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Developing “Harmony” (Helping And Resolving Mental Health Issues Online For New You) As A Online Counseling Services In University

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Abstract

Developing “Harmony” (Helping And Resolving Mental Health Issues Online For New You) As A Online Counseling Services In University. The results of a mental health survey conducted on 3607 students of Sultan Ageng Tirtayasa University in 2024 showed that more than 70% of students felt the need for counseling services to help them deal with mental health problems. The high number of needs for counseling services makes it necessary for universities to think about other options from the face-to-face counseling services that have been running so far, especially since Sultan Ageng Tirtayasa University has students spread across 5 different campus locations. Online counseling is needed to increase student access to counseling services. This study aims to develop a prototype of a website-based online counseling service. This online counseling service website is called HARMONY. The

research method used in this study is the System Development Life Cycle (SDLC) Waterfall. The stages of this research are analysis, design, implementation, testing, and maintenance. In addition to presenting video conferencing features for use in counseling services, this website also includes other features such as mental health assessments, personality character assessments, and interest assessments. With this online counseling service website, students will find it easier to get mental health services.

Keywords: *Harmony, Online Counseling, Mental Health, University*

A. Introduction

The need for counseling services has become very important in recent times. Globally, WHO shows data that 1 in 7 teenagers aged 10-19 years in the world (14%) experience mental health disorders (WHO, 2021). This also happens in Indonesia, data released by the Ministry of Health of the Republic of Indonesia states that there are 15.2 million adolescents in Indonesia experiencing mental disorders and only 2% access mental health services (Ministry of Health, 2023, Bastomi, 2021, Bastomi, 2022). The negative impact of poor health conditions on adolescents has often been discussed. Lin and Guo (2024) said that this mental disorder will cause several serious problems in adolescents such as unsatisfactory relationships with peers, disruptive behavior, and decreased academic achievement. This disorder also contributes to vulnerability later in adulthood which has a negative impact on lifelong well-being. (Lin & Guo, 2024). Meanwhile, WHO revealed that suicide is the fourth leading cause of death among adolescents aged 15-29 years which is influenced by mental health conditions (WHO, 2021).

Mental health problems also occur at Sultan Ageng Tirtayasa University, based on a mental health survey conducted in 2024, more than 70% of the total 3607 students surveyed experienced mental health issues, and 58.4% of them found it difficult to obtain mental health services. The need for counseling services is increasingly clear when 78.8% of respondents who experience mental health disorders feel that they need counseling services to help solve their problems. This

is the background for researchers to develop a prototype of an online counseling website that can facilitate access for Sultan Ageng Tirtayasa University students to obtain mental health services.

This website, which has long been known as a place to access information online, can actually be used for counseling services and has proven to be effective in helping those who have mental health problems.(Amri, Mudjiran, & Karneli, 2020) (Miftah, Aryani, Arnidah, Anas, & Saman, 2022). Online counseling offers a number of significant benefits, particularly in terms of accessibility, flexibility and convenience for clients. It allows individuals to access psychological support from anywhere and at any time, overcoming the geographical and time constraints that are often barriers to traditional face-to-face counseling (Bastomi, 2019). In addition, online counseling provides clients with the flexibility to choose the most convenient method of communication, such as chat, video call, or email, which allows them to more easily express their feelings and thoughts. For many clients, especially college students, online counseling can also reduce the anxiety or stigma associated with attending face-to-face counseling sessions, increasing their chances of seeking help early when experiencing mental health issues (Bastomi et al., 2022).

When viewed from the perspective of satisfaction with online counseling services, there is no significant difference between face-to-face counseling and online counseling services. Previous research on student satisfaction with online counseling at Sultan Ageng Tirtayasa University reached 90.39% (Prabowo, et al., 2023). The data shows that the development of a website prototype that will be used for online counseling can be done and is important to do at Sultan Ageng Tirtayasa University.

