



MONASH University

Examining the viability of online counselling:

An exploration of the processes involved in

asynchronous online counselling

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ABSTRACT

Increasingly, online counselling is being considered as a potentially cost effective and easily deliverable method of providing basic counselling and mental health services. The World Health Organization, 2016, suggests that over 70% of those who might benefit from counselling or mental help services do not, in fact, seek them out. Two (2) studies, in the form of quantitative analysis and qualitative analysis, were respectively conducted to investigate the feasibility of using asynchronous-online-smartphone-text-based-counselling (AOC) to treat mental health challenges faced by university students in Malaysia.

Study 1 employed a quantitative approach investigating students' attitudes and the likelihood of using AOC versus face-to-face counselling services. The main purpose of this study was to examine the potential of AOC services as a method of increasing overall usage of student counselling services. 409 students from six (6) universities in Malaysia participated in the survey. Approximately 35% of the participants reported that they would likely to utilize online counselling services, but unlikely to participate in face-to-face counselling. Based on these results, it is suggested that by offering online counselling in addition to face-to-face counselling services could be an effective way for many university counselling centers to increase the utilization of their services and thus better serve their communities.

The quantitative analysis findings in Study 2 were used to support the need to conduct further of qualitative investigation. Study 1 found that there were a significant number of participants who prefer only to seek AOC as their preferred mental health support solutions, therefore Study 2 was designed to qualitatively explore the client-counsellor interactions in an online text-based counselling program. Eleven (11) participants (comprised 6 males, 5 females) spent 90-days receiving AOC with a licensed counsellor. Grounded theory analysis identified processes which are useful for developing future AOC programs as well as training counsellors. Findings in Study 2 suggest that even via text-only interactions, clients could detect the counsellor's character via the counsellor's communication style. Thus, indicating that counsellors need to be mindful on how to conduct themselves as a person via AOC, in the course of helping the clients to manage their

problems as clients could reciprocate their assessments on the counsellor's character. Therefore, the counsellors receiving continuous supervision for personal character development with the appropriate supervisors is as important as on-going professional supervision for online counselling skill sets.

This research has identified several themes that would be useful for training future AOC counsellors. Ultimately, by improving AOC counsellors' ability to build trust and build rapport with the clients, it will most certainly improve the likelihood of AOC usage as an adjunct to face-to-face counselling services, thus increasing overall penetration and usage of mental healthcare services.

DECLARATION

I hereby declare that this thesis contains no material which has been accepted for the award of any other degree or diploma at any university or equivalent institution and that, to the best of my knowledge and belief, this thesis contains no material previously published or written by another person, except where due reference is made in the text of the thesis.

Signature: ...



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Date: 22nd June 2018

PUBLICATIONS

I hereby declare that this thesis contains no material which has been accepted for the award of any other degree or diploma at any university or equivalent institution and to the best of my knowledge and belief, this thesis contains no material previously published or written by another person, except where due reference is made in the text of the thesis.

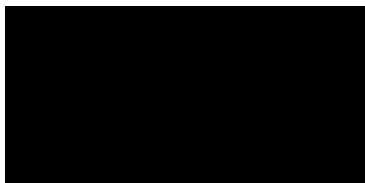
This thesis includes one (1) original paper published in peer reviewed journals and one (1) submitted publication. Paper 1 titled, Preferences for online and/or face-to-face counselling among university students in Malaysia, was published in *Frontiers in Psychology* (2018). Paper 2 titled, Exploring Asynchronous Online Counselling: A Grounded Theory Study (2018) is currently under review with the *British Journal of Guidance and Counselling*.

The core theme of this thesis is exploring processes pertaining to asynchronous online counselling which could help train better online counsellors. The ideas, development and writing up of all the papers in the thesis were the principal responsibility of myself, the student, working within the Jeffrey Cheah School of Medicine and Health Science, Monash University Sunway Campus under the supervision of Associate Professor Dr. Tam Cai Lian, Dr. Gregory Bibby Bonn, and Associate Professor Dr. Wong Chee Piau.

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I have ~~have not~~ renumbered sections of submitted or published papers in order to generate a consistent presentation within the thesis.


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The undersigned hereby certify that the above declaration correctly reflects the nature and extent of the student's and co-authors' contributions to this work. In instances where I am not the responsible author I have consulted with the responsible author to agree on the respective contributions of the authors.

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DEDICATION

To my boys, if Daddy can, so can you.

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CHAPTER 1

INTRODUCTION

The World Health Organization [WHO] (2017) has estimated that over 14% of the global population struggles from mental, neurological, or substance use disorders. Unfortunately, the same study also found over 75% of those suffering from mental health issues do not have access to mental health services, or do not utilize those that are available. Imagine 14% of an approximately seven billion, 980,000,000 fellow human beings suffer from mental issues and the number is still growing. Individuals from all walks of life are struggling with mental health issues. Despite government health services, religious communities, and schools providing mental health support of various kinds, studies persistently indicate that stigmatization and accessibility persist as important barriers to help-seeking.

It has been suggested that online counselling has great potential as an alternative for mental health seekers (Bray, 2014, July 14; Lupton, 2014). The rapid spread of technology, such as smartphones and the internet, provides remote smartphone online counselling the potential to connect help seekers and professional mental health providers in greater numbers than ever before. This potential, however, has yet to be fully capitalised.

The mixed method research in Study 1, will first assess Malaysian university students' attitude and preferences towards online counselling. Study 2, will then explore processes within online counselling via a 90-day asynchronous online counselling [AOC],

with n=11 online help seekers. Understanding specific processes within AOC could help improve the delivery of online mental health services. For example, studies have indicated that there is a need to improve online counsellors' working rapport building skills (Miller, 2016). This study then aims to provide a clearer picture of the processes involved in online counselling to practitioners who wish to improve their online skills.

1.1 Help-Seeking Behaviour

It has been reported in the Malaysian National Health and Morbidity Survey (2015) (Ahmad et al., 2017) that, approximately 34% of Malaysians require some level of mental health support. To place this in perspective, approximately 10 million Malaysians could benefit from mental health care (Chong, Mohamad, & Er, 2013; Crabtree & Chong, 2000). The data on Malaysian help-seeking utilization rates are limited. However, according to Chai (as cited in Kok, Low, Lee, & Cheah, 2012), only 16.6% of students in Malaysia actually utilize available school counselling services. This number is based on individuals who already have ready access to professional mental health providers. Given that accessibility and stigmatization are two top reasons why individuals requiring mental health support do not seek help, we can only surmise that the number will be much lower for those who don't have ready access (IPH, 2015; WHO, 2017).

This is borne out by research. Though many who require mental health support in Malaysia instead prefer to seek out spiritual and/or religious support services (Abdullah, Mohamed Saini, Sharip, & Shaharom, 2016; Shoesmith et al., 2017; Wong, Awang, & Jani, 2012). A large percentage of those desiring professional mental healthcare services were not able to access them (Chong et al., 2013; Mohamad et al., 2011). Generally, these studies suggest that the lack of availability of access to professional help as well as the stigmatization of mental illness were the root causes for low levels of help-seeking.

1.2 Help-Seeking Behaviours Among University Students

Most people at some point in their lives, face adjustment difficulties or other mental health challenges. Such issues, for a number of reasons, tend to be especially prevalent during university years. Studies in Malaysia have found that university students experience numerous stressors such as school work, poor interpersonal relationships, and worries about future employment (Chang, 2014; Choudhry, Mani, Ming, & Khan, Aug 28, 2017; Hyun, Quinn, Madon, & Lustig, 2006). Although most young adults do overcome these pressures on their own, some require external support more than others. However, although needing help and seeking help are related, they are also distinct in many ways. Therefore, it is important to study this matter, in order to better help those who are in need of help, regardless if they would take proactive action to seek help or not.

1.2.1 Needing Help

Many mental disorders begin between the ages of 15 to 24 (Kessler, Berglund, et al., 2005). In conjunction with environmental and hormonal changes, young adults are subjected to numerous stressors that can affect their mental health (Al-Daghri et al., 2014). Studies have linked increasing mental health challenges among teenagers to factors such as striving for independence and identity formation (Vanden Abeele, Campbell, Eggermont, & Roe, 2014).

Studies have also identified that teenagers are suffering symptoms similar to any other addiction when measuring teenagers' usage and dependency on the Internet (Rollins, 2011). In Asia, studies found that teenagers are also facing high levels of impulsiveness, social phobia, hostility, depression, hyperactivity and emotional problems, and lack of pro-social behaviour (Cao & Su, 2007; Yen, Ko, Yen, Wu, & Yang, 2007; Yoo et al., 2004). In

most parts of the world, teenagers as young as 18 years of age, enter colleges or universities are expected to deal with all these challenges independently, at the same time facing their own personal developmental issues. Thus, teenagers entering tertiary education tend to face multiple mental health related challenges accumulated along the way, when they grow into young adulthood (Patton et al., 2016).

1.2.2 Seeking Help

In Malaysia, it was briefly mentioned that only 16.6% school students used available school counselling services (Kok et al., 2012) whereas studies have estimated that over 30% of students who needed help in more developed countries, would visit and/or seek out mental health professionals (Hyun et al., 2006; Kessler, Chiu, Demler, & Walters, 2005). Additionally, studies in general shown that individuals from Asian cultures seem to be more reluctant to seek mental health services than those from Western cultures (Hyun et al., 2006; Servicos-de-Sau'de, 2010). Thus, it is apparent that new strategies in encouraging more Malaysian students to engage with mental health services via AOC are in order.

1.3 Stigmatization Towards Seeking Counselling

In Asian cultures, people with mental illness are generally stigmatized (Lee, Lee, Chiu, & Kleinman, 2005; Philips, Pearson, Li, Xu, & Yang, 2002; Tsang, Tam, Chan, & Cheung, 2003; Yang, 2007; Yang & Kleinman, 2008). In order to avoid “loss of face”, Chinese people tend to downplay their mental illness and symptoms, which results in a lower percentage of people seeking professional help (Yang et al., 2007).

Even for working adults, when a person is labelled as having mental illness and/or being seen as having the lack of ability to manage their own mental health, employers would shy away from employing him or her. Thus, this attributes to the person who suffers from

mental illness fear of being stigmatized which stemmed from lack of security. A recent review found that participants suffering from mental illness strongly believe employers and peers would discriminate against them, should they have revealed that they have mental health problems (Brohan et al., 2012). Participants believed that they would face various forms of insecurities which include the possible consequences of not being hired if disclosed, unfair treatment in the workplace, lowered credibility in eyes of others, as well as no legal protection, gossip, and rejection. All these negativities would cause a mental health sufferer to experience even more stress, shame, and distrust [to self and also to others], ultimately leading to an increased sense of helplessness and fear. In fact, review findings confirm that employers are less likely to hire candidates with mental health challenges, compared to non-sufferers. This coincides well with one study, of which the employers were 7 times more likely to hire candidates on wheelchairs than candidates with mental health problems (Koser, Matsuyama, & Kopelman, 1999). Mental health sufferers who fear the repercussions of gossips and being discriminated by peers and even society (Boyd et al., 2011; Chen & Kok, 2015; Low, Kok, & Lee, 2013), would have the tendency to keep their suffering to themselves; hence leading to the stigmatization of seeking professional mental health support.

In Asian societies, factors such as stigmatization of mental health problems and personal shame appeared to deter many from seeking professional help (Lee et al., 2005; Philips et al., 2002; Tsang et al., 2003; Yang, 2007; Yang & Kleinman, 2008). More precisely, there is a significant proportion of Chinese ethnicity students studying in Malaysian tertiary levels as compared to other ethnics because Malaysian Chinese ethnic is considered as one of the most academically competitive groups in Malaysia. Parents and the culture tend to shame and create fear of stigmatization towards anyone who requires or seek

psychological help (Chen & Kok, 2015). Such cultural barriers towards help-seeking can be formidable to overcome.

1.4 Theoretical Perspective in Building Trust Towards Professional Counselling

1.4.1 Distrust, Fear and Negative Emotions

Human decisions and behaviours to seek help are often laden with emotions (George & Dane, 2016; Lerner, Li, Valdesolo, & Kassam, 2015). Stigmatization is the negative perception and fear of being perceived as different from others (Miller-Keane, 2003). Widen and Russell (2003, 2008) proposed that children below the age of five, were less able to categorise emotions such as fear and disgust. Children in this age group would only begin to have a clearer conceptualization of these sensations beginning of age five. During which it was found that only 13% of these children participants were somewhat accurate in understanding and accurately expressing the human concept of fear. Despite the concept and sensation of fear begin very early in human development, neuroscientist proposed a complex link between the biochemical neuro network and belief systems within the human brain. The InforNet Theory proposed that there is a psychoneuroimmunoendocrine information system which integrates information from external or psychological inputs with information from internal or biological inputs. It was also suggested that outputs from the InforNet to the cortex generate mental states that modify behaviour and hence modify the external environment (Hyland, 2010). In summary, anxiety and depression evolved as signals to modify behaviours caused by a parallel processing system involving many different biochemicals. One such biochemical was identified to be “Cortisol”. When a person

experiences fear, anxiety or depression, cortisol secretion exists (Kiel & Kalomiris, 2016). Thus, influencing people's capacity in facing the feeling of fear-laden within stigmatization.

1.4.2 Building Trust to Manage Fear and Stigmatization

Counselling is a method of approaching psychological difficulties that aims to help the client work out their problems themselves (Martin & McFerran, 2014). In order to achieve this, client and counsellor communicate with each other responsively and engagingly, building trust (Garbarski, Schaeffer, & Dykema, 2016). This process eventually forms a working relationship, also known as working alliance and/or *rapport*. Carl Rogers, the father of the Humanistic movement, proposed that *rapport* is required in such working relationship (Miller, 2016). However the definition of rapport varies from conceptual and operational (Goudy & Potter, 1975; Weiss, 1970). Kahn and Cannell (1957) proposed that rapport is considered established when client feels at ease and willing to provide complete and unvarnished information. While Garbarski et al. (2016) argued that rapport ought to be measured operationally via the levels of clients' responsiveness and engagement. The current study has taken a mixed approach towards viewing the definition of rapport. It is viewed that rapport is established when clients feel at ease, with no fear of negative judgement from the counsellor [response positively/constructively towards confrontational questions/views], trust and willing to correspond to details requested by the counsellor (Miller, 2016). Building rapport/trust is an on-going process and does not end just because clients begin to feel at ease and/or trust the counsellor. Clients trust towards the counsellor is an important component to the success of effective therapy, therefore, counsellors ought to be constantly mindful of this process throughout the entire counselling session (DeSorcy, Olver, & Wormith, 2014).

Trust has been defined as ‘a psychological state composing the intention to accept vulnerability based on expectations of the intentions or behaviour of another’ (Rousseau, Sitkin, Burt, & Camerer, 1998). However, the disposition to trust another person significantly depends on the individual’s lifelong socialization and experiences that lead one to believe that people in general can be trusted (Wang, Ngamsiriudom, & Hsieh, 2015). While the opposite, mistrust is associated with fear and danger; when one perceives that the world to be potentially hostile, it would lead oneself to a lower level of trust towards others (Frederiksen, 2011). Therefore, in this case, with online help seekers and online counsellors, one would also require to build up trust first. This can also be achieved by helping help seekers reduce their levels of mistrust towards the counsellor. Therefore, to establish trust so that sustainable patterns of cooperation between clients and counsellors develops, humans are required to balance between the two modalities, which is fear and trust. These modalities in which the former is based on an apprehension of threat and fear; while the later, is based on the willingness to rely on others (Pavićević, 2013). However, the question remains, as to how could one build trust with potential help seekers who have yet to come online to interact with the online counsellor? While on the other hand, how an online counsellor could build and maintain trust with help seekers during an online counselling session? This study is focused on the latter question.

1.5 Online Counselling Is A Viable Option

As the population of online smartphone users and the time individuals spend on mobile phones increases, online counselling mental health support services become even more relevant (Lupton, 2014). However, in online counselling despite being somewhat effective, there are many tools and processes that have not yet been fully explored and empirically researched (Anthony, 2014; Dunn, 2012; Rodda & Dan, 2014; Sekerler, 2008). Therefore, the strengths and limitations of using specific online counselling features such as emoticons, elapse time, and online rapport building strategies require further in-depth exploration.

Relatedly, the Malaysian government has created a Telemedicine Blueprint (1997) which argues for the importance of providing healthcare related services and support from a distance using technology. Datuk Dr. Noor Hisham Abdullah, the Director General of Health, the Ministry of Health Malaysia, in his opening speech during the First Malaysian TeleMedicine conference (Abdullah, 2015, August 5), confirmed that it is the direction of the Malaysian government to work towards promoting greater personal help seeking behaviour by providing more effective information technology based health systems to the public. Telemedicine via the Internet and personal communication technology has become an important direction at improving healthcare, even when compared to face-to-face education (Izquierdo et al., 2003). In light of the prior studies done on telemedicine and online counselling, literature search could not provide greater insights into what are some of the unique features and effective skills used when applying online counselling that made online counselling a viable option for help-seekers (Klonoff, 2003; Korzeniowski, 2012, Jun 27; Malasanos, Burlingame, Youngblade, Patel, & Muir, 2005; Shea et al., 2013; Trief et al., 2007).

1.5.1 Online Counselling vs Face-to-Face Counselling

The Malaysian Counselling Act (1998) states that “Counselling means a systematic process of *helping relationship* based on *psychological principles* performed by a registered counsellor in accordance with the counselling code of ethics to achieve a voluntary favourable holistic change, development and adjustment of the client such that the change, development and adjustment will continue throughout the lifespan of the client”. Studies suggest that face-to-face counselling could provide significant improvements for mental health seekers (Chen, 2014; Jaladin, 2013; Noor, 2014). It was concluded that face-to-face counselling does establish the necessary efficacy for helping relationships between the mental health service provider and the mental health seekers using sound psychological principles (Lee, Ditchman, Fong, Piper, & Feigon, 2014; Noor, 2014; Tan, 2011).

There have been numerous studies comparing the efficacy of face-to-face counselling and online counselling (Barak, Hen, Boniel-Nissim, & Shapira, 2008; King, Bambling, Reid, & Thomas, 2006). Researchers have been studying this as a viable option for help seekers since the early 1990’s. Psychotherapists dating as far back as the late 1990’s has been providing online therapy (Finlayson, 1999, May 15). While recently, using Randomized Controlled Trial [RCT] methodology to compare the efficacy of treating participants who received counselling via online versus face-to-face counselling; researchers concluded that applying either online or face-to-face counselling resulted in a comparable increase in participants’ ability to cope with fear and insecurity. (Gieselmann & Pietrowsky, 2016; Rozental et al., 2017). Both studies further suggested that online counselling would be even more beneficial if clients perceived their counsellor as trustworthy and if they [the counsellors] self-disclosed even more.

Anthony (2011) argued that online counselling could be just as effective as face-to-face counselling, based on the observation that both settings have similar processes and phases [rapport-building (working alliance), assessment, goal-setting, engagement, closure, and follow-up] which exist within face-to-face counselling, also exist within online counselling. While in Malaysia, studies related to online counselling tends to focus mainly on clients and counsellors' perception [attitude] towards the usage of online counselling (Hussin, Ahmad, & Othman, 2007; Khodabakhsh & Li, 2018; Lau, Jaladin, & Abdullah, 2013; Zamani, Nasir, & Yusoff, 2010). Hence suggesting, that there is the need for more researcher to focus on improving the processes and phases within online counselling here in Malaysia.

1.5.2 Asynchronous Online Text-Based Counselling

Given the recent popularity of online chat applications such as WhatsApp and WeChat, a number of researchers have experimented with delivering counselling, therapy, and advising services through such text-based means (Barak et al., 2008; Dowling & Rickwood, 2015; Hoermann, McCabe, Milne, & Calvo, 2017). Asynchronous online counselling [AOC], the approach used in this study, is a type of text-based counselling. It differs from synchronous online counselling, despite the fact that both use similar remote-access-text-based systems [such as WhatsApp and WeChat], in that asynchronous chat allows for more time between responses: The client and counsellor each write, respond and express themselves when it is convenient, not necessarily within a set session or time-frame (Suler, 2010). One feature of this is, by allowing counsellors to edit their communications before sending them to clients, they can potentially avoid awkward searches for appropriate words commonly occurred during face-to-face and even synchronous online counselling. Some have argued, however, that even before counsellor replies, this type of writing in itself

could be therapeutic for the clients, as they too can engage in self-checking and editing to rephrase and clarify their thoughts (Pennebaker & Francis, 1996). Ideally, as with any form of counselling, AOC also serves as a tool for developing a working relationship with another person. How one writes affect the relationship, and vice versa; the quality of the relationship affects the quality of the writing (Kraus, Sticker, & Speyer, 2010)

Generally, the responses to asynchronous online offerings have been positive. Those who participated in Internet-based interventions perceived them as a useful and convenient means of obtaining mental health support (Barak et al., 2008; Chester & Glass, 2006; Lewis & Coursol, 2007). Similarly, comparing self-help programs via the internet for 80 problematic alcohol users, a group using asynchronous text messaging with a counsellor had more favourable results than a control group only using online Cognitive Behavioural Therapy [CBT] without text messaging (Sundström et al., 2016).

Although some participants are more receptive towards online counselling, there is still some debate regarding its use. Ward and Dodd (2011), for example, suggest that asynchronous online methods may not be suitable for all students, many, if not most, given the choice, still prefer face-to-face counselling. A study conducted in Singapore also reported that online counselling was reviewed less positively by practitioners due to lessened client-counsellor interactions (Kit, Wong, D'Rozario, & Teo, 2014). Similarly, Im et al. (2007) concluded that online group counselling sessions were not as effective as face-to-face group counselling. Online counselling also does not necessarily guarantee confidentiality and even more so, it is not suitable to manage emergency situations. Hence counsellors need to be wary and communicate clearly with clients about its advantages and disadvantages before online counselling sessions begin (Bloom, 1998)

Regardless of online counselling's specific merits and shortcomings, previous research has consistently found that a sizable portion of those participants [results have ranged from 7%-49%] would be more likely to utilize online, as opposed to face-to-face counselling services (Borzekowski & Rickert, 2001; Buck, Pleasence, & Balmer, 2007; Livingstone, Haddon, Gorzig, & Olafsson, 2011).

1.6 Online Client-Counsellor Working Rapport

Trained counsellors can provide long-lasting benefits to their clients. However, practitioners are aware that the quality of client-counsellor rapport is central to the effectiveness of any therapeutic outcomes (Chen, 2014; DeSorcy et al., 2014; Jaladin, 2013; Noor, 2014). As a result, many of the challenges related to, and arguments against online counselling revolve around whether such relationships can be effectively cultivated in a non-face-to-face environment (Holmes & Foster, 2012; Leibert, Archer, Munson, & York, 2006; Martin, Garske, & Davis, 2000; Zuroff et al., 2000). Some researchers concluded that the lack of visual, auditory and physical cues made AOC inferior to F2F counselling, especially when aiming to build stronger working rapport (Fenichel et al., 2002; Walther, 1996)

1.6.1 Building Rapport Online

Many studies do, in fact, suggest that it is possible to develop adequate interpersonal rapport through online interactions (Jones, 2014; Rawson & Maidment, 2011). One study, for example, looked at users from Britain, Italy and Spain who used an "Ask-the-Expert" website in their native language. All users were asked a standardized set of questions regarding the quality of their interactions with the online experts. Results showed clients felt that they have experienced sufficient quality of interaction in terms of the healthcare

providers' sense of empathy, understanding and acceptance (Pounds & De Pablos-Ortega, 2015).

Thus, there is evidence in other parts of the globe suggesting that it is possible to develop effective client-counsellor rapport even in an online setting, but open questions remain as to how it can be best established, especially with young people (Hanley, 2009). Given the fact that, for better or worse, younger generations will only become more reliant upon digitally mediated communications, counsellors stand only to benefit from learning to better harness these technologies (Blake-Buffini & Gordon, 2015). To answer this here in Malaysia, Salleh, Hamzah, Nordin, Ghavifekr, and Joorabchi (2015) using qualitative grounded theory, studied 59 Malaysian participants/clients and found themes suggesting that online therapeutic relationship could be established via three major phases [establishment, development, and termination] during asynchronous text-based online counselling sessions. The findings confirm that therapeutic alliances could be established using asynchronous text-based online counselling (Barrazzone, Cavanagh, & Richards, 2012; Francis-Smith, 2014; Salleh et al., 2015), yet all these studies did not provide specific processes and/or framework in which any online counsellor could learn to apply online, to build working rapport more effectively.

1.7 Additional Theoretical Framework of the Present Study

1.7.1 Writing as a Therapeutic Tool

A significant body of evidence points to the effectiveness of writing as a tool for addressing emotional difficulties (Pennebaker & Francis, 1996; Van Emmerik, Reijntjes, & Kamphuis, 2013; Wright, 2005). Wright (2009), for example, successfully used self-directed writing processes as an alternative medication for treatment of patients with depression and anxiety issues. Similarly, a meta-analysis of 21 studies concluded that writing therapy holds significant promise for improving mental health among 10-18-year-olds (Travagin, Margola, & Revenson, 2015). Compared to face-to-face communication, for many, possibly due to its perceived anonymity, writing appears to allow greater freedom of expression and the ability to delve deeper into one's own inner experience (Singh, 2012; Wright, 2002). Research also indicated that writing about emotional topics can have a wide range of benefits; not only can it positively influence clients' thought patterns, but also found to benefit improvements in human immune system functioning and better performance in school and work were also reported (Graybeal, Sexton, & Pennebaker, 2002).

Writing itself has several significant therapeutic purposes. Besides helping bereaved parents to cope with the loss of their children (Barak & Leichtertritt, 2017; Freda & Martino, 2015) and clients suffering from Obsessive Compulsive Disorders (Herbst et al., 2014). Writing also helps children cope with traumatic experiences (Van der Oord, Lucassen, Van Emmerik, & Emmelkamp, 2010). Kirmizi (2015) proposed that creative writing therapy could develop children's sense of inner peace towards society and themselves. This process encourages prosocial character building. Despite the positive evidence, Mugerwa and Holden (2012) remain sceptical that writing itself is sufficient. However, they concluded

that writing therapy has enough evidence to warrant a full trial in primary healthcare systems.

Given the potential effectiveness of writing therapy in addressing emotional difficulties and the increasing ubiquity of, and comfort with, text-based communications (Kraus et al., 2010), it has been argued that there is the potential for a significant alliance of text-based communications technology and counselling services. A combination which could play an important role in addressing the existing unmet needs for mental health and counselling services (Centore & Milacci, 2008; Chester & Glass, 2006; Rodda & Dan, 2014). In practice, however, this has not yet come to be.

1.7.2 Helping Fellow Counsellors to Improve Building Micro Processes Within Online Text-Based Counselling

Kit et al. (2014) found that many qualified counsellors had difficulty applying their skills in an online environment. Others have suggested that such problems most often stem from the challenges involved in establishing effective rapport without face-to-face contact. In addition, there has been an indication that to build better rapport, online counsellors should provide more self-disclosure in comparison with face-to-face counsellors (Gieselmann & Pietrowsky, 2016; Henretty, Currier, Berman, & Levitt, 2014). Thus, this study sets out to explore the type of processes and areas of improvement where fellow counsellors would require when using online counselling as a useful helping tool.

1.8 Knowledge Gap

1.8.1 Inconsistent Percentage of Preferences Towards Online Counselling

Studies showed that among students who require mental health support, there are a proportion of them who would prefer using online counselling over face-to-face counselling. Previous literature has given a wide range of results, with 7% to 49% of students prefer online counselling over face-to-face counselling (Buck et al., 2007; Kok et al., 2012; Livingstone et al., 2011), meaning we don't really know what proportion of students would be more inclined towards using online counselling. Hence, the first phase of this study is to identify the proportion of Malaysian university students, who prefer online counselling over face-to-face counselling. This phase may provide the basis and justification to further explore more in-depth experiences and processes during such online counselling phenomenon.

1.8.2 Lack of Online Rapport Building Studies

The recent systemic review found that besides the studies on the use of smileys and emoticons, most studies did not address other techniques for conveying emotion in written communication. There were also no studies that addressed the techniques or the nature of building online rapport (Paul et al., 2017). In addition, there is lack of established programs here in Malaysia for training novice counsellors in how to effectively build rapport within online counselling environments (Anthony, 2014; Sekerler, 2008; Williams, Bambling, King, & Abbott, 2009; Zeren, 2015). Therefore, in Study 2, our intention was to identify processes and themes which could provide initial discussion topics for fellow counsellors in the hope to improving their online counselling skills here in Malaysia.

1.9 Problem Statement

The first phase of this research is to assess what proportion of the population might prefer AOC over face-to-face counselling; given that the purpose is not to stop providing face-to-face counselling services. Therefore, Study 1, a quantitative study, focused on clarifying the potential percentage of university students here in Malaysia that would definitely prefer using AOC over face-to-face counselling.

Should the proportion of university students here in Malaysia suggest that a significant proportion of them are more willing to use AOC over face-to-face counselling, Study 2 would then be applied to address the on-going issues of improving AOC counsellors' skills-sets while building effective online trust between the clients and AOC counsellors. Fellow AOC counsellors regularly face challenges of building and maintaining help seekers/clients' confidence and trust via online. These improvements are not only important to enhance client-counsellor trust building process, it could also serve to reduce students' stigmatization towards seeking professional mental help as a whole. This is especially true since counsellors have also indicated that they too are interested in providing better online counselling services for individuals who wish to seek online professional help (Glasheen, Campbell, & Shochet, 2013; Kit et al., 2014; Paterson, Laajala, & Lehtelä, 2017).

1.10 Objective of the Present Study

Current literature review indicates that there is lack of data and accuracy towards the understanding of the attitude of Malaysian University students towards AOC. Therefore, Study 1, which was a quantitative study, aimed to determine the proportion of university students who prefer AOC to face-to-face counselling. Study 1 further explore the proportion of any subset group within those who prefers using AOC to determine if they would prefer using only AOC and would not use other available F2F counselling services. The findings

may further justify the fear of stigmatization of seeking mental health via F2F counselling. While in Study 2, a qualitative grounded theory study which aimed to explore processes and areas for improvement within AOC sessions would allow fellow mental health service providers better develop their online counselling skill sets; since literature indicate that most counsellors do wish to receive more online counselling trainings and guidance to complement their existing F2F services.

The research questions were:

1. What is the preference for the Malaysian university students population of using AOC versus face-to-face counselling services?
2. Is there a specific subset of students reporting that they would only utilize AOC and would not utilize Face-to-Face counselling services?
3. What are the experiences of clients during AOC sessions?
4. What are the major processes involved in AOC?

1.11 Chapter Summary

Whether one believes that close to a billion of human beings require mental health support or not, human beings of all ages do face mental and emotional challenges (Kessler, Berglund, et al., 2005). The level of help-seeking attitude and actual behaviour towards seeking professional help, in relations to the significant number of population needing mental health support, has and is an on-going serious public health and economical challenge for mankind (WHO, 2017). High schools in Australia have begun to introduce online counselling as a complementary means to encourage more students needing help to seek professional help, instead of having only face-to-face setting (Glasheen, Shochet, & Campbell, 2016). Studies have supported the idea that online counselling could be catered

to the portion of population which requires help but is too afraid [or stigmatized] to seek face-to-face help. Following the footsteps of the Australians, it is then justifiable to study the potential coverage here in Malaysia's university settings. There must also be a significant proportion of the student population which significantly prefers to seek help via AOC than face-to-face counselling. There is an approximately 5 million (16.81%) youth aged 15-24, among the total of 31.3 million Malaysians; Even if only 30% of these youth prefers to use AOC more than F2F, that would mount to an approximately 1.5 million youth who needed some form of mental health services and were able to access their preferred choice of professional support services (Mundi, 2018). Therefore, the first phase of this research sets out to examine this.

Lastly, due to the complexity in helping students to cope with the fear and stigmatization for seeking professional mental help, this research also aims to examine processes and areas for improvement within the AOC setting. This aim would help mental healthcare service providers to enhance their AOC skill-sets via empirical researched methodology. By the end of this research, there would be recommendations that could help fellow counsellors to identify and then improve processes/techniques required for future AOC sessions. In the long run, improving fellow counsellors' AOC capabilities and skill-sets, would also likely improve the probability for more students willing to attempt and maintain using professional mental help services. Thus, increasing the magnitude and utilization of mental healthcare support by even more students who need mental healthcare support but have not done so. Ultimately, this also helps university mental health support services to be well expanded and utilized.

CHAPTER 2

OVERALL STUDY METHOD

2.1 Research Design

This research used a two-phase mixed-method design. Study 1 was a quantitative study with n=409 university students. It looked at relative preferences for asynchronous online counselling [AOC] versus face-to-face counselling. This phase was designed to determine the feasibility of using online counselling as an adjunct to traditional face-to-face services for Malaysian university students. Bowen et al. (2009) suggested that a common feasibility study question to ask is whether there is new or specific subgroup of the population that demand such services. The findings from Study 1 were used to justify the need for Study 2 which was a grounded theory exploration of the processes involved in AOC. Study 2 involved a licensed counsellor administering AOC to 11 volunteers over a 90-day period. It used Glaser and Strauss (1967) Grounded Theory to analyze the processes involved in AOC over this period. Resulting recommendations are summed up in the discussion.

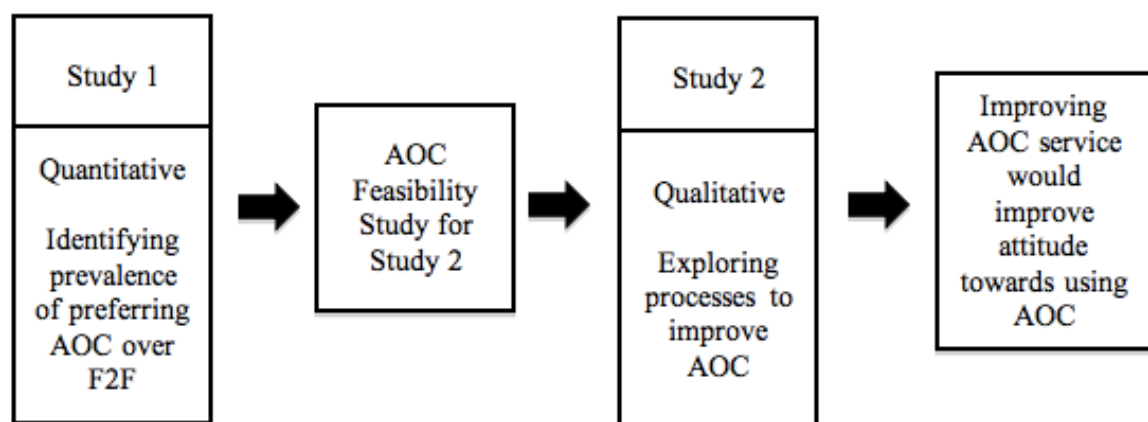


Figure 2.1. Overall design of the research

2.2 Study Location and Study Population

Eligible participants were Malaysian tertiary level students studying in any institutions in Klang Valley, Selangor, Malaysia. The purpose of only including Malaysian students only was to minimize any cultural related extraneous variables. The participation for this study included anonymous volunteers only. Participants from Study 1 were invited to participate in Study 2. However, due to confidentiality purposes, participants in Study 2 withheld any personal information that could reveal their identity to the researcher. The recruitment of Study 2 was done anonymously online, whereas Study 1 adopted a face-to-face survey handout approach instead.

2.2.1 Inclusion Criteria

Participants were included in the proposed study if they were students with Malaysian citizenship, at least 18 years of age, able to read, write and comprehend English, Bahasa and/or Chinese fluently. Participants were required to be enrolled in a college and/or universities in Klang Valley, Selangor, Malaysia.

2.2.2 Exclusion Criteria

Non-Malaysians were excluded from this study and participants that were not enrolled in any colleges or universities here in Klang Valley, Selangor, Malaysia were excluded as well. The purpose for this exclusion was to ensure that this study control its extraneous variables as best possible by omitting potential cultural differences from foreigners, despite them studying here in Malaysia. In addition, focusing on only the local Malaysian students allows more accurate statistical estimation of the number of potential users targeted should results provide a percentage of persons preferring AOC over F2F, as mentioned in chapter 1.11.

2.3 Ethical Considerations

Ethical approval was granted by the Monash University Human Research Ethics Committee (MUHREC # E/2015 - CF15/1 – 2015000000). All participants/clients provided their informed consent for this study prior to data collection. A licensed counsellor, registered under the Malaysian Board of Counsellors, conducted all the online counselling sessions during this study.

