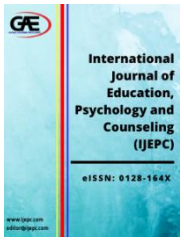
International Journal of Education, Psychology and Counseling
IJEPC
EISSN : 0128-164X
Volume 11 Issue 64 (September 2026) PP. 1166-1178




**INTERNATIONAL JOURNAL OF EDUCATION, PSYCHOLOGY AND COUNSELLING (IJEPC)**
https://gaexcellence.com/ijepc

# TOWARDS A CONCEPTUAL FRAMEWORK OF DIGITAL BIBLIOTHERAPY EXPECTATION AND ADOPTION: EXTENDING UTAUT2 FOR MENTAL WELL-BEING TECHNOLOGIES IN THE MALAYSIAN CONTEXT

Nur Dayana Balqis Norul Azizi[1]*, Masitah Ahmad[2], Norhayati Hussin[3], Atiqah Al-Insyirah Hamdan Yusi[4]

[1]Faculty of Information Science, Universiti Teknologi MARA, Malaysia
2025358383@student.uitm.edu.my https://orcid.org/0009-0001-1479-7861
[2]Faculty of Information Science, Universiti Teknologi MARA, Malaysia
masitah@uitm.edu.my https://orcid.org/0000-0001-6804-1405
[3]Faculty of Information Science, Universiti Teknologi MARA, Malaysia
yatihussin@uitm.edu.my https://orcid.org/0000-0002-3818-1105
[4]Faculty of Information Science, Universiti Teknologi MARA, Malaysia
2025173411@student.uitm.edu.my https://orcid.org/0009-0003-2763-6201
*Corresponding Author

**Article Info:**

**Article history:**
Received date: 03.08.2026
Revised date: 30.08.2026
Accepted date: 09.09.2026
Published date: 22.09.2026

**To cite this document:**

Azizi, N. D. B. N., Ahmad, M., Hussin, N., & Yusi, A. A. I. H. (2026). Towards A Conceptual Framework of Digital Bibliotherapy Expectation and Adoption: Extending Utaut2 for Mental Well-Being Technologies in The Malaysian Context. *International Journal of*

**Abstract:**

This conceptual paper develops a framework that theorises expectation formation as a critical pre-adoption process influencing the adoption and sustained engagement of digital bibliotherapy as a mental health intervention in Malaysia. Rising global mental health burdens, combined with stigma and limited access to professional services, have accelerated interest in such accessible, technology-driven interventions. However, existing technology acceptance research has largely emphasised behavioural intention and post-adoption use, while giving comparatively limited attention to expectation during the pre-adoption stage. This is particularly important for emerging digital mental health interventions, where understanding user expectations before implementation can reduce expectation–system misalignment and support more effective design, adoption and long-term implementation. Furthermore, bibliotherapy research has focused predominantly on clinical effectiveness, leaving the processes through which potential users develop expectations before adoption theoretically underexplored. This paper proposes the Digital Bibliotherapy Expectation and Adoption (DBEA) Framework, grounded in the Unified Theory of Acceptance and Use of Technology 2 (UTAUT2) and informed by

International Journal of Education, Psychology and Counseling
IJEPC
EISSN : 0128-164X
Volume 11 Issue 64 (September 2026) PP. 1166-1178

*Education, Psychology and Counselling, 11*(64), 1166-1178.

Expectation-Confirmation Theory (ECT). UTAUT2 provides the core behavioural determinants of technology adoption, while ECT, though traditionally applied to post-adoption confirmation and continuance, is extended here to justify expectation formation as a distinct, theoretically legitimate outcome at the pre-adoption stage. Within the framework, awareness and acceptance, digital behaviour and user preferences shape expectation formation, which is in turn theorised to influence subsequent adoption and sustained engagement, with communication, accessibility, affordability and cultural sensitivity incorporated as contextual factors shaping these relationships. Malaysia's multicultural, stigma-sensitive and pre-market context serves as an illustrative setting for framework development, although the proposed model may provide a basis for application in other emerging digital mental health contexts. By repositioning expectation as the primary theoretical outcome of the pre-adoption stage, the framework extends UTAUT2 to explain earlier phases of digital mental health adoption, providing a foundation for future empirical validation and for the design of user-centred, culturally responsive digital bibliotherapy platforms.

