

The Role of Electronic Psychological Counseling Programs in Reducing Family Climate Disorder among Married Couples

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ABSTRACT

The current study aimed to identify the role of electronic psychological counseling programs in reducing family climate disorder among married couples, and to identify the differences in family climate disorder among married couples according to a number of variables. The study sample consisted of (N=219) respondents who receive psychological services (traditional, electronic).

The results of the study indicated that there were statistically significant differences in (disorder of relations between children, and after family isolation) and the total score of the scale of family climate disorders according to the type of therapeutic intervention (electronic, traditional) in favor of traditional therapeutic intervention (presence) compared to the type of electronic intervention, and there were no differences in (family communication disorders) and (disintegration disorder between parents). And no statistically significant differences at the level of significance ($\alpha = 0.05$) in all dimensions of the family climate disorder scale and the total score according to the interaction between the variable (sex) and the type of therapeutic intervention. And the presence of statistically significant differences at the level of significance ($\alpha = 0.05$) in all dimensions of the family climate disorder scale and the total degree according to the interaction between the variable (number of years of marriage, number of children, and income level) and the differences in the level of family climate disorder came in favor of married couples who have been married for less than three years compared to other groups, in favor of married couples who have children more than five compared to the number of other children. The results also showed differences in the family climate disorder due to the interaction between all demographic variables (gender, number of children, number of years of marriage, income level) combined. According to the interaction between it and the type of therapeutic intervention (electronic, in-person)

Keywords: Electronic psychological counseling programs, reducing family climate disorder in married couples.

Introduction

The family plays a crucial role in social development, and the family climate influences social adaptation. The term "family climate" is rarely clearly defined, and is typically associated with other concepts, like family systems or family environments, to understand the essence of the family climate. The family climate can be described primarily in terms of cohesion, conflict, organization, adaptability, and expression, and is considered to be one of the most important factors in social development. An important predictor of interpersonal violence, problem-solving abilities, and other aspects of social adaption is the family environment (Kurock, Gruchel, Bonanati, & Buhl, 2022) and In family therapy, psychological involvement lowers anxiety and settles disputes addressing each family member's uniqueness. If one family member is having issues, the entire family benefits is in danger Family therapy is the next step in the development and protection of the family, and the concept of family climate can be defined as Special importance in understanding family systems according to persona. Therapists and counselors help to improve life counseling services and provide family therapy, psychotherapy, and mental health counseling to improve interactions between family members and the impact of the extended family. Moss emphasized the significance of the three factors that go into creating a positive family climate: close family ties, personal development, rethinking the role of the family system, and how one's perception of

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the environment influences their feelings, thoughts, and conduct. The results of studies examining the positive family climate have shown that through family cohesion and communication, warmth, support, and individual family involvement, while those looking at the negative family climate experience poor emotional stability, dependable parenting styles, and negative emotional expressions. Excessive involvement, a lack of emotional support, impatience, and a hostile home environment are important signs of juvenile depression Yu, et al, (2015) Counseling or psychological interventions may be quite successful. Chronic and unfavorable family relations represent major hazards for mental health conditions, increasing the likelihood of domestic violence and the formation of health disorders. According to statistics, 10–20 percent of young people globally suffer from mental health illnesses, with many of them living in low- and middle-income nations. Additionally, approximately 25 percent of people worldwide say they were physically abused as children, and 33 percent say they were. For instance, before puberty, over 70% of males and 80% of females experience at least one form of abuse (Stoltenborgh, et al, 2015). Professionals employ email, SMS, virtual reality, computer software, blogs, social networks, telephone, video conferencing, computer games, instant messaging, and podcasts as an addition to standard therapeutic methods. Nicola (2012) Psychological intervention is defined as a relationship that encourages the individual to better adapt to a specific situation and thereby improves his personal resources with regard to independence, self-knowledge, and self-help. Psychological intervention also seeks to effect personal change that improves the functional outcomes for family members. In the context of psychological care, psychological intervention is characterized by a set of core values that include (2011 Horvath),

Because of the widespread use of "digital technology," which refers to the use of computers, the Internet, and mobile devices like smartphones and mobile software applications, psychotherapy for mental health problems is undergoing fundamental change. This change is being driven by the widespread availability of "digital technology," which provides new means to assess and track mental health disorders affecting family members and society at large (applications). We describe the various uses of digital interventions and their potential impact on clinical practice, clinical services, and the global dissemination of psychotherapies (Abdullah et al., 2016). Therapeutic interventions differ in their form, with some maintaining the face-to-face therapy from which they derived through regular weekly sessions. In digital therapies, "sessions" are times allotted by "User," "patient," or "client" to dedicate to therapeutic interventions (Ben-Zeev et al.2015).

