

## Google Form Training for Healthcare Professionals to Enhance Services at Belimbing Health Center, Padang City

Yuli Mardi <sup>a)</sup>, Syamsul Kamal, Vanya Putri Ramadhani

Akademi Perekam dan Informasi Kesehatan (APIKES) Iris, Padang, Indonesia

<sup>a)</sup>Corresponding Author: adimardi@gmail.com

### Abstract

Google Form is one of Google's free applications that serves various purposes. This application assists in managing registrations, creating opinion surveys, gathering social data, crafting short quizzes, and performing various other functions. Google Form also enables users to create and analyze surveys directly through a web browser. Another advantage is its capability for collaborative work with multiple individuals simultaneously, and all changes are automatically saved. To enhance services in healthcare facilities, medical professionals and healthcare staff can utilize Google Form to create health service surveys, record data for patients requiring special care, monitor infants at community health posts, and similar activities. However, many medical professionals and healthcare staff at Belimbing Health Center are not yet familiar with the free and instant Google Form application provided by Google. Hence, a socialization activity on the use of Google Form is needed for them. The purpose of this activity is to provide training to medical professionals and healthcare staff at Belimbing Health Center to enable them to effectively utilize Google Form, thus enhancing their performance in patient care at the health center. This Google Form usage training was conducted as a form of community service at Belimbing Health Center, Padang City, on September 23, 2023. The training began with the delivery of Google Form materials, followed by practical exercises in creating Google Forms. The expected outcome of this activity is that medical professionals and healthcare staff can use Google Form effectively and implement it according to their needs to support their work seamlessly.

**Keywords:** Google Form, Health Center, Healthcare Professionals

### INTRODUCTION

The Community Health Center, known as health center, is a healthcare institution that provides primary healthcare services and individual healthcare at the first level. Health Center emphasizes promoting and preventing actions within its operational area (Menkes, 2019). The goal of health center is to facilitate healthcare services for patients and the community, particularly in emergency situations. So health center is the initial point of contact for individuals in need of healthcare services before being referred to hospitals or second-level healthcare facilities.

At the first-level healthcare facility, a wide range of services is available, including those that emphasize health promotion and prevention, health education, routine immunization, family

planning programs, vasectomy or tubectomy procedures, health screenings to identify more serious disease risks, medical consultations, and others (Online, 2022).

As first-level healthcare facilities are the initial point of contact for the community and directly engage with them, it is crucial for healthcare personnel at these facilities to have up-to-date technological skills to enhance their work efficiency. In first-level healthcare facilities such as health center, the medical record unit serves as the commonly visited starting point for patients when they arrive at the healthcare facility (Asriati, 2020). Positioned at the frontline, medical record staff at first-level healthcare facilities like health center possess the capability to promptly provide information to patients and their families. This information may encompass health promotion materials (Mayasari, 2020), questionnaires, social data, and more.

After conducting field observations in January 2023, the author identified that some personnel at a community health center expressed a desire to create questionnaires using Google Form. However, they encountered challenges due to their limited knowledge of Google Form usage, as they had not received any relevant training. Consequently, the author volunteered to offer training to healthcare professionals at a community health center in Padang, specifically Belimbing Health Center. This proposal was subsequently accepted by Belimbing Health Center and implemented as a community service activity led by Lecturer Apikes Iris.

One aspect of technology that can be taught to medical professionals and healthcare staff at community health centers is the utilization of the Google Form application. Not all healthcare workers have an understanding of how to use, the functions of, or the benefits of Google Form. Therefore, it is important to organize a training program involving medical professionals and healthcare staff at community health centers or other level 1 healthcare facilities.

Previously, various training sessions have been conducted in the use of Google Form, including for survey purposes carried out by the leaders and cadres of the Ragunan Sub-District (Utami, Putri, R, & Muhamad, 2021). Furthermore, Google Form has also been utilized as an online learning tool in the education sector (Sastra & Widiyanto, 2022), (Yusron, Wijayanti, & Novitasari, 2020), (Wisman, Youpika, & Qalbi, 2021).

