

**JOURNAL OF INFORMATION
SYSTEM AND TECHNOLOGY
MANAGEMENT (JISTM)**www.jistm.com

THE ROLE OF TWITTER IN DISCUSSING THE ISSUE OF DEPRESSION

Mohamad Shafiei Ayub^{1*}, Muhammad Syafi Fauzan Saifuddin², Muhammad Naeem Mohd Razman³,
Muhammad Nur Iman Anuar⁴, Darwisy Zakwan Khairudin⁵, Muhammad Haziq Hamzah⁶,
Muhammad Syawal Sazali⁷, Nurshaza Farah Md Sharif⁸

¹ Akademi Pengajian Islam Kontemporari, Universiti Teknologi MARA, Melaka Branch, Kampus Alor Gajah, 78000 Alor Gajah, Melaka, Malaysia.

Email: shafieiyub@uitm.edu.my

² Academy of Islamic Contemporary Studies, Universiti Teknologi MARA, Melaka Branch, Jasin Campus, 77300 Merlimau, Melaka, Malaysia.

Email: syafi030902@gmail.com

³ Akademi Pengajian Islam Kontemporari, Universiti Teknologi MARA, Melaka Branch, Kampus Alor Gajah, 78000 Alor Gajah, Melaka, Malaysia.

Email: naeemrazman@gmail.com

⁴ Akademi Pengajian Islam Kontemporari, Universiti Teknologi MARA, Melaka Branch, Kampus Alor Gajah, 78000 Alor Gajah, Melaka, Malaysia.

Email: muhdnurimananuar@gmail.com

⁵ Akademi Pengajian Islam Kontemporari, Universiti Teknologi MARA, Melaka Branch, Kampus Alor Gajah, 78000 Alor Gajah, Melaka, Malaysia.

Email: 2021882483@student.uitm.edu.my

⁶ Akademi Pengajian Islam Kontemporari, Universiti Teknologi MARA, Melaka Branch, Kampus Alor Gajah, 78000 Alor Gajah, Melaka, Malaysia.

Email: haziqhamzah@gmail.com

⁷ Akademi Pengajian Islam Kontemporari, Universiti Teknologi MARA, Melaka Branch, Kampus Alor Gajah, 78000 Alor Gajah, Melaka, Malaysia.

Email: syawals808@gmail.com

⁸ Akademi Pengajian Islam Kontemporari, Universiti Teknologi MARA, Melaka Branch, Kampus Alor Gajah, 78000 Alor Gajah, Melaka, Malaysia.

Email: shazafarah@uitm.edu.my

* Corresponding Author

Article Info:**Article history:**

Received date: 20.10.2023

Revised date: 15.11.2023

Accepted date: 17.12.2023

Published date: 26.12.2023

Abstract:

The prevalence of depression or mental health problems among Malaysians has been quite worrying since the occurrence of Covid-19 pandemic followed by the Movement Control Order (MCO) imposed by the government to curb the pandemic. Awareness about mental health problems has become more popular and news about it often spreads across newspapers and other mass media. Moreover, the emergence of various kinds of new media during this era of fourth industrial revolution plays a role in influencing the people's perception.

To cite this document:

Ayub, M. S., Saifuddin, M. S. F., Razaman, M.N. M., Anuar, M. N. I., Khairudin, D. Z., Hamzah, M. H., Sazali, M. S., & Sharif, N. F. M. (2023). The Role Of Twitter In Discussing The Issue Of Depression. *Journal of Information System and Technology Management*, 8 (33), 226-238.

DOI: 10.35631/JISTM.833017.

This work is licensed under [CC BY 4.0](https://creativecommons.org/licenses/by/4.0/)



One of the most influential new media is Twitter which has the advantage of becoming one of the most popular and far-reaching social media platforms. It has indirectly provided space for them to use Twitter to exchange their opinions and views regarding mental health problems. Hence, the influence of Twitter on mental health issues has become very significant and needs to be investigated. Therefore, a preliminary study was conducted to identify the role of Twitter in influencing people as well as the function of Twitter in helping people dealing with the problem of depression. This study used a qualitative method where data collection methods such as library research methods, interview methods and text analysis methods were employed. In addition, this study also used a data analysis method. The results of the study found that Twitter as a very influential medium to spread information and programs related to mental health, share experiences or anything issues pertaining to depression. In addition, the function of threads in Twitter facilitates the search for information sources related to depression. In conclusion, new media such as Twitter is very impactful as a medium of spreading awareness and knowledge in dealing with the problem of depression in the community.

