

Diagnosis of The Competence Gap of Graduates as A Response to Stakeholders' Expectations Towards the Educational Process

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Abstract

This article presents selected research results within the Teaching Excellence of Universities project, implemented by Maria Curie-Skłodowska University in Lublin (MCSU). The project aimed to identify and assess stakeholders' (students, graduates, and employers) expectations for educational processes at the Faculty of Economics (FoE) at MCSU.

The data came from a CAWI survey conducted among 961 FoE graduates at MCSU in 2023. The main objective of the research was to identify and assess the alignment of the competencies of the faculty graduates with the realities of the labor market. The study relies on the IPMA matrix concepts and the education quality gap measurement, assessing two gap levels: between the expected and obtained competencies and between the minimum level accepted and received, giving indicators of educational service excellence and adequacy. The graduates assessed 30 general competencies and five specific to the completed study major. The general competencies list complied with the ones used within the "Tuning" EU project.

Results showed some competence gaps, implying the need to improve the faculty's education quality. Remarkably, there is a need to strengthen instrumental competencies, such as basic professional knowledge, decision-making skills, and problem-solving skills.

In conclusion, the implementation of the research made it possible to identify the competency areas where actions are needed to better respond to the expectations of the stakeholders of the FoE at MCSU.

Keywords: graduate competencies, educational process, stakeholder expectations, higher education institutions, economics and management graduates