Integrating Wellness in Digital Interaction

Case Studies on Digital Talents and Youth Gamers

Ah-Choo Koo[1*], Choon-Hong Tan[1], Hawa Rahmat[2], and Elyna Amir Sharji[1]
[1]Faculty of Creative Multimedia, [2]Faculty of Applied Communication, Multimedia University, Cyberjaya, Malaysia
e-mails: *ackoo@mmu.edu.my, macchtan92@gmail.com, hawa.rahmat@mmu.edu.my, elyna.amir@mmu.edu.my

Alexius Weng-Onn Cheang[*] and Wei-Fern Siew
International Medical University, Bukit Jalil, Malaysia,
e-mails: [*]alexius_cheang@imu.edu.my, weifern_siew@imu.edu.my

***Abstract*-The outbreak of the COVID-19 pandemic has resulted in many users actively working and learning from their homes with long hours of sitting and screen time. Health and wellness are the two concepts that require digital users to be aware of and self-managed towards social, physical, emotional, and spiritual well-being. There are multitude of digital interactions available now. Due to movement controls, there are various ideas and opportunities that have surfaced for users to interact for health and wellness, especially on using applications for contact tracing and vaccination management. This paper reviewed literature and survey reports on two user groups, namely the digital talents who serve the digital industries and youth gamers who are attending school online. Their digital interaction experiences with work-life balance were revealed and discussed. The paper ends by proposing how wellness concepts can be integrated into digital interactions for maintaining a balance of life and its quality.**

Keywords- Health and wellness; digital interaction; digital game; digital talents; youth.

I. INTRODUCTION

Health and well-being are vital in our daily lives, and they are now more important than ever following the global outbreak of the COVID-19 pandemic. The emergence of the new virus variants of COVID-19, and the surge in daily positive COVID-19 cases in Malaysia have caused most people to stay at home due to their fear of contracting it. This abrupt shift in lifestyle has caused a big impact to an individual's physical and mental wellness. The awareness of health and wellness should be of paramount importance.

The new definition of health by [1] as "the ability to adapt and self-manage in the face of social, physical, and emotional challenges" (p. 1) is highly applicable in this paper. Meanwhile, the concept of wellness is multi-dimensional that encompasses our lifestyle, mental health or mental wellness, and spiritual well-being [2]. Wellness is considered as "an active process through which people become aware of, and make choices toward, a more successful existence" [3]. Both health and wellness concepts are the foundation of the current discussions of heavy and active digital users on how they can choose their lifestyle or type of activities in performing their interaction with the digital world or virtual spaces. This paper aims to explore the current situations of two heavy user groups namely, the digital talents and the youth gamers, of their digital interaction experience while working/studying from homes.

In this paper, Section II states the objectives and the research questions. Section III presents a framework of eHealth and some examples of eHealth apps or interaction platforms. Section IV highlights theories related to adopting new technology or desire in taking actions for better health. Sections V, VI and VII present the review methods of the case studies of two user groups of digital interaction. Section VIII discusses the key findings by integrating the wellness concept. The last section concludes the review and provides future research work in this area.

II. OBJECTIVES AND THE RESEARCH QUESTIONS

Since the outbreak of the pandemic, the digital talents and the youth gamers have been working or schooling from home with flexible working arrangements.

The main objective is to investigate how these two types of users, namely digital talents, and youth gamers, are coping in their current home-based environments. These research questions are asked to meet the objective of this paper: 1) To what extent do digital talents perform their work-life balance while working from home? 2) To what extent do youth gamers perform their daily and social life balance while studying from home?

III. INTERACTING FOR HEALTH AND WELLNESS

The primary goal of digital interaction for health can be explained through the eHealth concept. eHealth, telehealth, and digital health are proposed to be an important agenda for the development and innovation in the health system for all countries. The current healthcare system is also facing challenges due to restrictions of movement and patients' fear of stepping out from their homes. Healthcare services have been reduced, with non-core clinical services temporarily ceased, including the postponement or limitations of medical appointments via face-to-face consultations [33]. This situation necessitates the establishment of an efficient strategy for delivering healthcare while maintaining service quality. With the emergence of digital health / eHealth,

 ISBN: 978-1-61208-892-1

patients and healthcare providers can now interact digitally and communicate virtually; patients can continue to receive healthcare-related support without having to travel by utilizing various communication technologies such as teleconsultation, which is also cost-effective [33].

eHealth functions by integrating mobile technologies that serve as a great tool to promote health and wellness. Health-related mobile apps, such as fitness apps, diet tracker apps, and mindfulness/relaxation apps are widely available and can be used by anyone, anywhere and anytime. In general, eHealth is a useful tool for bridging the gap in these difficult times caused by the pandemic, by offering venues for everyone to engage in digital contacts, virtual healthcare, and self-health management. Various communication tools are being applied to conduct virtual fitness classes and act as a platform for digital interactions with other users which also serves as a great source of motivation. Although mobile and online health tools that can be used to manage health are widely available, the interest in using these interventions is still low. There is a higher preference for face-to-face consultations over online programs for stress management purposes [4]. eHealth applied in digital interactions for health purposes is more acceptable by potential users who were among the digital workers [5]. They felt more connected to have someone to talk to regarding health topics. Because of these findings, digital interactions are an important feature to be integrated into any digital health / eHealth interventions to ensure higher acceptance by users.