Keywords:

New Media, Twitter, Depression, Communication

Introduction

In recent years, the serious issue of mental health has gained substantial prominence as a global concern. According to the 2018 National Health and Morbidity Survey, the prevalence of mental illnesses is on the rise, impacting one in ten adults, with depression being the most prevalent condition. The World Health Organization (WHO) has identified suicide as one of the top 10 causes of death worldwide, while mental illness is projected to be the second-leading cause of death in Malaysia by 2020. This highlights the need of tackling mental health concerns in our culture.

The media has a significant impact on public perceptions and awareness of mental health. The Malaysian Ministry of Health described mental health in 2013 as an individual's ability to sustain harmonious relationships, actively participate in social activities, and favourably contribute to their communities. This definition emphasizes the significance of mental health in allowing individuals and society to function effectively.

Notably, mental health is a subject that constantly makes headlines, particularly in Malaysia. According to the 2018 National Health and Morbidity Survey, one out of ten persons suffers from depression, with 12% being women and 11% being males. Unfortunately, the media frequently stigmatizes mental health concerns, perpetuating myths, and prejudices (Zul Azlin, Suhaila, & Rabi'atul 'Adawiyah, 2018).

Twitter has evolved as a prominent social media platform in today's digital era, providing a unique platform for debates about mental health. Twitter allows users to share 140-character-long messages known as "tweets", encouraging conversation through retweets, replies, and following other users. In addition, hashtags, such as "#depression," are used by the platform to categorize and discover tweets on certain themes, such as mental health (Manski, 1993).

Twitter was founded in 2006 by NYU student Jack Dorsey and his colleagues at Odeo, a podcasting firm. Their creative idea was to establish a platform for people to send short messages in groups, like text messaging. Originally known as "tweets," it was first available only to Odeo staff until being public on July 15, 2006 (Demilt, 2017).

Twitter's continuing success can be traced to a variety of causes. For starters, it acts as a real-time source of news and trends, adapting to the fast-paced aspect of modern living. Second, it generates various online communities that cross geographical boundaries and allow people with similar interests to connect. Finally, Twitter allows users to curate their social networks by selecting who to follow and engage with, whether they be friends, experts, or like-minded individuals (Edwards, 2022).

With these concerns in mind, it is clear Twitter has the potential to play a big role in tackling mental health disorders, particularly depression. The platform's ability to facilitate dialogues, build supportive groups, and spread knowledge highlights its importance in countering the influence of media on mental health.

Methodology

This study used specific methodologies to obtain the necessary information and data in preparing and completing the whole research. It involved the use of several methods:

Data Collection Method

This method is used to obtain information that is accurate, concrete, and appropriate to answer the problem underlying this study. In addition, this ensured that the research has value in terms of its objectives and validation. To collect the data, this study used the following methods:

Library Research Method

This method was a process that involved efforts to find and collect data and facts related to the research problem. It was a technique in which a researcher obtained data, information and evidence that coincided with the subjects of the study through documents and records. Therefore, this method was very important for this study to collect data and information to achieve the objectives of the study.

Begin by conducting a comprehensive literature review using library resources, we can look for academic articles, books and reports that related to depression and social media usage, particularly on Twitter. This will help us to understand the existing knowledge, key theories, and research gaps in this area. Library research also can help us to find existing tools or methods for collecting and analysing Twitter data, ensuring that our data collection instruments are well-established and reliable.

Library study was needed to find relevant documents. In general, the documents used were from the primary source and the secondary source. For instance, the documents were the Quran, Hadith, theses, journals, books, magazines, conference papers and writing materials that were relevant to the whole study.

Data Analysis

Once all the information and data obtained and collected, the researchers ensured that the sources of all the data and information were valid. Next, the process of processing, analysing, and drawing conclusions were done based on several methods below:

Inductive Method

The inductive method was a process of understanding a research problem or finding a solution which occurs generatively or continuously in which information was collected and continues to be collected until the problem was clarified or a solution was formulated. In other words, this process is like building a pyramid by arranging the bricks one by one until the building is complete. Therefore, this study chose this method to draw conclusion and make deduction. This conclusion formed the theory of the solution that will be discussed further in this paper.