The website to be developed is named HARMONY. Harmony is an abbreviation of Helping and Resolving Mental Health Issues Online For New You. Philosophically, this name is related to the purpose of the website to be developed, namely to help students resolve mental health issues and form harmony within

themselves. The research will be conducted at Sultan Ageng Tirtayasa University and aims to increase student access to mental health services.

The development of online counseling services such as "HARMONI" is a response to the increasing need for more accessible mental health services for students. This is relevant considering the many challenges faced by new students, such as adjustment, academic pressure, and significant environmental changes (Al-Qaisy, 2011). Online counseling provides a space for students to get emotional support and solutions to their problems, which can be done flexibly without having to meet a counselor in person (Eells et al., 2011). In the context of new students, this service is also more effective in helping them adapt quickly to the new campus environment (Anderson et al., 2014).

Previous studies have shown that online counseling services can be an effective and efficient alternative to traditional face-to-face counseling services. Barak et al. (2008) stated that internet-based counseling was shown to be equally effective as traditional counseling, especially in terms of improving mental health. Likewise, King et al. (2006) found that college students who attended online counseling sessions experienced significant decreases in anxiety and depression. This study confirms that the online format does not reduce the effectiveness of therapy and instead allows individuals to be more open in expressing their problems.

The use of online platforms such as "HARMONI" also provides benefits for counselors in reaching more clients and providing sustainable services. Research by Richards et al. (2018) emphasized that counselors who use online services are able to respond more quickly to client needs. In addition, they also have the opportunity to use various media such as chat, video calls, and email to optimize the counseling process. The existence of "HARMONI" as an online counseling platform can be a solution to the limitations of time and space that are often obstacles in conventional counseling services (Baker & Ray, 2011).

However, there are several challenges that need to be considered in developing this online counseling service. Issues of privacy, data security, and the quality of the relationship between counselors and clients are aspects that need to be considered seriously (Cook & Doyle, 2002). To overcome this, efforts are needed to integrate technological aspects with professional ethics in online counseling practices. Research by Dowling and Rickwood (2013) shows that internet-based mental health interventions need to be carefully designed to ensure user safety and comfort. Therefore, "HARMONI" needs to be equipped with features that can guarantee the confidentiality of user data and provide a safe and effective counseling experience.

Although previous studies have demonstrated the effectiveness of online counseling services in improving students' mental health (Barak et al., 2008; King et al., 2006), most of these studies are still limited to assessing the effectiveness and experiences of counseling in general, without considering the specific context of new students adapting to college life. Furthermore, there is little research that explores in depth how online counseling services can be effectively integrated into the university environment, taking into account aspects of new students' specific needs, the most appropriate intervention methods, and potential barriers such as privacy issues and counselor-client relationships (Cook & Doyle, 2002; Dowling & Rickwood, 2013). Therefore, there is a need to fill the knowledge gap regarding the development of online counseling services specifically designed to support new students in coping with the challenges of adaptation and mental health during their transition.

This study aims to develop an online counseling service called "HARMONI" as a means to help and resolve mental health problems of new students at Sultan Ageng Tirtayasa University. By focusing on the specific needs of students who are transitioning to academic life, this study is expected to design an effective, accessible, and safe online counseling service model for new students. This study will also identify the features needed in the "HARMONI" platform, including intervention approaches, optimal counseling communication methods, and

mechanisms to maintain user data privacy and security. Ultimately, this study aims to provide practical recommendations for universities in providing mental health support services that are appropriate to the needs and characteristics of new students.

