

Importance of Feedback on Human Learning and Development: Lessons Learned From a Longitude Case at Two Bangkok Metropolitan Administration Schools

Dr. Kongkiti Phusavat

Kasetsart Universtiy, Thailand

Human learning is critical for an organization to achieve high performance. Human learning contributes greatly to the improvement of workforce's quality of work life. It is part of workplace learning which affects productivity, quality and eventually profitability. The focus on human learning has been on the motivation-related issues through financial and non-financial incentives.

Feedback has been receiving more attention recently due to its positive impacts on learning of individuals- at work (and at school). The 70-20-10 rule indicates that human learning practically takes place from job experiences, feedback, and formal training respectively. Naturally, reflecting job experiences is dependent on coaching and mentoring, community and engagement, and more importantly feedback. Moreover, according to the Open-loop Learning, how feedback is designed and delivered affect the effectiveness of workplace (and school) learning.

In most cases, the research on human learning view the compatibility of school and workplace in a similar fashion- as what happens at school is often the case at work such as school bullying and workplace harassment. Education Endowment Foundation has found that feedback have the most positive effects on learning with the least cost at school. Effective feedback which includes personal, relevant and specific; actional; constructive; and timely. Feedback, for students' learning and development, should not be limited from teachers but can include external individuals who share the interests in assisting and improving students.

This presentation focuses on the pilot project which began in 2015. This project highlights and demonstrates how underprivileged students could be motivated to learn and develop their academic and employability through better-designed feedback. External individuals and entities such as Joint Foreign Chambers of Commerce in Thailand and Spouses of Head of Mission have worked together with science teachers at two Bangkok Metropolitan Administration schools on improving science education and students' employability which includes communication and teamwork.

Instead of focusing on intensive experiments which are required for higher education, because of working with underprivileged students, the project' science experiment stresses the importance of product development based on students' work on tackling water and soil pollution surrounding schools and communities. The initial findings show that feedback (including recognition of student's activity through an opportunity to display and purchase of their products from science experiments, visit by international business communities, and indirect financial support to assist students' experiments) has significantly reinforced human learning and development.