

## Nur Counsellor: The Important of Awareness of Domestic Violence using Online Counselling Website In Malaysia

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**Key words:** Domestic violence, United Nation, criminal act, family members, online counselling

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**Abstract:** Domestic violence is a pattern of behavior which involves violence or other abuse by one person against another in a domestic setting. In mid-1800s, show that wife beating as a valid exercise of a husband's authority over his wife as a most legal system. Strategies for Confronting Domestic Violence: A Resource Manual was published by United Nation (UN) in 1993. This publication urged countries around the world to treat domestic violence as a criminal act, stated that the right to a private family life does not include the right to abuse family members. Domestic violence can be dividing by four forms from physical abuse, sexual abuse, emotional abuse and economic abuse. For the designer, this involves taking counseling knowledge and doing research before designing the website. But there were many challenges to form a perfect online counseling website. Online counseling website is important to make the counseling sessions looks more attractive. It will make the user looks more comfortable to sharing their problem. The purpose of this study was to investigate the important of awareness about domestic violence in online counseling website in Malaysia.

## INTRODUCTION

Domestic Violence is a violent or aggressive behavior within the home, typically involving the violent abuse of a spouse or partner. According to Maizatul etc usually this cruelty happens in one-way situation and followed by a different reaction. Physical abuse is one example of domestic violence. Counselling on computer and mobile is one of the new approaches to settle the domestic violence problem. According to Robinson<sup>[1]</sup> individual online treatment was found to be more effective than group therapy, chat or email more effective than forums

or web cam and there were no significant differences found between synchronous and asynchronous forms of communication. There are many software applications that enable you to create website that you can display on a computer monitor. According to Paikens and Arnicans<sup>[2]</sup> the PHP software design language, for instance, establishes an object which exists only for a short period of time while the code is responsible for handling the particular request execution. According to Wikipedia, online counseling is the provision of professional mental health counseling services through, the internet. Services are typically offered via.

Table 1: Comparison between few websites

Websites/Features	Login	Forum	Awareness information	Online counsellor
Jabatan Kebajikan Masyarakat	No	No	Yes	No
Jabatan Pembangunan Wanita	Yes	Yes	Yes	Yes
Jabatan Perkhidmatan Kebajikan Am Sabah	No	No	Yes	No
Women's Centre for Change (Penang)	No	No	Yes	Yes

email, real-time chat and video conferencing. Some clients use online counseling in conjunction with traditional psychotherapy or nutritional counseling and a growing number of clients are using online counseling as a replacement for office visits. While some form of tele-psychology has been available for over 35 years, the advent of internet video chat systems and the increasing penetration of broadband have resulted in a growing movement towards online therapy. Clients are using videoconferencing, live chat and email with professional psychologists in place of or in addition to face-to-face meetings.

According to Ministry of Women, Family and Community Development in 2017, there are 620 cases of domestic violence in 2015 from all races and not citizens. Hot tempered attitude, drug addiction, misunderstanding and financial problem are the main issues of domestic violence among Malay families. On the other hand, hot tempered attitude, misunderstanding and drunk become the main cause of domestic violence among Indian families. Ministry of Women, Family and Community Development presented Akta etc. amendment in Parliament in April 2017. For the first time in this country, right issue and male interest raised in domestic violence cases. From this we know that Ministry of Women, Family and Community Development trying to solve this issue. Besides that Malaysian society is lack of awareness about domestic violence. Thirteen causes of domestic violence are:

- Parent-in-law intervention
- Gambler
- Job loss
- Financial problem
- Having relationship in extramarital
- Experience depression
- Unemployed
- Facing pressure at the workplace
- Hot-tempered
- Alcoholic
- Drug Addict
- Child custody right struggling
- Misunderstanding

From 33 male victims as many as 23 'protected' through temporary protective order due to domestic violence. These prove, men also become misconduct victim and couple act of terror. Most of domestic violence

cases more to 'physical', both sex profile record total cases "deliberately or try to put victim in physical injury state of fright" most. There is no domestic violence cases in 2015 referred to 'Badan Pendamai'.

### Literature review

**Introduction:** Online counselling are created or edited on the computer using HTML scripting for the design and using PHP scripting for the database connection. This includes desktop version and mobile version. Online counselling has many types including animated counselling session, movies therapy and therapist website. E-clinics are still into form of an online counselling.