This training program is a developmental initiative that consists of two sessions. In the first session, participants will receive theoretical content regarding Google Form, which includes an introduction to Google Form, how to create it, form design, question setup and editing, the process of sharing forms with respondents, and analyzing the results of form submissions. In the second session, participants will be guided to create Google Forms in various relevant scenarios tailored to their needs.

## METHOD

The community service activity is composed of five stages: preparation, organization, activity implementation, evaluation, and activity reporting. These stages can be viewed in Figure 1.



Figure 1. Activity Phases

The details of each phase can be explained as follows:

- Preparation, the first step in this phase is to conduct a survey and observation of the location where community service will be carried out. The survey and observation are conducted at one of the community health centers in Padang City, namely Belimbing Health Center. Based on field findings, it was identified that an issue had occurred at one of the community health centers, where the healthcare staff at the center lacked the ability to use Google Form to create questionnaires. This issue was also found at Belimbing Health Center. After coordination and discussion with the head of the administrative department, it was agreed that the solution to this problem would be to conduct a socialization and training activity on Google Form for the healthcare staff at Belimbing Health Center, Padang. Subsequently, the community service team and partners continued discussions to determine the schedule of the community service activity, participants, relevant materials, and technical preparations needed for the upcoming community service implementation.
- Organization, to ensure the successful implementation of community service, roles and responsibilities for each team member need to be defined. This is done to prevent overlapping tasks and ensure alignment with expectations. The community service team consists of one chairman and two members.
- Implementation of activities, after obtaining the community service permit from the Department of Investment and Integrated One-Stop Service Padang City. The activity was carried out on Saturday, September 23, 2023, at Belimbing Health Center, Padang City, starting from 08:00 AM to 01:00 PM. This community service activity was attended by all healthcare personnel at Belimbing Health Center, Padang, who were not directly providing patient care.
- Evaluation, to assess the extent to which the activity had a positive impact on the participants, a pretest and posttest were conducted. Additionally, participants were assigned to create questionnaires using Google Form according to their respective roles in the health center. The results of the pretest and posttest can be seen in Figure 2.

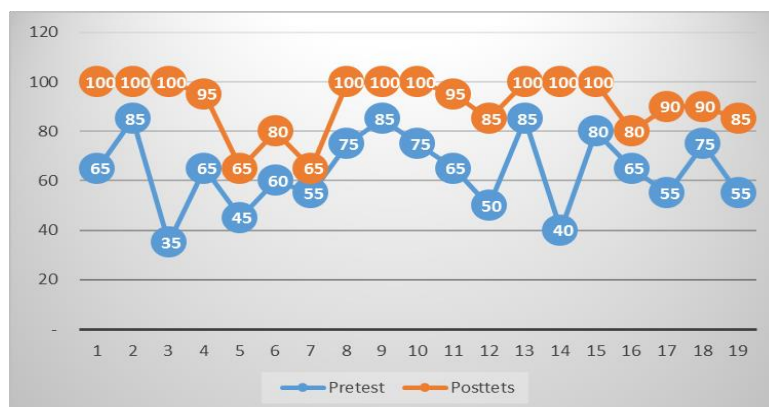


Figure 2. Pretest and Posttest Results

- Activity report, the completed activities are summarized in the form of a final report, which must be prepared and submitted to the Research and Community Service Institute of Apikes Iris. This serves as accountability for having carried out the community service activities funded by Apikes Iris. So as an output of the activity, the results are also documented in the form of an article to be published in a national journal indexed at Sinta 4.

## RESULTS

Community service activities were carried out at Belimbing Health Center, Padang City, on Saturday, September 23, 2023. The activity was divided into two sessions. The first session commenced with a 15-minute pretest assessing the participants' knowledge of Google Form. Subsequently, a presentation on Google Form was conducted. During this session, participants were provided with training modules in the form of an e-book distributed through a WhatsApp group that had been previously established. In the second session, participants were trained to create patient satisfaction questionnaires using Google Form, guided by a resource person and assisted by the community service team until participants could independently create and distribute Google Forms. At the end of the session, a posttest was administered to participants who had previously completed the pretest questionnaire to gauge the effectiveness of the activity.