We begin with an initial examination of the data without preconceived notions. Look for basic patterns, trends and common themes that related to the discussion of depression on Twitter. In the end, we create visualizations or summary statistics to gain insights and summarize the key findings and their significance in the context of the broader literature on depression and social media. Finally, we highlighted the contributions of our inductive analysis to the understanding of Twitter's role in discussing depression.

Deductive Method

Deductive method was a method of proof used based on thinking patterns to analyse data by producing specific conclusions and deductions from data that were general in nature. This method also explained a question to the problems that arise in detail.

Based on the approach of this method, the researchers used this theory to carry out the analysis of this study. The theory needs to be better understood in depth before adapting or matching them to the research problem. This method was used fully so that the result description has quality and clarity.

We conduct an extensive literature review to identify relevant theories, models and empirical studies related to depression, social media, and Twitter's role in discussing mental health. This step will help us to refine our hypotheses and build a strong theoretical foundation for your study. In this article also, we provide a thorough discussion of our findings and their implications. We considered how our results shed light on the role of Twitter in mental health discussions and how they contribute to the broader literature on the topic.

Results and Discussion

The Covid-19 pandemic has a direct impact on the physical and mental health of Malaysians. Following the spread of this epidemic, mental health problems become the main problem that is often discussed in the media. The role of new media, especially Twitter, as a disseminator of information and a medium of change also helps in dealing with the problem of depression. In this section of the paper, this issue will be thoroughly discussed.

Emotion According to Islam and The West

According to Islam, emotion is defined as an expression of strong instinctive feelings such as love, happiness, shame, sadness, fear and so on. Based on the verses of the Qur'an, hadiths, and the opinions of scholars, the creation of humans is made up of physical and spiritual elements. Hence, Islam never denies the existence of emotions in humans (Mohd al-Ghazali, 1987).

Imam al-Ghazali describes the emotion of fear as something that stabs and burns in the heart due to the arrival of something that is very hated and unwanted. Associate Prof Dr. Ab Aziz Mohd Zin, a lecturer at the University of Malaya Islamic Studies Academy, explained that the emotion of fear is a human feeling. Humans will feel fear when faced with dangerous and

harmful things. This is as in the word of Allah SWT in Surah al-An'am verse 15 which explained the emotion of fear that exists in humans.

The emotion of anger is one of the feelings that arise when people feel dissatisfied with something. Uncontrolled angry emotions can bring harm and damage to oneself and others. Allah SWT also calls people to restrain anger as in His words in Surah Ali Imran verse 134. In Islam, it is recognized that the presence of angry emotions is a natural human instinct that already exists. However, angry emotions and lust that cannot be controlled are prohibited in Islam because they can lead to harm to oneself and others (Hashim & Yahaya, 1986).

The Qur'an also states about the existence of the emotion of hatred in humans. This is as in the word of Allah SWT in Surah al-Baqarah verse 216. In the context of da'wah, the emotion of hatred should be used in the right place while also avoid things that can lead to fights or damage in society. Sad emotions will arise when a person is faced with a situation that is disappointing, disturbing or appears because of suffering due to injury or illness. Sad emotions can make a person feel depressed. Islam encourages the believers not to be sad about things that are unavoidable and become sad to the point of weakening oneself as this may lead one to the point of committing a blasphemy against Allah SWT. Moreover, in the Qur'an there is an explanation about sad emotions in Surah Al-Baqarah verse 277.

According to the western view, emotions are often confused with feelings and current conditions although these three terms are not interchangeable. According to the American Psychological Association (APA) 2020, emotions are how individuals deal with things or situations that they feel are personally important. Feelings arise from emotional experiences. In psychology, emotions are divided into two groups namely basic and complex. Basic emotions are associated with recognizable facial expressions and tend to occur automatically. Charles Darwin was the first to suggest that facial expressions caused by emotion are a universal trait. This proposal is central to his theory of evolution, which implies that the emotions and expression of humans are biological and adaptive. In fact, emotions have been observed in animals by researchers for several years, suggesting that they are also essential for survival in other species. Basic emotions may have played a role in our survival throughout human evolution, signalling those around us to respond accordingly.

