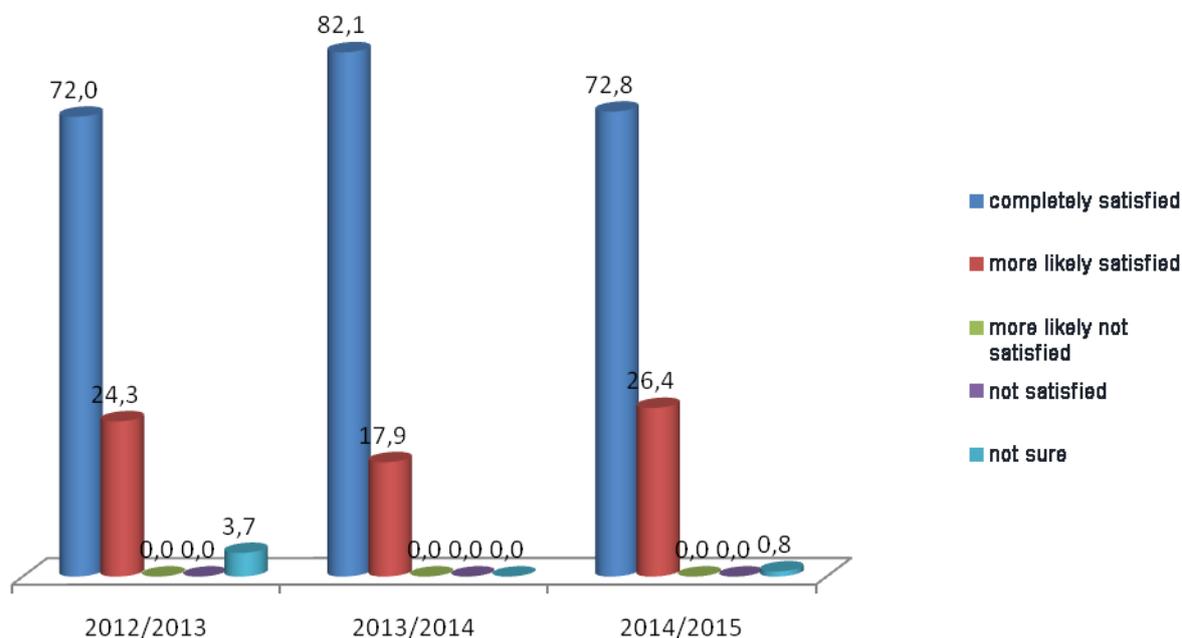
**Fig. 3. Monitoring of residents' satisfaction with the quality of educational process at the University (%)**

Evaluation of the quality of educational services given by graduate students of the I.M. Sechenov First Moscow State Medical University is characterized by an increase in the number of respondents who expressed absolutely positive opinion (18.2% over the past two years). At the same time, the number of postgraduates having a negative attitude to the quality of the educational process at the University has slightly increased (Figure 4).



**Fig. 4. Monitoring of the post-graduate students' satisfaction with the quality of educational process at the University (%)**