**Online counselling for domestic violence victim:** It is said that 'website is a collection of related web pages.' Whether it is an interactive or a basic design, it is essentially the foundation of the whole website. Just as painting would be lifeless without any colour, similarly, the world of website will have a loose foundation without any features.

Current tools for creating website are extremely complex. This makes it difficult for designers to create websites. Simple website systems exist but most of it cannot make designers satisfied with the outcome.

This will review about the website for preventing domestic violence. The following comparison Table 1 shows various features in online counseling website. This website created around 2010's. It was a chosen website show among married people. There are comparisons between few websites:

**Awareness about domestic violence in Malaysia:** It is said that 'Awareness is the ability to directly know and perceive, to feel or to be cognizant of events.' From internal state such as a visceral feeling or on external events by way sensory perception were focused. According to Katkin *et al.*<sup>[3]</sup> people sometimes report that they are influenced by feelings that they cannot explain and they often refer to these influences as "gut feelings". Without any awareness from the society, domestic violence cases couldn't be preventing from now until the next generation.

Current ways to increasing awareness about domestic violence to the society must come from ourselves first and follow by government organization and non-government organization initiative. According to Kalaiyarasan *et al.*<sup>[4]</sup>

they must be conscious on developmental sides of own bodily change and mental status of mind including perception, thoughts, behaviour, feelings, action and interaction with others. It will be difficult for society to tackle this problem if the society can't participate to support all of the initiative. There are many initiatives to prevent domestic violence cases exist but with less information channelled to the society about the initiative that already existed, the initiative will become useless.

## MATERIALS AND METHODS

**Introduction:** In this study, an analysis was performed to shows the important of awareness of domestic violence using online counseling website in Malaysia. This chapter describes and discusses how the researches will gather the necessary data and information that will be used in the entire study. Method that i will use in this study is analysis, design, development, implementation and evaluation.

**Guidelines for developing an effective counselling service website:** In this research, we do not consider secondary effects arising from orientation of mobile interface, size of font, browser medium, etc. For example, font size and line spacing that needs to be change between header and paragraph based on specific format, significantly influencing the structure of the website. According to Rello *et al.*<sup>[5]</sup> readability refers to the ease with which a reader can read and understand a written text. There is no such issue with type of family font, bold or italic. Since we start from a wireframe, we simply assume that the input of the website is made with a text area to fixed security of the website<sup>[6]</sup>. According to eye onsecurity EIS<sup>[7]</sup> by inserting Active Scripting, it is possible to steal session authentication of a web application.

**Site structure of website:** The internet spans most areas of the first world and is quickly expanding into third world nations. This means that the population from which general surveys may sample is increasingly large. Despite being geographically unrestricted, biases are known to exist in the population that frequently accesses the web<sup>[6]</sup>. According to Lynch and Horton<sup>[8]</sup>, Web sites with too shallow an information hierarchy depend on massive menu pages that can degenerate into a confusing laundry list of unrelated information. Menu schemes can also be too deep, burying information beneath too many layers of menus. Having to navigate through layers of nested menus before reaching real content is frustrating. There are two example of information hierarchy relating the browse functionality of your site.

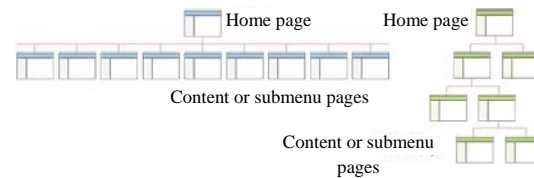


Fig. 1: Examples of the “Goldilocks problem” in getting the site structure “just right”

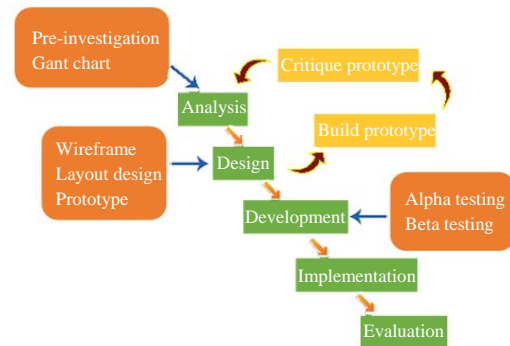


Fig. 2: Prototyping model

Based on Fig. 1, information hierarchy on the left side is too shallow a structure forces menu to become too long. After that, information hierarchy on the right side are too deep a structure and users get frustrated as they dig down through many layers of menus. If the website is actively growing, the proper balance of menus and content pages is a moving target. We can decide if our menu scheme has outlived its usefulness or has weak areas by getting feedback from the users. Complex document structures require deeper menu hierarchies but users should never be forced into page after page of menus if direct access is possible. With a well-balanced, functional hierarchy you can offer users menus that provide quick access to information and reflect the organization of your site (Fig. 2).

