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I-RoLE 2023

INTERNATIONAL CONFERENCE OF
RESEARCH ON LANGUAGE EDUCATION 2023

**EMBRACING CHANGE:
EMANCIPATING THE LANDSCAPE
OF RESEARCH IN LINGUISTIC,
LANGUAGE AND LITERATURE**

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MIND YOUR LANGUAGE

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ABSTRACT:

Infographics are capable of making information simple and concise using eye-catching, captivating graphics. Since they debuted on the graphic design landscape roughly 15 years ago, infographics have become a common form of communication in lecture halls, offices, and all over the Internet as infographics are the easiest way of providing and delivering information. In this project of mine, I am making a compilation of infographics that guides the reader on communication strategies to use when talking to people with mental health issues. I chose infographics as the medium to provide this information as it makes it a lot easier for the reader. I also chose to conduct this project as based on what I have observed, a lot of people struggle in communicating to those with mental health issues and this project is aimed to be able to clear the confusion among those who do not know how to.

Keywords: Infographics, communication strategies, clear the confusion, mental health issues, information

1. INTRODUCTION

Having spent two years in Universiti Teknologi MARA (UiTM) Cawangan Melaka and socialising with students from all sorts of faculties and courses, I noticed that the majority of my acquaintances and friends have poor mental health. One in three Malaysian persons aged 16 and older (29.2%) have a mental health disorder, up from 11.2 percent in 2006, according to a national study by the Ministry of Health. (Chan, 2019). Having poor mental health may have a negative impact on how you feel, think, and act, which can have a disastrous effect on other aspects of your life. (Singh, 2022). Based on my observations, almost all of my friends do not know how to communicate to people with mental health issues and are often confused or unsure of what they can say to help. How well we communicate can help produce positive outcomes for people with mental health issues by building relationships and helping them in the road of recovery. (Singh, 2022). Most people tend to avoid communication to someone with mental health issues as they are worried that they might express their emotions negatively. Research conducted by George Brown has revealed that criticism, hostility and emotional over-involvement, like many other environmental stressors, have the strongest link to relapse and readmission. (Waldron, 2022). Being a language student, I am very attuned and interested in anything involving communication which led me to the idea of compiling these mental health infographics. I chose to use infographics as the medium as it is capable of making complex information easy to digest for the reader. Since most people have increasingly shorter attention spans, so people tend to "scan" material as opposed to actually reading text. Infographics help us pay attention to contents for longer time. (Nediger, 2022).



1.1 Project Objectives

The objectives of this project are:

- To produce 4 infographics on communication strategies with people with mental health issues.
 - Identify 4 of the most common or widely viewed mental health issues and analyse the best communicational strategy in dealing with people who suffer from those ailments.
- To show different approaches to communicate with people with mental health issues.
 - Differentiating the communicational approach to the people that suffer from different mental health issue to ensure effective and proper interaction.

1.2 Entrepreneurial Opportunities

MIND Your Language is not up for sale as of right now. Based on the feedback by the expert, there is a big opportunity to sell and generate income by marketing the product to medical institutions, hospitals, and schools. Other than that, there are many people who would want to spread mental health awareness, and if I were to sell these infographics online or sell it in physical form, I am very sure that there would be some buyers who would be interested in them. With this in mind, I may choose to sell my product in the near future, thus, generating income.

2. METHODOLOGY

This product went through some phases to get to the final product. The foundation of my work is based on my reading of materials related to mental health and communication strategies. These materials were gathered from valid and reliable sources, mainly from the databases subscribed by the institution as well as websites of mental health advocates.

I also carried out a survey through Google Form to understand and measure mental health awareness in campus. There were 17 female and 15 male respondents coming from various backgrounds, adding up to a total of 32 respondents. The questions provided in the questionnaire were mainly focused on the respondents' knowledge of mental health issues and their awareness towards their loved ones who might or might not have low mental health.

