

## DAFTAR PUSTAKA

- Adiwijaya, K., Fauzan, R., Rohman, I. K., & Zaber, M. (2022). Do mobile applications give competitive advantage to Small and Medium Enterprises? Lessons from Indonesia. *Lessons from Indonesia*, 16-17.
- Agatha, C., & Ozawa, T. (2023). The Possible Application to Japanese Mobile Apps of Success Factors of Gojek, an Indonesian Ride-sharing Company. *Journal of Kansai Association for Venture and Entrepreneur Studies* 15, 23-34.
- Ayuningtyas, D., Misnaniarti, & Rayhani, M. (2018). Analisis Situasi Kesehatan Mental Pada Masyarakat Indonesia dan Strategi Penanggulangannya. *Jurnal Ilmu Kesehatan Masyarakat*, 9(1):1-10.
- Bangor, A., Kortum, P. T., & Miller, J. T. (2008). An empirical evaluation of the system usability scale. *Intl. Journal of Human–Computer Interaction*, 24(6), 574-594.
- Bastomi, H., Fitriani, D., Chusna, M. R., Salwa, S., & Sholeh, M. (2022). Implementation of Counseling Services on ibunda. id Platform in Overcoming Mental Health Problems. *Pamomong: Journal of Islamic Educational Counseling* 3.1, 1-14.
- Ben Mahmoud-Jouini, S., Midler, C., & Silberzahn, P. (2016). Contributions of design thinking to project management in an innovation context. *Project management journal*, 47(2), 144-156.
- Bender-Salazar, R. (2023). Design thinking as an effective method for problem-setting and needfinding for entrepreneurial teams addressing wicked problems. *Journal of Innovation and Entrepreneurship*, 12(1), 24.
- Blank, S. (2013). *Why the Lean Start-Up Changes Everything*. Harvard Business.
- Brannelly, T., Trenoweth, S., & Tuck, J. (2022). Co-production of digital mental health technologies to support individuals in mental health crisis. *Mental Health and Social Inclusion*, 26(4), 330-338.
- Brooke, J. (1996). SUS-A quick and dirty usability scale. *Usability evaluation in industry*, 189(194), 4-7.
- Brown, T. (2008). Design thinking. *Harvard business review*, 86(6).

- Christensen, C. M., Hall, T., Dillon, K., & Duncan, D. S. (2016). Know your customers' jobs to be done'. *Harvard business review*, 54-62.
- Christensen, H., & Hickie, I. B. (2010). Using e-health applications to deliver new mental health services. *Medical Journal of Australia*, 192, S53-S56.
- Coziah, K., Stanley, L., Perez-Litwin, A., Lundberg, C., & Litwin, A. (2022). Designing a Digital Mental Health App for Opioid Use Disorder Using the UX Design Thinking Framework. *International Conference on Human-Computer Interaction* (hal. 107-129). Springer International Publishing.
- Creswell, J. (2015). *Creswell, J. W. (2015). Educational research: Planning, conducting, and evaluating quantitative and qualitative research. pearson.*
- Creswell, J. W., & Creswell, J. D. (2018). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches .*
- Dam, R., & Siang, T. (2024, 04 30). *Stage 2 in the Design Thinking Process: Define the Problem and Interpret the Results*. Diambil kembali dari Interaction Design Foundation.: <https://www.interaction-design.org/literature/article/stage-2-in-the-design-thinking-process-define-the-problem-and-interpret-the-results>
- Daniels, K., Lemmens, R., Knippenberg, E., Marinus, N., Vonck, S., Baerts, J., . . . Bonnechère, B. (2023). Promoting physical activity and a healthy active lifestyle in community-dwelling older adults: a design thinking approach for the development of a mobile health application. *Frontiers in public health*, 11, 1280941.
- Davis, F. D., Bagozzi, R. P., & Warshaw, P. R. (1989). Technology acceptance model. *J Manag Sci*, 35(8), 982-1003.
- De Krijger, E., Bohlmeijer, E. T., Geuze, E., & Kelders, S. M. (2023). Compassion apps for better mental health: qualitative review. *BJPsych open*, 9(5), e141.
- Durand, R., Grant, R. M., & Madsen, T. L. (2017). The expanding domain of strategic management research and the quest for integration. *Strategic Management Journal*, 38(1), 4-16.

