

Reflecting on Application Development for Organizational Reflective Learning Support

Completed Research Paper

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Abstract

Learning from experiences made in the past and thereby improving process performance is a huge challenge for organizations nowadays. Despite the huge potential, there is no sufficient IT support for reflective learning in organizations. The aim of the paper is to identify crucial functionalities of applications to support reflective learning, as well as to closely align these functionalities with reflective learning theory. The existing functionalities of our prototype are mapped to the requirements derived from theory in four use cases. We observed that all the functionalities could be mapped to the theory and all requirements we derived from theory are addressed by the current implementation. This leads us to the conclusion that the identified functionalities are necessary in order to enable IT support of reflective learning in organizations. We present two evaluation streams from which we derived further improvement potentials.

Keywords

Reflective Learning, Organizational Learning, Functional Requirements