**DOI:** 10.35631/IJEPC.1164062

**Keyword:**

Digital Bibliotherapy, Digital Mental Health, Expectation, Malaysia, Technology Adoption, UTAUT2

© The authors (2026). This is an Open Access article distributed under the terms of the Creative Commons Attribution (CC BY NC) (http://creativecommons.org/licenses/by-nc/4.0/), which permits non-commercial re-use, distribution, and reproduction in any medium, provided the original work is properly cited. For commercial re-use, please contact ijepc@gaexcllence.com.

## Introduction

Mental health difficulties represent one of the largest and fastest-growing contributors to global disease burden and access to formal treatment remains uneven across income levels, geography and cultural context. Digital mental health interventions (DMHIs) have expanded rapidly over the past two decades in response, spanning teletherapy, mobile self-help applications, AI-assisted coaching and text-based support tools, demonstrating promise in the prevention and treatment of common mental health issues across a variety of settings (Apolinário-Hagen et al., 2024). Despite the initiatives of policymakers, they remain low in numerous countries (Apolinário-Hagen et al., 2024), indicating that technological availability alone does not translate into use.

Bibliotherapy, the use of reading material for therapeutic and emotional support purposes, has a decades-long clinical history and its digital form has emerged as digital devices and platforms make guided reading interventions more scalable. Digital bibliotherapy refers to the use of digital books, literature and other reading materials delivered via electronic devices such as computers, tablets and smartphones, with the aim of providing therapeutic benefits (Septiana et al., 2023). Because it is text-based and self-administered rather than clinician-led, digital bibliotherapy is particularly well suited to contexts where the stigma associated with seeking mental health assistance discourages formal help-seeking (Septiana et al., 2023), a barrier well

documented in Malaysia, where help-seeking behaviour is largely based on strong-tie, culturally trusted relationships rather than professional, weak-tie sources (Ting et al., 2025) and where accessibility and professional stigma have been shown to shape whether people seek support at all.

However, the same features that make digital bibliotherapy promising also made it theoretically awkward to study using existing technology acceptance frameworks. Most acceptance models were developed for consumer or workplace technologies with clear functional value, not for interventions where trust, emotional vulnerability and cultural fit are central to whether a user engages at all. At the same time, no functioning digital bibliotherapy platform yet operates at scale in Malaysia, meaning researchers cannot yet study use or continuance, only the earlier, pre-adoption stage of what users expect from such a platform before it exists in a form they have encountered.

This paper addresses that gap conceptually. It asks: what theoretical structure appropriately explains the formation of user expectations toward a digital bibliotherapy platform and how might those expectations shape subsequent adoption and engagement, in a stigma-sensitive and culturally diverse setting? The remainder of the paper synthesises relevant literature, establishes the paper's theoretical foundation, proposes the Digital Bibliotherapy Expectation and Adoption (DBEA) Framework and discusses its theoretical and practical implications before concluding with directions for empirical validation.

## Literature Review

### *From Traditional to Digital Bibliotherapy*

Bibliotherapy's therapeutic use of reading material is well established in clinical psychology, typically delivered by a trained facilitator as an adjunct to counselling. Its digital evolution extends this practice beyond clinical settings: digital bibliotherapy blends the therapeutic advantages of traditional bibliotherapy with the accessibility and convenience of digital technologies (Septiana et al., 2023) and emerging platform types, including managed self-help reading platforms and podcast-based formats, which represent an evolution of the practice beyond a printed book handed over in a therapy session. Early evidence suggests such platforms can support emotional regulation and psychological well-being, though the evidence base for digital bibliotherapy, as distinct from traditional bibliotherapy's clinical efficacy literature, remains comparatively thin.

### *Digital Mental Health Interventions and the Adoption Gap*

The broader digital mental health literature has documented a persistent gap between availability and uptake. Digital mental health interventions have become increasingly widespread over the last twenty years, demonstrating promise in prevention and treatment across a variety of settings, yet adoption remains low in many countries (Apolinário-Hagen et al., 2024) even where regulatory pathways for digital therapeutics exist. This pattern recurs across health-worker-facing and consumer-facing digital health technologies alike: a recent systematic review and meta-analysis of digital health technology adoption among health workers in low- and middle-income countries found that core UTAUT constructs, performance expectancy, effort expectancy, social influence and facilitating conditions, alongside factors such as trust and self-efficacy, shape behavioural intention and actual use (Wang et al., 2024),

