

UNIVERSITI TEKNOLOGI MARA

**iCare4U – MENTAL HEALTH
SUPPORT FOR UITM SHAH ALAM
STUDENTS**

AMIRUDIN BIN MEROYAN

**BACHELOR OF INFORMATION
TECHNOLOGY (Hons.)**

JANUARY 2021

ACKNOWLEDGEMENT

Thanks to Allah Almighty, who made this dissertation possible for me. In this two-semester time, I rejoice for the patronage and the spiritual support that my family has provided in affection, encouragement, and also support for financial and understanding during this online distance learning (ODL) situation.

I submit my heartiest gratitude to my supervisor, Prof Madya Dr Fariza Hanis Abdul Razak, most profoundly for her support and help in carrying out the thesis. I am so grateful to have this opportunity.

My heartfelt thanks to my noble lecturer, Dr Emma Nuraihan Mior Ibrahim to me and my fellow classmates for the generous encouragement, guidance, and meaningful advice.

My delight is boundless to give for my degree team members, Ahmad Fareez, Nur Hidayah and Qhayratul Ain, my cordial appreciation for their assistance and heartfelt guidance for these two years journey and hardship that we were facing together.

Lastly, I thank humbly to all the people involved who have cooperated directly and indirectly regard with the completion of this thesis.

ABSTRACT

Online support is one of the essential parts to help people who had related mental health problems. Social support includes providing companions and other people, including family members, to turn to in times of need or emergency to provide you with a larger core and healthy self-image. Some people are afraid to express their feeling and fear of being humiliated if people know about their mental health condition. This project aims to develop mental health support mobile application that focuses on social and peer support to target the user to have a comfortable and easy sharing experience or problems with someone. The scope of this project is for students UiTM Shah Alam who had related mental health problems to seek online support. The most suitable methodology to develop the application is the Mobile Application Development Lifecycle or MADLC. This model will facilitate the production process and allow the application to operate seamlessly and systematically. The significance of these projects is this application would be the best solution for the student that has a low self-confidence or is shy type of person to communicate with an online chat feature. For counselor buddies, it would improve their communication and interpersonal skills, and the counselor will support them to provide a better therapy. In conclusion, iCare4U may support the students that need help to overcome their related mental health problems.

TABLE OF CONTENTS

SUPERVISOR APPROVAL	ii
STUDENT DECLARATION	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF FIGURES	ix
LIST OF TABLES	xi
CHAPTER 1	1
INTRODUCTION	1
1.1 Project Background.....	1
1.2 Problem Statement	2
1.3 Project Objectives	4
1.4 Scope and Limitations.....	4
1.5 Significance.....	5
1.6 Summary	6
CHAPTER 2	7
LITERATURE REVIEW.....	7
2.1 Introduction	7
2.1.1 Symptoms of Mental Health	8
2.1.2 Types of Mental Health:.....	8
2.2 Social Support System.	9
2.2.1 Definition	9
2.2.2 Existing online services for mental health	10
2.2.3 Importance of online social support system.....	11
2.2.4 Challenges	13
2.3 Peer Support System	14
2.3.1 Definition	14
2.3.2 Background	14
2.3.3 Model of peer support	15
2.3.4 Benefit and challenges.	16
2.4 Text Based Online Counseling	18
2.4.1 Online Chatting in Counseling & Psychotherapy	18

CHAPTER 1

INTRODUCTION

This chapter discussed the project background. Details about the problem statements, objectives, scope, and significance of the project also provided.

1.1 Project Background

Mental illness is a major public health issue. As a leading and growing cause of worldwide disease burden, untreated mental illness can be devastating. (Vigo, D., Thornicroft, G., & Atun, R. (2016)), with 14.3 percent of death worldwide attributable to a form of such illness (Walker, E. R., McGee, R. E., & Druss, B. G. (2015)). Nowadays, people who are struggling with these issues are at higher risk of attempting suicide (Keenan-Miller, Hammen, D., C.L. and Brennan, P.A. (2007), decrease experience of life, and further difficulty in maintaining and keeping their jobs.

One of the technologies driven encouraging efforts to deal with mental illness is social support system. Social support implies having companions and other individuals, including family, to turn to in times of require or emergency to provide you a broader center and positive self-image (Phctheproject, 2017). In this context, the social support is within the peers. Facilitating mental health via peer support can be done through technology such as phone calls, online communities, and social media. Young generations with mental illnesses value technology for support. The use of SMS text messages for mental health and addiction interventions is a growing area of research. SMS text messaging are amongst the most used in information and communication technology, with seven billion people or 95% of the world's population living in an area covered by the mobile network. Texting is used by most teenagers and is a preferred