2.3.1 Informed Consent

Participants were required to read and understand the informed consent form [see Appendix A] provided at the front page of the questionnaire before they proceed with the survey in study 1. No signature was required because all participants were asked to proceed filling the questionnaires only if they agreed with the informed consent statements. Study 2 had an additional reminder informed consent notice [see Appendix E]. All participants were required to read and agree via written consent in the AOC chat screen [See Appendix H] before proceeding with the online sessions. No digital signature was required as the participants were all university students and were expected to be of legal consenting age group. This research did not use any form of false information, tricks nor hidden agendas. Participants' generic demographics were collected; however, their personal identities were not required. Therefore, all participants remained anonymous and voluntary.

2.4 Chapter Summary

The overall design for this research [as seen in Figure 2.1] utilized a mixed-method approach. Study 1 quantify the potential need for providing AOC to university students here in Malaysia. Quantitative results from Study 1 would serve as an indication and data for Study 2. In Study 2, qualitative grounded theory approach requires a significant amount of

data from multiple sources [client-counsellor transcripts, literature reviews, counsellor's memo, post-study interview questionnaires, results from Study 1]. Such practices were to ensure rigour triangulation processes were taken before presenting any qualitative findings. Further details for these processes would be presented in chapter 4.

CHAPTER 3

STUDY 1. Preferences for Online and/or Face-to-Face Counselling Among University Students in Malaysia

Counselling is considered a young profession here in Malaysia (See & Ng, 2010). Malaysians generally do not tend to use counselling services even when they are struggling with mental health issues (Kok & Low, 2017). Part of the reason why counselling services are not well utilized here is related to the stigmatization of those who require mental health support. In Malaysia, as in many Asian cultures, mental health problems in a family member are often seen as bringing shame to the entire family (Bavani & Sorooshian, 2012). In Malaysian Chinese culture, seeing a counsellor means the help-seeker has mental issues (Chen & Kok, 2015). Thus, creating a culture where seeking help for mental and emotional challenges is inhibited by the traditional concept of shame and fear of stigmatization. Generally, most Malaysians just do not wish to be stigmatized as having mental problems (Kok & Low, 2017).

Stigma leads to lack of utilization. Those afraid of stigma might be more likely to use services if they are anonymous. Online services can be anonymous therefore maybe they will be more attractive to Malaysians. All the studies mentioned above across Malaysia highlighted better use of technology in addressing such a challenge. However, none of the schools/universities here in Malaysia has started implementing online counselling as an alternative to the existing provision of face-to-face counselling.

Since the early 2000's, Malaysian researchers have studied and recommended the use of online counselling [also known as E-Counselling] (Harun, 2001). Reports have cited

that more than 74% of survey respondents were positive and welcome the presence of online counselling. However, up until today, implementation of online counselling into any local, and/or private universities here in Malaysia has yet to happen. Studies here continues to mainly focus on the importance, advantages and challenges of using e-counselling modalities (Kok, 2016). Thus, suggesting what Amanvermez (2015) had concluded, online counselling studies in Asian region, fall behind more developed countries. Schools in Australia has started adopting online counselling into their mental health support services for their students (Glasheen et al., 2016). Therefore, it is time that studies here focus more on the actual application of using online counselling for Malaysian students, in order to generate more data that could be used to further enhance the development of such highly recommended solution that has been repeatedly proposed all these years.

When schools and universities offer online counselling services, potentially some help-seekers may utilize it. A significant number of people can be reached through online services that would never seek face to face counselling. In this case, it likely will cost more money to the institutions. However, it will also create more demand for therapists. The benefit then is not about saving money, but it is a health benefit to the student population here in Malaysia. Therefore, this study was designed to identify the proportion of students that have clear preferences for online counselling, should online counselling be implemented in universities, here in Malaysia.

3.1 Method

3.1.1 Study Design

A paper and pencil survey were completed by 409 students from 6 universities across the Klang Valley region of Malaysia. These 6 universities consisted of two international universities with local campuses, two private local universities and two local government universities.

3.1.2 Participants

3.1.2.1 Sample size. Sample size determined how much data was required to make a correct decision that adequately represents the population that was being studied. It was not feasible nor practical to study the entire population (Choi & Tran, 2016). Sample size calculation formula was adopted to estimate the sample size required for a population of 1,289,242 students currently enrolled in Malaysia's higher education system ("Malaysia Education Blueprint - Higher Education, 2015-2025," ; Saadatian, Lim, Salleh, & Sopian, 2012).

$$n = \frac{Z^2 * (p) * (1-p)}{c^2}$$

Z = Z value (1.96 for 95% confidence level)

p = 50%

c = confidence interval

Based on the sample size formula, a sample size of n=385 was an acceptable sample for this study; given an acceptable error level of 5% and 95% confidence level (Raosoft, 2004). The study also estimated 50% response distribution outcome. The researcher handed

out 450 surveys leading to the final sample size $n=409$ due to errors made by the participants while filling up the surveys. Errors such as incomplete data and double entries. A majority of the unaccepted questionnaires were non-Malaysian participants who mistakenly taken the survey.

3.1.2.3 Sampling. As mentioned, a paper and pencil survey were completed by 409 students from 6 universities across the Klang Valley region of Malaysia. All participants were Malaysians over 18 years old, and currently studying in universities. There were 11 students out of the total $n=409$ who were under the age of 18 [10 participants were aged 17, while one other were aged 16], as informed consent did not required parental signature for any participants above the age of 18. Though findings may ignore the analysis of these 11 participants, however including their data would serves to be more accurately reflecting the targeted population ratio. This study opted to include these data because it was entirely anonymous and furthermore this was a university-based research, thus all findings are for educational purposes only.

Participation was voluntary and completely anonymous. Participants did not receive any form of compensation. The participants ($n=409$) were predominantly Chinese (68.0%). The sample consisted of 41.6% (170) male participants and 58.4% (239) female participants. The age range of the participants was between 16 to 35, with a median age of 20 for both males and females; 15.2% (62) participants identified themselves as Malay; 68% (278) identified as Malaysian Chinese; 13.4% (55) identified as Malaysian Indian; and 3.4% (14) of participants identified themselves as from other Malaysian ethnic groups.

Table 3.1.2

Student Distribution of Study 1

	<i>n</i> (%)
<i>Age Mean (SD)</i>	20.15 (2.2)
<i>Gender</i>	
Male	170 (41.6)
Female	239 (58.4)
<i>Ethnicity</i>	
Malay	62 (15.2)
Chinese	278 (68.0)
Indian	55 (13.4)
Others	14 (3.4)
Pref_Only_AOC	5.77 (2.38)*
Pref_Only_F2F	7.03 (2.25)*

* Mean and standard deviation (SD)

Pref_Only_AOC = Participants' rating towards seeking AOC services only over F2F

Pref_Only_F2F = Participants' rating towards seeking F2F services only over AOC

3.1.2.4 Reimbursement. This was a voluntary survey and study, no reward, cash nor incentives were given to participants.

3.1.2.5 Wellbeing of the Participants. The study adhered to the processes and standards granted by Monash University's Human Research Ethics Committee (MUHREC

E/2015 - CF15/1 – 2015000000). The proposed study does not have any component in which participants needed to be deceived.

3.1.2.6 Right to Withdraw. Participants were given the right to withdraw from the study at any time during the questionnaire without specifying a reason.

3.1.2.7 Confidentiality and Privacy. All participants were requested to maintain their anonymity. The study only required general demographic information such as nationality, age, gender and ethnicity. No other information that could identify the individual were required for this questionnaire survey.

3.1.3 Instruments

A questionnaire survey with four distinct sub-sections was developed. Upon reading and signing the informed consent form [Appendix A], participants completed a demographic questionnaire, the Preference for Seeking Online or Face-to Face Counselling form (Pref_Only_AOC) [Appendix B], the Face-to-Face Counselling Attitude Scale (FFAS) [Appendix C] and the Online Counselling Attitude Scale (OCAS) [Appendix D].

3.1.3.1 Preference for Seeking Online or Face-to-Face Counselling. Participants answered a set of ten-point Likert scale-type questions intended to measure the degree to which they would prefer to exclusively use either online or face-to-face counseling services [Appendix B]. The items were: “When seeking professional help services, to what degree would you prefer to use online counseling only?” and “When seeking professional help services, to what degree would you prefer to use face-to-face counseling only?” (1 = LEAST Preferred and 10 = MOST Preferred). The variable [Pref_Only_AOC] reported in the results represents responses to the first of these questions.

3.1.3.2 Online Counselling Attitude Survey [OCAS]. The OCAS [Appendix D] was a 10-item measure using a 5-point Likert-type scale (1 = Not at all and 5 = Very) (Rochlen, Beretvas, & Zack, 2004). This survey measures participants' attitudes towards online counseling. The OCAS consists of two subscales: Discomfort with Online Counseling, and Value of Online Counseling. Sample items were: "I would feel uneasy discussing emotional problems with an online counselor"; "Using online counseling would help me learn about myself". Including Asian samples, internal consistency has ranged from 0.77 to 0.90. Test-retest reliability ranged from .77 to .88 (Bathje, Kim, Rau, Bassiouny, & Kim, 2014; Rochlen, Beretvas, et al., 2004).

3.1.3.3 Face-to-Face Attitude Survey (FFAS). The Face-To-Face Attitude Survey (FFAS) [Appendix C] was an adaptation of the OCAS. Consent for the adaptation was obtained and results were shared directly with Professor Rochlen, the author of OCAS. It has the same 10-items, except that the term "online counselling" was replaced with "face-to-face counselling". It was also completed using a 5-point Likert-type scale with 1 = Not at all, and 5 = Very. Sample items were - FFAS: "I would confide my personal problems to a *face-to-face* counsellor"; OCAS: "I would confide my personal problems to an *online* counsellor". The coefficient alpha for the FFAS was .77 to .90 across several studies, which included Korean, Chinese, Indians, as well as other Asian samples (Rochlen, Beretvas, et al., 2004).

3.1.4 Data Collection

Data were collected through face-to-face handouts utilizing a structured questionnaire. Data were collected by the main researcher.

3.1.4.1 Data collection procedure. In August 2015, after receiving ethical permission from the Monash University Human Research Ethics Committee (MUHREC approval code E/2015 - CF15/1 – 2015000000), data were collected via paper and pencil questionnaires. Convenience sampling technique was adopted because the population measured was too large to run a single random sampling technique. Participants completed the questionnaire in common areas on their respective campuses during lunch and snack breaks. Using also the snowballing strategy, participants invited friends and other peers to complete the questionnaire to allow broader sampling at minimal cost. The survey took approximately 15 minutes to complete.

3.1.4.2 Timeframe. The whole survey questionnaire was completed within two months, beginning from August 2015 to September 2015.

3.1.5 Analysis Plan

Descriptive analysis of participants' responses to each item were conducted in order to gain some insights into their internalised thought processes when choosing each item in the scales. Data from Study 1 was analyzed using SPSS version 22. Descriptive numerical data was presented in mean and standard deviation while categorical data was presented in frequency and percentage. One Sample T-Test was chosen for analyzing data in the present study.

3.1.6 Data Preparation

Data preparation for analysis was completed in three steps; generating *Pref_Only_AOC* variable, generating *Positive_Attitude_AOC* variable, and then analyzing One-Sample T-Test.

Two variables were synthesized from the survey to measure the mean difference between the participants' attitude towards online counselling [OCAS] and face-to-face [FFAS] counselling. The new variables were named *Positive_Attitude_AOC*. The positive difference for *Positive_Attitude_AOC* showed that the participants preferred online counselling while the negative scores showed that participants preferred face-to-face counselling.

3.1.6.1 Preference to utilize only AOC variable. This variable was the scores from the single item "Which of the following would you likely choose when seeking professional help services?" [Appendix B] Participants were asked to rate (using Likert-scale 1=Least Preferred, and 10=Most Preferred) their preference to using only Online Text-Based Counselling or Face-to-Face counselling. *Pref_Only_AOC* was the scores obtained from Online Text-Based Counselling single item scale.

3.1.6.2 Positive Attitude towards AOC variable. In order to address the research questions related to preference for online, as opposed to face-to-face counselling, an additional variable "*Positive_Attitude_AOC*" was calculated to represent the difference between participants' attitude towards online counselling [OCAS] and face-to-face [FFAS] counselling. This variable represents OCAS minus FFAS. Thus, a positive value for *Positive_Attitude_AOC* indicates an overall greater preference for online counselling, whilst a negative value indicates an overall preference for face-to-face counselling.

3.1.6.3 Independent-Sample T-Test grouping. An independent-samples t-test was used to test whether those expressing preference for online counseling were likely to only use online counseling services. In other words, if online counselling services were not available, would this group be unlikely to engage in face-to-face counselling? To test this, we compared those whose *Positive_Attitude_AOC* was 1 or greater with the remainder of

participants (less than 1) in their stated preference for using only online counselling [*Pref_Only_AOC*].

3.2 Results

Results identified that out of the 409 participants, 145 or approximately 35% of the sample, had values equal to/or greater than (+) 1 for the variable *Positive_Attitude_AOC*. In other words, on a 5-point Likert scale, 145 out of 409 participants gave a preference rating for online counselling that was at least one point greater than their preference for face-to-face counselling.

Looking further into the strength of preference for online counselling among this subgroup, an independent-samples t-test was used to test whether those expressing preference for online counselling were likely to only use online counselling services. In other words, if online counselling services were not available, would this group be unlikely to engage in face-to-face counselling? To test this, we compared those whose *Positive_Attitude_AOC* was 1 or greater (n=145) with the remainder of participants (n= 264) in their stated preference for using only online counselling [*Pref_Only_AOC*].

The results, shown in Table 3.2.2, indicated that those with an overall more positive attitude towards online counselling were significantly more likely to indicate that they would only use online counselling services. Group 1: *Positive_Attitude_AOC* ≥ 1.0 , (*Pref_Only_AOC* Mean=6.77, SD=2.04). Group 2: *Positive_Attitude_AOC* < 1.0 (*Pref_Only_AOC* Mean=5.22, SD=2.38); $t(df) = 6.58(407)$, $p < .001$. Thus, the group that preferred online counselling overall (145 of 409 participants, approximately 35% of the

sample) had a significantly higher likelihood of reporting that they would only utilize online counselling services.

Table 3.2.1

Scores Positive_Attitude_AOC

^b Positive_Attitude_AOC	N	Mean (SD)	Mean difference (95% CI)	t-statistic (df) ^a	P-value ^a
Pref_Only_AOC >= 1.00	145	6.77 (2.04)	1.54 (1.08, 2.00)	6.58 (407)	.000
< 1.00	264	5.22 (2.38)			

^aIndependent-sample *t* test; Positive_Attitude_AOC selection toward Pref_Only_AOC; *p*-value <.001 showed statistical significance.

^bPositive_Attitude_AOC = OCAS - FFAS

3.3 Discussion

Results indicated that, overall, Malaysian university students have a slight preference for face-to-face counselling over online counselling, although both types of counselling were viewed positively. Responses indicated that the average participant was fairly open to receiving counselling services either online or face-to-face. Results [as seen in Table. 3.2.1] also suggested that there is no significant differences between male and female when choosing online counselling (Neville, 2012; Rochlen, Land, & Wong, 2004). These results also suggest that aside from the majority of participants who are largely open to either form of counselling, there is a sizable subset of university students [about 35% of this Malaysian sample] who would be unlikely to utilize face-to-face services but would be significantly more receptive towards the idea of online counselling [as seen in Table 3.2.2].

Given the stigma related to mental health issues evident in many Asian societies, as well as the inconvenience and costs involved in seeking help physically, it is not surprising that many do not seek traditional face-to-face counselling. Universities and other counselling providers, thus, may find that offering at least initial contact and basic services through digital media might encourage a significant number of clients who otherwise never engage in counselling, to begin the process. Of course, the levels of service provided should be modified and possibly upgraded to face-to-face as it is needed. Increasing the likelihood of initial contact, and making that initial contact as painless as possible, however, may be ways in which online access can increase the reach and effectiveness of counselling services overall.

3.4 Limitations

The current study has several limitations. First, the sample consisted only of university students, limiting generalizability. Second, this study focused on text-based counselling [AOC] which may not be suitable for all groups. Thirdly, this study did not directly address participants' reasons for preferring online over face-to-face counselling or vice-versa. Future research should look at a broader sample of age groups as well as those of different ethnicities and educational levels. The practical aspects of delivering online services through various means such as the relative strengths and weaknesses of different synchronous [e.g. live chat via video, Skype, or voice] and asynchronous [e.g. text, email, messaging] methods also need to be explored. Along with this, the underlying reasons, reservations and motivations of Malaysians' counselling preferences and help-seeking behaviours need to be further understood in detail.

3.5 Chapter Summary

Although it is not specifically addressed in this study, the perceived anonymity and relative convenience of online interactions likely contribute to the preference for online services expressed by many (Chang, Yeh, & Krumboltz, 2001). Future studies need to explore the dynamics of such preferences. The more mental health providers understand the forces motivating people to seek help, or not to seek help, the better they can do in assuring that those in need of help are able to obtain it. Also, since issues relating to client-counsellor relationships and rapport are often cited as arguments against online counselling, future studies should focus on the processes involved in establishing rapport within mediated environments, as well as how these might be influenced by cultural contexts (Anthony, 2014; Sekerler, 2008; Williams et al., 2009; Zeren, 2015).

In summary, about 35% of the participants in this study had a strong preference towards online counselling. Considering estimates that between 9.6% and 35% of the population of Malaysia with a population of approximately 32 million people, have unmet mental health needs, and innovative delivery methods such as online counselling have the potential to improve the quality of life of literally millions of people in a relatively cost-effective way (Chong et al., 2013; Crabtree & Chong, 2000). Online counselling, of course, will not ever eliminate mental health issues entirely, nor will it replace face-to-face counselling services, it will continue to be the gold standard and the preferred means of treatment for most people. However, given the ongoing and apparently growing crisis related to mental well-being in Malaysia as well as other developing countries, it only makes sense that we work seriously towards delivering competent, qualified mental health services through alternative technological routes as well. Routes in which results indicating both male or female population feels just as comfortable utilizing.

CHAPTER 4

STUDY 2. Exploring Asynchronous Online Counselling: A Grounded Theory Study

This study was designed to explore the feasibility of using online counselling, specifically asynchronous text-based counselling as a complement to traditional face-to-counselling services with potential clients in Malaysia. Asynchronous online counselling [AOC] is a specific form of online counselling in which client and counsellor are free to write and respond to each other at any time, without necessarily expecting an immediate response from the other; hence the term “asynchronous”. This approach is unique because, while at some times there is an immediate exchange of ideas; at others, there is a space, sometimes called a “zone of reflection”, within which mental health seekers are free to express themselves and respond to queries on their own terms. They have the freedom to record their feelings and insights as they occur, rather than waiting for an appointed time (Suler, 2010).

Previous research has suggested that, for a variety of reasons, about 35% of Malaysian university students would be more likely to utilize online counselling, as compared to more traditional face-to-face counselling, services (Wong, Bonn, Tam, & Wong, 2018). Given this preference of many potential clients for online services, it only makes sense for counsellors to carefully consider how, and under what circumstances, such services can be effective and appropriate.

In reality, there still appears to be some debate regarding this point: Some studies have suggested that asynchronous online counselling can be just as effective as face-to-face

counselling. Nolan, Quinn, and MacCobb (2011), for example, received very positive results with providing students with regular counselling and support through a text-based system. Another study reported that patients receiving Cognitive Behavioural Therapy [CBT] for depression showed better results three months after online treatment, as compared to face-to-face (Wagner, Horn, & Maercker, 2014). A separate review suggested that online counselling can be particularly beneficial for individuals who are less inclined, or unable, to utilize traditional support programs (White et al., 2010).

4.1 Online Client-Counsellor Working Rapport

Other researchers, however, remain dubious about the potential of online counselling; most often this relates to a perceived difficulty in establishing rapport (Barak & Bloch, 2006; Francis-Smith, 2014; Salleh et al., 2015). It is not clear, however, if difficulties establishing rapport are due inherent to the nature of online counselling, or perhaps more specifically to the techniques being used. One recent review, for example, found that, aside from the use of emoticons, no research had been done to understand techniques for emotional transmission, a key aspect of rapport, in text-only communications (Paul et al., 2017). Similarly, there are no established programs or training methods to teach rapport building for online contexts (Anthony, 2014; Sekerler, 2008; Williams et al., 2009; Zeren, 2015). Thus, some have suggested that qualitative research on the nature of rapport in online communications may be of use (Paul et al., 2017; Richards & Vigano, 2013)

With these points in mind, the current study set out to explore, using a grounded theory approach, the processes inherent in text-based online counselling.

4.2 Method

4.2.1 Study Design: Grounded Theory

The purpose of this second phase of study was to explore patterns that could shed some light on areas pertaining to building working alliance via AOC, so that novice counsellors could begin exploring possible emerging themes that would relate to themselves when providing mental health support via AOC. Thus, selecting a methodology that is more explorative and experiential in nature.

Study 2 used a Grounded Theory approach to better understand the dynamic processes involved in AOC (Glaser & Strauss, 1967). The rationale for using this methodology is based on the premises that such exploration of areas pertaining to online rapport building is somewhat limited. As mentioned, literature reviews and multiple research done on AOC rapport building have mainly been exploring the effectiveness of this phenomenon (Francis-Smith, 2014; Hanley & Reynolds, 2009; Paul et al., 2017; Richards & Vigano, 2013; Salleh et al., 2015). However, little to none has proposed an actual framework as to how to build rapport via AOC. Therefore, grounded theory is best suited to for this study for its focus on identifying processes and actions in the data (Glaser, 2002). Grounded theory does have other limitations, and these limitations shall be discussed further in the discussion section.

4.2.2 Ethics

All procedures were reviewed and approved by the Monash University Human Research Ethics Committee [MUHREC # E/205 - CF15/1 – 2015000000]. All participants/clients provided informed written consent prior to participating. Counselling

services were provided by a practitioner licensed through the Malaysian Board of Counsellors.

4.2.3 Participants

University students who were Malaysian citizens were eligible to participate. No identifying information was collected from participants. All remained anonymous throughout the study, and participated voluntarily. Aside from free counselling services the participants did not receive any compensation. Eleven participants [See Table 4.2.3] were recruited via Facebook advertisements and snowballing-type referrals from other participants.

Table 4.2.3

Background Information of the Participants

Client	Total Word Count	Personal Facts Gender(Age)Race	Identified Issues
A	41,202	F (22) Chinese	Having issues in communicating with boyfriend, mother and stepfather.
B	29,044	F (40) Chinese	Having issues with lived-in brother and his new wife while facing issues at workplace.
C	20,398	F (28) Indian	Having issues with an abusive husband (mentally, emotionally and physically). Have suicidal thoughts too.
D	16,779	M (24) Chinese	Having issues with family member that has large gambling debt habits
E	10,372	M (25) Chinese	Having issues with himself as a womanizer.
F	7,490	M (20) Chinese	Having issues with an alternate violent 'being' in his head and body.
G	7,347	F (24) Malay	Having issues worrying that her mother will find out that her father is having a second family/affair outside.
H	7,061	F (29) Chinese	Having issues with her boyfriend who regularly threatens to break up with her.
I	6,832	M (22) Chinese	Having issues deciding career path and managing younger brother's behaviour.
J	4,515	M (23) Chinese	Having issues to focus and lack of self-discipline.
K	4,489	M (22) Chinese	Having issues deciding next step in his career.

4.2.4 Procedure

Advertisements for free online counselling were posted on Facebook. Interested individuals contacted the primary investigator through WhatsApp and thus received information about the study. Upon expressing a desire to participate, all clients were required to read the informed consent agreement and explicitly agree to the terms. 90-days online text-based counselling services were provided to all participants from September 2015 to November 2015. A single licensed counsellor with over 8-years' experience provided all the counselling sessions. This study focused on identifying processes which could help train new online counsellors more effectively. Therefore, having only one online counsellor with the most years of AOC experience to identify what occurring phenomenon during online rapport building would reduce and somewhat control unwanted extraneous variables for having different counsellors with different theoretical approaches. Thus, allowing more in-depth understanding of the processes for rapport building instead of comparing multiple approaches.

Clients remained anonymous throughout the study and all client-counsellor communications were encrypted by the chat application. The clients were requested and reminded not to share any personal details which could reveal their identity. The counsellor's phone was backed up via secured Gmail every alternative day and the mobile phone used for AOC were also double encrypted with complex password and firewall.

During the intervention, clients composed messages to the counsellor at their convenience as well as engaging in simultaneous chats at times when client and counsellor were both available. In explaining asynchronous methodology, it was emphasized that both parties should only respond when convenient and appropriate. Clients were encouraged, however, to freely record relevant thoughts and feelings in the chat application as they arose.

Upon terminating sessions, participants were informed that they would still have access for both AOC and F2F counselling services, should they require any support for an additional 6-months. However, no data would be collected for analysis after the end of the research period.

4.2.5 Data Collection

Data was collected automatically by the chat application [WhatsApp] during each session and then downloaded to a central database [Monash University Gmail] every Mondays and Fridays. The files archive back up files from WhatsApp were in text file format. After receiving the files from Monash Gmail system, then were copied onto another secured portable hard drive for backup. This was done to ensure thorough backup was practiced to avoid any loss of data should the smartphone used for counselling went missing. WhatsApp data was received in text files; thus, the files were copy and paste into MS-Excel for compilation and eventually ready for analysis. Each client-counsellor interaction had an individual spreadsheet where each sentence was given a line numbering, such as Client-A's first sentence to the counsellor was 'Hello', thus, coded as line [A1]. Then as the counsellor respond to client-A, 'Hi, how are you?', then it will be coded as line number [A2]. This purpose was to ensure that specific line location could be easily referenced during later discussion stages.

4.2.6 Data Analysis

All counselling interactions were transcribed automatically by the chat application and coded line-by-line by 4 coders. All coders received thorough training in grounded theory methodology, as well as the objectives and research questions relevant to this specific study (Krippendorff, 2004). Once the data was collected, each coder reviewed all the transcripts

multiple times over a period of several weeks. Beginning with specific notes on each transcript, each coder gradually consolidated those notes into a set of thematic codes which were then used to categorize passages within the transcripts. After each coder developed and applied their complete set of codes, results were compared to establish inter-coder reliability (Love & Sell, 2012). For additional validation, three participants also reviewed the coding of their own transcripts. These three clients, after being briefed on the coding process, were provided with their coded transcripts, as well as relevant coders' notes. To preserve privacy and confidentiality, each client only received their own coded transcripts and related notes. They were given approximately 30-days to provide feedback on these materials.

Word counts for individual participants over the 90-day period ranged from 4,489 words to 41,202 words. However, length per se was not analysed as it did not relate to any identifiable pattern or themes. The 4 coders identified a total of 21 initial thematic codes which were later consolidated into 14 "sub-themes" [See Table 4.3.] via the inter-coder reliability testing process (Landis & Koch, 1977). These sub-themes were then further grouped into 5 overarching "main themes".

4.2.7 Rigour Processes: Researcher's Reflexivity

According to Francis-Smith (2014), Grounded theory and/or qualitative analysis does not mean anything goes when researcher interpret the data. Thus, to ensure rigour analysis was conducted, researcher's personal views' philosophical stand-point and experiences ought to be laid out openly for readers to critically review and to comment. Such practices would assist readers to see where I [the researcher] was coming from.

As a father of two boys, I have always been interested in counselling and psychotherapy. I developed a keen interest towards online counselling even before receiving my professional license to practice counselling. In order to spend as much time as possible with my two sons, I ventured full time into my own private practice. Upon my completion of my Masters in Counselling back in 2009, that is when I obtained my professional practicing license; I have since clocked over 5,000 professional counselling hours, with most of it being from face-to-face family sessions and approximately over 300 asynchronous online counselling (AOC) sessions with paying clients from as far as China, Hong Kong, Indonesia, Singapore, and many parts of Malaysia. Besides that, I was also appointed as the Lead Communications Trainer for Miss World Malaysia 2013/2016 and have also been a regular guest lecturer at Monash and HELP Universities for subjects such as “Counselling Theories” and practical sessions. With significant practical experiences on my track record, several universities in Malaysia have also appointed me as the Practicum Supervisor for postgraduate masters in counselling psychology students. I have had the privilege to supervise more than 200 adult-learners who were all in their final stage of completing their internships prior becoming a licensed counselling psychologist. My professional supervisory training and certification was from University of Ohio, USA back in 2012.

It is interesting to highlight that despite completing all their theoretical subjects, many of my interns/students expressed that it was challenging to build effective rapport with their clients. I have spent many hours guiding them, and even allowing them to sit in to many of my private paying sessions. My findings suggest that rapport building skills requires more empirical research to better train amateur counsellors.

My personal philosophical stand-point tend to lean towards both social constructionism and constructivism grounded theory. As Francis-Smith (2014) eloquently

described in her thesis, that meaning does not only lie domain within phenomenon or “world” waiting to be discovered, it is also created as an individual interact with and interpret these phenomenon. Grounded Theory is interested in studying the ‘processes and actions’ within the individual [constructivist], the dynamic interactions between individual [constructionism], and the phenomenon being studied (Charmaz, 2006). Researcher’s reflective journal as proposed by Charmaz (2010) is a tool to help readers to access the researcher’s position and philosophical stand-point. Thus, my journal was laid out for transparency purposes; documenting decisions and interpretations that shaped [and/or influenced] the findings of this grounded study.

By the end of this study, my hopes are to provide not just a framework to guide fellow counsellors at building better working alliances with their clients, but also to have a set of actual lived asynchronous online counselling conversation archives/transcripts for training purposes. The actual transcripts [Appendix H] shared here could be applied as a discussion tool for trainee counsellors. Supervisors and trainee counsellors would also be able to use these transcripts as a dos and don'ts discussion tool.

4.3 Results

Data saturation was achieved with participant numbers nine and ten, after which the coders judged that there were no additional patterns emerging in the data (Aldiabat & Le-Navenec, 2018; Charmaz, 2006). As illustrated in Table 4.3, the Fleiss-Kappa score for inter-coder reliability was .78, indicating an adequate level of agreement or reliability (Landis & Koch, 1977).

Table 4.3

Coding Consistency between Researcher, Inter-coders, and Clients.

<i>Category and Theme</i>	<i>IR-A</i>	<i>A</i>	<i>IR-B</i>	<i>B</i>	<i>IR-C</i>	<i>C</i>	<i>%</i>
I: Identifying Fear							
(a) Receiving Fear (Feeling discomfort, anxious and stress from situation)	1	1	1	1	1	1	100
(b) Focused on the negatives	1	1	1	1	1	0	83
(c) Applying Fear to Others (communicating stress and dismay via actions and behaviours to others)	1	1	1	0	1	1	83
II: Detecting Character							
(d) Client's Character Detected	1	1	1	0	1	1	83
(e) Counsellor's Character Detected	1	1	0	1	1	1	83
III: Rapport Building							
(f) Questioning Skills	1	1	1	1	1	1	100
(g) Personal Sharing	1	1	1	1	1	1	100
(h) Deeper exploration Due to Trust	1	1	0	1	1	1	83
IV: Character Building							
(i) Directing to Character (Character such as patience, or lack of patience; perseverance, focused, respect...etc)	1	1	1	1	1	1	100
(j) Counsellor Role Modelling Character	1	1	1	1	0	1	83
(k) Confronting Clients' Character	1	1	1	1	1	1	100
(l) Small Steps to Character Development	1	1	1	1	1	1	100
V: Advantages/Features of Online Counselling							
(m) Online Psychoeducation	1	1	1	0	1	1	83
(n) Anonymous, Available Anywhere, Anytime	1	1	1	1	1	1	100
Scores (Number of 1's over 14 items)	100 %	100 %	85 %	78 %	92 %	92 %	

IR-A = Inter-Coder A

A = Client A

1 = Agreed

0 = Disagreement

Grounded theory analysis of the counselling transcripts resulted in five main themes:

I) Identifying fear, II) Detecting character, III) Rapport building, IV) Character building, and V) Advantages/features of online counselling. These themes are described with specific examples below.

4.3.1 Main Theme I: Identifying Fear

(a) Receiving Fear [Feeling discomfort, anxiety and stress from situations].

Although some clients took longer than others to become comfortable with writing about their feelings online, all eventually discussed important concerns or fears that they were experiencing (Hjeltne, Binder, Moltu, & Dundas, 2015). These included: Disagreement with a boyfriend [Client-A], communication breakdown with a brother [Client-B], an abusive spouse [Client-C], and family members' problem gambling [Client-D]. Examples of these interactions are laid out below [Quotes remain uncorrected to preserve the character of the client-counsellor interactions].

Some clients were comfortable right away, such as this client who began writing about her concerns within the first 30 minutes:

Client-A [Female, age 22] started sharing her issues within 30 minutes of the online counselling session. She was experiencing stress due to her boyfriend's occupational decisions: *'My bf graduated from diploma in tourism n hospitality last year. He did all kinds of job after graduate n also stay at home doing now Amway, property agent, insurance agent... I'm very stressful...'* [A172 – as seen in Line number 172, in client's actual script [as seen in Appendix H].

Similar when comparing patterns with Client-B's [Female, aged 40] transcripts indicated that even before she completed her informed consent agreement, she quoted: *'We hv 4 siblings, the bro which staying wif me treat us very bad. Recently he just transfer his ownership of the house in Msia to my eldest. The doc indicated as transfer but actually is not , during 1st discussion , he agree to let eldest pay by installment but after he back to sg*

, he change his mind . We all know that should be the china woman ask him not to let eldest bro pay slowly , he want eldest bro to pay him 100k immediately' [B46].

Client-C [F, 28] was more reserved in expressing her worries with a stranger online, it took her over 2-weeks to complete her informed consent agreement and an additional 10 days to actually respond to the counsellor's question '*Still interested?*', as in to participate in this online counselling research. Client C, then quoted: '*Yeap. But at the moment I still hvnt got any rants yet*' [C227]. This was an indication that Client-C [F, 28] may perceive to distrust and feel somewhat uncomfortable sharing her secrets with others. Evidence will continue to explain why Client-C [F, 28] was so reluctant to share. However, at this early stage of the sessions, she was somewhat reserved. Eventually, after some psychoeducation regarding online counselling, Client-C started to share: '*I always feel so stressed & irritated with my 4 year old around. Esp now that the new baby has arrived*' [C235]. This stress and irritated feelings which Client-C [F,28] expressed here, was just the tip of the iceberg for the other traumatic experiences which she was still too afraid to share. The traumas which she was facing were physical, psychological and even emotionally dreadful. Here are her exact experiences quoted as: '*Everyday my husband tells me for the past 6 years just fuck off from my life.. I dun need u. Our son give my mom to look after.. U go fuck off with another man can or not. Then he moved on to I just wished if u get cancer n just die off like my cousins wife. Now he no longer tells me all that but he tells me y dun u just die off like how my sister did. Y do u want to be around n bring no peace to everybody.. just die off. find sumwhere to jump n go n jump. Everyday tells me that*' [C1320].

This emerging theme was then compared with male client's transcripts. Client-D [Male, aged 24] too took a while to overcome his distrust and uncertainty towards seeking help online by quoting: '*it took a lot of contemplation from my side to approach you. So I*

should continue before I take it back haha' [D150]. Then after reassuring Client-D [M,24] that this is a safe environment to share, he started sharing: *'My father passed when I was 6, mother married off without me after that. I stayed with my grandma and uncle. They took care of me ever since. My family isn't very well to do but we do well enough... However, there is something I am unhappy about. Deep down, I know that I should be more grateful despite all the help they provided with me, I couldn't bring myself to feel more grateful'* [D155]. Here Client-D, appears to be struggling with the guilt and discomfort of not feeling more grateful towards his caretakers. There are deeper reasons behind this, which will be clarified in details in sub-theme (k) *Deeper exploration due to trust*. As for the current sub-theme, the above excerpts were just one small snippet to numerous other fear-related sharing sessions between the clients and the counsellor using asynchronous online counselling.

Similar pattern was identified from the other two immediate male clients, Client-E [Male, Aged 25] and Client-F [Male, Aged 20]. Further theoretical sampling, clients-G [F, 24] to client-K [M, 22], all wielded the same pattern. Table 4.3.1.a to Table 4.3.5.n [after each sub-theme discussion] would provide supporting excerpt samples from all the other 11 cases. Thus, indicating that all the sub-themes were present across the cases.