According to [6], eHealth consists of three dominant domains which are, health in our hands, interacting for health and data enabling health (Refer to Figure 1, the three circles); any eHealth initiatives with the application of three domains in combination (Refer to Figure 1, Star area) is believed to be the most impactful one. Figure 1 also shows various examples of eHealth applications explained in the text and visually. Digital interactions aided by digital health/eHealth tools are the way forward in providing better solutions to users / patients in healthcare during this unprecedented pandemic time.

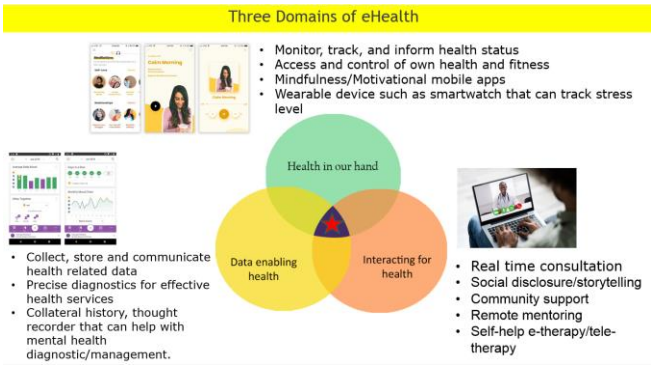

Figure 1. Overview of three domains of eHealth [6].

A. *MySejahtera – Malaysia's Contact Tracing App for Mitigating the Pandemic Outbreak*

The Government of Malaysia has developed MySejahtera in 2020 (Refer to Figure 2). "It is a smartphone application that was created to aid in the monitoring of the COVID-19 outbreak in the country by allowing users to estimate their COVID-19 risk. This software also gives the Ministry of Health (MOH) the information it needs to plan for prompt and effective countermeasures." [7]. The MySejahtera website listed the following functions of the app: "... it assists the Government in managing and mitigating the COVID-19 outbreak; help users in monitoring their health throughout the COVID-19 outbreak; assist users in getting treatment if they are infected with COVID-19; locate nearest hospitals and clinics for COVID-19 screening and treatment".

The app has a check-in function for users to register point of entry into any business premises, while the data collected is to ease the identification of any individual who had casual contact with a positive COVID-19 patient within the same premise; data such as positive COVID-19 cases are also collected and analysed into useful information to identify COVID-19 hotspot locations, so that people may avoid going to that location; it has virtual health advisory feature to provide health-related support such as virtual consultation with a health practitioner. The MySejahtera app also integrates an online clinic appointment system in Malaysia such as BookDoc [7] and Encoremed [7] to allow appointment bookings with clinics.

Generally, the MySejahtera app incorporates all three domains of eHealth (Figure 1), and it has been a very effective eHealth tool to assist the Malaysian government in handling the pandemic situation and the national vaccination programme. Its usage is widespread and it has become an essential app for all those who reside in Malaysia.

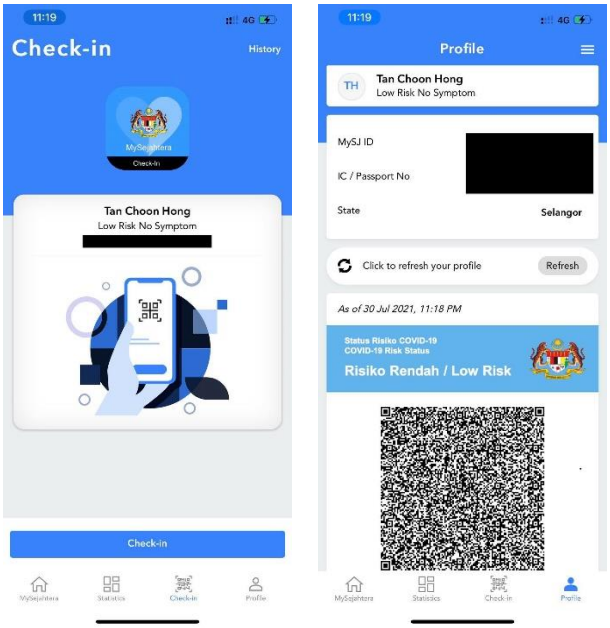

Figure 2. Various key screens of MySejahtera apps used in Malaysia to combat COVID-19.