International Journal of Education, Psychology and Counseling
IJEPC
EISSN : 0128-164X
Volume 11 Issue 64 (September 2026) PP. 1166-1178

underscoring that acceptance-model constructs travel reasonably well across health contexts even as overall adoption stays low. This pattern is not unique to mental health technologies: a recent systematic review of digital health technology barriers among older adults with multimorbidity found that barriers were nearly twice as likely to occur before adoption than after it and that pre-use perceptions and expectations remain comparatively under-investigated relative to post-adoption usability concerns (Fu et al., 2026). This persistent low-adoption pattern, despite theoretically sound predictors being identified repeatedly, itself suggests that something prior to these predictors, how expectations are formed in the first place, deserves more direct theoretical attention.

### *Technology Acceptance Research: Constructs That Travel and Constructs That Don't*

Technology acceptance research offers a mature set of constructs, but their fit to affectively loaded, self-directed interventions is uneven. The Technology Acceptance Model (Davis, 1989) centres on perceived usefulness and ease of use but was not designed to capture enjoyment, social validation, or habitual use, all plausible drivers of engagement with a wellbeing-oriented tool. UTAUT2 (Venkatesh et al., 2012) extends the original organisational UTAUT model (Venkatesh et al., 2003) into voluntary, consumer contexts by adding hedonic motivation, price value and habit, which better matches a self-directed platform like digital bibliotherapy than models built for mandated workplace adoption. Recent applications of UTAUT and its extensions to library and information contexts specifically support this fit: a study of digital library adoption among postgraduate students found that the UTAUT model reliably predicted usage intention, with performance expectancy mediating the relationship between technological readiness, self-efficacy and intention to use (Al-Orainat et al., 2024), among information-seeking user populations comparable to those a digital bibliotherapy platform would serve. Even so, acceptance-model constructs alone do not resolve what outcome variable is appropriate before a platform exists for users to form intentions toward in any concrete sense. This is where Expectation-Confirmation Theory becomes relevant.

### *The Malaysian Digital Health Context*

Malaysia presents a distinctive combination of conditions relevant to this framework. The National Health and Morbidity Survey (NHMS) 2015 found that 29.2% of Malaysian adults aged 16 and above and 12.1% of children aged 5-15, experienced mental health problems (Institute for Public Health, 2015). The subsequent NHMS 2017 Adolescent Health Survey found that 10.0% of secondary school students reported suicidal ideation in the preceding 12 months, an increase from 7.9% recorded in the 2012 Global School-based Student Health Survey, alongside 7.3% reporting suicide plans and 7.0% reporting suicide attempts (Institute for Public Health, 2017).

These national findings reflect a broader global pattern. The World Health Organization (WHO, 2022) estimated that approximately 970 million people worldwide were living with a mental disorder, with anxiety and depression the most prevalent conditions. The COVID-19 pandemic intensified this burden considerably: in its first year, the global prevalence of major depressive disorder rose by an estimated 28% and anxiety disorders by 26% (WHO, 2022). WHO further estimates that one in seven adolescents globally experiences a mental disorder, underscoring adolescent and youth mental health as a leading global public health concern.

International Journal of Education, Psychology and Counseling
IJEPC
EISSN : 0128-164X
Volume 11 Issue 64 (September 2026) PP. 1166-1178

In Malaysia, the need for accessible mental health support remains evident, yet stigma and a cultural preference for seeking support from trusted family members and close social networks rather than formal mental health professionals continue to impede help-seeking behaviour, particularly given the strong-ties, culturally specific nature of help-seeking in Malaysia's collectivist and multicultural context (Ting et al., 2025). Malaysian digital mental health research to date has concentrated on structured, professionally mediated interventions, parenting programmes, community health worker–delivered protocols and coaching-app trials such as text-based coaching interventions trialled among university staff, students and trainee physicians (Lim et al., 2023) rather than on self-directed, low-stigma, reading-based tools. This leaves an empirical and conceptual space for digital bibliotherapy specifically, positioned at the intersection of low-stigma self-help and Malaysia's multicultural, multilingual population.

Khan et al. (2026), synthesising engagement factors for digital mental health among low-income (B40) Malaysian adults, identify accessibility, affordability, communication and cultural sensitivity as motivating factors for engagement, grounded in the Health Belief Model (HBM), Social Cognitive Theory (SCT) and the Persuasive System Design (PSD) model rather than UTAUT2. Their factors are used in this paper as contextual evidence rather than as an alternative theoretical framework; Section Constructs and Propositions map them onto UTAUT2 constructs as this paper's own cross-framework translation.