The Prototyping Model is S systems Development Method (SDM) in which a prototype (an early approximation of a final system or product) is built, tested and then reworked as necessary until an acceptable prototype is finally achieved from which the complete system or product can now be developed. This project using prototyping model because it provides a working model to the user early in the process, enabling early assessment and increasing user confidence. After that, as a developer we can gains experience and insight by developing a prototype, thereby resulting in better implementation or requirements. Lastly, this model helps in reducing risks associated with the project. This prototyping model was adapted from Carr and Verner in

1997. According to Isaias and Issa<sup>[9]</sup> the prototyping model is an iterative framework that is at the centre of many of the more agile approaches to software development, ever, since, the early 1980s which lead to it being described in some studies as a specific model in itself.

In analysis, there will be some pre-investigation about online counseling and domestic violence by interviewing professional counsellor and from the internet. After that, this project need to follows project gantt chart to make sure this project right on the track and finish on the right time. Secondly, the purpose to create wireframe is to find specific design that suitable for this website before proceed it to the next stage. Besides that, on the design process, first step is starting to make the layout design that suitable for the user especially when it comes to psychology aspect. After that, next step is starting to create prototype to see the weakness of the design by being critique by the evaluator and redesign it if there are weakness in the prototype. After all of the processes have been completed, this project will continue to the development process which in this project we using alpha testing because this project need to do simulated or actual operational testing by potential users or an independent test team. Alpha testing is as a form of internal acceptance testing, before the software goes to beta testing. Lastly, this project need to do beta testing which this project will perform by real user in a real environment and can be consider as a form of external user acceptance testing.

**Techniques in creating website design:** Practice designs the website straight focusing squarely on user experience and function and intuitive user-friendly designs that minimise the amount of time new users spend to familiarise themselves with the layout and navigate around the website effectively. According to Dogulin Digital<sup>[10]</sup> there are three tips and techniques in creating your own website design.

**Remove the clutter:** Crowded websites are not conducive to optimal use and are generally not appreciated by visitors. A lot of extra menu items, links, graphics and unnecessary web pages might have initially been added with the noble intention of giving the website greater scope or breadth. But the notion that people are visiting your site to idle their time away wandering around the wide array of content and pages is not a good one.

People usually visit websites for very specific reasons and those reasons should coincide with the core purposes of your website. Give them what they want. Don't distract them.

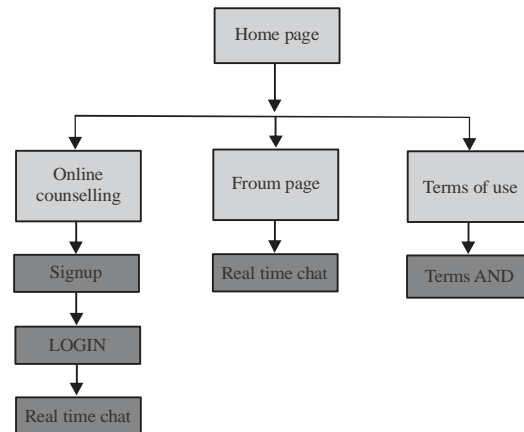


Fig. 3: Site map

**Remove all those colours and fonts:** The general rule for website colours and fonts is only use two or three. It's true: you can have hundreds of lovely hues and good-looking fonts, but they all invariably add lots of confusion and very little value to your website.

Keep your look clean and simple. Distinguish headings and subheadings by making them bold and larger or by changing the background colour, not by changing the typeface.

Get the most important buttons and content to the top. If you have important "call to action" buttons that you ultimately want users to click when they visit your website and then try to get as many as possible of them, without cluttering of course, above the so-called fold. It's always a good idea to make your call to action buttons change in some way when the mouse hovers over them. This helps to make them more attractive and entice visitors to click on them.