Digital interventions are intriguing, especially those based on current technological applications, which have been implemented in face-to-face treatment sessions, where it typically results in shorter and more frequent sessions Ricou, et al; (2019) In order to identify success indicators for psychological intervention in a primary health care center in Portugal, a study was conducted to examine the effects of psychological interventions in primary health care in relation to common problems among the counselors and the variables that predicted the success of this intervention. A total of (1024) people who got psychological counseling at the medical center made up the study sample. The study's findings suggested that regular (every two weeks) consultation attendance helps patients successfully complete their therapy and reach their psychological intervention goals. Centers for counseling and psychotherapy are one of the treatment contexts that must meet rising therapeutic demands. He looked over his notes (Carney, et al, 2021). to understand the part counseling centers and center factors play in describing variations in psychotherapy results. The study sample includes (58,423) counselors and 2,362 therapists from (116) counseling centers. If some psychotherapy centers consistently produced superior results than others, it was investigated using multi-level models ("center effect"). The findings demonstrated "the role these centers played in psychotherapy and its varied interventions. Puffer, et al., (2020) carried out a study to examine the effectiveness of family-based psychological interventions as a promising method to address persistently negative family interactions that contribute to negative outcomes like family climatedisturbances and issues among family members, including domestic violence and the abuse of children. (N = 10) examples of families receiving psychotherapy in Kenya from professionals made up the study sample. The study's findings showed that following psychotherapy therapies, the severity of psychological and family issues decreased, and mental health improved. The Family Performance Observation Scale data as well as comprehensive qualitative interviews corroborated these findings. In order to address family dysfunction and mental health, this study offers preliminary evidence of pre-post-post benefits following a family therapy intervention consisting of condensed and research-based family therapy procedures.

To convey empathy, increase therapeutic communication, and improve the quality of psychological intervention using electronic psychological tools and techniques, therapists are more likely to think about online counseling environments (online - consolation). This improves listening and attention skills as therapists consider how to

practice psychologically and therapeutically effectively depending on the nature of the psychological problem. Better consultation session outcomes were seen after educating recipients of mental health services to build therapeutic alliances, which led to an improvement (King, Bambling, Reid, & Thomas, 2006). By enhancing current services (expanding traditional services) or bringing new services to individuals in need, digital mental health interventions offer an exciting way to increase access to mental health treatments. Providers of psychological techniques and therapies use the internet and/or mobile platforms, and Peer counselors, mobile applications, and online support groups are a few of the non-traditional mental health care tools and services that have been developed recently to help people access and use behavioral health services. In this study, the use and perception of several non-traditional mental health care services are compared to traditional services and to one another, as well as to other non-traditional mental health care services. MacharKa (2023) made up the study sample. The study's findings showed a large increase in the use of non-traditional mental health services and a high degree of desire to use them. They also suggested that young people may be particularly impacted by the integration of non-traditional and traditional services. Relationship and family distress affects couples and families at an alarming rate. Up to one-third of couples may report distress at any given time, and nearly 40% of marriages in the United States end in divorce. Relationship distress is also linked to an increased risk of mental and physical health issues. An analytical and descriptive study of children's difficulties was undertaken by Nitam El-Din (2019) to determine the function of counseling facilities in addressing family issues. The findings demonstrated that, from the perspective of the sample of the guides, the information on joint parenting skills of children between spouses was the least prevalent. Instead, the most prominent information provided was on methods of fostering behavior and expressing feelings of love for children. Concerning the challenges they encountered, the mentor-related challenges came first, then those relating to the technical and physical infrastructure of the centers. The development strategies that were suggested for the function of community institutions centered on raising awareness of the significance of the function of social counseling centers, were then followed by strategies for developing the centers' physical and technical infrastructure, and finally by strategies for developing the counselors' professional abilities. The goal of the study by Aboulela and Turki (2016) was to shed light on how telephone counseling programs can be used to correct children's improper socialization techniques. The descriptive and analytical approaches were used in the study. There were 55 male and female counselors in the study group, who worked at the family counseling centers in Makkah and Al-Shara'i. The study's instrument was the creation of a questionnaire to gather information and data, The relevance of family telephone counseling, the theories employed in family telephone counseling, the notion of role, the concept of family telephone counseling, and the concept of improper socialization techniques served as the foundation for the study's theoretical framework. The goal of the study by Aboulela and Turki (2016) was to shed light on how telephone counseling programs can be used to correct children's improper socialization techniques. The descriptive and analytical approaches were used in the investigation. There were 55 male and female counselors in the study group, who worked at the family counseling centers in Makkah and Al-Shara'i. The study's instrument was the creation of a questionnaire to gather information and data, The relevance of family telephone counseling, the theories employed in family telephone counseling, the notion of role, the concept of family telephone counseling, and the concept of improper socialization techniques served as the foundation for the study's theoretical framework. It doesn't matter if these centers are connected to the official or civil side; the standard is good dealing with families that need counseling services, especially telephone. The study also recommended the need to design a training manual for professional practice in the field of professional counseling, and the need to increase the establishment of family counseling centers with a special section for family guidance by telephone in the Makkah region. 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Study Problem

