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USER-CENTRIC MENTAL HEALTH SOLUTIONS: ANALYZING BRIGHT'S IMPACT ON EMOTIONAL RESILIENCE

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ABSTRACT
Mental health is a fundamental aspect of human well being, yet it often faces persistent barriers such as stigma, high treatment costs, and limited access to professional psychological services. This study addresses these challenges by designing the Bright for Mental Health application, developed through the Design Thinking framework encompassing empathy, problem definition, ideation, prototyping, and evaluation. The usability of the application was assessed using the System Usability Scale–Positive (SUS-P) method. The evaluation involved user testing, which resulted in an average score of 79.7, placing the application in the "Good" usability category. This outcome suggests that the system demonstrates strong levels of effectiveness, efficiency, and user satisfaction, although certain aspects still require further refinement. By integrating AI-driven features, the application expands the potential for inclusive and accessible digital mental health support, reducing barriers to care and offering an alternative for individuals with limited access to professional services. The findings highlight the significance of combining user-centered design principles with technological innovation to create impactful digital health solutions. Future studies are recommended to engage a more diverse range of respondents and enhance collaboration with mental health professionals to strengthen the application's effectiveness and adoption in broader communities.

I. INTRODUCTION

Mental health disorders have become a significant issue in Indonesia. According to common triggers for mental health issues in Indonesia as September 2022 consist of financial problem, loneliness, and work pressure is three top triggers of it [1], [2]. Additionally, stress caused by environmental factors remains a common struggle, The World Health Organization (WHO) states that mental health disorders significantly contribute to the burden of global disease, with depression being the primary cause of disability worldwide [3], [4]. Unfortunately, mental health is still heavily stigmatized, with psychological consultations often perceived as necessary only for individuals with severe disorders [5]. Although emergency can result in annual losses in productivity, addressing it effectively remains crucial [6], [7], [8]. Recent studies indicate that urgency significantly affects the success of substance use disorder treatments[9], [10]. A meta-analysis by Hershberger found that individuals with high negative urgency and poor planning skills at the start of cognitive-behavioral therapy responded less favorably to treatment [11]. Moreover, these urgency-related traits showed little change throughout the treatment process, emphasizing the need for targeted interventions [3], [12].

Awareness of mental well-being as an essential part of overall health remains low. Limited access to psychological

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support further exacerbates the issue. High consultation fees pose a challenge for many young individuals, and not everyone has a strong support system to express their emotions freely [13], [14]. Furthermore, the lack of interactive and accessible digital platforms worsens the situation [15]. From data statista reasons to continue using digital technology to manage mental wellness in Indonesia are thrive significantly. As we can see in the figure bellow, that apps are cheaper than accessing the professional, in person mental health services. But the value privacy is still a taboo topic so that dissemination is needed [16].

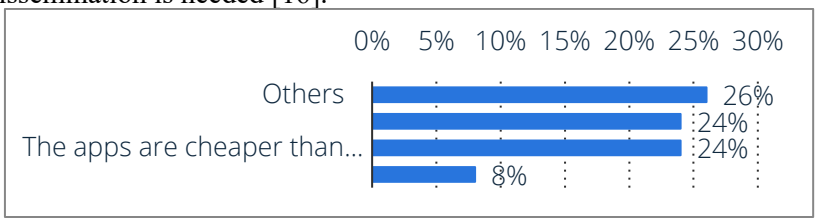


Fig. 1 Mental Health Application Price Comparison

As we can see in figure 1, current applications mostly focus on symptom tracking, passive reflection, or CBT-based modules, but lack mechanisms that actively transform maladaptive urgency into constructive behavioral patterns [17], [18], [19]. This is where the novelty of Bright, instead of merely adding features, Bright introduces a fundamentally different intervention model through *AI-driven adaptive emotional support* which continuously learns users urgency patterns and tailors micro-interventions in real time and *Challenge Positive*, a behavioral-activation engine that converts emotional spikes into short, gamified, socially-driven tasks designed to build resilience [20], [21], [22], [23], [24]. Unlike commercial apps that offer static journaling, meditation libraries, or generic mood analytics, Bright operationalizes urgency as a dynamic psychological variable and intervenes precisely at moments of emotional volatility. Bright Application will have unique fiture such as *Find Partner* and *Challenge Positive*, which could foster engagement and encourage user participation. Additionally, competition with established mental health applications presents another challenge [25], [26], [27], [28], [29].