Emotional psychologist Paul Ekman identified six basic emotions that can be interpreted through facial expressions. The basic emotions include happiness, sadness, fear, anger, surprise, and disgust. He expanded the list in 1999 to include embarrassment, excitement, humiliation, shame, pride, satisfaction, and pleasure. However, these additions have not been widely adopted. Complex emotions, on the other hand, have different appearances and may not be so easy to identify, such as sadness, jealousy, or regret. A complex emotion is defined as "any emotion that is an aggregate of two or more others." APA uses the example of hate as a combination of fear, anger, and disgust.

In conclusion, it is clear the Islamic and Western attitudes on depression diverge significantly. These variations result from various cultural, social, and religious settings that influence how people and communities see and respond to mental health issues. Islam lays a great emphasis on the spiritual side of things, emphasizing prayer, dependence on God, and taking consolation in faith as essential elements of recovery, in contrast to the West, which frequently treats depression from a medical and psychological angle, focusing on treatments and

pharmaceuticals. In contrast to the more individualistic approach in the West, the community support system within Islamic culture also plays a crucial role in helping persons suffering from depression emotionally. Fostering cross-cultural communication and providing people from different origins with good mental health assistance depends on acknowledging and accepting these differences. In the end, both strategies aim to reduce suffering and promote wellbeing, and there is much that can be learned from both viewpoints in the global fight against depression.

The Effects of Depression on Life

Harm Yourself

Depression is a mental illness that causes an individual's emotions to decrease. It will affect the quality of an individual's daily life in terms of feelings, behaviour, thoughts, and individual well-being. Feeling sad and disappointed is a normal part of life. However, if it lasts for weeks and interferes with daily activities, it becomes a health problem. Depression causes a person to become antisocial due to a lack of self-confidence or feeling guilty about everything. Symptoms of depression also causes changes in sleeping patterns, either excessive or insufficient, often anger or crying, listlessness, sudden weight loss and lack of concentration so that they cannot make rational decisions (Harian Metro, 2018).

Social withdrawal is also one of the psychological effects of depression. When a person feels depressed, they often do not like to leave their room or house nor interact with other people. When a person stops interacting with other people, he will experience social withdrawal due to the imbalance of serotonin levels which will cause a person's mood to be low. As serotonin is a chemical that can improve a person's mood to feel happy and social, the lack of it will cause the person to not like to socialize and consequently, he would become depressed.

If the problem of depression is not addressed, an individual suffering from depression may attempt to injure himself and commits suicide. Based on the study of disease released by the World Health Organization (WHO), depression is expected to become the second leading disease by 2020 after heart disease worldwide. This means that more and more people in the world have the potential to commit suicide (Metro Daily, 2018).

In Islam, Allah SWT forbids His servants from killing themselves as they belong to Him in totality. This means that they do not have the right to take their own lives as their lives belong to Allah SWT. Therefore, committing suicide means betraying the trust given to them by Allah SWT. It is considered a major sin that is prohibited by Shariah (Metro Daily, 2021).

Hadith recorded by al-Bukhari specifically mentions how punishment is imposed on people who kill themselves in the afterlife. Thabit bin ad-Dhahhak RA said that the Prophet SAW said:

Meaning: *"Whoever kills himself in a certain way, on the Day of Resurrection he will be tortured in the same way."*

(al-Bukhari: 6047 & Muslim: 110)

According to this Hadith, we got to know that self-harm and suicide is Haram and can cause a big sin for those who did it. Instead, Islam encourages seeking help, support, and guidance during times of distress and hardship, fostering a sense of community and compassion to help

individuals overcome their challenges and find solace in their faith. Ultimately, Islam promotes a holistic approach to wellness that prioritizes both the physical and spiritual aspects of a person's existence.

Affecting Someone's Career or Learning

The issue of depression among students has become very worrying. In fact, the topic of stress is quite popular in various channels that discuss the challenges of life as students. Students are a group of people who easily gets stressed due to educational, social, environmental, and psychological adjustments to the campus environment. Study also shows that the Covid-19 pandemic is causing more students to be exposed to stress problems, resulting in a negative impact on academic achievement, extracurricular activities, and their role as members of the community.

According to a press report from Harian Metro (2022), a Senior Lecturer at the Faculty of Psychology and Education (FPP) at Universiti Malaysia Sabah (UMS) Dr. Norsimah Dasan said that studies conducted among university students, the general population, health care workers and people with disorders mental confirmed the negative impact of the Covid-19 crisis on mental health. This is due to the challenges related to the transition to adulthood and the economic difficulties of today.

