



Comparison Of Technological Tools For The Management Of Organizational Processes

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ARTICLE INFO ABSTRACT

The objective of this study is to perform a comparative analysis of the technological tools Jira Software, IdeaScale and Monday.com, which is focused on the management of organizational processes, in order to identify their advantages and limitations applied in a business context. The methodology used is focused on a literature review, where an exhaustive and systematic analysis of the sources related to the technological tools was carried out, where key criteria such as cost, functionality, ease of use and scalability were evaluated. As a result of the analysis, the technological tool Jira Software stands out for its strength in project planning and monitoring, especially in agile environments. Finally, it is concluded by highlighting that each tool presents particular strengths that can be exploited according to the nature of the project to be carried out. This analysis provides a basis where the three innovation management tools are defined in detail for their use and application, promoting an innovative management of organizational processes.

Keywords: Project management, IdeaScale, Jira Software, Agile methodologies, Monday.com

1. Introduction

The management of organizational and project processes, complemented by agile methodologies and technological tools, has become a key issue to improve efficiency and strategy in organizations. According to Kerzner (2019), effective project management allows for better alignment with companies' strategic objectives, highlighting how technological tools optimize monitoring and resource allocation. However, the cultural adaptation necessary to implement these changes effectively stands out as a challenge. From another perspective, Beck et al. (2001) introduced the *Manifesto for Agile Software Development*, an approach that prioritizes adaptability and continuous iterations, especially in high-volatility environments. This framework has been validated in studies such as that of Dikert et al. (2016), who examined agile transformations in large organizations, finding improvements in collaboration and value delivery, but also limitations related to resistance to change and shortcomings in technical training.

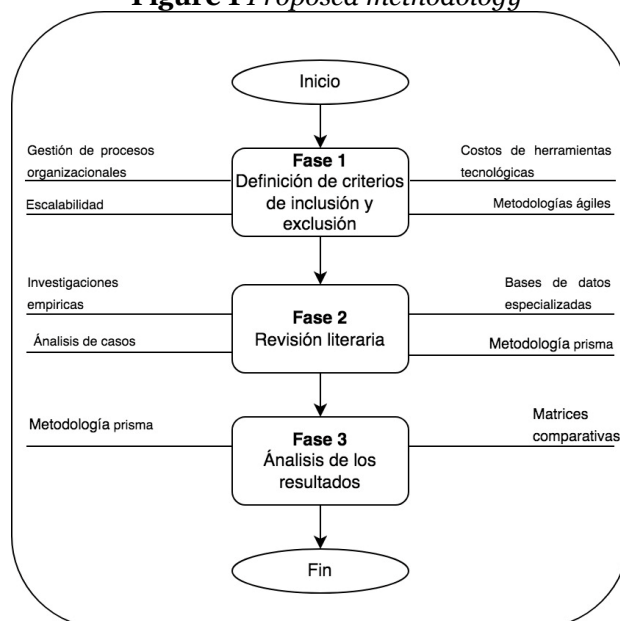
Based on the above, the objective of this article is to analyze and compare specific technological tools, such as Jira Software, IdeaScale, and Monday.com, used for organizational process management. The research seeks to identify its key characteristics, functionalities and benefits, as well as to evaluate its impact on process optimization and strategic decision-making in organizational environments. In addition, it is intended to highlight its limitations and areas for improvement, providing a well-founded guide for its selection and implementation in different business contexts. It is necessary to mention that, under a business environment characterized by constant digital transformation, the implementation of technological tools for the management of organizational processes has become a crucial factor to improve efficiency, reduce costs and promote innovation. These tools allow for greater transparency, communication, and collaboration within organizations, which are essential for competitiveness in the global marketplace. This study is relevant because

it provides a comparative analysis of three widely used tools, offering critical information that can facilitate organizations to make informed decisions about which technology solution best suits their specific needs. In addition, by identifying gaps and challenges in its implementation, this research provides a valuable perspective for future technological and academic developments in the field of organizational management.

2. Methodology

This article is developed from a documentary research approach. The literature review is framed in a systematic review approach, which is applied to evaluate and compare technological tools used in the management of organizational processes. The process is divided into several key phases that ensure the scientific rigor and objectivity of the results obtained. Its purpose is to examine previous research related to organizational process management, agile methodologies, and technological tools. This type of research corresponds to a narrative review with elements of systematic review, which allows the identification of trends, gaps and significant contributions in the existing literature. (see Figure 1).

