

The Profile of Online Mental Health's Community Founders in Indonesia: A Qualitative Study

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Abstract. The study aims to describe the profile of the founders of online-based mental health care communities in Indonesia during the Covid-19 pandemic. The research method used was descriptive qualitative. The research subjects were determined using a purposive sampling technique and there were four subjects, namely JD, VO, ZF, and DD. Data were collected using interviews, observations, and mindset scales. The results found that the four subjects had personal reasons for establishing their community. JD and VO, who were survivors of depression and anxiety, set up their communities while in the process of healing from the disorder as a form of empathy for those who also experienced mental health problems without professional support by educating and providing affordable counseling. Meanwhile, ZF founded his community when he failed to continue his study abroad. ZF was motivated to provide support for teenagers with mental health problems that were increasing during the pandemic through a webinar roadshow activity in 50 cities of Indonesia with his communities. Meanwhile, DD, who was from the rural area of West Lombok, was inspired to establish a mental health community because he was concerned about the inequality in access to mental health services. The scale analysis showed that ZF was in a fixed mindset with some growth ideas category, while JD and DD were in a growth mindset with some fixed ideas category and VO was in a strong growth mindset category. The implications of the findings were further explained.

Keywords: online community \cdot mental health \cdot mindset \cdot qualitative study

1 Introduction

Mental health is an important concern during the COVID-19 pandemic. Not only affecting physical health and the economy, but mental health is also one of the sectors that is heavily affected. Many social problems arise because of changing patterns of interaction in society. Devora Kestel, director of the mental health department of the World Health Organization (WHO) stated that Isolation, fear, uncertainty, and economic turmoil are the causes of psychological stress that cause mental health problems (1). In the medical health sector, based on research from Wang (2021) on health workers, COVID-19 positive patients, individuals who are in quarantine, patients with a history of chronic non-communicable diseases have a higher prevalence of depression by 31.4% and anxiety by 31.9% (2). The prevalence of insomnia was recorded to be higher by 37.9% among health workers consisting of doctors, nurses, and non-medical staff as well as an increased chance of depression for COVID-19 patients (3) In the education sector, an online survey of 2031 students in Texas The University showed that 48.14% of students experienced moderate to severe depression, 38.48% of students experienced moderate to severe depression, 38.48% of students experienced moderate to severe levels of anxiety, and 18.04% of students had suicidal thoughts (4). The policy issued by the government to "study from home" as an effort to prevent the spread of the corona virus has a serious impact on 68 million students and 3.2 million teachers in Indonesia. This statement is in line with the increasing demand for consultation on mental health from the public for the Halodoc telemedicine service platform, which has increased by 300 percent during the Covid-19 pandemic (5).

Not only in adults, but UNICEF reports also found that children and adolescents have a great potential to experience mental health disorders during a pandemic (6). Innovations and approaches considering the current conditions are needed to support individuals who are psychologically burdened (7). Many online-based mental health communities were formed as a form of public concern for this issue. These communities disseminate information about mental health and hold free and paid webinars. Various mental illness prevention and education programs should continue to be implemented throughout and after the pandemic (8). The government can collaborate with the community to expand mental health monitoring and screening services that can be applied to the community (9). Among the many mental health care communities that were formed, there were four communities whose names were disguised as Community A founded by JD, Community B founded by VO, Community C founded by ZF and Community D founded by DD. The four communities are very active in taking the role of mental health advocacy during the pandemic by opening free peer counseling services and education about mental health through webinars.

Mental health is closely related to the state of psychological well-being (10). In the social aspect, mental health affects the achievement of several goals such as empowering women, gender equality, and reducing the spread of HIV (8). Having a healthy mentality can increase individual resilience. Individuals can go through difficult situations in life, adapt during limitations, and bounce back more quickly from failure when they have high resilience (11). Therefore, the presence of an online-based mental health care community is an important effort to increase understanding and education about mental health as well as a preventive and curative measure during the COVID-19 pandemic.

The COVID-19 pandemic has overturned the fabric of human life (12). This causes fear and worry for everyone (13). Even so, this difficult situation did not dampen the enthusiasm of the four subjects to establish a community. They are not only struggling with themselves to adapt in a pandemic situation but also have ideas that are realized in the form of an online-based mental health community because they realize that all activities during the pandemic have switched to using digital media. This is what makes researchers interested in exploring the profiles of the four subjects. The goal is to find out more about the figures of the four subjects, how can they adapt in a pandemic situation and even establish a community? What was the journey like? And what about the mindset of the four subjects?

