

Factors Influencing Online Health Information Seeking Behavior among Working Women and the Moderating Effect of Social Support (Post-print)

Authors: Jiabei Xia, Deng Chaohua, Wu Tailai

Date: 2023-04-01T00:00:00+00:00

Abstract

[Purpose/Significance] This study examines the online health information seeking behavior of professional women and identifies its influencing factors, which can help health information platforms provide targeted information services to meet the health information needs of this demographic. [Method/Process] Grounded in stress coping theory and the Technology Acceptance Model, we construct an influencing factor model for online health information seeking behavior that incorporates the moderating effect of social support on stress. Using professional women as the research subject, an empirical study was conducted through questionnaire surveys and structural equation modeling. [Results/Conclusion] The findings indicate that work pressure, family pressure, and physiological pressure faced by professional women generate anxiety, thereby motivating them to seek online health information. Simultaneously, the perceived usefulness and perceived ease of use of the internet also determine professional women's online health information seeking behavior. Notably, we discovered that social support not only fails to alleviate the effects of various pressures but actually exacerbates them, particularly the impact of physiological pressure.

Full Text

Preamble

ChinaXiv Partner Journal

Volume 64, Issue 23, December 2020

Study on Influencing Factors of Professional Women's Online Health Information Seeking Behavior and the Moderating Effect of Social Support

Xia Jiabei, Deng Chaohua, Wu Tailai
School of Medicine and Health Management, Tongji Medical College, Huazhong
University of Science and Technology, Wuhan 430030

Abstract: [Purpose/Significance] Studying professional women's online health information seeking behavior and identifying its influencing factors can help health information platforms provide targeted information services to meet the health information needs of professional women. [Method/Process] Based on stress coping theory and the technology acceptance model, this study constructed a model of influencing factors for online health information seeking behavior, considering the moderating effect of social support on stress. Using professional women as the research object, an empirical study was conducted through questionnaire surveys and structural equation modeling. [Result/Conclusion] The results show that work pressure, family pressure, and physiological pressure faced by professional women generate anxiety, which prompts them to search for online health information. Meanwhile, the perceived usefulness and ease of use of the internet also determine professional women's online health information seeking behavior. Notably, we found that social support does not alleviate the impact of various stressors but rather exacerbates stress, particularly physiological stress.

Keywords: professional women; online health information; information seeking behavior

Classification Number: G206

DOI: 10.13266/j.issn.0252-3116.2020.23.006

1. Introduction

Social progress is inseparable from women's participation. With rapid social development, women's status has continuously improved, and women have demonstrated irreplaceable advantages in certain fields. The *Global Gender Gap Report 2017* indicates that gender differences in professional and technical positions and higher education enrollment rates have been eliminated, and the gender gap in equal pay for equal work has also decreased, with the female-to-male ratio reaching 1.07[1]. This demonstrates that Chinese women have promising employment prospects. However, professional women who leave their families to enter the workplace no longer view their careers merely as a means of livelihood but rather as a way to satisfy spiritual needs and achieve self-worth. Nevertheless, with intensifying social competition and accelerating life pace, professional women bear the dual burden of work pressure and family pressure, leading to increasingly serious psychological "sub-health" conditions that affect their well-being. The *2017 Workplace Anxiety Index Report* notes that the anxiety index among female groups is significantly higher than the average[2], seriously impacting the physical and mental health of professional women. As professional women with families and children, they must face issues such as family life and child-rearing

while also confronting workplace competition, self-development, and other complex situations, along with their unique physiological characteristics, leaving professional women feeling overwhelmed. Therefore, we should pay attention to and address the psychological anxiety disorders of professional women and improve their coping abilities in life and work.

