

**PROMOTIONAL DESIGN FOR
SAHABATKU: COUNSELING SERVICE APPLICATION
FOR INDONESIAN ADOLESCENTS AGED 13-18 LIVING IN
QATAR**



UMN

UNIVERSITAS
MULTIMEDIA
NUSANTARA

Thesis

Sabrina Nazwa Aulia Adriana

00000047569

**VISUAL COMMUNICATION DESIGN STUDY PROGRAM
FACULTY OF ART AND DESIGN
UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG
2024**

**PROMOTIONAL DESIGN FOR
SAHABATKU: COUNSELING SERVICE APPLICATION
FOR INDONESIAN ADOLESCENTS AGED 13-18 LIVING IN
QATAR**



Proposed to Fulfill one of the requirements
to obtain the title of
Bachelor's of Design (S.Ds.)

Sabrina Nazwa Aulia Adriana

0000047560

VISUAL COMMUNICATION DESIGN STUDY PROGRAM

FACULTY OF ART AND DESIGN

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2024

i

NO PLAGIARISM STATEMENT

I hereby,

Full Name : Sabrina Nazwa Aulia Adriana

Student ID : 00000047560

Study Program : Visual Communication Design

state that the thesis titled:

**PROMOTIONAL DESIGN FOR SAHABATKU: COUNSELING SERVICE
APPLICATION FOR INDONESIAN ADOLESCENTS AGED 13-18
LIVING IN QATAR**

is the result of my own work. It is not plagiarism nor written by anyone else, and all quoted and referenced sources have been correctly stated and included in the Bibliography.

Should it be proven that there is fraud / irregularities in my paper, both related to the research process or thesis writing, I am willing to accept the consequence of being declared NOT PASS for the Final Project that I have taken. I will also bear all legal consequences against me and will not involve Universitas Multimedia Nusantara, regarding the act of plagiarism.

Tangerang, 14 June 2024



(Sabrina Nazwa Aulia Adriana)

APPROVAL PAGE

The thesis titled

**PROMOTIONAL DESIGN FOR SAHABATKU: COUNSELING SERVICE
APPLICATION FOR INDONESIAN ADOLESCENTS AGED 13-18
LIVING IN QATAR**

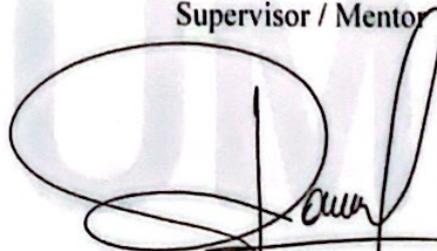
By

Full Name : Sabrina Nazwa Aulia Adriana
Student ID : 00000047560
Study Program : Visual Communication Design
Faculty : Art and Design

Has been approved to be presented on a Thesis Examination Session
at Universitas Multimedia Nusantara

Tangerang, 14 June 2024

Supervisor / Mentor



Roy Anthonius Susanto, S.Sp., M.Ds. CDM.
0402038006/061071

Head of Visual Communication Design Study Program



Fonita Theresia Yoliando, S.Ds., M.A.
0311099302/043487

ENDORSEMENT PAGE

The thesis titled:

**PROMOTIONAL DESIGN FOR SAHABATKU: COUNSELING SERVICE
APPLICATION FOR INDONESIAN ADOLESCENTS AGED 13-18
LIVING IN QATAR**

By

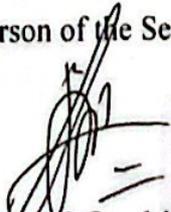
Full Name : Sabrina Nazwa Aulia Adriana
Student ID : 00000047560
Study Program : Visual Communication Design
Faculty : Art and Design

Has been tested on Friday, 31 May 2024
from 13.00 to 13.45, and was stated

PASSED

with the order of examiners as follows:

Chairperson of the Session



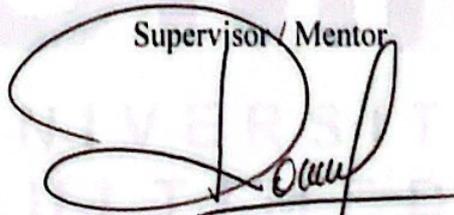
Lia Hema, S.Sn., M.M.
0315048108/081472

Examiner



Aditya Satyagraha, S.Sn., M.Ds.
0326128001/038953

Supervisor / Mentor



Roy Anthonius Susanto, S.Sn., M.Ds. CDM.
0402038006/061071

Head of Visual Communication Design Study Program



Fonita Theresia Yoliando, S.Ds., M.A.
0311099302/043487

vii

APPROVAL OF PUBLICATION

I hereby,

Full Name : Sabrina Nazwa Aulia Adriana

Student ID : 00000047560

Study Program : Visual Communication Design

Degree : Bachelor

Title : Promotional Design for Sahabatku: Counseling Service Application for Indonesian Adolescents Aged 13-18 Living in Qatar.

Solely state that I am willing:

- I am willing to give full permission to Universitas Multimedia Nusantara to publish the results of my scientific work in the Knowledge Center repository so that it can be accessed by the Civitas Academica and the public. I declare that the scientific work I have created does not contain confidential data. I won't revoke the permission I have given for any reason.
- I am not willing to be published in the Knowledge Center repository because: I am submitting a publication application to a national/international journal/conference (proven by a letter of acceptance) *

Tangerang, 14 June 2024



(Sabrina Nazwa Aulia Adriana)

* If I fail to obtain the *Letter of Acceptance*, I would grant UMN a full access to my work and they may publish it at the Knowledge Center repository system.

ACKNOWLEDGEMENTS

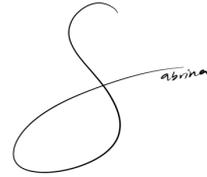
First of all, I would like to express my sincere gratitude to God Almighty, who has blessed me during the whole process of this final project from beginning to end which aims to fulfill the requirements for achieving a bachelor's degree. The help, prayers, and support given by everyone around me are certainly encouraging and I will always appreciate it until the very end.

I would like to thank

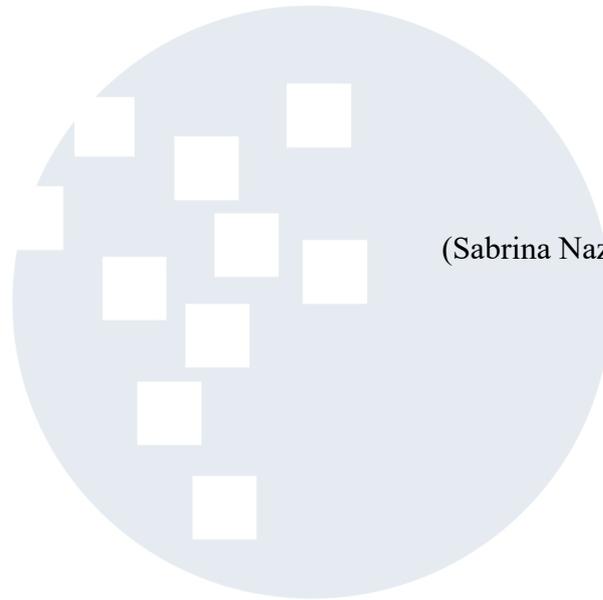
1. Dr. Ninok Leksono, M.A., as the Rector of Universitas Multimedia Nusantara.
2. Muhammad Cahya Mulya Daulay, S.Sn., M.Ds., as the Dean of the Faculty of Universitas Multimedia Nusantara.
3. Fonita Theresia Yoliando, S.Ds., M.A., as the Head of the Study Program of Universitas Multimedia Nusantara.
4. Roy Anthonius Susanto S.Sn., M.Ds., as the Advisor who has provided guidance, direction, and motivation for the completion of this final project.
5. Muhammad Chalid Bahar, S.Psi., M.M., Psychology as the main source who was willing to take the time to be interviewed by the writer to collect information about Sahabatku.
6. Kak Rara as the secondary main source who was willing to take the time to be interviewed by the writer for research purposes.
7. All the respondents who have taken the time to answer the questionnaire.
8. My family who has provided material and moral support, so that I can complete this thesis.
9. My friends who have provided great encouragement and support in completing this final project.
10. For someone whose name is still unknown, but has already been written in *Lauhul Mahfudz* for the writer. Thank you for being the writer's motivation in completing this final project as an effort to improve as a better person. Because the writer believes that if something is destined to be ours, it will come to us no matter what.

