

Reflective Evaluation (outcome 2)



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Introduction

Reflection is a process of retrieving and considering the past experiences and learnings which aim to progress, and then incorporate the new knowledge to inform future practice (Jasper & Rosser, 2013). It is defined that improving of the intuitive and tacit knowledge refers to a collective indulgent about something to connect with the knowledge and experience attained previously, (Embree, 2011). Lillyman and his colleague Ghaye (2001) described it as a transformative process of changing or altering the feelings, views, and motives of an individual. It is also considered as a way of reaching to the awareness of the reasons and how things have occurred in a particular situation. However, an elaborate explanation of reflection was given by Bout in 1985 where he suggested that reflection is a common aspect of intelligent undertakings of engaging in a daily basis and exploring the learners' experiences and learnings which would drive to innovative understandings the gratefulness of the things they have completed in the context of learning, (Pries, 2019). Replication seems to be the device of shifting wisdom into subterranean learning and transforming the learnings into actions. As reflection allows an individual to attain the correct viewpoint on the ground of deed and to achieve the considerateness of the adjustment in training required, it is a common way of replicating the learning. There are numerous reflective models available about how to assist the individuals and to replicate their learnings and experiences. Reflection needs exertion that employs the abilities of fortitude, audacity, and intelligence of using common sense in the directive of dealing with the outcomes. Usage of these reflective models would assist in identifying significant steps in reflective analysis and while dealing with something complex the reflective structure would aid to keep the process going.

In my reflective journey in the contest of organizational analysis of Oak Technology Ltd. an information technology services firm that helps hundreds of business owners to identify, implement and maintain their technology, I will use the Gibbs model of reflection. This easy-going process of reflection will help me to describe, analyse and evaluate my classroom learning in a systematized manner. This could offer me opportunities of gaining knowledge, applying it in the forthcoming eras and will support me to develop employability aptitudes, (Bassot, 2015).

My Journey of Reflection

In relation to the organizational analysis that I have completed in the Assessment One I now have used Gibbs six steps of reflection below:

Description:

In my academic program BA Business Management, an individual report was required and I prepared the Organizational Analysis from the perspective of Oak Technology Ltd. an information technology facility provider that helps hundreds of business owners to identify, implement and maintain their technology. The course of assessing the progression, workforces, actions, and the working atmosphere of an entity is known as organizational analysis, which empowers the administration of identifying the zones of faintness, and approaches of eradicating the difficulties, (Carlberg, 2010). While preparing the report I had to encounter numerous hitches as finding details of different aspects of Oak Technology Ltd was difficult enough. Moreover, formulating the analysis in a report format was another challenge because of the lack of authentic sources and similarities. I had to write the report, while continuing my regular academic tasks and personal activities.

While doing SWOT analysis I could not prioritize the issues properly and the whole information ultimately confused me to reach a single decision. Besides, the PESTLE analysis took me much time as finding the necessary information was not easy. Again, this could not offer the whole picture because of the quick changes in the political, economic, and other environmental aspects, (Frue, 2020). Finally, formulating the training and development plan was the toughest task as I needed to distribute the time and the personnels properly to complete the course effectively and efficiently. Finding the required training and sources of funding for the sessions was not an easy task.

Feelings:

While the preparing of the report for organizational analysis has created several challenges, I managed to develop my analytical demonstration aptitudes, got an appraisal from the university and my fellows as well. Whilst gathering relevant information, preparing, and formulating the report based on appropriate significance, I faced many difficulties as this

required a lot of authentic information regarding the organization and its different functional activities. At that point, I figured out what kinds of information I would need. I believed that analysing the business plays a significant role in finding the organizational position in the current market and identifying its requirements to improve the market by gratifying the client in a greater way. It assists in determining the organizational problems and through appropriate alignment helped me to improve the effective use of the information technology to make the firm more profitable.

Evaluation

Implementing the SWOT analysis for finding the strong areas of Oak Technology Ltd. and its weaknesses that required improvement was a challenging situation for me. Moreover, the problematic part of the report was doing the PESTLE analysis, which helped to inspect the business settings from the political, economic, social, legal, and environmental perspectives. Nonetheless, the corresponding would similarly enable me to improve and prompt my judgments and analytical skills which would allow me to generate a solution of a particular matter and sort decision about the required actions. Analysing the atmosphere and understanding the cause of the problem is a prominent ability that requires every level position in the organization. Development of skills such as thinking critically, researching and analysing the information, problem-solving and communication capability can progress my work by enabling me to investigate the complexity, making judgments and finding solutions, and support me in achieving organizational goals and attaining my career objectives.

