

# E-Counseling System Mental Health to Increase Self Hope During the Covid-19 Pandemic

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**Abstract**—Indonesia since 2020 has implemented the Work From Home to break the chain of transmission of Covid-19. facing a pandemic because the Covid-19 virus emerged from Wuhan, China. To meet the needs, the constant saturation, and the anxiety that comes from being too afraid of this virus. In fact, mental health is very important for work or even more productive activities, because if we are mentally and mentally healthy, physically we can follow activities properly. So maintaining mental health is very important in order to be able to face the pandemic atmosphere and still have a purpose in life. It doesn't just stop there, the pandemic also attacks everyone mentally, economic instability causes people to work harder and be depressed. Therefore, this paper is written to propose the idea of a mental health consultation system as a mediator to increase life expectancy. Economic instability causes people to work harder and pressured to make ends meet, the boredom that continues to be felt, and the anxiety that is present from being too afraid of the virus. The method used in this paper is the literature study method and the existence of a design system called the prototyping method. Literature study is carried out by collecting relevant information on topics that are the object of research from books, scientific papers, theses, dissertations, and journals, while prototypes are the development stage before heading to actual large / scale production. The result that will be obtained is enough feeling to be an entertainer and a solution for everyone who is already at a point of hopelessness or who just wants to get answers to his anxiety so far, in order to increase life expectancy and strengthen mentally after counseling.

**Keywords**—*Self Hope, Mental Health, Pandemic.*

## I. INTRODUCTION

Early in 2020, the whole world was shocked by the phenomenon of a virus that spreads from droplets between humans and causes shortness of breath to death, WHO calls the virus that is currently spreading a global pandemic [1]. This virus is called Covid-19, which is a virus originating from bats in Wuhan, China. Because the spread can occur through sneezing, talking, and so on, so many countries have implemented lockdown and social distancing policies, including Indonesia. The Indonesian government chose the Social Distancing policy because it felt there were many considerations such as how farmers work if they have to be at home, how the economy rotates, and seeing the readiness of the people of this country to face digitalization quickly. All conditions in Indonesia are starting to change to the maximum extent possible, you have to stay at home as much as possible to break the chain of spreading the Covid-19 virus, always apply health protocol rules such as no crowding, wearing a mask, carrying a handsanitizer, and always being encouraged that it is forbidden to go out if there is no need. In Indonesia itself, the increase in the number of people who are positively affected by Covid-19 is always increasing from day to day.

The impact of a pandemic spreads all aspects of life. And having to stay at home also creates emotional distance between the people around you who always meet. For some people, this includes stress in itself which, if uncontrolled, can have an impact on mental health. Mental health problems that exist during the pandemic are triggered by several things, for example panic, anxiety, if you keep listening to and listening to Covid-19 information, being bored at home, worrying about your daily needs. These things will not have an impact on mental stress but also affect the immunity that is in us physically. Therefore, our own mental health is very important, it should not go unnoticed just because we are numbering physically healthy. Mentally healthy is a state when an individual feels well, psychologically, emotionally, or socially. People who have reached self-actualization are also generally mentally healthy [2].

Here are ways to treat your mental state during a pandemic [3]:(1) Reduce watching and listening to news that makes you anxious (2) Look for information from reliable sources (3) Look for news only 1-2 times a day. Practice these methods to be able to live life, even though it's hard. However, this is very useful for mental health yourself. So if we pay attention to the above problems, this paper is made to propose the idea of a mental health consultation system as a mediation to increase life expectancy. The development of this e-counseling innovation is directed to calm every client who will consult, so that slowly it is hoped that everyone will be able to understand themselves at this time and understand and overcome how they should act. Because if we are mentally strong, all hope starts to grow, actions will be carried out with the existing spirit.

## II. METHOD

### A. Types and Sources of Data

This means that the source of all data here is literature books, records, or archives that have existed, either published or unpublished. In this paper the author uses several journals that discuss Covid-19 and control or how to minimize it. This type of data is descriptive qualitative, which explains the facts of the circumstances that appear about Covid-19 in truth.

### B. Data Accumulation Methods

#### a. Study of literature

Literature studies are carried out by collecting relevant information on topics that are the object of research from books, scientific papers, theses, dissertations, and journals. Then the data that has been collected will be discussed and analyzed and explained to find the bright point.