Family therapy is appropriate for people of all ages and can be helpful for individuals, and it treats the psychology of spouses, family and clinical problems in addition to relational problems. Negative daily family interactions contribute to the severity of family problems and disputes between couples as well as raising the level of family disorders in general (Kottler, 2022). By increasing couples' awareness and strengthening their bonds, family counseling helps reduce various forms of violence and family strife. In group therapy, therapists

encourage couples to share their thoughts and memories of abuse they have experienced in the past, which helps to reduce the likelihood of future abuse. Recent research estimates that there are more than (10,000) applications available for behavioral and mental health, and that people in general and married couples in particular must participate in digital health-related interventions. Due to the increased accessibility to smartphones, Internet networks, and applications, as well as the challenges associated with meeting the demand for health services, the demand for digital behavioral interventions has increased. (70 percent) of individuals and married couples are estimated to be participating in digital health-related interventions. . Numerous research findings (Ricou et al. 2019, Puffer et al. 2020, Carney et al. 2021, etc.) highlighted the significance of therapeutic intervention and its efficacy in enhancing the family environment and lowering the level of psychological and family disorders as well as their impact on the overall framework of the family climate and relationships between its members. The question of the current study, "What is the role of electronic psychological counseling programs in reducing the level of family conflict?" arose as the researchers observed the growth in electronic applications, their effectiveness in meeting the needs of married couples in particular, and the increase in demand from the target groups for these services due to their positive characteristics at the professional level and on a more general level.

Methodology

Study Methodology: The descriptive approach (correlative and comparative) was used to determine how electronic psychological therapy programs affect the frequency of family climate disorders in married couples and to determine how these disorders varied depending on a variety of factors.

Participants: The study's demographic and sample consists of all married people who have received psychological services and therapeutic consultations that vary based on the kind of therapeutic intervention (electronic intervention, traditional intervention). A total of 219 respondents, divided into two primary categories, made up the study sample: Applying the study instruments to the (138 recipients of internet psychological services and the (81) recipients of in-person psychological services . The target group in this study received some electronic applications that are concerned with providing family counseling, such as the application (Labbeh, Enlightenment, Counseling), through an electronic link (Google Drive), and participation in this study was constrained by a number of fundamental controls. They include: (family climate disorder), they were randomly selected from the total applicants to the centers for receiving psychological services, and 1. The client of the psychological service must consent to take part in the investigation. 2. Regardless of its nature or field, he must have applied for a psychological service. 3. To be free from any mental illnesses or disorders that would interfere with his ability to use the study tools or otherwise impair the character and quality of his studies. 4. Avoid taking any psychiatric or neurological drugs. According to the demographic study factors listed in Table, the distribution of study participants is as follows (1)



Figure (1) shows the distribution of study according to demographic variables (n = 219)

The number of female service recipients reached (134) by (61%) compared to the number of males (85) by (39%) in Figure 1. In terms of the number of years of marriage, the study sample members were distributed among those who are more than ten years (86) by (39%) compared to those who are less than two thirds of the years (76) by (34%) and those who are more than ten years (86) by (39%) in Figure 1. (57). (26%) and those who have more than three children (51), followed by those who do not have children (44 respondents, 20%), and finally those who have fewer than three children (20%).