Mental health issues in the workplace should also not be taken lightly by any organization. It is seen as a global issue that has a major impact on organizational productivity. A study by the World Health Organization (WHO) shows that mental illness will replace cardiovascular disease as the main determining factor in deciding whether a person is still able to continue working or not. Among the main causes of mental illness in the workplace are excessive workload, long working hours, lack of control, routine work, conflict between colleagues, lack of reward, and organizational problems.

Those who suffer from depression will also fail to focus fully when doing a job which will ultimately affect academic performance for students and career aspects for those who are already working. If the matter continues to deteriorate, it may cause a student to repeat his studies due to failure in a subject while for those who are already working, they may face the risk of being laid off.

In conclusion, Islam provides helpful advice on how to stay focused on one's academics despite experiencing despair. Islam encourages people to seek strength and comfort from their religion, prayer, and supplication despite the fact that depression can be a tremendous task. Additionally, the idea of Tawakkal (reliance on God) serves as a reminder to believers that they are not alone in their struggles and that they can overcome depression by having faith, perseverance, and a support system that includes seeking professional help when necessary. People can discover a road to recovery and personal growth by striking a balance between their education and their faith, according to the Islamic principles to pursue knowledge and better oneself even in trying circumstances.

The Community is Susceptible to the Risk of Experiencing the Same Problem

The people around us to some extent will also influence our actions and attitudes. The same may happen if the problem of depression in society is not prevented from the beginning. It seems that it will become a major problem in the institutions of society if left without

appropriate action. Sometimes people who suffer from depression appear to look normal, but deep down in their hearts they need someone to help them. If a person who is suffering from depression is not given assistance due to depression being viewed as a normal occurrence, this will affect the community in the long run. This is because people who are suffering from depression will not try to seek for help as they may be viewed as a nuisance to the community. As a result, more people will suffer in silence which inevitably affects the harmony in the community.

According to a press report from Berita Harian Online (2021), losing a job or source of income, and isolation from the support network of family and friends can have a negative impact on individuals who are at high risk of experiencing mental health problems including depression. Issues such as suicide due to depression must not be allowed to be so rampant in the society to the point it becomes a common occurrence that does not affect anyone anymore. While this issue of suicide and depression affects the community, family members are undoubtedly the most affected individuals if any of their family members commit suicide. If the person who commits suicide is the most important person in the family, for example a father, it will leave an impact on his family members because they will lose the head of the family and a place to depend on. Similar situation may also happen in a working place. If the leader of an organization commits suicide due to the burden in the workplace, it will cause its members to lose motivation to work. In the end, the organization will cease to exist without any leader who can shoulder the burden in leading the organization.

This is the rationale behind why, during times of despair, we have to consider our loved ones. The wellbeing and happiness of our loved ones must be considered because of the significant influence that our mental health may have on our relationships. Remembering their love, support, and care through times of sadness may be a strong incentive for getting assistance, overcoming depression, and ultimately, keeping the priceless relationships we share. Focusing on people we love helps us discover strength and a sense of purpose while also reinforcing the value of fostering healthy relationships in both our personal lives and the larger contexts of our faith and community.

Solution Through the Twitter Method in Dealing With the Problem of Depression.

Become A Medium to Spread Information and Programs Related to Mental Health

Mental Health Awareness Month is usually held in October. It was first recognized in 1992 and was introduced by the World Federation of Mental Health (WFMH) with a different theme each year. It is very important to acknowledge the importance of mental health to our general well-being, spread awareness and provide support to those who need it.

Mental Health Awareness Month is held to educate the public about mental illness, raises awareness of research and treatment, reduces the stigma attached to it and celebrates those who have recovered from mental illness. People often suffer in silence and refuse treatment because of stigma and misunderstanding of mental health issues. This initiative is important to better understand mental health conditions and improve access to health care for those who need it. Mental Health Awareness Month can raise awareness of how mental illness affects people's lives, inform people about available services, and emphasize advocacy strategies.

The stigma attached to mental illness can be reduced and overcome through education and recognition. With Mental Health Awareness Month, conversation and sharing sessions can begin. Twitter has become one of the most used social media applications by people. So, responsible parties such as the Ministry of Health Malaysia should use this opportunity to spread any info and campaigns related to mental health using Twitter that can help remove stigma and misconceptions and encourage those who are struggling to get help and connect with others.

