Analyzing Communication and Satisfaction in Mental Health Online Consults for Students

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Abstract

Online mental health consultation applications have become increasingly prevalent in Indonesia. Teenagers, including college students use these applications to communicate their problems and seek solutions. This study aims to describe final year students' experiences in using these applications. This study evaluates the effectiveness of an online mental health consultation service through the perceptions of 118 users, utilizing a Likert scale across three key dimensions: usefulness, usability, also integration and infrastructure. The findings indicate a generally positive reception of the service. In the usefulness dimension, the service scored well in terms of meeting advertised expectations, maintaining consistent quality, fostering optimism, providing clarity on mental health issues, and making users feel at ease. The usability dimension highlighted the enjoyable nature of the application and its benefits, though it revealed a need for improvement in accessibility for users with disabilities. The integration and infrastructure dimension reflected positively on the service's intuitive design and user-friendliness, with high scores in data confidentiality, responsiveness of counsellors, clarity of communication, and effectiveness in addressing user issues. Users also expressed a willingness to reuse the service for future mental health needs, indicating its perceived value and reliability.

Keywords: *online consultation; mental health; digital application; communication consulting; application usability*

Analisis Komunikasi dan Kepuasan dalam Konsultasi Online Kesehatan Mental untuk Siswa

Abstrak

Aplikasi konsultasi kesehatan mental online telah menjadi semakin populer di Indonesia. Remaja, termasuk mahasiswa, menggunakan aplikasi ini untuk mengkomunikasikan masalah mereka dan mencari solusi. Studi ini bertujuan untuk mendeskripsikan pengalaman mahasiswa tahun akhir dalam menggunakan aplikasi-aplikasi tersebut. Studi ini mengevaluasi efektivitas layanan konsultasi kesehatan mental online melalui persepsi 118 pengguna, menggunakan skala Likert untuk mengukur tiga dimensi utama: kegunaan, kemudahan penggunaan, serta integrasi dan infrastruktur. Temuan menunjukkan penerimaan yang umumnya positif terhadap layanan. Dalam dimensi kegunaan, layanan ini mendapat skor baik dalam hal memenuhi harapan yang diiklankan, mempertahankan kualitas yang konsisten, menumbuhkan optimisme, memberikan kejelasan mengenai masalah kesehatan mental, dan membuat pengguna merasa nyaman. Dimensi

kemudahan penggunaan menyoroti sifat aplikasi yang menyenangkan dan manfaatnya, meskipun mengungkapkan kebutuhan untuk peningkatan aksesibilitas bagi pengguna dengan disabilitas. Dimensi integrasi dan infrastruktur mencerminkan secara positif desain yang intuitif dan ramah pengguna, dengan skor tinggi dalam kerahasiaan data, kejelasan komunikasi, dan efektivitas dalam menangani masalah pengguna. Pengguna juga mengungkapkan kesediaan untuk menggunakan kembali layanan untuk kebutuhan kesehatan mental di masa depan, menunjukkan nilai dan keandalannya yang dirasakan.

Kata Kunci: *konsultasi online; kesehatan mental; aplikasi digital; konsultasi komunikasi; kegunaan aplikasi*

INTRODUCTION

The need for online mental health services has escalated amidst the COVID-19 pandemic and other social changes that have heightened stress and anxiety, particularly among final-year students (McLafferty et al., 2023; Septyari et al., 2022)at the start of the academic years 2020 and 2021 (499 students fully completed all three waves. Previous research indicates that 90.67% of final-year students experience symptoms of mental health issues (Wahyuni & Setyowati, 2020). This situation has prompted various parties to establish online mental health services, which can assist people in addressing mental health issues and enhancing their quality of life (Heffernan et al., 2017). Final year students encounter various challenges, including obstacles in educational and mentoring activities, along with mental health conditions such as depression and anxiety (Brown, 2018; Nabila & Sayekti, 2021).

