



# JOURNAL OF EMERGING TECHNOLOGIES AND INNOVATIVE RESEARCH (JETIR)

An International Scholarly Open Access, Peer-reviewed, Refereed Journal

## QUALITY FEEDBACK ANALYSIS

### - A STUDY ON SYSTEMATIC QUALITY ASSURANCE PLANS

#### AUTHOR – 1

MISS. MAGLINA CRUZ

Assistant Professor in Commerce

KLES's J G College of Commerce, Hubballi

Email: [maglina123@yahoo.com](mailto:maglina123@yahoo.com)

Phone Number: +91-9538521339

#### AUTHOR – 2

MISS. ROSHNI ADHONI

Assistant Professor in Commerce

KLES's J G College of Commerce, Hubballi

Email : [roshniadhoni92@gmail.com](mailto:roshniadhoni92@gmail.com)

Phone Number: +91-9742811912

#### ABSTRACT :

**Feedback** is one of the most powerful influences on learning and achievement, but this impact can be either positive or negative. Its power is frequently mentioned in articles about learning and teaching, but surprisingly few recent studies have systematically investigated its meaning. This article provides a

conceptual analysis of feedback and reviews the evidence related to its impact on learning and achievement. This evidence shows that although feedback is among the major influences, the type of feedback and the way it is given can be differentially effective. A model of feedback is then proposed that identifies the particular properties and circumstances that make it effective, and some typically thorny issues are discussed, including the timing of feedback and the effects of positive and negative feedback.

**Quality Assurance(QA)** is the systematic measurement, comparison with a standard, monitoring of processes and an associated feedback loop that confers error prevention. It is a process-centered approach to ensure the best possible outcomes.

The terms "quality assurance" and "quality control" are often used interchangeably. Two principles included in quality assurance are: "Fit for purpose" and "right first time"

## **Introduction :**

“An Information or Statements of opinion about any matter” - **FEEDBACK**

The term feedback is used to describe the helpful information or criticism about prior action or behaviour from an individual communicated to another individual who can use that information to adjust and improve the current and future actions and behaviour.

Feedback occurs when an environment reacts to an action and is an integral part of communication and it allows the sender of the message to judge how effective it has been. Feedback is the final link or component in the communication chain.

Effective and timely feedback is a critical component of a successful performance management program and should be used in conjunction with setting performance goals. If effective feedback is designed into a performance management program, individual and team performance will improve, which will make the institution more effective.

“ONE ATOM in this Universe cannot move without dragging the whole world along with it. There cannot be any progress without the whole world following in the wake and it is becoming every day clearer that the solution of any problem can never be attained on racial, or national or narrow grounds. Every idea has to become broad til it covers the whole of this world, every aspiration must go on increasing till it has engulfed the whole of humanity nay, the whole of life within its scope. Education has yet to be in the world and civilization. Civilization has begun nowhere yet”.

Two Principles included in Quality Assurance are:

1. Fit for Purpose- the purpose should be intended
2. Right first time- mistakes to be eliminated

## Annual Quality Assurance

The IQAC has to ensure that whatever is done in the institution for academic, learning and teaching, value addition, extracurricular and sports activities, grievance redressal cell is done efficiently and effectively with high standards.

### AQAR:

It will facilitate to ensure heightened level of clarity and focus in institutional functioning towards quality enhancements. It also ensures enhancement and co-ordination among various activities of the institution and institutionalize all good practices.

### Objectives of AQAR:

1. To undertake quality related research studies, consultancy and training programmes for faculties and students.
2. To stimulate the academic environment for promotion of quality of teaching learning.
3. To enhance self evaluation accountability, autonomy and innovation.
4. To enhance teaching learning quality through suggestions and feedbacks.

The following are the **Benchmark** which sets the Quality Assurance Report...

- **Academic:**

Providing a student friendly learner centric academic atmosphere which results in better learning, ensures maximum attendance and good results.

- Arranging interactive sessions with established Entrepreneurs, Personality Development experts, Practiced Chartered Accountants in order to provide practical guidance and exposure to their academic learning.

- **Learning and Teaching:**

The thrust points in enhancing the students learning ability like, encouraging creativity, the spirit of enquiry, organizing ability, to be given top priority. These activities helps the students to be confidence, well informed and have a practical approach to life.

- Deputing the students to participate and present papers at various seminars and conferences.

- **Value Edition:**

Changing trends in the competitive world along with emerging technology has enabled the institution to be resilient. Quick adaptation of the modern demands has resulted in introduction of many courses to enrich their knowledge.

- NSS and NCC
- Certificate courses ERP Tally, SAP, Soft Skill classes, Personality Development, Language Lab, Commerce Lab.

- **Extra Curricular and sports activities:**

To enrich our students with the wealth of health, a institution has to encourage the students to take part in extra-curricular and sports activities.

- Extracurricular activities: participation in various fests, state and national level competitions, cultural activities etc

- Sports activities: representing college in state and national level tournaments, indoor and outdoor events, encouraging and training students to become University Blues etc

- **Grievance Redressal Cell:**

Grievances are always kept to the minimum as the facilities provided leave no room for them. The student – friendly staff compliment the excellent infrastructure facilities provided to the students. Anti-ragging cell ensures smooth functioning of the college.

**Future prospects:**

1. Encourage students and to manage events on their own.
2. Enhancing learning aesthetic ambience of the college.
3. Infrastructure enhancement like having digital classrooms.
4. To strengthen the campus recruitment drive.

**Conclusion :**

Effective and timely feedback is a critical component of a successful performance management programme and should be used in conjunction with setting performance goals. All the set benchmarks of the institution contributes to the Annual Quality Assurance.

**Bibliography:**

- Feedback Wikipedia
- Quality assurance Wikipedia
- Annual Quality Assurance Report