Table 4.3.1.1

(a) Receiving Fear

Client (Line No.)	Gender(Age) Race	Sample Excerpts: Sub-theme (a) Receiving Fear
[A172]	F (22) Chinese	'My bf graduated from diploma in tourism n hospitality last year. He did all kids of job... I'm very stressful'
[B46]	F (40) Chinese	'... the bro which staying wif me treat us very bad...we all know that should be the china woman ask him to let eldest bro pay.. he want eldest bro to pay him 100k immediately'
[C235]	F (28) Indian	'I always feel so stressed & irritated with my 4 year old around. Esp now that the new baby has arrived'
[D155]	M (24) Chinese	'My father passed away when I was 6, mother married off without me after that. I stayed with my grandma and uncle...My family isn't well to do... However, there is something I am unhappy about'
[E219]	M (25) Chinese	'I know this is bad, even thought I can control my behavior, not to split with my girlfriend and seek another, but I can't control my feeling.'
[F221]	M (20) Chinese	'My problem started since primary school. I started hearing a voice in my head ... I was contemplating suicide by jumping off a building'
[G265]	F (24) Malay	'I thought I'm ready to talk about it but I guess I'm not hehe. It's hurting inside. My father has another family, another wife and my mom doesn't know about it...m just feeling guilty all the time for hiding from my mom'
[H202]	F (29) Chinese	'I dont know where to start. i think the biggest issue im having right now is relationship, which was affected due to my studies & work commitment'
[I181]	M (22) Chinese	'My concern would be if a degree from public uni, would gain me higher recognition and easier access to be registered in Malaysia.'
[J163]	M (23) Chinese	'I usually sway away from my orginal purpose or my aim easily is it because of me or...'
[K187]	M (22) Chinese	'Actually i am considering whether to take master of ... onot'

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

(b) Focused on the Negatives. Cognitive Behaviour Theory (CBT) asserts that clients' cognitive styles, such as the tendency to overly focused on the negatives, affect their ability to face fear-related challenges (Chan, Chan, & Kwok, 2015). This was initially

identified in Client-A's data. As mentioned, Client-A [F, 22], who was facing fear-related experiences regarding her boyfriend's career choices, proceeded on to discover some of her own inner fears. During sessions, together client-counsellor were trying to identify some of the boyfriend's positive points, as she quotes: *'he's grown in a very harmony family, his parents are very gentle n soft, been together for 2 years with him, he didn't really throw temper at me or shout at me, he will only talk calmly about the particular issue'* [A310]. Despite identifying numerous positive points which her boyfriend has, Client-A [F, 22] have the tendency to focus mainly on negative points: *'But I'm scared that he will be like my stepfather... I don' want to be like my mum, Who has a fail marriage'* [A342], and even proceeded forward to more deeper sharing regarding her father: *'My real father is a coward. He can't earn good money, so my mum divorce with him'* [A984]. Client-A [F, 22] does have the tendency to focus on negatives aspect. This trait does appear to be somewhat universal across all the 11-clients. Client-B [F, 40], who was facing issues with her lived in brother, was very concern about financial dealings between the both of them: *'But I m worry about my \$, he might swallow my share'* [B274]. Likewise, with Client-C [F, 28]: *'I tried nothing coz I feel very down everyday being said m stupid'* [C397]. Results confirmed that such tendencies do not only apply to the female gender, as Client-D [M, 24] too have such tendencies: *'I had a lot of restrictions. No going here or there, no doing this or that. I didn't have much friends back in high school because I was always kept at home. And I hated that for the longest of time because I only realised that when I am an adult and working'* [D162]. There were many reasons why the grandma and uncle made these decisions, however Client-D [M, 24] resented them and saw mainly the negative experiences which came out of such environment.

Once again, as with all the rest of the following themes and sub-themes; similar pattern was identified from the other two immediate male clients, Client-E [Male, Aged 25]

and Client-F [Male, Aged 20]. Further theoretical sampling, clients-G to client-K, all wielded the same pattern. Results are only presented here, as and when all the inter-coders and clients have agreed all together on the entire list, as laid out in Table 4.3. [Coding Consistency between Researcher, Inter-coders, and Clients]

Table 4.3.1.2

(b) Focused on The Negatives

Client (Line No.)	Gender(Age) Race	Sample Excerpts: Sub-theme (b) Focused on the Negatives
[A342]	F (22) Chinese	'he's grown in a very harmony family... he didn't really throw any temper at me or shout at me...but I'm scared he will be like my stepfather..'
[B274]	F (40) Chinese	'I m worry about my \$, he might swallow my share'
[C397]	F (28) Indian	'I tried nothing coz I fell very down everyday being said m stupid'
[D162]	M (24) Chinese	'I had a lot of restrictions No going here or there...I didn't have much friends... I hated that for the longest of time'
[E267]	M (25) Chinese	'I found that my feel would change after certain time, so i started to worry if i marry one day, i might like other girl even though i already had a wife'
[F255]	M (20) Chinese	'It worries me so much to have him in my head'
[G280]	F (24) Malay	'Last time when I had my leg dislocated in my friend's car, I called my dad and cried because it was pain. And it wasn't comforting because he scolded the whole journey to the hospital.'
[H225]	F (29) Chinese	'I always ask myself whether i can accept what he does previously, nobody is perfect, and its kinda petty issue. but after the third time, i dont feel secure myself.'
[I201]	M (22) Chinese	'I got no choice but to stich with ...'
[J189]	M (23) Chinese	'I try to control because i wanted a change i give up everytime i get a problem.'
[K185]	M (22) Chinese	'In terms of counselling i dun reli noe d areas'

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

(c) Applying Fear to Others [Expressing fear or frustration through negative behaviour towards others]. Some of these fear-related experiences appeared to be related to deficiencies in communication or stress management skills, leading many to cope with fear by inflicting fear-related communication and behaviors onto others. In the case of Client-A [F, 22], she regularly loses her temper towards her boyfriend, similarly as what her mother does to her stepfather and biological father, as seen here: *'I lose temper to him only when he don't reply me or call me but it only happened when we started dating'* [A283]. While Client-B [F, 40] takes things more literally, as she was upset not just with her lived-in brother, but also her immediate workplace superior and peers. She had expressed in a few occasions where she would whistle blow some of her colleagues into trouble, such as: *'Until now she still think that the woman opposite don't hv intention to Back stab her'* [B1316]; and also in a different situation towards a male colleague: *'I reply in red and told him that he keep calling me since last wk n I already told him I m busy but he still continue talking . I told him my mobile not belongs to co, he still insist to hv it I bcc his colleagues which ever email to me... Make him embarrass'* [B909]. In her own Mandarin words: *'整死他'* [B921], translated as *'causing him to die or into severe trouble'*.

While for Client-C [F, 28], her fear-related traumatic experiences were transferred towards her 4 years old son: *'So sick of my boy. I dunno y I am given a son like him. So irritating n frustrating. From the day he was born til today 4 yo he nvr grew up. Always crying 4 everything. Everyday I must end up shouting n shouting'* [C307]. Even for Client-D [M, 24], his relationship with how his uncle and grandma turned sour due to the different opinion in managing the family's finances. Client-D [M, 24] expressed: *'Well, things didn't go so well but I came out. You can say I left home... Am I selfish?'* [D197]. Results pointed that both female and male clients would apply fear-related responses/reactions when facing

challenging situations. However, as the last point stated by Client-D [M, 24], ‘*Am I selfish?*’ [D204], results indicate that clients, even via their writing, could both directly and indirectly communicate their emotions, their thoughts, their humanity, their personalities, and even their character.

Table 4.3.1.3

(c) Applying Fear to Others

Client (Line No.)	Gender(Age) Race	Sample Excerpts: Sub-theme (c) Applying Fear to Others
[A283]	F (22) Chinese	‘I lose temper to him only when he don’t reply me or call me but it only happened when we started dating’
[B909]	F (40) Chinese	‘...I bcc his colleagues which ever email to me... Make him embarrass’
[C307]	F (28) Indian	‘So sick of my boy... Always crying 4 everything. Everyday I must end up shouting n shouting’
[D197]	M (24) Chinese	‘Well, things didn’t go so well but I came out. You can say I left home’
[E384]	M (25) Chinese	‘I was a control freak before’
[F334]	M (20) Chinese	‘if someone pushes me around or makes fun of me, he will try to take over and hurt them’
[G210]	F (24) Malay	‘Petty exhausting to work and study at the same time, it made me grumpy every night, probably not enough rest...’
[H254]	F (29) Chinese	‘i hate dealing with my father, so i cut him off.’
[I252]	M (22) Chinese	‘My bro, 19 is not very good around people... probably playing his computer games. My parents and I would really love to help...blamed me for suspecting that he has issue’
[J231]	M (23) Chinese	‘I just force myself to attend cause I wanna find...’
[K197]	M (22) Chinese	‘But i feel that meaning is more important...’

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

4.3.2 Main Theme II: Detecting Character

(d) Client's Character Detected. Character as defined by Michael Josephson (2006) is the combination of internal qualities and outward behaviour which distinguishes an individual. It is a person's virtues and vices. It is evidenced by the on-going display of personal traits and beliefs which are detectable via a person's patterns of communication during online counselling sessions. The following excerpts indicate that the reader was able to sense and detect the writer's cognitive patterns and personality.

Client-A [F, 22] has a personality and communication style that is somewhat more aggressive than her boyfriend. In short, she appeared to be more impatient when communicating with her boyfriend, mother, and even with her biological father: *'I don't really lose temper, I mean in front of him, Bcoz I know it's goin to mess thing up, So I don't talk to him seriously about this'* [A278]. Here we could detect that Client-A [F, 22] appeared to struggle within herself. She wished to appear as a person who does not lose her temper, yet she does. As a reader, reading this quote from Client-A [F, 22], one could somewhat detect this person's personality trait and character. Therefore, triggering the researcher's queries into this sub-theme. This trigger was documented in detail into the researcher's journal. Later in the sessions, evidence confirmed this former character detection: *'I lose temper to him only when he don't reply me or call me but it only happened when we started dating... I'm very hot tempered n always shout n criticize ppl very badly when I'm angry , I'm very pessismistic towards marriage n relationship'* [A312].

In the case of Client-B [F, 40], she has the tendency to disrespect her brother, her sister-in-law, relatives, her immediate superior and even her colleagues: *'His woman (sister-*

in-law) make noise , he dare not respond' [B301], and here again: *'Tat woman's sister just came to visit... I m in my room but can hear useless bro treat them very nice'* [B323]; and also *'The worst is my dad after operation still don knw which children is really nice to him, some more scold daughters are monster. We r victim. Should blame his Son. He is blaming us, daughters only'* [B332]. Client-B [F, 40] in many occasions expressed, directly and or indirectly, disrespectful traits and characters of a victim, when describing situations about other persons in her life.

Client-C's [F, 28] helplessness character could be detected even from the early stages of the sessions: *'I dun share much. Coz people may not like to hear u ranting everyday. It's annoying to them and irritating. So I most of the time I keep it to myself. Also I dun think they understand my feelings or wat m going through'* [C1179]. Results later confirmed the deep sense of helplessness Client-C [F, 28] carried along with her: *'Sometimes I even think I dunwan to live sumore coz m so useless. Maybe my kids wun need me aso if M no longer around..n coz m so ugly... I really keep thinking all kinds of things'* [C1129]. Client-C further expressed: *'U see, I dun earn very much to be a 5 figure earner or a 6 - 7k earner. with my salary I try to give my kids the best. I try to buy the best milk, send to the best kindi all within what I can afford but no aprreciation. In the end of the day I am deemed useless mother'* [C1096]. Whereas for Client-D [M, 24], results indicated that readers were able to detect his self-struggling yet responsible character, as seen in the earlier excerpt *"Am I selfish?"*, as he struggles to abandon his responsibility of helping his caretakers. Results further confirmed Client-D [M, 24] has such character after a few weeks into the online counselling sessions, when he faced another similar situation with his debt-ridden uncle: *'I've spent almost all my life with him and every time his gambling went bad, he'd take it out on me..'* [D730]. Given such treatment from his uncle, Client-D [M, 24] continues

to struggle with the sense of responsibility to help the uncle out multiple times, despite knowing that such decisions would inevitably drag his own finances and life downwards.

Table 4.3.2.1

(d) Client's Character Detected

Client (Line No.)	Gender(Age) Race	Sample Excerpts: Sub-theme (d) Client's Character Detected
[A312]	F (22) Chinese	'I lose temper tp hom only when... I'm very hot tempered n always shout n criticize ppl very badly...I'm very pessimistic towards marriage n relationship'
[B323]	F (40) Chinese	'Tat woman's sister just come to visit.. I m in my room but can hear useless bro treat them very nice'
[C1179]	F (28) Indian	'I dun share much. Coz people may not like to hear u ranting everyday. It's annoying to them and irritating. So I most of the time I keep to myself. Also I dun think they understand my feelings or wat m going through'
[D730]	M (24) Chinese	'I've spent almost all my life with him and every time his gambling went bad, he'd take it out on me.'
[E284]	M (25) Chinese	'Ofcouse i know sex now, but it is not really my target, i just hope the girl like me, maybe we can get along. If i get 'something' else, it is a bonus lol'
[F274]	M (20) Chinese	'I cannot trust people'
[G184]	F (24) Malay	'You think so? 😊 or maybe its just from the outside? But I am one who loves people. Thats why I love being in helping job, something that i can contribute to people. I think i have strong family and friends support. Even the special needs children that im working with give me strength. So i guess it must be these people, along with my faith to god that help me to look quite intact.'
[H247]	F (29) Chinese	'Haha.... i studied engineering bcoz i get scholarship. its either that or choose what i want (i dont really know what i want back then) n face ptpn debt. i choose d 1st. then when i graduated, since im equipped with d knowledge, i just go into it. u never know if u never try. i try, i like it in some ways, but dont c myself doing this until retirement.'
[I230]	M (22) Chinese	'Its sunday, maybe today i shudnt bug u with my questions haha.'
[J175]	M (23) Chinese	'When i study i tend to get bored after the 1st sem and get lazy'
[K180]	M (22) Chinese	'Is it bcoz these two are like the most complicated things in life'

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

(e) Counsellor's Character Detected. Character detection works both ways. Coders [including participant/client-coders] agreed that, through humor and other informal communications, clients were able to sense or detect the counsellor's character. Here the counsellor had probed to see if the client was ready to begin improving her communication skills. Client-A: '*Eiiii for now, the most important thing is communication with him* [The boyfriend] *lo,*' in this context, counsellor and Client-A [F, 22] agreed to focus on helping her to improve her communication skills, especially when Client-A tended to overly focused only on trying to change the boyfriend's career choices. Counsellor probed Client-A to see if she was ready to begin: 'Counsellor quote: *Are u ready to begin your communication skills improvement?* [smiley emoticon]' [A487]. Client-A responded with: '[Dancing girl emoticon] *how to be ready?* [crying emoticon]' [A489]. Then counsellor responded with a hint of sarcastic yet positive humour: '*Well u have 90 days to learn..haha*' [A490]. Then Client-A [F, 22] responded sarcastically positive too with: '*Ok not ready also need to be ready lah...Hahaha*' [A491]. Counsellor mirrored the '*Hahaha*' [A492]. Results in the end [post-session interview] confirmed that Client-A [F, 22] could detect counsellor's regular sarcastic yet positive character, while carrying a matured sense of direction.

Similar pattern was identified while counselling the other clients. When counsellor was exploring Client-B's [F, 40] character, as she has been complaining about many people surrounding her life: '*Looks like many things in your life ischallenging...How about personal love life?*' [B436]. Client-B responded with: '*I m single n prefer to b single*' [B441], following which counsellor further query: '*Any specific reasons? (It's a neutral question)*' [B442]. Here could be seen that the counsellor was already mindful that these line of questioning could be somewhat sensitive to the client. She then answered: '*No. Just enjoy my life now*' [B443]. Then counsellor had to probed deeper with: '*You had bad experience in relationships before?*' [B445] this line of questioning made Client-B [F, 40]

detected the counsellor's character, of being less confident towards Client-B's personal past relationships. Hence triggered Client-B to respond with: '*Why u think like that*' [B446]. Evidence here indicated that counsellor's line of questions triggered Client-B's detection towards counsellor's character. Hence, causing her to focus on counsellor's personal views on relationship challenges; which then made her to experience some level of defensiveness towards the counsellor's approach. Eventually, Client-B [F, 40] did continue to share many of her personal relationship challenges, which she had faced multiple times in her past. In summary, results here indicated that client could detect counsellor's characters via the counsellor's questioning style.

Allowing clients and counsellor to detect each other's character, beliefs and also personal traits, helps to paint a richer and more authentic picture of a real person, instead of just words appearing on a smartphone screen. At the end of this 90-day online counselling, all participants were asked to rate the counsellor's maturity level at the end of the sessions [as seen in Table 4.4]. This impromptu rating was designed for feedback purpose and utilized as further rich description data to validate emerging themes found during the initial grounded theory coding processes. However, it seemed to serve as an indicator to whether or not clients could detect the counsellor's character; the question asked was: '*From a scale of 1 to 10... 1 - being very childish and immature to 10 - super matured, please rate my [Counsellors] level of maturity*' [A2913]. Client-A's answered: '*7.5. ur personality 就是很man 咯*' [Translation - very matured]' [A2918]. While Client-B [F, 40] rated on the same post-session interview question: '*Ok... Give u 9... Some more room for u to improve [smiley emoticon]*' [B2309]; Client-C rated: '*9. Level of maturity is important in communicating bk wit patient eg: asking bk mature questions so tht the person feels it is worthwhile 2 share the problems gain feedback n tht there r ppl who can understand ur problem*' [C1017]; last

but least, Client-D [M, 24] responded with: *'10. Yes I think that's important. Someone who is less mature and who does not see the bigger picture cannot guide another into correcting or make changes in their actions with efficacy'* [D1105]. These examples counselling data set and combinations of post-session interview ratings, indicated that clients were all able to detect the counsellor's character, in terms of maturity level, despite not having met the counsellor in person before.

Table 4.3.2.2


(e) Counsellor's Character Detected

Client (Line No.)	Gender(Age) Race	Sample Excerpts: Sub-theme (e) Counsellor's Character Detected
[A2889]	F (22) Chinese	'ur personality 就是很 man 咯'
[B603]	F (40) Chinese	'Stay together is nightmare..china or not.'
[C1017]	F (28) Indian	'9. Level of maturity is important in communicating bk wit patient eg: asking bk mature questions so tht the person feels it is worthwhile 2 share the problems ...'
[D1105]	M (24) Chinese	'10. Yes I think that's important. Someone who is less mature and who does not see the bigger picture cannot guide another into correcting or make changes in their actions with efficacy.'
[E1014]	M (25) Chinese	'7. I can feel you are helping me to feel relax...'
[F685]	M (20) Chinese	'Communication wise, coherent speech, I feel a genuine sense of care, and to comprehend what you are saying.'
[G541]	F (24) Malay	'I feel that you're outgoing. That personality that I don't feel burden with. Like sometimes I feel I'm talking to a friend because you have that friendly-like personality.'
[H621]	F (29) Chinese	'I didnt have prior experience in a counseling session b4, but overall, i feel like im talking to a big brother. if that make sense to you. basically someone older, n wiser. i feel i can be open and confide in u. n i dont feel like im being judge, thus it helps me to express myself.'
[I674]	M (22) Chinese	'I think you think alot before you send message...nonetheless your advice are very useful 😊'
[J446]	M (23) Chinese	'ur persanality if fun i and challenging communication style cause u always makw me think'
[K465]	M (22) Chinese	'Your personality is very cheerful, very outspoken, energetic'

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

4.3.3 Main Theme III: Rapport Building

(f) Questioning Skills. Counsellors are supposed to be equipped with a variety of skills and tools; and some of these tools are as basic as the power of asking the right

questions (Corey, 2009). Questioning skills help clients to clarify and explore their issues, potentially leading to greater self-awareness. Together with paraphrasing, appropriate and timely questioning also indicates to the client that the counsellor is engaged and interested in their interactions. Client-A [F, 22], as seen previously were very focused in complaining about her boyfriend's career choices, here the counsellor wanted to explore Client-A's relationship history: *'How many ex bf have u had?'* [A298] Client-A responded: *'He [the current boyfriend] is the 3rd. 1st just puppy love, 2nd is a beast, want sex only, so we broke up very fast'* [A300]. Judging from Client-A's past history and her focus, counsellor wanted to refocus the attention towards Client-A [F, 22] instead, hence redirected her attention using a question: *'Then may I ask... what about you that he likes / adore?'* [A315]. Client-A responded lightly with: *'Maybe I'm pretty...'*  [tearing emoticons] [A316]. Then Counsellor continue to question with: *'Besides pretty, what does your other friends think he choose to embrace your temper for?'* [A319]. Client-A responded: *'To be frank I don't know'* [A320]. This line of questioning proceeded to helping Client-A [F, 22] to focus exploring on her own character building and communication skills improvement sessions.

In the following excerpt, Client-B [F, 40] was complaining about how she was not given a promotion recently. She even cut and paste what her immediate superior wrote to her via Whastapp: *'show u what my manager wrote... Before the new one join, manager sent the followings...'* [B465], where Client-B [F, 40] proceeded with great lengths. Counsellor responded with: *'How would u interpret this msg in one sentence?'* [B481]. Client-B replied: *'No need one sentence. Just one word ... Excuse. I used to always share food wif manager, when I eat, I will offer her. Now I don'* [B482]. Counsellor detected that Client-B [F, 40] lack being appreciated, counsellor then questioned: *'Anyone in your life say positive thing about you? Or at least appreciate most of your actions? Seems like very few*

people around you give your the credit and appreciation that you deserve..' [B648]. Client-B responded with: *'Actually I don expect pple to say good things abt me, on work I just want \$ that's all. Praise so much so what, I just want \$'* [B657]. Then counsellor asked whether her parents ever appreciated her, she responded with: *'We don talk openly so actually we don knw each other much'* [B672]. Counsellor pursued further with the following question: *'How about your previous relationships.. have your ex ever appreciated you before?'* [B679]. Then Client-B revealed: *'Eh... I never ever hv any relationship leh. Shocked? I think among the grp u counsel , I m the most special 🥹'* [B681]. Results here indicated that counsellor applied questioning skills rather persistent and regular, at redirecting clients into exploring more important narratives during online counselling sessions.

There are many different ways to ask questions, such as open-ended, closed-ended, direct, and indirect questions. The following excerpt is a fill-up-the-blank-space-type of a leading question. This type of questions were asked to Client-C [F, 28] in this case to help her express her inner self-worth, counsellor asked: *'Looks like you have decided not to be alone even if the person with u treats you _____ (fill in the blank with a word of how u feel u are being treated)'* [C1230]. Client-C responded *'**rubbish 🥹🥹🥹🥹'* [tearing emoticon] *I wished I had a family to go bk to... I really missed my parents'* [C1231]. Her husband has been treating her very badly, Client-C's choice of word here expressed deeply how she feels about herself.

Client-D's [M, 24] case tended to revolve around financial concerns. He continues to struggle with financial decisions; therefore, the following questioning skills were applied. Counsellor wished to help Client-D [M, 24] to find himself beyond only focusing on financial solutions by asking: *'What sort of person do I [indicating Client-D] have to be to not use money to solve problems?'* [D468]; Client-D responded with: *'That I still have a*

way to go for emotional maturity. Attentive I supposed' [D469], then counsellor questioned deeper with: *'What lvl of maturity do I need to be to induce others to find other solutions? 😊'* [D476], Client-D replied: *'At least 10'* [B477]. Counsellor then questioned about how he would rate his uncle's maturity and also himself. Client-D [M, 24] then rated his uncle a "3", while for himself a "4". Then in order to clarify further and also help client to seek deeper into this perspective counsellor asked: *'Could u describe the strengths and then challenges of a man with LvL 3 maturity?'* [D482]. Then this line of questioning lead Client-D [M, 24] exploring, with great lengths, into how immature his uncle was and how Client-D himself has got to be more matured and improve his own character first. Hence indicating an appropriately sentenced questioning skill and/or line of questioning, is an important tool for counsellor to acquire, master and utilize regularly.

Table 4.3.3.1

(f) Questioning Skills

Client (Line No.)	Gender(Age) Race	Sample Excerpts: Sub-theme (f) Questioning Skills
[A315]	F (22) Chinese	‘Then may I ask... what about you that he likes / adore?’
[B481]	F (40) Chinese	‘How would u interpret this msg in one sentence?’
[C1230]	F (28) Indian	‘Looks like you have decided not to be alone even if the person with u treats you ____ (fill in the blank with a word of how u feel u are being treated)’
[D482]	M (24) Chinese	‘Could u describe the strengths and then challenges of a man with LvL 3 maturity?’
[E241]	M (25) Chinese	‘What else are you passionate about besides women?’
[F235]	M (20) Chinese	‘Why must yours be different?’
[G291]	F (24) Malay	‘Are you afraid for yourself or for your mum?’
[H208]	F (29) Chinese	‘He wish to be friends.. this made you angry?’
[I375]	M (22) Chinese	‘Are u clear of why are u looking for help?’
[J188]	M (23) Chinese	‘What are your purpose to take control? And usually what is the main causes of giving up?’
[K187]	M (22) Chinese	‘What is your ultimate aim?’

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

(g) Personal Sharing. Rapport building is the foundation of trust, and an essential component of any working alliance between client and counsellor. During online counselling, however, clients can not physically verify that they are having a conversation with a real human being. One way to overcome this limitation is for the counsellor, at opportune times, to share some bits of personal information. This can help the client to create an image of a real person or personality that lies behind the written-only communications. Allowing clients to peer into the human side of the counsellor's personality and personal life, enhances the perception of having a conversation with another human being instead of chatting with a machine. The following question was given to all participants during a final interview after the 90-days therapy procedure: *'Did sharing some of my [counsellor] personal stuff to you help our working relationship? Please indicate why...'* [see Appendix F].

Client-A's [F, 22] respond to the question was: *'Like talking to a friend lo. Because of your ex-wife thingy. Ur just a work life balance middle age man, I don't really judge your personality. When I tell my problem, my clique focus is on my bf. Ur focus is ask me to focus on myself. U pull me out of the box, my clique keep me 钻牛角尖 [translated – getting caught into ineffective circles]'* [A2886]. While Client-B [F, 40] expressed: *'Hmmm... Yes. Atleast I feel that may b u also treat me as friend'* [B2349]. Client-C's [F, 28] reply was also a resounding: *'Yes becoz in my issues, it helps see how other people have issues, deal with it n from a diff gender point of view. Actually I want to share so many things after this online experiment'* [C1032]. Last but not least, results from Client-D [M, 24] and the rest of the clients, also indicated that when counsellor shares personal information and stories to clients [see Table 4.2.7.5], clients would likely respond with a positive answer, as seen here from

Client-D [M, 24]: ‘*Definitely. Because we have somewhat similar problems which I can relate to and take example from on how to act in future*’ [D1107].

Table 4.3.3.2

(g) *Personal Sharing*

Client (Line No.)	Gender(Age)Race	Sample Excerpts: Sub-theme (g) Personal Sharing
[A2886]	F (22) Chinese	‘Like talking to a friend lo. Because of your ex-wife thingy. Ur just a work life balance middle age man... When I tell my problem, my clique focus is on my bf. Ur focus is ask me to focus on myself. U pull me out of the box’
[B2349]	F (40) Chinese	‘Yes. Atleast I fell that may b u also treat me as a friend’
[C1032]	F (28) Indian	‘...in my issue, it helps see how other people have issues, deal with it n from diff gender point of view. Actually I want to share so much things after this online experiment’
[D1107]	M (24) Chinese	‘Definitely. Because we have somewhat similar problems which I can relate to and take example from on how to act in future’
[E245]	M (25) Chinese	‘I am passionate about women too.. am single divorce man’
[F248]	M (20) Chinese	‘My exwife could see spirits and even communicate with them.. every human have uniqueness.’
[G294]	F (24) Malay	‘Fyi ...I specialise in divorces family therapy.’
[H288]	F (29) Chinese	‘I always recommend my clients when comes to corporate politics..the best policy is to document everything via email’
[I306]	M (22) Chinese	‘So will just find someone who already have daughter or something’
[J460]	M (23) Chinese	‘It [sharing your personal stuff] does help in some way cause i build more trust’
[K221]	M (22) Chinese	‘But most importantly. . I love getting my hands dirty everyday playing daylight inception with all my paying clients..😁’

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

(h) Deeper Exploration Due to Trust. In some instances, the coders noted clients delving deeper into self-exploration. Coder’s notes indicated a connection between this and growing levels of trust in the counsellor. Counsellor questioned Client-A [F, 22]: ‘*Tell me*

something that is very important to you that even you force to forget also cannot' [A2593]. Client-A responded: *'Shit, the first thing pop up is money. And one of my pop out thought today: maybe bcoz I lack of father's love since born, I subconsciously want to get it from my bf, that's y "I just want to rely on him, I don't care"'* [A2595]. This exploration eventually led Client-A [F, 22] to see her relationship with her dad was somewhat linked to how she has been projecting fear-based expectations towards her boyfriend.

As mentioned in chapter 4.3.3. (f), Client-B [F, 40] expressed that she had never had good communication with her family members and other personal relationships; counsellor pointed out an observation: *'Well looks like it's a family wide communication breakdown'* [B1540]. Client-B responded: *'My dad n mum relationship is not very good. Envy some of the old couple hv good relationship. I am old but not mature'* [B1542]. This led Client-B [F, 40] into a self-reflection state towards her own sense of maturity. This was one of the very rare occasions, during the 90-days online counselling, where Client-B [F, 40] paused at complaining about everyone else, and actually looked into her own character development.

Results indicated that initially, Client-C [F, 28] expressed lack of issues to share with online counsellor: *'... at the moment I still hvnt got any rants yet'* [C227], then as the sessions proceeded further, Client-C [F, 28] managed to share numerous deep and traumatic experiences. Here is another snippet from Client-C's own words: *'I dunno I feel very humiliated of my self if I had to leave. Like I am loser. N no value. But it is a feeling I dun wish to feel. I dunwan to be alone. I wished I had a family to go back to, my parents. But I dun have any of that, that's y, I really missed my parents.'* [C1219]. She may or may not have been able to share these deep experiences with others via other means, however results showed that she did share them here with her online counsellor.

Last but not least, Client-D [M, 24]: *‘But how am I to buy [his own house] if I keep give in to their demands? Am I gonna be standing still like that forever? Am I gonna be stagnant forever? I have a right to live for myself too...but Asian family being Asian, they think just because of one man's mistake, family is family and every consequences that follow we should try to solve and help anyways’* [D1129]. Results indicated that Client-D [M, 24] continued to allow himself to explore his own dreams, while struggling to face his own sense of responsibility [as seen in Appendix H].

Table 4.3.3.3

(h) Deeper Exploration Due to Trust

Client (Line No.)	Gender(Age) Race	Sample Excerpts: Sub-theme (h) Deeper Exploration Due to Trust
[A2595]	F (22) Chinese	'Shit, the first thing pop up is money. And one of my pop out thought today: maybe bcoz I lack father's love since born, I subconsciously want to get it from my bf.'
[B1542]	F (40) Chinese	'My dad n mum relationship is not very good. Envy some of the old couple hv good relationship. I am old but not mature'
[C1219]	F (28) Indian	'I dunno I feel very humiliated of my self if I had to leave. Like I am loser. N no value. But it is a feeling I dun wish to feel. I dunwan to be alone...'
[D1129]	M (24) Chinese	'...if I keep give in to their demands? Am I donna be standing still like that forever? Am I gonna be stagnant forever? I have right to live for myself too...'
[E624]	M (25) Chinese	'The feeling is gone. If I tell straightly, which may hurt her too much'
[F371]	M (20) Chinese	'Father was good with my mother. Until I was 8 then they started arguing a lot and found out my father cheated on another woman who is now my stepmother.'
[G232]	F (24) Malay	'I'm just really concern about my leg now that it affects my backbone and has been painful everyday which affects my mood. Just worry about the future if they get worst...'
[H354]	F (29) Chinese	'I kinda go shopping, n keep spending money that I'm suppose to save. D Xmas season is not helping, so it actually adding more stress at d end of day. 🤔... I need to stop myself from going out now'
[I333]	M (22) Chinese	'Yeah.. i guess males r more judgemental.. And im being here one myself haha'
[J189]	M (23) Chinese	'I take try to control because i wanted a change i give up everytime i get a problem'
[K197]	M (22) Chinese	'i think to understand d meaning is thru exploring... But I feel that meaning is more important'

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

4.3.4 Main Theme IV: Character Building

(i) Directing to Character. This study was designed to gather data during actual events happening in the clients' lives. These are not made up samples; all 11-clients were facing real life issues. Therefore, it was an ethical duty for the counsellor to fulfil a counsellor's professional responsibilities, that is to actually help these clients. Based on over a decade long counselling experience, the counsellor utilized the established working alliances [demonstrated via main theme I to main theme III], as a foundation to help clients explore and further develop their character. This process began with creating a greater awareness to the clients of their own existing character. Following are some sample interactions illustrating how online counsellor redirect clients' attention towards their personal character.

During one of the many sessions which Client-A [F, 22] was complaining about the boyfriend's career decisions, counsellor confronted Client-A with: *'You have a lot to improve yourself before Picking/Focusing on your BF's weaknesses...'* Client-A responded: *'Agreeee. 我有性格上的缺陷 [Translated as "I have character flaw"]'* [A852]. Similar pattern occurred here again with Client-B [F, 40], counsellor was aiming to redirect Client-B towards her resilient character: *'You are a survivor with long term plans in a tough [workplace] environment'* [B1095], where she responded with: *'Not yet complete degree, no house. I should get my own house when I was younger'* [B1100]. Client-B dismissed the counsellor's positive asset search of her character. However, end result indicated that she was in route to completing her degree, purchasing her own house, and willingness to explore self-improvements, despite the challenges which she faces daily, as seen later in her quote: *'My strength... Took 5 yrs to obtain my diploma😁'* [B788].

Client-C [F, 28] expressed: *'Dear Nic [counsellor], tlast year to this year has been an extremely horrible year for me. I decided to leave. You see Nick I love my kids and my dog. My dog was with me frm the time I was a child till now which makes it 14 years that she is with me. Parting with the 3 of them is very difficult either am I in any financial position to take thm along with me... But if I were to leave them with my husband I do not think that he will care for them especially my baby girl because he dislikes her so much just because she looks like me not pretty and cute and to what he claims in his eyes dark skin. So If I leave alone, it is a bit selfish of myself if both the kids especially my daughter who will not be treated properly by the dad'* [C1248]. Counsellor then redirected Client-C [F, 28] away from making a potentially reactive decision to leave, and directed her towards her own character building first with: *'You are right about the possibility that he would abuse your daughter after u leave.. and without some financial and emotional support you are likely to return back to him worse off. Emotionally, and financially you are not able to stand up for yourself yet..'* [C1261]. Client-C [F, 28] then confirms that: *'It is true, since I am not financially fit, I will return back to him. Then both ways cannot, what to do?'* [C1281]. Counsellor proceeded with supporting Client-C [F, 28] to focus on: *'Therefore let's focus first on building these 2 areas... emotional support and financial strength. Once you are emotionally stronger. With proper support and financially stable... then you can make better decisions'* [C1283]. Results showed that counsellor does not always have the right answers to give to clients, however pointing to clients' personal development in terms of character building could be a viable option.