Online mental health services are designed to assist the public in overcoming these mental health issues by providing necessary support and guidance (Kauer et al., 2017). In numerous countries, several organizations offer online mental health consultation services. For instance, in Indonesia, platforms such as Halodoc and Alodokter are available (Rifqi Atsani & Anjari, 2023). In addition, there are Riliv, Sahabat Karib, Ibunda.id, Alpas.id (Kumparan, 2019).

In online mental health consultation services, it›s crucial to understand how communication takes place, including the challenges and its effectiveness (Kerns et al., 2014). Online consultation apps make it easier for people to get help for mental health issues (Yanti & Lusiana, 2022). There are advantages and obstacles in using online mental health consultation services such as privacy, technical and network issues, difficulty in understanding client problems, and challenges in building a good relationship with psychologists (Rifqi Atsani & Anjari, 2023).

Final-year students are the primary focus of this study as they face high academic pressure, transition to professional life, and other social challenges (Moczko et al., 2016). During this phase, students are expected to complete their entire formal education at the undergraduate level and prepare for the next stage in life, whether it be entering the workforce or further education (Panadero et al., 2020). Final-year students often experience high pressure to complete their studies while preparing for their next steps, whether it be entering the job market or pursuing further education. Additionally, they undergo academic stress, which can be characterized by restlessness,

depression, fear, anxiety, and irritability (Elias et al., 2011). Social changes also affect final-year students, such as difficulties in finding dissertation topics and challenges in finding a support system (Kurniawti & Setyaningsih, 2020). Online consultation services targeting adolescents also designed to address issues including friendship problems, romantic issues, family matters, and financial difficulties (Liu & Gao, 2021; Mirawati & Karimah, 2015).

The necessity of a standardized evaluation framework for mobile mental health apps is increasingly recognized by researchers. Extensive mobile device usage in mental health care, encompassing activities like communication, self-evaluation, diagnostic procedures, and therapeutic interventions, requires standardized guidelines and evaluative techniques to ascertain their efficacy and quality.

Stephen Chan and colleagues have developed evaluative criteria tailored for mobile mental health apps targeting both patients and healthcare providers. This set of criteria encompasses three primary dimensions: functionality, user-friendliness, and systemic integration/infrastructure. The ‹functionality› aspect evaluates elements like the app's validity, reliability, effectiveness, and time efficiency. ‹User-friendliness› considers user satisfaction, ease of operation, accessibility for disabled users, and takes into account cultural and socio-economic factors. The dimension of ‹systemic integration and infrastructure› examines aspects such as security measures, integration into existing workflows, data exchange capabilities, safety protocols, and adherence to privacy regulations (Chan et al., 2015).

Based on their practical utility, these mobile applications can be categorized according to their role in various phases of mental health service provision, including information dissemination, data handling, diagnostics, therapeutic processes, and facilitating communication between patients and healthcare providers.

The primary objective of this research is to ascertain the satisfaction and utility derived from online mental health consultation applications, particularly among final-year university students. This demographic is chosen considering the increasing complexity of adolescent issues and the challenges they face during their final academic projects. The study aims to assess user experiences, focusing on how beneficial these applications are in meeting their mental health needs and the degree of satisfaction users feel towards these services. With a specific focus on final-year students, this research endeavours to provide comprehensive insights into the effectiveness of these digital tools in facilitating mental health care for a group facing unique stressors and transitions. This contributes significant data to the evolving landscape of online mental health interventions, particularly tailored to the nuanced needs of this specific student population.

LITERATURE REVIEW

Addressing mental health in the digital media era

Digital media should be maximally utilized for the betterment of society, including addressing mental health issues among adolescents. Technology offers

avenues for students› mental health counseling, education, and prevention of psychological problems. It introduces novel approaches and techniques to mitigate the mental health challenges faced by students, thereby enhancing the purposefulness, specificity, and efficacy of mental health education.

The integration of digital platforms facilitates an innovative approach towards mental health support. These platforms not only offer counseling services but also serve as repositories of mental health resources and educational. By leveraging technology, we can enhance their mental health education initiatives, ensuring they are finely tuned to the diverse challenges faced by students, thereby fostering a conducive environment for holistic growth and well-being (Yang, 2022).

