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Online Consulting Mobile Application For Teens In Indonesia: Users Perspective

Ira Mirawati, Dadang Sugiana, Teddy Kurnia Wirakusumah

Abstract - The rapid development of communication and information technology has become a way of developing various online consulting services. Current online consultation can be done using a mobile application, one of which is intended for teenagers. In Indonesia, a mobile application was developed as an effort to facilitate teenagers to help solve the problems they face. The purpose of this paper is to review the user experience in using the apps. We performed research in Android based apps and developed a review database to carry out searches' results analysis. The result found that teenagers have a high interest in utilizing this online consultation application, they consider that this application is easy because they do not have to bother meeting directly with consultants. However, they complained about a number of problems in the payment system, slow response, and various bugs that are still present in the application.

Keywords: mobile apps, youth, teenager, counselling, online consulting

1. Introduction

The Indonesian Internet Service Providers Association (APJII) states that internet users in Indonesia have now reached 88.1 million. Thus, if it is adjusted to the population of Indonesia, according to the Central Bureau of Statistics (BPS) data reaching 252.5 million people, then internet users in Indonesia have grown 16.2 million from a total of 71.9 million users in 2013. From this number, 49% of them are in the age range of 18 to 25 years [1]. On the other hand, an interesting data was presented by Juju Masunah in the policy brief of the Population Research and Development Center of the University of Indonesia, entitled "Profile of Education, Health, and Social of Bandung City Youth: Problems and Alternative Solutions" (2011). In his writing, Masunah explained various problems that occur in adolescents. The population of adolescents as example in the city of Bandung, in the last census data, namely the age of 10-24 years, is 28.55% of the total population, which is around 665,252 people (BPS, 2011). The number consisted of 345,975 male adolescents and 319,277 adolescent girls.

The problem, according to Masunah, covers the issue of education, which according to data from the Bandung City Education Office shows the number of students dropping out of school, both at the junior and senior high school level. The next problem was health problems, which included menstrual disorders ranked highest (73%) for cases of adolescent reproductive health, followed by contraceptive consultation (15.18%), sexually transmitted diseases (3.75%), dating

problems (2.4%) , premarital sex (2%), and HIV / AIDS (1.92%). Besides education and health problems, another problem is drug abuse, presumably 40% of drug users are teenagers. Beyond that, there are also problems of early marriage and trafficking, which must also be addressed. Problems in adolescents is caused by a variety of things, both directly related to academics, as well as other problems. In adolescents who are undergoing college education, the causes of failure or their problems are influenced by diverse personal backgrounds, namely age, family condition, etc.[2]. Some of the things that cause these teenagers cannot find a solution to the problems they face are because they are usually less close or afraid to communicate with their parents. In addition, outside the context of guidance or consultation about careers, the majority of teenagers do not dare to consult directly with counselling teachers at their school or at the University where they study. Regarding the problems and difficulties of consultations faced by adolescents, developed countries have long developed online consulting media. Developing countries such as Indonesia also began to adopt this method, but now the majority are struggling in the field of health consultations for adults. Therefore, it is necessary to develop an online consultation media that can facilitate youth in devoting their problems and getting answers or enlightenment from consultants that are relevant to the problem. Previous research on adolescents has been carried out in various aspects, such as those conducted by Nisfiannor, who examined group acceptance as one of the important phases of adolescent life. According to the results of this study, there is a strong relationship between the ability of adolescents to manage emotions with group acceptance [3]. Another study was conducted by Soeparmanto in Major Cities of Java showed that the need for information about reproduction including sexual behavior was indeed needed by adolescents, only how to deliver it still needed to be considered. Reproductive health information is obtained by adolescents from parents, peers, counseling and career teachers, biology lessons, newspapers,

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seminars, youth discussions, magazines, and TV. The way to deliver information expected by adolescents is: discussion, hotline service (telephone), counseling, through mail, through the media: booklets, leaflets and posters. Desired packaging in accordance with the soul of adolescents. People who are expected to convey information are peers, teachers, adolescent consultation institutions, parents, doctors, or midwives. Material concerning: moral values, law, religion, adolescent development, adolescent association, healthy sexual behavior, sexually transmitted diseases, and illegal drugs. The current needs for consulting using digital media are shown by Kusmiyati et al in their research entitled Cellular-based Short Message Service in Increasing Knowledge and Attitudes toward Premarital Sex in Adolescents (2011) which shows that SMS provides equally good knowledge about adolescent knowledge about reproductive health in Yogyakarta [4]. The results of the study show that the problems faced by adolescents in the city of Bandung include friendship, romance problems, family problems, and financial problems. In general, adolescents tell the problem to their friends, not to the family or teacher guidance and counseling. Most respondents have posted their problems on social media, only to release pressure, without expecting feedback from their friends or followers. Almost all respondents are interested in trying out if there is an online consultation service. They hope that, even though online, consultation can still be done personally without appearing in the realm that can be read by others, and do not let their problems be told to the public, even though their names are disguised. In addition, the respondents suggested that the online consultation media use names that are close to the lives of teenagers, not formal names that reflect institutions. However, as noted there has been limited empirical research on users experience using mobile apps among providers and their clients. Clarifying the scope and significance of these barriers so the developer can improve implementation of mobile apps as part of the awareness of teenager development [5].