While for Client-D [M, 24], his struggles with his family finances and his self-care had led him to express: *'Well, my family they kinda went away. Business closed down because of fear for life. I chose to not go with them. So dramatic I know but I thought that I am still young, if I go with them, what's gonna happen to my future?...Am I selfish?'*

Counsellor then directed towards Client-D's character: '*Just by asking this question shows you are balancing self care and gratitude.*' [D207]

Table 4.3.4.1

(i) Directing to Character

Client (Line No.)	Gender(Age) Race	Sample Excerpts: Sub-theme (i) Directing to Character
[A852]	F (22) Chinese	'You have a lot to improve yourself before Picking/Focusing on your BF's weaknesses...'
[B1095]	F (40) Chinese	'You are a survivor with long term plans in a tough environment'
[C1261]	F (28) Indian	'You are right about the possibility that he would abuse your daughter after u leave.. and without some financial and emotional support you are likely to return back to him worst off'
[D207]	M (24) Chinese	'Just by asking this question shows you are balancing self care and gratitude.'
[E266]	M (25) Chinese	'It doesn't seems like a problem to you now.. yet it is very responsible of you to worry about your future relationship.'
[F454]	M (20) Chinese	'You control the good times ..he control the challenging times. Seems like a good teamwork'
[G182]	F (24) Malay	'You seems to have a lot of situations surrounding you...yet you seem pretty intact..'
[H235]	F (29) Chinese	'Challenges ahead with career could also be opportunity for you to challenge yourself to grow even greater...:)
[I173]	M (22) Chinese	'As we write and learn.. we grow'
[J164]	M (23) Chinese	'Usually it may be caused by lack of clarity in the goal. And also habitual lack of self discipline.'
[K199]	M (22) Chinese	'Getting clear of meaning and purpose helps give directions and confidence'

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

(j) Counsellor Role Modelling Character. To encourage change and development, it is often best to lead by example. The following excerpts present interactions where the counsellor was judged by inter-coders and clients to have presented himself as a role-model for character traits such as patience, vulnerability, courage, and trust. Client-A [F, 22] was trying to explain the situation between her boyfriend and her regarding a recent disagreement they had, and she quoted: *‘Actually, the situation is so complicated. Let me try to sort it out with u’* [A704], in which counsellor responded with care and patience: *‘Take your time... no hurry’* [A706]. Client-A proceeded on sharing in more details: *‘I’m somehow being influenced by my clique [personal friends], n my mum. But I know him better than them’* [A817]. Results here indicated that counsellor showed care and patience to Client-A [F, 22], hence allowing her to feel more secure and eventually shared more details onto her initial presenting issues.

During the 90-days online counselling for Client-B [F, 40], she would take a few days silence from complaining [about her family members, superior, and colleagues], she would suddenly appear online with: *‘Long time didn’t complain... This few days have story again... Received Nuisance call from my training provider. Keep calling me last week... Indian man with American essence, told him I am very busy n he still keep talking, ask for personal number. Today called again I just ignore’* [B861]. Counsellor responded with: *‘I am glad that I can help by listening’* [B866]; in which Client-B [F, 40] continued on sharing with great lengths about her situation, till she became aware of her own destructive character towards a colleague, as seen here: *‘I reply in red and told him [her colleague] that he keep calling me since last wk n I already told him I m busy but he still continue talking . I told him my mobile not belongs to co, he still insist to hv it I bcc his colleagues which ever email to me. I very scary right? Haha’* [B909].

In the following excerpts, counsellor was sharing his past personal relationship failures with Client-C [F, 28]: *'When I was younger.. when I stop loving the woman.. and too chicken to ask for breakup.. I tend to say or do things so that she will leave herself.. Yes.. I admit.. the type of woman I choose...hahaha. I take full responsibility with that. It was my choice of woman..hehe'* [C739]. Here counsellor was hoping to project a responsible character. The results later showed that it was somewhat helpful when Client-C [F, 28] expressed that such sharing was helpful: *'Yes [Client-C benefited from counsellor's sharing] becoz in my issues it helps see hw other ppl have issues ,deal wit it n from a diff gender point of view'* [C1032]. And she later rated the counsellor as having matured (9) character. This result may have affected her to maintain in online counselling, despite being reminded that online counselling might not be suitable for suicidal and physical abusive cases.

While Client-D [M, 24] shared with great lengths and details regarding his uncle's gambling addiction and family debts, counsellor was trying to help Client-D [M, 24] to focus on his own personal development. In order to do this, counsellor redirected much of Client-D's complaints regarding the uncle, into seeing the character of the person. Client-D complained: *'I told myself that enough is enough. It was also at this time that my family faced problems with other people. Specifically loan sharks'* [D183]; counsellor interjected with: *'Interesting uncle...totally spoilt!'* [D189]. Client-D immediately matched counsellor's views with: *'I know right'* [D191]. Results indicated that counsellor did redirected clients' attention towards character-focused, instead of ruminating among details of his presenting issues, and issues over issues.

Table 4.3.4.2

(j) Counsellor Role Modelling Character

Client (Line No.)	Gender(Age) Race	Sample Excerpts: Sub-theme (j) Counsellor Role Modelling Character
[A704]	F (22) Chinese	‘Take your time... no hurry’
[B866]	F (40) Chinese	‘I am glad that I can help by listening’
[C739]	F (28) Indian	‘When I was younger...I admit it was my choice of woman..hehe’
[D189]	M (24) Chinese	‘Interesting uncle...totally spoil!’
[E404]	M (25) Chinese	‘I am just guessing ya.. feel free to correct me if I am wrong ☺ ☺ 😊 😊’
[F417]	M (20) Chinese	‘Nice selection...’
[G218]	F (24) Malay	‘Been playing Snake and Ladder for the past 2 hours.. never realised how difficult to win this game.. still no winner yet.’
[H201]	F (29) Chinese	‘Just slow and steady..😊’
[I226]	M (22) Chinese	‘I never tell my family member where they "should" change... (last time I did alot) nowadays, I just appreciate them for good and bad..then they respect me and appreciate me for loving them unconditionally’
[J266]	M (23) Chinese	‘Thank you for the feedback.. part of this writing online here allows you to put the problems here and learn to be patient about it.. coz some people tend to rush for solutions..rush for answers..rush for replies.. rush rush rush...’
[K193]	M (22) Chinese	‘No right or wrong answer..just exploring and learning together..’

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

(k) Confronting Client’s Character. In order to ethically fulfil a licensed counsellor’s obligations, counsellors are supposed to help clients to improve themselves, and perhaps to even help clients view their situation from a different perspective. In this study, the counsellor’s dominant theoretical framework maybe somewhat leaning towards

helping clients to seek long term character building; instead of letting clients focus on immediate gratifications. The following excerpts shows these tendencies and the use of confronting clients' character, in order to raise their awareness towards this direction for a longer-term solution. In this excerpt, Client-A [F, 22] was initially focused on complaining about her boyfriend's career decision making: *'He's just being indecisive on what he gonna do n be determine once chosen a job'* [A186]. Instantly, even before determining whether working relationship was soundly established, counsellor confronted client-A [F, 22] with: *'Are u very different from him?'* [A187] This question led Client-A to deeper self-exploration: *'Erm good question...'* [A191].

While working with Client-B [F, 40], she was once again complaining about her immediate superior, then she asked: *'Fr Psychology way, can u tell me why she [Client-B's superior] like that?'* [B1011], counsellor confronted Client-B's [F, 40] character instead of answering the question: *'Yes I can... but you wouldn't like my answers [smirk emoticons]. Unless she does this to everyone..if only to you.. then you are the cause of how much she dislike u... perhaps is your non-verbal communication towards her. Therefore.. it takes 2 hands to clap..why she choose u to clap? ...You have a very strong and resilient character to be able to survive in such a harsh environment'* [B1012]. Client-B [F, 40] was seen self-reflecting onto her character: *'Actually I m not that strong if not I wont look for u. I m easier get irritated. Leo character. I think not everyone can take it if they are at my situation'* [B1049]. Results here indicated that counsellor was able to confront Client-B [F, 40] to look into her own character building.

The following excerpt was a snippet from Client-C's [F, 28] decision to run away from her husband and children: *'...I feel like running away but 1st thing I dun hv \$\$ n I dun hv the heart 2 leave my 2 kids alone here...'* [C415]. Counsellor did not endorsed this

decision, but instead confronted Client-C's character with: '*...without some financial and emotional support you are likely to return back to him worse off... let's focus first on building these 2 areas.. emotional support and financial strength*' [C1261]. When later counsellor asked about counsellor's confrontational method: 'May I ask.... was I very challenging to chat to?' Client-C gave the following feedback: '*Challenging to think back if my behaviour was appropriate to the situation. Yes*' [C984].

Client-D's [M, 24] solutions tended to revolve around financial stability in order to repay his family's financial crisis: '*So at that point I'm left with nothing. No more savings. I had to borrow from my gf and even tho she was very willing to give it to me, that shouldn't be happening in the first place... And eventually, I caved in. I transferred about a thousand into their account*' [D302], counsellor assertively confronted: '*Stop using money to buy love and care*' [D408]. This then led Client-D [M, 24] to focus into personal development in terms of character building. Client-D [M, 24] began to focus on learning to be more calm and mature when faced with difficult situations as such, instead of being stressed out about money issues. Client-D [M, 24] later summarized: '*I've learnt that you don't use money to solve your problems. Tbh I so young and there's so much more to learn. To grow*' [D554]. Counsellor added: '*Therefore the best you can do for everyone (including you, your gf, you future children, your grandma and even your uncle) is to FOCUS on upgrading your lvl [of maturity]*' [D557]. Results indicated that counsellor tend to confront clients in order to heighten their awareness towards their own character building direction.

Table 4.3.4.3

(k) Confronting Client's Character

Client (Line No.)	Gender(Age) Race	Sample Excerpts: Sub-theme (k) Confronting Client's Character
[A187]	F (22) Chinese	'Are u very different from him?
[B1012]	F (40) Chinese	'...perhaps is your non-verbal communication towards her.. it takes 2 hands to clap..why she choose u to clap? You have a very strong and resilient character...'
[C1261]	F (28) Indian	'... let's focus first on building these 2 areas... emotional support and financial strength'
[D408]	M (24) Chinese	'Stop using money to buy love and care'
[E331]	M (25) Chinese	'Perhaps you really not ready to change. 😊'
[F458]	M (20) Chinese	'Does the both of you contribute to society?'
[G243]	F (24) Malay	'Any long term solutions?'
[H222]	F (29) Chinese	'It sounds like he wish to move on.. yet you are not willing to move on yet.'
[I225]	M (22) Chinese	'As we upgrade ourself and behave more maturely .. people around us will begin to respect us for how we communicate and act.. then with respect..they will listen better.'
[J198]	M (23) Chinese	'Have u always have such contradictory rationalisation?'
[K467]	M (22) Chinese	'...ur communication style, is very easy to create shock in others..'

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

(l) Small Steps to Character Development. This study was not designed to measure the effectiveness of online counselling. Given that results did indicate that after 90-days of online counselling sessions, clients were somewhat able to take small steps forward looking into their own personal character building. Client-A [F, 22] concluded: '*I chat with*

my bf over phone just now, he plan to go Sabah n KL cos his friend (from Taiwan) is coming for vacation. At first I was like "urgh~ again!!!!", then I realized what we talked here. Then he replied: "anyhow u won't have so much time to holiday anymore after u work, if can go vacation now also not bad. I have no right to object his decision n he won't listen if I object. but I don't really show supportive, just neutral [in comparison to negative reaction previously]. #missionIaccomplished. [Happy emoticons] Yeah' [A2052]. From this excerpt, result indicated that Client-A [F, 22] was able to focus onto her own communication mannerism and her level of trust towards, things not going her way, has become somewhat neutral.

Client-B [F, 40] who was complaining about various relationships in her life, was also able to begin focusing onto her own personal development, and she quote: *'So where to learn comm [communication] skills? I think my families all are no good in this. Can you imagine we stay under one roof but zero comm. U r right, I really don know how to comm'* [B1673]. Results indicated that Client-B [F, 40] noticed that she too has some personal development to begin working on; and some of these incomplete developments, were the results from her childhood.

While Client-C's [F, 28] traumatic experiences continue to exist; she does still require much emotional support and empowerment. Despite the ongoing challenges, Client-C [F, 28] was willing to receive support for improving her emotional strengths, as she quoted: *'in my case it is emotionally difficult for me bcoz I also love him. Haha. I know I am stupid to love such a person who treated me so badly. U knw I hv a very beautifully designed home. Hahaha.... I put in a lot of hard work 2 design the hse. I love decorating a home/ or whr I live coz it makes me happy.. n I hv passion 4 it. But no appreciation n no point hvng a beautiful but no happy marriage. Wat a waste right? Maybe a waste only in my*

eyes' [C1349]. Results here indicated that Client-C [F, 28] was able to take on some responsibility in self-reflecting her own choices and perspective of how she was viewing some of the negativity in her life.

Client-D [M, 24] concluded: *'I suppose I shouldn't let other people define who I should be. Like just because what I'm doing now might seem wrong to some people but when in actuality, it's the right thing to do. Selfish, maybe but it's right'* [D736]. Result here indicated that Client-D [M, 24] has begun focusing on self-care and prioritising to improve himself further, before re-engaging into financial support for his debt-ridden family member.

In addition, Client-A [F, 22] referred a personal friend to this study. This friend, was then accepted as Client-H [F, 29]. All the data and coding processes for Client-H (F, 29) indicated similar patterns when comparing to the emerging themes during coding processes. Point to note for this chapter/sub-theme, Client-A [F, 22] validated that Client-H [F,29], her personal friend, has improved in Client-H's character. Client-A quoted in her post-sessions interview, after 90-days of online counselling: *'Ur participant [Client-H] now emotionally stable, no wonder she didn't complain anything in group* [indicating her group chat with other friends]' [A3217].

Table 4.3.4.4

(l) Small Steps to Character Development

Client (Line No.)	Gender(Age) Race	Sample Excerpts: Sub-theme (l) Small Steps to Character Development
[A2052]	F (22) Chinese	'I chat with my bf over the phone just now... At first I was like "urgh-again!!!!", then I realized what we talked here...I have no rights to object his decision...'
[B1673]	F (40) Chinese	'So where to learn comm skills?... Ur right, I really don know how to comm'
[C1349]	F (28) Indian	'Haha. I know I am stupid to love such a person...'
[D736]	M (24) Chinese	'I suppose I shouldn't let other people define who I should be...'
[E338]	M (25) Chinese	'Im a very shallow man =.= Im a goo-looks club person'
[F461]	M (20) Chinese	'That's great.. then it appears both of you are finding a well balance to cope and even contribute to society...')
[G532]	F (24) Malay	'...Like how your questions make me think because there are certain things that I have never thought at all before. And just with your questions, it makes me understand myself and the whole situation a lot better.'
[H633]	F (29) Chinese	'In between this 3 months, i had a major breakup as well. its a 5 yrs relationship. i feel i stay on for 5 yrs bcoz i was really stubborn. then i went over d other side of d fencing, ppl around me start telling me things which i do know, i just choose not to see it (about my ex). it also helps that i get to speak to u, a professional. eventually, i feel its ok to not be good in everything. n i finally realized what it means to find inner happiness.'
[I663]	M (22) Chinese	'There was once when i asked about sexual desire. U said that it's normal for a guy. Then, I recalled about my past, and evaluate which part was considered normal, which one wasnt.'
[J457]	M (23) Chinese	'Well i tend to think more about what i should i really do before i do anything. I used to follow my feelings.. now i think before I do'
[K195]	M (22) Chinese	'i think to understand d meaning is thru exploring'

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

4.3.5 Main Theme V: Advantages/Features of Online Counselling

Coders noted exchanges that reflected advantages specific to AOC. Related sub-themes were: *(m) Online Psychoeducation*, and *(n) Anonymous, Available Anywhere, Anytime*.

(m) Online Psychoeducation. Providing psychoeducation was easier using instant internet access via sharing links and media files. This benefit empowers the client to decide when he or she wishes to learn and the depth in which he or she prefers to explore on their own. The counsellor does not need to appear to know it all, and write long scripts of psychoeducational materials which are already available on many trust-worthy psychology websites. Client-A [F, 22] was willing to focus on her own development instead of complaining about the boyfriend's career decisions, as seen here: *'Can u re-explain what's inside lesson 1 to 3?'* [A1263]. Counsellor provided a step by step lesson plan to guide Client-A [F, 22] on how to communicate more effectively with her boyfriend: *'Lesson 1: Focus on self communication (verbally and non verbally, internally and also externally). Lesson 2: Get clear of intention and purpose of communication. Lesson 3: Upgrade Listening Skills..'* [A1264] Then as days go by, Client-A [F, 22] tried to apply these lessons and continued seeking character guidance from counsellor. Client-A [F, 22] concluded that the lesson plan was useful for her: *'What u said is right. Just being supportive is enough for him...'* In this case, Client-A's [F, 22] improved communication strategies based on the agreed lesson plan was effective. Hence results here indicated that using smartphones via the internet, help-seekers were able to acquire knowledge and skills, even when they are soft-skills subjects pertaining to self-improvements. This pattern was found to be true also for Client-B [F, 40] when counsellor explained to her about her existing [negative] relationships with people around her: *'Generally your relationships skills are linked to your*

communication skills (especially when you face upset or disappointments) which was not well developed since young' [B1654], Client-B [F, 40] agreed with: *'U r right , I really don know how to communicate'* [B1678].

While Client-C [F, 28] continues to struggle with her traumatic situation, counsellor decided to provide her with sufficient referrals in order to strengthen her psychological and emotional support systems. Results here showed a number of mental health resources being shared to Client-C [F, 28] using online asynchronous counselling platform: *'It is important now that we work together to build up some support system for u. Not about whether to starve your kids or not ya.. Can u think of anyone else that could be your long term support system? Even religious group is very helpful. Would you like to work on this?'* [C1239]. Client responded with: *'I dun have religious group coz to marry my hubby I left my race, community n religion. I converted to Christian/catholic which I dun really fancy. So religious way is totally not an option for me to venture in'* [C1244]; and both her parents have passed on already. Therefore it was an appropriate response for the counsellor to provide sufficient resources for Client-C [F, 28], in terms of non-governmental organizations support systems such as: *'...That's why have to build up support system for you... you may seek shelter from Women Aids Organisations WAO). For immediate support WAO is good. Secondly.. i can introduce u some other women who have been through such abusive husbands too.. From there they could support u emotionally too.. Others have suffered just as badly..'* [C1322]. Client-C [F, 28] responded with concerns: *'To go thr I must mk police report right?.. U knw my husband is ****** [Identity removed for confidentiality purposes]*]. He easily closes up cases with ...*[Details removed for confidentiality purposes]*'* [C1330]. Counsellor reassured Client-C [F, 28] that WAO does not require a police report and also have sufficient track record to help and protect women in such situations. Counsellor further provided details as such: *'Have a chat with WAO first..*

See what options you have.. Their office is at PJ.. <http://www.wao.org.my/> [C1354]. Result here indicated that using online counselling and internet, counsellor was able to provide important resources/information that was necessary to empower clients to cope with their existing traumatic experiences. Client-C [F, 28] later confirmed that she had visited WAO for support.

In the case of Client-D [M, 240], counsellor provided a number of educational information sharing, for example when Client-D [M, 24] was interested to seek knowledge regarding entrepreneurship: *'1st lesson of entrepreneur is to just do it. . 2. cash flow management.. 3. Core competency'* [D796]; and when Client-D [M, 24] was struggling to understand what was the link with purpose versus non-purposeful communication, counsellor clarified with: *'For the purpose of creating harmonious discussions and communication. Explanations has different purpose.. 1. Explain for others to accept.. 2. Explain just to hurt. 3. Explain to stop hiding. 4. Explain to prove that they are not always right. 5. Explain also dunno for what reasons..'* [D690]. Client-D [M, 24] concluded his own growth and learning with: *'1. Focus on being independent to achieve what I want. Everybody hopes to get help sometimes but everyone also need to learn to ask for it calmly. 2. Inflicting fear in someone will not make someone respect you. So I will not repeat the same mistakes my family did in bringing me up. I will not have fear or threats in my own family. 3. Be responsible for your own actions. This actually will in turn teach one how to manage his decisions and control his compulsiveness'* [D1179]. Results indicate that Client-D [M, 24] managed to obtained information and/or knowledge via multiple discussion sessions with his counsellor, in order to achieve his own informed conclusions.

Table 4.3.5.1

(m) Online Psychoeducation

Client (Line No.)	Gender(Age) Race	Sample Excerpts: Sub-theme (m) Online Psychoeducation
[A1263]	F (22) Chinese	'Can u re-explain what's inside lesson 1 to 3?'
[B1654]	F (40) Chinese	'Generally your relationships skills are linked to your communication skills (especially when you face upset or disappointments) which was not well developed since young.'
[C1354]	F (28) Indian	'Have a chat with WAO first.. See what options you have.. Their office is at PJ.. http://www.wao.org.my/ '
[D690]	M (24) Chinese	'For the purpose of creating harmonious discussions and communication. Explanations has different purpose.. 1. Explain for others to accept.. 2. Explain just to hurt. 3. Explain to stop hiding. 4. Explain to prove that they are not always right. 5. Explain also dunno for what reasons..'
[E814]	M (25) Chinese	'Saw a quote that reminds me of you "If someone wishes for good health, one must first ask oneself if he is ready to do away with the reasons for his illness. Only then is it possible to help him." ~ Hippocrates'
[F420]	M (20) Chinese	'Hey.. saw something online that could be if interest to you and Nefarious. Http://bigthink.com/playlists/the-optimized-brain-a-workshop-on-flow-states-with-steven-kotler '
[G299]	F (24) Malay	'Looks like your mum is happier accepting dad's choice without being openly discussing it.. Couples (including long term marriages) have their own strategic dance that works for them... Outsiders (including you) will not fully comprehend the games couple play with each other... '
[H337]	F (29) Chinese	'Here are some basic ones to start with... 1. Listening skills...did my listening skills improved from each one after the other..? 2. Mood management ... am I more able to manage my mood swings from one relationship after the other? 3. Discipline... have I grown and help the other person grow to be more discipline in my career, studies ...etc. 4. Patient and vitality... does going into relationship help me improve patience and vitality.'
[I406]	M (22) Chinese	'Its call the Important vs Urgent rule.. (you may Google it)'
[J238]	M (23) Chinese	'Therefore the new equation mean shows this.. Good Job > lazy + runaway + passion. In summary the vision of a good job is more powerful drive for you to drive change..'
[K204]	M (22) Chinese	'In Malaysia..you will need a minimum Masters in Counselling or Clinical Psychology'

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

(n) Anonymous, Available Anywhere, Anytime. Clients appreciated the privacy, flexibility and convenience of AOC. Some client responses to post-session-interview questions are illustrated as below:

Client-A [F, 22] concluded with: *‘Transportation is an issue. Whatsapp I can write at anytime/anywhere’* [A3016]. While Client-B [F, 40] answered: *‘Online counseling allowed me to text u at any time any place Face to face can't’* [B2361].

Client-C [F, 28] concurred with: *‘Sometimes in f2f counselling client cannot share their feelings properly or voice out stuff. This is because thy might be shy to share emotions. Or thy dun feel comfortable with sum1 f2f looking at thm n thy cry .. while online u can talk whatever.. person cannot c u. U cry n talk also it does not affect ur self esteem. So it was useful 2 me coz m generally a shy person in expressing things tht are bothering me. For me it's useful bcoz I feel very embarrassed if I talk n the person see my crying’* [C1055]. Last but not least, Client-D [M, 24]: *‘Online based can help subjects to speak more freely without inhibitions. Face to face can be difficult when someone is faced with different expressions of body languages that might influence one’s sharing thus more inhibitions. Face to face also may make the subject think they could be judged by the person they are talking to. Something like a confession box in church. Anonymity gives security even if it’s not seeing another person’s face’* [D1109].

Table 4.3.5.n [see next page] conclude this section with sample excerpts made by the clients. These excerpts formed similar patterns across all the 11 clients for each of the sub-themes as described in this chapter.

Table 4.3.5.2

(n) Anonymous, Available Anywhere, Anytime

Client (Line No.)	Gender(Age) Race	Sample Excerpts: Sub-theme (n) Anonymous, Available Anywhere, Anytime
[A3016]	F (22) Chinese	'Transportation is an issue. Whatsapp I can write at anytime/anywhere'
[B2361]	F (40) Chinese	'Online counselling allowed me to text u at any time any place... Face to face can't'
[C1055]	F (28) Indian	'Sometimes in f2f counselling client cannot share their feelings properly or voice out stuff. This is because thy might be shy to share emotions. Or thy dun feel comfortable with suml f2f looking at thm n thy cry .. while online u can talk whatever.. person cannot c u. U cry n talk also it does not affect ur self esteem. So it was useful 2 me..'
[D1109]	M (24) Chinese	'Online based can help subjects to speak more freely without inhibitions. Face to face can be difficult when someone is faced with different expressions of body languages that might influence one's sharing thus more inhibitions. Face to face also may make the subject think they could be judged by the person they are talking to. Something like a confession box in church. Anonymity gives security even if it's not seeing another person's face'
[E1003]	M (25) Chinese	'The difference is that i was easier to write out something secretly compare to speak. However, text is slower to express my thought compare to speak..'
[F666]	M (20) Chinese	'Gives me more time to think. Not as nervous as saying in persom...I can refer to it later on to reflect.'
[G528]	F (24) Malay	'Speaking can be limited. I love to speak but I can't express my feelings well in front of people because I don't want to sound so emotional and all that. So like I said I can feel down because I don't speak it out. As for writing here, I can write freely, I can write more about my thoughts and feelings because I can just write and I don't have to see your face. So if I smile or cry etc, you won't see or know so it's good. And another thing is that I can write to you anytime so when I suddenly feel something, I can write it down and write it well here.'
[H608]	F (29) Chinese	'I get to think thoroughly before responding. in that manner, using d right words to express better. speaking verbally, it will be hard if the person im speaking to is intimidates me... i get to reflect when i read back my messages.'
[I667]	M (22) Chinese	'Online text guarantees more anonymity. It is a preferred way for those who are too embarass, or find direct counselling uncomfortable..'
[J423]	M (23) Chinese	'tuping u can think before type thus able to express better i guesa'
[K442]	M (22) Chinese	'When writing we have more time to construct what we want to say as there is no time constrain. Writing allows us to record what were our feelings and thoughts and make comparison with present state'

Note: Certain excerpts requires additional contextual details for an even clearer perspective.

4.4 Discussion

This study explored the underlying themes and processes involved in asynchronous online counselling. Using grounded theory analysis, five main themes were identified: *Identifying fears, detecting character, rapport building, character building, and specific advantages/features of online counselling*. Overall, client feedback indicated that they felt the process was beneficial and that they felt the online, text-only format was effective [See Table 3]. Following are brief observations regarding each of these major themes.

Regarding the first main theme, *identifying fears*: As would be expected in any counselling setting, there were notable differences between clients in their initial willingness or ability to disclose their feelings. All 11 clients, however, reported that eventually they felt a sufficient level of trust was established for them to address their challenges. Interestingly, though some previous studies have concluded that rapport is more difficult to establish online, several participants in this study commented that they felt safer, and more comfortable sharing their emotions through the online format. This is obviously a matter where individual difference comes into play, but it may be that among younger generations who are more accustomed to digital communication, as well as within cultural groups where strong stigmas about mental health persist, this counselling format may be more approachable.

The second main theme, *detecting character*, highlights the process of client and counsellor mutually becoming familiar with each other and developing a sense of the other's personality. Again, this is generally similar to counselling in any setting where both parties gradually develop an understanding of the other's communication styles and preferences (Norfolk, Birdi, & Walsh, 2007; Pendyala, 2017; Preusche & Lamm, 2016). The specific

strategies that might work best in an online text-only format may be somewhat different, however. Feedback from participants in this study suggests that, compared to what might be considered appropriate in face-to-face settings, online counsellors might benefit from the use of more personalized words and sharing of personal experiences to better humanize themselves. Though traditional counselling strategies promote minimal sharing of personal information so as to maintain professional distance (Woodhouse, Schlosser, Crook, Ligiéro, & Gelso, 2003); the challenge of establishing emotional rapport without the benefit of non-verbal cues may dictate a level of personal expression on the part of the counsellor that differs from what is normal in face-to-face settings. Of course, in any counselling situation the maintenance of appropriate boundaries is of key importance, but depending on the context those boundaries may be drawn differently. In this specific text-only format, where there is greater physical distance and more anonymity between client and counsellor, personal sharing is likely to be less risky. So, as long as adequate care is taken, it may be appropriate to calibrate the level of personalization somewhat higher than would be appropriate for face-to-face sessions.

The third main theme identified was *building rapport*. This process, overall, appears to be similar in text-based online and other forms of counselling. Again, however lacking the benefit of non-verbal cues often used in face-to-face interactions, AOC counsellors must rely to a greater degree on active interactions and personal sharing to facilitate the working relationship and building trust. The counsellor must provide his client with enough information so that they can construct a mental model of a person behind the texts. Being able to personify their conversational partner facilitates trust and disclosure.

Along similar lines, the fourth main theme, *character building*, points to a more active role for the counsellor in online interactions. Sub-themes “*f*” to “*k*”, involved the

counsellor questioning and confronting clients in various ways. Clients were pushed to re-evaluate habitual ways of describing themselves and their challenges. This is more challenging and requires greater depth-of-interaction/rapport than simply recounting one's worries and concerns. Again, the data here suggest that clients were able to translate a level of trust and encouragement from the counsellor into greater confidence and assertiveness in understanding and learning to cope with their challenges (i.e. sub-themes *h* & *l*).

On a different note, per main theme five, *advantages/features of online counselling*, participants specifically mentioned benefits related to this online text-based format (Paul et al., 2017). They appreciated being able to share their thoughts and feelings when able, and/or when their thoughts and feelings were most relevant and strong. When experiencing strong feelings or insights they could express them immediately without waiting for an appointment. For some clients, this facilitated more honest, unfiltered sharing and expression. Similarly, clients appreciated the ease with which various educational or supplemental materials could be provided to them electronically.

In addition, Table 4.4 [see next page] was prepared to summarize the results from the post-session interview with all the 11 clients. Results via this interview suggest that clients were generally positive about the entire experiment and experiences of online counselling. Clients were able to detect the counsellor's character and have eventually expressed sufficient levels of trust towards the counsellor. Clients feedback suggested that a working alliance was present; and, it was possible for them to explore the challenges which they were facing.

Table 4.4.
Post-session interview Results

[illegible]

4.5 Limitations

This study had several limitations. First of all, this study involved only one (male) counsellor. It is thus difficult to generalize about how various techniques might translate into usage by other individual counsellors. Similarly, some clients may have felt more comfortable working with a female. Second, all participants were volunteers. Likely, this study attracted participants who already had positive attitudes towards online counselling thus potentially skewing the results. Finally, this sample was overwhelmingly Malaysian Chinese in ethnicity, and thus not representative of the population of Malaysia: Participants included 9 Chinese, 1 Malay, and 1 Indian whereas the overall population is closer to 60% Malay, 30% Chinese, and 10% Indian. It is not clear how this might have influenced the results. However, future studies should include more participants of Malay ethnicity.

Any study using Grounded Theory does have the potential of researchers bias (Jones & Alony, 2011). However, to address this matter, literature suggest more openness of the researcher's theoretical biasness ought to be laid out openly for readers to view via rigorous processes [as seen in Chapter 4.2.7. Reflexivity] (Charmaz, 2006).

4.6 Chapter Summary

Although there are both advantages and disadvantages to every counselling approach (Ching, Yeh, Siu, Wu, & Okubo, 2009; Wagner et al., 2014), it is certain that, for various reasons, a portion of those who could benefit from mental health services will not, or cannot, seek out face-to-face counselling (Wong et al., 2018). For these people, online counselling, in its many forms, could be a significant boon. The comments and feedback received from participants in this research support this conclusion.

Regardless of the prevalence of individuals who might use or prefer online counselling over face-to-face counselling, this study suggests several ways in which online counsellors may be able to improve their rapport building. Online counsellors, first of all, should not shy too far away from allowing clients to get to know them as individuals. Clients in this study appreciated the ability to develop an image of a person behind the printed words. They commented that, when the counsellor opened up, it aided in the development of a reciprocal sense of trust. It requires no small amount of courage for clients to share intimate personal information with someone whom they have not personally met before. A level of personal sharing and humanization on the counsellor's part seemed to help with this process.

Counsellors, of course, must be mindful of how they present themselves. Clients in this study were clearly able to detect and judge the counsellor's character through text-only communications, though in different ways than they would in face-to-face interactions. Thus, specific rapport-building approaches that work well in one situation will not necessarily transfer from one medium to another or, for that matter, from one client to another.

Moving on, a noteworthy benefit of text-based counselling that arose in this study was that, since both client and counsellor's communications are automatically transcribed verbatim, the chat history can provide a valuable tool for use within the counselling process, as well as for training purposes. During a session, if a counsellor wants to remind clients of earlier statements or interactions, he can easily retrieve a word-for-word record of that content. This can be useful for illustrating patterns in a client's thinking and behaviour as well as being a convenient record of homework or home-therapy tasks assigned in CBT-type approaches. Similarly, the counsellor has an objective record of their own statements,

questions, and expressions, allowing for more accurate reflection upon their own work. Such transcripts also, if used anonymously and with consent, can be useful training materials for other counsellors.

CHAPTER 5

GENERAL DISCUSSION

Face-to-face counselling has been the dominant solution for help seekers who need professional mental health, even though studies have persistently indicated that online counselling could be just as effective and welcome as face-to-face counselling (Anthony, 2011; Barak et al., 2008; Rozental et al., 2017; Wong et al., 2018). Study 1 has identified approximately 35% of Malaysian university students do prefer using AOC over face-to-face counselling services. The question remains: Why is online counselling not being provided more regularly among mental health service providers? This research agrees that some help seekers face challenges accessing mental health services and also struggles from stigmatization, the fear of being judged for seeking help (Brohan et al., 2012; Yang & Kleinman, 2008). Therefore Study 2 was designed to explore processes that could be of better use for AOC, that would reduce the accessibility challenge while providing AOC counsellors better understanding of processes within AOC. Therefore, ultimately leading to increase confidence towards AOC for all parties.

5.1 Stigmatization, Fear, and Trust Building

Literature proposed that stigmatization and/or the fear of being judge reduces the rates in which help-seekers seek professional help. In Study 2, theme *a* [Receiving Fear] and *c* [Applying Fear to Others] suggest that help-seekers suffers from and also spread fear-related concerns; this potentially explaining why help-seekers have the tendencies to focus on negative thoughts and emotions [theme *b* – Focused on Negative]. Help-seekers who

tend to struggle with fear-related stigmatization may have some challenges dealing with fear-related stresses on an individual basis. Suggesting that help-seekers ability to cope/face fear [stigmatization, anxiety, insecurity, worries] does require some professional attention. To better provide help, mental health professionals ought to understand that part and parcel of helping clients to face fear is not just by reducing and/or avoiding fear. It is not just the absence of fear that would resolve this matter, but also the ability to trust that one has the capacity to face fear. As identified in theme h and l, when client trust that they could face fear, whether alone or with a new-found ally [their online counsellor], clients learn to trust not just themselves, but the counselling services too (Landrum, Eaves, & Shafto, 2015; Pavićević, 2013). Trust is not something one can dictate to another, trust is built. In any counselling services, building client-counsellor working rapport is the process of building trust (Miller, 2016).

5.2 How to Build Trust AOC

The results in Study 2 suggest that client-counsellor AOC communication consists of processes in which participants could detect the personality and character of the counsellor, vice-versa. When a counsellor [the supposed mental help service provider] either directly [consciously as in theme g] or indirectly [subconsciously as in theme f] projects his/her personality, clients could detect it. This suggests that when a counsellor feels less confident in facing certain situations and/or conversations, clients can detect this lack of confidence/self-trust. Clients detected where the counsellor “is coming from” (Ammer, 1992). Thus, many kinds of emotions could be sensed between counsellor to clients, whether directly or indirectly. However, the exact mechanism of this process was not addressed in this research. Further research would be required to better understand specifically how and

when clients were able to detect the counsellor's character, and how that related to trust or distrust in the counselling process.

That being said, character detection can work in both negative and positive ways. If clients could detect negative fear and distrust from the counsellor; they should also be able to detect maturity and the capacity for trust.

5.2.1 Rapport Building Skills for Counsellors

This study suggests a few ways that AOC counsellors might improve their rapport building process.

The journey of communicating with and helping another to grow as a human being, even online, requires a sense of empathy, cognitive connection and trust between the parties over the time (Pendyala, 2017). Although traditional approaches to counselling discourage sharing of personal information so as to avoid the development of inappropriate attachments (Woodhouse et al., 2003); these results suggest that a somewhat higher level of personalization in online interactions can serve to humanize the process and help the client feel more at ease. Clients need to know that they are communicating with a fellow human being; they need to feel that this other person, whom they are allowing themselves to trust is trustworthy and mature (Razzaghi & Afshar, 2016). In this study, the counsellor's character was detected by the clients, indirectly as seen in theme *e* [Counsellor Character Detected] and again more directly via theme *g* [Personal Sharing]. These findings were supported by client's post-session feedback such as "Client-D [M, 24]: *'Definitely. Because we have somewhat similar problems which I can relate to and take example from on how to act in future'* [D1107]." Therefore, counsellors should be willing to feel the vulnerability of learning to trust others, in this case, the clients. Learning to trust that clients can detect, and

eventually will pass judgement on who we are [as a person, of a certain character]. Our strengths and our flaws, make us human; how we face them, how we face being judged by clients, experientially shows how we are also learning to trust them [the clients](Landrum et al., 2015). Thus, perhaps creating a trusting online environment/culture between client and counsellor could involve a little more personal disclosure than would be normal in face-to-face situations.