The material about Google Form was presented in slide format, complemented with an e-book that demonstrated how to use various features of Google Form. The slide presentation and the e-book's table of contents are shown in Figure 3 and Figure 4.

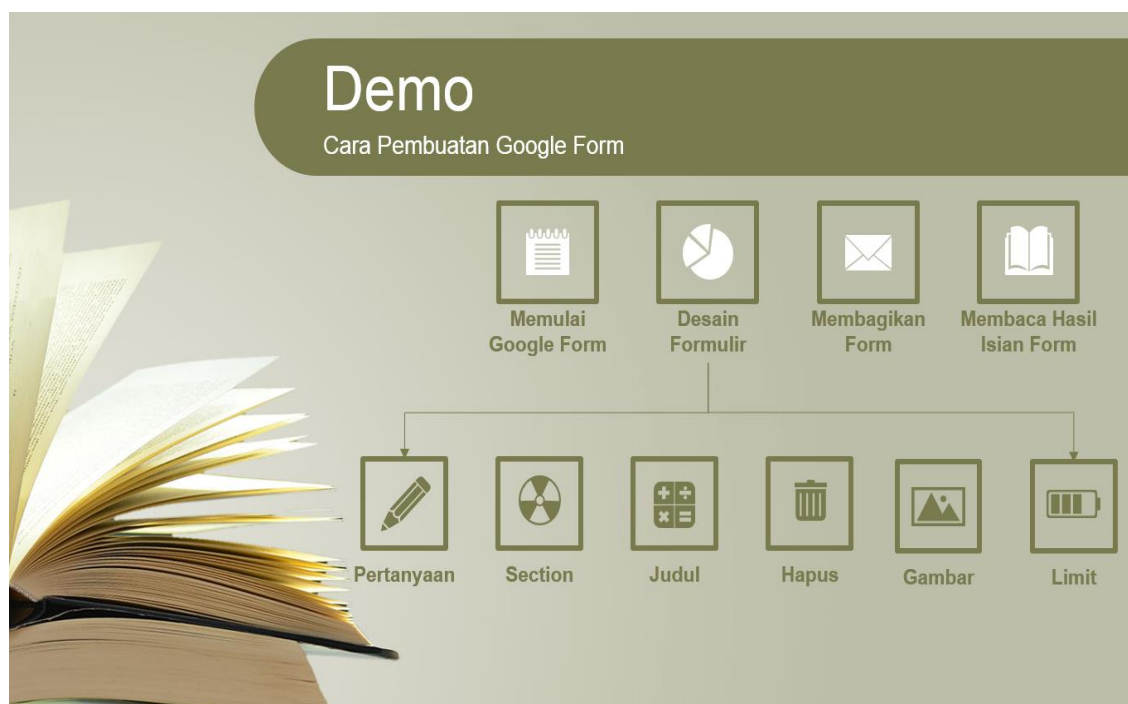


Figure 3. Slide Material for Community Service

Daftar Isi

Kata Pengantar .....	i
Daftar Isi .....	ii
Daftar Gambar .....	iii
Pendahuluan.....	1
Google Form.....	3
Pembuatan Google Form.....	5
Desain Form .....	7
Menambah dan Mengedit Pertanyaan.....	10
Menambah dan Menghapus Section pada Form.....	10
Menambah dan Menghapus Judul dan Penjelasan pada Pertanyaan .....	12
Menambahkan dan Menghapus Pertanyaan.....	12
Menambahkan dan Menghapus Gambar pada Pertanyaan .....	16
Memberikan Batasan pada Isian Form.....	18
Membagikan Form ke Responden .....	22
Membaca Hasil Isian Form.....	27
Daftar Pustaka .....	1

Figure 4. Table of Contents in the E-Book

The Community service activity was attended by participants consisting of medical record staff, nurses, pharmacists, midwives, and doctors from various departments and positions at Belimbing Health Center. All participants were highly enthusiastic about the event because they had never received training on Google Form, and the use of Google Form has become widespread for conducting surveys and creating questionnaires. Photos from the Community service event held at Belimbing Health Center can be seen in several pictures in Figure 5.