The Effectiveness of Smartphone Applications for Mental Health

Several previous studies in other countries have been conducted to evaluate the feasibility and effectiveness of smartphone applications in addressing mental health issues. In Australia, research on smartphone applications for individuals with mental health issues who are at risk of suicide has shown that these applications, when combined with direct interventions from health services, help users to better resist suicidal urges. These findings suggest that integrating technology with traditional mental health interventions can enhance support for those in crisis (Melvin et al., 2019).

Larsen›s research on 123 mental health applications for individuals at risk of suicide demonstrated that the most effective

applications feature interactive menus. Additionally, these applications should provide support for communication with a support system, such as friends and family. It is also beneficial for the applications to offer insights and information about crisis support for mental health. These elements help enhance user engagement and provide critical support during times of crisis, making the applications more effective in preventing suicidal behavior (Larsen et al., 2016).

Another study conducted by Stallard on individuals experiencing stress and engaging in self-harm found that they were generally receptive to and willing to adopt the use of online applications to address mental health issues. However, the study also suggests that these applications should ideally be used in conjunction with face-to-face interventions. This dual approach can enhance the effectiveness of treatment and provide more comprehensive support for individuals dealing with mental health challenges (Stallard et al., 2018).

METHODOLOGY

The methodology employed in this study is a descriptive method. Descriptive research is utilized to gather information about the current state of a phenomenon. This method aims to describe «what exists» regarding situational variables (Kumari et al., 2023). Data collection was conducted using a questionnaire to gather relevant information from the participants.

Participants (n=554 final-year students) were recruited from attendees of a mental health-themed national webinar organized by the Faculty of Communication Science,

Fikom Unpad. Notably, in 2023, Fikom Unpad hosted two webinars focusing on mental health among final-year students. These webinars attracted a diverse group of students from various universities across Indonesia. After agreeing to participate in the survey, the 554 participants were given a general overview of the study along with a statement about their rights as participants. For those participants who had never used an online mental health consultation app, they were allowed to submit their answers by stating the reasons why they had never used such an app.

Table 1. Webinar participants

No	Criteria	Category	Size
1	Age	17-21	55,2%
		22-25	44,8%
2	Location	Java	51%
		Sumatera	24%
		Kalimantan	5%
		Sulawesi	11%
		Papua, Bali, NTT, NTB, Maluku	9%
3	Gender	Male	18,6%
		Female	81,4%
4	Using online apps for mental health	Yes	21,3%
		No	78,7%

Source: Personal processed data

Since this study focused on how final-year students seek solutions to mental health problems through the use of online mental health consultation apps, only those

participants who indicated they had used such online mental health consultation apps were included in the final sample (n=118). This sampling approach is also referred to as convenience sampling by targeting individuals who fit this criterion and are readily accessible (Fink, 2009). Additionally, convenience sampling allowed for a streamlined approach to participant recruitment, enabling the researchers to quickly assemble a sample size of 118 participants who met the study›s requirements.

The composition of the respondents consists of 45.7% aged 17-21 years and 54.2% aged 22-25 years. Additionally, 19.5% of the respondents are male, while 80.5% are female. For 118 participants who had used these services, the survey asked about their use of the online mental health consultation app, their experiences, and their satisfaction and perceived benefits from using it. The questionnaire was developed based on the components proposed by Steven Chan (2015). Participants completed the survey at their own pace using a device of their choice.

In this study, a four-point Likert scale is employed to measure the degree of agreement with the given statements. The four-point Likert scale helps to reduce central tendency bias by eliminating the neutral option, thereby forcing respondents to choose a more definitive stance. This can result in more accurate and decisive data, reflecting true respondent opinions and attitudes (Nadler et al., 2015)personality characteristics, and other psychological variables. This study examined the effect of varying the number of response options on the same set of 28 attitudinal

items. Participants answered items using either a 4-point scale (forced choice. The scale ranges from 1 to 4, with each number representing a specific level of agreement: 1 for ‹Strongly Disagree,› indicating a complete disagreement or inapplicability of the statement to the respondent; 2 for ‹Disagree,› denoting disagreement or partial inapplicability; 3 for ‹Agree,› suggesting agreement or sufficient applicability; and 4 for ‹Strongly Agree,› showing a complete agreement or high applicability of the statement to the respondent. This choice of scale allows for a more nuanced understanding of the respondents› opinions or experiences related to the statements. The absence of a neutral or ‹undecided› option compels respondents to make a more definitive decision about their feelings, potentially leading to more decisive data on specific opinions or experiences.

