

**UNIVERSITI TEKNOLOGI MARA**

**TINA: THE ANDROID BASED MOBILE  
APP TO EMPOWER  
SURVIVORS OF  
DOMESTIC VIOLENCE  
IN MALAYSIA**

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Computing Project submitted in partial fulfilment  
of the requirements for the degree of  
**Master of Science in Information Technology**

**Faculty of Computer and Mathematical Sciences**

January 2018

## ABSTRACT

Domestic Violence is a pattern of behaviour which occurs when one person in a relationship purposely hurts another person physically or emotionally violence in a domestic setting. Police-reported cases of domestic violence in Malaysia has steadily increased every year despite the numerous efforts taken by the government and non-governmental organizations in hindering the prevalence of domestic violence in the country. Those impacted by domestic violence often result in a variety of mental health issues, ranging from fear, guilt, anxiety, depression and thoughts of suicide. The aim of the study is to develop a mobile app using empowerment-based intervention to those living with or identify as domestic violence victims and survivors in Malaysia. This aim is achieved by answering three research objectives, including identifying user requirements, design and develop the artefact and evaluate the artefact. The study was conducted together with Women's Aid Organization, the Non-Governmental Organization responsible for the provision of psychological and psychosocial aid to women in crisis, particularly domestic violence survivors in Malaysia. The study is a narrative participatory design, and employs Design Thinking as the research methodology. Artefact evaluation was conducted using Think Aloud Protocol Testing with 10 participants, consisting of 8 Social Workers and 2 survivors. We proposed a modified and adapted conceptual framework Mobile App for Survivor based on empowerment-based intervention to develop the artefact. The conceptual framework was proposed based on literature review and nature of work observed on site. The study successfully validated the modified and adapted framework for Mobile App for Survivor based on empowerment-based intervention against the artefact. Concerns raised for the artefact by survivors who evaluated the artefact includes the course of action that is required once they are identified at being at risk by the artefact, while social workers were more concerned with how the survivors are able to reach them once the artefact is officially launched. Despite the concerns, the consensus amongst all participants were the potential benefits of the artefact, especially for survivors that are reluctant or unwilling to seek for help.

## **ACKNOWLEDGEMENT**

First and foremost, the deepest gratitude of all shall be bestowed to Allah the Almighty and The Merciful for all the insight which He gave to us that lead to the completion of this study. Without His blessings and consent, I might not have enough courage and determination to complete this research. All my thanks and appreciation will be lay upon Him.

I would also like to express my gratitude and sincere appreciation to WAO for their cooperation and constant help given during the duration of the project. The completion of this project could not have taken place without the help and support from WAO.

I am indeed very grateful and would like to express the deepest appreciation to Dr Emma Nuraihan Mior Ibrahim, for all her assistance, advice, guidance, encouragement, new ideas and invaluable support given as my project supervisor and allowing me to produce a better quality research. Thank you for being such a great mentor.

Finally, I would like to thank my beloved parents, family members and friends who supported me in writing, to strive towards achieving my goal.

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