Ironically, this reciprocal trust-building process, allowing oneself to feel vulnerable while learning to trust others, is a process that seems to be lacking in many modern relationships. However, results in this study suggest that when counsellor projects a trustworthy character, clients felt a sense of reciprocal to trust not just the counsellor, but ultimately able to trust that they are able to learn and cope with their personal development and daily challenges too; as seen in here via Client-A's feedback "I mean ppl expect counsellor will give a very very very good advice just at a click of time, but in reality, it doesn't work that way. But the direction is important. At least u direct me to a way that I can have more control rather than controlling others" [see Appendix G].

Several authors have linked social disconnection, or the superficiality of relationships to various problems such as fear-based anxiety, distrust and loneliness among society members (Heliker, 2007; Molden, 2016; Montag & Walla, 2016). The on-going two-way communication of building online trust and connecting one human to another again, potentially helps to develop character [as seen in Main theme IV]. The journey of character building and forming trust is a collaborative effort. It is not something a counsellor can do alone. The main themes here suggest that rapport building in AOC is a process that does not limit to only the current working relationship, but could also help the clients to develop better self-trust/confidence when facing life's challenges. Therefore, as a starting point for

counsellors who wish to build better online working alliances, counsellors ought to discipline themselves and set up regular peer and/or supervisor feedback, not just for skills enhancements, but also to enhance how others perceive our character [how we carry ourselves as a person].

5.3 Limitation of the Present Research

Several limitations of this study should be noted. First of all, only one Chinese male counsellor was available, although two other multi-racial female counsellors served as inter-coders. As mentioned in chapter 4.2.4, the purpose for having only one counsellor was to control as best theoretical comparison between different counsellors and zoomed into processes which covers rapport building instead. However one client who did not state any racial preferences, even given the online-only format, did express a preference for a female counsellor instead. This could be considered as a limitation.

In addition, the fact that all participants were volunteers may also have produced a selection bias as it is more likely that those who volunteered had pre-existing positive attitudes towards online counselling compared to the wider population.

Lastly, Malaysia is a multicultural society composed of several major ethnic groups. The fact that volunteered participants in this study consisted mostly of Chinese ethnicity [9 Chinese, 1 Malay, 1 Indian] and with only one Chinese male counsellor, has to be a consideration as a limitation.

CHAPTER 6

CONCLUSION AND RECOMMENDATION

Online counselling which may come in different forms will almost certainly become more prevalent in the future (Stommel & Van, 2015). We also note that there are both limitations and advantages to each possible approach in providing effective counselling services (Ching et al., 2009; Wagner et al., 2014). However, it is also certain that a portion of those who could benefit from mental health services will not or cannot seek out face-to-face counselling for various reasons (Wong et al., 2018). For these people, online counselling can potentially be of great benefit. This conclusion is further affirmed by the comments or feedbacks collated from the participants in this research.

Regardless of the prevalence of individuals who might use or prefer online counselling over face-to-face counselling, this research has identified a number of ways that online counsellors might be able to improve their ability to form working alliances.

These results suggested that online counsellors, besides depending on any preferred theoretical framework during counselling sessions, should not be afraid to allow clients to get to know them as human. Clients in this study reported an appreciation of the ability to develop an impression of a real person behind the printed words. Also, it was observed that by opening up and showing a willingness to trust the client, a reciprocal trust-building effect could occur. It can take a significant amount of courage for clients to share detailed personal information with someone whom they have not personally met before. A level of personal sharing and humanization on the counsellor's part can help with this process (Gieselmann & Pietrowsky, 2016; Henretty et al., 2014).

Counsellors, of course, should also be mindful of how they present themselves. Despite some literature findings suggested that the lack of visual and auditory cues was necessary for building greater working alliances between clients and their counsellors (Fenichel et al., 2002; Walther, 1996). Clients in this study were clearly able to detect and judge the counsellor's character through prolonged written communication, even without the suggested visual and auditory cues. And all communications seem to have contributed to client-counsellor working alliances. It takes practice, as well as some trial-and-error, to develop rapport building skills. Although similar to face-to-face counselling in many ways, appropriate levels of self-presentation and sharing seem somewhat different in online situations. Thus, the same strategies do not always transfer well from one medium to another. Building trust and rapport in any environment, including online, require, of course, some effort put into personal development (Mallen, Jenkins, Vogel, & Day, 2011; Williams et al., 2009). In contrast to some previous studies arguing that client-counsellor trust and rapport are difficult to achieve online (Rees & Stone, 2005; Sucala et al., 2012), clients in this research reported that the counselling process proceeded smoothly and, overall, led to positive outcomes (Salleh et al., 2015; Sanberk & Akbas, 2015).

Another fact worth noting with regard to online text-based counselling is that since both client and counsellor's communications are recorded verbatim, they can provide a valuable tool both for use within the counselling process and for counsellor training purposes. During a session, if a counsellor wants to review contents of previous statements or earlier sessions it is quite simple to refer the client back to a specific message on a specific date. This can be used for illustrating patterns in the client's thinking and behaviour as well as being a convenient record of homework tasks or home therapy practices used in CBT-type therapies. Additionally, the counsellor has the ability to review their own statements,

questions, and expressions objectively after the fact, potentially improving their ability to effectively reflect upon and improve their own work and also their character. Similarly, if used anonymously and with consent, such transcripts can be very useful as training materials for other counsellors.

Recommendation for Future Research

Future research should explore the appropriateness and effectiveness of asynchronous online counselling with wider groups of participants comprising primary school students, high school students, working adults, and by various ethnic backgrounds. Understanding whether different or similar strategies/processes should be recommended for rapport building with clients from other backgrounds will be important. For example, the amount and type of personal sharing which would be most appropriate for clients of different ages group and social backgrounds might differ.

In addition, this research did not set out to prove whether online counselling is better than face-to-face. In fact, future research should study how effective it could be to use both face-to-face and online counselling to complement each other for a more comprehensive therapeutic solution. For example, clients might use face-to-face counselling for more immediate crisis management, while using ongoing asynchronous online counselling for longer-term character building processes.

Lastly, the intervention has been implemented for 90-days which may not be long enough to develop strong attachments, so it will be interesting to evaluate long-term effects of bringing counsellors' personality/character into AOC.

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APPENDICES

APPENDIX A: Inform Consent Study 1**Explanatory Statement****Date:** _____**Explanatory Statement – Student Questionnaire****Title:** Could Online Counselling increase the frequency for help-seeking behaviours among university students?

This information sheet is for you to keep.

My name is Wong Kah Peng and I am conducting a research project with Dr Tam Cai Lian, a Senior Lecturer in the Department of Psychology towards a PhD at Monash University. This means that I will be writing a thesis, which is the equivalent of a short book. Upon submission of the thesis, the outcome of this research may also be included in journal publications. This research has been approved by MUHREC: CF15/1 – 2015000000.

You are invited to take part in this study. Please read this Explanatory Statement in full before making a decision.

Why were you chosen for this research?

20 student participants may volunteer to participate in a 3 months online counselling pre-test/post-test control group experimental research. They will be recruited from universities or colleges located within the Kuala Lumpur, Malaysia. There are no limitations to participants in regards to ethnicity. These participants are selected to mirror the heterogeneity of student population within universities in Malaysia to obtain a more accurate perception of students' views about help seeking behaviours and online counselling.

The aim/purpose of the research

The aim of this research is to determine how effective online text-based writing counselling, hence forth known as online counselling, is at affecting University students help seeking behaviours. This research hypothesizes that by using online counselling, students would be more encouraged to seek help from mental health services. By increasing such behaviours, mental health service providers could play an even more significant role in reducing the health issues caused by mental and emotional stress challenges faced by any other general Malaysian public.

Possible benefits

Publication of this research in the near future could serve to increase and improve more online counselling to support other forms of help seeking behaviours in the medical industry and even the employment sector.

What does the research involve?

The study involves answering a survey that will obtain students' perception about attitude towards seeking help via face-to-face or online text-based counselling. Participant demographics obtained will also help the researcher understand and relate differences in perspectives with the research findings. In addition, the survey also invites participants to express opinions on mental health support services and what can be done to improve such services.

What is Expected of you?

Participants who volunteered to participate in this research; you will be required to undergo 90 days of Online Text-Based Counselling sessions via your mobile smartphone apps

(Whatsapp/Wechat) that is already available to you. To begin this process you are asked to express your interest to participate by privately sending an add-contact request to this allocated number (Whatsapp: 0193618977). You will then be asked to fill up the same questionnaire at the end of the study period. Interest participants who prefers using email counselling may also contact the researcher directly at kpwon14@student.monash.edu

How much time will the research take?

Participants who volunteered for this research, 90 days of your time will be required. You need not be physically present for all the counselling sessions, as they are done online 24/7 via Whatsapp, Wechat and or even email at your convenience. Should face-to-face sessions be required, it is also made available to you.

Inconvenience/discomfort

Participation in this study may at some point feel some degree of discomfort to you. Should you experience discomfort or uneasiness while responding to the questionnaires and or the counselling sessions, you may withdraw at any time without consequences. If you require any further assistance, please let us know or even contact other free counselling services; such as Befrienders (03-7956 8144) or Malaysian Red Crescent Society (03-4257 8726).

Payment

No payment or reward will be provided for participation in this study.

You can withdraw from the research

Being in this study is voluntary and you are under no obligation to consent to participation.

Confidentiality

Participants that signed up for the longitudinal experimental research, only the researcher alone will know your identity. Everything that you said, typed and shared with the researcher will be confined to strict confidentiality. This researcher is also an experienced licensed counsellor under the Malaysian Board of Counsellor, therefore strict confidentiality rules and regulations are being implemented to ensure your confidentiality and privacy is always protected.

Storage of data

Data collected will be stored in accordance with Monash University regulations, kept on University premises, in a locked filing cabinet for 5 years. A report of the study results will be submitted for the thesis but will be presented such that individual participants will not be identifiable. After 5 years, the survey responses in its physical form will be destroyed via shredding while the digital form of survey data will be destroyed through reformatting the storage media.

Use of data for other purposes

Data collected will not be utilised for any purpose other than the purpose of this study.

Results

If you would like to be informed of the aggregate research finding, please contact Wong Kah Peng at email: [REDACTED] OR Dr Tam Cai Lian at email: [REDACTED] and Tel: [REDACTED]. The findings are accessible for 12 months after completion of the study.

If you would like to contact the researchers about any aspect of this study, please contact the Supervisor:	If you have a complaint concerning the manner in which this research is being conducted, please contact:
<p>Dr. Tam Cai Lian (Supervisor)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Co-supervisor:</p> <p>Dr. Wong Chee Piau</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Dr. Gregory Bibby Bonn</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>Mr. Chua Khong Wai</p> <p>Head, Planning & Research Management</p> <p>Monash University Sunway Campus</p> <p>Jalan Lagoon Selatan</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

Thank you.

[REDACTED]

(Wong Kah Peng)

APPENDIX B : Pref_Only_AOC Scale**Questionnaire for Online Counselling and Help-Seeking Behaviours**

There is no Right or Wrong answers to any of the following questions. There will be a total of 2 sections. Please ensure that you have read and understood each question then fill up every question in all the sections/pages.

Section 1: Demographic Information**Section 2: Attitude towards Face-to-Face vs Online Text-Based Help-Seeking Scale**

Thank you for taking the time to fill up this questionnaire. Please detach the Explanatory Statement for detailed information regarding the purpose of this questionnaire. Please return this questionnaire by today as per the researcher's instructions.

SECTION 1:

1. AGE: _____

2. GENDER: _____

3. NATIONALITY: _____

4. ETHNICITY: _____

5. Have you tried Face-to-Face help-seeking before? YES / NO (Please circle your answer)

6. Have you tried Online help-seeking before? YES / NO (Please circle your answer)

7. Which of the following would you likely choose when seeking professional help services.

(Please rank them from a scale of 1 – 10, where 1 = LEAST Preferred to 10 = MOST Preferred)

a. Online Text-Based Writing Counselling (Using Whatsapp)

1 2 3 4 5 6 7 8 9 10

b. Face-to-face Counselling Only

1 2 3 4 5 6 7 8 9 10

c. Combination of face-to-face and online text-based writing counselling

1 2 3 4 5 6 7 8 9 10

8. Did you seek or utilise any other counselling services through out the period of this experimental study? (Post-test use ONLY) YES / NO (Please circle your answer)

APPENDIX C: FFAS Scale

Section 2: Attitude Towards Face-to-Face vs Online Text-Based Help-Seeking Scale

INSTRUCTIONS:

For the following questions, you are asked to respond using the following scale:

(1) Not at all, (2) Slightly, (3) Somewhat, (4) Moderately, or (5) Very.

1. Using Face-to-Face counselling would help me learn about myself.

2. If a friend had personal problems, I might encourage him or her to consider Face-to-Face counselling.

3. I would confide my personal problems in a Face-to-Face counsellor.

4. It could be worthwhile to discuss my personal problems with a Face-to-Face counsellor.

5. If Face-to-Face counselling were available at no charge, I would consider trying it.

6. If I were having a personal problem, seeking help with a Face-to-Face counsellor would be the last option I would consider.

7. I would feel uneasy discussing emotional problems with a Face-to-Face counsellor.

8. I would dread explaining my problems to a Face-to-Face counsellor.

9. I think it would take a major effort for me to schedule an appointment with a Face-to-Face counsellor.

10. I would be afraid to discuss stressful events with a Face-to-Face counsellor.

(Continue next page)

APPENDIX D: OCAS Scale

INSTRUCTIONS:

For the following questions, you are asked to respond using the following scale:

(1) Not at all, (2) Slightly, (3) Somewhat, (4) Moderately, or (5) Very.

11. Using Online Text-Based Writing counselling would help me learn about myself.

12. If a friend had personal problems, I might encourage him or her to consider Online Text-Based Writing counselling.

13. I would confide my personal problems in an Online Text-Based Writing counsellor.

14. It could be worthwhile to discuss my personal problems with an Online Text-Based Writing counsellor.

15. If Online Text-Based Writing counselling were available at no charge, I would consider trying it.

16. If I were having a personal problem, seeking help with an Online Text-Based Writing counsellor would be the last option I would consider.

17. I would feel uneasy discussing emotional problems with an Online Text-Based Writing counsellor.

18. I would dread explaining my problems to an Online Text-Based Writing counsellor.

19. I think it would take a major effort for me to schedule an appointment with an Online Text-Based Writing counsellor.

20. I would be afraid to discuss stressful events with an Online Text-Based Writing counsellor.

THE END. THANK YOU

APPENDIX E: AOC Inform Consent

This is a 90 days experimental research for my PhD. On whether online text based counselling could be effective at promoting more help-seeking behaviours.

Firstly. Since it's text-based.. you no need to response and reply immediately. Same goes for me..) however you and I may write any time.. just ensure that the notification does not affect our sleep and studies routine.

Secondly. I will need to get you to do the online pre-test here again so that we may compare the results again at the end of 90 days.. (please do not come back here to check your scores at the end of 90 days to influence your Post-test scores)

Thirdly, even though I am an experienced and licensed online and faced-to-face counsellor... certain issues such as Suicidal, sexual or child abuse and or criminal and terrorist act may not be suitable for Online Counselling.. and I may also be obligated to break confidentiality.

Fourthly, please do keep your phone security safe and private as this will be done on my end too. No one else except my supervisors may review some notes from time to time, however your identity is protected by naming you with a CODE here on my address boom. :)

Fifth, the main theory I am using to support you is called Writing Therapy.. where getting you to write about your thoughts and feelings, is in itself helpful. Therefore, please continue to write even if I purposefully do not reply... or I used emoticons and "..." (triple dots) to encourage you to keep writing.

Do you agree with the above conditions?

APPENDIX F: Post-session interview questions

1. May I ask... was I challenging to chat to? As in I challenge your thinking and behaviour often.
2. Did the emoticons that we used to express or understand each other better from emotional perspective?
3. What is the different experience for you when writing your thoughts/feelings here versus speaking about your thoughts/feelings?
4. Does writing down in words makes you understand yourself better?
5. Does the type or ways which my questions to you that make you understand yourself better?
6. Do you think online text-based suits all sorts of problems people face? Which ones more suitable and which one not so suitable?
7. From what you know about psychologist and counsellor before trying this experiment.. what difference did you experience that is different about me (the counsellor) compare to others..?
8. From a scale of 1 to 10... 1 being very childish and immature.. to 10 super matured... please rate my (the counsellor) level of maturity.. Would you say my level of maturity is important in helping you?
9. Then rate your own lvl of maturity before and after this experiment with the same scale...
10. Did sharing some of my personal stuff to you help our working relationship? Please indicate why?
11. Anything else u wish to advise or share to other counsellors that will use online text based counselling to help others?

12. Anything that online can do which face to face counselling cannot do... which was useful for u here?

13. "Studies shows that part of why people didn't choose Online Counselling vs Face to Face was because they don't know how Online session would go... therefore due to being unfamiliar to online counselling it made them uncomfortable to try.." Was this true for you too?

APPENDIX G: Post-Session Scripts**Glossary:**

[A2830] = ‘A’ represents data collected from Client-A’s responses; the following number represents the line number found in the actual recorded transcripts for easy referencing purposes.

Client-A

Q1 : “Erm but this is vital for me to focus on myself” (my personal character and communication development) – [A2830]

Q3 : “Typing sometimes we might misunderstand each other meaning” – [A2847]

Q4 : “I dunno, but throughout the counseling, my thought switch from how to make my bf find a stable job to focus on my own communication style with him” – [A2860]

Q5 : “Yes... I try to explain myself so that u can understand my situation, it’s impossible for u to help me if u know nth abt me” – [A2863]

Q6 : “I still think both face to face n online must conduct together” – [A2867]

Q7 : “ur personality is 就是很 man 咯 (*translated: very mature*) – [A2890]

: “When I tell my problem, my clique (friends) focus on my bf. Ur focus is ask me to focus on myself” – [A2903]

: “Mature is no messing up life just bcoz unhappiness” – [A2957]

: “U r mature then only ur suggestion to me can guide me or help me better” – [2965]

Q11 : “I mean ppl expect counsellor will give a very very very good advice just at a click of time, but in reality, it doesn’t work that way. But the direction is important. At least u direct me to a way that I can have more control rather than controlling others” – [A2988]

Q12 : “Transportation is an issue. Whatsapp I can write at anytime/anywhere” –
[A3016]

Client-B

Q1 : “U r much more challenging. U much more experience I think. My face to face counsellor too young.” – [B2236]
: “One more thing... when u throw back ques to me ... Make me feel that ...我也
有问题(*Translated: I am the one that has the problem*)” – [B2308]
: “Without the emoticon...then would be diff story. Like your ques... if no
emoticon would be sound serious” [B2245]

Q3 : “Feel more comfortable through writing as I don’t see the other party :p. If face to
face may b take time for me to tell my prob” – [B2250]

Q4 : “Nope.. If without counsellor also can’t help” – [B2253]

Q7 : “U r more like a friend... we can chat what ever things.. May be also because I hv
longer time to chat with u compare to the other one I met before. I can’t treat her as
a friend ... I only met her for may b 2 hrs...” – [B2301]

Q9 : “Give u 9 ... Some more room for u to improve 😊 If u r childish , how to be
counsellor” – [B2309]

Q10 : “Atleast I feel that may b u also treat me as friend ?” – [B2349]

Q11 : “Things to share .. Chat as friend then would be able to dig out more story may
b..” – [B2354]

- Q12 : “Online counselling allowed me to text u at any time any place Face to face can’t” – [B2361]
- Q13 : “Online ... Ofcoz dare not try , I don’t even know hv this kind of thing. If know ,may be also not dare to try , how we know we going to talk to a real counsellor.” – [B2372]
- : “Hahaha.. then how can you be certain that I am real??😏” –[B2374: *Counsellor’s query*]. “Fr your prof ques...” – [B2376]

Client-C

- Q1 : “Challenging to think back if my behaviour was appropriate to the situation. Yes” – [C984]
- Q3 : “Get to share more stuff n daily happenings, Sometimes on the spot stuff” - [C988]
- Q5 : “The type does mk me understand myself better n Wht I want bcoz I need to knw myself n wat m feeling n want to achieve in order to type n write back.” – [C996]
- Q6 : “Not all problems ppl face will be suitable for this. In my opinion it is mainly based on the person's personality itself on how comfortable thy are voicing out things wit a stranger face 2 face or online.” – [C998]
- : “4 this I always had in my mind tht psychologist are 4 ppl wit mental illness. I tried a psychologist during my parents death 2 help me overcome their death & my sadness. The difference tht I hv during this online session vs f2f is tat everyday I got achance 2 share my feelings. Ur communication can be improved thou by elaborating more thn hw r u feeling...” – [C1005]
- : “My perception of seeking help frm free online psycologist team is very helpful as thr r many ppl like me out thr who need help, a professional person to seek advice n help frm. N fr ppl who hv \$\$ limitationn time free online therapy is a very good option tht people can explore.” – [C1012]

- Q7 : “Like fren to fren sharing” – [C1027]
- Q8 : “9. Level of maturity is important in communicating bk wit patient eg: asking bk mature questions so tht the person feels it is worthwhile 2 share the problems gain feedback n tht there r ppl who can understand ur problem.” – [C1017]
- Q9 : “My level of maturity 9/10 before and 9/10. I still hv tht inner fear b4 and after this experiment.” – [C1020]
- Q10 : “Yes becoz in my issues it helps see hw other ppl hv issues ,deal wit it n frm a diff gender point of view.” – [C1032]
- Q11 : “My advice to other counsellors whn doin online counselling is tat try to talk more interative questions with the client. Ask more detail questions..more elaborated question n also give real life scenario examples to share stories.. tht kinda thing” – [C1052]
- Q12 : “Sometimes in f2f counselling client cannot share their feelings properly or voice out stuff. his is because thy might be shy to share emotions. r thy dun feel comfortable with sum1 f2f looking at thm n thy cry .. while online u can talk whatever.. person cannot c u. U cry n talk also it does not affect ur self esteem. For me it's useful bcoz I feel very embarassed if I talk n the person see my crying.” – [C1062]
- Q13 : “Not true but thn again depends on individual perception. For me I prefer most things online and I dun hv the courage to share such personal stuff frm my heart via f2f” – [C1067]

Client-D

- Q3 : “It's easier to express via text than verbally. Lesser inhibitions.” – [C1100]

- Q6 : “Not for all. People with problems which they think are more embarrassing would be more prone to access text based counselling in my opinion.” – [D1103]
- Q7 : “You as a counsellor invokes deeper and more critical thinking. A further insight on what to do in the future. You're encouraging and let's the subject decide on their own choices.” – [D1104]
- Q8 : “10. Yes I think that's important. Someone who is less mature and who does not see the bigger picture cannot guide another into correcting or make changes in their actions with efficacy.” – [D1105]
- Q10 : “Definitely. Because we have somewhat similar problems which I can relate to and take example from on how to act in future.” – [D1107]
- Q12 : “Online based can help subjects to speak more freely without inhibitions. Face to face can be difficult when someone is faced with different expressions or body languages that might influence one's sharing thus more inhibitions. Face to face also may make the subject think they could be judged by the person they're talking to. Something like a confession box in a church. Anonymity gives security even if it's not seeing another person's face.” – [D1109]

Client- E

- Q3 : “The difference is that i was easier to write out something secretly compare to speak. However, text is slower to express my thought compare to speak, i prefer talk to my friend in usual, because i can tell faster” – [E1003]
- Q6 : “I think text based is more suitable for those problems that difficult to speak out, something like about sex” – [E1009]
- Q7 : “Your communication style is clear and open, i was feeling relax and free when i communicated with you” – [E1010]

- Q8 : “I can feel you are helping me to feel relax, although i can't make sure is that your real communication style” – [E1014]
- Q10 : “It could help me to feel that we are not only text for my issue, which means not only the counselor and patient relationship.” – [E1018]
- Q12 : “Anytime i can reply is the best advantage that compare to face to face” – [E1021]
- Q13 : “I dont think it is uncomfortable even though it is unfamiliar way to have counselling” – [E1023]

Client-F

- Q3 : “Gives me more time to think. Not as nervous as saying in persom” – [F666]
- Q4 : “Hmm...not really. Just that I can refer to it later on to reflect” – [F668]
- Q6 : “For simple matters that require just listening and moral support, like grief or minor depression, text based is suitable. For more serious conditions such as suicidal thoughts and psychological abnormalities like schizophrenia (although rare) would not be suitable” – [F674]
- Q7 : “I feel your personality type is a little less on the emotional side, but more on the technical (facts) side... Communication wise, coherent speech, I feel a genuine sense of care, and easy to comprehend what you are saying.” – [F685]
- Q8 : “I really hope you take none of this personally. Roughly 4. I would say it depends on the person you are counselling really. A lower rating would be good for kids and a higher rating would definitely be better for most working adults. As long as it connects you with them on their level” – [F693]

- Q10 : “Yes in the sense that it does help me open up a little. No in the sense that sometimes I think you didn't take this seriously” – [F706]
- Q11 : “Be consistent (in Contact). That's all. mainly to let the patient know you are present” – [F708]
- Q12 : “Time convenient. No need to set appointment. Just reply as and when” – [F712]
- Q13 : “Untrue. The curiosity on how it would differ made me want to try. And that is how I ended up in your study” – [F717]

Client-G

- Q1 : “Hmm. At first it was challenging because to talk to someone new, especially about ourself, needs a good rapport, I need to feel comfortable. Since I'm the type that worries about people's judgement, for me to take out my words are a bit difficult. But after that, it got better. I can just tell you my thoughts easily.” – [G524]
- Q3 : “Speaking can be limited. I love to speak but I can't express my feelings well in front of people because I don't want to sound so emotional and all that. So like I said I can feel down because I don't speak it out. As for writing here, I can write freely, I can write more about my thoughts and feelings because I can just write and I don't have to see your face. So if I smile or cry etc, you won't see or know so it's good. And another thing is that I can write to you anytime so when I suddenly feel something, I can write it down and write it well here.” – [G527]
- Q4 : “Yeah, it does. Because when writing, I just write down whatever I feel, I don't even arrange the words. And after that, reading it again makes me see the situation better and what exactly I feel and maybe why I act in a certain way.” – [G530]

- Q5 : “Yeah, it does. I like how your questions make me think because there are certain things that I have never thought at all before. And just with your questions, it makes me understand myself and the whole situation a lot better.” – [G532]
- Q6 : “Hm. I don't think so. It's also depends on individuals. I think online text based is much more suitable for individual issues like confidence, personality, appearance, studies, health. And the problems that involve relationship such as family, friends and couples may not be so suitable.” – [G534]
- Q7 : “I feel that you're outgoing. That personality that I don't feel burden with. Like sometimes I feel I'm talking to a friend because you have that friendly-like personality. Communication style that I feel is different is your reaction to my issue. You don't sound directly empathetic because I'm used to people's reactions with sympathizing and empathizing me including my prev counselors but I know you are empathise with my situation when you give me support and giving me ideas and to look at things in different ways.” – [G543]
- Q8 : “Yes its important! It's good to not being judged. Your maturity also helps me to see things in a positive way, the things that I have never thought before. And it helps with the negative feelings I had before this.” – [G549]
- Q10 : “Yes sharing did help! I think its good in terms of our rapport. I don't feel burden to see you as counselor. When you shared your personal stuff, it also feels like there's a friendly relationship there. So it makes me comfortable.” – [G533]
- Q11 : “Hm. Generally I don't think many people actually know how counselling is like. Even face-to-face counselling, people have no idea. So I guess to use online text based counselling, since its a new thing, it may need even more explanations and for the clients to really understand how this counselling is really like. And to just be careful with the use of emojis and to try to minimise misunderstanding that could happen. :)” – [G557]

- Q12 : “Hm. For me, its telling my true feelings out. I think its much more easier with online because counselor cant see my face reactions. So its really easy to write down rather than speaking out. And i dont feel forced to tell out... because with online, i can do anytime. But with face to face, it looks rush because i can see that the counselor in front of me is waiting for me to say...” – [G558]
- Q13 : “Yes. It was true for me. I had no idea how online counselling was like and the only reason I dared to try was because you are introduced by a friend of mine so I have that feeling of trust.” – [G564]

Client-H

- Q1 : “not really. i think bcoz im quite independent in my way of thinking. which is proven in d mpq test i've taken (twice, both time also i score 10). but it helps as u r able to validate what i think is right/wrong. I need ppl to help me with that sometime” – [H602]
- Q2 : “yes... i feel it helps to determine emotions.” – [H606]
- Q3 : “i get to think thoroughly before responding. in that manner, using d right words to express better. speaking verbally, it will be hard if the person im speaking to is intimidates me.” – [H608]
- Q4 : “yes. as i get to reflect when i read back my messages” – [H610]
- Q5 : “yes. it makes me think more, thus understand myself better.” – [H612]
- Q6 : “no. suitable if its something that can wait, in terms of allowing ppl to slowly open up about their problem, but it will not be suitable if a person is in an overwhelming situation, like anger or distress. however, i feel it depends on the client's personality as well. some ppl cannot be push hard and fast, need to go slow.” – [H614]

- Q7 : “i didnt have prior experience in a counseling session b4, but overall, i feel like im talking to a big brother. if that make sense to you. basically someone older, n wiser. i feel i can be open and confide in u. n i dont feel like im being judge, thus it helps me to express myself.” – [H626]
- Q8 : “8. maturity to a certain extend is important, but at d same time, being able to not take things too seriously will help with elevating the mood of d client. and that is good to release some stress and help with thinking more positively” – [H625]
- Q9 : “in between this 3 months, i had a major breakup as well. its a 5 yrs relationship. i feel i stay on for 5 yrs bcoz i was really stubborn. then i went over d other side of d fencing, ppl around me start telling me things which i do know, i just choose not to see it (about my ex). it also helps that i get to speak to u, a professional. eventually, i feel its ok to not be good in everything. n i finally realized what it means to find inner happiness.” – [H633]
- Q10 : “think most of the things i know about u is from (identity removed). but it does help as i know u been through 2 divorces, i can relate to that. i also know u try hard playing the role of father to 2 boys. that gives me some level of respect for u, this it helps with d working relationship.” – [H636]
- Q11 : “i find its good for breaking d ice, but it would have been better if it is complimented with a face to face session when d client is comfortable enough. its good especially for d introverts like me, or those who express themselves better in writing. 😊” – [H638]
- Q12 : “online gives me d freedom to respond, and allows me to think, and lets me avoid uncomfortable situation, like being put on d spot and i will feel d pressure to respond although i dont have the answer yet. something like that.” – [H640]

Q13 : “not really. prior to this, i have d assumption that its like chatting with strangers in a random chat room, like icq or msn. but of course, this is more personal. probably d older generation will feel that way.” – [H644]

APPENDIX H: Client-D Full Script

Line No.	Original Transcripts
D1	10/10/2015, 21:13 - OLC-PhD-D: Hi Nicholas.
D2	10/10/2015, 21:13 - OLC-PhD-D: This is <i>(Identity removed for privacy purposes)</i>
D3	10/10/2015, 21:14 - Nicholas Wong: Ok.. before we begin.. you will have to agree on a few terms and conditions of the research 😊
D4	
D5	Standard ethical requirements. . (Next time u do your research you will understand)
D6	
D7	One sec.. let me cut and paste
D8	
D9	This is a 90 days experimental research for my PhD. On whether oline text based counselling could be effective at promoting more help-seeking behaviors.
D10	
D11	
D12	Firstly. Since it's text-based.. you no need to response and reply immediately..same goes for me..) however you and I may write any time.. just ensure that the notification does not affect our sleep and studies routine.
D13	
D14	Secondly. I will need to get you to do the online pre-test here again so that we may compare the results again at the end of 90 days.. (please do not come back here to check your scores at the end of 90 days to influence your Post-test scores)
D15	
D16	Thirdly, even though I am an experienced and licensed online and faced-to-face counsellor... certain issues such as Suicidal, sexual or child abuse and or criminal and terrorist act may not be suitable for Online Counselling.. and I may also be obligated to break confidentiality.
D17	
D18	Fourthly, please do keep your phone security safe and private as this will be done on my end too. No one else except my supervisors may review some notes from time to time, however your identity is protected by naming you with a CODE here on my address boom. :)
D19	
D20	
D21	Fifth, the main theory I am using to support you is called Writing Therapy.. where getting you to write about your thoughts and feelings, is in itself helpful. Therefore, please continue to write even if I purposefully do not reply... or I used emoticons and "..." (triple dots) to encourage you to keep writing.
D22	
D23	Do you agree with the above conditions?
D24	10/10/2015, 21:15 - OLC-PhD-D: Read and agree
D25	10/10/2015, 21:15 - Nicholas Wong: 1. Age
D26	2. Gender
D27	3. Nationality
D28	4. Ethnicity
D29	10/10/2015, 21:16 - OLC-PhD-D: 24
D30	M
D31	Malaysian
D32	Chinese
D33	10/10/2015, 21:16 - Nicholas Wong: Which of the following would you likely choose when seeking professional help services.
D34	
D35	(Please rank them from a scale of 1 – 10, where 1 = LEAST Preferred to 10 = MOST Preferred)
D36	
D37	a. Online Text-Based Writing Counselling (Using Whatsapp)
D38	
D39	b. Face-to-face Counselling Only
D40	
D41	c. Combination of face-to-face and online text-based writing counselling
D42	10/10/2015, 21:17 - OLC-PhD-D: A. 8

- D43 B. 5
 D44 C. 7
 D45 10/10/2015, 21:17 - Nicholas Wong: Section 2: Attitude Towards Face-to-Face vs Online Text-Based Help-Seeking Scale
 D46
 D47 INSTRUCTIONS:
 D48 For the following questions, you are asked to respond using the following scale:
 D49 (1) Not at all, (2) Slightly, (3) Somewhat, (4) Moderately, or (5) Very.
 D50
 D51
 D52
 D53 1. Using Face-to-Face counselling would help me learn about myself.
 D54 _____
 D55 10/10/2015, 21:17 - OLC-PhD-D: 4. Moderately
 D56 10/10/2015, 21:18 - Nicholas Wong: 2. If a friend had personal problems, I might encourage him or her to consider Face-to-Face counselling.
 D57 _____
 D58
 D59
 D60 3. I would confide my personal problems in a Face-to-Face counsellor.
 D61 _____
 D62
 D63
 D64 4. It could be worthwhile to discuss my personal problems with a Face-to-Face counsellor.
 D65 _____
 D66
 D67 5. If Face-to-Face counselling were available at no charge, I would consider trying it.
 D68 _____
 D69
 D70 6. If I were having a personal problem, seeking help with a Face-to-Face counsellor would be the last option I would consider.
 D71 _____
 D72
 D73
 D74 7. I would feel uneasy discussing emotional problems with a Face-to-Face counsellor.
 D75 _____
 D76
 D77 8. I would dread explaining my problems to a Face-to-Face counsellor.
 D78 _____
 D79
 D80 9. I think it would take a major effort for me to schedule an appointment with a Face-to-Face counsellor.
 D81 _____
 D82
 D83
 D84 10. I would be afraid to discuss stressful events with a Face-to-Face counsellor.
 D85 _____
 D86 10/10/2015, 21:20 - OLC-PhD-D: 2. Somewhat
 D87 3. Moderately
 D88 4. Somewhat
 D89 5. Moderately
 D90 6. Moderately
 D91 7. Somewhat
 D92 8. Slightly
 D93 9. Moderately
 D94 10. Slightly
 D95 10/10/2015, 21:21 - Nicholas Wong: 11. Using Online Text-Based Writing counselling would help me learn about myself.
 D96 _____