Analysis

If I could use my analytical capability and utilize my potentiality more effectively in doing a SWOT analysis and PESTLE analysis, the report would be formulated and presented more professionally. While analysing the customer base of Oak Technology Ltd I found that it has primarily concentrated on the Business to Business market as it develops professional software programs particularly generated for housing associations and other specialized bodies. At the point of analysing competitors, I found that other IT firms that offer Software and Hardware Integration and WCF Web Services are the key competitors. I did a stakeholder analysis of Oak Technology Ltd, and categorized its stakeholders into internal and external categories. I found

that the Finance Director who is creating the budgeting plan for the campaign and whose interests are to allocate all resources properly to support the campaign supports the launch of the campaign through the right channels and media. Developers play a vital role in being an internal stakeholder as they produce and improve all sorts of hardware and software and make sure these work smoothly. The Client Service Director and the sales manager are other internal stakeholders. Meanwhile I was analysing other external stakeholders such as clients, external agencies, or potential investors who are the targeted audience for the product launch campaign of Oak Technology Ltd.

I conducted a SWOT analysis for Oak Technology Ltd which is a tactical development practice used to support the association in identifying its internal strengths, weaknesses, and external opportunities, and threats associated with industry rivalry, (Benaven, 2012). In my analysis, I showed the strength of the IT service provider that it has experiences of working with other large business entities and from its starting, it has a tracked record of happy customers, reliable products, and professional services. Shortage of marketing campaign, fewer salespeople, and slow product development are its weakness that I found. Oak Technology Ltd has a huge opportunity for training its marketers that will make the campaign successful in promoting and making a new customer base. Yet, the Laws and Regulations barriers, breach of data security, and Employment law can cause threats for the firm.

I also scanned the macro environment of strategic management for Oak Technology Ltd by using PESTLE analysis. It helped me to find out the cost-effectiveness of the firm, understand the influential factors deeply, and recognise the areas of development to exploit available opportunities of Oak Technology Ltd. Brexit and the pandemic of Covid-19 have a huge impact on the political environment beside the governmental policies, (Contributor, 2020). It seems to me that the upcoming economic recession and lower wage rate will damage the world economy a lot and the firm can't skip the impact. New trends and development techniques, better programs and resources, change of clients' needs and preferences can massively influence the social contest.

Conclusion

This segment of organizational analysis was an opportunity for me since I have discovered my strength and weakness in analysing organizational complexity and helped me to develop a fruitful action plan to improve myself for overcoming this faintness. I need to emphasize more on developing my creative thinking capability and issue analysing. These two are the most important parts of the organizational analysis to scan the whole business environment. Furthermore, relating the findings to the current industrial situation is another zone to improve. Strategic planning and decision making are some of the significant management aptitudes which I require for my leadership capabilities. Currently, I realized that the report on organizational analysis would be more precise if I could add some more authentic sources from recognized and contemporary journals which would also help me to understand the organizational context broadly.

Action plan

Conducting an organizational investigation is advantageous because it empowers the administration to recognize zones of paleness, and discover tactics for eradicating the difficulties.

For overcoming my faintness in analysing the organizational and industrial situation that I discovered and for improving the strength more, I have prepared an action plan which will be accomplished within a certain period. I have formulated a seven-step scheme for improving my analytical skills.

Observing the surrounding: I will walk in the whole office and observe others what they are doing. I need to engage myself actively and use my senses to find any interesting things, (Raes, Boon, Kyndt, and Dochy, 2015).

Reading Paperwork: To improve my analytical skills, I will be reading books actively. I may ask questions, make forecasts and stay affianced with my reading substantial.

Learning the way belongings work: Finding the solution only will not be enough, therefore I also need to know the way how a particular things work. By inspecting in what way belongings

work, I might have a good considerate procedure which is vigorous in motivating my diagnostic abilities.

Asking Questions: We are smart as much as we are curious. My cognitive function of paying full attention and memorizing things can be improved by being more curious about the surroundings. Therefore, I can develop my skills in retention, solving problems, and memorizing by asking more and more relevant questions.

Playing Mind Games: Playing puzzle, Sudoku, chess can improve my analytical ability. Because these brain games are funny, I don't need any motivation to play them, (Apa.org, 2020) Whenever I get free time, I will play these kind of games.

Practising Problem Solving Talents: Every problem has its solution, which can be visualized and articulated of a certain notion. For a single problem, I will prepare at least three solutions and run a test to find the most effective and fruitful one.

Thinking About my Judgements: While making a critical decision on my work I must think hard and link my decisions with proper logic that is supported by the current evidence. I will determine the advantages and the disadvantages of my decisions and will conduct extensive research as well. I will ask for an expert solution to identify whether it is the best what I am doing. I will take time to rethink the whole situation and after doing all these I will finally decide what the solution could be.

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