With China's rapid economic development and continuously improving living standards, public health awareness has gradually strengthened. The internet has become one of the important channels for people to obtain health information. The *China Internet Network Development Status Statistical Report* points out that as of June 2019, there were 854 million internet users, an increase of 25.98 million compared to 2018, with internet penetration reaching 61.2%, up 1.6 percentage points from the end of 2018[3]. The internet is ubiquitous. People use the internet to obtain health information such as wellness and medical services to guide medical decision-making and improve lifestyles, which has become mainstream[4]. In this context, professional women, as a major group among online health information users, have already taken the internet as an important channel for obtaining health information. The reasons include that professional women have relatively high education levels, stable jobs and incomes, and certain social experience. They learn to use internet skills quickly, have high cognition of internet value, and possess significant advantages in accessing and using online resources. Research shows that when professional women encounter poor health conditions, they actively search for health information online[5]. Additionally, the internet's characteristics of convenience, rich and diverse resources, and anonymity[6] enable professional women not only to conveniently and quickly obtain health information but also to safely query relatively sensitive health information due to its anonymity feature. As I.J. Rowlands found in his survey of Australian women, health information searched online generally includes psychological distress, menstrual disorders, pregnancy health, etc., which concerns personal privacy, and online searching can reduce embarrassment and protect self-privacy[7].

Previous literature has studied the influencing factors of online health information seeking behavior, finding that it is related to gender, age, user residence, race, education level, and other factors[8-9]. Moreover, previous studies have mainly focused on the elderly, college students, and rural residents[10], with few studies taking professional women as the research object and lacking consideration of professional women's characteristics. Therefore, it is necessary to study the influencing factors of professional women's online health information seeking behavior.

This study first analyzes the causes of professional women's anxiety based on stress coping theory and explores the moderating role of social support between stress and anxiety. Second, as online health information seeking behavior is a form of online help-seeking, network characteristics must be considered. Therefore, this study uses the Technology Acceptance Model (TAM) as a foundation to explore professional women's acceptance of online health information seeking

behavior, aiming to understand and help them engage in such behavior.

2. Related Concepts and Theoretical Basis

2.1 Definition of Professional Women

Professional women are generally considered to have broad and narrow definitions[11]. The broad definition refers to women who engage in certain work and take work income as their main source of revenue, including rural women. The narrow definition refers to women who participate in socialized mass production and obtain income through certain social labor. This mainly refers to women in urban areas whose primary income source is work, excluding rural women engaged in physical labor with lower education levels. Therefore, this study takes professional women from government agencies, enterprises, and public institutions as survey objects, also including self-employed individuals and freelancers, who share the following common characteristics: (1) Independence and autonomy—Chinese professional women are no longer completely dependent on their families and have their own circumstances and development; (2) High education levels—most Chinese professional women have college degrees or above, possess good professional knowledge, are quick-thinking, and work methodically; (3) Stable income—Chinese professional women have independent economic capabilities and can better meet their own and their families' economic needs.

2.2 Stress Coping Theory

Stress coping theory was first proposed by R.S. Lazarus in 1966, also known as the cognitive interaction theory of stress, and is one of the most widely used and representative theories. This theory emphasizes the role of cognitive factors in stress generation. That is, after a stress event affects an individual, the individual adopts corresponding coping methods through primary appraisal, secondary appraisal, and reappraisal of the stress. At the same time, R.S. Lazarus believed that stress should not be viewed as a static process; there is a cognitive appraisal process between the stressor and the stress response[12]. After a stressor stimulates an individual, whether it can produce stress mainly depends on two psychological evaluation processes: cognitive appraisal and coping. Therefore, this study uses the research framework of stress coping theory to explore the influence mechanism of professional women's anxiety on online health information seeking behavior.

2.3 Technology Acceptance Model

The TAM model was proposed by American scholar F. Davis in 1989 to initially explain the low utilization rate of information systems[13]. After conducting empirical research on 152 users, Davis found that perceived usefulness and perceived ease of use were positively correlated with behavioral performance. The model was subsequently revised to introduce two variables: perceived usefulness

and perceived ease of use. Perceived usefulness and ease of use affect usage attitude, which in turn affects usage intention and behavioral performance. The TAM model has been widely used as a theoretical foundation and its rationality has been verified. Therefore, this study will explore the impact of perceived usefulness and perceived ease of use on professional women's intention to search for online health information.