- Elverum, C. W., Welom, T., & Tronvoll, S. (2016). Prototyping in new product development: Strategy considerations. *Procedia cirp* 50 , 117-122.
- Fitriani, A. A., Ariyanti, M., & Millanyani, H. (2022). User Acceptance Analysis on Tele counseling App. *Proceedings of the 3rd Asia Pacific International Conference on Industrial Engineering and Operations Management*. Johor Bahru, Malaysia.
- Foster, M. K. (2021). Design thinking: A creative approach to problem solving. *Management Teaching Review* 6.2, 123-140.
- Freeman, J., & Engel, J. S. (2007). California management models of innovation: Startups and mature corporations. *California Management Review*, 50(1), 94-119.
- Furrer, O., Thomas, H., & Goussevskaia, A. (2008). The structure and evolution of the strategic management field: A content analysis of 26 years of strategic management research. *International journal of management reviews*, 10(1), 1-23.
- Ghina, A., & Afifah, N. (2021). Value Proposition Design for Custom Clothing Startup Using Design Thinking Approach. *Jurnal Manajemen Indonesia*, 21(1), 89-111.
- Hartini, N., Fardana, N. A., Ariana, A. D., & Wardana, N. D. (2018). Stigma toward people with mental health problems in Indonesia. *Psychology Research and Behavior Management*, 535-541.
- Hechanova-Alampay, M. R., Angeles, P. L., Tuliao, A., Hilario, E., Pagente, A. F., & Narra, C. V. (2022). The development and pilot evaluation of a mental health mobile app in the Philippines. *Mental Health and Social Inclusion*.
- Hölzle, K., & Rhinow, H. (2019). The dilemmas of design thinking in innovation projects. *Project Management Journal*, 50(4), 418-430.
- Hvide, H. K., & Meling, T. G. (2023). Do Temporary Demand Shocks Have Long-Term Effects for Startups? *The Review of Financial Studies*, 36(1), 317-350.

- IHME. (2023, March 4). *Global Health Data Exchange (GHDx)*. Diambil kembali dari Institute of Health Metrics and Evaluation:  
<https://vizhub.healthdata.org/gbd-results/>
- Kim, Y. S., & Park, J. A. (2021). Design thinking in the framework of visual thinking and characterization of service design ideation methods using visual reasoning model. *The Design Journal*, 24(6), 931-953.
- Knight, J., Fitton, D., Phillips, C., & Price, D. (2019). Design thinking for innovation. Stress testing human factors in ideation sessions. *The Design Journal*, 22(sup1), 1929-1939.
- Krolikowski, K. A., Bi, M., Baggott, C. M., Khorzad, R., Holl, J. L., & Kruser, J. M. (2022). Design thinking to improve healthcare delivery in the intensive care unit: Promise, pitfalls, and lessons learned. *Journal of critical care*, 69, 153999.
- Kurale, R., & Bala, K. (2021). A Comparative Study of Flutter with Other CrossPlatform Mobile Application Development. *International Journal of Creative Research Toughts (IJCRT)*, 9(12), a368-a372.
- Lewis, J. R. (2018). The system usability scale: past, present, and future. *International Journal of Human–Computer Interaction*, 34(7), 577-590.
- Lewis, J. R., & Sauro, J. (2009). The factor structure of the system usability scale. *Human Centered Design: First International Conference, HCD 2009, Held as Part of HCI International 2009* (hal. 94-103). San Diego, CA, USA: Springer Berlin Heidelberg.
- Liedtka, J. (2020). Putting technology in its place: Design thinking's social technology at work. *California Management Review*, 62(2), 53-83.
- Lincoln, Y. S., & Guba, E. G. (1985). *Naturalistic Inquiry*. Sage.
- Lorusso, L., Lee, J. H., & Worden, E. A. (2021). Design thinking for healthcare: Transliterating the creative problem-solving method into architectural practice. *HERD: Health Environments Research & Design Journal*, 14(2), 16-29.

- Nielsen, J., & Molich, R. (1990, March). Heuristic evaluation of user interfaces. *Proceedings of the SIGCHI conference on Human factors in computing systems*, hal. 249-256.
- Noviaristanti, S., Acur, N., & Mendibil, K. (2023). The different roles of innovation intermediaries to generate value. *Management Review Quarterly*, 1-33.
- OECD. (2018). *The measurement of scientific, technological and innovation activities, Oslo manual 2018, Oslo manual: guidelines for collecting and interpreting innovation data (4th edn)*. Paris: OECD Publishing.
- Olaniyi, B. Y., Fernández del Río, A., Periáñez, Á., & Bellhouse, L. (2022). User engagement in mobile health applications. *Proceedings of the 28th ACM SIGKDD Conference on Knowledge Discovery and Data Mining*.
- Oliveira, M., Zancul, E., & Fleury, A. L. (2021). Design thinking as an approach for innovation in healthcare: systematic review and research avenues. *BMJ Innovations*, 7(2).
- Osterwalder, A., & Pigneur, Y. (2010). *Business model generation: a handbook for visionaries, game changers, and challengers (Vol. 1)*. John Wiley & Sons.
- Patti, C. H., M, M., Dessel, v., & Hartley, S. W. (2020). Reimagining customer service through journey mapping and measurement. *European Journal of Marketing* , 54.10.
- Petersen, M., & Hempler, N. F. (2017). Development and testing of a mobile application to support diabetes self-management for people with newly diagnosed type 2 diabetes: a design thinking case study. *BMC medical informatics and decision making*, 17, 1-10.
- Populix. (2022). *Indonesia's Mental Health State & Access to Medical Assistance*.  
<https://info.populix.co/product/consumer-trend-report/download?report=2022-10-mental-health-in-indonesia>.
- Prince, M., Patel, V., Saxena, S., Maj, M., Maselko, J., Phillips, M. R., & Rahman, A. (2007). No health without mental health. *The lancet*, 370(9590), 859-877.

