

# **Solution of Mental Health Issues during Covid-19, using Technology**

**Section: R**

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# Solution of Mental Health Issues during Covid-19, using Technology

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***Abstract*** – The sole purpose of this report is to identify the mental health issues during Covid-19 and to introduce a suitable solution to reduce these issues. As a solution, some apps and a helpline are introduced where people can get necessary help based on their needs. To accomplish this report, an online survey is conducted to know the mental issues people are facing and to know how familiar these apps & helpline to the people. Through analyzing the collected data this paper offers probable solution to improve mental health.

***Keywords*** – Apps, Helpline, Report, Mental Health

## I. INTRODUCTION

### ***A. Background Information***

“Mental health includes our emotional, psychological and social well-being. It affects how we think, feel and act. It also helps determine how we handle stress, relate to others and make choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood.” <sup>[1]</sup> Our world is now struggling to combat the deadly corona

virus. And COVID-19 not only takes million lives but also affects the mental health of people around the world. In this pandemic situation, we need to improve our understanding of the causes and risk factors for mental health problems, to try helping the population to stay well, to start building emotional resilience and to cope with strategies for managing poor mental health. Many organizations & individuals conducted similar studies in different countries on the mental health conditions, but no research on mental health problems during the COVID-19, with technological solution in Bangladesh has been reported so far.

### ***B. Overview of this report***

The research paper is represented to identify the mental health issues that people are facing during Covid-19 and to provide a probable solution to combat these issues like anxiety, stress, depression and so on. Levels of public seriousness on mental health are very low in our country. Even, “more than two-third of countries report that care and treatment of persons with severe mental disorders is not included in national health insurance or reimbursement schemes.”<sup>[2]</sup> Therefore, this report focuses on some mental health related apps that can provide equitable solutions to general people at mostly free of cost. In addition, this report also shows how many people are using & informed about this kind of apps and we want to convey the rest about the usefulness of these apps.

## **II. METHODOLOGY**

### ***A. Describe the solution***

The solution introduced how to overcome anxiety, stress, depression through the “Moodfit”, “Talkspace”, “Sanvello”, “Youper”, “Calm” apps and “Kaan Pete Roi” helpline. In this helpline, people will able to express their unsaid words without thinking anything, at a customized time (3pm to 9pm on Friday to Wednesday and 3pm to 3am on Thursday). Besides,

the apps “Youper” & “Talkspace” help to connect with a licensed mental health professional so that people can receive online therapy 24/7. “Youper” guides by online chat & connects for weekly therapy session. Then, “Sanvello” – A place to feel better, makes people feel to live the life they want, combat with anxiety, depression & stress. After that “Moodfit” is a free mental health app whose tools and insight are meant to help you get into overall mental shape. In addition, the app “Calm” helps to get better sleep & do proper meditation. As maximum people of our country are not serious about mental health, a depressed person can easily get emotional supports by using any of the apps or helpline.

## ***B. Method used***

In this report, only quantitative data is used. An online survey is conducted on Mental Health Issues during Covid-19, to know the problems people are facing and to find out the solution to overcome anxiety, stress and depression using technology.

An online survey is prepared containing 22 questions for the participants. Digital methods are used to collect information. There are 86 people in total, 41 men & 45 women, who participated in this survey.

## ***C. Selection of subjects/participants***

As this report is on mental health, I collected data by posting the survey link individually on my Messenger, Instagram & WhatsApp accounts for participants. The majority (83.72%) of participants are (19-25) aged.

People of different ages are chosen because everyone is suffering mental health issues in this pandemic and by participating in this survey, they would get to know about the mental health apps & helpline available in our country.

### III. FINDINGS AND ANALYSIS

From the data taken through the online survey, the opinions of the participants are shown as the form of diagrams that indicates the possibility.

Does Covid-19 affects your mental health?

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[Insights](#)



From your perspective, how much Covid-19 effects on your mental health?

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[Insights](#)

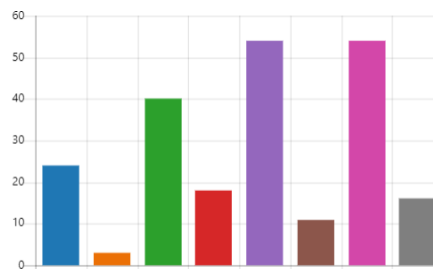
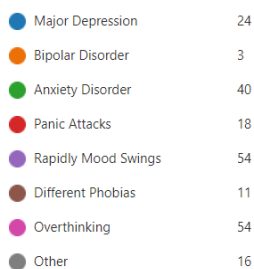
79  
Responses

6.89  
Average Number

According to the pie chart, out of 86 respondents, 91.86% people, 68.6% were being sure as well as 23.26% were not sure, in total said that Covid-19 had affected their mental health. And they rated the affection 6.89 out of 10.