B. *Other forms of lifestyle applications and interactions*

Exergame applications, such as Zwift Cycling [41], provide services that can change the future of our lifestyle. These will be the new way of digital interactions for promoting healthy lifestyles. Exergames can be performed at home and get connected with the community nearby or at the global stage. Another lifestyle application is a virtual run programme. For example, E-Bee Virtual Run programme was organized at Multimedia University (MMU), Cyberjaya, Malaysia [38]. Alumni from MMU and the public participated in virtual run. There were badges and goody bags provided upon meeting the minimum requirement of the race via some selected running apps and after the participant posted screenshots as evidence of completion. These kinds of virtual race games give space and opportunity for users to enjoy a healthy social life during the pandemic time.

IV. THEORIES OF ADAPTING DIGITAL INTERACTION TOOLS

eHealth innovations tend to diffuse relatively slow. The uptake was modest despite the effectiveness of eHealth interventions [4][8][9]. The understanding of the uptake facilitation of eHealth is very limited, and not many studies focus on the acceptability of eHealth consumers [4][10]. Low acceptability of eHealth is a key barrier to the diffusion of eHealth innovation [8]. Hence some understanding of the technology acceptance or diffusion theories are discussed in the following section.

A. *Unified Theory of Acceptance and Use of Technology (UTAUT)*

UTAUT is a well-known and commonly utilized theory to study technology acceptance. UTAUT has been adopted by previous research to examine the acceptance of eHealth, and to identify key barriers to the acceptance of eHealth. Performance expectancy, effort expectancy, social influence and facilitating conditions are four constructs proposed by UTAUT as direct predictors of users' propensity to use technology. Performance expectancy is described as “the degree to which an individual believes that adopting the system will assist him or her in improving job performance”. Effort expectancy is described as “the degree of ease of usage of the system”. Social influence is described as “the degree to which an individual perceives that important other believe he or she should use the new system”. Facilitating conditions is described as “the degree to which an individual believes that an organizational and technical infrastructure exists to support the use of the system” [9]. Overall, UTAUT provides a deeper understanding of the key facilitating and impeding factors of technology acceptance and usage, which is useful for planning the adoption of technology for health purposes.

B. *Behavioural intentions to adopt innovations*

“The Health Belief Model (HBM) was proposed through social, psychological, and behavioural theories to better understand actions or behaviours related to health” [10]. This theory mentioned that any health-related actions will be taken by individuals if they perceived the activities that could prevent illness or risk to their health. Perceived vulnerability to a negative health condition, perceived severity of a prospective negative health condition, perceived advantages of a specific preventive action on health, and perceived barriers that hinder engagement in a preventive health action make up the core foundation of the health belief of a person. According to this theory, an individual will engage in preventive health behaviour based on their motivation, which is impacted by overcoming perceived hazards and believing that positive outcomes may be achieved at a reasonable cost by doing some actions or measures [9][10]. Protection Motivation Theory (PMT) also establishes perceived severity and vulnerability of health issues as factors that influence individual actions on preventive interventions and health promotion. Perceived stress on related harm contributes to the intentions to seek health-related support to reduce the harm [4]. Both theories can be used to gain a deeper understanding of the acceptance factor of any health intervention by identifying the intrinsic motivation and barriers that influence an individual's decision to participate in a specific activity. This can help future developers to identify the needs of users and deliver interventions that are credible, safe, and well-accepted by most users. One example to explain using these theories is the recent adoption of MySejahtera app, which is currently highly and widely used in the country. The data of December 2020 showed “24.5 million users with up to 30,000

 ISBN: 978-1-61208-892-1

daily downloads despite misconceptions" on the use of the app for the public and this number is 70% of the population of the country [40]. HBM and PMT's conceptions on the perceived severity and vulnerability of COVID-19 health implications to all adults have influenced a strong reaction and beliefs of people to use it. Moreover, the concepts from UTAUT are relevant in explaining the adoptions of MySejahtera app, due to the factors such as Performance expectancy (usefulness), effort expectancy (ease of use), social influence and facilitating conditions (enforcement conditions by the government, surrounding environment of the community or society) will have a significant impact on users' acceptance and use of the health management app.

V. METHODOLOGY

Digital lifestyles and interaction have had a significant impact on two groups of users: 1) digital talents and 2) youth gamers. Hence, the focus groups are targeted to these two user groups. Their daily tasks are affected and profoundly influenced by how they work and study, while still staying digitally connected to the world.

The current study reviews existing documents reported in the literature, which include media reports, to explore the digital lifestyle of digital talents and youth gamers. The steps taken were to identify survey reports or official publications. Keywords used were digital talents, digital industry, or digital workers. As for the second user group, the keyword searched were gamers, youth, young gamers. All these were concurrently searched with the main keywords, i.e., COVID-19 or pandemic, work, or study from home. These articles were reviewed by extracting the survey findings and key observations in this paper.