Besides that, the resist study which utilized a hybrid web and app-based resilience training program, examined usability, user behavior, and overall user experience as part of its feasibility assessment [30], [31], [32], [33]. The findings indicated that participants experienced measurable improvements in resilience along with reductions in stress levels [34], [35]. The researchers highlighted that digitally delivered resilience interventions grounded in CBT hold strong potential for enhancing individuals' ability to cope with stress [36], [37], [38]. Several platforms already have a large user base and offer attractive subscription models that appeal to the target audience. This issue is further compounded by the lack of brand awareness and effective marketing strategies, making it difficult for *Bright* to gain recognition. To address these challenges, an innovative solution is needed, one that not only bridges the gap in mental health accessibility but also provides meaningful benefits while effectively engaging users [39], [40], [41].

II. RESEARCH METHOD

A. Research Stages

The user interface and experience design for the Bright brand application adopts a widely recognized framework frequently utilized by Design Thinking. This structured approach is illustrated in Figure 2.

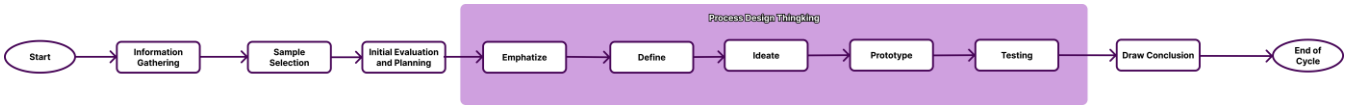


Fig. 2 Research Design Thingking Stages

1) Information Gathering

The data collection process for the application was carried out using a hybrid method combining both qualitative and quantitative approaches. It involved a literature review, user interviews, and the distribution of questionnaires, as presented in the following data.

a) Literature Study

To establish a strong theoretical foundation for this study, the researcher explored a wide range of literature, including scholarly books, peer-reviewed journal articles, and credible online sources. This

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comprehensive review of previous research was conducted to ensure that the study is grounded in well-established knowledge and aligns with current developments in the field.

b) Questionnaries

Exsist in table 1 are the questionnaire that was distributed to gather broader insights on all features available in the Bright Aplication user.

TABLE I
INTERVIEW QUESTIONNARIES OF RESEARCH

No	Interview Question
1	What do you usually do when you feel stressed or overwhelmed by schoolwork or personal issues?
2	How do you feel about the availability of mental health support around you right now?
3	What kind of features or support would you expect from a mental health-focused app?
4	Can you share your experience seeking help when facing emotional or mental challenges? What was easy or difficult about it?
5	Have you ever used a similar mental health app? If so, what did you like or dislike about it?
6	If you were to use the Bright app, how would you want it to support your emotional and mental well-being in daily life?
7	What kind of design or features would make you feel safe and comfortable sharing your feelings in the Bright app?
8	Do you think it's important to include access to professionals within the Bright app? Why or why not?
9	What challenges do you think you might face when using an app like Bright, and how could the app help overcome them?
10	If you could add one unique feature to the Bright app, what would it be and why?

c) User Interview

Interviews were conducted with users of psychology college students, mental health and psycho-graph advsior, focusing on identifying key issues related to the use of the Report menu as initial in-put

2) Sample Selection

In this research, data were gathered from two distinct participant groups. The first group consisted of 15 individuals who took part in interviews and questionnaires to provide broad exploratory insights into user needs and their experiences with existing mental health applications. Their input informed the Empathize and Define phases of the Design Thinking framework. The second group was specifically involved in the usability assessment, which included all five active users of the Bright prototype. Since the total number of active users was fewer than 100, a total sampling strategy was applied, allowing every eligible user to be included in the usability test. This method strengthens the accuracy of the findings and ensures full representation of the current user base. Differentiating between the exploratory participants (n=15) and the usability testing participants (n=5) highlights the sampling rationale for each phase and supports a methodological approach that is coherent, transparent, and aligned with the goals of the study.

