

DESIGNING A WEB-BASED AND MOBILE ONLINE CONSULTATION APPLICATION FOR MENTAL HEALTH

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ABSTRACT

Mental health refers to an individual's emotional and psychological well-being, significantly influencing how they feel and behave daily. Mental health issues have become one of the most widely discussed topics among adults, with growing awareness of their impact on overall well-being. Researchers have designed and developed an interactive consultation app for mental health management and support in response to this need. This study presents an innovative interactive mental health consultation app that uniquely combines real-time professional support with user-oriented features, including progress tracking, self-help activities, and mini-educational articles. The app's distinctive design sets it apart by providing a comprehensive platform integrating professional mental health consultation with evidence-based self-management tools. Unlike traditional therapy or self-help apps, this solution effectively addresses gaps in accessibility, affordability, and convenience. The application under consideration addresses the challenges faced by individuals with limited access to face-to-face services due to time constraints, financial constraints, or geographic barriers. The findings of this study underscore the transformative potential of apps in democratizing mental health care, thereby making support accessible to diverse groups. Integrating professional expertise with user-friendly technology is a key finding, laying the groundwork for addressing the growing mental health needs through scalable digital solutions. Future iterations may expand the multilingual feature, expanding its reach and impact.

Keywords: Design Science Research (DSR), Digital, Emotional, Platform, Psychological, Therapy.