VI. CASE STUDY 1: DIGITAL TALENTS AND THEIR WORK-LIFE BALANCE

A. *Digital Talents: To what extent do they perform their work-life balance while working from home?*

This section summarizes how digital talents are playing their roles in digital industries. Digital talents are those who have the technical skills and soft skills that serve digital industries.

B. *Digital talents drive the industries in need of technical and soft skills*

According to [39], digital industries are related to work areas in Software development, Creative Multimedia, Enterprise Resource Planning, Big Data & Analytics, e-Commerce, Networking and Network Security, Artificial Intelligence, Automation, IoT, telecommunications, and others. The skilled workers in these industries are called digital talents who are the assets for the digital industry. Digital talents play a 'frontliner' role for digital innovations, particularly for the healthcare system. Industries that provide telehealth and digital health solutions have been in great demand [11]. [11] proposed that "monitoring, detection, prevention, and mitigation of the impact of COVID-19 could be aided by the use of four interconnected digital technologies: IoT, big-data analytics, AI, and blockchain".

A survey was reported in response to the COVID-19 situation by [12] of 266 digital workers (workforce) recruited from different companies. Sixty per cent (60%) of the company expressed the need for training in various digital skills such as digital marketing (74 out of 179 respondents), skills on office automation / remote working skills, digital productivity tools and technical skills. Skills required in digital industries are constantly changed in reaction to the demand of the industry.

Apart from the above technical skills, talents with soft skills are also high in demand. The World Economic Forum (2020) reported that the top three soft skills for Malaysia are 1) emotional intelligence (EQ), 2) creativity, originality, initiative, and 3) skills in analytical thinking and innovation. According to [13], EQ is a skill that requires a sense of self, social awareness, a good attitude, emotional self-control, and a focus on people relationships and how to manage the relationships including with themselves.

C. *Work From Home (WFH)*

The future of jobs is emerging and requires timely delivery from anywhere and anytime. The survey conducted by [12] reported many digital workforces had shifted to Work From Home (WFH) through technology and digital platforms (Figure 3). Apart from that, many digital workforce companies are concerned about their salary payment and cash flow due to the pandemic and movement control orders in Malaysia. They are also concerned about adapting to how to WFH effectively such as the need to pay attention to the element of wellness, health, and productivity.

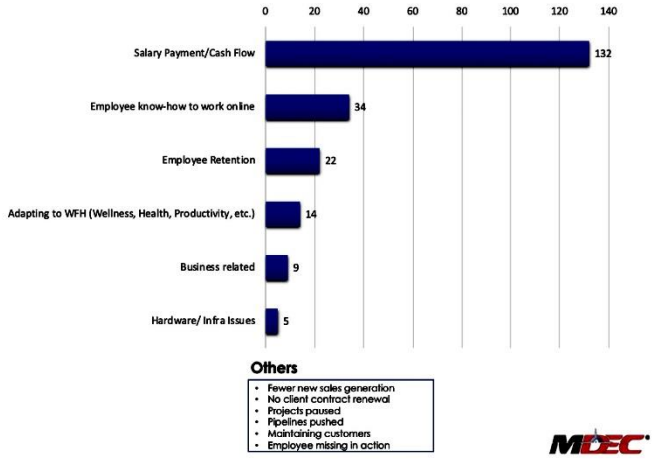

Figure 3. Digital Workforce's immediate concern by talents in COVID-19 situation [12].

The pandemic has also forced the need for social distancing and remote working at a global scale [12][14]. Out of 55% of workers who were surveyed by PwC, a combination of face-to-face and remote work is preferable, with 28% preferring largely virtual work with some face-to-face interaction.

D. WFH: A precursor of burnout?

The trend of the digital industry essentially focuses on digital collaboration, along with the virtual presence and clear communication, especially in the gig economy and future of work for digital industries. According to a job expert, the Employee Provident Fund's CEO, Alizakri Alias [15] emphasized that the nation requires digital talents who are agile, flexible, and adaptable [15]. Multitasking is also a common working style for digital talents. Working digitally from home tends to involve long sitting hours and long screen time. Before COVID-19, Malaysian digital workers were also living a sedentary lifestyle with limited time to spend for more physical activities and a lack of knowledge on health priorities [41]. A study by [17] reported a high percentage (50% of 105 workers) who experienced high stress and pressure in terms of WFH during movement control orders. Cities in ASEAN like Kuala Lumpur, Bangkok, and Singapore respectively were ranked at the bottom 10 out of 50 cities of the 2020 Work-Life-Balance Index [18]. Moreover, the statistics also depict that generally Malaysian are not so healthy as there are high cases of adults in Malaysia who are overweight or obese [16]. In Malaysia, the incidence of Non-Communicable Diseases (NCD) is also very high. The incidence of diabetes among adults in Malaysia is one in five, hypertension is three in 10, and high cholesterol is four in 10 [16].