2 Research Methods

This research design uses descriptive qualitative. Descriptive method is used to get an idea of how the four subjects proceed in establishing their community and how the profile of each subject. This research was conducted online and offline from December 2021 to May 2022 by adjusting to the latest developments in the pandemic situation. The research setting is an online-based mental health care community in Indonesia.

The research subjects were determined by purposive sampling technique of four people. Purposive technique is a technique of determining and taking samples which is determined by the researcher himself through certain considerations (14). The researcher chose the four subjects by considering that the four subjects were founders of an online-based mental health care community who actively carried out various program activities during the pandemic with their respective life stories that were interesting to watch. The four subjects are JD, the founder of community A, who is also a survivor of mental illness, and VO, the founder of community B, who has also experienced the lowest point in life, which made him seek to know more about mental health. ZF is the founder of the C community who has failed several times to continue his dream of studying abroad. And DD is the founder of the D community, a young man who has the passion to build his native area which is included in underdeveloped areas.

Researchers used in-depth interview techniques, observation, and mindset scale to obtain profile data of the four subjects, so the instruments used were in-depth interview instruments, observation instruments, and the mindset scale from Dweck (15). The mindset scale consists of 16 statements. There are four categories, namely the Strong Fixed Mindset with a score range of 0–20 points, the Fixed Mindset with some Growth Ideas category with a range of 21–40, the Growth Mindset with Some Fixed Ideas category with a range of 41–60 points, and the Strong Growth Mindset category with a range of gains. Points 61–80.

3 Results

3.1 Profile of JD

JD is a woman, the eldest of two children. JD's family is a family that is very concerned about religious aspects in living life. This is illustrated by how JD's parents include JD in schools with religious content as the main thing taught to their students. After graduating from Junior High School, JD continued his education at a boarding school. This made JD far from his family. JD is closer to his mother than his father. Even in several interviews, JD always mentioned that he was not close to his father. Therefore, since sitting in junior high school, JD has started dating to get attention and affection from the opposite sex. This is illustrated in JD's following sentence, "I have a childhood trauma with my father. So, since I was in middle school, I've been dating a lot. Changing

girlfriends like that because I can't be alone, I need a guy who can replace my father figure."

After completing his education at a pesantren, JD continued his studies at a public university in Yogyakarta. During college, JD was active in campus organizational activities. The hope to be able to develop themselves through the organization became the beginning of a nightmare for JD. JD was trapped in a toxic relationship and experienced sexual violence from a friend of an organization he joined. Due to his limitations regarding sex education, JD had absolutely no idea what to do to get out of the situation. Even so, JD realized that he needed help to get out of this situation. This brought JD to finally establish himself asking for professional help. After JD saw a psychologist and went through a series of processes, it was diagnosed that JD suffered from severe depression and anxiety. Even so, JD's desire to recover is very strong.

After going through a long acceptance process, JD began to open up by sharing his personal experience as a mental illness survivor through the snap gram feature on Instagram social media. JD never thought that the steps he started at that time inspired him to form an online-based mental health care community. Starting from the many supports, strengthening each other to both recover from mental illness, until not a few also pour out their feelings and problems in their lives through the snap gram replies that JD shared. Against mutually reinforcing messages, JD felt that was what he needed. JD realized that a support system and a safe place to tell stories were very important things that were needed for people who were struggling like himself. From there, JD had an idea which he realized in the form of a community that cares about mental health. The community focuses on free peer counseling services through video calls or WhatsApp chats, education on topics related to mental health through live Instagram and collaboration with other communities to organize webinars related to mental health issues. All community activities, both programs and coordination, were carried out online considering that at that time social activity restrictions were still being imposed due to the COVID-19 pandemic.

JD's participation in organizational activities during his college years is an important provision to form and develop his community. JD invited several final semester students from the counseling and psychology majors to join as peer counselor volunteers. In the midst of the healing process with conditions that are still unstable and have to take medication regularly, JD is still enthusiastic about involving his community in booth camp, collaborating with other communities to create events, conducting open recruitment to recruit new human resources in the community, and involving his community in training programs for volunteers.

In an interview, JD expressed his hope that the community he formed could provide benefits to many people. "I have experienced how difficult it is to find the right friend to just listen to our problems, who can understand, not judge. Hopefully, through this community, friends can find the right place to tell stories, with good acceptance and understanding." JD's mindset is what makes researchers interested in making JD the subject of research. Based on the results of the mindset scale scoring, JD is in the category of Growth Mindset with Some Fixed Ideas with a total score of 58 points.