Which mental disorders you're facing in this pandemic situation? (you can choose more than one)

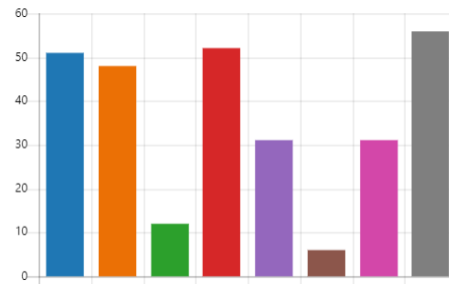
[More Details](#)



What are the negative changes come in your behaviour for this pandemic situation? (you can choose more than one)

[More Details](#)

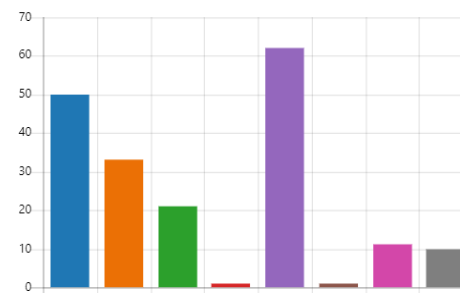
● Losing energy and interests	51
● Facing difficulties on concentr...	48
● More nightmares	12
● Less sleep or more sleep or lat...	52
● Eating more and unhealthy	31
● Increased use of tobacco and ...	6
● Increased addiction on TV seri...	31
● Other	56



. What are the health issues you are facing due to mental stress, in this pandemic situation?

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● Headaches	50
● Body pains	33
● Skin rashes	21
● Heart attacks	1
● Sleeping issues	62
● Brain stroke	1
● I haven't face any health issues	11
● Other	10



. In this pandemic, have you ever thought of taking suicidal attempts?

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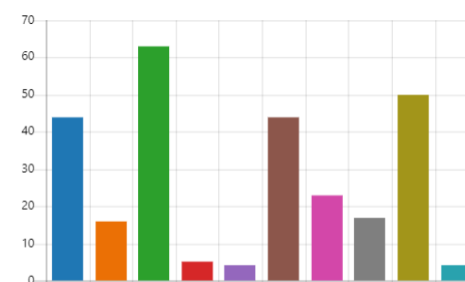
● Yes	5
● No	38
● Maybe	6
● Not at all	30



. What are the reasons behind facing these disorders in this pandemic situation? (you can choose more than one)

[More Details](#)

● Online classes	44
● Work from home	16
● Staying long time in home	63
● Losing job	5
● Major loss in business	4
● Lack of hangouts & travelling	44
● Physical illness	23
● Conflict with close ones	17
● Unorganized daily routines	50
● Other	4



These four bar charts illustrated which mental disorders participants were facing, what kind of negative behavioural changes and health issues came in them and the reason behind these issues in this pandemic situation. “Most young people suffer from depression -- being upset most of the time, losing interest in jobs of choice, getting abnormally more or less sleep, losing focus on work, thinking negative thoughts about themselves, and suffering from indecision.” [3]

Among all the mental disorders people were facing, the first bar chart had shown that 62.8% participants selected rapidly mood swing and overthinking as their major issues. Nearly, anxiety disorder was also selected by 46.51% participants.

From the second bar chart, we got to ensure that unhealthy habits arose in everybody. Overall, out of 86, 52 (60.46%) participants said that they were sleeping less, more or late as well as 51 (59.3%) participants were losing their energy & interests. Nearly, 55.81% participants had been facing difficulties on concentrating and making decisions.

From the analysis of third bar chart, a large number of participants, 72.09% were having sleeping issues due to lack of mental balance. According to the data, 79.07% from our participants never thought of suicidal attempts.

Afterwards, from the perspective of 73.26% participants, the 4th bar chart showed staying long time in home, due to lockdown, was the leading reason to create mental issues. That produced unorganized daily routines, online classes and lacking of hangouts & travelling were also selected by respectively 58.14%, 51.16% & 51.16% participants.

.. Do you think technology will help you to get rid of these disorders?

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Yes	16
No	42
Maybe	28



i. If you ever heard about the first emotional support helpline in Bangladesh, "Kaan Pete Roi" ?

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[Insights](#)

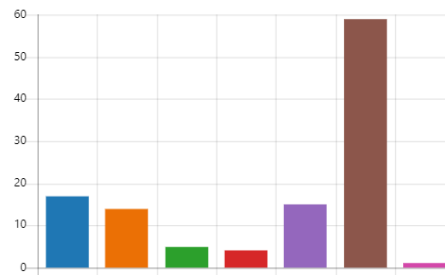
Yes	24
No	57
May be	5



i. If you ever heard of any apps used for improving mental health, which below one is / are?  
(you can choose more than one)

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Moodfit	17
Talkspace	14
Sanvello	5
Youper	4
Calm	15
I didn't hear any of these	59
Other	1



. From your perspective, are the people of our country having concern about mental health?