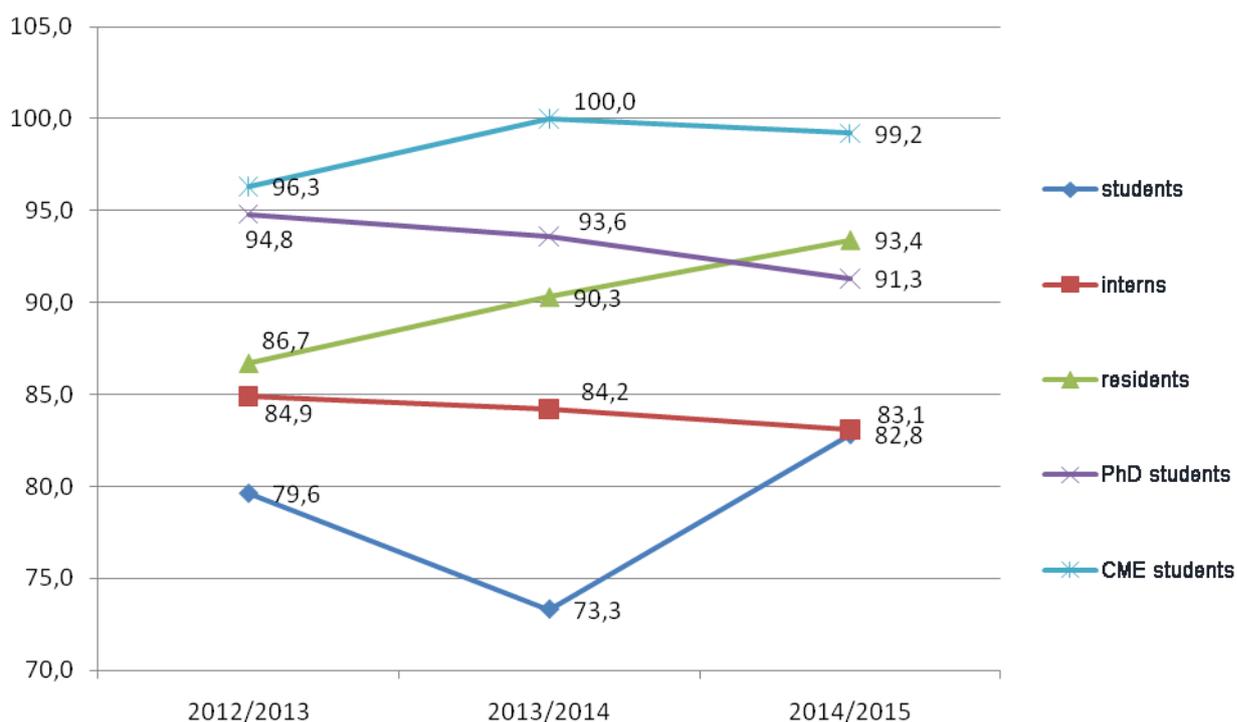
Listeners of additional vocational education from year to year show the most persistent positive dynamics among all groups of students. The results of the survey conducted this year are characterized by a decrease in the number of respondents who chose the option "fully satisfied" as an assessment (by 9.3% compared to the results of the previous year) and show the results of the 2013/2014 study (Figure 5).



**Fig. 5. Monitoring of students' satisfaction with the quality of educational process at the University (%)**

Considering the dynamics and direction of the index of satisfaction with the quality of the educational process for different categories of students in the I.M. Sechenov First Moscow State Medical University for the period from 2013/2014 to 2015/2016 academic years, we can note a positive trend in the level of satisfaction of residents studying at the University. However, this year's survey showed a significant increase in the number of satisfied students compared to the

survey results of the previous year. The remaining groups of students that year expressed less positive feedback (Figure 6).



**Fig. 6. Dynamics of the student's satisfaction with the quality of educational process at the University in 2013 / 2014–2015 / 2016 years (%)**

Thus, we note that the satisfaction indicators among the groups of students are stably high (over 70%) – while a slight decrease in the satisfaction rate over the past year may also be due to objective reasons, namely innovations and reorganizations taking place at the University and directly affecting the educational process.