- D97
- D98 12. If a friend had personal problems, I might encourage him or her to consider Online Text-Based Writing counselling.
- D99 _____
- D100
- D101 13. I would confide my personal problems in an Online Text-Based Writing counsellor.
- D102 _____
- D103
- D104
- D105 14. It could be worthwhile to discuss my personal problems with an Online Text-Based Writing counsellor.
- D106 _____
- D107
- D108
- D109 15. If Online Text-Based Writing counselling were available at no charge, I would consider trying it.
- D110 _____
- D111
- D112
- D113 16. If I were having a personal problem, seeking help with an Online Text-Based Writing counsellor would be the last option I would consider.
- D114 _____
- D115
- D116 17. I would feel uneasy discussing emotional problems with an Online Text-Based Writing counsellor.
- D117 _____
- D118
- D119
- D120 18. I would dread explaining my problems to an Online Text-Based Writing counsellor.
- D121 _____
- D122
- D123
- D124 19. I think it would take a major effort for me to schedule an appointment with an Online Text-Based Writing counsellor.
- D125 _____
- D126
- D127
- D128 20. I would be afraid to discuss stressful events with an Online Text-Based Writing counsellor.
- D129 _____
- D130 10/10/2015, 21:21 - Nicholas Wong: Just number is enough
- D131 10/10/2015, 21:21 - Nicholas Wong: No need put the words ..hehe
- D132 10/10/2015, 21:23 - OLC-PhD-D: 11. Moderately
- D133 12. Very
- D134 13. Moderately
- D135 14. Moderately
- D136 15. Very
- D137 16. Not at all
- D138 17. Not at all
- D139 18. Not at all
- D140 19. Not at all
- D141 20. Not at all
- D142 10/10/2015, 21:23 - OLC-PhD-D: Sorry only saw from top down haha
- D143 10/10/2015, 21:23 - Nicholas Wong: Haha..np
- D144 10/10/2015, 21:23 - Nicholas Wong: The end of pretest
- D145 10/10/2015, 21:24 - Nicholas Wong: Now you have 90 days of full access to me
- D146 10/10/2015, 21:24 - OLC-PhD-D: Ok
- D147 10/10/2015, 21:24 - Nicholas Wong: No rush to reply.. slowly chat
- D148 10/10/2015, 21:24 - Nicholas Wong: At the end of 90 days just do a post test..)
- D149 10/10/2015, 21:24 - Nicholas Wong: Please share again what u said earlier
- D150 10/10/2015, 21:24 - OLC-PhD-D: But it took a lot of contemplation from my side to approach you

- D151 10/10/2015, 21:25 - OLC-PhD-D: So I should continue before I take it back haha
- D152 10/10/2015, 21:25 - Nicholas Wong: I trust you know what you need...
- D153 10/10/2015, 21:25 - Nicholas Wong: Could u repeat what u wrote earlier ..
- D154 10/10/2015, 21:26 - Nicholas Wong: I haven't read it yet..
- D155 10/10/2015, 21:26 - OLC-PhD-D: My father passed when I was 6, mother married off without me after that. I stayed behind with my grandma and uncle. They took care of me ever since. My family isn't very well to do but we do well enough.
- D156 10/10/2015, 21:26 - OLC-PhD-D: So my grandma and uncle sent me for my education and upbringing basically.
- D157 10/10/2015, 21:27 - Nicholas Wong: ... (means please continue)
- D158 10/10/2015, 21:27 - OLC-PhD-D: However, there is something I am unhappy about. Deep down, I know that I should be more grateful but despite all the help they provided with me, I couldn't bring myself to feel more grateful.
- D159 10/10/2015, 21:29 - OLC-PhD-D: Partly because when growing up, I was being taught very strictly. There's a lot of use of violence (not excessive) but enough to make one hate to go home sometimes. I'd say this kinda instilled a certain degree of fear when I was younger.
- D160 10/10/2015, 21:29 - OLC-PhD-D: There were fallouts before and it wasn't pretty
- D161 10/10/2015, 21:30 - Nicholas Wong: ...
- D162 10/10/2015, 21:30 - OLC-PhD-D: I had a lot of restrictions. No going here or there, no doing this or that
- D163 10/10/2015, 21:30 - OLC-PhD-D: I didn't have much friends back in high school because I was always kept at home
- D164 10/10/2015, 21:31 - OLC-PhD-D: And I hated that for the longest of time because I only realised that when I am an adult and working
- D165 10/10/2015, 21:31 - OLC-PhD-D: So fast forward to the beginning of degree life.
- D166 10/10/2015, 21:32 - OLC-PhD-D: I applied for my (identity removed for privacy purposes) and I got the offer. I was very very happy the day I received the letter.
- D167 10/10/2015, 21:33 - OLC-PhD-D: But due to certain repercussions of my uncle's actions, I was unable to accept the offer. My uncle has a gambling issue you see.
- D168 10/10/2015, 21:33 - Nicholas Wong: Noted.
- D169 10/10/2015, 21:33 - Nicholas Wong: ...
- D170 10/10/2015, 21:34 - OLC-PhD-D: And my grandma has been helping him with the debt for as long as I could remember. According to my aunt (uncle's sister), he's been like that since probably 30 years ago?
- D171 10/10/2015, 21:34 - OLC-PhD-D: And so at that moment, the finance that was supposed to bring me to Australia for my degree vanished.
- D172 10/10/2015, 21:35 - OLC-PhD-D: I settled for Malaysia. I'm fine with that. At that point I was angry but I also learnt to be grateful. Cuz how many kid with no parents end up in uni anyway.
- D173 10/10/2015, 21:36 - OLC-PhD-D: So (*University name removed for privacy purposes*) it is. For 3 years. These 3 years weren't exactly quiet ones
- D174 10/10/2015, 21:37 - OLC-PhD-D: The same gambling issue came up bout couple of times. To the extent that they said they worry if they could let me continue with my studies. But fate has it that I complete my degree
- D175 10/10/2015, 21:39 - OLC-PhD-D: Then came the time when I graduate. I intended to pursue postgrad after graduation. I didn't need break. So I applied for Master of (*details removed for identity protection*). I was on the verge of being accepted that I had to retract my application because of same issue. Financing.
- D176 10/10/2015, 21:40 - Nicholas Wong: ...
- D177 10/10/2015, 21:40 - OLC-PhD-D: Then I decided to become the research assistant with (*details removed for identity protection*) for a while in hope to get scholarship. But during my time there, I developed a ridiculous interest for business, so I enrolled in Master of (*details removed for identity protection*).
- D178 10/10/2015, 21:41 - OLC-PhD-D: Fees were cheaper than expectation. about 50k for year and a half
- D179 10/10/2015, 21:41 - OLC-PhD-D: My family runs a business so the monthly nett income is close to 30k
- D180 10/10/2015, 21:42 - OLC-PhD-D: So I thought it might not be impossible. And they said it's feasible and it's good that I go for business
- D181 10/10/2015, 21:43 - OLC-PhD-D: Once again I enrolled. I was accepted too...went for a week and I had to withdraw due to the same damn problem.
- D182 10/10/2015, 21:43 - OLC-PhD-D: I was at my breaking point
- D183 10/10/2015, 21:43 - OLC-PhD-D: I told myself that enough is enough. It was also at this time that my family faced problems with other people.

- D184 10/10/2015, 21:43 - OLC-PhD-D: Specifically loan sharks.
- D185 10/10/2015, 21:44 - Nicholas Wong: Due to one uncle's gambling habit?
- D186 10/10/2015, 21:44 - OLC-PhD-D: Yes
- D187 10/10/2015, 21:44 - OLC-PhD-D: Correct.
- D188 10/10/2015, 21:44 - OLC-PhD-D: The same uncle that brought me up.
- D189 10/10/2015, 21:44 - Nicholas Wong: Interesting uncle...totally spoilt!
- D190 10/10/2015, 21:44 - Nicholas Wong: Haha
- D191 10/10/2015, 21:45 - OLC-PhD-D: I know right
- D192 10/10/2015, 21:45 - Nicholas Wong: Interesting irony
- D193 10/10/2015, 21:45 - OLC-PhD-D: The horror tho...
- D194 10/10/2015, 21:45 - Nicholas Wong: 😞
- D195 10/10/2015, 21:45 - OLC-PhD-D: My devastation
- D196 10/10/2015, 21:45 - OLC-PhD-D: Haha
- D197 10/10/2015, 21:46 - OLC-PhD-D: Well, things didn't go so well but I came out. You can say I left home. Found a job and started my own journey from there
- D198 10/10/2015, 21:48 - OLC-PhD-D: It wasn't difficult for me tho. Because growing up, I found out the hard way that many things in life doesn't come easy. I also learnt that money may not be everything but it can be a lot of things. So begins my fight against the world haha
- D199 10/10/2015, 21:49 - OLC-PhD-D: Well, my family they kinda went away. Business closed down because of fear for life. I chose to not go with them.
- D200 So dramatic I know but I thought that I am still young, if I go with them, what's gonna happen to my future?
- D201 10/10/2015, 21:50 - OLC-PhD-D: Plus, I have a girlfriend of 5 years here. I can't leave her alone with unknown possibility of meeting her again.
- D202 10/10/2015, 21:51 - OLC-PhD-D: So I stayed. And her family was very good to me too. I stayed with them for a while. They knew about the gambling debts but not about the part that they went away.
- D203 10/10/2015, 21:51 - OLC-PhD-D: My gf knows the whole truth tho.
- D204 10/10/2015, 21:52 - OLC-PhD-D: Am I selfish?
- D205 10/10/2015, 21:53 - OLC-PhD-D: Because I'm pretty sure my life now is improving very fast
- D206 10/10/2015, 21:54 - Nicholas Wong: Good question..
- D207 10/10/2015, 21:55 - Nicholas Wong: Just by asking this question shows you are balancing self care and gratitude.
- D208 10/10/2015, 21:55 - OLC-PhD-D: But I may have been putting myself above my gratitude of late
- D209 10/10/2015, 21:55 - Nicholas Wong: It's a tough balance
- D210 10/10/2015, 21:56 - Nicholas Wong: It's a balance.. not always clear cut
- D211 10/10/2015, 21:56 - Nicholas Wong: Even in counselling there are ethical standards..
- D212 10/10/2015, 21:56 - Nicholas Wong: And it's never clear cut
- D213 10/10/2015, 21:56 - Nicholas Wong: As adult.. we got to make tough decisions that constantly keeps us questioning ..
- D214 10/10/2015, 21:56 - OLC-PhD-D: Yeah I guess it's sort of a grey area right
- D215 10/10/2015, 21:57 - Nicholas Wong: Sometimes the questioning of our actions ..is all it takes for us to begin balancing..
- D216 10/10/2015, 21:57 - Nicholas Wong: Make a choice.. which is wise..
- D217 10/10/2015, 21:57 - Nicholas Wong: Continue to ask what else I can do.. is mature.
- D218 10/10/2015, 21:58 - OLC-PhD-D: Ok
- D219 10/10/2015, 21:58 - OLC-PhD-D: Ok moving on for a while more
- D220 10/10/2015, 21:58 - Nicholas Wong: Moving on with a purpose.m
- D221 10/10/2015, 21:58 - Nicholas Wong: Purpose..
- D222 10/10/2015, 21:58 - OLC-PhD-D: So while they were away to a new place, they did call me up
- D223 10/10/2015, 21:58 - Nicholas Wong: And you seem to already know your purpose for choosing self care..
- D224 10/10/2015, 21:59 - Nicholas Wong: Only thing is you didn't see further and more capable of who you can be.. after choosing self care.. 😊
- D225 10/10/2015, 21:59 - OLC-PhD-D: Albeit them being my family, I chose to stay with my gf because she chose to stay with me despite all this
- D226 10/10/2015, 22:00 - OLC-PhD-D: Sorry I dont understand your last statement
- D227 10/10/2015, 22:00 - Nicholas Wong: Read it again.. 😊
- D228 10/10/2015, 22:00 - Nicholas Wong: What do you think I mean? ☺

- D229 10/10/2015, 22:01 - OLC-PhD-D: I still dont get it
- D230 10/10/2015, 22:01 - OLC-PhD-D: 😞
- D231 10/10/2015, 22:04 - Nicholas Wong: You have chosen to self care.. that u have put in a lot of deep thought to make such a tough choice..
- D232 10/10/2015, 22:04 - OLC-PhD-D: Yes I have
- D233 10/10/2015, 22:04 - Nicholas Wong: Making tough choices like this usually driven by immediate or past fears..
- D234 10/10/2015, 22:04 - Nicholas Wong: Also a little bit of future planning
- D235 10/10/2015, 22:05 - OLC-PhD-D: I get you now
- D236 10/10/2015, 22:05 - Nicholas Wong: However what I am saying.. based on my experience. .. you have some future olanning in this tough choice...
- D237 10/10/2015, 22:05 - Nicholas Wong: But the planning is not big or far enough.. 😞
- D238 10/10/2015, 22:06 - OLC-PhD-D: My plans for my future and possibly a family was the anchor of my choice
- D239 10/10/2015, 22:06 - OLC-PhD-D: I guess
- D240 10/10/2015, 22:07 - Nicholas Wong: Let me help u get deeper.. perhaps u see clearer...)
- D241 10/10/2015, 22:08 - Nicholas Wong: Will help u by asking a few more questions.. 😞
- D242 10/10/2015, 22:08 - OLC-PhD-D: Yes at that point of time, my planning was only to survive. It was only recently that I am stable and steady I am beginning to think of the prospect of a family, of what I truly want out of my life
- D243 10/10/2015, 22:08 - OLC-PhD-D: ok
- D244 10/10/2015, 22:09 - Nicholas Wong: Lets call survive as lvl1. Once stable think of family is lvl2..
- D245 10/10/2015, 22:09 - OLC-PhD-D: Ok
- D246 10/10/2015, 22:10 - Nicholas Wong: These are your growth chart for chosing self care..
- D247 10/10/2015, 22:10 - Nicholas Wong: What would level 3 look like? :)
- D248 10/10/2015, 22:10 - Nicholas Wong: (Hint.. its call a growth chart!!)
- D249 10/10/2015, 22:10 - Nicholas Wong: 😞😞
- D250 10/10/2015, 22:10 - OLC-PhD-D: Haha yeah
- D251 10/10/2015, 22:11 - OLC-PhD-D: I don't know yet
- D252 10/10/2015, 22:12 - Nicholas Wong: That's why you fall back into the black hole of doubting your choice.. (also because you have a sense of deep unspoken conscious to be gratitude) 😞
- D253 10/10/2015, 22:12 - Nicholas Wong: Think and WORD lvl 3 out..
- D254 10/10/2015, 22:12 - Nicholas Wong: Wording it out is very therapeutic
- D255 10/10/2015, 22:12 - Nicholas Wong: 😞
- D256 10/10/2015, 22:13 - OLC-PhD-D: So I suppose Lv 3 is something more than family or getting married?
- D257 10/10/2015, 22:13 - Nicholas Wong: Yes..
- D258 10/10/2015, 22:13 - Nicholas Wong: It's YOU growing to be more capable to take on more responsibility without sacrificing...
- D259 10/10/2015, 22:13 - OLC-PhD-D: I wanted to open my own business..
- D260 10/10/2015, 22:13 - Nicholas Wong: 😞
- D261 10/10/2015, 22:14 - OLC-PhD-D: Been having that thought since uni days
- D262 10/10/2015, 22:14 - Nicholas Wong: Lvl3 would be a business that can still be effected by loanshark and uncle gambling habits..
- D263 10/10/2015, 22:14 - Nicholas Wong: Lvl4 ?? 😞
- D264 10/10/2015, 22:14 - OLC-PhD-D: How so?
- D265 10/10/2015, 22:15 - OLC-PhD-D: Ohh
- D266 10/10/2015, 22:15 - OLC-PhD-D: Actually, about level 3
- D267 10/10/2015, 22:15 - OLC-PhD-D: We should go back a bit
- D268 10/10/2015, 22:15 - Nicholas Wong: Certainly 😞
- D269 10/10/2015, 22:16 - Nicholas Wong: 👍
- D270 10/10/2015, 22:16 - OLC-PhD-D: About the loanshark or uncle gambling habit, I dont know if its gonna be an issue in the future
- D271 10/10/2015, 22:16 - OLC-PhD-D: Because even tho we talked on the phone, we havent seen each other for 2 years
- D272 10/10/2015, 22:17 - Nicholas Wong: Hehe ... lvl 10 should be able to solve this concern..
- D273 10/10/2015, 22:17 - OLC-PhD-D: Remember I said they went away?

- D274 10/10/2015, 22:17 - Nicholas Wong: Lvl 10 involve your emotional maturity too..🙄
- D275 10/10/2015, 22:17 - Nicholas Wong: Not just money..😞
- D276 10/10/2015, 22:17 - Nicholas Wong: Sure plz continue about them going away..
- D277 10/10/2015, 22:18 - OLC-PhD-D: Yeah, they went away. I got an anonymous call from them from another state, saying they've settled down.
- D278 10/10/2015, 22:18 - OLC-PhD-D: My uncle brought along his wife and 3 kids mind you
- D279 10/10/2015, 22:19 - OLC-PhD-D: That'll make you feel WTF because who in their right mind would do this to their kids
- D280 10/10/2015, 22:19 - OLC-PhD-D: And my grandma
- D281 10/10/2015, 22:20 - OLC-PhD-D: I know they have somewhat a certain amount of money to survive for a short while but they are also looking at the prospect of working to sustain
- D282 10/10/2015, 22:20 - OLC-PhD-D: I felt bad in the beginning
- D283 10/10/2015, 22:21 - OLC-PhD-D: Felt horrible, and sad. I cried to my gf very hard. Harder than I could've ever done I suppose
- D284 10/10/2015, 22:21 - OLC-PhD-D: As time goes, I know my uncle and aunt found jobs
- D285 10/10/2015, 22:21 - Nicholas Wong: ...
- D286 10/10/2015, 22:22 - OLC-PhD-D: Not incredible pay but barely enough I guess. But the problem was, he couldn't hold a job for more than a few months
- D287 10/10/2015, 22:22 - OLC-PhD-D: I talked to my grandma more back then, she said he's picky and more hot-tempered and lazy (even in that situation??)
- D288 10/10/2015, 22:23 - OLC-PhD-D: Then it comes a point where they needed financial aid.
- D289 10/10/2015, 22:24 - OLC-PhD-D: I didnt have much left myself. After I started working not too long, I bought a car because I work in sales. It used up a big chunk of my savings
- D290 10/10/2015, 22:24 - OLC-PhD-D: My uncle was thinking of going to Australia for jobs, he didnt get it.
- D291 10/10/2015, 22:24 - OLC-PhD-D: That's some money wasted
- D292 10/10/2015, 22:24 - OLC-PhD-D: Then Korea. He managed to get in, worked for a few months
- D293 10/10/2015, 22:25 - OLC-PhD-D: But what infuriated me was, I lent him 2000, with what's left of my savings. My grandma knew about it.
- D294 10/10/2015, 22:25 - OLC-PhD-D: But after a few weeks, he decided to come back to Malaysia and work in Sg
- D295 10/10/2015, 22:26 - OLC-PhD-D: I was fine with that. But I said, since you're having a steady job now, when you are able please return the 2000. I don't have much myself
- D296 10/10/2015, 22:27 - OLC-PhD-D: He said yes, and when he returned to Malaysia, my grandma called me. She said, he took my money and gambled it away.
- D297 10/10/2015, 22:27 - OLC-PhD-D: I snapped.
- D298 10/10/2015, 22:27 - OLC-PhD-D: I controlled my temper with my grandma but I cut my ties with my uncle
- D299 10/10/2015, 22:28 - OLC-PhD-D: I said I have no uncle like that. I lent him the money to make ease of things, and he gambled it away in mere minutes!!
- D300 10/10/2015, 22:29 - OLC-PhD-D: On top of that, I helped him booked his flight ticket back from Korea. Costed more than a thousand and he didn't return it naturally.
- D301 10/10/2015, 22:29 - OLC-PhD-D: So at that point I'm left with nothing
- D302 10/10/2015, 22:29 - OLC-PhD-D: No more savings. I had to borrow from my gf and even tho she was very willing to give it to me, that shouldn't be happening in the first place
- D303 10/10/2015, 22:30 - OLC-PhD-D: My salary was enough for myself only
- D304 10/10/2015, 22:31 - OLC-PhD-D: Enough for my car, insurance, daily expenses
- D305 10/10/2015, 22:31 - OLC-PhD-D: With a few hundreds left at the end of every month
- D306 10/10/2015, 22:31 - Nicholas Wong: ...
- D307 10/10/2015, 22:31 - OLC-PhD-D: But as time passed, their reserve ran short and started asking help from me
- D308 10/10/2015, 22:32 - Nicholas Wong: (Please continue to write..will put my kids to bed now)
- D309 10/10/2015, 22:32 - OLC-PhD-D: I was reluctant because I was really really tight because of the first time.
- D310 10/10/2015, 22:32 - OLC-PhD-D: Oh ok
- D311 10/10/2015, 22:32 - OLC-PhD-D: Take your time
- D312 10/10/2015, 22:32 - Nicholas Wong: You keep writing too.. coz this is a slow long 90 days session..
- D313 10/10/2015, 22:32 - Nicholas Wong: Not a live chat

- D314 10/10/2015, 22:32 - OLC-PhD-D: Haha
- D315 10/10/2015, 22:32 - OLC-PhD-D: Will do
- D316 10/10/2015, 22:33 - Nicholas Wong: Keep the chat open and write / reply when possible..
- D317 10/10/2015, 22:33 - Nicholas Wong: 😊
- D318 10/10/2015, 22:33 - Nicholas Wong: So that we may continue to work together without sacrificing our other responsibilities
- D319 10/10/2015, 22:34 - Nicholas Wong: Lvl10 😊😊
- D320 10/10/2015, 22:34 - OLC-PhD-D: And eventually, I caved in. I transferred about a thousand into their account
- D321 10/10/2015, 22:34 - Nicholas Wong: ...
- D322 10/10/2015, 22:34 - OLC-PhD-D: Which left me with almost nothing
- D323 10/10/2015, 22:34 - OLC-PhD-D: I was very upset and stressed for the next few days
- D324 10/10/2015, 22:35 - OLC-PhD-D: I swear I was praying, that nothing unexpected happens now (i.e. flat tyre, accidents or anything that needs money)
- D325 10/10/2015, 22:36 - OLC-PhD-D: Eventually, I picked myself back up and the same thing happened again and again. On average out of 5 times, I had to turn them down 3 times for their request for financial aid
- D326 10/10/2015, 22:37 - OLC-PhD-D: Otherwise I might end up eating grass haha
- D327 10/10/2015, 22:38 - OLC-PhD-D: So this went on with a considerable period of time and it came a time, that I no longer call them...
- D328 10/10/2015, 22:39 - OLC-PhD-D: I just cut my communications almost completely. For a few months already in fact. The last call with my grandma wasn't pretty because it was a heated argument. She was scolding me saying something similar to calling me an ingrate..
- D329 10/10/2015, 22:40 - OLC-PhD-D: I didn't refute cuz that's still rude and maybe you can say I was conditioned to not argue back when scolded since I was young haha...so I just took it all.
- D330 10/10/2015, 22:42 - OLC-PhD-D: My only thought was, is that all you can say after all I've done to help you. Is that what an ingrate would do? I earn an entry level salary and you expect me to have savings at the end of every month? Why can't you understand my standpoint? It was difficult for me as well
- D331 10/10/2015, 22:44 - OLC-PhD-D: And so the frustration led me to cut my communications. I never called for the next few months and they didn't call. Sometimes, they did and I didn't wanna answer because of fear and worry. Fear of the scolding again and worry for their call
- D332 10/10/2015, 22:44 - OLC-PhD-D: Am I being fair to them?
- D333 10/10/2015, 22:46 - OLC-PhD-D: One of my friend said, regardless of what they did for me, asking me to pay for gambling debt (or anything caused by that) is unacceptable so I have been more generous than I should be. What is your opinion?
- D334 10/10/2015, 22:52 - OLC-PhD-D: You may see this as a way for me to find approval for the things I do. Honestly I think maybe. I'm tired of holding it all in and hope that someone can just tell me that it's ok or I've done enough. I'm tired of dealing with my family. I dread them tbh.
- D335 10/10/2015, 23:15 - OLC-PhD-D: And btw my cousin think that I shouldn't be treating them like that because of what they did for me since young. But I cannot let gratitude cause me so much of stress and sadness should it?
- D336 11/10/2015, 11:50 - Nicholas Wong: Thank you for sharing openly and honestly..👍
- D337 11/10/2015, 11:50 - Nicholas Wong: I think every family have 1 like your uncle..
- D338 11/10/2015, 11:51 - Nicholas Wong: My younger brother also like this .
- D339 11/10/2015, 11:51 - Nicholas Wong: Loan shark also
- D340 11/10/2015, 11:51 - Nicholas Wong: And repeated gambling debt..
- D341 11/10/2015, 11:51 - Nicholas Wong: I used to lend him a lot of money.. (my other siblings and parents also help out many years.)
- D342 11/10/2015, 11:52 - Nicholas Wong: Then after many years didn't change..I was the first to decide zero lending..
- D343 11/10/2015, 11:52 - Nicholas Wong: Even when there is gun and knife held into his head..
- D344 11/10/2015, 11:52 - Nicholas Wong: No means no...it was tough.
- D345 11/10/2015, 11:53 - Nicholas Wong: That was 15 years ago..
- D346 11/10/2015, 11:53 - Nicholas Wong: He then stop getting himself into loanshark loans..and just use his own money to gamble
- D347 11/10/2015, 11:53 - OLC-PhD-D: Haha same kind of family huh
- D348 11/10/2015, 11:53 - Nicholas Wong: Sometimes just ask mum for RM50 or 200
- D349 11/10/2015, 11:54 - Nicholas Wong: He is the type than when win.. can go holiday paris and new york

- D350 11/10/2015, 11:54 - OLC-PhD-D: My uncle is the same
- D351 11/10/2015, 11:54 - Nicholas Wong: But generally pure as hell.. even RM50 need borrow from mum
- D352 11/10/2015, 11:54 - Nicholas Wong: He has 3 sons.. age 7 to 3
- D353 11/10/2015, 11:54 - Nicholas Wong: Hehe
- D354 11/10/2015, 11:55 - Nicholas Wong: Yes every family have. Haha
- D355 11/10/2015, 11:55 - OLC-PhD-D: Totally the same..
- D356 11/10/2015, 11:55 - OLC-PhD-D: My uncle also has 3 kids. Youngest is 6
- D357 11/10/2015, 11:55 - Nicholas Wong: He still ask me for money.. but I just smile.. no means no.
- D358 11/10/2015, 11:55 - Nicholas Wong: Already 15 years never give him money
- D359 11/10/2015, 11:55 - OLC-PhD-D: They told me he looked exactly like me when I was younger
- D360 11/10/2015, 11:55 - Nicholas Wong: He accepted it.
- D361 11/10/2015, 11:55 - OLC-PhD-D: Acted the same way as well
- D362 11/10/2015, 11:56 - Nicholas Wong: Of course even when i got money.. he won't know about it
- D363 11/10/2015, 11:56 - Nicholas Wong: I hide and park my money away from him and family..hehe
- D364 11/10/2015, 11:56 - Nicholas Wong: Infact my family knows that I like to study
- D365 11/10/2015, 11:56 - Nicholas Wong: So any money I make goes into my education
- D366 11/10/2015, 11:57 - Nicholas Wong: Even until today
- D367 11/10/2015, 11:57 - OLC-PhD-D: Then maybe because of that I have a certain affinity to taking care of him. I actually worry about his youngest son, (name removed for identity protection) the most. I worry how will he be when growing up.
- D368 11/10/2015, 11:57 - Nicholas Wong: Money I have.. but no body knows.. 😊 now only u know.. 😊
- D369 11/10/2015, 11:58 - Nicholas Wong: People like your uncle and my brothers are survivors gamblers
- D370 11/10/2015, 11:58 - OLC-PhD-D: I can understand. Everyone has something they would like to do. I like to go places. Visit places. Stay in hotels. Me and my gf have a certain thing for pretty hotels.
- D371 11/10/2015, 11:58 - Nicholas Wong: They can survive like this forever one..
- D372 11/10/2015, 11:58 - OLC-PhD-D: 😊
- D373 11/10/2015, 11:58 - Nicholas Wong: What I do is i focus on my own emotional and financial growth. no body knows..
- D374 11/10/2015, 11:59 - Nicholas Wong: 😊
- D375 11/10/2015, 11:59 - OLC-PhD-D: My dad is the eldest you see, followed by my aunt and uncle.
- D376 11/10/2015, 11:59 - Nicholas Wong: I know alot of billionaire clients..which no body knows....hehe
- D377 11/10/2015, 11:59 - OLC-PhD-D: So my dad passed when I was 6. And it was only recently my aunt said, why does the good one has to go and my uncle got to stay
- D378 11/10/2015, 12:00 - Nicholas Wong: I learned from these very very successful and humble rich man
- D379 11/10/2015, 12:00 - Nicholas Wong: Never need to worry their children get kidnap
- D380 11/10/2015, 12:00 - Nicholas Wong: Never worry family member borrow money
- D381 11/10/2015, 12:00 - OLC-PhD-D: Given the opportunity I wish I could learn from people like these as well
- D382 11/10/2015, 12:00 - Nicholas Wong: Never worry parents force them to help others siblings.
- D383 11/10/2015, 12:01 - Nicholas Wong: This is what I do..
- D384 11/10/2015, 12:01 - Nicholas Wong: My parents also dunno how much money I have.. 😊
- D385 11/10/2015, 12:01 - Nicholas Wong: Not even my wife knows..hehe
- D386 11/10/2015, 12:01 - Nicholas Wong: ☺ ☺ 😊 😊
- D387 11/10/2015, 12:01 - OLC-PhD-D: I think when it comes to people like us, we have to have a little reservations right?
- D388 11/10/2015, 12:02 - Nicholas Wong: Alot of reserves..never use money to impress family or love ones
- D389 11/10/2015, 12:02 - Nicholas Wong: I spend lots of quality time chatting and caring for my parents..
- D390 11/10/2015, 12:03 - Nicholas Wong: Even recently my dad sick.. I can afford best medical care.. but I choose to take him home and care for him myself..
- D391 11/10/2015, 12:03 - Nicholas Wong: Hehe
- D392 11/10/2015, 12:03 - Nicholas Wong: That's more precious than spending over 100k for someone to care for him.. 😊
- D393 11/10/2015, 12:04 - OLC-PhD-D: So do you think my course of action was wise? Or even justifiable morally?
- D394 11/10/2015, 12:04 - Nicholas Wong: I am doing it myself.. so I can't tell u its wise.. but I can only tell u why I do it.. 😊
- D395 11/10/2015, 12:04 - Nicholas Wong: Do

- D396 11/10/2015, 12:05 - Nicholas Wong: I prefer to show gratitude with love and care.. NEVER again with money..
- D397 11/10/2015, 12:05 - Nicholas Wong: 15 years already
- D398 11/10/2015, 12:05 - Nicholas Wong: I am closer to all my family..
- D399 11/10/2015, 12:05 - Nicholas Wong: Because no more talks about money
- D400 11/10/2015, 12:06 - Nicholas Wong: Even when my sister biz down..
- D401 11/10/2015, 12:06 - Nicholas Wong: I just use love and care..
- D402 11/10/2015, 12:06 - Nicholas Wong: They ask.. but as far as they see my lifestyle.. is no money..😞
- D403 11/10/2015, 12:06 - Nicholas Wong: Or just nice.
- D404 11/10/2015, 12:06 - Nicholas Wong: Hehe
- D405 11/10/2015, 12:07 - Nicholas Wong: Remember.. even wife or gf must not know ya..then only works
- D406 11/10/2015, 12:07 - Nicholas Wong: 😊😊
- D407 11/10/2015, 12:07 - OLC-PhD-D: But what happens whenever I speak with my family I feel intimidation or distrust and anger. It's double sided on the anger part I'm sure.
- D408 11/10/2015, 12:07 - Nicholas Wong: Stop using money to buy love and care.
- D409 11/10/2015, 12:08 - Nicholas Wong: That's the other issue..
- D410 11/10/2015, 12:09 - Nicholas Wong: Which is lack of emotional maturity which they (uncle, grandma..and even alot of doubke parenting thesedays) didn't teach / nuture.
- D411 11/10/2015, 12:09 - Nicholas Wong: Hence it's my job now to nuture this character building for you.. 😊😊
- D412 11/10/2015, 12:10 - OLC-PhD-D: When you say lack of emotional maturity, you mean our emotional relationship and connection correct?
- D413 11/10/2015, 12:11 - Nicholas Wong: Your personal resiliency
- D414 11/10/2015, 12:11 - Nicholas Wong: To external challenges
- D415 11/10/2015, 12:12 - OLC-PhD-D: I don't understand
- D416 11/10/2015, 12:12 - Nicholas Wong: Eg.
- D417 11/10/2015, 12:14 - Nicholas Wong: Incident A gets upset because B did something call C..which makes A feels D (lets call D = upset or depress or fear or even anger)
- D418 11/10/2015, 12:14 - Nicholas Wong: B and C are external challenges..
- D419 11/10/2015, 12:15 - Nicholas Wong: B and C is always going to happen from young till old.. from family to friends to even wife and strangers..
- D420 11/10/2015, 12:15 - Nicholas Wong: D = is the final out come.. (so that what A thinks or believe)
- D421 11/10/2015, 12:15 - Nicholas Wong: Following so far? :)
- D422 11/10/2015, 12:16 - OLC-PhD-D: Yes
- D423 11/10/2015, 12:16 - Nicholas Wong: Now this is simple mathematics..
- D424 11/10/2015, 12:16 - Nicholas Wong: Logical..and rational..
- D425 11/10/2015, 12:18 - Nicholas Wong: If we zoom in and see A from a maturity level of 1.. he/she will eventually get effected by B and C hence reaching D
- D426 11/10/2015, 12:19 - Nicholas Wong: But if we upgrade A's maturity and resilience to Lvl 10..or higher..
- D427 11/10/2015, 12:19 - Nicholas Wong: Then B and C will still happen.. but D won't be the final results.
- D428 11/10/2015, 12:19 - Nicholas Wong: Because A is mature and resilient
- D429 11/10/2015, 12:19 - OLC-PhD-D: I see
- D430 11/10/2015, 12:20 - Nicholas Wong: I am not God.. cannot stop B and C
- D431 11/10/2015, 12:20 - Nicholas Wong: But I have successfully help A to mature ..hence changing D ☺
- D432 11/10/2015, 12:21 - OLC-PhD-D: Let's say that B and C only originates from my family.
- D433 11/10/2015, 12:22 - OLC-PhD-D: Because personally I did not face B and C from others. Or at least nothing I couldn't work out.
- D434 11/10/2015, 12:22 - Nicholas Wong: And when A reach maturity lvl 10 and above... almost no more D will happen..and high lvl A can turn B and C into something opportunities..😊😊
- D435 11/10/2015, 12:23 - Nicholas Wong: B and C's are constants.. they will come from all angles..
- D436 11/10/2015, 12:23 - Nicholas Wong: Even business and marriages..and health
- D437 11/10/2015, 12:23 - OLC-PhD-D: Ok
- D438 11/10/2015, 12:23 - Nicholas Wong: So from health perspectives.. A is health.. B is stress..C is cancer..
- D439 11/10/2015, 12:24 - Nicholas Wong: D is depression and anger towards God or family for giving A Cancer
- D440 11/10/2015, 12:24 - Nicholas Wong: However if A's immune system is lvl10+

- D441 11/10/2015, 12:24 - Nicholas Wong: No cancer growth could have thrived in the first place..😞
- D442 11/10/2015, 12:25 - OLC-PhD-D: So in my case B would be my family, C is the gambling debt and D is my frustration and anger for them
- D443 11/10/2015, 12:25 - OLC-PhD-D: Am I correct
- D444 11/10/2015, 12:25 - Nicholas Wong: 1st way of looking at this equation is problem / sickness / pathological way..
- D445 11/10/2015, 12:25 - Nicholas Wong: Yup
- D446 11/10/2015, 12:26 - Nicholas Wong: 2nd way of looking at it personal wellness/fitness/immune system strengthen way
- D447 11/10/2015, 12:27 - Nicholas Wong: 1st way.. the BEST result is not die..
- D448
- D449 2nd way the BEST result is Healthy and fit.
- D450 11/10/2015, 12:27 - Nicholas Wong: Hence 2nd way is clearly the better approach to managing all B and C
- D451 11/10/2015, 12:28 - OLC-PhD-D: Ok
- D452 11/10/2015, 12:29 - OLC-PhD-D: So we proceed with?
- D453 11/10/2015, 12:29 - Nicholas Wong: Certain..
- D454 11/10/2015, 12:30 - Nicholas Wong: What is missing in A that is letting A reach D?
- D455 11/10/2015, 12:30 - Nicholas Wong: 😊😊
- D456 11/10/2015, 12:30 - Nicholas Wong: Or let me rephrase..
- D457 11/10/2015, 12:31 - Nicholas Wong: What character building (towards being more emotional maturity) in A that needs to improve so that B & C would not reach D..? 😊
- D458 11/10/2015, 12:32 - OLC-PhD-D: I see..
- D459 11/10/2015, 12:32 - OLC-PhD-D: Actually I don't know. Was hoping you'd help clear things up
- D460 11/10/2015, 12:47 - Nicholas Wong: I can.. but always better if use questions instead of lecture...
- D461 11/10/2015, 12:47 - Nicholas Wong: Hehe
- D462 11/10/2015, 12:48 - Nicholas Wong: So if you could be patient with my questions ..I would appreciate it..:)
- D463 11/10/2015, 12:48 - OLC-PhD-D: Ok
- D464 11/10/2015, 12:48 - Nicholas Wong: Thanks you.
- D465 11/10/2015, 12:48 - Nicholas Wong: What have you learned from me so far?
- D466 11/10/2015, 12:48 - Nicholas Wong: (Follow your gut feelings to answer)
- D467 11/10/2015, 12:49 - OLC-PhD-D: I've learnt that you don't use money to solve your problems.
- D468 11/10/2015, 12:50 - Nicholas Wong: What sort of person do I have to be to not use money to solve problems?
- D469 11/10/2015, 12:50 - OLC-PhD-D: That I still have a way to go for emotional maturity
- D470 11/10/2015, 12:50 - OLC-PhD-D: Attentive I suppose?
- D471 11/10/2015, 12:50 - Nicholas Wong: Attentive? 😊
- D472 11/10/2015, 12:51 - OLC-PhD-D: Not very sure on that but that's the only one I could come up with
- D473 11/10/2015, 12:53 - Nicholas Wong: Haha...
- D474 11/10/2015, 12:54 - OLC-PhD-D: But I guess you are also good at using other methods as solutions
- D475 11/10/2015, 12:54 - OLC-PhD-D: Induce others to find other solutions
- D476 11/10/2015, 13:05 - Nicholas Wong: What lvl of maturity do I need to be to induce others to find other solutions? 😊
- D477 11/10/2015, 13:14 - OLC-PhD-D: At least 10
- D478 11/10/2015, 13:17 - Nicholas Wong: Where would you rate your Uncle's lvl of maturity?
- D479 11/10/2015, 13:46 - OLC-PhD-D: 3 maybe?
- D480 11/10/2015, 13:54 - Nicholas Wong: Where would you rate yourself?
- D481 11/10/2015, 14:02 - OLC-PhD-D: At 4
- D482 11/10/2015, 14:05 - Nicholas Wong: Could u describe the strengths and then challenges of a man with LvL 3 maturity?
- D483 11/10/2015, 14:21 - OLC-PhD-D: Don't know about strength but challenges are plenty.
- D484 11/10/2015, 14:21 - OLC-PhD-D: Sometimes when I was much younger he'd ask me to lie when my grandma were to ask me if he's playing stocks
- D485 11/10/2015, 14:22 - OLC-PhD-D: And he'd ask for money from my grandma all the time
- D486 11/10/2015, 14:22 - OLC-PhD-D: At some points he'd borrow from me and never return that
- D487 11/10/2015, 14:23 - OLC-PhD-D: Of course this was when I'm older, in high school. But to a high school student back then a few hundred is a very big amount and it isn't easy to come by or to save

D488 11/10/2015, 14:24 - OLC-PhD-D: Then come those times when he'd have lost in gambling. He'd come home all hot tempered and scold everyone. And if you make a mistake, you'd get a beating. He likes to take it out on the younger ones. Even his own kids. I guess it boosts his ego.