**Project site map:** In planning phase, researcher comes out with project site map that consist his general idea on how "Nur Counsellor: The Important of Awareness of Domestic Violence Using Online Counselling Website in Malaysia" will be functional and it content. Site map is a diagram used to represent about website arrangement (Fig. 3).

**Project flow chart:** For this project, flow chart is important especially for software developers because software developers can use them to work out how the automated and manual parts of a process join up. Inexperienced person might follow a flow chart to help them to complete activities in the right order. This tool's simplicity makes communicating and documenting a process quick and clear, so that, the process will more likely be understood and applied correctly and consistently. It can also help the project to estimate the timescale of the process as researcher able to gauge the time needed for each task along the way (Fig. 4).

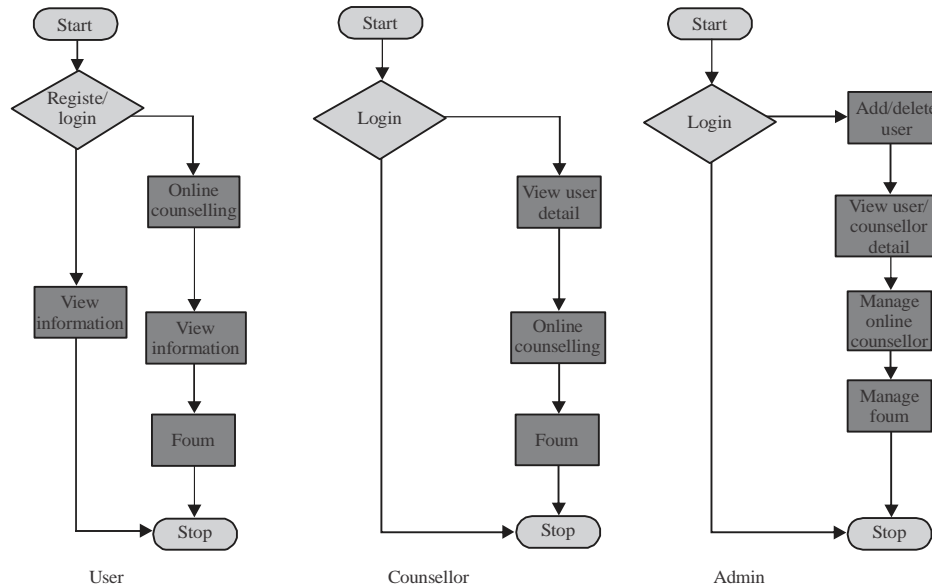


Fig. 4: Flow chart

## RESULTS AND DISCUSSION

The computer is a powerful tool that is revolutionizing our society's learning, communication and playing. Through the interactive world of technology, there still many people who does not know how to using online counseling. The modern computer and the mobile offer today's society a powerful device that we must use it in appropriate way that can enhance social skills.

From the test session, we got some results from user perspective. Figure 5 shows that most of users from the test never using "Online Counselling". About 10% of the users say yes that they have used "Online Counselling".

We found out the result shows the website must be user friendly, so that, users can easily use the website without asking help from others. Some research agreed that some features of the website must be interactive for the users.

Figure 6 show that 30% of the users agreed that this website is excellent on user friendly. About 35% of the users agreed that this website is very good on user friendly. About 20% of the users agreed that this website is satisfactory on user friendly. About 15% of the users agreed that this website is fair on user friendly. "Nur Counsellor: The Important of Awareness of Domestic Violence Using Online Counselling Website in Malaysia" is a new media approach in counselling.

The research tried to know perception of the society about online counselling by the society: this is to help determine how effectiveness online counselling in the modern era. The Internet consists of quick and easy access to a vast amount of information. In youth

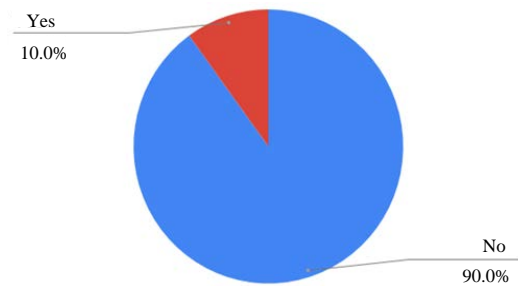


Fig. 5: Does you ever using online counselling?