JD is an active person, likes social activities, and is a good listener to his friends. This is in accordance with the statement of one of JD's friends as follows: "JD is a good person; he is also creative and thinks far ahead. He is a very organizational kid. If he's not there, his friends will look for him." This statement is also in line with the results of observations made by researchers. JD was very cooperative and open during the interview process. Although at first you will see JD as a quiet person, basically when you feel comfortable, JD will be very open, warm, and fun as a storyteller and a good listener. Everyday JD is an independent and hardworking child. After completing his undergraduate studies, JD worked at a start-up company. JD is also still diligent in consulting with psychologists regarding the progress of his healing process while remaining active in developing the community he has built.

3.2 Profile of VO

Vo is a 32-year-old woman of Batak descent. He is currently pursuing a master's degree in the Netherlands. Vo is the only daughter in the family because her other two siblings are boys. Even so, Vo's parents did not give different treatment to their three children. That's what makes VO have the opportunity to continue his undergraduate and master's education away from his home. Although far from home, Vo is very close to his parents and siblings. VO mentions that family is everything.

In 2015, Vo experienced what he said was the lowest point in his life. At that time, Vo's brother had an accident. Vo, who lives in the same city as her sister, is faced with the choice to take care of her sister or continue her career at work. Without a doubt Vo prefers family by taking care of his sister for approximately 2 years. During that time, Vo did not work and buried his dream to continue his studies abroad. At that time, Vo felt at his lowest point until he once cut his own hair in the hope of getting rid of unpleasant events in life.

Until finally Vo feels that to get out of this difficult situation, it must start from himself. Vo feels excited again to continue his dream of studying abroad by applying for various scholarships and returning to work. Vo also started to establish a mental health community because he felt that education, mentoring, and a support system were important for people who were not feeling well in life. The community that Vo founded focuses on providing education about the importance of mental health. Realizing that he cannot walk alone, Vo invites some friends who have a vision and mission with him. Vo emphasized that the community he founded did not target material gains at all, so he did not charge any money for any of the activities he carried out. As the community began to grow, the Covid-19 pandemic emerged. Vo and his community try to continue to provide education about mental health by utilizing social media.

Vo is a person who is confident, passionate, and easy to get along with other people. This can be seen from how Vo answered questions during the interview session. The actual duration of the interview was only 45 min to two hours because Vo was passionate about telling stories about his life. Vo is also a woman who is firm, has principles, and is independent. This is evidenced by how he puts his 'family as a priority, tries to rise from depression, to build a community and how he struggles to continue his education in the Netherlands alone. This is what makes researchers interested in exploring Vo's profile in more depth. Based on the results of the mindset scale scoring, it was found that of the four research subjects, the Vo score was the highest score, which was 64 points in the strong growth mindset category.

3.3 Profile of ZF

ZF is a 26-year-old man who has graduated from a bachelor's degree majoring in Psychology and is currently pursuing a master's degree at a university in Turkey. ZF comes from a family of educators. His father and mother are lecturers at one of the universities in ZF's hometown. Since childhood, ZF has been trusted by both parents in making his choice. Even so, ZF's parents really care about the religious aspect in educating their children so that from a young age ZF was accustomed to attending schools with good religious education. Parenting patterns and the example of both parents who never got angry even though ZF made mistakes became values that ZF used as a guide in his life. An interesting moment ZF recounted as follows: "I used to skip class and play out of town with my friends. At that time, I was allowed to drive myself. When I got home, I told them that I had skipped class, I had given up on being scolded all-out. It turned out that my parents weren't angry, they also knew from the start that I was absent because the tutor contacted my father." ZF also shared that at that moment he had even handed over the car keys and asked his father to confiscate them as a form of punishment. ZF's father actually returned the key and said that this experience was enough to be a lesson for ZF in the future. Since then, ZF felt that his parents gave full trust to him so that it made ZF more careful in his steps.

ZF has a dream to continue his education in France after graduating from S1. He has even taken a French language course and prepared a lot to make his dream come true. But unfortunately, the COVID-19 pandemic changed all the plans that ZF had compiled. Even so, ZF did not remain silent and surrendered to the situation. In a situation of limitations due to social change, ZF formed an online-based mental health care community whose main work program is a webinar roadshow in 34 provinces and 50 cities in Indonesia with the mission of providing education about mental health to adolescents. The idea of forming this community emerged when ZF realized that the online school policy for children, especially for high school students, would have a certain impact on the development of students. Adolescence when students occupy high school is a moment where students develop themselves and explore many things. But the pandemic situation seems to be a limiting window. ZF's attitude in facing failure and his enthusiasm to build mentally healthy Indonesian youth according to the community tagline that he formed made researchers interested in exploring ZF's profile.