### *Synthesis: The Research Gap*

Three gaps converge to motivate this paper:

- Theoretical Gap: Acceptance models built for utilitarian or organisational technologies do not, on their own, specify an appropriate pre-adoption outcome variable for interventions where trust and emotional stakes, not merely usefulness and ease of use, govern engagement.
- Empirical Gap: Digital bibliotherapy research remains clinically/efficacy-oriented rather than adoption-oriented and is rarely studied through an information-science or acceptance-theory lens.
- Contextual Gap: Existing UTAUT2-based digital health adoption studies in Malaysia address telemedicine, coaching apps and general e-health, not reading-based, low-stigma, pre-market interventions in a multicultural, multilingual population.

### *Theoretical Foundation*

This paper adopts a deliberately narrow, two-theory design rather than a broad multi-theory integration, adhering to the principle that each theory must perform a clearly bounded analytical function.

#### *Theoretical Integration: Grounding the Pre-Adoption Stage*

UTAUT2 (Venkatesh et al., 2012) functions as the underpinning theory, supplying the seven constructs, performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, price value and habit, that this paper maps onto three independent variables: Awareness and Acceptance (X1), Digital Behaviour (X2) and User Preferences (X3). Because UTAUT2 extends the original UTAUT acceptance model into voluntary, consumer-

International Journal of Education, Psychology and Counseling
IJEPC
EISSN : 0128-164X
Volume 11 Issue 64 (September 2026) PP. 1166-1178
facing context through hedonic motivation, price value and habit, it provides a tailored fit for self-directed digital interventions.

Expectation-Confirmation Theory (Oliver, 1980; Bhattacherjee, 2001) serves as the justifying theory. Its role is strictly structural: establishing that pre-use expectation formation constitutes a distinct, theoretically validated cognitive baseline prior to experiential confirmation or satisfaction. While information systems research has heavily biased ECT/ECM toward post-consumption continuance, frequently substituting post-use perceived usefulness for initial expectations (Hossain & Quaddus, 2024), the foundational architecture of ECT explicitly establishes initial expectation as the essential baseline for all subsequent cognitive evaluations (Oliver, 1980). Isolating this pre-use stage addresses a documented gap in both the ECT literature and broader digital health adoption research, where pre-use cognitive barriers remain under-examined compared to post-adoption metrics (Fu et al., 2026).

Neither theory is sufficient on its own. UTAUT2 alone cannot justify User Expectations as a standalone outcome variable, as it models expectancy constructs exclusively as predictors of intention or usage. Conversely, ECT lacks the granular consumer-behavior constructs (e.g., habit, price value, hedonic motivation) necessary to operationalize the independent variables. Together, UTAUT2 defines what drives the relationships, while ECT provides the theoretical justification for why pre-adoption expectation is the appropriate baseline dependent variable (Y).

### *Adapting ECT to Pre-Adoption Expectation Formation*

While classical Expectation Confirmation Theory (ECT) primarily focuses on post-adoption consequences, such as confirmation, satisfaction and continuance intentions (Oliver, 1980; Bhattacherjee, 2001), it explicitly posits that post-adoption evaluations are benchmarked against an initial reference point: pre-adoption expectations. In Oliver's (1980) foundational framework, the formation of initial expectations serves as the critical baseline for the entire confirmation-disconfirmation cognitive process.

In traditional post-adoption contexts, these baseline expectations are treated as an static starting point. However, in a pre-adoption context where users lack direct transactional or hands-on experience, these expectations must be actively constructed through second-hand knowledge sources, external communications and initial cognitive beliefs. By extending ECT to examine pre-adoption dynamics, this study investigates the specific antecedents that shape these initial expectations prior to first-time adoption. Adapting ECT in this manner provides a comprehensive lens to capture the complete cycle: how initial expectations are formed prior to adoption how they subsequently set the threshold for post-adoption confirmation.