COVID-19 has made most workers, especially digital workers who performs WFH, struggle to draw the line between work and life at home [18]. According to the same report, employees, especially digital talents, easily slip into an imbalance of 'working' and 'home' hours. People are unable to disconnect [19], as there is an unclear boundary between the two environments - workspace time and personal space-time. Workers may overwork and exceed 48 hours per week. At times, they experience loneliness due to having little interactions with others.

A survey conducted by PricewaterhouseCoopers (PwC) has reported that only 28% of their employees can detach from work outside of working hours, and only 25% believe their boss helps them manage stress and focus on mental and emotional well-being. Only 22% of employees are encouraged to take brief breaks during the workday [19]. In some research, employees stated that they feel pressured to be "always-on" [14].

With long working hours, talents may develop burnout symptoms. The three things that define burnout are being exhausted, cynical, and discouraged [20]. Pandemic burnout is also the most talked about topic in the media and research. Intervention and evaluation research for alleviating or preventing burnout continue to be scarce in the literature [20].

Burnout is not caused by mental illness; it is caused by problems in an employee's relationship with the workplace [21]. By spreading the awareness of unclear work and personal time boundaries and encouraging time off , digital talents can upskill or re-skill to strengthen their organizational resilience and agility. A more empathetic employer with health-promoting workplaces is much needed. Hopefully, strategies can be implemented such as training and awareness campaigns about burnout issues and promoting wellness in digital working space by introducing many thriving and resilience concepts at workplace in collective manners. There are also some discussions at the global and local level on better policies and working terms for protecting the rights and well-being of digital workers.

VII. CASE STUDY 2: YOUTH GAMERS AND THEIR PLAY AT HOME

A. Youth gamers: To what extent do youth gamers perform their daily and social life balance while studying from home?

Countries around the world have instituted various forms of lockdowns to curb the spread of the COVID-19 pandemic. In 2020, this action has led to a significant increase in the amount of time spent on video gaming as a form of entertainment by 39% globally [22].

B. The rise of online gaming - The case of Roblox

Roblox is a free online gaming platform where gamers can build and share their creations [23]. Gamers create avatars of themselves and interact with like-minded others from around the globe by sharing experiences in their virtual worlds through the built-in chat function. Roblox is the most popular game among 5- to 12-year-olds in the US, and as of the first quarter of 2021, is one of the highest played games in the world due to the pandemic. There are on average 42.1 million daily active users of Roblox worldwide [24].

C. Gaming trends among adolescent youth gamers

According to a survey conducted by gaming accessories firm HyperX, playing video games was the primary method of socializing with friends among 13- to 18-year-olds with more than half doing so. 77% of their parents believed that gaming during the lockdown had helped with their child's mental health as they could stay in touch with their friends [34]. In another survey conducted by HyperX, 55% of 13- to 18-year-olds thought that gaming should be incorporated into their school curriculums as they believed that gaming was a path to a future career, which was also supported by 40% of the parents surveyed [35].

Although these statistics are viewed very positively for the online gaming industry, nevertheless, are there any effects

 ISBN: 978-1-61208-892-1

or consequences of such an increase in gaming, particularly on youth gamers?

D. Is Internet gaming addiction a disorder?

In 2018, the World Health Organization (WHO) included gaming disorder in the 11th Revision of the International Classification of Diseases (ICD) [25]. Video gaming had already been recognized as a disorder in South Korea and China by then. Subsequent treatment programs had been established [26]. To meet the criteria for diagnosis, the behaviour pattern must be of "sufficient severity to result in significant impairment in personal, family, social, educational, occupational or other important areas of functioning" and would have been evident for at least 12 months [25].

In contrast, the American Psychiatric Association's Diagnostic and Statistical Manual of Mental Disorders (DSM-5) took the position that there was insufficient evidence to determine if Internet gaming was a disorder but did recommend further research [27].

E. Why have youth gamers embraced Internet gaming during the pandemic?

Despite these differing perspectives, online gaming has increased significantly, hence it is important to explore the reasons for this increase and the associated experiences through the lens of the COVID-19 pandemic. [28] conducted an online survey (N = 781) that focused on gameplay habits and effects on players' well-being. It must be noted though that the data was derived from those who were 16 years of age and older with 47.4% of respondents falling into the 16–24 age range. Nevertheless, the findings are important to gain an insight into the understanding of youth gamers behaviour during the pandemic. They found that 71% of respondents had increased the amount of time spent playing games, while 58% of respondents reported that playing games had positively impacted their well-being by providing cognitive stimulation and opportunities to socialize, along with reducing anxiety and stress.

F. The effects of video gaming on well-being

[28] explained how video gaming on personal computers, gaming consoles and smartphones had affected the well-being of gamers. A central theme across their research findings was related to escaping from reality. Respondents played video games to cope with and even escape from the realities of the pandemic. By escaping into an alternate reality of the virtual world, respondents could shift their attention away from their current situation.