In the middle of the semester, I contacted an expert for his opinion for what I should include in my infographics. Therefore, I got in contact with Dr. Mohd Zuhairi bin Zainuddin, a medical doctor and a post-graduate psychiatric trainee with primary care experience and a hybrid mobile app developer with a special interest in digital mental health. I conducted an online interview with him through Webex for about an hour and a half.

In creating the infographics, I analysed the data gathered from the Google Form, reading materials, as well as feedback from the expert. The creation of the infographic took about 4 weeks using Canva as the tool to create the end product. To summarize the methodology, I also created a Gantt chart to ease understanding of the activities I conducted during the 16 weeks of the semester, as shown below.

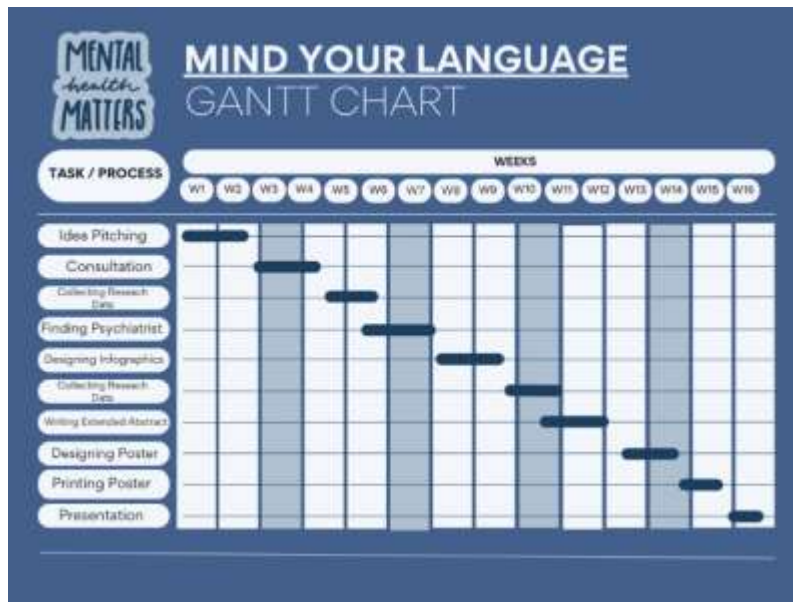


Figure 1: Gantt Chart of the project

3. RESULTS & DISCUSSIONS

A Google Forms Questionnaire was made in order to get feedback on the product. I included a short preview of the product so that the respondents knew what the final product was going to look like. I managed to obtain a total of 32 participants' responses. There were 17 female and 15 male respondents coming from various backgrounds, adding up to a total of 32 respondents. Most of them (81.3%) were young adults ranging from the ages of 18-25.

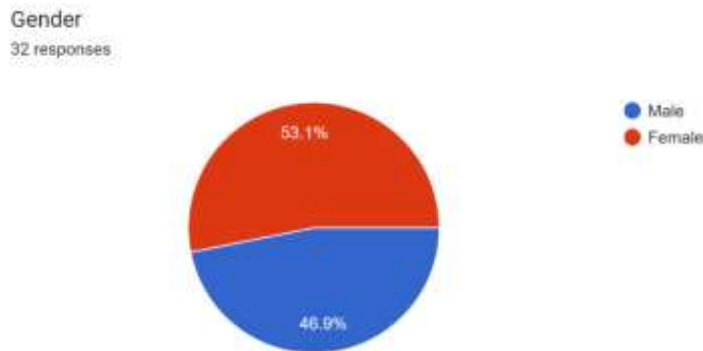


Figure 2: Gender distribution of participants



Age
 32 responses

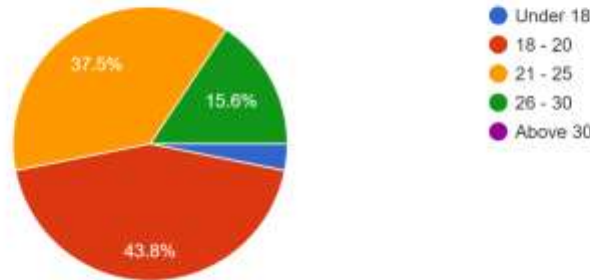


Figure 3: Age distribution of participants

In addition to the data gathered from Google Form, an interview was also conducted with a certified psychiatrist, Dr Mohd Zuhairi bin Zainuddin from Hospital Tawau, Sabah, to discuss the planned content of the infographic as well as its suitability. The planned content was derived from the reading materials as well as the results of the Google Form.