Measurement

The scale of family disorders developed by Abdel Moaty (2006) consisted of (22) items distributed across four dimensions: relationship disorder with children (17,13,9,5,1), family communication disorder (21,18,14,10,6,2), disintegration disorder between parents (22,16,12,8,4), and family isolation (paragraphs) (20,16,12,12,8,4). The method of grading the tool is represented by a triple grading, where the examinee receives a grade (3) for selecting the alternative (always), a grade (2) for selecting the alternative (often), and a grade (1) for selecting the alternative (occasionally). The correction is reversible for negative vocabulary, and the score falls within the range of (22-66) degrees overall.

1. Validity measure All tools were used on an exploratory sample equal to the initial study sample of (38) respondents to assess the validity of the internal consistency of the scale and to assess the degree to which the paragraphs are related to one another. The internal consistency coefficients of the paragraphs of the first dimension (disorder of relations between children) (.460** -.824**), the second dimension (family communication disorder) (.312-.838**), and the third dimension (disintegration disorder between parents) (.735**-.780**) were extracted along with the degree of dimension and the total degree of the tool as a whole. Family isolation is the fourth dimension (.728**-.859**). The paragraph must meet a minimum standard in order to be accepted, which is higher than.

Results

The following is a detailed presentation of the results of the study, their discussion and interpretation according to the hypotheses of the study

1. Differences between average family climate disorders in married couples according to the type of therapeutic intervention (traditional, electronic).

Table (1) shows the differences between the averages of family climate disorders among married couples in light of the type of intervention (electronic n = 138, traditional n = 81)

Dimensions	interference	Mean	T	itself
Disturbed relationships between children	Electronic Applications	6.6812	-2.592-	.010
	Traditional intervention	8.0864		
Family communication disorder	Electronic Applications	8.4348	-1.934-	.054
	Traditional intervention	9.5802		
Parental disintegration disorder	Electronic Applications	9.7609	.096	.923
	Traditional intervention	9.6914		
Family isolation	Electronic Applications	9.9928	-4.978-	0.000
	Traditional intervention	12.8519		
The overall score of the family climate disorders scale	Electronic Applications	34.8696	-3.034-	.003
	Traditional intervention	40.2099		

Table (1) Show there are statistically significant differences in (disorder of relations between children, and after family isolation), and the overall degree of the scale of family climate disorders depending on the type of therapeutic intervention (electronic, traditional). The differences came in favor of the type of traditional therapeutic intervention (presence), compared to the type of electronic intervention, and the results also showed that there were no differences in the types of family climate disorders (disintegration disorder between parents)

2. The interaction between the therapeutic intervention of the recipients of psychological services (married) according to demographic variables on the scale of family climate disorders.

Table (2) shows the analysis of quadruple variance (intended for interaction) of the sub-dimensions and the total degree of family climatedisturbances according to the variables.

Source	Dependent Variable	Type III Sum of Squares	df	Mean Square	F	Itself.	Eta Squared
Gender * Therapeutic intervention	Disturbed relationships between children	71.933	2	35.966	.932	.396	.011
	Family communication disorder	87.201	2	43.600	1.444	.239	.017
	Parental disintegration disorder	72.459	2	36.230	1.165	.314	.014
	Family isolation	115.584	2	57.792	1.678	.190	.020
	Overall score of the tool	390.597	2	195.298	.408	.666	.005
* Years of therapeutic intervention	Disturbed relationships between children	2177.123	4	544.281	14.111	.000	.253
	Family communication disorder	2010.306	4	502.576	16.642	.000	.285
	Parental disintegration disorder	1554.063	4	388.516	12.497	.000	.230
	Family isolation	1451.681	4	362.920	10.536	.000	.202
	Overall score of the Scale	27966.558	4	6991.639	14.592	.000	.259
Number of children * Therapeutic intervention	Disturbed relationships between children	2704.642	6	450.774	11.687	.000	.296
	Family communication disorder	2339.264	6	389.877	12.910	.000	.317
	Parental disintegration disorder	2359.673	6	393.279	12.650	.000	.312
	Family isolation	745.944	6	124.324	3.609	.002	.115
	Overall score of the Scale	30213.895	6	5035.649	10.510	.000	.274