In June 2021 ZF was accepted to continue his master's studies at one of the universities in Turkey. Although different from his dream, ZF felt grateful after approximately six months in Turkey. Most of the population who embraced Islam made ZF feel more comfortable. Together with three other young people from Indonesia, ZF rented a simple apartment unit. ZF and three of his friends actively share their daily lives on social media Instagram. ZF, who has always loved content creators, is increasingly diligent in creating interesting content about mental health with his roof-top friends. In addition, ZF also actively interacts with his followers on Instagram social media through feature questions. Several times ZF asked his followers what trends people need after the webinar trend. This illustrates that ZF is an individual who thinks far ahead. In an interview, ZF said that an idea is an expensive thing. That's the reason ZF is active to open up opportunities for discussion and interact with many people to get inspiration and creative ideas. Even so, based on the results of the mindset scale scoring, ZF is in the Fixed Mindset with Some Growth Ideas category with a total score of 31 points.

ZF is a person who likes to talk, this was clearly illustrated during the interview session where ZF answered questions not just answers but followed by interesting stories and delivery. That is why he aspires to be a motivator. This was stated by ZF in the interview session as follows: "I used to have a dream to be a motivator. That is why I used to think about what when I said something it was based, could be useful, and trusted. Be majoring in Psychology because I feel that this is really me and can be the door to my goals." What is ZF's dream at this time, he began to realize by becoming a speaker and coaching at several webinars on mental health, both at community events that he formed and other external events that invite him personally. Based on the results of observations during webinar session where ZF was the speaker, it can be concluded that ZF does have good and interesting communication skills.

3.4 Profile of DD

DD is the eldest of four children. As the first child, DD feels she has a big responsibility in the family. DD who grew up in a remote area began to realize that education about mental health was very important. This thought arose when he experienced what he called a child victim of a broken home. DD's parents often fight because of economic problems. DD mothers who feel pressured by the situation sometimes vent their emotions on their children by hitting them when the child is considered to have made a mistake. As a result of not being able to stand the situation at home, DD, who was still in high school at that time, decided to leave the house. For a day he did not come home. However, because of the sense of responsibility that DD had as the first child in the family, and she also remembered her younger siblings, DD went home. Since then, DD has increasingly realized that education and education about mental health is important.

Even though DD's family comes from the middle to lower economic class, one of the things that DD is grateful for is that her parents are very supportive of DD in the field of education. Starting from elementary school, high school, and undergraduate studies, DD travels in Lombok. In 2022, DD tried his luck by applying for a master's scholarship program held by the province of West Nusa Tenggara (NTB) in collaboration with the Malaysian government. Due to his experience in establishing a community and his passion for building a hometown, DD passed the selection and had the opportunity to obtain a master's scholarship at one of the Malaysian universities.

DD's concern for her hometown in West Lombok, West Nusa Tengg'ara, which is one of the disadvantaged areas, made DD moved to establish a community that cares about mental health. This is illustrated by the following DD interview results: "even though we are from disadvantaged areas, we also have the desire to progress like in Java." The condition of a broken home family is also one of DD's motivations to make up her mind to form a community that cares about mental health because she does not want other children out there to experience the same thing as her. Armed with his ability in terms of design, DD started to create Instagram and YouTube accounts as educational media about mental health. DD also invited several friends to become peer counselor volunteers. The services offered in the community formed by DD are free online counseling and interesting content on Instagram related to the latest mental health issues.

Even though he grew up in a less supportive environment, during a toxic family and a remote area, DD has a good mindset. Instead, DD used the limitations she experienced as a trigger for her enthusiasm to fight and improve the family's standard of living through education. Not only focusing on himself, DD also has a good concern for his hometown and the area where he was born by forming a community that cares about mental health. This is what makes researchers interested in exploring DD's profile. Based on the mindset scale, DD is in the category of Growth Mindset with some Fixed Ideas with a score of 48 points.

DD is a quiet and introverted person. In addition, he also did not want to trouble others. This can be seen from the observation and interview sessions. DD answers each question according to her portion. The researchers also got a discussion about DD's personal life after meeting directly with DD. As a leader in the community, DD also does not force the involvement of members intensively because he realizes that being a member in this community is voluntary.

4 Discussion

From the results of the data obtained, it can be illustrated that the four subjects have the same goal when forming a mental health community, namely, to improve education about mental health in the community. The four subjects also share problems in life which they eventually use as inspiration to form a community. The development of technology and social media is one of the solutions for the four subjects to continue to develop the community and play an active role in mental health advocacy during the pandemic.