There were also key elements mentioned about how gaming had positively impacted their mental health. The data included many references to how gameplay improved their mood and reduced their anxiety which was likely due to experiencing flow [29], whereby gamers find optimal experiences balancing the challenges in the game with their need for achievement. The flow experience was also associated with cognitive stimulation as an effective method to combat boredom during the lockdown.

Agency, or having a feeling of control within the game environment was also another important theme. Gamers could experience feelings of competence and achievement, as well as a sense of purpose as the games were found to address such basic needs that could not be satisfied under pandemic lockdowns. This agency was also found when the gamers specifically chose more relaxing type games that acted as stress relievers to calm down or de-stress.

The last two themes of normalization and socialization are particularly significant. Respondents shared that playing video games provided them with a sense of continuity and normality in their lives, as well as providing them with an enjoyable experience too. This sense of normality is compounded by the added component of socialization, which has helped them keep in touch with friends. Playing online multiplayer games with friends kept respondents from feeling isolated at home which helps to combat loneliness and isolation. The gamers also felt connected to a community to whom they could talk to. Some respondents also shared that their family cohesion was also enhanced as playing online games with family improved family relationships. This study demonstrated that playing online games managed to provide both online as well as offline social support, thereby providing positive effects, particularly in the uncertainty of continued lockdowns.

G. What are the effects of gaming on academic performance?

Playing games can be engaging with some advantages on users' well-being and collectively among the virtual team of gamers or families. The psychological impact of playing games can be obvious to youth gamers but at times unmanaged by them. A study conducted in China involved almost 10,000 students (average age 13.5 years old) were surveyed on their recreational use of the Internet, social media or on playing video games. The researchers found that students who spent more than an hour each day on these activities during the school week scored significantly lower grades [35]. The excessive technology use was a distraction from learning activities and recommended that students spend no more than an hour or four hours daily on school days and weekends respectively [35]. This finding suggests that incorporating time limits on youth's usage of interactive technology is necessary to maintain a balance between online and offline worlds, such as on their studies or learning activities.

 ISBN: 978-1-61208-892-1

VIII. DISCUSSION

Health is cultivation via a healthy lifestyle; it is not an outcome through medication or supplements. Generally, studies showed a high percentage of high stress and pressure among those who WFH [17].

A. Integration of wellness in the virtual and physical workplace for digital talents

One can practice healthy lifestyles while being "immersed" in the digital interaction world for work, social connection, play and learn. The study of a healthy environment for work, be it physical or virtual space, is an emerging topic of discussion. Many scholars remind the public that a healthy lifestyle is vital for digital workers or youth gamers. However, are they aware of the principle of balance of work arrangement, play and personal life while WFH? All these are related to the wellness concept, which can be described as multi-dimensional in choosing a better lifestyle, social relationships, mental & emotional wellness, and spiritual well-being [2][3].

[30] has provided some key guides of beating burnout among digital workers by identifying the priority of tasks, being able to communicate with family effectively at home, and being able to set better boundaries and mindset (attitude) between work and personal life. [30] stresses about collective well-being by organizing a workplace team to manage better their "collective time" or arrangement for connectivity and collaborations.

B. The well-being of youth gamers

There are some guides for youth gamers when dealing with their digital interactions, especially on time management. Their awareness of moderation in spending time on games and the selection of the type of games and activities are crucial. The following are some other guides to ensure safety and privacy for the young users:

(1) Never share any of their personal information online, even with friends. This includes passwords, telling people where they live, or how old they are [31]. Be aware of how to deal with online issues by showing them how to report and mute others. It is also vital to keep the channels of communication open and encourage them to talk to older adults such as their parents if they see something that makes them uncomfortable [31].

(2) Most websites or gaming platforms have Parental Controls features. Parents can and should customize the safety and privacy settings. This entails turning off the chat function entirely or limiting interactions to only friends, as well as using the most restrictive contact settings to prevent anyone from reaching them [32].

(3) Parents need to control in-game purchases by ensuring that any credit cards are password-protected in the computer systems so that no unanticipated purchases are made. Many games work on the freemium model whereby they are free to play but gamers are incentivized to make purchases in the game with real money to customize their avatar or gain competitive advantages within the game [32].

C. eHealth interaction and acceptance

The beginning of the paper, as presented in [6], has highlighted how digital interactions have been directly involved with health and wellness. The second domain, "Interacting for health" has higher acceptability by digital talents [5]. The use of digital interaction for wellness is inevitable during a pandemic. However, its adoption is also heavily influenced by individuals' perceptions and beliefs. According to HBM, an individual's desire to engage in a specific health-related action is heavily influenced by their desire to avoid illness and their perception of benefits. According to UTAUT, the acceptance and use of technology are heavily influenced by perceptions of usefulness, ease of use, surrounding and facilitating conditions.