Economic level * Therapeutic intervention	Disturbed relationships between children	389.497	4	97.374	2.525	.043	.057
	Family communication disorder	428.923	4	107.231	3.551	.008	.078
	Parental disintegration disorder	345.528	4	86.382	2.779	.029	.062
	Family isolation	295.636	4	73.909	2.146	.077	.049
	Overall score of the Scale	5315.386	4	1328.847	2.773	.029	.062
Gender * Years *.Number of Children * Income * Intervention	Disturbed relationships between children	2872.567	34	84.487	2.190	.001	.308
	Family communication disorder	2041.307	34	60.038	1.988	.002	.288
	Parental disintegration disorder	2659.835	34	78.230	2.516	.000	.339
	Family isolation	2732.318	34	80.362	2.333	.000	.322
	Overall score of the Scale	37301.700	34	1097.109	2.290	.000	.318
Error	Disturbed relationships between children	6441.325	167	38.571			
	Family communication disorder	5043.369	167	30.200			
	Parental disintegration disorder	5191.746	167	31.088			
	Family isolation	5752.438	167	34.446			
	Overall score of the Scale	80014.230	167	479.127			
Total	Disturbed relationships between children	83904.000	219				
	Family communication disorder	86901.000	219				
	Parental disintegration disorder	88699.000	219				
	Family isolation	89069.000	219				
	Overall score of the Scale	1376817.000	219				

Table (2) ShowThe interaction between the type of therapeutic intervention and sex on all dimensions of the family climate disorder scale and the overall score did not show any statistically significant differences at the level of significance ($\alpha = 0.05$), but the interaction between the type of therapeutic intervention and the number of years of marriage did show statistically significant differences at the level of significance ($\alpha = 0.05$). Couples who had been married for less than three years had the lowest levels of family climate disturbance, followed by those who had been married for more than ten years. The least disturbed families were those who had been married for more than ten years.

- The findings also revealed statistically significant differences at the level of significance ($\alpha = 0.05$) for the interaction between the therapeutic intervention type and the number of children, favoring married couples with more than five children on all dimensions of the family climate disorder scale and the overall score, followed by those with more than three and less than five, and finally those with less than three children.

- With regard to the interaction between the type of therapeutic intervention and income level, the findings revealed that there were statistically significant differences at the level of significance ($\alpha = 0.05$) in all dimensions of the family climate disorder scale and the overall degree of the tool, with the exception of the fourth dimension (family isolation). The differences were in favor of their income level from five to ten thousand riyals, followed by their income level from eleven to twenty thousand riyals. All components of the family climate disorder scale and the overall level of interaction between therapeutic intervention and sex, number of children, and years were statistically different at the level of significance ($\alpha = 0.05$).

Discussion

The findings showed that there were differences in (disorder of relations between children, after family isolation) and the overall scale of family climate disorders according to the type of therapeutic intervention (electronic, traditional), favoring the traditional therapeutic intervention (presence) in comparison to the type of electronic intervention, and that there were no differences in the second dimension (family communication disorders) and the third d. (disintegration disorder between parents). Because the study was conducted on a group that is sensitive in terms of conceptual framework and the social relationships they have, and because human nature tends to social interaction and frequent meetings that help to win the other party over and understand his psychological needs and understand his feelings, the above result can be explained by the fact that the study participants who receive electronic psychological services are less able to express their emotions and feelings. As a result, the study participants prefer that regular meetings and therapeutic sessions be in person. It can also be said that the problems that are discussed with the psychotherapist are delicate problems that deal with married couples' relationships, the fundamentals of creating successful family relationships, and all of the requirements of the family climate and its various dimensions.