Figure 1 Proposed methodology



Note: Authors' elaboration based on data from Sarao *et al.* (2024).

Phase 1: Definition of inclusion and exclusion criteria The first phase consisted of establishing inclusion criteria that allowed the selection of relevant studies on technological tools for the management of organizational processes. These studies were published between 2020 and currently in 2024 and focused on the most widely used tools in the industry, such as Jira, Monday.com and IdeaScale. Key terms such as "organizational process management," "agile methodologies," "technology tool costs," and "scalability" were also used. Articles without direct comparison between tools or that do not present relevant analyses in the defined parameters were excluded.

Phase 2: Literature Search

In this phase, an exhaustive search was carried out in specialized academic databases. The search focused on articles published between 2020 and 2024, prioritizing those that addressed comparisons between technological tools and their integration with agile methodologies. In addition, empirical research, case analyses and systematic reviews were included to provide a detailed overview of the most relevant tools for project management. This process involved the use of specific filters to ensure the relevance and timeliness of the selected studies, such as the inclusion of terms related to cost, functionality, ease of use, and scalability. Emerging trends in the implementation of these technologies were identified, as well as gaps in the literature, mainly related to application in specific contexts, such as small and medium-sized enterprises or non-technological sectors.

Once the studies were compiled, they were evaluated using the PRISMA protocol (Preferred Reporting Items for Systematic Reviews and Meta-Analyses), a methodology widely recognized for ensuring transparency and rigor in systematic reviews and meta-analyses. PRISMA provided a checklist that guided the researchers through every stage of the process, from initial planning to the presentation of results. This protocol ensured that the methods and findings were reported clearly and completely, facilitating replication and critical assessment of the studies. In this research, PRISMA made it possible to evaluate the methodological quality of

the selected studies, the depth of the comparisons made between technological tools, and their relevance in improving the management of organizational processes through their integration (Page et al., 2021).

In this study, an exhaustive literature search relevant to the comparison of technological tools used in organizational process management was conducted. Various specialized academic databases were used, as well as repositories such as ResearchGate, where key articles related to technological tools were found. In addition, the official websites of the selected tools, such as Jira, Monday.com, and IdeaScale, were explored for direct information about their features and applications. The search focused on publications from the last five years, between 2020 and 2024, prioritizing empirical studies, review articles, and papers that presented comparative analyses of these tools.

Once the relevant studies were identified, inclusion and exclusion criteria were established to ensure that only those that aligned with the research objectives were included. The selected studies had to directly address the management of organizational processes or the use of technological tools in administrative or project contexts. Articles that did not present a clear methodology or those that had not gone through a peer review process were excluded. The evaluation of the studies was carried out in several stages: first, the titles were reviewed, then the abstracts, and finally, the full texts were evaluated using Mendeley to manage references and avoid duplicates.

Regarding data extraction, fundamental details were collected about the technological tools analyzed, such as their cost, functionality, ease of use and scalability, in addition to the methods and organizational contexts described in the studies. The information obtained was organized in a comparative table, which allowed a clear and structured view of the tools. Key results from each study were also extracted, highlighting both the benefits and limitations of the tools in improving organizational management. The following information is developed:

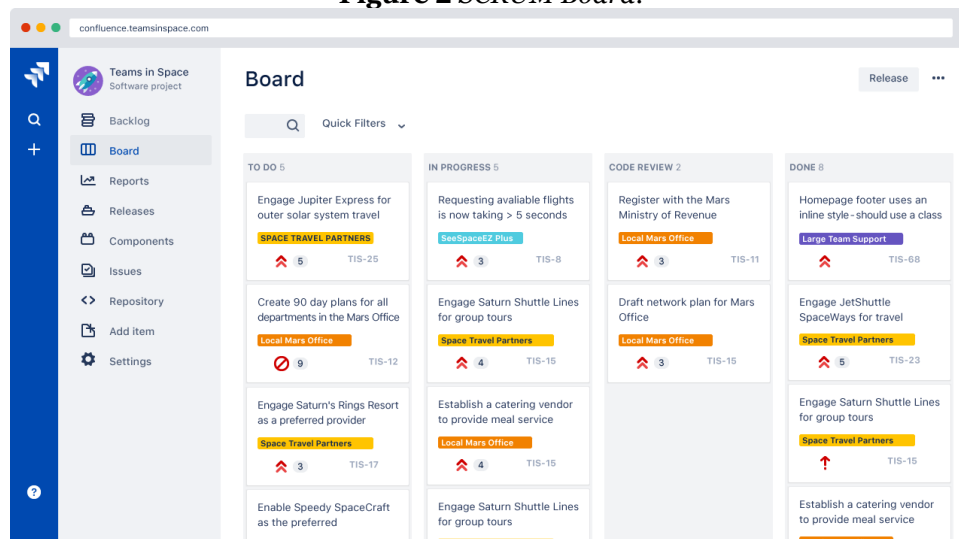
Description of the tools evaluated

JIRA Software

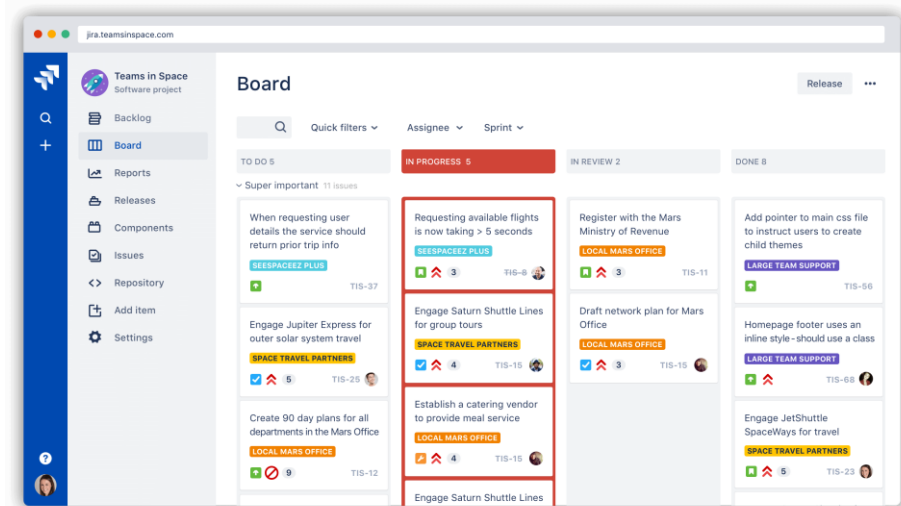
It is a tool developed by the company Atlassian which belongs to a group of solutions that are used to plan, assign, supervise, manage work and prepare reports on it. Jira provides deployment features and products built specifically for software, IT, enterprise, operations teams, and agile work management.

Among the main agile methodologies that can be managed with this tool are SCRUM and Kanban, for which this tool has specific Dashboards for each one, allowing a better visualization of the project that is being developed, which depends on the way of working of each methodology, below, images one and two show respectively each work area (Atlassian, 2024).

Figure 2 SCRUM Board.



Note: JIRA Software (2024). Scrum boards are used to visualize all the work of a given sprint. Jira scrum boards can be customized to fit your team's specific workflow.

Figure 3 Kanban Board.

Note: JIRA Software (2024). Kanban boards give the team full visibility into what's coming next, so that when one item (or card) of work is finalized, the team can quickly move on to the next.

One of the advantages of kanban is that the team can get started with little expense. Once your team is familiar with the dashboard, you can start customizing your project, workflow, and issue types to suit your team's needs.