3) Initial Evaluation and Planning

This research adopted the Design Thinking method, a user-centered, solution-based approach to solve recurring problems in user experience, particularly in access to quality education. The process began with the Empathize stage, where interviews revealed a significant gap in Indonesia. These insights led to the Define stage, where data from interviews and questionnaires were analyzed to create a user persona, highlighting the core issue. During the Ideate phase, creative solutions were generated in the form of user stories, guiding the development of features aligned with user needs. These ideas were then translated into Prototype designs, including low-fidelity and high-fidelity wireframes created in Figma. Finally, in the Test stage, remote usability testing was conducted by distributing prototype links and feedback forms to targeted user communities, helping evaluate whether the platform effectively addressed the users' challenges.

4) Conclusions

The conclusion of this study summarizes the overall process of developing the *Bright Mental Health* application using the Design Thinking approach, which focused on understanding user needs, defining core problems, generating ideas, building prototypes, and conducting usability testing.

III. RESULT AND DISCUSSION

A. Empathize

During the empathy phase of design thinking phase, it was discovered that students in Indonesia especially jakarta are currently lack access to a free and trustworthy digital platform that focuses on mental health support. This led to the identification of the main user group for *Bright for Mental Health*, which includes students at elementary, junior high, and high school levels. Many of whom are quietly dealing with emotional stress and school-related pressures, like scores, activities moreover, bully from others friend. To explore this further, the team conducted interviews with students from different educational backgrounds. The results showed that feelings of anxiety, stress, and even loneliness are common, often caused by academic workload or personal circumstances. While some

students attempt to find help through informal support or professional services, these options are often limited due to cost or lack of access. This emphasizes the pressing need for a freely available mental health app that is both easy to access and backed by trusted experts.

B. Define

At this point, the author gathered various insights obtained from interviews with the target users, which served as the foundation for building a user persona. From these discussions, a key issue emerged many students in Indonesia are not only struggling with academic challenges but also facing emotional fatigue due to a lack of affordable and accessible support systems. Rather than focusing solely on academic tutoring, the proposed solution shifts toward a mental health platform that offers free, credible psychological support. Bright for Mental Health is designed to address this gap by providing students with access to mental health resources, expert guidance, and a safe space to express their feelings, all through a user-friendly digital platform that makes the most of internet connectivity. Hereby table 2 is the interview result of the research,

TABLE II
INTERVIEW RESULTS OF THE RESEARCH

No	Interview Results
1	The application operates in real-time with 24-hour customer service support.
2	The application is accessible across multiple platforms, including PC, desktop, mobile devices, and laptops.
3	The process must be user-friendly, especially for the AI-based Smile Challenge interaction recognition feature
4	The app includes a reminder feature, such as streak tracking, to encourage consistent use of the mood tracking system.

C. Ideate

Once the core problem has been clearly identified, the next stage is to generate appropriate solution ideas. This stage requires multiple perspectives and creative thinking to develop innovative approaches that truly address user needs. In this study, the proposed solution focuses on the development of the Bright for Mental Health application, which aims to make it easier for students to access free and reliable mental health support. Several ideas were explored, including the integration of AI features to recognize facial expressions through the Smile Challenge, a mood tracking system equipped with daily reminders, and 24-hour online counseling services. These solutions are expected to provide a safe, accessible, and practical platform to help students maintain their emotional well-being. The following ideation process was carried out by evaluating data from the define stage and combining it with creative input to generate the most effective solutions.

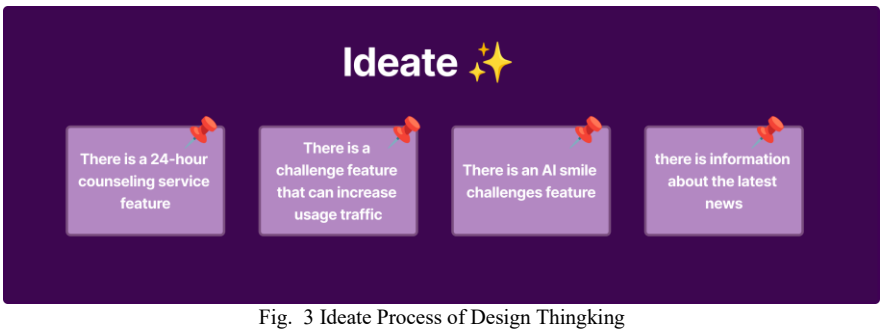


Fig. 3 Ideate Process of Design Thingking

D. Prototype

The word “data” is plural, not singular. The subscript for the permeability of vacuum μ_0 is zero, not a lowercase letter “o.” The term for residual magnetization is “remanence”; the adjective is “remanent”; do not write “remnance” or “remnant.”

a) Wireframe
This wireframe presents a preliminary layout of an application interface designed to support mental and emotional well-being. The design showcases four key features aligned horizontally.