Hopefully this scientific work contributes as a source of information and inspiration for others.

Tangerang, 14 June 2024



(Sabrina Nazwa Aulia Adriana)



UMMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

**PERANCANGAN MEDIA PROMOSI APLIKASI LAYANAN
KONSELING: SAHABATKU UNTUK REMAJA INDONESIA USIA
13-18 YANG TINGGAL DI QATAR**

(Sabrina Nazwa Aulia Adriana)

ABSTRAK

Masa remaja dianggap sebagai masa transisi dari masa kanak-kanak ke masa dewasa yang melibatkan perubahan fisik, kognitif, emosional, atau bisa disebut sebagai perubahan tubuh dan pikiran. Dengan sekitar 39.00 warga Indonesia yang tinggal di Qatar, sekitar 8% hingga 9% di antaranya termasuk golongan generasi muda di bawah 20 tahun. Sebagian besar dari mereka pindah ke Qatar karena pekerjaan orang tuanya, yang berarti, mereka harus beradaptasi di negara yang sama sekali berbeda, mulai dari budaya dan kepercayaan. Menghadapi perubahan yang drastis dengan kurangnya dukungan dapat berdampak buruk kepada kesehatan mental remaja. Meskipun layanan kesehatan mental kini semakin banyak ditemukan di Qatar, tidak ada layanan yang menyediakan sistem pendukung seperti Sahabatku. Sahabatku didirikan oleh Yayasan Sahabatku Mitra Pemuda sebagai salah satu upaya untuk memberikan layanan konseling psikologis online bagi remaja Indonesia di luar negeri tanpa perlu mengeluarkan biaya. Meskipun fitur-fitur yang ditawarkan sangat bagus, informasi mengenai aplikasi/organisasi tersebut masih belum banyak diketahui oleh remaja Indonesia yang tinggal di Qatar. Oleh karena itu, dengan merancang media promosi yang efektif, Sahabatku bisa diketahui oleh remaja-remaja Indonesia di Qatar.

Kata kunci: Media Promosi, Layanan Konseling, Sahabatku, Remaja Indonesia, Qatar

**PROMOTIONAL DESIGN FOR SAHABATKU: COUNSELING
SERVICE APPLICATION FOR INDONESIAN ADOLESCENTS AGED
13-18 LIVING IN QATAR**

(Sabrina Nazwa Aulia Adriana)

ABSTRACT (English)

The period of adolescence is considered a period of transitioning from childhood to adulthood which involves physical, cognitive, and emotional changes, changes in the body and mind among other things. With around 39,000 Indonesian citizens living in Qatar, around 8% to 9% of them are young generations below 20. Most of which moved to Qatar due to their parents working there, which means adapting to an entirely different country, with different cultures and beliefs. Being exposed to unfavorable social circumstances and lack of support can have a negative impact on the mental health of adolescence. While mental health services are becoming more and more apparent in Qatar, none of them provides a support system unlike Sahabatku. Sahabatku was founded by the Sahabatku Mitra Pemuda Foundation as a way to provide online psychological counseling services for Indonesian adolescents abroad without the cost of paying. While the features offered are great, information about the application/organization is still unknown to many Indonesian adolescents living in Qatar. As a result, creating effective promotional materials to promote Sahabatku will be the main focus.

Keywords: *Promotion, Counseling Service, Sahabatku, Indonesia Adolescents, Qatar*

UNIVERSITAS
MULTIMEDIA
NUSANTARA

TABLE OF CONTENTS

NO PLAGIARISM STATEMENT	ii
ENDORSEMENT PAGE	iv
APPROVAL OF PUBLICATION	v
ACKNOWLEDGEMENTS	vi
ABSTRAK	viii
ABSTRACT (English)	ix
TABLE OF CONTENTS	x
LIST OF TABLES	xiv
LIST OF FIGURES	xv
LIST OF APPENDICES	xix
CHAPTER I	1
1.1 Research Background	1
1.2 Problem Formulation	3
1.3 Scope Limitation	3
1.4 Research Objectives	4
1.5 Research Benefits	4
CHAPTER II LITERATURE REVIEW	6
2.1 Graphic Design	6
2.1.1 Elements of Design	6
2.1.1.1 Line	7
2.1.1.2 Shape	7
2.1.1.3 Color	8
2.1.1.4 Texture	12
2.1.2 Typography	13
2.1.2.1 Principles of Typography	13
2.1.2.2 Elements of Type	14
2.1.2.3 Type Classification	15
2.1.3 Principles of Design	17
2.1.3.1 Format	17