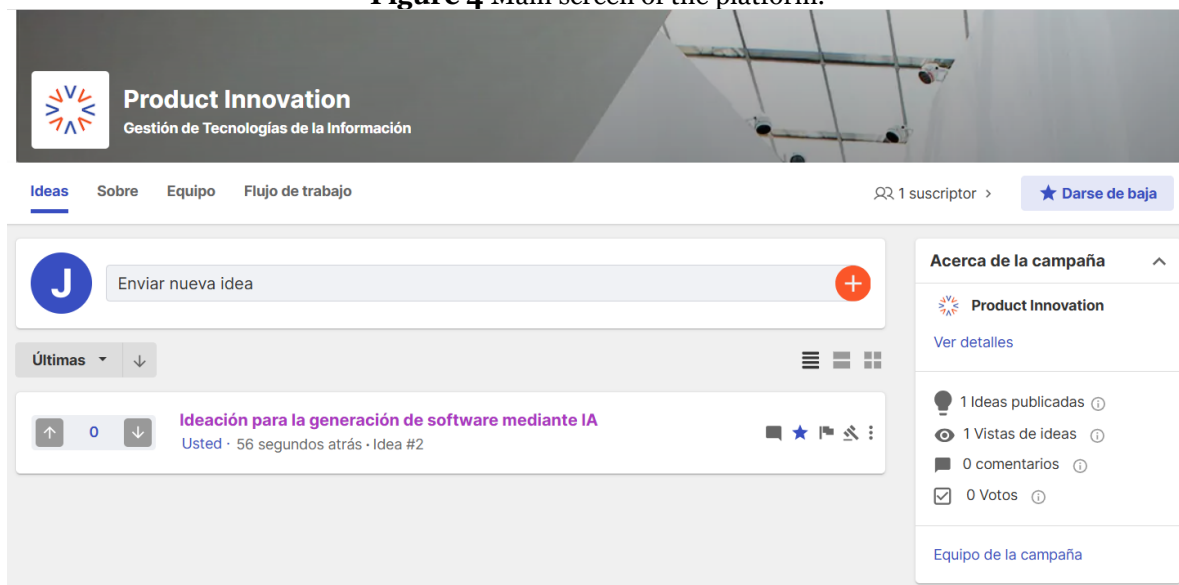
General features of the platform

- ☐ Agile tools for software teams
- ☐ Integration of project management applications developed by the manufacturer
- ☐ Team collaboration and incremental project delivery
- ☐ Iterative planning and development
- ☐ Business activities and HR HH
- ☐ Agile methodologies

IdeaScale

IdeaScale is a *SaaS* platform with the mission for companies to maximize their innovation processes in a sustainable way over time, based on ideas and feedback through crowdsourcing. Among the features that make IdeaScale stand out are idea prioritization, activity/news feed, mind maps, idea status tracking, gamification, community moderation, advanced reporting and analytics, proposal funding, among many others.

The IdeaScale API makes it easy to integrate with other applications (project management, social media, or collaboration modules). Below, image three shows the main screen of the IdeaScale platform (IdeaScale, 2024)

Figure 4 Main screen of the platform.

Note: IdeaScale (2024).

General features of the platform

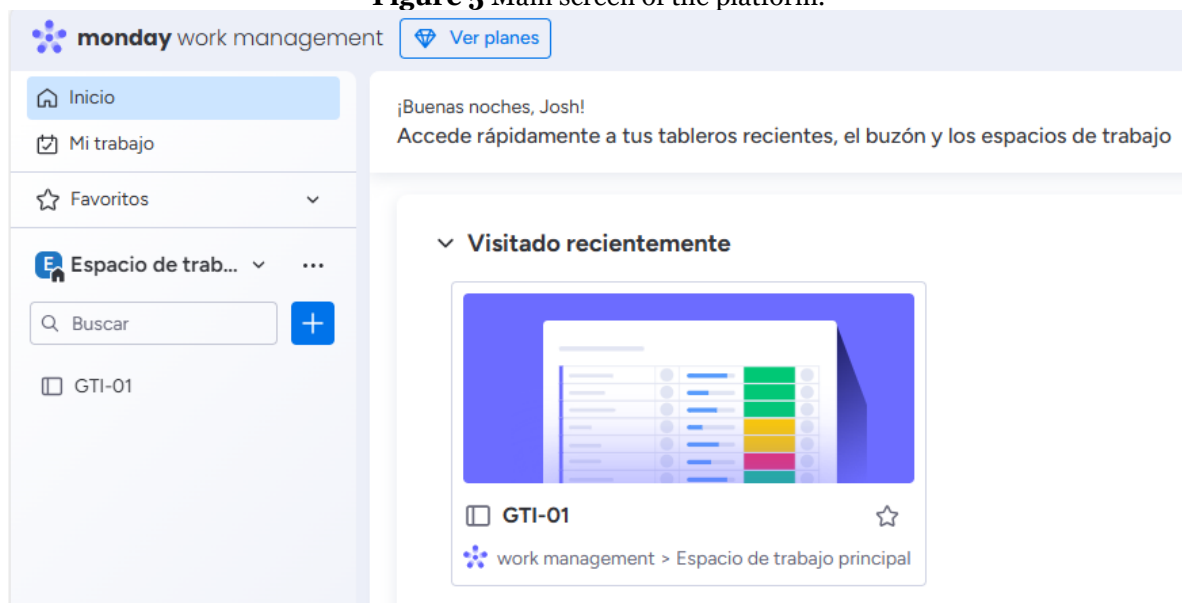
- ☐ Focuses on managing projects through ideas
- ☐ Onboarding Feedback Through Public and Private Communities
- ☐ Voting, allowing users to choose the best ideas
- ☐ Set of APIs focused on software application developers

Monday.com

According to its website, it's a work operating system (Work OS) that allows teams to execute projects and workflows with confidence. It's a simple, yet intuitive, work operating system for teams to shape their workflows, adjust to changing needs, create transparency, connect collaboratively, and stop doing manual heavy lifting. monday.com makes teamwork work.

