



SAHARI: A MENTAL HEALTH PLATFORM TO OVERCOME MENTAL HEALTH
STIGMA FOR CONFIDENTIAL CLIENT-THERAPIST INTERACTIONS

UNDERGRADUATE THESIS
Submitted as one of the requirements to obtain
Sarjana Komputer

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INFORMATICS STUDY PROGRAM
CIKARANG
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ABSTRACT

The growing demand for accessible and confidential mental health support has highlighted the need for secure and private digital platforms that provide individuals with professional psychological services. This thesis explores the development of Sahari, a technology-driven platform designed to offer online mental health consultations while addressing key concerns such as privacy, stigma, and accessibility. Sahari integrates two core security features: Two-Factor Authentication (TOTP) and file encryption, ensuring that users' sensitive information remains protected throughout their interactions with mental health professionals.

The platform utilizes end-to-end encryption (E2EE) for video consultations, safeguarding communication between users and psychologists. Additionally, the file encryption system, based on the XChaCha20-Poly1305 encryption algorithm, ensures that sensitive documents, such as identification cards (KTP) and professional licenses (STR/SIP), are securely stored and managed. By implementing TOTP, the platform adds an additional layer of security to the login process, protecting user accounts from unauthorized access.

This research evaluates the effectiveness of these security measures in enhancing user trust and accessibility to mental health services, particularly in a digital environment. Through a combination of functional testing and non-functional validation, the thesis demonstrates that the Sahari platform successfully addresses the challenges of privacy, data security, and professional verification, while maintaining a user-friendly experience.

The findings suggest that Sahari has the potential to revolutionize mental health care in Indonesia by providing a secure, confidential, and stigma-free environment for users seeking help.

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