Malaysian Ministry of Health has launched the Let's TALK Minda Sihat Media Campaign which focuses on teenagers and working adults because they are considered as the most susceptible to the issue of depression. The word "TALK" stands for 'Tell Someone You Trust About Your Problems', 'Ask for Help', 'Listen Without Judgement' and 'Know Where To Seek Help'. They have also introduced "TAKE 5" which focuses on five important messages which are to stay connected by creating a healthy social network such as spending time to stay connected with family, friends, work colleagues, neighbors, and close acquaintances. In addition, the community needs to be more active by improving their fitness such as always being active in physical activities that they like to do. Next, cultivate gratitude by appreciating the blessings of life that have been bestowed. In addition, the community needs to explore their interests and highlight their respective talents by learning new knowledge and exploring the skills they are interested in. Finally, happiness is shared by giving smiles, appreciation, time, energy and help to others (Norsyahida, 2021).

The relevant ministries and NGOs can also display this campaign on their Twitter pages so that the public can see and know the right techniques to face the issue of depression which then can be dealt with effectively. The ministry can also make a video of participants' feedback to attract the public's interest in participating in similar campaigns in the future. With that, this Twitter application can be an intermediary between the ministry and the community to deliver useful information and its use can be optimized for good. In addition, educational institutions such as universities can also spread information or programs related to the issue of depression using Twitter to help their students who need support, especially for the mental health aspect.

Furthermore, another initiative taken by an NGO called IKRAM Muda Malaysia is to introduce a campaign called "SAYA" on its Twitter page. This campaign aims to raise awareness about mental health issues among young people. Among their initiatives is organizing 'Children of Malaysia Carnival' program at several public universities such as the Universiti Teknologi Malaysia Kuala Lumpur. This is done to protect the country's precious future generation from experience problems that could disrupt their performance and confidence level. They have also used some interesting fence signs such as #sayaadauntukawak to make it easy for people with the issue of depression to approach them as these people would see that there are people who care about them. Various interesting posters and infographics have also been posted on their Twitter page, from talking about the symptoms of depression to how to deal with it. In addition, they also provided healing verses from the Quran to practice in life.

Share Experiences or Anything Related to Depression on Twitter

Sharing experiences from those who have experienced depression is a very effective way to start a conversation about mental health. The more people talk about mental health, the higher the level of literacy around the issue, the more stigma can be overcome and addressed. Today, more and more high-profile people such as business leaders, and sports celebrities talk about

the mental health issues they are experiencing. Therefore, the power of sharing this experience should not be underestimated because it has many positive effects.

Sharing life story with trusted someone is a great way to process difficult emotions, such as sadness or anger. When a person shares the sad things that he experiences with other person, the other person is likely to share his own experiences. By doing so, they help each other to better understand the emotions and come up with strategies to deal with these emotions in the future. At first, those who share their experiences will probably criticize themselves for being weak-minded, but consulting and getting a treatment from a doctor will lead to recovery. Consequently, they will eventually be able to adjust to the situation and lead a normal life.

The easiest way to share experiences on Twitter is through the medium of "Twitter Spaces". This medium allows people to chat or discuss a topic with the participation from the public. For example, artists or influencers can influence public's opinion because they have substantial influence in this digital era. So, today's influencers need to use this medium wisely to give a new perspective to the public so that the issue of depression can be discussed and dealt with properly. They can share their own experiences when dealing with this issue of depression and how they handle it to continue living as normal people. Those who participate in the discussion can also gain something useful and can exchange opinions or stories related to their respective experiences. Those who listen will be inspired by what is discussed and can use the information and knowledge to prevent themselves from facing mental health problems.

For example, the JiWA Book Ambassador, Iman Danial Hakim's brother and Director of Jiwa himself, Mohd Hafizul Faiz took a proactive step by holding a casual talk and story-sharing program called Curhat Jiwa on the "Twitter Spaces" platform. Among the issues that were brought up was the discussion about the age "quarter" crisis that plagued the younger generation. It was becoming more bitter with the long episode of the pandemic and the lockdown, especially when the Covid-19 pandemic hit the whole world. They shared about the challenges of being a good child when faced with a large generational gap with parents, social pressure, self-identity questions, life direction, starting and changing careers in the pandemic era, choosing a career that revives the soul, spiritual adventure, and importance of mental health. The sharing session was held to encourage people to express everything that was in their hearts to relieve the confusion that they experienced. Through sharing problems, a person can reduce the stress faced and receive the help needed to maintain mental and emotional health. This crisis is important to discuss especially at an early stage to prevent young people from becoming small-minded adults who cannot contribute much to society.