Figure 5. Photos of Community Service Activities

In the second session, participants were assigned to use Google Form according to the specific needs of their respective departments or job fields in the health center, and to distribute the Google Form results in the form of a link or by using QR codes. The created Google Form results were sent to a WhatsApp group to demonstrate that the Google Forms, once created and distributed, could be accessed and utilized by others. Some examples of the created Google Forms can be seen in Figure 6.

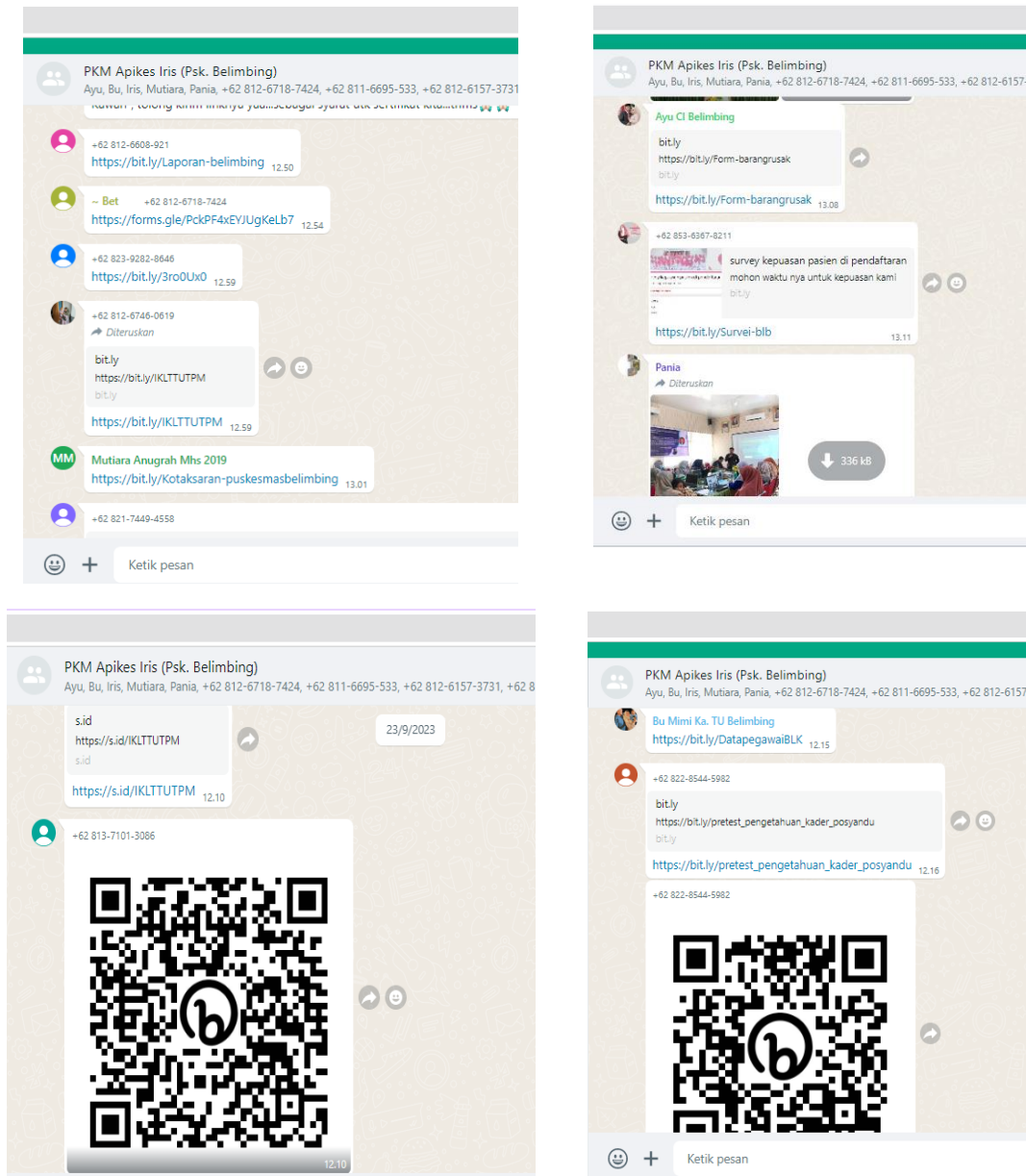


Figure 6. Results of Creating Google Forms



## CONCLUSIONS And RECOMMENDATIONS

Based on the results of the pre-test and post-test, there has been an improvement in the understanding of knowledge and the ability to use Google Form among medical personnel and other healthcare professionals at Belimbing Health Center in Padang. With this activity, it is expected that all participants will be capable of using Google Form to facilitate their work and enhance the efficiency of healthcare professionals. To ensure a positive impact of the activity on the participants, it is recommended that Google Form be implemented in their work according to their respective fields, such as creating satisfaction service questionnaires, collecting patient data, gathering employee information, and so on. In the future, we hope that this community service activity can be continued with a related topic, which is analyzing the results from the Google Forms that have been created to provide even greater benefits to leaders and those in need.

