



1. INTRODUCTION

During circumstances of the COVID-19 pandemic, which has mushroomed all over the world. Certain activities, for instance in the sector of offices, and social services like health services are required to reform normal activities into new activities that are commonly called New Normal. New Normal is a behavior or action to persevere with normal activities by implementing medical procedures in the midst of the COVID-19 pandemic[1]. In various countries, one of them is the United States, based on the National Institute of Mental Health estimates that 31.1% of adults in the United States will experience mental disorders in some aspects of their lives. Face-to-face sessions with psychologists are the most standard approach to treatment, but it is not consistently feasible for participants to receive such treatment[2]. Therefore, the current number of cases remains very worrying and should not be underestimated for mental illness. Around 450 million people worldwide suffer from mental and behavioral disorders[3]. As quoted from FKUI's PR, during Covid-19, people began to be concerned about their own lives, family, companions, and the surrounding environment. Excessive anxiety could grow the risk of depression, to symptoms of post-traumatic stress[4].

As recognized, mental health is critical in human life. During the Covid-19 pandemic, Mental Health and Physical Health are two roots of health that are indispensable to declining the risk of exposure to the Covid-19 virus. One aspect that needs to be considered is Mental Health. Mental health is an essential aspect to realize and maximize overall health. Mental health must be taken into account because of the emergence of government-defined activities followed by the implementation of social restrictions and self-isolation or quarantine, and the reduction of societal activities has the potential to disrupt and have long-term effects on people's mental health [5].

The evolution of COVID-19 also greatly executes a person's mental health. With confines on social activities, a person's mental health could be spasmodic due to new activities that require a person to fulfill limited activities. However, with Covid-19, the government has turned its attention to the problems experienced by people who are exposed to the Covid-19 virus without seeing the psychosocial consequences that will be borne by individuals as a consequence. In addition, the problem of limited infrastructure and the high burden of mental disorders have been described by the Director of Prevention and Control of Mental Health and Drug Problems, Dr. Celestinus Eigya Munthe "The problem of professional human resources for mental health workers is also still very lacking, because to this day the number of psychiatrists as professionals for our mental health services only has 1,053 people,"[6].

In mental health, there is a variety of depression qualified by a person, specifically Mental Illness (mental disorders), also known as disorders or mental, namely health conditions that affect the soul, feelings, habits, mood, or a combination of them. This condition could occur or be long-term (chronic). Major Depressive Disorder, people with major depression will exposure very deep things. Symptoms of Persistent Depressive Disorder experienced by people with persistent depression are almost similar to symptoms of depression in general, but persistent depression will persist or disappear over a long period of time due to activities and social environment. Bipolar disorder is a disorder characterized by extremely drastic mental changes. Patients could experience sadness and despair at one time, then turn delighted and excited all of a sudden. Postpartum Depression is the type that is often and only shown by women. This study discusses the types of Mental Illness(Mental Disorder).

WHO as a world health organization has actualized a mental health pyramid as a system for dealing with mental health in the world, with another name Mental Health and Psychosocial Support (MHPSS). In the pyramid, there are 4 levels, which are promotive, preventive, monitoring and identification of psychosocial services, and services from specialists. In our observation, digital-based services in Indonesia prioritize levels 3 and 4. While levels 1 and 2 have not been applied in dealing with mental health.

After we got the user problems from observations, the solution obtained is to create a comfortable and attractive application interface with levels 1 and 2 based on WHO pyramid system with three main features. Firstly, the Mood Tracker is a Self Care application for users of the application. In this feature, the user knows the condition and current of the user's feelings at that time. After knowing the user's condition, personal care gives recommendations in the form of audio or video according to the user's mood. The second feature is sharing session, in this feature users can share problems with users who will be accompanied by psychologists and they can tell stories with friends who have the same problem. This feature could be a solution to the issue of users who have difficulty finding a place to share stories and express the emotions they feel when there is a problem.



The last feature is self-care recommendations according to their needs. Another study that discusses self care uses research and development methods using a Likert scale [7]. Another research on self care about designing a product design information such as clothes, book covers as a way to help the physical and mental health of students[8]. Other research on self-care also looks more towards ways or training psychologists about self-care for their patients[9]. In another study, discussed the principles for designing visuals of self care applications, but not until designing design solutions that will be provided to users [10]. While this study uses a user centered design method by prioritizing user problems and needs, evaluation using Usability Testing and System Usability Scale by adding features for level 2 of MHPSS, namely prevention (storytelling room).

This study used the user-centered design method, which is a user-centered problem-solving process, this method has been optimized for users and emphasizes how users' needs and desires for the product. This method could analyze the needs and desires of the users during a design stage by applying analysis, design, and evaluation. The user-centered design method was chosen because this method is a step in this method according to the purpose of the feature interface and clearly prioritizes user needs and problems. Starting from the stage of understanding the context of use for the evaluation. Evaluation is very necessary as it ensures whether the features created are compatible with the user's needs and solve the user's problems. This assessment uses the System Usability Scale (SUS) method because SUS has proven to be a reliable assessment method and can be used in small samples when compared to other assessment methods[11].