IX. CONCLUSION AND FUTURE WORK

We cannot deny that the digital virtual worlds have 'invaded' our living spaces in the cognitive, social, and affective domains. Some studies have reported more users experienced burnout or always "on" from working at home. Life has not been easy for many people during pandemic time. Hence, the discussions of integrating wellness concept in digital interaction at homes is important. The paper presents the challenges and opportunities for the future of digital adoption for health in works at home settings.

The setting of boundaries and the ability to manage EQ are some crucial steps to overcome the burnout issue at work. For youth gamers, the playtime should be in moderation. Addiction or long hour gaming is still a phenomenon that should be controlled through self-management from the youth and guidance from the adults. Some organizations or non-governmental organizations are promoting telehealth or therapy for those who need help from homes. There should be more discussions on how to promote positive mindset and interaction through improved communications and "collective wellness" through digital interactions. Future research will be exploring wellness concept for each of the user groups, especially on the young minors. The research can be expanded to include students who are studying at home; what are the changes and challenges faced by them? Another question asked would be on the factors that motivate or deter user groups from using certain technologies for their health benefits.

 ISBN: 978-1-61208-892-1

ACKNOWLEDGEMENT

This research is supported by the Malaysia Ministry of Higher Education's Fundamental Research Grant Scheme (FRGS) [FRGS/1/2019/SS09/MMU/02/3] led by the first author.

REFERENCES

[1] M. Huber et al., "How should we define health?", BMJ, 2011; 343 :d4163 doi:10.1136/bmj.d4163

[2] D. L. Stoewen, "Health and Wellness", Can Vet J., 56(9), pp. 983–984, 2015. https://doi.org/10.1177/097206340400600213

[3] National Wellness Institute, "About Wellness", 2015. [Online] http://www.nationalwellness.org/?page=AboutWellness [retrieved: July, 2021]

[4] J. Apolinário-Hagen et al., "Exploring User-Related Drivers of the Early Acceptance of Certified Digital Stress Prevention Programs in Germany," Heal. Serv. Insights, vol. 13, 2020.

[5] C. H. Tan et al., "Exploring eHealth model and its acceptance for mental wellness among digital talents", Digital Futures International Congress (Difcon), 21-23 June 2021.

[6] T. Shaw et al., "What is eHealth (6)? Development of a conceptual model for ehealth: Qualitative study with key informants," J. Med. Internet Res., vol. 19, no. 10, 2017, doi: 10.2196/JMIR.8106.

[7] Malaysia Government, Mysejahtera.malaysia.gov.my MySejahtera, [Online] https://mysejahtera.malaysia.gov.my/intro/ [retrieved: July, 2021]

[8] P. Musiat et al., "Understanding the acceptability of e-mental health - attitudes and expectations towards computerised self-help treatments for mental health problems", BMC Psychiatry, vol. 14, no. 1, pp. 1–8, 2014.

[9] H. Sari et al., "A proposed conceptual framework for mobile health technology adoption among employees at workplaces in Malaysia", vol. 843, Springer International Publishing, 2019.

[10] T. Koivumäki et al., "Consumer adoption of future mydata-based preventive ehealth services: An acceptance model and survey study", J. Med. Internet Res., vol. 19, no. 12, pp. 1–15, 2017.

[11] D. S. W. Ting et al., "Digital technology and COVID-19", Nature Medicine, 26(4), 459–461, https://doi.org/10.1038/s41591-020-0824-5, 2020.

[12] MDEC, "Digital Workforce Covid Impact Survey 2020: Digital Talent Development", 2020. [Online] https://mdec.my/wp-content/uploads/Digital-Workforce-Covid-Talent-Impact-Survey-2020.pdf [retrieved: June, 2021]

[13] A. McKee et al., "Becoming a resonant leader", Harvard Business Press, 2008.

[14] PwC Australia, "The future of work, Thinking beyond: How the pandemic is rewiring a new world of work", p. 8, 2020.

[15] T. A. Alias, "CEO@Faculty Programme: Shaping your future in the new normal", 2020. [Online] https://www.youtube.com/watch?v=RJnfZ0C5woI [retrieved: June, 2020]

[16] Malaysia National Institutes of Health, "Key findings: National Health and Morbidity Survey 2019 - Non-communicable diseases, healthcare demand, and health literacy", 2019. [Online] http://iku.gov.my/images/IKU/Document/REPORT/NHMS2019/NHMS2019Infographic.pdf [retrieved: August, 2021]

[17] P. Marimuthu and H. Vasudevan, "The psychological impact of working from home during Coronavirus (Covid-19) pandemic: A case study", CnR's International Journal of Social & Scientific Research, 06 (June (1)), pp. 18–29, 2020.