2.1.3.2	Balance	17
2.1.3.3	Visual Hierarchy	18
2.1.3.4	Emphasis	19
2.1.3.5	Rhythm	20
2.1.3.6	Unity	21
2.1.3.7	Space	22
2.1.3.8	Alignment	22
2.1.3.9	Laws of Perceptual Organization	23
2.1.4	The Grid System	24
2.1.4.1	Grid Anatomy	24
2.1.4.2	Types of Grids	25
2.1.5	Graphic Design Disciplines	26
2.1.5.1	Advertising	27
2.1.5.2	Branding & Identity Design	27
2.1.5.3	Corporate Communication Design	28
2.1.5.4	Editorial Design	29
2.1.5.5	Environmental Design	29
2.1.5.6	Illustration	30
2.1.5.7	Information Design	31
2.1.5.8	Interaction/Experience Design	31
2.1.5.9	Mobile Design	32
2.1.5.10	Motion Design	32
2.1.5.11	Package Design	33
2.1.5.12	Promotional Design	34
2.1.5.13	Typography Design	34
2.2	Promotion	35
2.2.1	Promotion Function	35
2.2.2	Promotion Objectives	36
2.2.3	Types of Promotion	37
2.2.4	Promotional Media	39

2.3	Adolescents.....	42
2.3.1	Stages of Adolescent Development	44
2.4	Mental Health	45
2.4.1	Mental Health Characteristic.....	45
2.4.2	Mental Health Disorders	46
2.4.3	Mental Health in Adolescence.....	47
2.4.4	Mental Health Services	48
2.5	Counseling.....	48
2.6	Sahabatku	49
2.7	Indonesian Community in Qatar	50
2.8	Social Media.....	51
2.8.1	Social Media Marketing	51
2.9	Mobile Application.....	52
2.9.1	Mobile User Interface (UI)	53
2.9.2	Types of User Interfaces	53
2.10	Website	57
2.11	AISAS Strategy Model.....	57
CHAPTER III RESEARCH METHODS.....		60
3.1.1	Interview	61
3.1.2	Existing Studies	66
3.1.3	Reference Studies	78
3.1.4	Questionnaire.....	80
3.2	Design Methodology.....	86
CHAPTER IV DESIGN STRATEGY AND ANALYSIS		89
4.1	Design Strategy.....	89
4.1.1	Overview	89
4.1.2	Strategy	93
4.1.3	Ideas.....	97
4.1.4	Design	101
4.1.5	Production & Implementation	127

4.2	Design Strategy	148
4.2.1	Beta Analysis.....	148
4.2.2	Media Analysis – Attention Stage.....	154
4.2.3	Media Analysis – Interest Stage.....	161
4.2.4	Media Analysis – Search Stage	167
4.2.5	Media Analysis – Action Stage.....	175
4.2.6	Media Analysis – Share Stage	183
4.3	Budgeting	189
CHAPTER V CONCLUSION AND RECOMMENDATION		191
5.1	Conclusion.....	191
5.2	Recommendation.....	192
BIBLIOGRAPHY		194
APPENDIX		197



LIST OF TABLES

Table 3. 1 SWOT Analysis of Halodoc Promotional Media.	69
Table 3. 2 SWOT Analysis of Riliv Promotional Media.	73
Table 3. 3 SWOT Analysis of Alodokter Promotional Media.	77
Table 4. 1 Target Audience Identification.	90
Table 4. 2 Creative Brief.	92
Table 4. 3 Message Strategy (AISAS).	94
Table 4. 4 Media Strategy (AISAS).	95
Table 4. 5 Promotional Campaign Timeline (AISAS).	96
Table 4. 6 Copywriting	108
Table 4. 7 Budgeting for Promotion	189