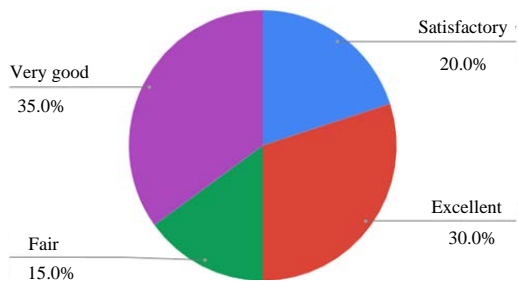


Fig. 6: Nur counsellor website (Website use friendly)

development it has been a practice to put no limit for youth to obtaining of information by simplifying searching in the browser.

Figure 7 shows that 6% of the users agree, 30% of the users answer maybe and 5% of the users disagree that people should learn to use online counselling because it more easily and save our time.

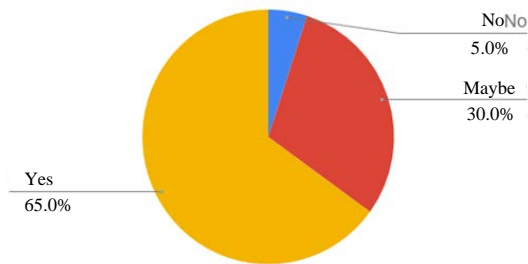


Fig. 7: Do you think people should learn to use online counselling because it make easily and save our time?

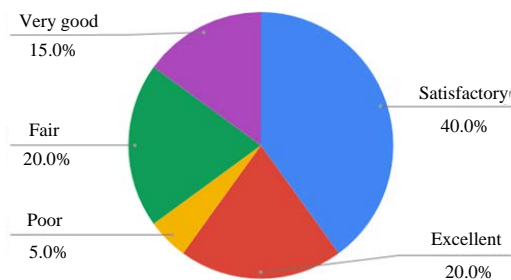


Fig. 8: Nur counsellor website (Website colour)

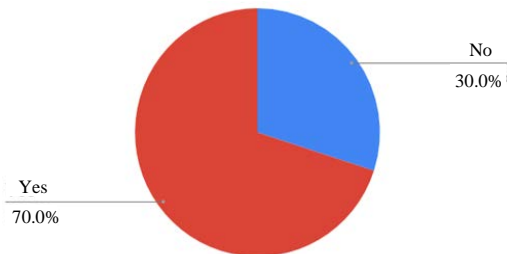


Fig. 9: It is better to using online chat to contact the counsellor to explain you problem rather than meet the counsellor face to face

We also tried to find out if the website colour can be the factor of being interactive website, especially for online counselling website. The use of Internet in every place allows the users to work together and encouraging the sharing of ideas so that the website can be developed based on their ideas.

Figure 8 is about “Nur CounsellorWebsite (Website Colour)”, from the testing result it show that 20% of the users agreed that this website is excellent on website colour. 15% of the users agreed that this website is very good on website colour. The 40% of the users agreed that this website is satisfactory on website colour. The 20% of the users agreed that this website is fair on website colour. The 5% of the users agreed that this website is poor on website colour.

The introduction of information technologies in society is to facilitate online counselling in the knowledge the family management study. The research discovered that, this is not what is happening; we have over 50% of the society who have never used online counselling in the computer to sharing their problems.

Figure 9 shows that the users agreed that using online counselling is better than meet with the counsellor. The result stated the sharing their problems by using online counselling are effective.

## CONCLUSION

As a conclusion, online counselling is one of the important aspects in creating awareness about domestic violence in our society. Good features will create a wonderful website. Besides, website interface is important to improve user satisfaction. Counselling is a skill and like any skill there are those who have talent at it, but it also can be learned through practice. A designer is required to have a keen eye for colour, sense, font size, font type, perspective and visuals and regular designing practice is the key to acquiring these skills. Whether, someone can design well or not, it doesn't matter. However, any designing process whether mobile application, graphics, interiors or moving on to 2 dimensional or 3 dimensional, the pencil and paper are still the most powerful tools today. Hence, this website can conclude by saying that online counselling plays an important and powerful medium to create awareness about domestic violence toward society.

For the upcoming generation, researcher believes “Nur Counsellor: The Important of Awareness of Domestic Violence Using Online Counselling Website in Malaysia” website can be upgraded to a high level by adding more information about domestic violence, attachment and video conference. It is because to sharing the problems with the counsellor need more details and even evidence, because most of the people in Malaysia afraid to meet the counsellor and does not have a time to set appointment with the counsellor. This website is a first step to know about domestic violence.

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