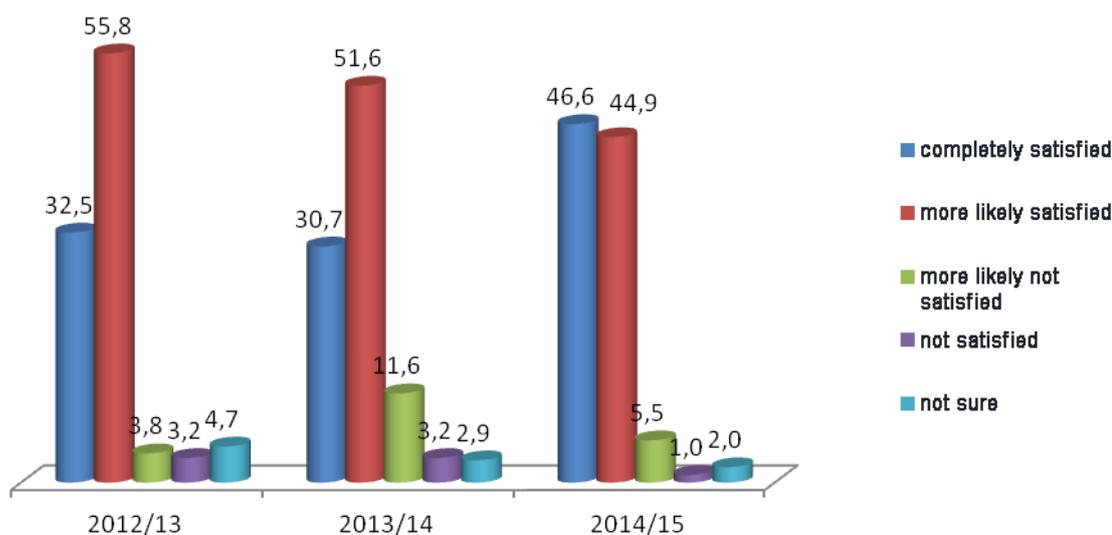
### **MONITORING INDICATORS OF EMPLOYEES SATISFACTION WITH WORK AT THE UNIVERSITY (2012–2016)**

The study of the dynamics of employee satisfaction with work at the University has been carried out since 2009, but until 2012 statistical data are not presented in full form, since databases for this period have not been preserved. In view of this, a comparative analysis of survey data of the main groups of consumers of the University's educational services (monitoring) is conducted on the basis of materials of 2013 / 2014–2015 / 2016 years. Monitoring details of the level of the staff satisfaction of the I.M. Sechenov First Moscow State Medical University are given below.

### **SATISFACTION OF PROFESSOR-TEACHING STAFF WITH WORK IN THE FIRST MOSCOW STATE MEDICAL UNIVERSITY NAMED AFTER I.M. SECHENOV**

The total indicators of the level of satisfaction of the professor-teaching staff with their work at the University remain at approximately the same high level, with small fluctuations in years. However, the indicators of the last year are characterized by an increase in the number of respondents who chose the highest satisfaction ratings with their work (by 16.65 as compared to the figures for the previous year). Along with this, for the last year there was a decrease in the

number of unsatisfied employees of the I.M. Sechenov First Moscow State Medical University, which is only 1.0% – the lowest in the last three years (Figure 7).