B. Method

This research is a research and development (R&D) using the System Development Life Cycle (SDLC) Waterfall method. This method was chosen because it is a simple classical model with a linear system flow, so that the output from the previous stage is the input for the next stage. In the development of this counseling website, there are several stages that are carried out, namely the needs analysis stage, the design stage, the implementation stage, the testing stage, and the maintenance stage. The research took place from January to August 2024. Expert testing of this counseling website prototype was carried out by 3 experts, namely experts in the field of information technology, experts in the field of Counseling science and experts in the field of Guidance and Counseling Service Media. The instrument used to conduct the test was the Questionnaire for Website Usability (QWU) instrument which was adapted into Indonesian (Aziz & Kamaludin, 2015). The instrument used has undergone validity testing with the Pearson Bivariate correlation technique (Pearson Product Moment) and has a reliability of 0.908. The test results indicate that the instrument is suitable for use in research.

Furthermore, this media was tested on a limited basis on 10 students of Sultan Ageng Tirtayasa University who needed counseling services. This measurement aims to measure the satisfaction felt by students after participating in online counseling using the Harmony website. The instrument used is the counseling service satisfaction instrument developed by the Guidance and Counseling Department of Sultan Ageng Tirtayasa University.

C. Discussion

1. Needs Analysis

A survey on mental health of 3607 respondents conducted in March 2024 at Sultan Ageng Tirtayasa University showed that more than 70% of respondents experienced mental health issues in themselves. The issues most commonly experienced by students include feeling lonely (70.7%), anxiety (60.50%), feeling unsafe (67.60%), and 9% of respondents stated that they had thoughts of ending their lives.

Meanwhile, 78.8% of students who experienced mental health issues felt the need for counseling services and hoped that the campus would facilitate these services. This data shows that mental health services that can be easily accessed by all students are an obligation that must be carried out. So far, the existing mental health services are offline services that have limited access, so this accessibility problem needs to be improved with media that is more easily accessible to students.

2. Counseling Website Design

The high need for counseling services at Sultan Ageng Tirtayasa University (Untirta Guidance and Counseling UPA, 2024) makes researchers develop counseling service media that can be accessed online from anywhere and anytime. This website-based online counseling service media is expected to be a relevant solution for students who need counseling services. Not only are there counseling services, this website is also designed to be able to carry out mental health assessment services, personality assessments and interests in students. The design of the Harmony website can be described in the following image:

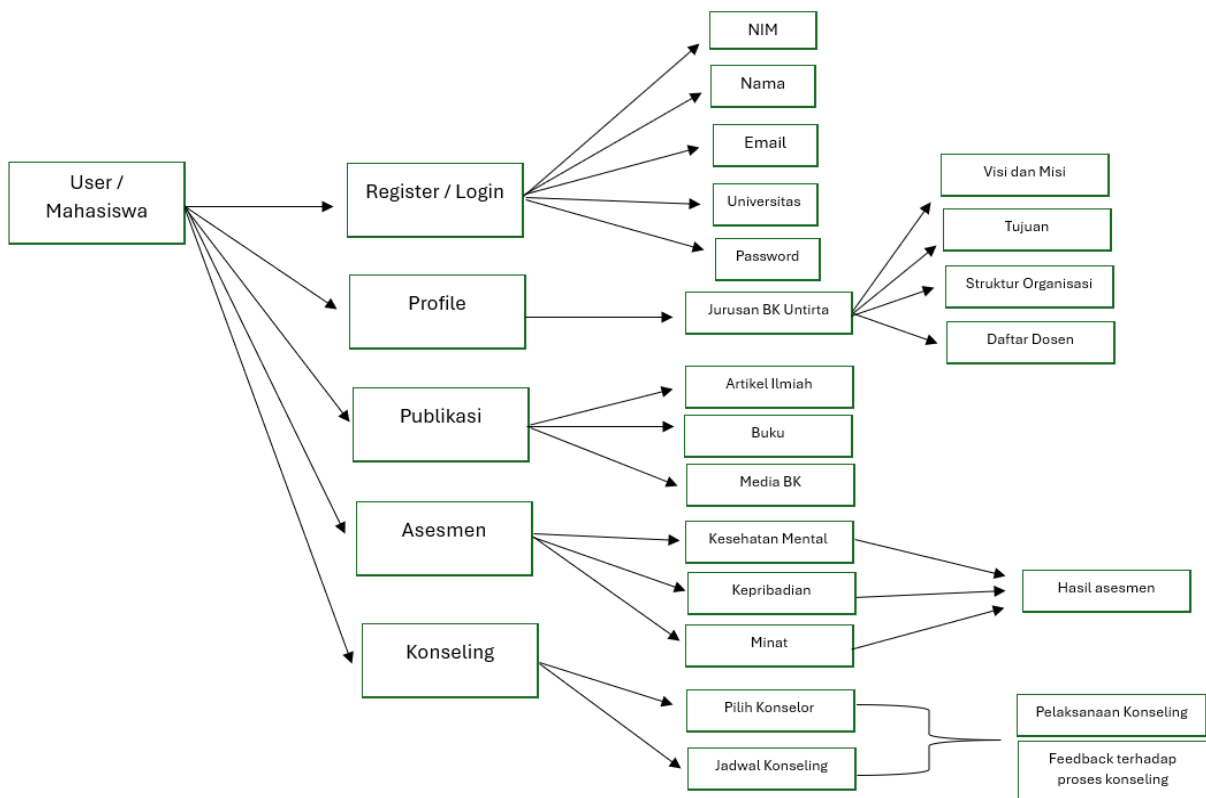
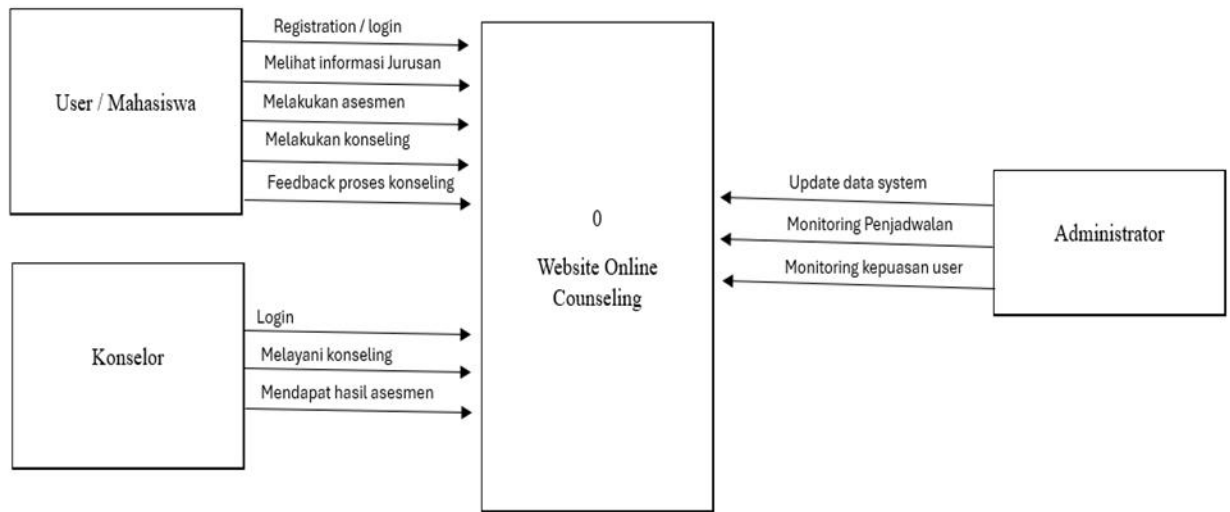


Figure 2. Entity Relationship Diagram (ERD) Website Harmony

Once designed, this plan is then implemented into a real website. The website can be accessed at the Address <https://bk.untirta.org> and the features can be used.