### *Exclusion of Alternative Frameworks*

Self-Determination Theory (SDT) and Cognitive Behavioural Theory (CBT) were considered and set aside as core theories. SDT's autonomy-competence-relatedness constructs and CBT's cognitive-restructuring mechanisms could, in principle, explain motivational and cognitive processes underlying therapeutic engagement with reading-based interventions. However, neither addresses platform adoption or pre-use expectation directly and incorporating them as core theoretical pillars without building their constructs into the framework itself would create a mismatch between claimed theoretical grounding and the model proposed. Consistent with

International Journal of Education, Psychology and Counseling
IJEPC
EISSN : 0128-164X
Volume 11 Issue 64 (September 2026) PP. 1166-1178

the same logic applied to TAM, Task-Technology Fit (TTF) (Goodhue & Thompson, 1995) and Diffusion of Innovation (DOI) (Rogers, 2003) (each of which is relevant to technology adoption broadly but omits either the hedonic/social/habitual dimensions or the pre-use expectation stage this paper needs), SDT and CBT are treated here as adjacent psychological perspectives worth acknowledging rather than as constructs incorporated into the framework.

***Proposed Conceptual Framework: The Digital Bibliotherapy Expectation and Adoption (DBEA) Framework***

The DBEA Framework proposes that three UTAUT2-derived independent variables, Awareness and Acceptance (X1), Digital Behaviour (X2) and User Preferences (X3), act as starting factors of User Expectations toward digital bibliotherapy, with four contextually derived factors (communication, accessibility, affordability, cultural sensitivity, drawn from Khan et al., 2026) operating through specific UTAUT2 constructs to shape these relationships. Consistent with the framework's ECT grounding, User Expectations is the sole outcome variable modelled in this paper; adoption intention and sustained engagement are treated as theoretically anticipated downstream stages for future empirical work, not as constructs measured or diagrammed here (since no at-scale Malaysian digital bibliotherapy platform yet exists against which adoption or engagement could presently be measured).