- Relationship between sex and the therapeutic intervention type: There were no statistically significant differences between the total score and any of the aspects of the family climate disorder scale ($\alpha = 0.05$). This result can be attributed to the study group's general cognitive, psychological, and cultural awareness as they are distinguished by the ability to realize psychological and social and understand the nature of psychotherapy in all the ways in which it is provided, and this prompted them to search for ways to help them on psychotherapy and interventions. These differences can be explained by the nature and psychology of the study participants of both sexes. Due to the existence of deterrent legal frameworks that punish domestic abusers in all of its manifestations, the desire to preserve the continuation of social relationships, and the unrestrained use of power by some individuals, domestic violence has decreased.

- **The presence of statistically significant differences at the level of significance ($\alpha = 0.05$) in all dimensions of the family climate disorder scale and the overall score indicates an interaction between the type of therapeutic intervention, the number of years of marriage, and the number of children. Less than three-year marriages had the lowest levels of family climate disorder, followed by unions lasting more than ten years. Married couples who had been together for more than three years but less than ten had the highest levels of family climate disorder..** The study participants are all people who have received psychiatric services and have generally had some family difficulties, thus this finding can be explained by the fact that there are variances because the intervention approach interacts with Years of marriage as noted in the result above explains that the first years of marriage are regarded as a turbulent stage in which both spouses need to go through a number of emotional and social experiences and problems so that each of them can understand the other and realize the forces and cognitive structures he has, as well as the nature of society, its customs and culture, which emphasizes the importance of social cohesion and occasionally intervention between spouses, w The age of the family (the length of the marriage for the family), the presence of children, the

family's financial situation, the nature of the couple's residence, and these premises are viewed from various perspectives as different factors in maintaining the family climate and ensuring the stability, building and formation of families and making them more effective in facing the challenges and problems they face during the early stages of their life and the beginning of their relationship. When it comes to the differences that emerged from the interaction and favored married couples with more than five children, this outcome can be explained by being congruent with what family is. The most important components of a successful family relationship, according to therapy theories, include: the number of children, the length of marriage, the competence of the spouses as a family, income level, the absence of mental illnesses, social compatibility, personal and social independence, and the cognitive ability of the study participants. The findings made sense in light of these elements, which was based on the idea that the larger the family, the greater the degree of personal responsibility, the greater the level of compatibility between spouses, and the stronger the alliance to meet the needs of the family and its members, which is also consistent with the strong economic level that contributes.

- This is consistent with the general framework referred to by the constructivist theory (Teater, 2020), where this theory is based on the premise that most symptoms result as a result of the failure of construction within the family system, as symptoms can only be understood well by looking at models of interactions within the family, as structural changes must occur in the family before individual symptoms can be improved or reduced. The results also agree with what Bowen's theory (Perez, 2019) indicated, where his theory of the family system is seen as a multigenerational family counseling based on the assumption that the family can be understood through its analysis according to the perspective of three generations, and this theory extends its roots to psychoanalysis, where the proponents of this theory consider that the symptoms experienced by the individual are only a reflection of embodiments or metaphorical analogies of the type of parental relationship, which does not depart from being a product of unresolved parental conflicts with the parent family.

Limitations

In order to determine the role of electronic psychological counseling programs in reducing the level of family climate disorder among those who receive psychological and therapeutic services from married people through a number of applications that are concerned with providing these services, the current study's application was restricted to a random sample of recipients of married psychological services. This was done in light of the type of therapeutic intervention used (electronic, traditional). The study's findings only apply to two tools: 1. The Abdel Moaty Family climate disorder Scale (2007). This means that the degree of their sincerity and stability, as well as the idea of family climate issues, the involvement of psychological counseling programs, and the limitation of psychological intervention to two parts, all influence how broadly the results may be generalized (electronic intervention, traditional intervention).

Recommendations

1. Considering the findings of the study, the following suggestions might be made:
2. increasing the use of (technology, electronic) psychotherapy programs in the area of family care and psychological treatments for them.
3. Listing of psychologists employed in facilities offering counseling and psychology services
4. teaching married couples and family members the value of psychotherapy and strengthening family ties
5. establishing counseling and therapy initiatives that support the fostering of family ties among community members.

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