2. Literature Review

Previous research on adolescents has been carried out in various aspects, such as those conducted by Nisfiannor, who examined group acceptance as one of the important phases of adolescent life. According to the results of this study, there is a strong relationship between the ability of adolescents to manage emotions with group acceptance [3]. Meanwhile, Budiani and Afiatin's research entitled Self-Concept, Self-Esteem, and Adolescent Self-Confidence, shows that positive self-concept will generate good self-esteem which will ultimately raise adolescent self-confidence [6]. In the era of globalization where demands continue to increase along with the times, Andayani also explained that the demands of social situations will be fulfilled by adolescents if they have the ability to understand various social situations and then determine appropriate and appropriate behavior in certain

social situations, commonly called with social adjustment abilities. Adolescents who can adjust well, of course, will be able to pass the teenage period smoothly and hopefully there will be developments towards optimal maturity and can be accepted by the environment. Conversely, if adolescents experience self-adjustment disorders at this time, then later adolescents will experience obstacles in adjustment at the next stage of development. Meanwhile, the current community's need for consultation using digital media is shown by Kusmiyati et al in their research entitled Cellular-based Short Message Service in Increasing Knowledge and Attitudes towards Premarital Sex in Adolescents (2011) which shows that SMS provides equally good knowledge about knowledge teenagers about reproductive health in Yogyakarta. Nelson in his book Practical Counseling and Helping Skills (1998: 1) suggests that there are four main categories of people related to counseling and guidance, namely: 1. Professional Helper. They are people who specialize in their work to help solve other people's problems. Included in this category are counselors, psychologists, psychiatrists, and social workers. 2. Voluntary counselors and helpers. They are people who are trained in counseling skills to work for humanitarian agencies. For example volunteers in non-governmental organizations (NGOs). 3. People who use counseling skills as part of their work. Usually their main tasks are teachers, managers, supervisors, religious servants, medical officers. 4. Informal helper, is all people who have the opportunity to guide and assist others, such as friends and family.

3. Research Method

To explore the experiences of teenagers using mobile consulting applications, researchers will describe their experiences qualitatively. Research data is obtained from user comments or reviews submitted on the application on Google Playstore. The research was conducted on 5 to 15 January 2019.

4. Result and Discussion

The problems faced by adolescents include academic, financial, romance, friendship, family matter, self-concept, time management, and their existentialism. When they got a problem, more than half of the teens in Indonesia chose friends as friends to confide in. However, because youth access to social media is very high, they most often tell their problems in social media. Teenagers are interested in using online counselling service as an alternative to how they solve problems [7]. There are seven applications that we analyze, Psikologimu, Oncom, Riliv, Curhad, Secreto, Psyline.id, and Sahabatku. The criteria are: these applications have received more than a thousand downloads and have reviews from it users. These applications were also chosen because the reviews have varied from those which appreciate positive to negative, or five stars rate to one star rate. We found two types of online consulting applications. First, an application that provides psychologists as experts who will help to solve the problems of

the teenagers. Second, applications that provide space for its' users to express their problems and then other users will give advice to resolve the problem. The example of the first type application is Psikologimu, Psyline.id, Riliv, Oncom, and Sahabatku. Meanwhile, the example for the second type are Curhad and Secreto. Psikologimu is an application that helps users to consult with professional psychologists who have experience in their psychological fields. It has been downloaded more than 5000 and it has been rated 3.6. Identical with Psikologimu, Riliv is an application that connects the user with professional psychologists, confidentially and privately. It has been rated 4.1 and has been downloaded more than 100,000. Another application is Psyline.id. This application is rated 3.3 has been downloaded more than 5000. Psyline.id claims that their psychologists are qualified psychologists and some of them are public figures. Another similar application is Sahabatku. It has been downloaded more than 5000 times and is rated 4.0. Another application, Oncom stands for their tagline "Online Consultation & Mentorship", is a messaging application (live-chat) that connects Indonesian people with consultants or mentors in fields that vary according to their respective expertise. These fields include health, psychology, law, fine arts, hobbies and so on. Psikologimu, Psyline.id, Riliv, Sahabatku, and Oncom's users must pay or upgrade to the premium version if they want to consult. Curhad is an application where the users can freely express, confide stories between them. Everything in the Curhad application is guaranteed anonym. The users can interact each other anonymously. Similar to Curhad, Secreto is application that provides space for it users to express their problems anonymously. Later, other users will provide advice to deal with these problems. Users name and Avatar are randomly selected by the system, therefore user identity will not be recognized by anyone. It has been downloaded more than 10.000. We describe the respondents' positive and negative experiences for each of these applications.