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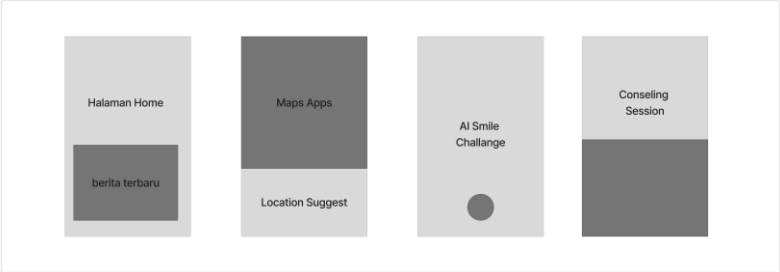


Fig. 4 Bright Application Wireframe

The first section, labeled "Halaman Home," serves as the landing page, welcoming users with the latest updates or news, displayed in a designated area beneath the main title. The second section, "Maps Apps," offers a map-based interface accompanied by a "Location Suggest" section, likely providing users with recommended nearby places such as counseling centers or health service facilities. The third section, "AI Smile Challenge," appears to be an engaging activity aimed at enhancing the user's mood, potentially through facial interaction or smile-based tasks, with a circular icon that may function as a start button or a facial recognition trigger. Lastly, the "Counseling Session" section provides access to professional counseling services, with a darker shaded area that could include session schedules, counselor profiles, or booking options. Overall, the layout reflects a user-friendly and thoughtfully structured application concept dedicated to emotional care and mental wellness.

b) Mockup

The visual consists of two main interface previews from a mobile application focused on mental health and emotional well-being. The first section, labeled **"Splash Screen Page"**, displays a series of introductory screens intended to inform and guide users before entering the main app. The first splash screen titled **"Find Partner"** encourages users to connect and share experiences with new friends. The second, **"Happy Meter"**, offers a feature to assess the user's stress level in a friendly, engaging way. The third screen, **"Find Psycholog"**, invites users to consult with a psychologist, indicating the availability of professional mental health support.

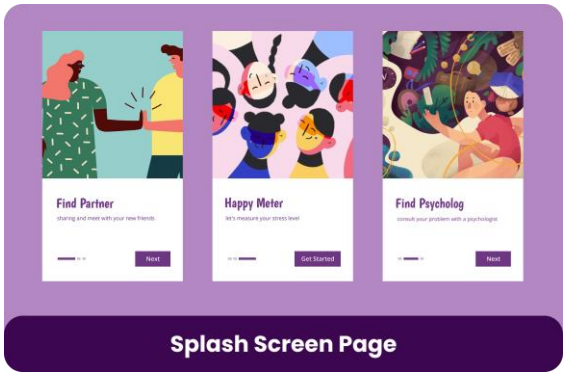


Fig. 5 Splash Screen Page

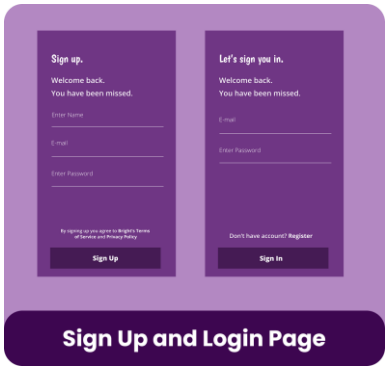


Fig. 6 Sign Up and Login Page

The second visual, titled **"Sign Up and Login Page"**, shows the entry points for new and returning users. The **Sign-Up page** allows new users to register by entering their name, email, and password, with a welcoming message that emphasizes a supportive environment. Meanwhile, the **Sign-In page** caters to returning users with fields for email and password, along with a prompt for new users to register if they haven't yet created an account. The overall design uses a consistent purple-themed background, creating a calm and inviting interface that aligns with the app's purpose of promoting emotional support and psychological care.