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[Insights](#)

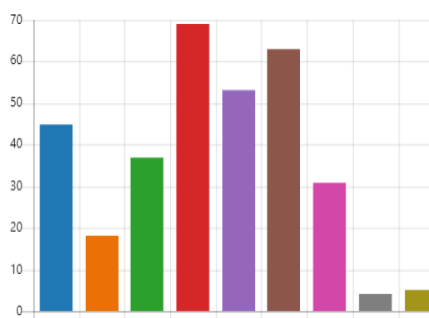
Yes, they take it seriously	11
Maybe, some of them have	47
Not sure	9
Not at all	19



l. Which remedies seem appropriate to you, for improving mental health?

[More Details](#)

Expressing their unsaid words	45
Online therapy sessions	18
Getting suggestions from a lic...	37
Better sleep	69
Meditation	53
Regular exercise	63
Avoiding excessive alcohol, to...	31
None of these	4
Other	5



It was quite expecting that 48.84% participants didn't think technology would help them to overcome mental disorders. It was really sorrowful that only 27.91% participants heard about the first emotional support helpline in



Bangladesh, "Kaan Pete Roi" <sup>[4]</sup>. Unfortunately, 66.28% participants didn't hear about the helpline, which was organized for suicide prevention and the promotion of mental health. Even, 68.6% participants didn't hear about or use any one of mental health apps. Mental health is very important but 65.12% participants are unsure about having concern on it.

From the perspective of our participants, the last bar chart illustrated the remedies seemed appropriate to them. 80.23% participants thought, better sleep would improve their mental health. Then, meditation & regular exercise selected as remedies by respectably 61.63% & 73.26% participants. "91.4% have never consulted a psychiatrist." <sup>[3]</sup> It was really sorrowful that not more than 20.93% & 43% participants took online therapy and mental health professional seriously.

. Do you think this survey helps people to get know about the mental health apps?

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[Insights](#)

Yes, I think so	58
No, I don't think that	2
Not much sure	26



Hence, being ignorant of technologies, 67.44% participants thought this online survey helps people to get know about mental health apps and 30.23% wasn't sure about it.

## IV. RECOMMENDATION

During covid- 19, the government implemented strict lockdown and so concerns about mental health and substance use have grown, including concerns about suicidal ideation. The solution is they can use helpline or apps to improve their mental health. For better sleep & to do proper meditation, the app "Calm" will help much. Online therapy sessions and taking suggestions from a licensed mental health professional keep significantly impact on improving our mental health and the apps "Youper" & "Talkspace" are appropriate solution in this case. "Sanvello" will help to combat mood swing, overthinking & anxiety disorder. The helpline "Kaan Pete Roi" will help to prevent suicide by listening unsaid words. Moreover, the app "Moodfit" is an overall solution.

## V. LIMITATIONS

This research could have been more accurate if data was collected using both qualitative and quantitative methods. Moreover, the whole survey was conducted in very short time in online and also due to pandemic situation, it was accessible only few people. It would be more reliable, if data was collected balancedly from people of all ages.

## VI. CONCLUSION

In conclusion, it can be said that the features of these app are user friendly and favorable to reduce the mental health issues. “However, it is important to remember that in this critical moment, it is normal to be panicked, stressed out, or frustrated.” <sup>[3]</sup> Finally, these apps and the helpline will provide the ways to improve mental health and act as a ray of hope to increase awareness.

## VII. ACKNOWLEDGEMENT

Firstly, I am sincerely thankful to our honorable course teacher Tanzil Tamanna ma'am, whose supervision, guidance, and support helped us to complete this research smoothly and enabled us to understand the subject. I am very thankful to all who completed the questionnaire.

## VIII. REFERENCES

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## IX. APPENDIX

Microsoft Forms

forms.office.com/Pages/DesignPage.aspx?origin=OfficeDotCom&lang=en-US&route=Start#Analysis=true&FormId=a30GX0PykkmWjAbcburw66A7Cn0HvNFut5S8\_4lwUSU0ERKOU9MQkFJmIdN...

Forms Mental Health Issues during Covid-19 - Saved

Preview Theme Share

Questions Responses 86

Mental Health Issues during Covid-19

86 Responses 05:40 Average time to complete Closed Status

View results Open in Excel

1. Email

More Details Insights

86 Responses

Latest Responses

"tarin.holima01@gmail"

"sami.Lrihaan07@gmail.com"

"maimonarahman051999@gmail.com"

2. Select your age range