D489 11/10/2015, 14:26 - OLC-PhD-D: It was when I was in uni and more independent and capable of making my own decisions that I began to stand up to him. I'd argue with him over things that I believe is absolutely unacceptable. There is this particular fight I remember very clearly. Maybe I'll remember that for a very long time.

D490 11/10/2015, 14:28 - OLC-PhD-D: I was in uni and that means having your own laptop. To many that's a luxury. You can do a lot of things you can't do back home because the laptop is yours. Movies. Games. Frivolous things like that. Eventually I grew out of them but at that time, I was at the peak of my game. Haha

D491 11/10/2015, 14:32 - OLC-PhD-D: So what happened was that, it was night time from work (I help out with the business whenever I can). So I like to relax with a movie. And obviously my uncle barged into my room (yes, I don't get much privacy back then), hot tempered. I think he lost money again. He saw me watching movies and started rambling about how I always watch movies and not study. How I can use night time after working hours to study. Then I'll refute by saying that it's after work and I need to relax so I can do what I want. You've had enough sleep throughout the whole day so who are you to judge? (He sleeps most of the time of the day. My grandma is the iron lady at home).

D492 11/10/2015, 14:32 - OLC-PhD-D: Then he gets mad. Calling me an ingrateful bastard.

D493 11/10/2015, 14:34 - OLC-PhD-D: And he hit me on my face. Of course my grandma heard all the ruckus cuz she sleeps next to my room. She comes over just in time to stop me from throwing a punch at my uncle. She pushed him away and he'll stand there, saying, I dare you to hit me. Hit me if you dare and I will beat you to death.

D494 11/10/2015, 14:37 - OLC-PhD-D: My grandma was pulling me so I didn't fight back. And then he told my grandma, in the future don't give him anything. Don't need to include him in your will. I want him dead, on his own without a single cent.

D495 I never said I wanted anything from the will. I don't need any inheritance.

D496 11/10/2015, 14:38 - OLC-PhD-D: But the worst part was that my grandma didn't say anything. She didn't defend me against his actions.

D497 11/10/2015, 14:38 - OLC-PhD-D: That moment I realise that she loved my uncle too much. She will prioritise him. She will think of his emotions because he is the only son left

D498 11/10/2015, 14:39 - Nicholas Wong: She is the one that spoils her.

D499 11/10/2015, 14:39 - Nicholas Wong: Coz her emotional endurance to accept her son's failure is low lvl..

D500 11/10/2015, 14:40 - OLC-PhD-D: That was not long before they went away.

D501 11/10/2015, 14:40 - Nicholas Wong: That's why she keeps repeating the same type of choices..cannot get her self out..hence cannot get him out.

D502 11/10/2015, 14:40 - Nicholas Wong: She knows she is stuck with him...but you aren't..

D503 11/10/2015, 14:40 - OLC-PhD-D: She accepted his failure but she didn't take any action to change it

D504 11/10/2015, 14:41 - OLC-PhD-D: And because of her for loving him too much, she has changed the lives of everyone around her.

D505 11/10/2015, 14:41 - OLC-PhD-D: My uncle, his wife and 3 kids. Me. My aunt, her husband and 3 kids.

D506 11/10/2015, 14:42 - OLC-PhD-D: My aunt and her husband works with my grandma, see. So when business closed down, they had no work.

D507 11/10/2015, 14:43 - OLC-PhD-D: I had a home that I cannot go back to. I grew up in (*location removed for privacy protection*). And now I can't even show my face there.

D508 11/10/2015, 14:43 - Nicholas Wong: It's all about capability.. last time her business made it capable for her to spoil him

D509 11/10/2015, 14:43 - Nicholas Wong: I also from (*location removed for identity protection*)...:)

D510 11/10/2015, 14:43 - OLC-PhD-D: Serious??

D511 11/10/2015, 14:43 - Nicholas Wong: Near the old power station

D512 11/10/2015, 14:43 - Nicholas Wong: Yup

D513 11/10/2015, 14:44 - OLC-PhD-D: Wahhh

D514 11/10/2015, 14:44 - OLC-PhD-D: You heard of (*name removed for identity protection*)

D515 11/10/2015, 14:44 - OLC-PhD-D: Right in front of the bus interchange in the middle of town

D516 11/10/2015, 14:44 - OLC-PhD-D: Also (*name removed for identity protection*)

D517 11/10/2015, 14:45 - OLC-PhD-D: (*Name removed for identity protection*) was inherited by my grandpa from his father but it was cheated from him by his brothers and sisters

D518 11/10/2015, 14:46 - Nicholas Wong: Yes I know...)

- D519 11/10/2015, 14:47 - Nicholas Wong: I moved out of (*location removed for identity protection*) when I was 18.. never looked back..hehe
- D520 11/10/2015, 14:47 - Nicholas Wong: Kept growing myself.. non-stop..😄
- D521 11/10/2015, 14:48 - OLC-PhD-D: Wow
- D522 11/10/2015, 14:48 - OLC-PhD-D: What coincidence
- D523 11/10/2015, 14:48 - Nicholas Wong: Yup
- D524 11/10/2015, 14:48 - OLC-PhD-D: But still, it'd be nice to go back sometimes..reminisce
- D525 11/10/2015, 14:49 - OLC-PhD-D: But I can't even do that
- D526 11/10/2015, 14:49 - OLC-PhD-D: What year was it when you were 18
- D527 11/10/2015, 14:53 - Nicholas Wong: 1991
- D528 11/10/2015, 14:53 - OLC-PhD-D: Wah...
- D529 11/10/2015, 14:53 - OLC-PhD-D: I just born
- D530 11/10/2015, 14:53 - Nicholas Wong: I do go back once a year just to take my kids to the beach
- D531 11/10/2015, 14:53 - OLC-PhD-D: Lol
- D532 11/10/2015, 14:53 - Nicholas Wong: Besides that all my family in KL
- D533 11/10/2015, 14:54 - Nicholas Wong: My dad goes back everyweekend for mahjong
- D534 11/10/2015, 14:54 - Nicholas Wong: Hainanese Society
- D535 11/10/2015, 14:54 - OLC-PhD-D: I been living in KL for so long I'm used to KL...
- D536 11/10/2015, 14:54 - Nicholas Wong: I travelled the world from 1996 to 2005
- D537 11/10/2015, 14:55 - Nicholas Wong: Came back coz dad not well
- D538 11/10/2015, 14:55 - OLC-PhD-D: Wow
- D539 11/10/2015, 14:55 - Nicholas Wong: So came back to take care of him
- D540 11/10/2015, 14:55 - Nicholas Wong: 😊
- D541 11/10/2015, 14:55 - OLC-PhD-D: That's a long travel
- D542 11/10/2015, 14:55 - Nicholas Wong: Yup
- D543 11/10/2015, 14:55 - Nicholas Wong: 😊👍
- D544 11/10/2015, 14:55 - Nicholas Wong: Super good choice
- D545 11/10/2015, 14:55 - Nicholas Wong: Absolutely encourage it
- D546 11/10/2015, 14:55 - OLC-PhD-D: So now that you know the story I just told you what do you think
- D547 11/10/2015, 14:56 - Nicholas Wong: Even for my children I encourage them to travel for years before work
- D548 11/10/2015, 14:56 - Nicholas Wong: Or work and travel half half
- D549 11/10/2015, 14:56 - Nicholas Wong: Same.. the culture in (*location removed for identity protection*) and Asia is family sacrificial orientated.
- D550 11/10/2015, 14:56 - Nicholas Wong: However to be responsible for all.. one has to be capable enough
- D551 11/10/2015, 14:57 - Nicholas Wong: Emotionally capable and financial wise..
- D552 11/10/2015, 14:57 - OLC-PhD-D: Yes and I am neither
- D553 11/10/2015, 14:57 - Nicholas Wong: You are not that lvl yet..😄😄😄😄
- D554 11/10/2015, 14:57 - OLC-PhD-D: Tbh I so young and there's so much more to learn
- D555 11/10/2015, 14:57 - OLC-PhD-D: To grow
- D556 11/10/2015, 14:58 - OLC-PhD-D: I can't bear the responsibility of so many people on my shoulders. Even if I would, I can't
- D557 11/10/2015, 14:58 - Nicholas Wong: Therefore the best you can do for everyone (including you, your gf, you future children, your grandma and even your uncle) is to FOCUS on upgrading your lvl
- D558 11/10/2015, 14:58 - OLC-PhD-D: Ok
- D559 11/10/2015, 14:59 - Nicholas Wong: Key word is Focus ya
- D560 11/10/2015, 14:59 - OLC-PhD-D: Haha yes
- D561 11/10/2015, 14:59 - Nicholas Wong: A high lvl mature person is very focused.
- D562 11/10/2015, 14:59 - Nicholas Wong: 😊
- D563 11/10/2015, 14:59 - OLC-PhD-D: And how would I do that?
- D564 11/10/2015, 15:00 - Nicholas Wong: Keep making tough choices faster...
- D565 11/10/2015, 15:00 - OLC-PhD-D: By speed you mean speed?
- D566 11/10/2015, 15:00 - Nicholas Wong: After make..execute swiftly.. then make new ones than creates forward moving momentum.. not slow down.
- D567 11/10/2015, 15:01 - OLC-PhD-D: I see
- D568 11/10/2015, 15:01 - OLC-PhD-D: Understood
- D569 11/10/2015, 15:01 - OLC-PhD-D: Yeah I probably need that

- D570 11/10/2015, 15:01 - Nicholas Wong: Once direction is decided long term.. continue to make decisions to create and build momentum.
- D571 11/10/2015, 15:02 - Nicholas Wong: Then have a mentor.. (a mature adult) who could guide u to grow..
- D572 11/10/2015, 15:02 - Nicholas Wong: If no real person like this..
- D573 11/10/2015, 15:02 - Nicholas Wong: Pick from a leader.. such as Gandhi or Obama
- D574 11/10/2015, 15:02 - Nicholas Wong: Then ask.. what would Gandhi or Obama do in my situation .
- D575 11/10/2015, 15:03 - OLC-PhD-D: Ok
- D576 11/10/2015, 15:04 - OLC-PhD-D: So I shouldn't procrastinate...in a way
- D577 11/10/2015, 15:04 - OLC-PhD-D: Think and decide quickly and execute quickly
- D578 11/10/2015, 15:39 - Nicholas Wong: Learn to make and execute tough decision swifter...)
- D579 11/10/2015, 18:44 - OLC-PhD-D: Is it alright that I just do what I must to repay or return my gratitude to my family, no more no less and not being regarded as someone who doesn't care about his family?
- D580 11/10/2015, 19:36 - Nicholas Wong: In time yes..
- D581 11/10/2015, 22:02 - OLC-PhD-D: So before that is it a good idea to maintain my distance from them?
- D582 11/10/2015, 23:09 - Nicholas Wong: Easy question to answer if you have this new habit..
- D583 11/10/2015, 23:09 - Nicholas Wong: 😞
- D584 11/10/2015, 23:09 - Nicholas Wong: It's call "Be Purposeful"
- D585 11/10/2015, 23:10 - Nicholas Wong: Meaning every choice you may ought to build up momentum to reach the directions you decided earlier
- D586 11/10/2015, 23:10 - Nicholas Wong: Hence every decision has to answer the "Is this going to serve my purpose of achieving the greater goal which I set out earlier"
- D587 11/10/2015, 23:11 - Nicholas Wong: So if let's say the purpose now is "to improve your level of focus" ..then any choices that comes after than has to meet this purpose..
- D588 11/10/2015, 23:12 - OLC-PhD-D: Ohhh
- D589 11/10/2015, 23:12 - Nicholas Wong: Now your turn.. try to make a full sentence of what was the lvl 5 or 6 or 7 you would look like?
- D590 11/10/2015, 23:13 - Nicholas Wong: (Given that you are at lvl4 now)
- D591 11/10/2015, 23:15 - OLC-PhD-D: Level 5 would probably be me improving and upgrading myself at work. Increase my efficiency and productivity.
- D592 11/10/2015, 23:18 - OLC-PhD-D: Level 6 is probably ensuring that I observe more. Observe from different perspectives on how I can become a more effective person, skills-wise and emotionally and maybe even financially.
- D593 11/10/2015, 23:19 - OLC-PhD-D: Level 7 is uncertain. But I have a vague idea. Maybe making peace with my family.
- D594 11/10/2015, 23:20 - Nicholas Wong: Looks like you are a very fast learner..👍👍😄😄
- D595 11/10/2015, 23:20 - Nicholas Wong: Lvl 5 and 6 focus on you..and your personal growth..
- D596 11/10/2015, 23:21 - Nicholas Wong: Hence to answer your earlier question...
- D597 11/10/2015, 23:21 - Nicholas Wong: The answer would be "not yet"
- D598 11/10/2015, 23:21 - Nicholas Wong: 😞😞👍
- D599 11/10/2015, 23:21 - Nicholas Wong: As the main purpose is to reach lvl5 first..
- D600 11/10/2015, 23:21 - OLC-PhD-D: I see..
- D601 11/10/2015, 23:22 - Nicholas Wong: The more u Focus.. the sooner you reach lvl 7
- D602 11/10/2015, 23:22 - Nicholas Wong: Or higher
- D603 11/10/2015, 23:22 - OLC-PhD-D: Indeed
- D604 11/10/2015, 23:22 - Nicholas Wong: Forget the multi-tasking crap
- D605 11/10/2015, 23:22 - Nicholas Wong: 😞😞
- D606 11/10/2015, 23:22 - OLC-PhD-D: Hahaha
- D607 11/10/2015, 23:22 - OLC-PhD-D: Yeah I can never really multi task properly anyways
- D608 11/10/2015, 23:22 - Nicholas Wong: Man has to specialise. ..
- D609 11/10/2015, 23:23 - Nicholas Wong: Imagine go to a job interview..boss ask what can u do...and u answer.."Everything also good."
- D610 11/10/2015, 23:23 - Nicholas Wong: Sure get kick out immediately
- D611 11/10/2015, 23:23 - Nicholas Wong: Hahaha
- D612 11/10/2015, 23:23 - OLC-PhD-D: That is true hahaha
- D613 11/10/2015, 23:23 - Nicholas Wong: Men is wiser to specialise
- D614 11/10/2015, 23:24 - OLC-PhD-D: Now my question is, I have a tendency to lose focus. Distracted.
- D615 11/10/2015, 23:24 - OLC-PhD-D: How do I fix that?

- D616 11/10/2015, 23:24 - Nicholas Wong: Lol.. you and every other 98% Normal People..
- D617 11/10/2015, 23:25 - OLC-PhD-D: 😊
- D618 11/10/2015, 23:25 - Nicholas Wong: That's why only 2 % or less truly successful and effective people lor..haha
- D619 11/10/2015, 23:25 - OLC-PhD-D: Ok put it this way, I have a very short attention span
- D620 11/10/2015, 23:26 - Nicholas Wong: It goes back to character building.. lvl of resiliency and focus..
- D621 11/10/2015, 23:26 - Nicholas Wong: Requires training..
- D622 11/10/2015, 23:26 - Nicholas Wong: No one get a 6 pack abs by nature.. they work hard and focus everyday..
- D623 11/10/2015, 23:27 - OLC-PhD-D: True..somewhat what I'm working on right now
- D624 11/10/2015, 23:27 - Nicholas Wong: No one is born naturally to be focused and resilient. .. you work on it everyday.
- D625 11/10/2015, 23:27 - OLC-PhD-D: Haha
- D626 11/10/2015, 23:27 - Nicholas Wong: And it's not by mind and feelings only.. it's by actions and daily cognitive conversation to yourself..
- D627 11/10/2015, 23:28 - Nicholas Wong: Catch your own bad habits.. practice mindfulness and refocus asap.
- D628 11/10/2015, 23:28 - OLC-PhD-D: Ok
- D629 11/10/2015, 23:29 - Nicholas Wong: Otherwise just feel okay being normal lor..😊😊
- D630 11/10/2015, 23:29 - Nicholas Wong: With normal people struggles..
- D631 11/10/2015, 23:29 - OLC-PhD-D: That is one thing I don't wanna be
- D632 11/10/2015, 23:29 - OLC-PhD-D: I don't wanna be the average Joe...
- D633 11/10/2015, 23:30 - Nicholas Wong: Then push yourself every day.. not just when it's easy
- D634 11/10/2015, 23:30 - Nicholas Wong: Not just when things are smooth..
- D635 11/10/2015, 23:30 - Nicholas Wong: It is when things gets challenging ..and u push through it..is how new character is being built.
- D636 11/10/2015, 23:31 - OLC-PhD-D: Point taken..
- D637 11/10/2015, 23:31 - Nicholas Wong: (This time u have some help for 90 days...only takes 21 days to build a new habit)
- D638 11/10/2015, 23:31 - Nicholas Wong: 😊
- D639 11/10/2015, 23:31 - OLC-PhD-D: Haha
- D640 11/10/2015, 23:31 - OLC-PhD-D: Trye
- D641 11/10/2015, 23:32 - OLC-PhD-D: I'll work on it and keep you updated abt the progress
- D642 11/10/2015, 23:33 - Nicholas Wong: Do keep me updated..including the failures...
- D643 11/10/2015, 23:33 - Nicholas Wong: 😊
- D644 11/10/2015, 23:33 - OLC-PhD-D: Haha ok
- D645 11/10/2015, 23:34 - Nicholas Wong: So we can make minor minor adjustments together.
- D646 11/10/2015, 23:34 - OLC-PhD-D: Sure
- D647 11/10/2015, 23:34 - Nicholas Wong: My job is not here to judge
- D648 11/10/2015, 23:34 - Nicholas Wong: But to help..
- D649 11/10/2015, 23:34 - OLC-PhD-D: Thanks
- D650 11/10/2015, 23:34 - Nicholas Wong: Nitez for now..
- D651 11/10/2015, 23:34 - OLC-PhD-D: Night
- D652 11/10/2015, 23:34 - Nicholas Wong: Just keep writing anytime..
- D653 11/10/2015, 23:34 - OLC-PhD-D: Talk again soon
- D654 11/10/2015, 23:34 - Nicholas Wong: Even if its just random thoughts
- D655 11/10/2015, 23:35 - Nicholas Wong: So I can study how else to help you better..😊
- D656 11/10/2015, 23:35 - OLC-PhD-D: Haha ok thanks
- D657 11/10/2015, 23:35 - Nicholas Wong: (I am very focused)
- D658 11/10/2015, 23:35 - OLC-PhD-D: I'm sure you are
- D659 11/10/2015, 23:35 - Nicholas Wong: And its a trained skilled
- D660 11/10/2015, 23:36 - Nicholas Wong: Even at 37 years old.. I still answer..I am good at everything type of guy...lol
- D661 11/10/2015, 23:36 - Nicholas Wong: Hehehe
- D662 11/10/2015, 23:36 - Nicholas Wong: Only recent 6 years began to focused.
- D663 11/10/2015, 23:36 - Nicholas Wong: Ok..nitez for now..
- D664 11/10/2015, 23:36 - OLC-PhD-D: Ok
- D665 11/10/2015, 23:37 - OLC-PhD-D: Night

- D666 16/10/2015, 12:12 - OLC-PhD-D: Are you a religious person Nicholas?
- D667 16/10/2015, 12:15 - Nicholas Wong: Not really.. but I believe that God or Gods are futuristic humans.. 😊
- D668 16/10/2015, 12:19 - OLC-PhD-D: Hahaha
- D669 16/10/2015, 12:19 - OLC-PhD-D: Sounds like a science fiction la
- D670 16/10/2015, 12:20 - OLC-PhD-D: Personally I think religion can be a hassle. And can interfere with daily lives
- D671 16/10/2015, 12:20 - OLC-PhD-D: And it doesn't help physically
- D672 16/10/2015, 12:21 - OLC-PhD-D: True you get emotional or mental enlightenment but in the end it doesn't help your situation does it?
- D673 16/10/2015, 12:22 - OLC-PhD-D: I not an atheist and I do believe in a higher power than myself. But I don't believe in religion
- D674 16/10/2015, 12:22 - OLC-PhD-D: My family otherwise is very very religioua
- D675 16/10/2015, 12:23 - OLC-PhD-D: Despite that their situation is not that good..yet they keep telling me to pray
- D676 16/10/2015, 13:52 - Nicholas Wong: What religion is your family members?
- D677 16/10/2015, 13:55 - OLC-PhD-D: Christianity
- D678 16/10/2015, 15:21 - Nicholas Wong: Mine also
- D679 16/10/2015, 15:21 - Nicholas Wong: My family also very stonche christians
- D680 16/10/2015, 16:00 - OLC-PhD-D: And how do you cope
- D681 16/10/2015, 16:04 - Nicholas Wong: Improving my communication skills 😊
- D682 16/10/2015, 16:05 - OLC-PhD-D: What my family didn't know is that I'm a self-declared free-thinker
- D683 17/10/2015, 11:26 - Nicholas Wong: It took me few years to explain calmly and maturely for them (especially my mum) to respect and appreciate my views..
- D684 17/10/2015, 11:27 - Nicholas Wong: But I never stoped finding and making opportunities to talk to her about our differences
- D685 17/10/2015, 11:27 - OLC-PhD-D: I see
- D686 17/10/2015, 11:27 - Nicholas Wong: This skill is really important
- D687 17/10/2015, 11:28 - Nicholas Wong: To be able to communicate long term on topics that are oposites
- D688 17/10/2015, 11:28 - OLC-PhD-D: Well true but I don't see the need for explanations yet..at least for now
- D689 17/10/2015, 11:28 - OLC-PhD-D: Haha
- D690 17/10/2015, 11:28 - Nicholas Wong: For the purpose of creating harmonious discussions and communication
- D691 17/10/2015, 11:28 - Nicholas Wong: Explanation has different purpose..
- D692 17/10/2015, 11:30 - Nicholas Wong: 1. Explain for others to accept..
- D693
- D694 2. Explain just to hurt
- D695
- D696 3. Explain to stop hiding
- D697
- D698 4. Explain to prove that they are not always right.
- D699
- D700 5. Explain also dunno for what reasons..
- D701etc
- D702 17/10/2015, 11:30 - OLC-PhD-D: Agree
- D703 17/10/2015, 11:30 - Nicholas Wong: Well you don't see the need now.. hence you won't start to pick up this skill
- D704 17/10/2015, 11:31 - Nicholas Wong: The less u practice the more u will face the same challenges with different people and still not able to overcome.
- D705 17/10/2015, 11:31 - OLC-PhD-D: But I also realise on many occasions that I don't have the tendency to explain myself.
- D706 17/10/2015, 11:32 - OLC-PhD-D: Like I feel I don't owe anyone any explanations on my choices
- D707 17/10/2015, 11:32 - OLC-PhD-D: Not the the challenges are immense
- D708 17/10/2015, 11:32 - Nicholas Wong: I used the word u used.."explain"...However it's not the only effective ways in great communication 😊😊
- D709 17/10/2015, 11:33 - Nicholas Wong: Explaining is really less than 10%
- D710 17/10/2015, 11:33 - Nicholas Wong: Of what great communication can be.. 😊😊

- D711 17/10/2015, 11:33 - OLC-PhD-D: Yes true
- D712 17/10/2015, 11:38 - Nicholas Wong: Listening + non verbals + asking questions to understand others better is over 98% of communication
- D713 17/10/2015, 11:38 - Nicholas Wong: Perhaps 2 % is explanation..😞
- D714 19/10/2015, 19:11 - OLC-PhD-D: How would you describe depression? Is there different degrees of depression?
- D715 19/10/2015, 23:19 - Nicholas Wong: I am rather positive psychology. .hence I often see the hidden value of a person having depression instead.
- D716 19/10/2015, 23:20 - OLC-PhD-D: I know..this is just out of curiosity
- D717 19/10/2015, 23:20 - OLC-PhD-D: Haha
- D718 19/10/2015, 23:20 - Nicholas Wong: Everything has a purpose and reasons.. some are very dark and struggling battle between the mind moral and emotions
- D719 19/10/2015, 23:20 - Nicholas Wong: Hehe
- D720 19/10/2015, 23:21 - OLC-PhD-D: Btw I just had a few calls from my uncle...Haven't heard from him for months
- D721 19/10/2015, 23:22 - OLC-PhD-D: But u decided not to answer his call. And he texted me saying something like, You're an ingrate. Haha
- D722 19/10/2015, 23:22 - OLC-PhD-D: I ignored. Few hours later he called again and I ignored again
- D723 19/10/2015, 23:23 - OLC-PhD-D: He texted again asking if I really don't wanna answer. Knowing him that would've been in a threatening tone.
- D724 19/10/2015, 23:23 - OLC-PhD-D: I was half minded to return the text, Absolutely sure.
- D725 19/10/2015, 23:24 - Nicholas Wong: For now best focus on your own personal development
- D726 19/10/2015, 23:24 - OLC-PhD-D: There's only one reason I am ignoring his calls. Emotional distress.
- D727 19/10/2015, 23:24 - OLC-PhD-D: There's nothing but negativity when talking to them
- D728 19/10/2015, 23:25 - Nicholas Wong: You grow above a certain lvl of stability then only you are helpful..otherwise blaming you could only divert his true problem..which is himself.
- D729 19/10/2015, 23:26 - OLC-PhD-D: Absolutely
- D730 19/10/2015, 23:27 - OLC-PhD-D: I've spent almost all my life with him and every time his gambling went bad, he'd take it out on me..
- D731 19/10/2015, 23:28 - OLC-PhD-D: I used to have the thought to call for the authorities on abuse..but they probably won't believe me haha
- D732 19/10/2015, 23:28 - Nicholas Wong: Repay him when he wakes up and when you responsible of your own financial stability.. not while he is still addicted and you aren't stable growth yet.
- D733 19/10/2015, 23:28 - OLC-PhD-D: Plus it wasn't all the time..just after gambling
- D734 19/10/2015, 23:28 - Nicholas Wong: Focus enegy on self growth instead of others demise
- D735 19/10/2015, 23:29 - OLC-PhD-D: Got it
- D736 19/10/2015, 23:32 - OLC-PhD-D: Also I suppose I shouldn't let other people define who I should be
- D737 19/10/2015, 23:33 - OLC-PhD-D: Like just because what I'm doing now might seem wrong to some people but when in actuality, it's the right thing to do. Selfish, maybe but it's right
- D738 19/10/2015, 23:50 - Nicholas Wong: Being responsible to self first doesn't have to be defined as selfish.. it's call primary responsibility
- D739 19/10/2015, 23:51 - Nicholas Wong: Only when u can be independently responsible for yourself..then only u have extra capabilities to be responsible for others..
- D740 19/10/2015, 23:51 - Nicholas Wong: Cannot take care of self..go take care of others is rather... immature.
- D741 19/10/2015, 23:52 - OLC-PhD-D: Partly because all my life they've been telling me how to live my life, I feel it's time I take control of myself and my life.
- D742 19/10/2015, 23:54 - Nicholas Wong: Now that you have taken control... be wise..be mature and be responsible. .. focus on growth.
- D743 19/10/2015, 23:55 - Nicholas Wong: I have repeatedly mention.. Focus!
- D744 19/10/2015, 23:55 - Nicholas Wong: 😊😊😊😊😊😊😊😊😊😊
- D745 19/10/2015, 23:55 - OLC-PhD-D: Yes you did haha
- D746 19/10/2015, 23:55 - Nicholas Wong: Haha
- D747 27/10/2015, 22:47 - Nicholas Wong: <Media omitted>
- D748 27/10/2015, 22:47 - Nicholas Wong: Been playing Snake and Ladder for the past 2 hours.. never realised how difficult to win this game.. still no winner yet.
- D749 27/10/2015, 22:47 - OLC-PhD-D: That hard??
- D750 27/10/2015, 22:47 - OLC-PhD-D: Haha

- D751 27/10/2015, 22:48 - OLC-PhD-D: Btw your elder son looks like you a lot
- D752 27/10/2015, 22:48 - Nicholas Wong: Yup exactly like my baby pic..)
- D753 27/10/2015, 22:48 - OLC-PhD-D: Haha
- D754 27/10/2015, 22:49 - Nicholas Wong: :)
- D755 27/10/2015, 22:49 - Nicholas Wong: How have u been?
- D756 27/10/2015, 23:13 - OLC-PhD-D: Doing good
- D757 27/10/2015, 23:13 - OLC-PhD-D: So far no issues
- D758 27/10/2015, 23:16 - Nicholas Wong: Would u like to terminate our experiment now and do a post-test questionnaire? (You may still have access to me for a few more months..)
- D759 27/10/2015, 23:20 - OLC-PhD-D: Not yet haha
- D760 27/10/2015, 23:20 - Nicholas Wong: Haha
- D761 27/10/2015, 23:21 - Nicholas Wong: I take that as a compliment..haha
- D762 03/11/2015, 14:18 - OLC-PhD-D: I am thinking of making a next step in my career
- D763 03/11/2015, 14:18 - OLC-PhD-D: A step up
- D764 03/11/2015, 14:19 - OLC-PhD-D: Like starting a business. A kitchen bar
- D765 03/11/2015, 14:20 - OLC-PhD-D: I've been wanting to do that for years
- D766 03/11/2015, 14:20 - OLC-PhD-D: And maybe I'm ready..
- D767 03/11/2015, 14:20 - OLC-PhD-D: But how can I be sure if I'm ready? I don't want to jump the gun
- D768 03/11/2015, 14:24 - Nicholas Wong: The best way to learn in doing biz is to learn from doing it. Even failure is good for experience. The key to managing failure is to never over debt or over extend your capital. If let say u have RM10K savings. Spend Rm8k max on any business you wish to attempt in.
- D769 03/11/2015, 14:24 - Nicholas Wong: If fail.. save again RM8k.. total rm10k again.. then go for it again..
- D770 03/11/2015, 14:24 - Nicholas Wong: This is how I did it..:)
- D771 03/11/2015, 14:24 - Nicholas Wong: And success!!
- D772 03/11/2015, 14:25 - Nicholas Wong: Had 2 earliest failure..
- D773 03/11/2015, 14:25 - Nicholas Wong: But the experiences gained.. is PRICELESS!!..:)
- D774 03/11/2015, 14:25 - Nicholas Wong: And makes me confident in doing any business later on.
- D775 03/11/2015, 14:25 - OLC-PhD-D: Let's say I would need a loan instead
- D776 03/11/2015, 14:26 - Nicholas Wong: Hehe you are not MBA lvl yet..
- D777 03/11/2015, 14:26 - Nicholas Wong: Learn from own capital first..
- D778 03/11/2015, 14:26 - OLC-PhD-D: Haha ok
- D779 03/11/2015, 14:26 - Nicholas Wong: I have an MBA and also run few biz before.. (still do) 😊
- D780 03/11/2015, 14:27 - OLC-PhD-D: What kind of business do you do
- D781 03/11/2015, 14:27 - OLC-PhD-D: Any insights?
- D782 03/11/2015, 14:27 - Nicholas Wong: You need assets and capital to get biz loan.. personal loan is like credit card..which is a stupid way to fund any biz..haha
- D783 03/11/2015, 14:28 - Nicholas Wong: My first biz is coner shop selling fish call in Hong Kong
- D784 03/11/2015, 14:28 - Nicholas Wong: Then internet cafe in Kuching Sarawak
- D785 03/11/2015, 14:28 - OLC-PhD-D: Hong Kong??
- D786 03/11/2015, 14:28 - Nicholas Wong: Then Online Lingerie Business
- D787 03/11/2015, 14:28 - OLC-PhD-D: Why so far??
- D788 03/11/2015, 14:28 - Nicholas Wong: Then Supply swimming product and coach business..hehe
- D789 03/11/2015, 14:29 - Nicholas Wong: Got a few more..😁
- D790 03/11/2015, 14:29 - Nicholas Wong: 😊😊
- D791 03/11/2015, 14:29 - OLC-PhD-D: Wow
- D792 03/11/2015, 14:29 - OLC-PhD-D: All still running?
- D793 03/11/2015, 14:31 - OLC-PhD-D: Don't suppose you have any experience with alcohol business
- D794 03/11/2015, 14:31 - OLC-PhD-D: Bars
- D795 03/11/2015, 14:31 - OLC-PhD-D: Those kind
- D796 03/11/2015, 14:42 - Nicholas Wong: 1st lesson of entrepreneur is to just do it. .
- D797
- D798 2nd lesson is cash flow management
- D799 03/11/2015, 14:42 - Nicholas Wong: 😊
- D800 03/11/2015, 14:43 - Nicholas Wong: Learn how to make more than Rm0.20 per Rm1 to biggin with..
- D801 03/11/2015, 14:44 - Nicholas Wong: 1:1.2 Ratio or 20% profit per Ringgit invested is a great start
- D802 03/11/2015, 14:44 - Nicholas Wong: Anything above 50% profit ratio compaitors would snag it so fast ..hehe