Otherwise, it is arguably a visual and intuitive work management platform, designed to help teams organize and monitor their projects and tasks in one place. Monday.com is not limited to just traditional project management; It adapts to different types of workflows and industries such as marketing, sales, human resources, and more. Next, image four shows the main screen of the platform (Monday.com, 2024)

Figure 5 Main screen of the platform.



Note: Monday.com (2024).

General features of the platform

- ☐ Allows you to create customizable dashboards with labels according to the required workflow
- ☐ It allows you to automate repetitive tasks such as notifications, work assignments facilitating collaboration
- ☐ It offers different views of the project, among which we can highlight Kanban, Gantt charts, lists, etc.

Enable real-time collaboration, making it easier for the team to communicate within the platform

Finally, the results were synthesized in a descriptive table accompanied by a narrative analysis. The tools were compared based on previously established criteria. This synthesis not only allowed to identify the strengths and weaknesses of the tools, but also offered a broader view on the gaps in the existing literature and suggestions for future research in the field of organizational management.

Table 1 Comparative analysis based on criteria such as functionality, ease of use, scalability, and cost

Criterion	Jira Software	Monday.com	IdeaScale
Cost	Free = \$0.0 for 14 days Standard Month = \$152.73 Premium Month= \$274.42	Basic Month = \$190 Standard Month = \$240 Pro-Month = \$380	Free = \$0.0 Annual Payment Plan = \$101.39
Functionality	Focused on agile management of complex projects and tasks	Visual and versatile boards for any team	Idea management and open innovation
Ease of Use	High learning curve	Very intuitive and friendly for varied teams	Easy to use, less versatile for complex tasks
Scalability	High scalability for large, technical projects	Scalable for growing teams	Scalable in idea management; Limited for projects

Note: Authors' elaboration based on JIRA Software (2024), IdeaScale (2024) and Monday.com (2024). Table one brings together the main characteristics of the platforms analyzed, it is desirable to highlight that the focus of the project will justify the use of each of them, as well as the work team designated in the project.

Phase 3: Analysis of the Results

In this phase, both a qualitative and quantitative analysis of the results obtained in the selected studies was carried out. Comparative matrices were used to evaluate the tools in terms of cost, functionality, ease of use, and scalability. An analysis of the agile methodologies used together with these tools, particularly Scrum and Kanban, was also carried out to evaluate their impact on the operational efficiency of organizations.

3. Results and discussion

The comparative analysis of the technology tools Jira Software, Monday.com and IdeaScale, revealed significant differences in their functionality, ease of use, scalability and cost. In terms of functionality, Jira Software stands out for its focus on agile management of complex projects, with specific tools for SCRUM and Kanban methodologies, making it ideal for IT and operations teams. Monday.com, on the other hand, is distinguished by its flexibility, allowing workflows to be customized through visual dashboards adapted to a variety of sectors, including marketing, sales and human resources. IdeaScale, on the other hand, specializes in crowdsourcing ideas, favoring innovation within organizations. In terms of ease of use, IdeaScale and Monday.com offer intuitive interfaces, although Jira requires a longer learning curve due to its complexity and focus on more technical projects. In terms of scalability, Jira comes across as the most robust option, suitable for large, technical projects, while Monday.com is scalable for growing teams and IdeaScale is limited to idea management without encompassing complex projects. Regarding cost, Jira and Monday.com have relatively high prices for their premium plans, while IdeaScale offers a free option, with an affordable annual plan.

Conclusions

The choice between Jira Software, Monday.com, and IdeaScale will depend on each organization's specific needs and approach. If the goal is to manage agile projects and complex tasks, Jira Software is the best choice, especially for technical teams. If you are looking for a tool that is easy to use and adaptable to different sectors and types of projects, Monday.com is a versatile and friendly option. On the other hand, IdeaScale will be the most suitable choice for organizations focused on continuous innovation through open collaboration. All three tools are scalable, but each excels in specific areas, so it's crucial to evaluate the type of project and team before deciding.

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