- Putri, M. A., Bimantoko, I., Herton, N., & Listiyandini, R. A. (2023). Gambaran Kesadaran, Akses Informasi, dan Pengalaman terkait Layanan Kesehatan Mental pada Masyarakat di Indonesia. *Journal Psikogenesis*, 11(1), 14-28.
- Rösch, N., Tiberius, V., & Kraus, S. (2023). Design thinking for innovation: context factors, process, and outcomes. *European Journal of Innovation Management*, 26(7), 160-176.
- Sangiorgi, D. (2011). Transformative services and transformation design. *International Journal of Design*, 29-40.
- Sattar, A. M., Soni, P. R., Kumar, A., Sahu, C., Saxena, S., & Chaudhari, P. (2023). Accelerating Cross-platform Development with Flutter Framework. *Journal of Open Source Developments*, 1-11.
- Schallmo, D., Williams, C. A., & Lang, K. (2018). An integrated design thinking approach—literature review, basic principles and roadmap for design thinking. *The International Society for Professional Innovation Management* (hal. 1-18). ISPIM Innovation Symposium.
- Schweitzer, R., Schlägl, S., & Schweitzer, M. (2024). Technology-supported behavior change—applying design thinking to mhealth application development. *European Journal of Investigation in Health, Psychology and Education*, 14(3), 584-608.
- Sekaran, U., & Bougie, R. (2016). *Research methods for business: A skill building approach*. john wiley & sons.
- Sherman, L. E., Michikyan, M., & Greenfield, P. M. (2013). The effects of text, audio, video, and in-person communication on bonding between friends. *Cyberpsychology: Journal of psychosocial research on cyberspace*, 7(2).
- Siricharoen, W. V. (2021). Using empathy mapping in design thinking process for personas discovering. *Context-Aware Systems and Applications, and Nature of Computation and Communication: 9th EAI International Conference, ICCASA 2020, and 6th EAI International Conference, ICTCC 2020* (hal. 182-191). Thai Nguyen, Vietnam: Springer International Publishing.

- Statista. (2024, March 27). *Number of smartphone users in Indonesia from 2018 to 2028 (in millions)*. Diambil kembali dari Statista: <https://www.statista.com/forecasts/266729/smartphone-users-in-indonesia>
- Sugiyono. (2012). *Metode Penelitian Kualitatif, Kualitatif dan Kombinasi (Mixed Methods)*. Bandung: Penerbit Alfabeta.
- Sultan, R., & Qaed, F. (2020). Service Design Thinking and Social Innovation Sustainability. *2020 Second International Sustainability and Resilience Conference: Technology and Innovation in Building Designs (51154)* (hal. 1-5). IEEE.
- Suwanwong, C., Jansem, A., Intarakamhang, U., Prasittichok, P., Tuntivivat, S., Chuenphittayavut, K., . . . Lien, L. T. (2024). Modifiable predictors of mental health literacy in the educational context: a systematic review and meta-analysis. *BMC psychology*, 12(1), 378.
- Tricahyono, D., Alamanda, D. T., Anggadwita, G., Prabowo, F. S., & Yuldinawati, L. (2018). The role of business incubator on cultivating innovation on startups: The case study of Bandung techno park (BTP) Indonesia. *International Journal of Engineering and Technology (UAE)*, 7(2), 226-235.
- UN. (2023). *The Sustainable Development Goals Report 2023*. New York: UN DESA.
- VanWynsberghe, R., & Khan, S. (2007). Redefining case study. *ternational journal of qualitative methods*, 6(2), 80-94.
- WHO. (2024, March 27). *Depressive disorder (depression)* . Diambil kembali dari WHO: <https://www.who.int/news-room/fact-sheets/detail/depression>
- Woody, C. A., Ferrari, A. J., Siskind, D. J., & Whiteford, H. A. (2017). A systematic review and meta-regression of the prevalence and incidence of perinatal depression. *Journal of Afective Disorders*, 86-92.
- Yuliana, E., Putro, U. S., Hermawan, P., & Ghina, A. (2024). Service-dominant logic perspective on technology-based business incubator. *Cogent Business & Management*, 11(1), 2320996.
- Zuldafril, & Lahir, M. (2012). *Penelitian kualitatif*. Surakarta: Yuma Pustaka.