LIST OF FIGURES

Figure 2. 1 Lines made up from variety of tools and media.	7
Figure 2. 2 Shapes.	8
Figure 2. 3 Pigment Color Wheel.	9
Figure 2. 4 Fundamental color relationships on the pigment color wheel.	10
Figure 2. 5 Visual Textures.	13
Figure 2. 6 Anatomy of Type by Martin Holloway.	15
Figure 2. 7 Type Classifications by Martin Holloway.	16
Figure 2. 8 Balance.	18
Figure 2. 9 Visual Hierarchy.	19
Figure 2. 10 Emphasis.	20
Figure 2. 11 Rhythm.	21
Figure 2. 12 Unity.	21
Figure 2. 13 White Space.	22
Figure 2. 14 Alignment.	22
Figure 2. 15 Laws of Perceptual Organizations.	24
Figure 2. 16 Grid Anatomy.	25
Figure 2. 17 Single-column Grid.	25
Figure 2. 18 Multicolumn Grid.	26
Figure 2. 19 Modular Grid.	26
Figure 2. 20 Formula Toothpaste Billboard Ad.	27
Figure 2. 21 Tallik Cafe Brand Identity.	28
Figure 2. 22 MailChimp 2020 Annual Report.	28
Figure 2. 23 The Washington Post Newspaper.	29
Figure 2. 24 Wayfinding Signage.	30
Figure 2. 25 Illustration Book titled "A Fine Dessert" by Sophie Blackall.	30
Figure 2. 26 China's Growing Pains Infographic.	31
Figure 2. 27 Interactive Kiosk.	32
Figure 2. 28 Spotify UI Design.	32
Figure 2. 29 Spotify Motion Graphics.	33
Figure 2. 30 Package Design.	33
Figure 2. 31 Promotional Design.	34
Figure 2. 32 Level Up Life Website.	34
Figure 2. 33 Newspaper Promotion.	37
Figure 2. 34 Nestlé Direct Mail Marketing.	38
Figure 2. 35 Uber Eats YouTube Ad.	38
Figure 2. 36 Billboard.	39
Figure 2. 37 Banner Promotion.	40
Figure 2. 38 Brochure Promotion.	40
Figure 2. 39 Dunkin Donuts Social Media Promotion.	41
Figure 2. 40 Merchandise Promotion.	42

Figure 2. 41 Sahabatku Logo.	49
Figure 2. 42 KBRI Doha.	50
Figure 2. 43 Grubhub App Interface.	53
Figure 2. 44 Splash Screen.	54
Figure 2. 45 Onboarding Screen.	54
Figure 2. 46 Home Screen.	55
Figure 2. 47 Login Screen.	55
Figure 2. 48 Profile Screen.	56
Figure 2. 49 App Screens.	56
Figure 2. 50 Website.	57
Figure 2. 51 AISAS Model Strategy.	58
<i>Figure 3. 1 Message proof scheduling zoom interview with source.</i>	<i>62</i>
<i>Figure 3. 2 Message proof scheduling online interview with source.</i>	<i>64</i>
Figure 3. 3 Halodoc Social Media Account.	67
Figure 3. 4 Halodoc Mental Health Content (1).	68
Figure 3. 5 Halodoc Mental Health Content (2).	68
Figure 3. 6 Halodoc Official Website.	69
Figure 3. 7 Riliv Social Media Account.	71
Figure 3. 8 Riliv Mental Health Content (1).	71
Figure 3. 9 Riliv Mental Health Content (2).	72
Figure 3. 10 Riliv Official Website.	72
Figure 3. 11 Alodokter Social Media Account.	74
Figure 3. 12 Alodokter Mental Health Content (1).	75
Figure 3. 13 Alodokter Mental Health Content (2).	76
Figure 3. 14 Alodokter Official Website.	76
<i>Figure 3. 15 Socialconnect.id Instagram.</i>	<i>79</i>
Figure 3. 16 Wantja Instagram.	80
Figure 3. 17 Data result for age range.	83
Figure 3. 18 Data result for feeling stressed out.	83
Figure 3. 19 Data result for cause.	84
Figure 3. 20 Data result for awareness of Sahabatku.	84
Figure 3. 21 Data result for where they know Sahabatku.	85
Figure 4. 1 User Persona.	91
Figure 4. 2 Mindmapping.	98
Figure 4. 3 Big Idea Alternatives.	100
Figure 4. 4 Style Mood board.	101
Figure 4. 5 Color & Typography Moodboard.	102
Figure 4. 6 Color Palette.	103
Figure 4. 7 Typography.	104
Figure 4. 8 Styles Cape (Key Visual).	105
Figure 4. 9 Instagram Feeds Content Plan.	128
Figure 4. 10 Gridding System for Instagram Content.	129