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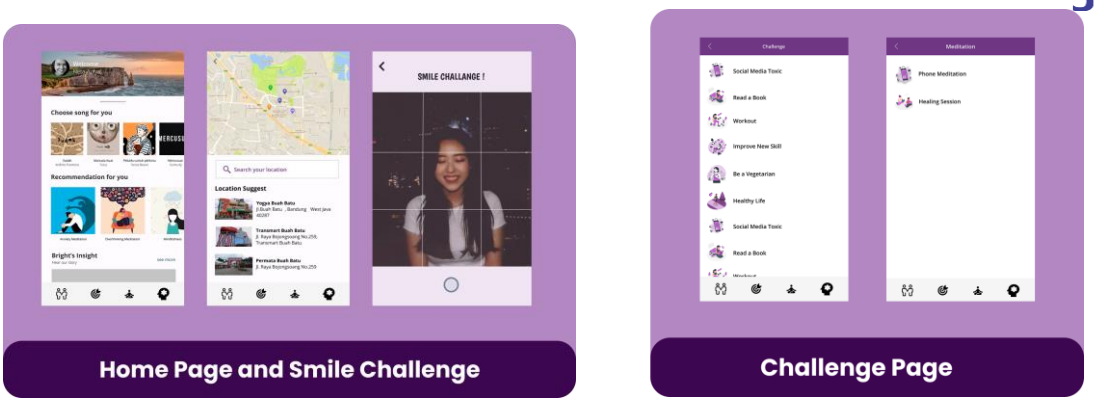


Fig. 7 Home, Smile, and Challenge Page

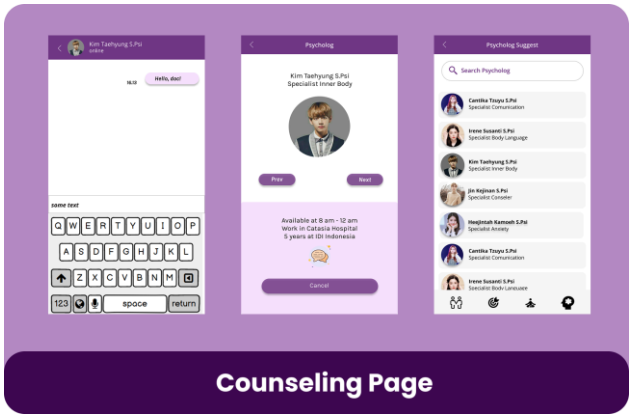


Fig. 8 Counselling page

E. *Testing*

The final stage of the process involves user testing. In this phase, usability testing is applied to evaluate how intuitive and user-friendly the interface is before being developed into a final version by the developers. Usability testing helps assess whether the design truly meets user expectations and supports ease of use. For this process, 3 to 5 participants who closely resemble the target users of Bright for Mental Health are selected. The testing is conducted using the Maze platform to collect valuable user insights and feedback. This stage is crucial to understanding the system's usability, as applications with higher usability tend to have greater long-term user retention compared to those with poor usability. During this testing, the prototype of Bright is evaluated through several tasks, such as logging into an account, checking mental status reports, accessing self-help resources, tracking mood history, and saving progress in a personal tracker. These tasks help measure the clarity, responsiveness, and overall effectiveness of the system in real user scenarios.

TABLE III
USER STATEMENT AND ADJUSTMENT OF THE QUESTION

No	User Statement	User Statement Adjustment
1	I think that I would like to use this system frequently.	I think I would like to use Bright regularly to support my mental health.
2	I found the system unnecessarily complex.	I found Bright unnecessarily complex.
3	I thought the system was easy to use.	I thought Bright was easy to use and intuitive.
4	I think that I would need the support of a technical person to be able to use this system.	I think I would need the support of a technical person or tutorial to be able to use Bright effectively.
5	I found the various functions in this system were well integrated.	I found the various functions in Bright were well integrated and supportive of mental wellness.
6	I thought there was too much inconsistency in this system.	I thought there was too much inconsistency in Bright's design and features.
7	I would imagine that most people would learn to use this system very quickly.	I would imagine that most people would learn to use Bright very quickly.
8	I found the system very cumbersome to use.	I found Bright very cumbersome and time-consuming to use.
9	I felt very confident using the system.	I felt very confident using Bright to track and manage my emo-tional well-being.
10	I needed to learn a lot of things before I could get going with this sys-tem.	I needed to learn many things before I could get going with Bright.