The collected data was analysed using descriptive data analysis. This analysis involves describing the gathered data as it is, providing a straightforward summary and interpretation of the existing information.

RESULT AND DISCUSSION

Out of 554 participants, 118 people have experience using online mental health consultation applications, and 438 have never used them. From those 438 participants which never use it, 14,6 % respondents expressed a lack of awareness regarding the existence of such services, indicating a gap in communication and outreach efforts. This points to a potential area of improvement for service providers in terms of marketing and education.

Additionally, 16,2 % responses highlight discomfort with expressing personal issues in an online format, which may stem from a lack of familiarity with the digital communication required for such services or from a preference for more traditional, face-to-face interactions. There are 6.2% of participants who are skeptical about the effectiveness of online mental health consultations. This skepticism is often rooted in concerns about the impersonal nature of online interactions and doubts about whether these services can provide solutions tailored to their unique circumstances.

Financial concerns are also notable, 18,7% respondents mention of fear regarding the costs associated with online consultations. This suggests that cost transparency and possibly the provision of cost-effective or free services could be instrumental in lowering the barriers to entry for potential users. Privacy concerns are another critical barrier, with 11,4% respondents fearing breaches of their sensitive information. This underscores the importance of robust privacy policies and secure data practices within online mental health platforms.

A considerable number of respondents prefer to confide in friends (20,3%) or family (11,8%) rather than seeking professional help online, which may highlight a cultural or personal inclination towards seeking support within one›s immediate social circle. Furthermore, some individuals have had previous negative experiences with offline psychological services, leading to a general mistrust or disinterest in pursuing professional help, whether online or offline. Lastly, 1,3% respondents mention logistical issues such as poor internet access, which

is a more structural problem that might be beyond the scope of what mental health service providers can address individually.

Diversity of Online Mental Health Consultation Services Used by Final Year Students

The responses from participants indicate a reliance on a variety of dedicated online mental health consultation services. Halodoc is frequently mentioned (44%), suggesting a strong preference or awareness among the users for this particular service. The presence of other specialized platforms like sobatmu.com and Riliv (16,1%) points to a demand for services that offer tailored mental health support. In addition to these specific mental health apps, various respondents have utilized services provided by different online psychology bureaus, reflecting a broader ecosystem of digital mental health resources (14,4%). Some respondents (16,9%) have accessed mental health services through their academic institutions, indicating that campus-based online consultation services are also a key resource for students seeking support.

Platforms such as Alodokter and ibunda.id appear to offer a more comprehensive range of health services, including psychological counseling. The mention of free or trial periods, particularly with Halodoc, suggests that cost-effectiveness is a critical consideration for users when choosing these services. Students who have not yet secured an independent source of income demonstrate a willingness to allocate financial resources towards communicating their health conditions. This inclination underscores the importance they place on health

communication despite financial constraints. Nevertheless, these students exhibit a cautious approach, emphasizing the need for a preliminary trial to assess the efficacy and suitability of the communication method. This prudent strategy reflects their desire to ensure that their investment yields tangible benefits in managing their health information effectively (Mirawati et al., 2023). Additionally, the concern for privacy is implied through the usage of various services, pointing to the importance of confidentiality in the provision of online mental health support.

The diversity in the services used, from mainstream to niche platforms, underscores the varied preferences and needs of individuals seeking online mental health assistance. It also reflects the growing landscape of digital health services that cater to different aspects of mental well-being.

