Individual Reflection Report
(about 1000+ words)

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      After learning about the task, and task background provided by Ricoh in the online individual lecture series, I was attracted by Ricoh's corporate culture. Employees should not work to just make a living, but to gain inner satisfaction is one of the most important factors to measure the value of a job. As a member of Generation Z, I think that we want to feel valued at work, but at the same time, we set a higher bar for the satisfaction that work can bring. I worked as an Human Resource Business Partner (HRBP) intern at ByteDance. During my internship I would constantly think about the problem of how to motivate employees' enthusiasm and satisfaction. I am very glad that I chose Ricoh as my research and cooperation project this summer. The process of completing the assignment not only enabled me to have a deeper understanding of Ricoh and its industry but also made me have a clearer understanding of my study and career.

      Throughout the course, I was required to research Ricoh and its history. I was very surprised to find that Ricoh was founded in 1936 (Varghese, 2019). Although the oldest company currently still in business is Japanese, due to their connection with printer technology, I assumed that Ricoh was a much younger company. Along with age, I was also very surprised by the size and influence Ricoh has on the global market. As of March 2021, Ricoh has more than 80,000 employees, about 60 percent of whom work in more than 50 countries outside Japan. Ricoh also has more than 200 consolidated companies worldwide (Company Data, 2021). I also found that since April this year, Ricoh has redefined its business area to cater to the digital information technology update. Ricoh's current business areas include digital services, digital products, graphic communications, industrial solutions, and other businesses such as healthcare. I think this global digital development has brought both opportunities and challenges to Ricoh, and Ricoh's transformation will surely lead to new opportunities.

      Ricoh belongs to the information technology (IT) industry. The IT industry is an industry that provides information services by using the technology of storing, manipulating, distributing, or creating information. Its emergence has revolutionized information collection and dissemination as well as global communication (Deb, 2014). Although the IT industry is still new, its scale is developing rapidly. IDC expects the IT industry to reach $5 trillion and grow by 4.2% in 2021 (IT Industry Outlook 2021, 2020). Due to the impact of COVID-19, working from home has become the norm, and the IT industry has more advantages than traditional industries. In my opinion, although Ricoh is looking to transform its business this year, whether it can catch up with the rapid pace of global digitization may determine the company's future.

      In the study of Ricoh, my team members and I discussed, assigned, and completed work together, which was a very enjoyable and happy experience. Through this group cooperation, I realized that honestly admitting my knowledge blind spots and brainstorming with my teammates is an effective way of learning. For our business showcase, I was responsible for creating the prototype for our proposed

game. I found myself feeling stressed throughout the creation process because I have no formal teaching in any sort of game creation or design. Although I felt embarrassed at the fact that I could not create a working game prototype myself, I decided to ask my group members to help me brainstorm a way to create a working prototype. Deciding to ask for help was definitely a smart move for me. Essi, one of my group members, suggested a website called Miro. Miro is a mind-map-like site that we used to collect our ideas in a coherent and clear way. During the brainstorming processes I had the idea to create the game prototype to seem like a classic Japanese visual novel. Due to Ricoh being a Japanese company, my group found it to be quite fitting.

In addition, working with an international team has allowed me to become more skilled in cross-culture communication and more open-mined. My breakout room would always share stories of our daily life after academic discussions, which gave me great insight into other countries, especially Japan. We talked about the Tokyo Olympics, Japanese manga, and the cold weather in Canada. I found that although we come from different regions and have different cultural backgrounds, we also have a lot in common. We have similar tastes in certain areas such as food and music, and we are all young people with high expectations and confidence in life. These experiences have made me realize that it does not matter what country you are in or what race you are, what matters is that we can work jointly towards a common goal and that we can create and spread happiness together.

The knowledge I learned in this course and the assignment provided by Ricoh has made me more interested in the business and employment relationship. I have especially become more determined to engage in work related to human resource management in the future. In the process of learning this course, I realized that an enterprise with global influence can not be achieved overnight. In the process of development, they need a constant input of fresh ideas, so as to gradually establish a sound system of human resources and profit structure. New ideas from birth to practice is a long process, which is why we need to use business knowledge to integrate them, and finally make a clear output. I really enjoyed the process of forming a plan from scratch when I was finishing the assignments. In addition, applying knowledge to practice gave me a greater sense of achievement. The assignment provided by Ricoh is closely related to employee engagement, which urged me to do more study and research on this aspect after class. It happened that during my summer HR internship, I had to complete a report on employee engagement within the company. I was really excited and happy to be able to apply what I have learned to my real-life work.

In addition, I am also looking forward to joining an international team in my future career. After realizing the importance of cross-cultural communication for the development of individuals and enterprises, I think it is very meaningful to join an international team. I can not only broaden my vision but also keep my mind up to date. When communicating with the team members, Manami, a group member of mine, mentioned that a member of CCC had joined the company they were working with at that time, which lit up my idea of joining Ricoh. I will keep an eye on Ricoh's recruitment in China and Canada and hope to become a member of this international family one day.

In general, the harvest brought to me by the CCC program is far beyond my imagination. In these three months, I not only came into contact with business

knowledge I had never known before but also got to know a group of outstanding peers who are full of imagination for the future just like me. Thanks to all the people who helped me in these three months, I look forward to the day we will meet again at the peak of our lives.

Reference

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