#### b. Documentation

Documentation is done by analyzing data which looks for facts in stored data.

C. System Design Methods

The design system in mental health e-counseling uses the prototyping method, which is a method of developing information systems by preparing strategies and how to build them.

According to [4], the steps that must be carried out in the prototype method are as follows:

1. Gather needs

Here, both consumers and developers must jointly identify needs, find an outline of what the system will be made of.

2. Start Building Prototyping

By designing a simple way which focuses on the design output to be presented to consumers. Examples in its creation are creating a homepage, input format and output format).

3. Prototyping Evaluation

Consumers will conduct an evaluation that includes whether the prototyping is in accordance with the wants and needs of the consumer. If not, then it is necessary to turn around in steps 1-2 and fix it. If so, then continue to step 4.

4. System Coding

The prototyping method will begin to be translated into the proper programming language.

5. Testing the Prototyping System

Entering a finished system in software form, it must be tested before use.

6. Evaluation of the Prototyping System

There is an evaluation after knowing the weaknesses of the tests carried out.

7. Use of the System

After going through a long process, a perfect system will be used.

III. RESULT

A. Mental Health Analysis During Pandemic

The large number of deaths that are increasing day by day due to the corona virus does not only cause symptoms and physical illness but, has a major effect on the welfare of the Indonesian people which includes mental health [5]. Reporting from the official website of the Indonesian Mental Medicine Specialist Association (PDSKJI) which conducted an online mental health survey of 1,552 respondents regarding three psychological problems, namely anxiety, depression, and trauma. With details: 63% of respondents experienced anxiety and 66% of respondents experienced depression due to the Covid-19 pandemic. Most respondents were women (76.1%) with a minimum age of 14 years and a maximum of 71 years. Those who filled the most responses came from West Java 23.4%, DKI Jakarta 16.9%, Central Java 15.5%, and East Java 12.8% [6].

B. Benefits of Mental Health E-Counseling Design

It has been proven that mental health problems that occur during the pandemic have increased. To overcome or help reduce the number is assistance from mental health experts. However, because you are required to stay at home, you can do counseling online. Writing ideas in this paper is the design of mental health e-counseling aims to increase life expectancy. Implementing these ideas requires support and responses from mental health professionals such as psychiatrists, psychologists, PDSKJI, and so on. The design must also be carried out and directed by information

technology experts, which will later be tested in the community, then evaluated, and improvements must be carried out until it is finally fit for use by the community.