Figure 4. 11 Instagram Feeds Results	130
Figure 4. 12 Instagram Carousel Results	131
Figure 4. 13 Instagram Carousel Results	132
Figure 4. 14 Instagram Story Ads Content Plan	133
Figure 4. 15 Gridding System for Instagram Story Ads	134
Figure 4. 16 Instagram Story Ads Results	134
Figure 4. 17 Website Layout Sketch	135
Figure 4. 18 Gridding System for Website	136
Figure 4. 19 Website Results	138
Figure 4. 20 Facebook Feeds Content Plan.....	139
Figure 4. 21 Gridding System for Facebook Feeds.....	140
Figure 4. 22 Facebook Feeds Results.....	140
Figure 4. 23 Merchandise Sketch.....	141
Figure 4. 24 Tote bag Results (Front & Back).....	142
Figure 4. 25 Notebook & Pen Results.....	143
Figure 4. 26 Merchandise Results (Sticker Sheet, Tumbler, Keychain).....	144
Figure 4. 27 Gridding System for X-Banner.....	145
Figure 4. 28 X-Banner Result	146
Figure 4. 29 Gridding System for Brochure.....	147
Figure 4. 30 Brochure Results.....	148
Figure 4. 31 Beta Test Result (1)	149
Figure 4. 32 Beta Test Result (2)	150
Figure 4. 33 Beta Test Result (3)	151
Figure 4. 34 Beta Test Result (4)	152
Figure 4. 35 Beta Test Result (5)	152
Figure 4. 36 Beta Test Result (6)	153
Figure 4. 37 Instagram Feeds (Attention)	154
Figure 4. 38 Instagram Content (1)	155
Figure 4. 39 Instagram Content (2).....	156
Figure 4. 40 Instagram Carousel Content (1).....	157
Figure 4. 41 Instagram Story Ad (1).....	158
Figure 4. 42 Facebook Feed Content (1).....	159
Figure 4. 43 Instagram Feeds (Interest)	161
Figure 4. 44 Instagram Content (3)	162
Figure 4. 45 Instagram Carousel Content (2).....	163
Figure 4. 46 Instagram Content (4).....	164
Figure 4. 47 Instagram Story Ad (2)	165
Figure 4. 48 Facebook Feed Content (2).....	166
Figure 4. 49 Instagram Feeds (Share)	167
Figure 4. 50 Instagram Content (5)	168
Figure 4. 51 Instagram Content (6).....	169
Figure 4. 52 Instagram Story Ad (3).....	170

Figure 4. 53 Facebook Feed Content (3,4).....	171
Figure 4. 54 Website (1).....	171
Figure 4. 55 Website (2).....	172
Figure 4. 56 Website (3).....	173
Figure 4. 57 Website (4).....	174
Figure 4. 58 Website (5).....	174
Figure 4. 59 Instagram Feeds (Action)	175
Figure 4. 60 Insstagram Content (7)	176
Figure 4. 61 Instagram Content (8)	177
Figure 4. 62 Instagram Story Ad (4)	178
Figure 4. 63 Facebook Feed Content (5).....	179
Figure 4. 64 X-Banner.....	180
Figure 4. 65 Brochure	181
Figure 4. 66 Merchandise.....	182
Figure 4. 67 Instagram Feeds (Share)	183
Figure 4. 68 Instagram Content (9).....	184
Figure 4. 69 Instagram Content (10).....	185
Figure 4. 70 Instagram Story Ad (5).....	186
Figure 4. 71 Facebook Feed Content (6).....	187
Figure 4. 72 Facebook Feed Content (7).....	188



LIST OF APPENDICES

Appendix 1. 1 Counseling Form	197
Appendix 1. 2 Interview Transcript	198
Appendix 1. 3 Specialist Counseling	206
Appendix 1. 4 Questionnaire Results.....	208
Appendix 1. 5 Turnitin.....	220



UMMN

UNIVERSITAS
MULTIMEDIA
NUSANTARA