Positive experience

*D**na, a user of Psikologimu said, "The application is very helpful. I can consult comfortably even if I have to queue. It is suitable for those who want to consult but have no idea want to consult with whom. hopefully it will be further enhanced so that it is more comfortable. :)" Aj**, user of Riliv state a positive comment, "Compared with coming to a psychologist directly, these apps offer very much cheaper prices. It is highly recommended for friends who need help, because the offer is almost the same as when you meet directly with a psychologist." Ba**, user of Psyline.id state a positive review, "Consultation with a Professional Psychologist has never been easier. Very helpful for someone in need. Love it."*

*Pe** the user of Curhad said, "Amazing application !!! I can share my sadness and be entertained by many people", similarly, Ni** the user of Secreto said, "The best anonymous application. can tell our problems, and there are communities too. Excellent.."*

Negative experience

*The following are negative experiences of teenagers using online consulting applications: Ay**, the user of Psikologimu said "how is this? I want to express my problem but it is very difficult, many consultants are offline, there are also many consultants whose status is full (have 3 patients). So, when can I consult? Similarly, X**, Oncom users stated "How long do I have to wait until the consultant isn't full book anymore? There are no consultants that I can send chat because their status is Full" Meanwhile N **, also Oncom users stated "Please, the minimum nominal tip for the mentor or consultant is reduced ... a minimum of Rp. 25,000 is too high. This makes the members reluctant to give tips, maybe if the tip is at least Rp.1,000, there will be more tips. Thanks". Another similar comment said by Ya** about Riliv. He objects the payment system on the application "I just finished registering, I was told to pay. so, I deleted my account". X** states that the same thing, "ouch..it is very expensive. it should be 100 thousand for 2 or 3 sessions, not just 1 session. this is online, not face to face, it must clearly be different."*

*Da**, an Oncom user, regrets the loss of the chat story that he has sent (not recorded in history). In addition, he often experienced, had a lot of typing, but suddenly when the application encountered a problem, what had been difficulty typed, lost. This made him difficult and reluctant to rewrite all the problems. Vi ** Anggraini feels disappointed because her age is under 17 years old, the application she uses, Riliv doesn't allow her to confide in.*

For Curhad applications, where other users can respond to confide in other users, here are the experiences felt by these users.

"The "report" system works or not? Please, those who like spam are immediately punished. when I was talking, I got attacked by spam. this is very frustrating. And, please notify me if someone replies to my problem. So I know and can interact if the conversation isn't finished. Most importantly, the person we reported as spam please get rid of it immediately. Thanks. Other comments for Curhad, "Actually it's good for sharing. Only I just found out if it can't be deleted after 7 minutes. Even when it's deleted, I uninstall it, then install it again, it turns out the data is still there. How if the cellphone is to be sold or given to someone else, then he downloads it, it can be read. Please fix it. And a lot of spam makes this application even less fun.

Along with the increasing living pressure, releasing the problem by online psychological counseling has become an important need for teenagers. Apart from their convenience, they are interested in using online counseling because of the reasons for maintaining privacy, a very flexible form, the absence of intimidation, and faster than face-to-face counseling [5]. The high need of adolescents for online consultation is because teenagers are currently suffering from various psychological problems such as physical problems, psychological problems, communication problems, health problems, and even economic problems. The large number of negative reviews on psychological counseling services shows that existing applications cannot meet the needs of adolescents in solving their problems [8]. Some things that must be corrected based on the review of its users is the need to make an application that is able to 1) provide support to teenagers about the problems around them with rich psychological data and a powerful data analysis system; 2) Applications that are not erroneous so that adolescents do not have technical barriers (3) Multi-dimensional experts so that adolescents can consult all their problems not only psychologically (4) Personalization, tracking the whole process of consulting of each user.

5. Conclusion

Teenagers have a high interest in utilizing this online consultation application, they consider that this application is easy because they do not have to bother meeting directly with consultants. However, they complained about a number of problems in the payment system, slow response, and various bugs that are still present in the application.

6. Limitation And Study Forward

This research found that the user reviews of online counseling application, both positive and negative. Research will be more comprehensive if a sampling frame is available. With a definite sampling frame of each application user, a quantitative and explanatory analysis on user perceptions of online counseling applications will be obtained. Further research can be conducted using questionnaire and interview.

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