The Role of Twitter Threads to Facilitate the Search for Depression Information Sources

"Thread" on Twitter is information presented by Twitter users regardless of its authenticity. News from almost any part of the world can spread like wildfire on social media. This can be a tremendous advantage when something needs to be communicated quickly. So as smart Twitter users, people need to write a useful thread for other users. As one example, "threads" about depression written by influencers on Twitter can have a great influence on Twitter users to get the latest information about depression. In this regard, it is not only famous influencers who need to spread the word about the problem of depression but other people who have knowledge about it also need to spread useful information to other Twitter users so that they can overcome the problem of depression rather than dwelling in it.

Trust and influence on social media can also be developed by posting good authoritative content. When more people learn about that good content, goodness will also spread. By doing so, more Twitter users will gain new knowledge about depression and mental health problems while at the same time realize how important mental health affect a person's life. Creating an environment where people feel it is normal to discuss issues related to mental health can be achieved through raising awareness, educating the community, overcoming stigma which is a barrier and ensuring support is available when needed.

According to an article from Aon PLC in 2017, one of their directors wrote a story about his experience dealing with depression that was posted and shared on their website and social media. The response from their colleagues with and without mental health problems has been far greater than expected. It has led to the formation of a new diversity and breadth group which has brought together many colleagues interested in supporting mental health and well-being in business.

His actions have been praised for his bravery in going public with his story and this has led to other colleagues doing the same through their company's participation in the "Lord Mayor This is Me" campaign video. To date, it has been the most popular post on their website and social media. Aon PLC also successfully won the Diversity & Inclusion Excellence Award in 2016 in the mental health category.

Conclusion

In essence, depression is an issue that society should neither trivialize nor ignore. It necessitates a sincere and sensitive approach, reflecting our roles as compassionate citizens within our communities. Fate is Allah's full prerogative, and all that happens is by His decision. However, fate does not happen by itself. Fate exists as a result of a process. Several elements impact the process of molding fate, one of which is a human effort. It can be inferred that if one endeavors to shape their destiny, they may ultimately attain their desired outcomes with the divine assistance of God.

It's crucial for all members of society to refrain from offering negative responses to individuals grappling with depression. Instead, everyone holds a significant role in addressing this issue constructively, rather than perpetuating negativity within themselves or their community institutions. In the pursuit of a cure for every ailment, individuals dealing with depression should be diligent in seeking solutions. These solutions can take various forms, such as consulting a psychiatrist or exploring Islamic medical treatments. This approach aligns with the Islamic teaching that encourages believers to strive toward their goals and place trust in God when resolving life's challenges. Those who suffer from depression do not need to be ashamed and refuse to be treated. They need to be confident in themselves that they can live normal life as usual.

For Muslims, embarking on a path to seek Allah SWT begins with self-awareness, acknowledging one's strengths and weaknesses. It involves utilizing one's strengths to serve others and relying on Allah SWT to overcome personal weaknesses. This journey emphasizes that one should not consider themselves self-sufficient without Allah SWT. Subsequently, individuals should aim to attain the highest life goal, recognizing that humans are ultimately the property of Allah SWT. One must fulfill one's responsibilities as His servants. To create a spirit of servitude, one needs to return to the two main concepts in seeking God, namely the

concept of dhikr and thinking. If a person practices these two concepts in his daily life, the life will be made easier and blessed by Allah SWT.

While it's essential to prioritize physical health by maintaining a balanced diet and engaging in regular exercise, mental health should also be a key focus in today's increasingly challenging era of globalization. Therefore, if someone begins to experience early symptoms of depression, they should promptly seek support from their immediate circle. Being there as a companion and offering unwavering support is crucial for individuals dealing with depression.

As a society, it's important to organize awareness campaigns on mental health through social media platforms like Twitter. Twitter's effectiveness as a medium for community engagement is evident when individuals share their opinions and provide substantial support to those facing depression. Ordinary people can also share their personal experiences and life stories on their Twitter accounts, indirectly influencing the emotions of individuals with depression, whether it be happiness, sadness, or anger. This has the potential to bring about positive changes in those struggling with depression.