## ACKNOWLEDGMENTS

The author would like to express gratitude to the Iris foundation for funding this community service activity through the Apikes Iris Community Service Grant Program in 2023. Thanks are also extended to the Head of the Community Health Center and all healthcare professionals at Belimbing Health Center who participated in this activity, the Chair of the Apikes Iris Research and Community Service Institution, the Apikes Iris Community Service Team, and all individuals involved in this activity, whom we cannot mention one by one.

## AUTHORS' NOTE

The authors declare that there is no conflict of interest regarding the publication of this article. Authors confirmed that the paper was free of plagiarism.

## REFERENCES

- Asriati, Y. (2020). Beban Kerja Pelayanan Rekam Medis di Masa Pandemi Covid-19. *Jurnal Manajemen Informasi dan Administrasi Kesehatan (JMIAK)*.
- Mayasari, D. (2020, Mei 14). Retrieved from <https://timesindonesia.co.id/glutera-news/271500/arti-promotif-preventif-kuratif-dan-rehabilitatif-dalam-dunia-kesehatan>
- Menkes. (2019). *Permenkes No. 43 Tentang Pusat Kesehatan Masyarakat*. Jakarta: Menkes RI.
- Online, S. (2022, November 22). Retrieved from <https://superyou.co.id/blog/kesehatan/faskes-tingkat-1-2-dan-3/#:~:text=Fasilitas%20kesehatan%20tingkat%201%20atau,ketika%20berobat%20dengan%20BPJS%20Kesehatan>
- Sastra, I. F., & Widiyanto, E. (2022). Pelatihan Penggunaan Google Classroom dan Google Form sebagai Medis Pembelajaran dalam Pembelajaran Daring di SDN Pisang Candi Kecamatan Sukun Kota Malang. *Jurnal Pengabdian Masyarakat Bantenese*.

- Utami, L. A., Putri, S. A., R, S. O., & Muhamad , R. (2021). Pelatihan Pembuatan Google Form untuk Kebutuhan Survey bagi Pengurus dan Kader Dasawisma Kelurahan Ragunan. *Jurnal Warta Desa*.
- Wisman, Youpika, F., & Qalbi, Z. (2021). Pelatihan Penggunaan Google form dan Google Classroom sebagai Solusi Pembelajaran Online Ditengah Pandemi Covid-19. *ABDI PAUD*.
- Yusron, R. M., Wijayanti, R., & Novitasari, A. T. (2020). Pelatihan Pembuatan Google Form bagi Guru SD Sebagai Media Evaluasi Pembelajaran Jarak Jauh (PJJ) Maa Pandemi. *Jurnal Publikasi Pendidikan*.