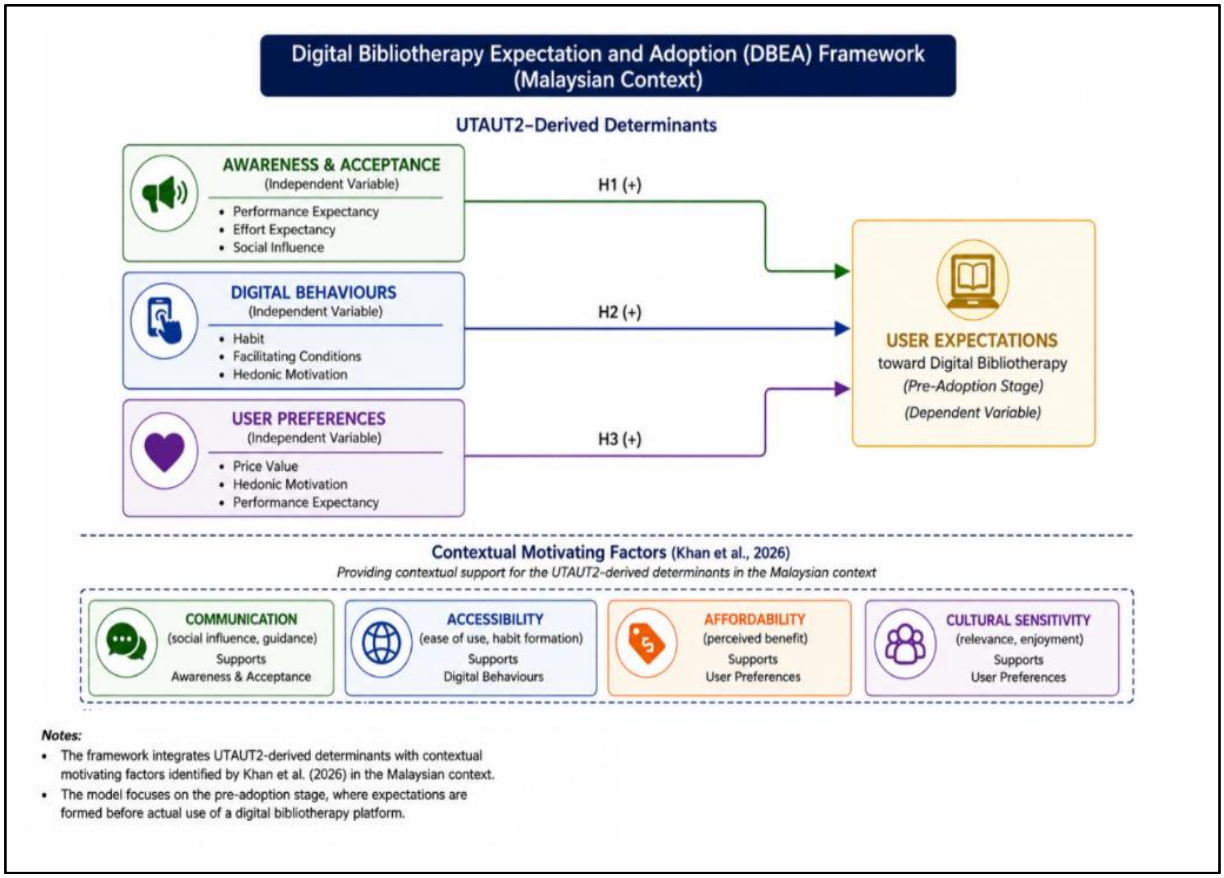



**Figure 1: Proposed Conceptual Framework of User Expectations Toward Digital Bibliotherapy in Malaysia**

International Journal of Education, Psychology and Counseling
IJEPC
EISSN : 0128-164X
Volume 11 Issue 64 (September 2026) PP. 1166-1178

**Table 1: Summary of Variables and Their Roles in the Study**

| Variable | Role | Label |
|---|---|---|
| Expectations toward Digital Bibliotherapy | Dependent Variable | Y |
| Awareness and Acceptance | Independent Variables | $X_1$ |
| Digital Behaviours | Independent Variables | $X_2$ |
| User Preferences | Independent Variables | $X_3$ |

***Constructs and Propositions***

**Table 2: Mapping Contextual Motivating Factors (Khan et al., 2026) to Study Variables and UTAUT2 Constructs**

| **Motivating Factor (Khan et al., 2026)** | **Related UTAUT2 Constructs (Venkatesh et al., 2012)** | **Study Variable** | **Proposed Connection** |
|---|---|---|---|
| **Communication** (Social guidance, media exposure) | Performance Expectancy, Effort Expectancy, Social Influence | **Awareness & Acceptance** (X1) | Increased awareness may enhance perceptions of usefulness and ease of use, while acceptance is shaped by social influence from trusted others. |
| **Accessibility** (Infrastructure, ease of use) | Facilitating Conditions, Habit, Hedonic Motivation | **Digital Behaviours** (X2) | Users familiar with digital platforms engage habitually, find experiences enjoyable and rely on existing infrastructure. |
| **Affordability & Cultural Sensitivity** (Relevance, cost-benefit) | Price Value, Hedonic Motivation, Performance | **User Preferences** (X3) | Users balance cost-benefit, seek enjoyable experiences and expect positive outcomes from using the platform. |
| | | **User Expectations Toward Digital Bibliotherapy** (Y) (Operationalized as pre-adoption readiness, initial trust and baseline adoption desire) | Reflects users' readiness, trust and desire to adopt digital bibliotherapy. |

International Journal of Education, Psychology and Counseling
IJEPC
EISSN : 0128-164X
Volume 11 Issue 64 (September 2026) PP. 1166-1178

## Discussion

### *Theoretical Implications*

The primary theoretical contribution of this paper is the repositioning of expectation formation as a distinct and theoretically legitimate pre-adoption construct. While mainstream information systems research has increasingly emphasised post-adoption beliefs and continuance-related outcomes (Hossain & Quaddus, 2024), the DBEA Framework identifies the pre-launch stage as an important and comparatively underexplored area within technology acceptance research. Rather than asserting general superiority over intention-based models, this framework offers a bounded and falsifiable claim: expectation formation may be a particularly appropriate theoretical outcome when examining pre-launch digital health interventions. This proposition is especially relevant under two conditions. First, when a concrete platform has not yet been implemented at scale, potential users may have limited experiential knowledge from which to develop well-defined behavioural intentions. Examining expectation formation can therefore provide insight into how users anticipate and interpret a proposed intervention before actual use occurs. Second, in affectively sensitive contexts, factors such as trust and cultural fit may shape how users interpret the perceived usefulness, ease of use and value of a digital intervention. Within the DBEA Framework, these considerations are therefore positioned as contextual conditions that may shape the pathways through which UTAUT2-related factors contribute to expectation formation.

By anchoring the framework within the pre-adoption window, the paper seeks to distinguish expectation formation from behavioural intention and post-adoption confirmation rather than simply relabelling an existing construct. The framework consequently conceptualises expectation formation as a foundational stage through which pre-adoption factors may shape subsequent adoption and sustained engagement.