Dr. Mohd Zuhairi bin Zainuddin

A medical doctor and a post-graduate psychiatric trainee with primary care experience and a hybrid mobile app developer with a special interest in digital mental health.

EXPERIENCE

FROM 11.2.2015 TO 10.2.2017, THEN 21.12.2017 - 29.5.2019
HOUSE OFFICER (CONTRACT), HOSPITAL TAWAU, SABAH

Completed all the required rotations as required by the Ministry of Health, Malaysia, with an unfortunate contract break during this period.

FROM 30.5.2018 TO 24.12.2019
MEDICAL OFFICER (CONTRACT), DEPARTMENT OF PSYCHIATRY, HOSPITAL TAWAU, SABAH

- Actively managed psychiatric cases in wards, clinics and the community with specialist's supervision.
- Principal researcher for a hospital audit research to study the cost reduction after employing a new online-integrated community psychiatry system (MyCPU).
- Project manager, MyCPU community psychiatry innovation project.
- Vice President, Borneo Mental Health Run 2018, Tawau Division.
- Committee member, Unit Inovasi Hospital Tawau (2019).
- Committee member, Patient Safety and Quality Policy Unit of Hospital Tawau (2019).
- Passed the MRCPsych (UK) part A (taken in December 2018) and then part B (taken in October 2019).
- Effectively registered as an MRCPsych trainee under the parallel pathway training program monitored by the Ministry of Health (MOH) starting from 22 February 2019 (on-going).

FROM 3.1.2020 TO 31.5.2020

RESIDENT MEDICAL OFFICER, KLINIK DR ANINA, TAWAU, SABAH

- Managed various medical conditions in primary care, performed obstetric ultrasound scans and minor surgical procedures.

No 32, Jalan Rhu 2/6,
 The Pines,
 Bandar Hilpark,
 42300 Puncak Alam,
 Selangor
+6010-2421924
drzuhairizainuddin@gmail.com

SKILLS

RELATED TO CLINICAL WORK:

- Psychiatric and psychological assessments.
- Clinical interviewing and examination.
- Management of psychiatric office cases and emergencies.
- Electroconvulsive therapy (ECT) administration.
- Counseling and psychotherapy (CBT, motivational interviewing).
- Minor surgical procedures.

RELATED TO TECHNOLOGY:

- Hybrid mobile app development (using Flutter and dart), teaches Flutter to others and helps to maintain Flutter apps.
- Machine learning and data science (using python and related technologies).
- Conducting app development courses (Flutter).
- Microsoft Powerpoint, Word, Excel.
- Video and photo editing.
- Brochure and poster design.

RELATED TO ACADEMIC WORK:

- Intermediate research skills (literature review searches, designing a study, data and statistical analysis, manuscript writing)

FROM 1.7.2020 TO 31.12.2020:

GENERAL PRACTITIONER (REGULAR LOCUM) AT KLINIK AN-NISA (SUBANG, SELANGOR), KLINIK PUTRI (KAPAR, SELANGOR), POLIKLINIK PRIMA (SUNGAI BULOH, SELANGOR) AND KLINIK DR FAUZHIAH (BANDAR BARU SELAYANG, SELANGOR)

- Managed patients in primary care, performed obstetric ultrasound scans and minor surgical procedures.

FROM 4.1.2021 TO CURRENT:

MEDICAL OFFICER AND PSYCHIATRIC TRAINEE, DEPARTMENT OF PSYCHIATRY, HOSPITAL UTM

- Managing psychiatric cases in the wards and clinics.
- Continuing postgraduate clinical attachments in gazetted hospitals in MOH.