- D803 03/11/2015, 14:45 - OLC-PhD-D: Haha
- D804 03/11/2015, 14:45 - Nicholas Wong: Even 10% profit is good experience
- D805 03/11/2015, 14:46 - Nicholas Wong: Losing RM8K Per business venture (80% of total assets or capital) is good learning experience.
- D806 03/11/2015, 14:47 - Nicholas Wong: These are sound structure.. once u have these basics character and experience in biz.. then only teach u what MBA does..
- D807 03/11/2015, 14:47 - Nicholas Wong: Then only aim millions...hehe
- D808 03/11/2015, 14:49 - Nicholas Wong: Lesson of entrepreneur:
- D809
- D810 1. just do it. .
- D811
- D812 2. cash flow management.
- D813
- D814 3. Core competency.
- D815 19/11/2015, 18:04 - OLC-PhD-D: I just got my tires and rims changed today...
- D816 19/11/2015, 18:05 - OLC-PhD-D: It hurts my wallet so much hahaha
- D817 19/11/2015, 18:05 - OLC-PhD-D: But it's on promo...rims and tires at 1900
- D818 19/11/2015, 18:23 - Nicholas Wong: Aiks... I feel your pain too..
- D819 19/11/2015, 18:23 - OLC-PhD-D: Hahaha
- D820 19/11/2015, 18:23 - Nicholas Wong: My car is my Baby
- D821 19/11/2015, 18:23 - Nicholas Wong: Hehe
- D822 19/11/2015, 18:23 - OLC-PhD-D: <Media omitted>
- D823 19/11/2015, 18:23 - OLC-PhD-D: It's a year end sale
- D824 19/11/2015, 18:24 - Nicholas Wong: Nice rims
- D825 19/11/2015, 18:24 - OLC-PhD-D: If I don't get it then maybe later on no more
- D826 19/11/2015, 18:24 - OLC-PhD-D: Than I'll have to get them both separately
- D827 19/11/2015, 18:24 - OLC-PhD-D: Thanks 😊
- D828 19/11/2015, 18:24 - Nicholas Wong: What car is that?
- D829 19/11/2015, 18:24 - OLC-PhD-D: Honda City only haha
- D830 19/11/2015, 18:24 - OLC-PhD-D: You?
- D831 19/11/2015, 18:32 - Nicholas Wong: Honda CRZ
- D832 19/11/2015, 18:32 - OLC-PhD-D: Nice one
- D833 19/11/2015, 18:33 - OLC-PhD-D: But small car
- D834 19/11/2015, 18:33 - OLC-PhD-D: Can fit you family ag
- D835 19/11/2015, 18:33 - Nicholas Wong: Kids still small okay la..)
- D836 19/11/2015, 18:33 - OLC-PhD-D: Haha I see
- D837 19/11/2015, 18:34 - Nicholas Wong: However the road conditions in KL is making me consider changing to HRV
- D838 19/11/2015, 18:35 - Nicholas Wong: Coz CRZ is sport suspension. ..totally can feel every single pots and bumps on the KL roads..😞
- D839 19/11/2015, 18:35 - OLC-PhD-D: Don't get hrv
- D840 19/11/2015, 18:35 - OLC-PhD-D: It's not nice
- D841 19/11/2015, 18:35 - OLC-PhD-D: The car is a bit springy
- D842 19/11/2015, 18:35 - OLC-PhD-D: Get cx5 instead
- D843 19/11/2015, 18:36 - OLC-PhD-D: And 1.8 CVT, hrv is underpowered for such a big car
- D844 19/11/2015, 18:36 - OLC-PhD-D: You'll feel sluggish
- D845 19/11/2015, 18:36 - OLC-PhD-D: Haha
- D846 19/11/2015, 18:36 - Nicholas Wong: Ok.. will look into that too..)
- D847 24/11/2015, 18:27 - OLC-PhD-D: Nicholas I don't know if you might be interested but I'm doing insurance for a few years already
- D848 24/11/2015, 18:28 - OLC-PhD-D: And I would like to know what is your opinion if I could talk to you about it
- D849 24/11/2015, 18:30 - Nicholas Wong: Already have sufficient coverage... insurance is important. .started buying quite early already..)
- D850 24/11/2015, 18:30 - Nicholas Wong: Also bought for kids too..
- D851 24/11/2015, 18:30 - OLC-PhD-D: I figured you'd be aware
- D852 24/11/2015, 18:31 - OLC-PhD-D: Especially one with family
- D853 24/11/2015, 18:31 - Nicholas Wong: Agree not many people understand the importance

- D854 24/11/2015, 18:31 - Nicholas Wong: 👍
- D855 24/11/2015, 18:32 - OLC-PhD-D: I'm sure you do a lot of investments too?
- D856 24/11/2015, 18:33 - Nicholas Wong: 😊😊😊
- D857 24/11/2015, 18:34 - Nicholas Wong: I used to work in the stock market.. teaching people investments
- D858 24/11/2015, 18:34 - Nicholas Wong: 😊
- D859 24/11/2015, 18:34 - OLC-PhD-D: Nice
- D860 24/11/2015, 18:34 - Nicholas Wong: Made my money.. then travelled the world for 10 years..
- D861 24/11/2015, 18:34 - Nicholas Wong: Straight!!!!.. hehe
- D862 24/11/2015, 18:34 - OLC-PhD-D: Ohhh so that's how
- D863 24/11/2015, 18:35 - OLC-PhD-D: You travelled
- D864 24/11/2015, 18:35 - OLC-PhD-D: Lol
- D865 24/11/2015, 18:35 - Nicholas Wong: Alot!
- D866 24/11/2015, 18:35 - Nicholas Wong: Hehe
- D867 24/11/2015, 18:36 - OLC-PhD-D: I know
- D868 24/11/2015, 18:36 - OLC-PhD-D: That's really a lot
- D869 24/11/2015, 18:41 - Nicholas Wong: Close to 50 countries
- D870 24/11/2015, 18:41 - OLC-PhD-D: That's a lot
- D871 24/11/2015, 18:41 - OLC-PhD-D: Haha
- D872 24/11/2015, 18:41 - Nicholas Wong: Will travel again with my boys before they decide Uni
- D873 24/11/2015, 18:42 - Nicholas Wong: At least a 2 to 3 years take them around the world
- D874 24/11/2015, 18:42 - OLC-PhD-D: Nice
- D875 24/11/2015, 18:42 - OLC-PhD-D: Lucky them
- D876 24/11/2015, 18:42 - Nicholas Wong: It was the best investment of my life..
- D877 24/11/2015, 18:43 - OLC-PhD-D: I wanna know more on stock market as well
- D878 24/11/2015, 18:43 - OLC-PhD-D: I know the basics but I want to know more
- D879 24/11/2015, 18:43 - Nicholas Wong: 👍 😊
- D880 24/11/2015, 18:43 - OLC-PhD-D: Any tips? Or could you teach me?
- D881 24/11/2015, 18:44 - OLC-PhD-D: Again hahaha
- D882 24/11/2015, 18:44 - Nicholas Wong: Understand how unit trust works
- D883 24/11/2015, 18:44 - Nicholas Wong: Sure.. if by teaching u help u grow emotionally..due to seeking online help..hehe
- D884 24/11/2015, 18:44 - OLC-PhD-D: I'd appreciate it haha
- D885 24/11/2015, 18:45 - Nicholas Wong: Stock market is not just about which good stock to buy .
- D886 24/11/2015, 18:45 - Nicholas Wong: It's about managing own financial balancing and investments too
- D887 24/11/2015, 18:46 - Nicholas Wong: Stock market unless u know the Punters...people who have over Rm200 million to move any stock.. then you are as blind as an taxi uncle..haha
- D888 24/11/2015, 18:46 - Nicholas Wong: Even the CEO of company's tips cannot be trusted..haha
- D889 24/11/2015, 18:46 - OLC-PhD-D: Haha damn but that's true
- D890 24/11/2015, 18:46 - Nicholas Wong: Then there is the fundamental
- D891 24/11/2015, 18:47 - Nicholas Wong: Means the foundation the exonomic health of the particular company and market
- D892 24/11/2015, 18:47 - Nicholas Wong: However fundamentals are always long term growth..
- D893 24/11/2015, 18:47 - OLC-PhD-D: So how do you suggest we start
- D894 24/11/2015, 18:47 - OLC-PhD-D: Or I start
- D895 24/11/2015, 18:47 - Nicholas Wong: Then u got to look at the rate of returns...
- D896 24/11/2015, 18:48 - Nicholas Wong: If anything below 5% may as well go bank
- D897 24/11/2015, 18:48 - OLC-PhD-D: Agree
- D898 24/11/2015, 18:48 - Nicholas Wong: Anything above 15% you are already lucky and it won't last..hehe
- D899 24/11/2015, 18:48 - OLC-PhD-D: Agree as well
- D900 24/11/2015, 18:49 - Nicholas Wong: U want more than 20% return in investment..then do own business better
- D901 24/11/2015, 18:50 - Nicholas Wong: This are games and structure to make slightly higher ROI by big players..and banks
- D902 24/11/2015, 18:50 - Nicholas Wong: When they let u make more then 20%..means they are ready to wipe u out too..hehe
- D903 24/11/2015, 18:50 - Nicholas Wong: Like all casinos.. the house always wins..

- D904 24/11/2015, 18:50 - OLC-PhD-D: Haha yeah
D905 24/11/2015, 18:52 - Nicholas Wong: Chat later.. my client arrived..hehe
D906 24/11/2015, 18:52 - OLC-PhD-D: Ok
D907 24/11/2015, 18:52 - Nicholas Wong: Thanks
D908 24/11/2015, 18:53 - OLC-PhD-D: Thanks
D909 24/11/2015, 23:02 - Nicholas Wong: Ok where was I..
D910 01/12/2015, 08:59 - Nicholas Wong: Did you gather enough information?
D911 05/12/2015, 10:55 - Nicholas Wong: Good morning :) we are into our final month for this experimental studies.
D912
D913 Have I helped in anyways to influence you that Online Writing Counselling can be helpful?
D914
D915 If not please do give some feedback so we can have a more productive December working together here...:)
D916 05/12/2015, 10:56 - OLC-PhD-D: Morning
D917 05/12/2015, 10:56 - OLC-PhD-D: Yes it's been helpful. It's helped me put some perspective on what I'm doing and what I should pursue.
D918 05/12/2015, 10:57 - OLC-PhD-D: Btw I got a new job haha
D919 Resigned from (organisation name removed for identity protection) and going into (organisation name removed for identity protection).
D920 05/12/2015, 10:57 - OLC-PhD-D: Anyways it made me realise there's a lot more I can do without having to feel guilty over my past choices
D921 05/12/2015, 10:58 - OLC-PhD-D: So it's been a great interaction
D922 05/12/2015, 10:59 - Nicholas Wong: Well done ..in this case may I suggest we end the research here.. because in counselling we do not drag on therapy just for sake of time ...
D923 05/12/2015, 10:59 - Nicholas Wong: We end therapy when client take charge of their own growth...:)
D924 05/12/2015, 11:00 - Nicholas Wong: However you may still access to me ...just that our sessions will not be used for research purposes anymore..
D925 05/12/2015, 11:01 - OLC-PhD-D: Ok sounds fair
D926 05/12/2015, 11:01 - Nicholas Wong: Great..
D927 05/12/2015, 11:01 - Nicholas Wong: May I get you to do the post test
D928 05/12/2015, 11:01 - Nicholas Wong: Again now..
D929 05/12/2015, 11:02 - Nicholas Wong: Then follow with a few interview questions..for feedback? :)
D930 05/12/2015, 11:02 - OLC-PhD-D: Ok
D931 05/12/2015, 11:03 - Nicholas Wong: Which of the following would you likely choose when seeking professional help services.
D932
D933 (Please rank them from a scale of 1 – 10, where 1 = LEAST Preferred to 10 = MOST Preferred)
D934
D935 a. Online Text-Based Writing Counselling (Using Whatsapp)
D936
D937 b. Face-to-face Counselling Only
D938
D939 c. Combination of face-to-face and online text-based writing counselling
D940 05/12/2015, 11:03 - Nicholas Wong: Section 2: Attitude Towards Face-to-Face vs Online Text-Based Help-Seeking Scale
D941
D942 INSTRUCTIONS:
D943 For the following questions, you are asked to respond using the following scale:
D944 (1) Not at all, (2) Slightly, (3) Somewhat, (4) Moderately, or (5) Very.
D945
D946
D947
D948 1. Using Face-to-Face counselling would help me learn about myself.
D949
D950 05/12/2015, 11:03 - OLC-PhD-D: Part 1 is C
D951 05/12/2015, 11:04 - OLC-PhD-D: 1. 3
D952 05/12/2015, 11:05 - Nicholas Wong: Part 1 please indicate..
D953

- D954 A. OLC rate 1 to 10
 D955 B. F2f rate 1 to 10
 D956 C. Combi rate 1 to 10
 D957
 D958 10 is Most Preferred.
 D959 05/12/2015, 11:06 - Nicholas Wong: 😊
 D960 05/12/2015, 11:06 - OLC-PhD-D: A. 8
 D961 B. 6
 D962 C. 7
 D963 05/12/2015, 11:07 - Nicholas Wong: 2. If a friend had personal problems, I might encourage him or her to consider Face-to-Face counselling.
 D964 _____
 D965
 D966
 D967 3. I would confide my personal problems in a Face-to-Face counsellor.
 D968 _____
 D969
 D970
 D971 4. It could be worthwhile to discuss my personal problems with a Face-to-Face counsellor.
 D972 _____
 D973
 D974 5. If Face-to-Face counselling were available at no charge, I would consider trying it.
 D975 _____
 D976
 D977 6. If I were having a personal problem, seeking help with a Face-to-Face counsellor would be the last option I would consider.
 D978 _____
 D979
 D980
 D981 7. I would feel uneasy discussing emotional problems with a Face-to-Face counsellor.
 D982 _____
 D983
 D984 8. I would dread explaining my problems to a Face-to-Face counsellor.
 D985 _____
 D986
 D987 9. I think it would take a major effort for me to schedule an appointment with a Face-to-Face counsellor.
 D988 _____
 D989
 D990
 D991 10. I would be afraid to discuss stressful events with a Face-to-Face counsellor.
 D992 _____
 D993 05/12/2015, 11:08 - OLC-PhD-D: 2. 3
 D994 3. 4
 D995 4. 4
 D996 5. 4
 D997 6. 4
 D998 7. 3
 D999 8. 3
 D1000 9. 2
 D1001 10. 2
 D1002 05/12/2015, 11:09 - Nicholas Wong: 11. Using Online Text-Based Writing counselling would help me learn about myself.
 D1003 _____
 D1004
 D1005 12. If a friend had personal problems, I might encourage him or her to consider Online Text-Based Writing counselling.
 D1006 _____

- D1007
D1008 13. I would confide my personal problems in an Online Text-Based Writing counsellor.
D1009 _____
D1010
D1011
D1012 14. It could be worthwhile to discuss my personal problems with an Online Text-Based Writing counsellor.
D1013 _____
D1014
D1015
D1016 15. If Online Text-Based Writing counselling were available at no charge, I would consider trying it.
D1017 _____
D1018
D1019
D1020 16. If I were having a personal problem, seeking help with an Online Text-Based Writing counsellor would be the last option I would consider.
D1021 _____
D1022
D1023 17. I would feel uneasy discussing emotional problems with an Online Text-Based Writing counsellor.
D1024 _____
D1025
D1026
D1027 18. I would dread explaining my problems to an Online Text-Based Writing counsellor.
D1028 _____
D1029
D1030
D1031 19. I think it would take a major effort for me to schedule an appointment with an Online Text-Based Writing counsellor.
D1032 _____
D1033
D1034
D1035 20. I would be afraid to discuss stressful events with an Online Text-Based Writing counsellor.
D1036 _____
D1037 05/12/2015, 11:11 - OLC-PhD-D: 11. 5
D1038 12. 4
D1039 13. 4
D1040 14. 5
D1041 15. 5
D1042 16. 2
D1043 17. 2
D1044 18. 1
D1045 19. 1
D1046 20. 1
D1047 05/12/2015, 11:26 - Nicholas Wong: Thank you very much.
D1048 05/12/2015, 11:26 - Nicholas Wong: Now for the interview questions
D1049 05/12/2015, 11:26 - Nicholas Wong: I will paste every thing first..the ask 1 by one ok..)
D1050 05/12/2015, 11:26 - Nicholas Wong: No rush to reply..
D1051 05/12/2015, 11:27 - Nicholas Wong: This is the important part of the research to understand client's needs and what exactly the counsellor did which was helpful..
D1052 05/12/2015, 11:27 - Nicholas Wong: Ok..)
D1053 05/12/2015, 11:33 - Nicholas Wong: 1. May I ask.. was I too challenging to chat to? 😊
D1054
D1055 As in I challenge you thinking and behaviour often..hehe
D1056
D1057 2. Did the emoticons that we used help to express or understand each other better from emotional perspective?
D1058

D1059 3. What is the different experience for you when writing your thoughts/feelings here versus speaking about your thoughts/feelings?

D1060

D1061 4. Does writing down in words makes you understand yourself better?

D1062

D1063 5. Does the type or ways which my questions to you that make you understand yourself better?

D1064

D1065 6. Do you think online text based suits all sorts of problems people face? Which ones more suitable and which one not so suitable?

D1066

D1067 7. From what you know about psychologist and counselor before trying this experiment. .what difference did you experience that is different about me (Nic) compare to others..?

D1068

D1069 =-my personality

D1070 =-my communication style

D1071

D1072 (The more specific you can give the better)

D1073

D1074 8. From a scale of 1 to 10... 1 being very childish and immature.. to 10 super matured..please rate my (Nic) level of maturity..

D1075

D1076 Would you say my level of maturity is important in helping you?

D1077

D1078 9. Then rate your own lvl of maturity before and after this experiment with the same scale..

D1079

D1080 10. Did sharing some of my personal stuff to you help our working relationship? Please indicate why...)

D1081

D1082 11. Anything else u wish to advise or share other counselors that will use online text based counselling ?

D1083

D1084 12. Anything that online can do which face to face cannot do.. which was useful for u?

D1085

D1086 13. "Studies shows that part of why people didn't choose Online Counselling vs Face to face was because they don't know how Online session would go.. therefore due to being unfamiliar to online counselling it made them uncomfortable to try.."

D1087

D1088 Was this true for you too?

D1089 05/12/2015, 11:34 - Nicholas Wong: Lets ask u 1 by 1 ..take your time to answer.. and be specific as these are the information that would be useful to improve online counselling. ..

D1090

D1091 1. May I ask.. was I very challenging to chat to? 😊

D1092

D1093 As in I challenge you thinking and behaviour often..hehe

D1094 05/12/2015, 11:36 - OLC-PhD-D: I'll get back to you with these

D1095 05/12/2015, 11:36 - OLC-PhD-D: I need to go out first haha

D1096 05/12/2015, 11:37 - Nicholas Wong: Yup no rush.. this interview could take days..haha

D1097 13/12/2015, 09:19 - OLC-PhD-D: Sorry Nicholas. I forgot about this haha.

D1098 13/12/2015, 09:30 - OLC-PhD-D: 1. Yes

D1099 2. Yes

D1100 3. It's easier to express via text than verbally. Lesser inhibitions.

D1101 4. Yes

D1102 5. Somewhat

D1103 6. Not for all. People with problems which they think are more embarrassing would be more prone to access text based counselling in my opinion.

D1104 7. You as a counsellor invokes deeper and more critical thinking. A further insight on what to do in the future. You're encouraging and let's the subject decide on their own choices.

- D1105 8. 10. Yes I think that's important. Someone who is less mature and who does not see the bigger picture cannot guide another into correcting or make changes in their actions with efficacy.
- D1106 9. Before the experiment it's a 4, after the experiment, I'm at a 6.
- D1107 10. Definitely. Because we have somewhat similar problems which I can relate to and take example from on how to act in future.
- D1108 11. No.
- D1109 12. Online based can help subjects to speak more freely without inhibitions. Face to face can be difficult when someone is faced with different expressions or body languages that might influence one's sharing thus more inhibitions. Face to face also may make the subject think they could be judged by the person they're talking to. Something like a confession box in a church. Anonymity gives security even if it's not seeing another person's face.
- D1110 13. To a certain degree it's true.
- D1111 13/12/2015, 09:31 - OLC-PhD-D: Just answered all at once haha
- D1112 13/12/2015, 11:43 - Nicholas Wong: Haha..thank you very much.
- D1113 13/12/2015, 11:43 - Nicholas Wong: That conclude our research..)
- D1114 13/12/2015, 11:43 - OLC-PhD-D: Yeah it seems
- D1115 13/12/2015, 11:43 - Nicholas Wong: You may continue to seek my help online
- D1116 13/12/2015, 11:44 - OLC-PhD-D: Ok
- D1117 13/12/2015, 11:44 - Nicholas Wong: I will begin analysing the data asap
- D1118 13/12/2015, 11:45 - Nicholas Wong: In addition.. after I analyse my data.. you will be invited once again to verify some of my analysis..
- D1119 13/12/2015, 11:45 - OLC-PhD-D: Sure
- D1120 13/12/2015, 11:45 - Nicholas Wong: If that okay with you? :)
- D1121 13/12/2015, 11:45 - OLC-PhD-D: Yes
- D1122 13/12/2015, 11:47 - Nicholas Wong: Thank you very much for your volunteered participation :)
- D1123 13/12/2015, 11:47 - OLC-PhD-D: Yeah thank you too
- D1124 09/01/2016, 08:58 - OLC-PhD-D: Hey Nicholas. I have something to talk about
- D1125 09/01/2016, 08:59 - OLC-PhD-D: My family is demanding me to get things for them....and the way they said it, just wow
- D1126 09/01/2016, 09:01 - OLC-PhD-D: They said in return of everything they did for me so far. And when I said how am I able to get those things for you (they cost a bit). They said they don't care, they want it otherwise they'd come looking for me. I didn't bother to reply back.
- D1127 09/01/2016, 09:02 - OLC-PhD-D: In my opinion, once they started using threats and demands, that's the line for me. I cannot associate myself too much for them. I cannot sacrifice everything for the sin of one.
- D1128 09/01/2016, 09:03 - OLC-PhD-D: I'm actually looking into buying a condo with my gf soon..some time this year maybe
- D1129 09/01/2016, 09:05 - OLC-PhD-D: But how am I to buy if I keep give in to their demands? Am I gonna be standing still like that forever? Am I gonna be stagnant forever? I have a right to live for myself too...but Asian family being Asian, they think just because of one man's mistake, family is family and every consequences that follow we should try to solve and help anyways
- D1130 09/01/2016, 09:05 - OLC-PhD-D: This is a horrible mentality...in this situation.
- D1131 09/01/2016, 09:08 - OLC-PhD-D: I told everything to two of my old friends. We grew up together so they somehow knew my family too. Maybe I'm looking for approval but they agreed that there's a line in everything you do to help, especially in this situation.
- D1132 09/01/2016, 09:32 - Nicholas Wong: Thank you for writing to me about this..)
- D1133 09/01/2016, 09:32 - Nicholas Wong: Yes Asian family members.. (eventually u will also have one yourself) tend to communicate using 'Fear'
- D1134 09/01/2016, 09:33 - Nicholas Wong: It is wise not to subscribe to any "Fear-Based Communication" from any party... including yourself.
- D1135 09/01/2016, 09:33 - OLC-PhD-D: But I don't communicate in fear..me and my gf we are very liberal. I'm extremely western and she's being affected by me haha
- D1136 09/01/2016, 09:34 - OLC-PhD-D: Me and (*name removed for identity protection*) (my gf). Easier with name.
- D1137 09/01/2016, 09:34 - Nicholas Wong: Make decisions based on personal capacity / ability to provide.
- D1138 09/01/2016, 09:34 - OLC-PhD-D: We talk things out. We don't really keep anything from each other and if there's any issue we talk it out properly. Yes arguments happen but we don't make threats
- D1139 09/01/2016, 09:35 - Nicholas Wong: As a mature man.. you decide and learn to be assertive.
- D1140 09/01/2016, 09:35 - OLC-PhD-D: Like the saying, don't promise things when you're happy and don't blame when you're angry

- D1141 09/01/2016, 09:35 - Nicholas Wong: Have your plans.. and not let circumstances derail it.
- D1142 09/01/2016, 09:35 - Nicholas Wong: Agree with the saying..
- D1143 09/01/2016, 09:35 - Nicholas Wong: Live by some principals in life like what u just said
- D1144 09/01/2016, 09:36 - Nicholas Wong: "Like the saying, don't promise things when you're happy and don't blame when you're angry"
- D1145 09/01/2016, 09:36 - Nicholas Wong: Stephen Covey also highlighted that great leaders live by a good strong firm set or principals
- D1146 09/01/2016, 09:36 - OLC-PhD-D: We will always be in control of our emotions because in the end, if you love someone you don't want them to leave even tho you can get hurt
- D1147 09/01/2016, 09:36 - Nicholas Wong: Which helps in tough decision making moments
- D1148 09/01/2016, 09:37 - OLC-PhD-D: Yeah I do have a few principles in life that are important to me
- D1149 09/01/2016, 09:37 - Nicholas Wong: You sounded like you already knew what you have decided.. just some frustration, with a small pinch of guilt...
- D1150 09/01/2016, 09:37 - OLC-PhD-D: Yes
- D1151 09/01/2016, 09:37 - Nicholas Wong: That's perfectly fine..
- D1152 09/01/2016, 09:38 - OLC-PhD-D: I just don't get why my family cannot try to understand what I'm going thru too?
- D1153 09/01/2016, 09:38 - OLC-PhD-D: Emotionally and physically and financially
- D1154 09/01/2016, 09:38 - Nicholas Wong: It's a good thing to be a wise and mature man.. with a small pinch of doubts from time to time to recheck your principals..
- D1155 09/01/2016, 09:39 - Nicholas Wong: Principals do not change every day or week
- D1156 09/01/2016, 09:39 - OLC-PhD-D: I'm doing good....but for myself. If I were to try to provide for the entire family, everyone would starve
- D1157 09/01/2016, 09:39 - Nicholas Wong: However.. once in a blue moon require some upgrading
- D1158 09/01/2016, 09:40 - Nicholas Wong: So this pinch..if keep growing.. then reword / upgrade the sentences in your principals..)
- D1159 09/01/2016, 09:40 - OLC-PhD-D: I'm not worried of whoever comes looking for me
- D1160 09/01/2016, 09:40 - Nicholas Wong: I can help in that when its time to reword it..;)
- D1161 09/01/2016, 09:40 - OLC-PhD-D: Thanks
- D1162 09/01/2016, 09:40 - OLC-PhD-D: I believe I've done my part to help..in all my power
- D1163 09/01/2016, 09:40 - Nicholas Wong: Be assertive... not destructive nor fear
- D1164 09/01/2016, 09:40 - OLC-PhD-D: I have no regrets ang guilt
- D1165 09/01/2016, 09:41 - OLC-PhD-D: I just don't understand why they keep trying to inflict guilt in me to get me to help
- D1166 09/01/2016, 09:41 - Nicholas Wong: You want to more.. Grow faster and more..till then.. focus on growth..not waste energy on threats
- D1167 09/01/2016, 09:41 - Nicholas Wong: It's the only way they have learned from young..
- D1168 09/01/2016, 09:42 - OLC-PhD-D: In my opinion it's beyond my ability to help..it's way beyond.
- D1169 09/01/2016, 09:42 - Nicholas Wong: Parents don't teach children how to deal with disappointments in a calm and peaceful way
- D1170 09/01/2016, 09:42 - Nicholas Wong: Something I just posted in my fb
- D1171 09/01/2016, 09:42 - Nicholas Wong: About fear
- D1172 09/01/2016, 09:42 - OLC-PhD-D: I'll look it up
- D1173 09/01/2016, 09:43 - OLC-PhD-D: But I did learn a few lessons from my family
- D1174 09/01/2016, 09:43 - Nicholas Wong: I advocate alot in teaching our children to learn to deal with fear and disappointments effectively
- D1175 09/01/2016, 09:43 - OLC-PhD-D: And some became my own principles in life
- D1176 09/01/2016, 09:43 - Nicholas Wong: Life by it.. and from time ti time upgrade it..;)
- D1177 09/01/2016, 09:44 - OLC-PhD-D: 1. Don't rely on others to achieve what you want. Everybody hopes to get help sometimes but one need to learn to ask for it.
- D1178 09/01/2016, 09:45 - OLC-PhD-D: 2. Inflicting fear in someone will not make someone respect you. So I will not repeat the same mistakes my family did in bringing me up. I will not have fear or threats in my own family
- D1179 09/01/2016, 09:47 - OLC-PhD-D: 3. Be responsible for your own actions. This actually will in turn teach one how to manage his decisions and control his compulsiveness
- D1180 09/01/2016, 11:01 - Nicholas Wong: Allow me to recommend reword some...
- D1181 09/01/2016, 11:02 - Nicholas Wong: 1. Focus on being independent to achieve what I want. Everybody hopes to get help sometimes but everyone also need to learn to ask for it calmly.
- D1182 09/01/2016, 11:02 - Nicholas Wong: 2 is good.

- D1183 09/01/2016, 11:03 - Nicholas Wong: 3 is good...
- D1184 09/01/2016, 11:03 - Nicholas Wong: 🍊🍊🍊
- D1185 09/01/2016, 11:03 - Nicholas Wong: Live by this principals..
- D1186 09/01/2016, 11:03 - Nicholas Wong: As your daily guide
- D1187 09/01/2016, 11:11 - OLC-PhD-D: Yeah
- D1188 09/01/2016, 11:11 - OLC-PhD-D: Thanks
- D1189 09/01/2016, 12:27 - Nicholas Wong: Opps btw forgot to ask u to rate 1 more question..
- D1190
- D1191 Section 2: Attitude Towards Face-to-Face vs Online Text-Based Help-Seeking Scale
- D1192
- D1193 INSTRUCTIONS:
- D1194 For the following questions, you are asked to respond using the following scale:
- D1195 (1) Not at all, (2) Slightly, (3) Somewhat, (4) Moderately, or (5) Very.
- D1196
- D1197
- D1198
- D1199 1. Using Face-to-Face counselling would help me learn about myself.
- D1200
- D1201 09/01/2016, 12:27 - Nicholas Wong: And in this 90 days did you seek any other counselors.. (face to face or even online) besides me?
- D1202 09/01/2016, 12:28 - OLC-PhD-D: 1. 4
- D1203 09/01/2016, 12:28 - OLC-PhD-D: And no I did not seek another counselor.
- D1204 09/01/2016, 12:32 - Nicholas Wong: Thanks..
- D1205 25/01/2016, 19:07 - Nicholas Wong: Also forgot to ask u 2 thing.. before this experiment online counselling have u seen any face to face counselor before?
- D1206 25/01/2016, 19:07 - OLC-PhD-D: No
- D1207 25/01/2016, 19:07 - Nicholas Wong: How about have u tried also Online Counselling before me?
- D1208 25/01/2016, 19:07 - OLC-PhD-D: No
- D1209 25/01/2016, 19:07 - Nicholas Wong: Thanks.. just cleaning up my data..hehe
- D1210 19/04/2018, 12:21 - Nicholas Wong: Hihi how have you been?
- D1211 Just to update you that my PhD Research is coming to an end soon.
- D1212 Thank you for your contribution.
- D1213 19/04/2018, 12:21 - OLC-PhD-D: Great to hear that!
- D1214 19/04/2018, 12:21 - OLC-PhD-D: I'm doing good
- D1215 19/04/2018, 12:25 - Nicholas Wong: Great to hear that
- D1216 However upon data analysis, emerging themes suggest that I have got to ask you one final Yes/No question 🌸🙏...
- D1217 14. During our sessions, my counsellor and I trust each other enough to form a working relationship in better understanding the challenges that I was facing?
- D1218 Y/N?
- D1219 19/04/2018, 12:25 - OLC-PhD-D : Yes
- D1220 19/04/2018, 12:26 - Nicholas Wong: Thank you once again. Will send u the publication once I have it published 🌸🙏
- D1221 19/04/2018, 20:03 - OLC-PhD-D: Btw for your little information, I've reconciled with my uncle
- D1222 19/04/2018, 20:03 - OLC-PhD-D: And he's given up gambling completely now
- D1223 19/04/2018, 20:41 - Nicholas Wong: Awesome
- D1224 19/04/2018, 20:41 - Nicholas Wong: That takes lots of maturity on your end 🍊🍊
- D1225 19/04/2018, 20:45 - OLC-PhD-D: But unfortunately he's got terminal cancer and now he doesn't have much time
- D1226 19/04/2018, 20:59 - Nicholas Wong: Aiks sorry to hear that
- D1227 19/04/2018, 21:00 - OLC-PhD-D: Haih
- D1228 19/04/2018, 21:00 - OLC-PhD-D: Yeah weird
- D1229 19/04/2018, 21:00 - OLC-PhD-D: When he gave up gambling then he got sick
- D1230 19/04/2018, 21:01 - Nicholas Wong: Ironically Like most people who gave up long term smoking also gets it
- D1231 19/04/2018, 21:01 - OLC-PhD-D: Unfortunately that is true
- D1232 19/04/2018, 21:49 - Nicholas Wong: Everyone remains ultimately responsible for our own life, choice and health..

- D1233 19/04/2018, 21:50 - Nicholas Wong: How long or short life gets .. more importantly is how we spend today .. right now.
- D1234 19/04/2018, 21:52 - Nicholas Wong: I shared a Goalcast fb today by jake bailey
- D1235 19/04/2018, 21:52 - Nicholas Wong: Rather related..
- D1236 19/04/2018, 21:53 - Nicholas Wong: Anyways.. keep me updated if anything else I can support u in 😊😊
- D1237 24/04/2018, 2:39 OLC-PhD-D: Hi Nicholas, since we began our counselling, I felt it's been really helpful to me. I feel I want to continue the session for a while longer if you allow.
- D1238 24/04/2018, 2:42 - OLC-PhD-D: My uncle has passed on Sunday 9.50pm. I went back to see him over the weekend. He was waiting for me to go home to see him. After seeing him, while I was on my way back to KL, he passed. To be very honest, I'm not doing very well in grieving. I couldn't let go at all, knowing that his dying wish was just to see me. Whatever mistakes he may have done in the past I don't care but I'm not ready for goodbye yet
- D1239 24/04/2018, 2:42 - OLC-PhD-D: He left too suddenly and without me beside him. Even tho I saw him for the last time, my deepest regret now was that I wasn't beside him when he left.
- D1240 24/04/2018, 2:44 - OLC-PhD-D: He couldn't talk anymore when I was home hence I couldn't hear him speak anymore advices, any last words
- D1241 24/04/2018, 8:49 - Nicholas Wong: Yes.. you may continue to our session..
- D1242 24/04/2018, 8:49 - Nicholas Wong: When did he passed?
- D1243 24/04/2018, 9:21 - OLC-PhD-D Sunday 9.50
- D1244 24/04/2018, 9:21 - OLC-PhD-D: Pm
- D1245 24/04/2018, 10:20 - Nicholas Wong: My condolences
- D1246 24/04/2018, 12:02 - OLC-PhD-D: Thank you Nic
- D1247 24/04/2018, 12:02 - OLC-PhD-D: Means a lot
- D1248 24/04/2018, 12:12 - Nicholas Wong: I don't know much about grief counselling.. I only read that to give you plenty of space and time to share..
- D1249 24/04/2018, 15:43 - OLC-PhD-D: Actually I found out that I've come to accepting his death. During the cremation I finally understood and accepted
- D1250 24/04/2018, 3:43 - OLC-PhD-D: Even after cremation. And I saw his bones
- D1251 31/05/2018, 10:48 - Nicholas Wong: It will take some time to accept.. It's a necessary process to mourn. Give yourself sufficient time. You are always welcome to write to me anytime here..
- D1252 31/05/2018, 13:03 - OLC-PhD-D: Thanks Nic
- D1253 31/05/2018, 13:04- OLC-PhD-D: It took me a shorter time for me and my family to feel sad. Overall maybe it's because we have prepared for it earlier
- D1254 31/05/2018, 14:23 - Nicholas Wong: I trust you have gained some wisdom about how to live life through this entire journey.
- D1255 31/05/2018, 14:27- OLC-PhD-D: Yes I believe so
- D1256 31/05/2018, 14:29 - Nicholas Wong: and what would that phrase be like (a sentence or two of what lesson you've discovered)
- D1257 31/05/2018, 15:50- OLC-PhD-D: Life's too short to worry about how one person wronged you. You love the person you let go. In the end I realise I love my uncle more than I knew because it was the hardest time I had to deal with a loss.
- D1258 31/05/2018, 16:27 - Nicholas Wong: Well said.. well said!!

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