

Implementation and Effectiveness of the Monday.com Digital Application in the Improvement Achievements Program of Occupational Health and Sports at Singaparna Public Health Center, Tasikmalaya District

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Abstract— Digital health transformation represented a significant shift in how health services were delivered, managed, and accessed through digital technology. Implementing digital management tools was essential for overseeing health programs in primary healthcare settings. This study aimed to evaluate the effectiveness of the Monday.com application in enhancing the outcomes of occupational health and sports programs at the Singaparna Community Health Centre. Method: A qualitative study with an action research approach was employed to assess the Monday.com application, which was implemented for managing occupational health and sports programs targeted at program managers at the Singaparna Community Health Centre. The primary measure used was the timeliness of program implementation against established targets. The research themes were input, process, and output. The stages of this research included identification, implementation, and evaluation of the effectiveness program. Data were collected through interviews and observations, utilizing the digital application Monday.com and a questionnaire. Data analysis involved a qualitative study with content analysis using the screenQ application. Results: The results of the digital transformation indicated an increase in program achievements. Specifically, two programs were completed, and four additional programs were in the implementation stage. The program could be managed effectively with notifications sent 3 days in advance via email or phone, allowing the program manager to implement the plan accordingly. Conclusion: The use of the Monday.com application proved effective in increasing the coverage and impact of the occupational health and sports programs at the Singaparna Health Centre. Recommendation: Community health centers were encouraged to adopt the Monday.com application to enhance the monitoring and implementation of their health programs.

Keywords— *Health Services Administration; Health Information Technology; Occupational Health, Sport Medicine*

I. INTRODUCTION

Globally, digital transformation in the health sector has become a priority to improve efficiency and quality of services. The use of information technology enables better data management, faster decision making, and more effective coordination. According to the WHO report, digitalization in health services can increase the accessibility of health services and optimize the use of resources [1]. However, challenges in implementing this technology are still faced in various countries, especially in developing countries. In Indonesia, the government is implementing a health digital transformation program aimed at improving the accessibility, efficiency and quality of health services while providing a better experience for patients and increasing collaboration between health service providers. The government has encouraged the digitalization of health services through various initiatives, such as the implementation of the Community Health Center Management Information System (SIMPUS) to increase the efficiency of primary health services [2]. However, research shows that SIMPUS implementation faces various obstacles, such as limited infrastructure, lack of training for staff, and resistance to change. These obstacles cause health program management to be less effective [3].

At the Singaparna Community Health Center, Tasikmalaya Regency, occupational health and sports programs still face significant challenges. Data from the Tasikmalaya District Health Service shows that the timeliness of implementation and assessment of program performance is still in the poor category. Coverage of Primary Health Services Public Health Efforts, Singaparna Health Center UPTD Development Program in 2022 shows that traditional health services are in the medium category with a score of 83.12, sports health services are in the poor category with a score of 13.5, occupational health services are in the poor category with a score of 13.5 and floor health services in the poor category with a score of 66.26. This is caused by inefficient communication flows and minimal technology adoption [4].

Digital transformation in Public Health Centre (PHC) is very important to increase the efficiency and effectiveness of services. Using a program management application like Monday.com allows teams to collaborate better, track task progress, and create reports in real-time. Implementation of this technology has been proven to increase efficiency in various other healthcare sectors [5]. Research on the implementation and evaluation of the effectiveness of program management applications such as Monday.com at the Singaparna Community Health Center is crucial for assessing the feasibility of implementation and measuring the effectiveness of the impact of using the application on the timeliness of program implementation and improving staff performance.[6][7]. This study aims to evaluate the effectiveness of the Monday.com application in enhancing the outcomes of occupational health and sports programs at the Singaparna Community Health Center.

II. METHOD

Type of qualitative research with an action research study approach. Action research is a type of qualitative research that seeks action to improve practice and study the effects of the action that was taken [8]. The action research stage carried out was identifying problems and obstacles to program implementation, determining action, namely using the Monday.com digital application platform to increase program achievements for 4 months from September to December 2024, implementing the Monday.com digital application innovation for program implementation and evaluate the achievements of occupational health and sports programs. The themes in this research are input, process and output to measure the impact of implementing the use of the moday.com digital application in the occupational health and sports program at the Community Health Center.[9]

The themes in this research are the result of deductive research construction, namely when discovered during data collection, these themes are mostly prominent expressions/terms/ideas mentioned by respondents. [10]. Monday.com Work OS is an open platform where anyone can create the tools they need to run every aspect of their work and empowers teams to build processes, create projects, and complete day-to-day work according to their needs [11]. The informants were 5 people from occupational health and sports program managers, heads of administration and heads of

community health centers. The instruments used were the moday.com digital application and an interview guide.