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The adapted System Usability Scale Positive analysis shows that Bright offers ease of use, integrated features, and user confidence in managing emotional wellbeing, although several issues such as perceived complexity, inconsistent design elements, and the need for clearer guidance remain. These usability insights align with Bright's core function of enhancing Emotional Resilience, as its AI system identifies urgency, stress cues, and emotional shifts to deliver timely support, while the Challenge Positive feature turns emotional spikes into short, manageable tasks that promote adaptive behavior, and the Find Partner feature provides social encouragement that strengthens accountability. Together, these findings indicate that Bright supports cognitive, emotional, and social coping skills beyond standard digital mental health tools; however, the study is limited by a small sample and short evaluation period, suggesting the need for extended testing and comparison with other resilience-based applications to refine its design and validate its broader impact.

TABLE IV
SUS-P ANALYSIS RESPONDEND

Responden	Poin	Sub-Skor SUS-P	Responden	Poin	Sub-Skor SUS-P	Responden	Poin	Sub-Skor SUS-P
R1	23	57,5	R21	31	77,5	R41	85	85
R2	20	50	R22	32	80	R42	77,5	77,5
R3	36	90	R23	32	80	R43	82,5	82,5
R4	36	90	R24	32	80	R44	85	85
R5	35	87,5	R25	32	80	R45	85	85
R6	35	87,5	R26	34	85	R46	87,5	87,5
R7	35	87,5	R27	31	77,5	R47	90	90
R8	31	77,5	R28	34	85	R48	85	85
R9	35	87,5	R29	35	87,5	R49	72,5	72,5
R10	31	77,5	R30	36	90	R50	62,5	62,5
R11	34	85	R31	35	87,5	R51	92,5	92,5
R12	32	80	R32	36	90	R52	80	80
R13	34	85	R33	32	80	R53	72,5	72,5
R14	33	82,5	R34	34	85	R54	77,5	77,5
R15	35	87,5	R35	31	77,5	R55	50	50
R16	31	77,5	R36	33	82,5	R56	57,5	57,5
R17	34	85	R37	34	85	R57	60	60
R18	30	75	R38	31	77,5	R58	50	50
R19	35	87,5	R39	32	80	**Skor SUS-P**		**79,69827586**
R20	35	87,5	R40	31	77,5			

The obtained SUS scores are classified according to the categories illustrated in figure 9.

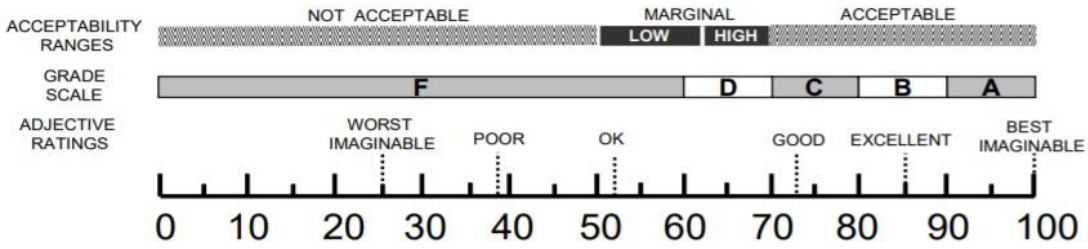


Fig. 9 Calculation of the SUS-P

Through the results of the calculations and the interpretation of the SUS-P score shown in Figure, it can be concluded that with a score of 79.7, the UI/UX design prototype of the Bright application falls into the "Good" category. When compared with commonly cited System Usability Scale (SUS) benchmarks for digital health applications, where average scores cluster around 68, Bright's score of 79.7 stands clearly above the mean and falls within a good to very good usability range from paper JMIR mHealth and uHealth. Evidence from mental health and resilience apps indicates SUS scores around 80–83 is typically interpreted as high usability and strong user satisfaction, suggesting that Bright's SUS-P score of 79.7 positions it as a competitively usable solution among similar mental health applications, while still leaving room to refine interface complexity and design consistency.

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