

UNIVERSITI TEKNOLOGI MARA

**SECOND CHANCE: EMOTIONS
MANAGEMENT SUPPORT MOBILE
APPLICATION**

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ABSTRACT

Emotional health is important for maintaining overall well-being. Nowadays, 500,000 Malaysians experienced depression symptoms and 424,000 children have emotional health problems and need to seek treatment from appropriate medical authorities. Early detection of mental health conditions is critical and there are some mobile applications offered to provide such services. However, most are foreign based and lack focus on unique demands in Malaysia case. The stigma in the society regarding mental health and factor of beliefs in cultural context makes us avoid seeking early detection as well as treatment as seeing a doctor is not something that everyone is comfortable with. Hence, having a medium to assess the emotions and vent the minds without any prejudice would be a huge help. Therefore, this project aims to develop a mobile application to provide a early assessment of emotional health to alert the users about their emotional conditions. The objectives are to identify user requirements, design and develop the Second Chance: Emotions Management Support Mobile Application. The scope targets young adults with emotional struggles. The Mobile Development Life Cycle (MADLC) method is used to develop the mobile application until the testing phase. The application allows users to perform computerised pre-emptive screening using the DASS-21 test. The application also provides a dashboard for emotion tracking through visualisation for user self-monitoring and options to call helplines and a directory list of hospitals that provide psychology and psychiatric services. Twenty young adults participated during user testing, which involved functionality task scenarios and the System Usability Scale (SUS). The recommendations for future work are to add more pre-emptive screening tests and develop on the iOS platform.

Keywords: Emotional health, Mobile Application, System Usability Scale (SUS), DASS-21 Test, Android platform.

TABLE OF CONTENTS

CONTENT	PAGE
SUPERVISOR APPROVAL	ii
STUDENT DECLARATION	iii
ACKNOWLEDGMENT	iv
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF FIGURES	x
LIST OF TABLES	xii
LIST OF ABBREVIATIONS	xi
CHAPTER ONE: INTRODUCTION	
1.1 Project Background	1
1.2 Problem Statement	3
1.3 Project Aim	4
1.4 Project Objectives	4
1.5 Project Scopes and Limitation	4
1.6 Project Significance	7
1.7 Chapter Summary	7
CHAPTER TWO: LITERATURE REVIEW	
2.1 Mental Health	8
2.1.1 Emotional Health	8
2.1.2 Significance of Mental Health	9
2.1.3 Mental Health Issues	9
2.1.3.1 Depression	10
2.1.3.2 Anxiety	10

CHAPTER 1

INTRODUCTION

This section provides an overview of the project. The project context, problem statements, scope, limitations, and significance are all included in this chapter.

1.1 Project Background

The word "mental health" is becoming more commonly recognized due to its importance to one's well-being. Mental health is defined as a state of well-being in which a person recognizes his or her strengths, can cope with everyday pressures, works productively, and contributes to his or her society (World Health Organization, 2018). Mental well-being must be monitored and always maintained to ensure that everyone in the community can make a positive contribution to society and be able to live a stress-free life (Othman & Rashid, 2018).

Despite the significance of maintaining the state of emotional health, many individuals are exposed to dealing with circumstances where emotional stress is inevitable. As a result, people develop a variety of mental health issues, which can lead to chronic mental illnesses (Jani, 2010). The 2019 National Health and Morbidity Survey reported that 500,000 Malaysians experienced depression symptoms and 424,000 children have mental health problems (Bernama, 2020). It is a global alarming issue as it affects one's productivity and quality of life (Hassan et al., 2018).

Mental illnesses such as depression, anxiety, and stress affect people of all ages in all countries (Bibi, Lin, Zhang & Margraf, 2020). It is considered dangerous because people who are at a higher risk of attempting suicide are