Even so, the four subjects have their own life journeys that lead them to have different mindsets and categories of mindset. ZF and VO get good system support from the family. This is clearly illustrated by the application of ZF's very democratic parenting style. This parenting style makes ZF a responsible, independent, creative, innovative person, and has high self-confidence. In the interview session, ZF also mentioned that he was lucky to have a circle of friends that helped him to grow. The parenting style applied by the VO family also shaped him into a person who is confident, independent, has strong principles, and is a hard worker. VO's parents did not discriminate between their children even though VO was the only daughter in the family. This made VO feel that he was given the same trust as his other siblings, thus making him even more careful in maintaining the trust that his parents gave him. Vo is also very close to his parents. "Even though I am far from my parents, we call and communicate every day. If we don't communicate for a day, it feels like something is missing." Different from VO and ZF, DD and JD come from broken homes. JD as a daughter is not close to the father. The cold and harsh father figure makes JD feel like he has lost a father figure in his life. That is why JD tends to look for a male figure who can make him comfortable. JD has known dating since middle school. JD admits that he cannot be alone, he needs a male figure in his life so that JD often changes girlfriends. Without JD knowing, he is trapped in a toxic relationship that triggers depression and makes him need the help of psychologists, psychiatrists, and even must take drugs. Meanwhile, DD, who has always seen her parents fighting because of economic problems since childhood, makes this a

lesson for herself in the future. Through education, he wants to change the degree of his family. He does not want other children including his future children to experience what he is experiencing now. JD and DD use the misfortunes they have experienced in the past not to be regretted and lamented, but rather as encouragement to live a better life.

In the aspect of Education, the four subjects have their own views. ZF, VO, and DD are currently pursuing master's degrees abroad. ZF in Turkey and VO in the Netherlands. Not only focus on college, but they also take odd jobs. ZF, who has good communication skills, actively participates in material at events and webinars on mental health. Since the beginning, ZF and VO have aspired to continue their education abroad, while DD initially did not think that he would be able to reach his current point. DD only has the determination to raise his family's degree and economy through education. Who would have thought that the educational scholarship program launched by the West Nusa Tenggara provincial government would actually lead DD to continue her education in Malaysia. Different from the three subjects, JD prefers to seek work experience first. Currently JD works at a start-up company. JD, who has been active in organizational activities and events since college, really enjoys his current job.

From the results of the mindset scale, it is also known that the four subjects have different categories. VO has a strong growth mindset category. This can be seen since the interview process. From how VO answers the researcher's questions, VO believes that nothing is impossible when someone wants to learn and is serious about realizing their desires. This has been proven by VO when he tried many times for scholarships to continue his education abroad, but VO also failed many times. VO did not give up and chose to take a break by accompanying his brother who was sick at the time. After his family condition improved, VO started applying for various scholarships again and in the end, he was accepted at a university in the Netherlands. Next, JD and DD received the category of growth mindset with some fix ideas. Parenting patterns and family conditions that they have experienced since childhood greatly affect both so that it requires a process for both to arrive at the point of acceptance and ultimately have a mindset that grows as it is today. The result of the ZF mindset scale score is quite unique because it shows a fixed mindset categorization with some growth ideas. It is suspected that this has something to do with the department that ZF took in the field of psychology which believes that intelligence is innate so that when filling out the mindset scale, ZF feels quite confused as to whether the mindset is the same as intelligence or more to talent that can be honed. This is very interesting and could be a topic for further research. This study has not been able to see further related to the growth mindset profile of the four subjects because it is only viewed from the mindset scale instrument. Therefore, it will be interesting when there is further research that examines the growth mindset of the four subjects using in-depth interviews.

5 Conclusion

The results found that the four subjects had personal reasons for establishing their community. JD and VO, who were survivors of depression and anxiety, set up their communities while in the process of healing from the disorder as a form of empathy for those who also experienced mental health problems without professional support by educating and providing affordable counseling. Meanwhile, ZF founded his community when he failed to continue his study abroad. ZF was motivated to provide support for teenagers with mental health problems that were increasing during the pandemic through a webinar roadshow activity in 50 cities of Indonesia with his communities. Meanwhile, DD, who was from the rural area of West Lombok, was inspired to establish a mental health community because he was concerned about the inequality in access to mental health services. The scale analysis showed that ZF was in a fixed mindset with some growth ideas category, while JD and DD were in a growth mindset with some fixed ideas category and VO was in a strong growth mindset category. The implications of the findings were further explained.

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