[18] A. Nortajuddin, "Most overworked cities in ASEAN", The ASEAN Post, 16 November 2020. [Online] https://theaseanpost.com/article/most-overworked-cities-asean [retrieved: November, 2020]

[19] PwC, "PwC's hopes and fears survey 2021: Malaysia report", 2021. [Online] www.pwc.com/my/newworldnewskills [retrieved: November, 2020]

[20] M. P. Leiter and J. Wintle, "Burnout in Organizations", Oxford Research Encyclopedia of Psychology, Oxford University Press. doi: 10.1093/acrefore/9780190236557.013.874, 2021.

[21] T. Kinni, "Supporting employees working from home", strategy+business, 2021. [Online] https://www.strategy-business.com/blog/Supporting-employees-working-from-home [retrieved: August, 2021]

[22] J. Clement, "Increase in time spent video gaming during the COVID-19 pandemic worldwide as of June 2020, by region". [Online] https://www.statista.com/statistics/1188545/gaming-time-spent-covid/ [retrieved: July, 2021]

[23] C. Knorr, "Is Roblox safe for kids? How does it work? And what the heck are Robux?", Common Sense Media, 2021. [Online] https://www.commonsensemedia.org/blog/parents-ultimate-guide-to-roblox [retrieved: March, 2021]

[24] J. Clement, "Daily active users (DAU) of Roblox games worldwide from 4th quarter 2018 to 1st quarter 2021", 2021. [Online] https://www.statista.com/statistics/1192573/daily-active-users-global-roblox/ [retrieved: March, 2021]

[25] WHO, "Addictive behaviours: Gaming disorder", World Health Organization, 2018. [Online] https://www.who.int/news-room/q-a-detail/addictive-behaviours-gaming-disorder [retrieved: June, 2021]

[26] R. Parekh, "Internet Gaming", American Psychiatric Association, 2018. [Online] https://www.psychiatry.org/patients-families/Internet-gaming [retrieved: June, 2021]

[27] V. Starcevic, "Internet gaming disorder: Inadequate diagnostic criteria wrapped in a constraining conceptual model", Journal of behavioral addictions, 6(2), pp. 110–113. https://doi.org/10.1556/2006.6.2017.012, 2017.

[28] M. Barr and A. Copeland-Stewart, "Playing Video Games During the COVID-19 Pandemic and Effects on Players' Well-Being", Games and Culture, Vol. 0(0), pp. 1–18. https://doi.org/10.1177/15554120211017036, 2021.

[29] M. Csikszentmihalyi, "Flow: The psychology of optimal experience", New York: HarperPerennial, 1991.

[30] Harvard Business Review (Winter Special Issue), "The new work / life balance", 2020.

[31] Digital Well-Being. (n.d.). [Online] https://corp.roblox.com/digital-well-being/ [retrieved: July, 2021]

[32] A. Robertson, "Parents guide to Roblox and how your kids can play it safely", Internet Matters.org, 2021. [Online] https://www.internetmatters.org/hub/esafety-news/parents-guide-to-roblox-and-how-your-kids-can-play-it-safely/ [retrieved: June, 2021]

[33] E. Whaibeh et al., "Telemental Health in the Context of a Pandemic: the COVID-19 Experience", Curr. Treat. Options Psychiatry, pp. 1–5, 2020.

 ISBN: 978-1-61208-892-1

[34] "Young people use video games as vital social tool in lockdown", Eandt.theiet.org, 2021. [Online] https://eandt.theiet.org/content/articles/2021/02/young-people-use-video-games-as-vital-social-tool-in-lockdown-study-shows/ [retrieved: Aug, 2021]

[35] M. Gideon, "Survey Shows Majority Of Children Want Gaming In Schools", Business of Esports, 2021. [Online]. Available: https://thebusinessofesports.com/2021/04/13/survey-shows-majority-of-children-want-gaming-in-schools/ [retrieved: August, 2021]

[36] M. Noman et al., "Web elements for health promotion in Malaysia," Health Promot. Int., May 2019.

[37] W. L. Anthony et al., "The relationship of interactive technology use for entertainment and school performance and engagement: Evidence from a longitudinal study in a nationally representative sample of middle school students in China," Comput. Human Behav., vol. 122, p. 106846, Sep. 2021.

[38] MMU, "Virtual MMU eBeeRUN 2020", [Online] https://www.mmu.edu.my/ebeerun/ [retrieved: June, 2021]

[39] Malaysian Digital Economic Corporation, MDEC). Digital talent report 2017. Cyberjaya. Published by Frost & Sullivan, 2017.

[40] O. Mok, "Health ministry source: MySejahtera covers 24.5 million users with up to 30,000 daily downloads despite misconceptions," *Malay Mail*, Dec. 04, 2020.

[41] Zwift Cycling, "Get zwifting", [Online] https://www.zwift.com/uk [retrieved: September, 2021]

 ISBN: 978-1-61208-892-1