The data indicate that the majority of participants (44,9%) learned about the online mental health applications they use through social media. This suggests that platforms like Instagram, Facebook, and Twitter might be significant channels for the dissemination of information about such services. Social media appears to be a key discovery point, likely due to the broad reach and targeted advertising capabilities these platforms offer. Various studies have highlighted the importance of leveraging diverse social media platforms to promote online health services, including those related to mental health. This approach is essential for enhancing brand awareness and encouraging more widespread usage of these services. By strategically utilizing social media, health organizations can effectively reach a broader audience,

thereby improving public access to critical health resources (Prana, 2023).

A notable number of participants (19,5%) also mentioned learning about these services through friends, indicating the importance of word-of-mouth in the spread of information about mental health resources. This form of discovery may also point to the social nature of mental health discourse and the trust placed in personal recommendations. Word of mouth plays a crucial role in bolstering people›s motivation and confidence to try a product or service. This is largely due to the fact that it offers a firsthand experience, making the recommendation more trustworthy (Riama, 2021).

Search engine, are another source of awareness for many users (29,6%). This suggests that search engine optimization efforts by the service providers are effective way in reaching potential users.

A few participants (5,9%) also mentioned more personal methods of discovery, such as referrals from hospital doctors or personal research efforts like searching on Google. Additionally, one mentioned learning about the services through a seminar, and another through an educational platform (Zenius), indicating that educational events and platforms could be instrumental in raising awareness. The diverse sources through which participants discover mental health apps highlight the multifaceted approach to outreach that service providers employ, leveraging both digital and interpersonal networks to engage potential users.

Usefulness Dimension

In an assessment of the usefulness of an online mental health consultation service, 118 respondents provided their feedback using a Likert scale with options ranging from 1 (strongly disagree) to 4 (strongly agree). The mean scores reflect a generally favorable perception of the service across several dimensions.

Table 2. Result of Usefulness Dimension of Mental Health Consulting Online Application

Usefulness dimension	Mean
Does the service work as it advertised?	3.24
Does the service maintain consistent quality in every consultation session you have?	3.19
You like the way the counsellor delves into your issues?	3.33
The counsellor was able to foster a sense of optimism in you for solving problems.	3.32
After consulting, you feel that you have found clarity in the problems you are experiencing.	3.19
Consulting online with a counsellor makes you feel more at ease.	3.20

Source: Personal processed data

Respondents largely agree that the service operates as advertised, with a mean score of 3.24, which indicates the promotional materials and descriptions are aligned with the user experience. Consistency in service quality was affirmed with a mean score of 3.19, suggesting reliable experiences across different counseling sessions. The ability of counselors to effectively address and explore the users' issues received a mean score of 3.33, reflecting a strong approval of the counseling approach used.

Additionally, counselors were recognized for their capacity to inspire optimism regarding problem-solving, receiving a mean score of 3.32, which is pivotal for users as they navigate their mental health challenges. The consultations seem to lead to greater clarity for the users about their mental health issues, as indicated by a mean score of 3.19.

Finally, the mean score of 3.20 for the ease felt during online counseling suggests that the digital interface of the service does not hinder the comfort level and therapeutic rapport necessary for effective mental health care. Collectively, these scores represent a positive endorsement of the service's usefulness from the user's perspective. The attainment of a 3.20 rating can be attributed to the development of applications grounded in extensive research targeting the diverse needs of users, particularly adolescents aged 12 to 25 years. This strategic approach in application design ensures that the functionalities and content are meticulously tailored to resonate with the interests and requirements of this demographic (Ismon et al., 2023).

Usability Dimension

Within the context of usability for an online mental health consultation service, feedback from 118 respondents reveals nuanced insights. Respondents generally affirm the service's benefit, with a mean score of 3.26 suggesting that the majority find value in their consultation sessions, a testament to the service's efficacy. However, when it comes to the immediacy of these benefits, the average score dips to 2.96, hovering around the midpoint of the scale. This indicates that while some users

recognize immediate advantages from the outset, others may require more time or additional sessions to perceive tangible benefits.