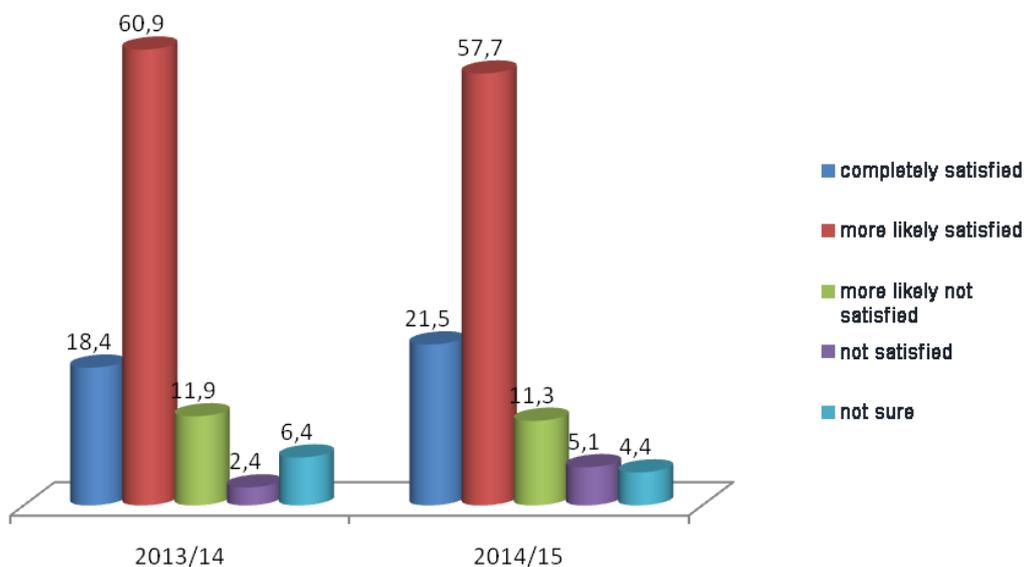


**Fig. 7. Monitoring the satisfaction with the work of the professor-teaching staff of the University (%)**

A possible factor in increasing the satisfaction rates of the professor-teaching staff of the I.M. Sechenov First Moscow State Medical University is the process of optimizing the staffing structure and organization of the activities of the structural units of the University. In addition, such factors as an increase in the sense of importance of the profession, satisfaction with the level of general education of applicants, who in the future will receive a medical profession and a diploma of the University, an increase in wages, etc., will affect the level of satisfaction.

**MONITORING INDICATORS OF MEDICAL EMPLOYEES SATISFACTION WITH WORK AT THE UNIVERSITY (2014 / 2015–2015 / 2016 YEARS)**

Since the study of the dynamics of satisfaction with the work of medical staff of the University has been included in the research plan since 2015, the monitoring comparison of data is carried out based on data from two reporting periods (Figure 8).



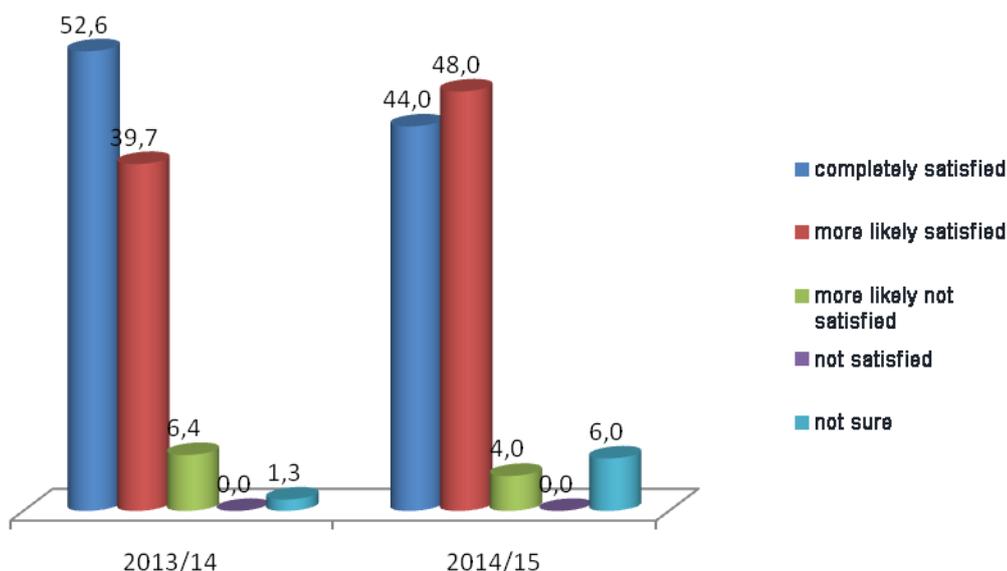
**Fig. 8. Monitoring of the satisfaction with the work of the University's Medical staff (%)**

So, at the moment, the satisfaction indicators of the staff of the University clinics persist with slight fluctuations at the level of 2015: the indicators of the last year are characterized by a slight increase in the number of respondents who have chosen the highest satisfaction ratings for their work (3.1% compared to last year), a decrease in the overall indicators of the level of satisfaction of medical personnel with its work at the University (79.2% in 2015 versus 79.3% in 2014). Along with this, there was also an increase in the number of those unsatisfied for the last year, which amounted to 5.1% (compared to 2.4% of the previous year).