3. Expert Test Results

Expert testing is conducted to ensure that the website can work well and according to the purpose of its creation. This test involves information technology experts, and Guidance and Counseling experts. Interpretation of test criteria according to Riduwan (2013) is as follows:

Table 2. Expert Test Criteria

Testing Criteria	Percentage (%)
Very Worth It	81-100
Worthy	61-80
Less Worthy	41-60
Not feasible	21-40
Totally Unworthy	0-20

Source :(Riduwan, 2013)

Expert testing was conducted by Based on the expert testing that has been conducted, the average score of the test results obtained was 85.62%. Based on the test criteria table, these results can be said to be Eligible for use. The following are details of the test indicators:

Table 3. Expert Test Results

No.	Testing Indicators	Test Results
1	Efficiency	81.4%
2	Effectiveness	85.3%
3	Satisfaction	78.9%
4	Learning Ability	76.5%
5	Accessibility	82.7%
6	Navigation	92.3%
7	Content	94.2%
8	Interface	87.7%
9	Desire to use it again	91.6%
	Average	85.62%

Based on the results of the expert test, all test indicators are above 70% and the overall average test result is 85.62%. Referring to the Limited Test interpretation table, this website is declared feasible by the expert.

4. Limited Test Results

After expert testing was conducted, the next stage was to conduct a limited trial of the product. This trial was conducted for 2.5 months, with 10 respondents who conducted counseling through the Harmony website. The instrument used was the counseling service satisfaction instrument developed by the Guidance and Counseling Department of Sultan Ageng Tirtayasa University, Banten. The results showed that the counseling service satisfaction index using the Harmony website was 89.90%. This figure is quite high and it can be said that the respondents of the limited trial were satisfied with the services and media used in counseling. The following are the indicators tested in this limited trial stage:

Table 4. Limited Trial Results

No.	Testing Indicators	Test Results (%)
1	Acceptance of Counselors	87.6
2	Communication with Counselor	86.9
3	Trust in Counselors	91.2
4	Conformity in handling problems	81.2
5	Suitability of the counseling process with the client's expectations	94.5
6	Benefits of the counseling process	97.6
7	The effectiveness of the counseling media used	90.3
Average		89.90

The results of the limited test show very good numbers and it can be said that the website is suitable for use for Counseling services. In indicator number 7, namely the effectiveness of counseling media, it gets a figure of 90.3%, this illustrates that the website is positively assessed by users and is considered effective for the implementation of the counseling process.

5. Follow-up of Trial Results

In the 2 trials conducted, the feasibility figures were at a positive level, but there were also some notes obtained during the trial process. The notes are as follows:

Table 5. Input and Findings During Testing

No.	Input and Findings
1	Notifications or reminders of counseling times come via email, it would be better if they could come via SMS or WhatsApp
2	The assessment results will be more interesting if presented in graphic form.
3	There is no evaluation of counseling services integrated with the website
4	Users are a bit confused when booking a schedule because further notifications regarding what the user should do are not available.
5	Need to improve the quality of video conference services

In this research process, these findings and input will be rechecked and followed up for revision so that the quality of service from this website can be improved.

6. Research Implications

The presence of Harmony will open wider access for Sultan Ageng Tirtayasa University students to carry out Counseling services. Counseling that previously could only be done face-to-face, can now be done online and can be accessed from anywhere. The American Psychological Association (2019) also explains that online counseling can increase privacy and comfort for clients because they can participate from the environment they choose, which often helps them feel more open. The existence of Harmony as an online counseling website will certainly be a good mental health facility in realizing mentally healthy students.

D. Conclusion

This study successfully created a prototype of a counseling service website that can be utilized by students of Sultan Ageng Tirtayasa University. This website is embedded with various features including counseling features, mental health assessments, interest assessments and personality assessments. The results of the feasibility test also indicate that the website is feasible to use and has succeeded in providing satisfaction to users when conducting counseling services via the website.

Several inputs that need to be considered will certainly be improved to improve the quality of the website. In the future, this research needs to be tested widely to prove its effectiveness as a reliable website. Research related to online counseling needs to continue to be conducted and developed, various features of sophisticated technology can be very helpful for teenagers who have problems with mental health.

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