In other words, it's important to recognize that social media, especially platforms like Twitter, holds substantial potential when it comes to addressing the complex issue of depression. These platforms serve as powerful vehicles for various initiatives, including conducting awareness campaigns, fostering open discussions to share opinions, and creating a platform for individuals to relate their personal experiences. Ultimately, they contribute significantly to increasing public awareness of the crucial aspects of mental health and offer valuable support to those impacted by depression.

Acknowledgment

We would like to acknowledge the Academy of Islamic Studies, the Academy of Language Studies, and the Faculty of Communication and Media Studies for the combination of ideas, energy, and expertise to complete the writing of this article.

Bibliography

- Abdul Rashid Mohamed, & Mohamad Daud Hamzah (2005), *Kajian Korelasi Emosi Malu Dengan Pencapaian Akademik Di Kalangan Mahasiswa Melayu. Jurnal Pendidik dan Pendidikan*, j.20, h. 154-15.
- Asri, S. (2022, April 4). Mahasiswa Stres. Retrieved on 25 November 2022, from <https://www.hmetro.com.my/akademia/2022/04/828232/mahasiswa-stres>
- Bernama. (2021, September 10). COVID-19 Beri Impak Kesihatan Mental - Dr Noor Hisham. Retrieved on 25 November 2022, from <https://www.bharian.com.my/berita/nasional/2021/09/862185/covid-19-beri-impak-kesihatan-mental-dr-noor-hisham>
- Corporation, A. (2017, May). The Power Of Sharing Experiences Of Mental Health. Retrieved on 13 December, 2022, from <https://www.aon.com/unitedkingdom/employee-benefits/resources/articles/the-power-of-sharing-experiences-of-mental-health.jsp>
- Demilt. (2017, September 12). The Origins Of Twitter | Pennington Creative. Pennington Creative. Retrieved on 14 December, 2022, from <https://penningtoncreative.com/the-origins-of-twitter/>
- Fariza Md. Sham (2005), *Tekanan Emosi Remaja Islam. Latihan Ilmiah, Jabatan Pengajian Dakwah dan Kepimpinan, Fakulti Pengajian Islam, Universiti Kebangsaan Malaysia*).

- Hashim, W., & Yahaya, M. H. (1986). *Sains Sosial Dari Perspektif Islam*. Penerbit Universiti Kebangsaan Malaysia.
- Harian Metro Mahasiswa stres (hmetro.com.my)
- Jamil, H. A. (2021). *Erti Beragama Yang Hilang*. Iman Publication Sdn Bhd.
- Malik, M. A. (2021). *Don't Worry Allah Lebih Tahu Yang Terbaik*. Puteh Press.
- Manski, C. F. (1993, July). Identification of Endogenous Social Effects: The Reflection Problem. *The Review of Economic Studies*, 60(3), 531. <https://doi.org/10.2307/2298123>
- Mohd Al-Ghazali, F. S. (1987). *Sudut Emosi (Kejiwaan) Dalam Islam*. Siri Penerbitan Yayasan Islam Terengganu.
- Muin, N. (2021, September 8). Let's Talk Minda Sihat. Retrieved on 4 December 2022, from <https://www.infosihat.gov.my/let-s-talk-minda-sihat.html>
- Roslan, A. (2019). *Surat Untuk Orang Putus Asa*. Sentap Press Sdn Bhd.
- Soroni, M. K. (2021, July 4). Bunuh Diri Dosa Besar, Khianati Amanah. Retrieved on 25 November 2022, from <https://www.hmetro.com.my/addin/2021/07/726218/bunuh-diri-dosa-besar-khianati-amanah>
- UWA. (2020, June 27). The Science Of Emotion: Exploring The Basics of Emotional Psychology. Retrieved on 13 December 2022, from <https://online.uwa.edu/news/emotional-psychology/#:~:text=According%20to%20the%20American%20Psychological,situations%20they%20find%20personally%20significant>
- Zahir, A. (2018, January 21). Murung Akibat Hormon Tak Stabil. Retrieved on 25 November 2022, from <https://www.hmetro.com.my/sihat/2018/01/305556/murung-akibat-hormon-tak-stabil>
- Zul Azlin Razali, Suhaila Sanip, & Rabi'atul 'Adawiyah Sa'ad. (2018). Mental Illness Portrayal In Media: A Summative Content Analysis Of Malaysian Newspapers. *International Journal of Business and Society*, 19(2),324-331