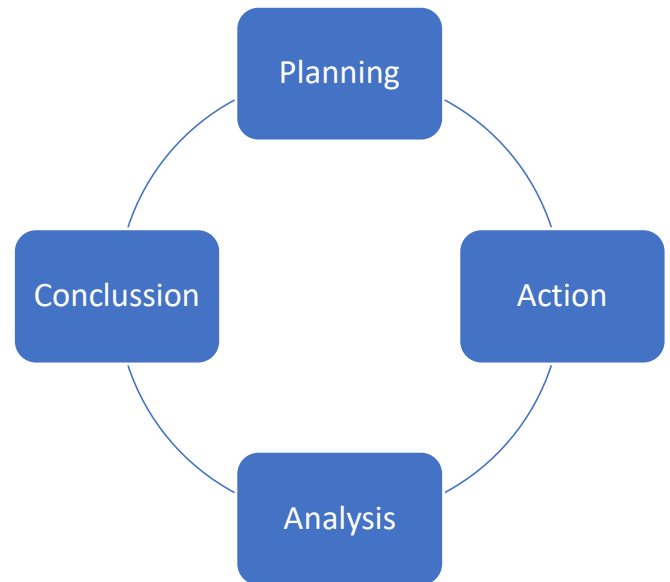


Figure 1. Step of Action Research

Qualitative data analysis in this research uses content analysis with five stages, namely Organizing the Data, Sorting Data into Relevant Topical Categories, Open/Initial Coding, Identifying Patterns, Themes, and Findings and Applying Theory and Explaining Findings with the application used, namely ScreenQ [12].

III. RESULTS AND DISCUSSION

The results of research on the implementation and effectiveness of using the Monday.com digital application are described in the following stages:

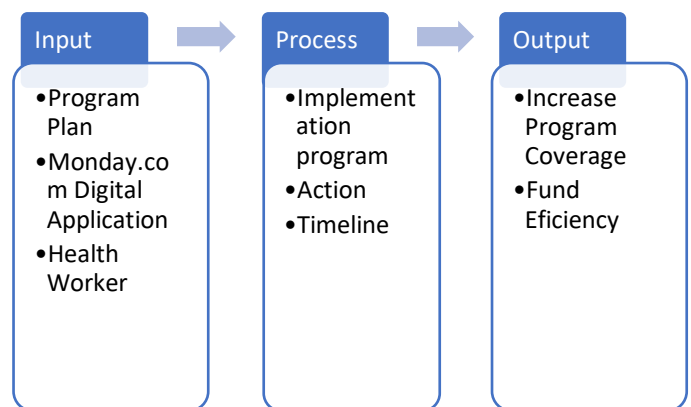


Figure 2 Stages of implementation of the use of the Moday.com digital application at the Singaparna Community Health Center, Tasikmalaya Regency

Inputs

Program scheduling can be made in the Monday.com digital application by the program manager who is a health worker. Training on the use of the Monday.com application to 5 health workers for 1 day. An overview of the Monday.com digital application is as follows.

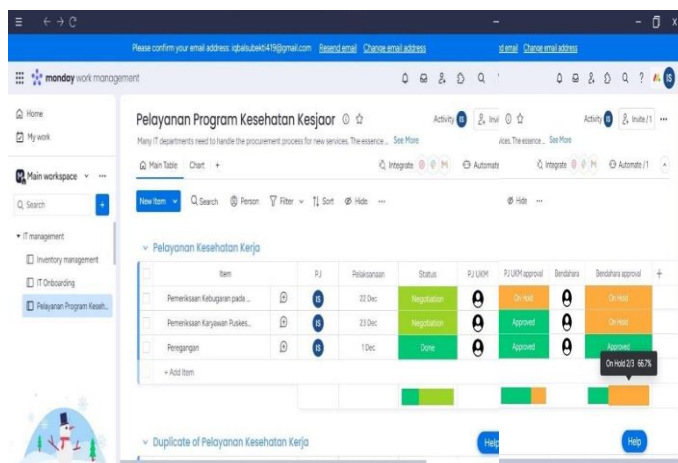


Figure 3 Monday.com Digital Application Dashboard

In the dashboard menu display there is an 'item' column for planned activities to be implemented, the 'PJ' column is the name of the initials of the person responsible for the program, the 'implementation' column is the time that has been determined in accordance with the program plan, the 'status' column is the activity status when implementation begins use of the Monday.com digital application with the negotiation and on hold categories, the 'PJ UKM' column is the activity icon/symbol of the person responsible for the public health program in providing approval for activity status, the 'PJ UKM Approval' column is the program status of the PJ UKM with on hold and approval categories, the 'Treasurer' column is the icon/symbol of the program treasurer's activities in approving activity status and the 'Treasurer approval' column is the program status by the treasurer in the on hold and approval categories.