EDUCATION AND TRAINING (WITH KEY EXAM RESULTS)

2007 (MUAR SCIENCE SCHOOL, MUAR, JOHOR)

SPM, BAI 1A2

2012 (INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA)

M.B.B.S

2018 (ROYAL COLLEGE OF PSYCHIATRISTS)

MRCPSYCH (PART A) - PASSED

2019 (ROYAL COLLEGE OF PSYCHIATRISTS)

MRCPSYCH (PART B) - PASSED

KEY PROJECTS

- MyCPU (android app)** - Founder and developer
 An app (will be tested and in active development) to simplify and improve the management of psychiatric patients in the community.
- Mekar app (android and web app, archived)** - Developer
 A prototypical app to monitor psychiatric cases managed in child and adolescent psychiatry clinic, Hospital Selayang. The insights obtained from the app's use helps in planning future apps serving the same purpose.
- Pocket Psych (android app)** - Co-founder and developer
 A pocket reference app for psychiatry.
- Hamil dan Sehat (android app)** - Founder and developer
 A lightweight app to help pregnant mothers monitor their pregnancy.
- DETECT app (android app)** - Developer
 A COVID and disease monitoring app for students and staffs of the International Islamic University of Malaysia.

AWARDS AND ACHIEVEMENTS

2020 MPA Best Practice Award (2021) from the Malaysian Psychiatric Association (MPA)

Best Innovation Project (2019) from Jabatan Kesihatan Negeri Sabah (role project leader).

LANGUAGES

Bahasa Melayu
 English

Figure 4: Dr. Mohd Zuhairi bin Zainuddin's CV

3.1 Objective 1: To produce four (4) infographics on communication strategies with people with mental health issues.

Four (4) infographics on communication strategies with people with mental health issues were successfully published at the end of the project. The 4 mental health issues selected are bipolar disorder, schizophrenia, depression, and anxiety disorder. These mental health issues were selected from many because they are the most common issues being covered by reading materials as well as being known by most young people, which are the main target of this project.