Response speed is a critical determinant in shaping the trustworthiness of online health services and influencing user willingness to engage with these platforms. In the realm of digital health services, promptness in responding to user inquiries and providing feedback is not merely a convenience but a crucial aspect of service quality. This immediacy in communication fosters a sense of reliability and assurance among users, essential for establishing and maintaining trust in an online environment. The correlation between response speed and user trust is grounded in the principle that timely interactions signal competence, attentiveness, and commitment from the service provider. Moreover, in the context of health care, where timely information and support can be paramount, the speed of response can significantly impact decision-making processes and overall user satisfaction. Hence, the efficiency of response mechanisms within online health services plays a pivotal role in determining their credibility and the likelihood of their adoption by potential users (Alexandro & Antonio, 2021).

Table 3. Result of Usability Dimension of Mental Health Consulting Online Application

Usability dimension	Mean
Do you feel that you benefit from the consultation sessions in the online mental health consultation service?	3.26

The benefits of online consultations regarding mental health can be felt from the first session.	2.96
Is the application enjoyable to use?	3.85
In your opinion, can this service be used by people with disabilities (for example, by those who are visually or hearing impaired)?	2.68

Source: Personal processed data

The application's enjoyability receives a resounding endorsement, as evidenced by a high mean score of 3.85. This suggests that the application's design and interface are well-received, potentially enhancing user engagement and satisfaction. The concept of "enjoyable" in the context of digital applications manifests when the application is interactive, fostering a sense of comfort and sustained engagement among users. Interactivity plays a pivotal role in shaping user experiences, as it enhances usability and mitigates user fatigue (Larsen et al., 2016).

However, the service's inclusivity for users with disabilities appears to fall short, as reflected in the lower mean score of 2.68. This points to possible challenges faced by those with visual or hearing impairments, signaling an area for development to ensure the service is accessible to all users. Overall, while the service is deemed beneficial and pleasant to use, the data underscores the importance of continued efforts to improve accessibility, ensuring equitable usability for every potential user.

The usability dimension evaluation results of the online mental health consultation application show that users feel they benefit from this service, with generally positive ratings. However, there

is an indication that the perceived benefits are not immediately significant after the first session, suggesting that several sessions may be required for users to feel more tangible changes. This implies that the application may need to convey realistic expectations to new users about the process and time required to feel the benefits of the consultation.

In terms of the enjoyment of use, the application scored highly, indicating that the design and user experience have successfully created enjoyable interactions for users. This is important because the enjoyment of use often correlates with the level of repeated use and overall satisfaction with the application (Hsiao et al., 2016).

On the other hand, there is a shortfall in accessibility for users with disabilities. The relatively low score in this regard highlights the importance of considering universal design in application development to ensure that services can be accessed by all individuals, including those with visual impairments. Nevertheless, it is undeniable that presenting an application accessible to the disabled indeed requires more complex steps (Rahmah et al., 2020).

Integration and infrastructure dimension

Respondents generally feel encouraged to use the online consultation service again, indicated by a mean score of 3.15, suggesting that their overall experience is positive enough to consider future use. The clarity of the menu names within the service, particularly important for navigation and ease of use, received a slightly higher mean score of 3.29, which points to user-friendly interface design. Navigation and ease of use are paramount factors that significantly influence user

satisfaction in mobile applications. Efficient navigation design allows users to effortlessly find the information or features they seek, thereby enhancing the overall usability of the application. An intuitive user interface that minimizes complexity and learning time directly correlates with a positive user experience, as it reduces frustration and increases the likelihood of continued use. Consequently, applications that prioritize streamlined navigation and simplicity in design are more likely to meet and exceed user expectations, fostering higher levels of satisfaction and engagement (Ohk et al., 2015).

The fact that users feel they can engage with the service without prior training, with a mean score of 3.21, reflects the service's intuitive design and user accessibility. This score reflects the service's ability to align with the inherent user expectations and cognitive models, making it accessible and easy to navigate even for first-time users. Such a design philosophy emphasizes minimizing the learning curve by utilizing familiar design patterns and clear, straightforward instructions that guide users through their interactions seamlessly. The effectiveness of this approach is evident in the users' confidence to utilize the service independently, underscoring the importance of intuitive design in enhancing user satisfaction and adoption rates.