Process:

Program management starting from time, implementation, budget, implementation of activities can be carried out easily because it is assisted by the Monday.com application and there are deadline notifications for each program, so that the process is on time according to the targeted schedule. At the stage of the occupational health and sports program process being implemented, the Monday.com digital application helps carry out monitoring with the following description.

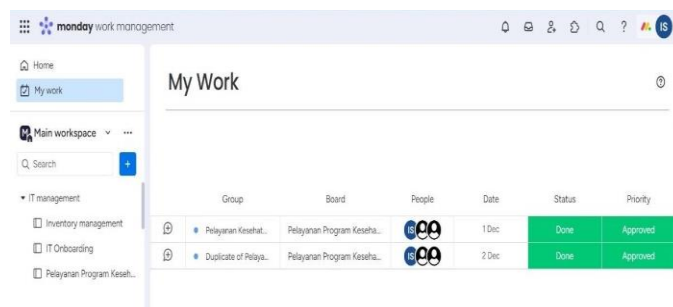


Figure 4 Dashboard for implementing the Occupational Health and Sports program

Based on Figure 3, it shows that occupational health service activities and sports services are shown to be implemented on December 1 2024 with the status 'Done' and in the 'priority' column with the status 'approval'.

Output:

An overview of the results of the implementation of the Occupational Health and Sports program at the Singapore Health Center can be seen in Figure 4 below;

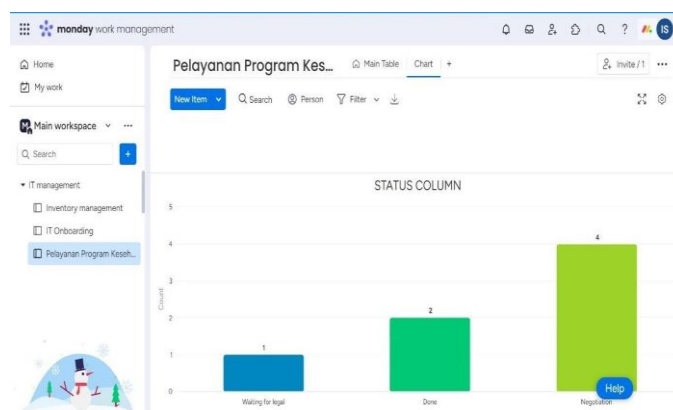


Figure 5. Output results from using the Monday.com digital application

The result of using the Monday.com digital application is a graph that shows the 'waiting for legal' program, namely activities awaiting budget approval, a diagram with the status 'done' is the number of activities that have been completed and a diagram with the status 'negotiation' is the number of activities in progress. negotiation. The results of program management with the support of the Monday.com application is an increase in program achievements, namely two programs completed on time and four programs in implementation so that program management is effective from a time perspective and has an impact on budget efficiency because implementation is on time.

Discussion

The results of Monday.com's implementation show a significant positive impact on the coverage and effectiveness of

health programs at the Singaparna Community Health Center. Digitalization in public health services is proven to be very beneficial for both medical and health service recipient in an increasingly digital environment era [13]. Implementing new digital innovations can improve accessibility, quality and flexibility of health services for the community[14]

Increased Program Coverage, namely two programs were successfully completed on time, while four other programs are in the implementation stage. This shows that the application is able to increase the speed and effectiveness of program management. The application of digital technology in health services can increase the effectiveness of health programs in various ways. Technology enables health services to provide timely health information, improve interactions with patients, and spread health messages to a wider audience.[15]

The application of digital technology in health services can increase the effectiveness of health programs in various ways. Technology enables health services to provide timely health information, improve interactions with patients, and spread health messages to a wider audience. Digital health technology can be an effective tool in achieving health goals for a better and more equitable society, especially in areas with limited resources, with planned support and strategies. [16]

Apart from that, the impact on Budget Efficiency is that timely program management reduces waste of resources, so that the budget can be used optimally. Implementation according to schedule also prevents additional costs due to delays. The use of digital technology has an impact on service providers, namely increasing speed and efficiency, cutting costs, and providing a superior consumer experience [17].

The impact of using digital technology can increase transparency and accountability, namely an integrated tracking system allows the team to identify obstacles quickly and increase accountability throughout the program implementation process. The adoption of digital technology in health services and the use of other digital health technologies can improve transparency of the service process to the community so that it can increase satisfaction with health services [18]

The application of technology such as Monday.com is in line with the global digital transformation strategy proposed by WHO, which emphasizes the use of technology to increase the efficiency, transparency and accessibility of health services. In the Indonesian context, this supports efforts to digitize primary services, such as the Puskesmas management information system (SIMPUS), which faces similar challenges, including a lack of technology adoption at the local level.

IV. CONCLUSIONS

The use of the Monday.com application has proven effective in increasing the coverage and impact of the occupational health and sports programs at the The limitation of this research is that it only assesses one part of the service at the community health center Community health centers are encouraged to adopt the Monday.com application to enhance the monitoring and implementation of their health.

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