

SAMPLE OF REFLECTIVE JOURNAL

The first day began by introducing mentors Iliana Fredric and Landin Lancer, who together make the head team of the office. They tried to ease my tension down at first with a leery conversation, then talking about the tasks that awaited me in the following days in practice. Then the mentor took me to other departments to meet other employees and see what they are doing. The company is subdivided into teams working on projects of Internet-related clients. Teams involved in developing the product themselves consist of backend and frontend developers, and are assisted by a team of web designers. Then there is a sales team, a communication with clients, and the management of the entire electronic commerce and business process over the Internet.

My first task was to create a new account so I could get emails and track my tasks. I created an official mail account, a daily task scan tool, and an official Skype so I could communicate with the mentor and other colleagues more easily. The second day of practice began with a discussion on human resource management, the ways in which they work, and all the disadvantages they face and want to avoid. Office managers create a table for each employee and send them, and they must then fill in and cheat. After the returned tables, the missing data are added, then the tables are printed and manually added hours, followed by reports that forward the signature to the circulator. When the director returns the signed report, the same is carried on to the bookkeeping service in order to calculate the salary. The office manager's desire is to make this process more automated. Also, the problem is the distribution of holidays and sick leave. After explaining to me how they manage human potentials and that they do not like them in their system, i.e. what they would like, I began by researching tools that enable efficient human resources management. The Internet is full of tools that in one way or another provide different ways of managing human resources. By searching, I really encountered a large number of tools, and I briefly studied the characteristics and put a short



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description in the table for the ones I liked. The third day of practice I continued to explore human resource management tools. Web sites for some tools were full of information, sketches and descriptions of the tool itself, while some of them could not find out anything at all. For the tools they had, I tried the demo version to see how they work and what they are doing. Some tools provided a demo version for trial only if they were sent a request, which I did. Some responded automatically to the request and instantly sent the activation link and, if necessary, the user data. Some tools did not provide the demo version so I could not see exactly how they function. After watching a video or trying out a demo version, a large number of tools were written down immediately because they did not have the functionality that they needed or had some or worse, the use of functionality was a complex process and knew earlier that it would not like employees. I decided to explore the tools another day, try the ones I was waiting for to approve my request and make a choice.