### MONITORING INDICATORS OF PATIENTS SATISFACTION WITH MEDICAL SERVICES OF THE UNIVERSITY CLINIC DIAGNOSTIC CENTER (2013 / 2014–2014 / 2015 YEARS)

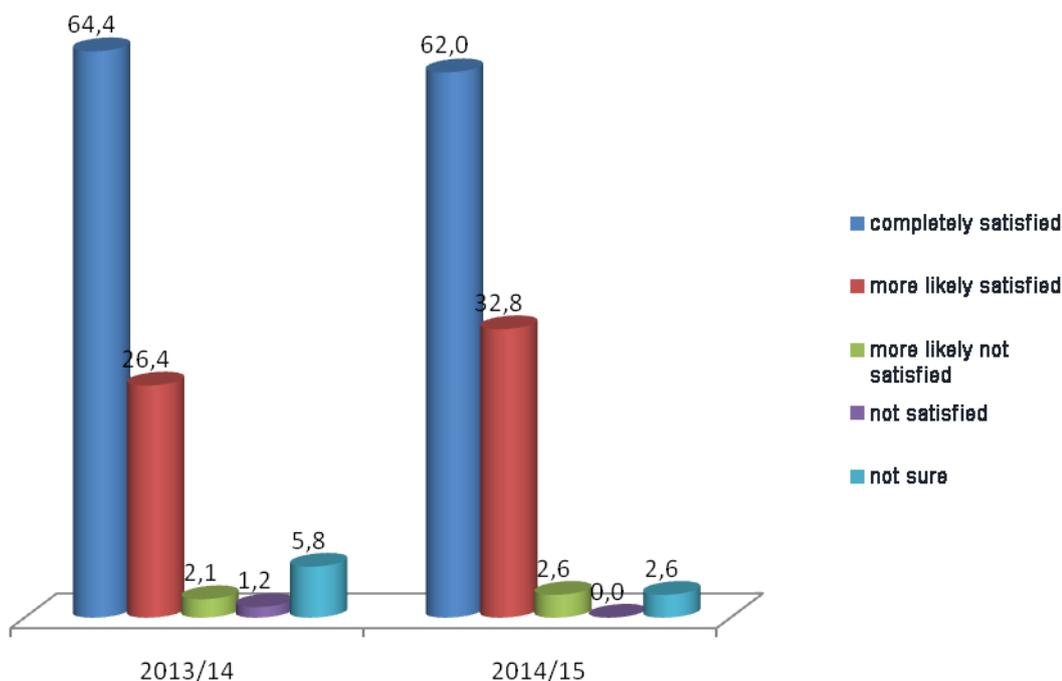
Since the study of the dynamics of patients' satisfaction with the medical services of the Clinical Diagnostic Center of the University has been included in the research plan since 2015, monitoring data comparison is carried out based on data from two reporting periods.

A comparison of the data of two years showed that the overall indicators of the level of patient satisfaction with outpatient care provided at the University Clinical Center remain at approximately the same high level. Nevertheless, the indicator of "rather dissatisfied" decreased insignificantly against the background of the absence of categorically unsatisfied respondents (Fig. 9).



**Fig. 9. Monitoring of the satisfaction of outpatients with medical services of the Clinical Diagnostic Center of the University (%)**

Monitoring patient satisfaction with inpatient treatment also demonstrates that high quality assessments of patient services are maintained by patients. The indicators of the last year are characterized by an increase in the number of respondents who chose high satisfaction rates for treatment (from 90.8% in 2014/2015 to 94.8% in 2015/2016) and, however, a decrease to 0, 0% of the number of dissatisfied in the last year.



**Fig. 10. Monitoring of the satisfaction of inpatients with medical services at the Clinical Diagnostic Center of the University (%)**

Thus, according to available data, the level of satisfaction of patients receiving outpatient services and patients undergoing inpatient treatment has, in general, equal indicators. The dynamics of satisfaction by years is positive for respondents who received medical care in the hospital, and a slight decrease (by 0.3%) in outpatients.

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