### *Practical Implications*

Because the framework positions pre-launch expectation formation as an important stage preceding adoption, practical interventions must shift focus away from post-launch feature optimization and toward proactive, pre-adoption management:

- For Libraries and Information Services: The framework suggests that awareness-building and trusted-source communication (rather than platform features alone) may contribute to favourable expectations, highlighting a potential role for libraries as credible intermediaries introducing digital bibliotherapy to communities.
- For universities: The framework highlights digital behaviour and digital literacy as factors that may shape users' readiness to engage with digital mental health interventions. Early orientation, digital-literacy initiatives, or wellbeing programmes could therefore provide opportunities to introduce and contextualise such interventions before implementation.
- For digital health providers: The framework's integration of affordability and cultural sensitivity as contextual factors suggests that pricing structures, content and communication strategies may need to account for the cultural and socioeconomic characteristics of the intended user population. Approaches transferred from other markets may therefore require contextual adaptation rather than direct replication.

International Journal of Education, Psychology and Counseling
IJEPC
EISSN : 0128-164X
Volume 11 Issue 64 (September 2026) PP. 1166-1178

- For policymakers: The framework suggests that formative research into user expectations could precede or accompany platform development. Understanding expectations before implementation may help identify potential expectation–system misalignment and inform more responsive design and implementation strategies.

## Limitations of the Conceptual Approach

This paper represents a conceptual rather than empirical contribution. The proposed relationships therefore require future empirical testing to determine whether the identified factors significantly influence expectation formation and whether expectation formation subsequently relates to adoption and sustained engagement. In addition, the mapping of Khan et al.'s (2026) factors onto UTAUT2 constructs represents the paper's own theoretical translation rather than a validated construct equivalence. Future research should therefore empirically examine the conceptual boundaries, measurement properties and relationships among these constructs. Finally, Malaysia is used as an illustrative setting for framework development rather than as an empirically established boundary condition; application in other cultural and institutional contexts will require contextual examination and validation.

## Conclusion

This paper has proposed the Digital Bibliotherapy Expectation and Adoption (DBEA) Framework, integrating UTAUT2 as an underpinning theory of constructs with Expectation-Confirmation Theory as a justifying theory for treating user expectation formation as a distinct and theoretically legitimate pre-adoption outcome. Awareness and acceptance, digital behaviour and user preferences are proposed as factors shaping expectation formation, while communication, accessibility, affordability and cultural sensitivity operate as contextual factors that strengthen these pathways in a Malaysian setting, used here as an illustrative and transferable case rather than a fixed boundary. Expectation formation is further theorised to influence subsequent adoption and sustained engagement, positioning it as a critical link between pre-adoption processes and later technology use. The framework's core contribution is therefore to isolate expectation formation as a distinct pre-adoption stage for emotion-focused, pre-launch digital health interventions. This provides a foundation for future empirical validation of the proposed relationships and for the design of more user-centred and culturally responsive digital bibliotherapy platforms in Malaysia and comparable contexts.

International Journal of Education, Psychology and Counseling
IJEPC
EISSN : 0128-164X
Volume 11 Issue 64 (September 2026) PP. 1166-1178

**Acknowledgements:** The authors would like to express their sincere appreciation to Universiti Teknologi MARA (UiTM) for providing the necessary resources and support throughout the course of this research. Special appreciation is extended to supervisors, colleagues and peers who contributed valuable insights and constructive feedback, which greatly enhanced the quality of this paper.

**Funding Statement:** No Funding

**Conflict of Interest Statement:** The authors declare that there is no conflict of interest regarding the publication of this paper. All authors have contributed to this work and approved the final version of the manuscript for submission to the International Journal of Education, Psychology and Counseling (IJEPC).

**Ethics Statement:** This study did not involve any human participants, animals, or sensitive data requiring ethical approval. The authors confirm that the research was conducted in accordance with accepted academic integrity and ethical publishing standards.

**Author Contribution Statement:** All authors contributed significantly to the development of this manuscript. The first author was responsible for the development of the research idea, conceptual framework, literature review and drafting of the manuscript. The co-authors contributed through critical evaluation, refinement of theoretical perspectives and revision of the manuscript. All authors read and approved the final version of the manuscript prior to submission.