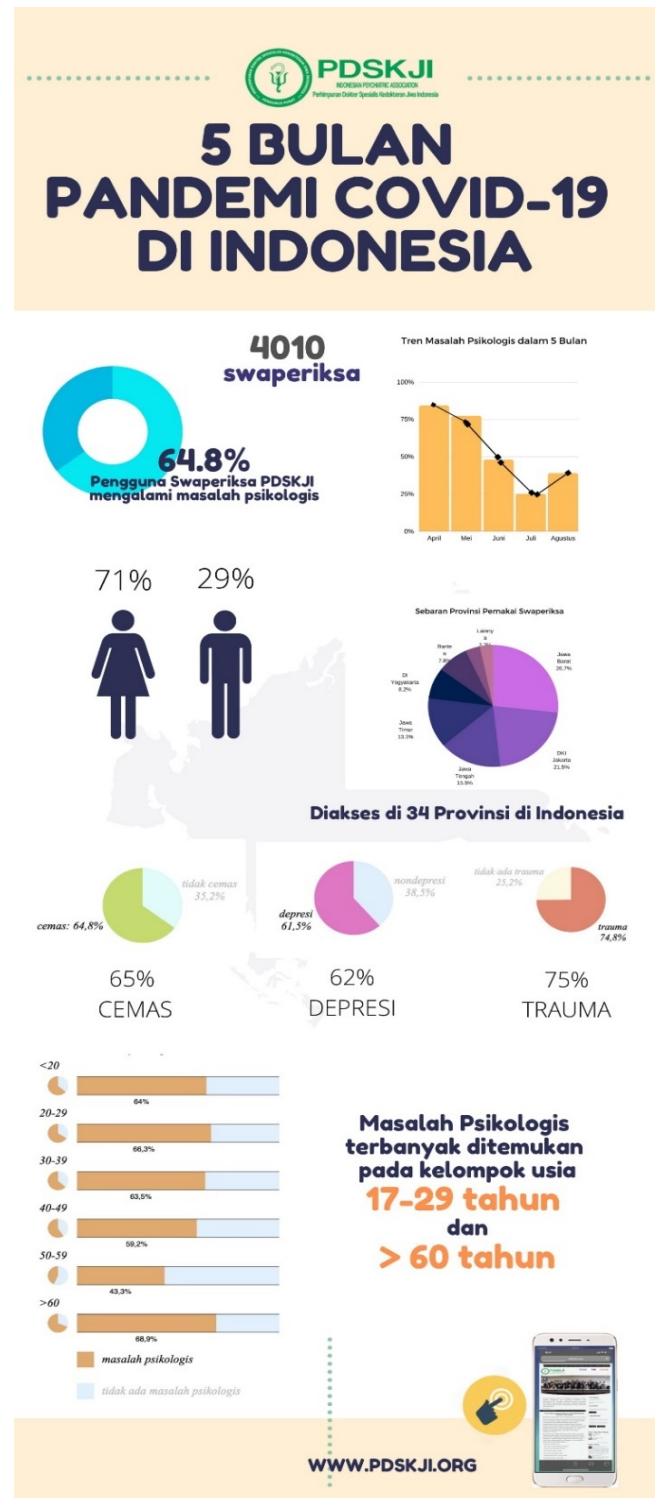


Figure 1 Self-check graph of signs of depression in Indonesia

C. Layout of Mental Health E-Counseling

The idea to design an e-bracelet aims to increase life expectancy during a pandemic, which has hit some people hard. The counseling media chosen was the web, because it was flexible and could be visited anywhere and was easy to develop and easy to update.

Designed with supporting submenus to get various information in it, there are 6 submenus among them.

- The homepage serves as the front page, forming and building the branding of this web.
- About contains the following sections:
  1. About Peduli Jiwa (name of the mental health community built on the website)
  2. About the Organizational Structure
  3. About the Psychological Care of the Soul
  4. Regarding the rules for implementing e-counseling
- The service contains the following sections:
  1. Consulting services
  2. Partnership
  3. Resource persons and training
- The event contains info on upcoming programs such as webinars, coaching, sharing sessions.
- Let's join contains the following sections:
  1. Be our psychological
  2. Internship
  3. Donate
- Q&A contains all the questions and answers asked by soul friends and answered by the PeduliJiwa team
- The story contains the experience of a client who consulted at PeduliJiwa by hiding their name and being approved by the party.

The input given is to listen sincerely and serve lovingly. The expected output is that clients understand their situation and care for themselves. A simple interface or display that includes the menu is as follows.



Figure 2 Interface of e-counseling services

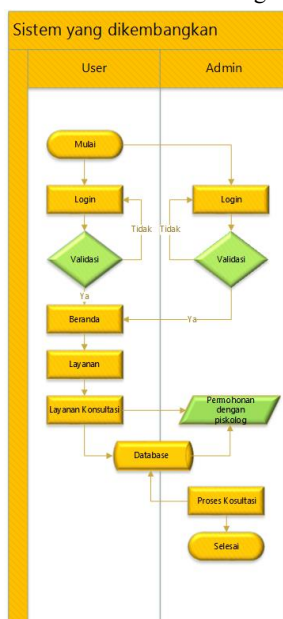


Figure 3 Workflow for e-counseling services

The user will log in and go to the homepage, enter the services submenu then click consulting services. Which later will be connected with a psychologist, then the consultation process goes, and it's over.



Figure 4 E-counseling service planning

#### IV. CONCLUSION

In this paper it can be concluded as follows:

- a. Covid-19 is a virus originating from a bat in Wuhan, China that has panicked the whole world and resulted in a global pandemic.
- b. The impact of a pandemic spreads to all aspects of life, and not only physically but also mentally.
- c. The idea of the mental health e-consultation system is a form of caring and wanting to help people who feel impacted by this pandemic, so it is hoped that it will be able to foster new enthusiasm.
- d. Implementing this idea requires support and response from mental health professionals such as psychiatrists, psychologists, PDSKJI, and so on. The design should also be carried out and directed by information technology experts.

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