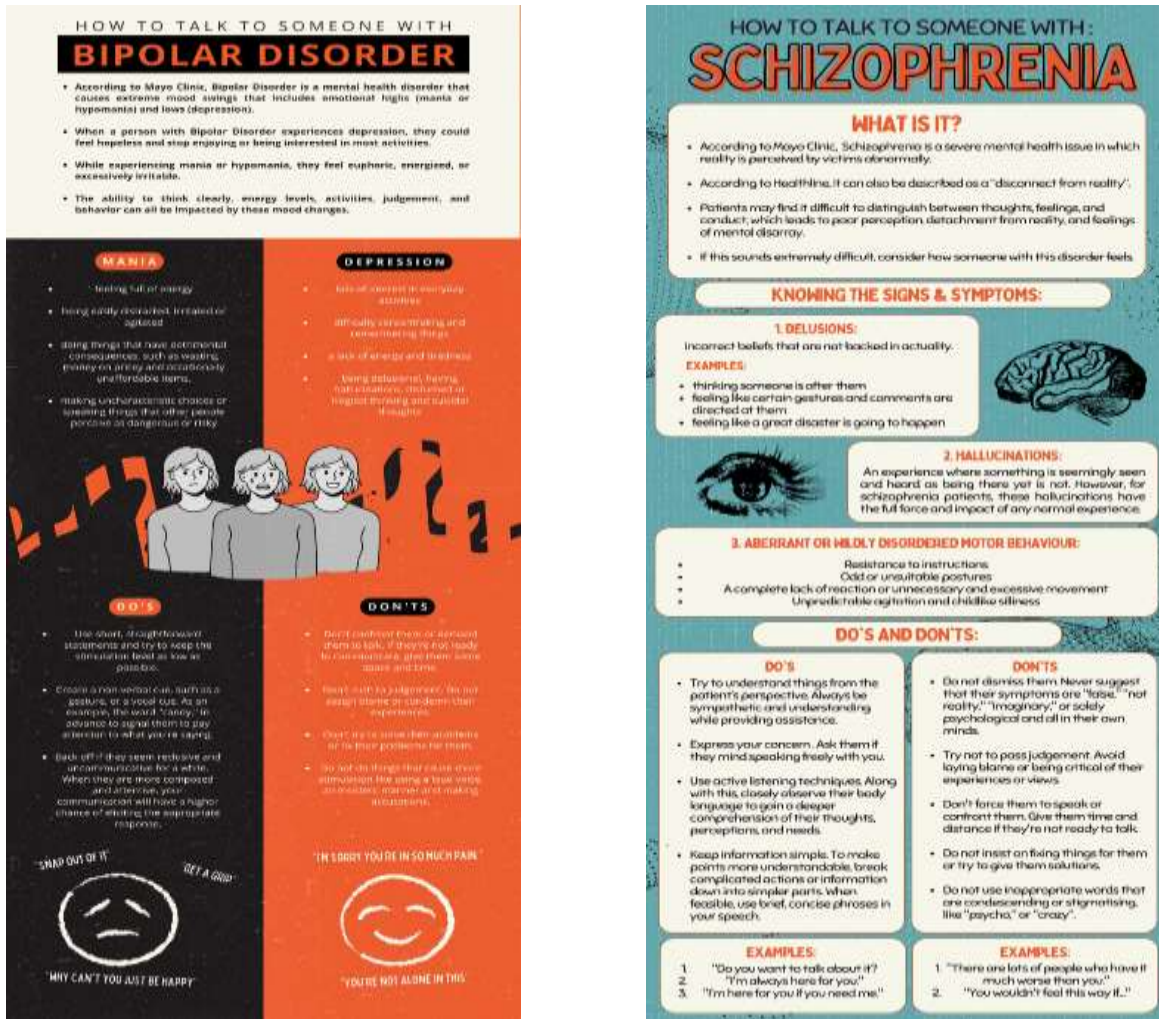


Figure 5: Infographics on communication strategy with people with bipolar disorder and schizophrenia