International Journal of Education, Psychology and Counseling
IJEPC
EISSN : 0128-164X
Volume 11 Issue 64 (September 2026) PP. 1166-1178

## References

Al-Orainat, J. K. S., Ngah, A. H., Shamsuddin, M. S., Eneizan, B., Al-Gasawneh, J. A., Ngah, S., & Kamalrulzaman, N. I. (2024). Investigating the adoption of digital library by postgraduate students in Jordan: An enhanced UTAUT model. Decision Science Letters, 13(4), 897–908. https://doi.org/10.5267/j.dsl.2024.8.002

Apolinário-Hagen, J., Paganin, G., & Simbula, S. (2024). Editorial: Current status of and future directions for assessing technology acceptance for digital (mental) health interventions. Frontiers in Digital Health, 6, 1467297. https://doi.org/10.3389/fdgth.2024.1467297

Bhattacherjee, A. (2001). Understanding information systems continuance: An expectation-confirmation model. MIS Quarterly, 25(3), 351–370.

Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. MIS Quarterly, 13(3), 319–340.

Fu, Z., Zitkus, E., Cook, S., & Maidment, D. W. (2026). Barriers of digital health self-management in older adults with multimorbidity using a novel user-focused approach: A systematic review. Universal Access in the Information Society, 25, 78. https://doi.org/10.1007/s10209-026-01341-8

Goodhue, D. L., & Thompson, R. L. (1995). Task-technology fit and individual performance. MIS Quarterly, 19(2), 213–236.

Hossain, M., & Quaddus, M. (2024). Expectation-confirmation theory in information system research: A review and analysis [Book chapter]. RMIT University Research Repository.

Institute for Public Health (IPH). 2015. National Health and Morbidity Survey, NHMS 2015. Ministry of Health Malaysia

Institute for Public Health. (2017). National Health and Morbidity Survey (NHMS) 2017. Ministry of Health Malaysia.

Khan, N., Subbarao, A., Khan, S., Tan, B. C., Samsudin, R., & Vijayakumar, V. (2026). Integrating digital health model to prevent mental disorders among low-income citizens: A roadmap. Journal of Advanced Research in Applied Sciences and Engineering Technology, 58(1), 22–32. https://doi.org/10.37934/araset.58.1.2232

Lim, Y. S., Quek, J. H., Ching, X. W., Lim, D. T. R., Lim, K. G., Thuraisingham, C., & George, P. P. (2023). Efficacy of a text-based mental health coaching app in improving the symptoms of stress, anxiety, and depression: Randomized controlled trial. JMIR Formative Research, 7, e46458. https://doi.org/10.2196/46458

Oliver, R. L. (1980). A cognitive model of the antecedents and consequences of satisfaction decisions. Journal of Marketing Research, 17(4), 460–469.

Rogers, E. M. (2003). Diffusion of innovations (5th ed.). Free Press.

Septiana, N. Z., Atmoko, A., Muslihati, M., Hidayah, N., & Ramli, M. (2023). Self-help digital bibliotherapy to support the emotional well-being of patients in a recovery session. Journal of Public Health, 45(4), e787–e788. https://doi.org/10.1093/pubmed/fdad076

Ting, R. S. K., Zahari, H. S., Ang, C. W., Chan, J. K., Tan, M. M., & Su, T. T. (2025). Development and validation of a digital community-based mental health protocol (RELATE-ME) in Malaysia. Health Promotion International, 40(2), daae169. https://doi.org/10.1093/heapro/daae169

Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. MIS Quarterly, 27(3), 425–478.

Venkatesh, V., Thong, J. Y. L., & Xu, X. (2012). Consumer acceptance and use of information technology: Extending the unified theory of acceptance and use of technology. MIS Quarterly, 36(1), 157–178.

International Journal of Education, Psychology and Counseling
IJEPC
EISSN : 0128-164X
Volume 11 Issue 64 (September 2026) PP. 1166-1178
Wang, M., Huang, K., Li, X., Zhao, X., Downey, L., Hassounah, S., Liu, X., Jin, Y., & Ren, M. (2025). Health workers' adoption of digital health technology in low- and middle-income countries: A systematic review and meta-analysis. Bulletin of the World Health Organization, 103(02), 126-135F. https://doi.org/10.2471/BLT.24.292157

World Health Organization: WHO. (2022, June 8). Mental disorders. https://www.who.int/news-room/fact-sheets/detail/mental-disorders