Table 3. Result of Integration and Infrastructure Dimension of Mental Health Consulting Online Application

Integration and infrastructure dimension	Mean
This online consultation service encourages you to want to use it again.	3.15
The names of the menus in the online adolescent consultation service are easy to understand.	3.29
You can use the online consultation service without needing to be trained.	3.21
You feel that they can maintain the confidentiality of your data well.	3.31
The response speed of the counselor.	3.35
Language used by the counselor.	3.53
The way the counselor probes into my issues.	3.33
You would use online consultation again if you face mental health issues in the future.	3.29

Source: Personal processed data

Confidentiality, a crucial component of any health-related service, is rated with a reassuring mean score of 3.31, indicating that most users trust the service's ability to protect their personal data. The counselors' responsiveness has a slightly higher approval with a mean score of 3.35, which is essential for maintaining user engagement and ensuring timely support. Notably, the language used by the counselor receives the highest mean score of 3.53, suggesting that communication by the counselors is clear and likely resonates well with the users. Furthermore, the counselors' approach to probing into issues is well-regarded, with a mean score of 3.33, reflecting an effective method of uncovering and addressing the users' concerns. Finally, the willingness to reuse the service for future mental health issues, with a mean score of 3.29, indicates a level of trust and satisfaction with the service that could predict user retention.

The ease of using the application without special training and the application's

ability to maintain data confidentiality indicate that it has been designed with privacy in mind and is intuitive to use. This is an important aspect that shows the application can be easily adopted by users without significant barriers. The ease of use that obviates the need for excessive effort is one of the factors influencing how the younger generation is willing to use technology (Holtz et al., 2023).

The encouragement to reuse the online consultation service indicates that the application has succeeded in meeting some user expectations, although there is room for improvement to reach a higher level of loyalty. The language use by counselors stands out as the most significant strength, indicating that counselors have communicated very effectively and possibly using terminology that is accessible to users. This finding is gratifying, as therapeutic dialogue constitutes a pivotal element within the realm of online mental health consultation services. Efficacious communication is instrumental in advancing therapeutic progress and can significantly ameliorate the patient's outlook (Althoff et al., 2016).

The counselor's response speed and the way the counselor explores the user's issues reflect efficiency and precision in the provided support services. Although the scores indicate good satisfaction, improvements in response speed and the depth of issue exploration could bring these scores closer to the maximum value.

CONCLUSION

The conclusion of this study is participants feel inclined to reuse the online consultation service. This indicates a generally positive user experience that could lead to repeated use of the service. The design and layout of the service are considered user-friendly denoting that users find the navigation straightforward and intuitive. The service's design is also deemed intuitive enough that users feel they can operate it without needing prior training.

A key concern in online services is the confidentiality of user data, and here the service scores well, suggesting that users have a good level of trust in the service's ability to maintain their privacy. The counselors' response speed and the language used by counselors indicate that users appreciate the clarity and understandability of communication from the counselors. The way counselors address and delve into users' issues is also rated positively pointing to effective methods used by counselors in understanding and addressing user concerns. Lastly, the respondents' willingness to engage with the service again in the future if mental health issues arise suggests that users are satisfied enough with their experience that they would consider returning to the service for future needs, which is a positive indicator of user trust and service reliability.

In enhancing the research on online mental health consultation services, several key recommendations are suggested. Firstly, broadening the participant base to include a more diverse demographic would provide a more comprehensive understanding of the service's impact across different groups. Incorporating a longitudinal approach would offer valuable insights into the long-term effectiveness and changes in user perceptions. A deeper exploration through

qualitative methods, such as interviews or focus groups, could reveal nuanced user experiences. Comparing online services with traditional face-to-face counseling could highlight the relative advantages of each approach. Investigating the service's accessibility for users with disabilities and evaluating the influence of counselor characteristics, such as their communication style and cultural competence, are also crucial. Furthermore, a focus on the technical robustness and user interface design of the application, along with a thorough examination of privacy and data security measures, would significantly contribute to understanding and improving these online mental health services.

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