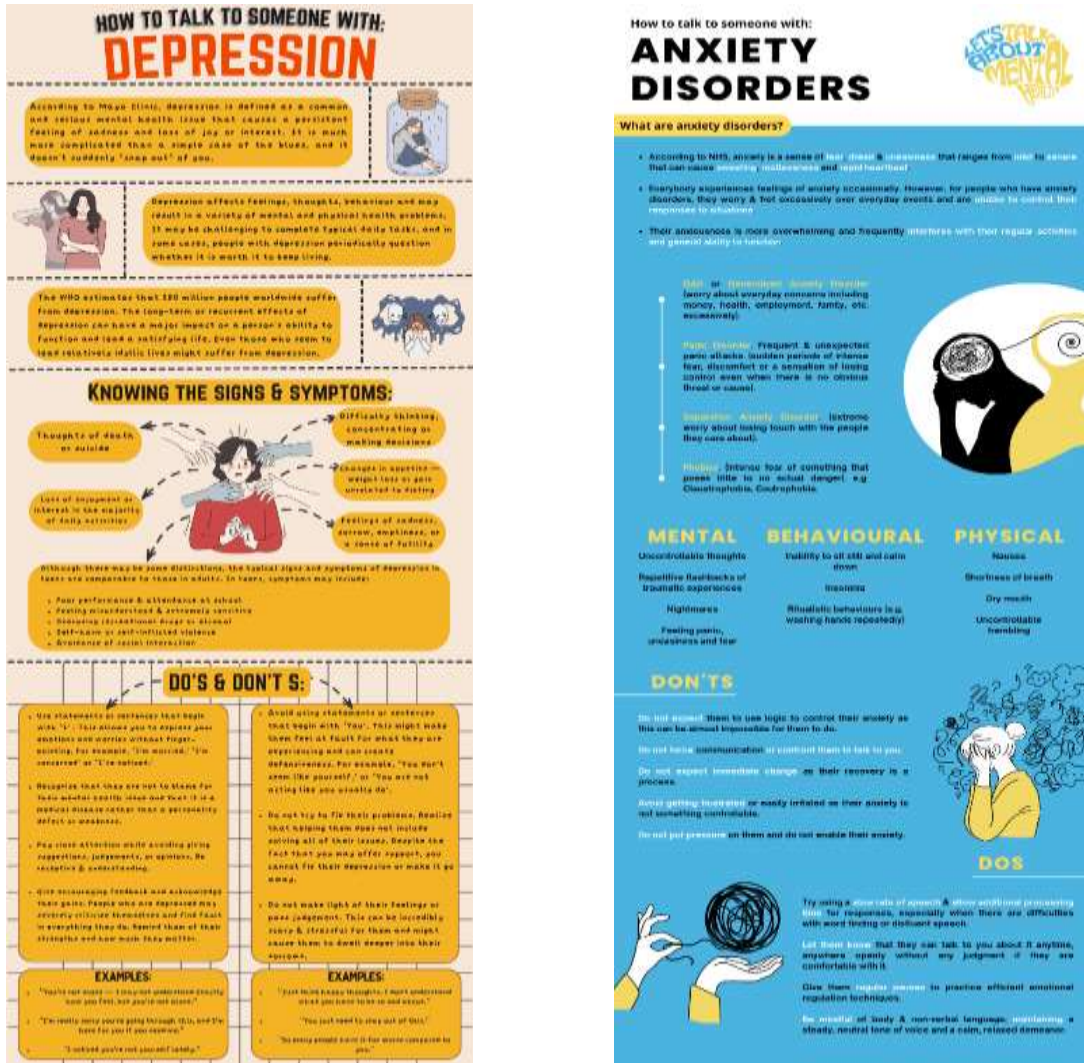


Figure 6: Infographics on communication strategy with people with depression and anxiety disorder

3.2 Objective 2: To show different approaches to communicate with people with mental health issues.

As shown in Figure 5 and Figure 6, strategies in communicating with people with mental health issues were outlined. These strategies were derived from the reading materials and have been reviewed by the psychiatrist. While it might not be an in-depth approach to dealing with such issues, the dos and the don'ts outlined in the infographics were created with the youths in mind. The information is simplified enough to ensure quick understanding of the subject matter and the examples provided are simple enough to be applied in daily situations.

4. CONCLUSION

In conclusion, the stigma surrounding mental health can be resolved and reduced drastically by raising as much awareness as possible. This project was made with that goal in mind. I sincerely wish that this project can open as many eyes as possible to the fact that effective communication is very important to help those who have mental health issues. Mental health is just as equally important as overall physical health. I hope that this project is capable of

making people with mental health issues know that they are not alone in their struggles and that there are people who are there to help.

ACKNOWLEDGEMENT

In the Name of Allah, the Most Merciful, the Most Compassionate, Alhamdulillah all praises belong to Almighty Allah, the Lord of the worlds and prayers and peace be upon Muhammad, His servant and messenger. Without the everlasting fortitude that Allah SWT has given me, I would not have been able to successfully complete my work. Sir Adi Idham bin Jailani, my supervisor, deserves special recognition for his support, motivation, and leadership. He offered a lot of advice and worked with me the entire time. He was a huge motivator for me and helped my thoughts grow while I was having difficulty with my ideas. Not to forget Dr. Mohd. Zuhairi bin Zainuddin, who inspired me to work extremely hard to make my project a success. I will always appreciate his guidance and kind words.

I also want to express my gratitude to seniors, family, and friends for their emotional support when I wasn't feeling motivated. Not only that, but they assisted me in responding to questionnaires I sent out. They also provided me with a huge number of ideas and suggestions when I was creating my infographics. I also want to express my gratitude to everyone who took the time to fill out my Google Form surveys. By letting me know how helpful my project was, they gave me even more reason to keep producing similar content and raise awareness of mental health concerns.

Last but not least, I would like to thank my faculty, the Academy of Language Studies, UiTM Cawangan Melaka Kampus Alor Gajah for giving me the chance to carry out this project, which helped me develop my creativity, discipline, and entrepreneurial approach. I have always wanted to be able to contribute to increasing mental health awareness and thanks to the knowledge I have gained while pursuing my Diploma in English for Professional Communication, I was able to accomplish just that by creating MIND Your Language.

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