3. Research Hypotheses and Model Construction

3.1 Professional Women's Stress Sources and Anxiety

With the rapid development of society, women's status in society has continuously risen, and women's employment rates have increased, making them a significant group that cannot be ignored in the workplace. Because of this, women's multiple role conflicts, fierce workplace competition, and unique physiological characteristics subject them to considerable pressure[14]. When the appraisal of a known stressor's stake is assessed as a threat, it indicates that the required coping ability has exceeded one's capacity, and the individual will experience negative emotions, causing varying degrees of harm to professional women's physical and mental health. Research shows that professional women's anxiety has seriously affected their physical and mental health[15]. In summary, work pressure, family pressure, and physiological pressure represent three different forms of stress sources for professional women, which can significantly affect their anxiety. Therefore, the following hypotheses are proposed:

- H1a: Professional women's work pressure has a significant positive impact on anxiety.
- H1b: Professional women's family pressure has a significant positive impact on anxiety.
- H1c: Professional women's physiological pressure has a significant positive impact on anxiety.

3.2 Professional Women's Anxiety and Online Health Information Seeking Behavior

Stress is ubiquitous in our daily lives and work. When facing stress, professional women seek help to alleviate anxiety. In addition to obtaining support from parents, relatives, and friends around them, research shows that individuals experiencing anxiety will search for online health information for comfort[16]. Meanwhile, C. Lago reached similar conclusions in research, finding that women are more sensitive to health risk perception, experience higher anxiety levels than men, which affects health information seeking behavior[17]. Searching for health information online can provide a preliminary understanding of one's health issues, using the internet to collect relevant health information for self-diagnosis. Moreover, online health information seeking has good anonymity, allowing people to safely query relatively private issues. Based on this, this study hypothesizes:

- H2: Professional women's anxiety has a significant positive impact on online health information seeking behavior.

3.3 Perceived Usefulness and Online Health Information Seeking Behavior

“Perceived usefulness” refers to the impact of using an information means on improving one's work efficiency and is one of the two core variables in the initial technology acceptance model. Many studies have proven that perceived usefulness has a positive impact on usage attitude and behavioral intention. Wu Xiaoxian found in his research that professional women with children are the mainstream of online health information searchers, seeking information including pregnancy knowledge, dietary nutrition knowledge, and medical information. They believe that information provided by health websites and forums helps reduce loneliness and uncertainty during pregnancy[18]. In view of this, this study defines perceived usefulness as whether online health information is valuable for professional women and can solve health problems they encounter. The following hypothesis is proposed:

- H3: Perceived usefulness has a significant positive impact on online health information seeking behavior.

3.4 Perceived Ease of Use and Online Health Information Seeking Behavior

“Perceived ease of use” refers to the degree to which an individual believes that using an information means is easy. In F. Davis's research, perceived ease of use has been proven to have a positive impact on individual usage attitude and behavioral intention. J. Rowley found that women value the usefulness and ease of use of online health information[19]. Searching for health information online is convenient, making it very convenient to obtain information without seeing a doctor[20]. In view of this, this study defines perceived ease of use as the ease with which professional women can browse, acquire, and understand online health information. The following hypothesis is proposed:

- H4: Perceived ease of use has a significant positive impact on online health information seeking behavior.

3.5 Hypotheses on the Moderating Role of Social Support Between Professional Women's Stress Sources and Anxiety

Women who step out of their families face fierce social competition and bear the same social pressures as men, often causing confusion about their identity positioning. Therefore, professional women need care, understanding, and support from all aspects. Research shows that social support can buffer the impact of stress on individual mental health[21]. Social support refers to the care and help individuals receive from others or groups[22]. This study will elaborate from the

perspective of subjective social support. Subjective social support refers to social support that can affect an individual's psychological state, also known as perceived social support[23]. Perceived social support meets people's psychological needs, alleviates various pressures, improves psychological resilience, and has positive effects on reducing anxiety. Based on this definition of perceived social support, this study proposes the following hypotheses about the role of social support between professional women's stress sources and anxiety:

- H5a: Social support plays a negative moderating role in the relationship between professional women's work pressure and anxiety.
- H5b: Social support plays a negative moderating role in the relationship between professional women's family pressure and anxiety.
- H5c: Social support plays a negative moderating role in the relationship between professional women's physiological pressure and anxiety.

Based on the above research hypotheses, the influencing factor model of professional women's online health information seeking behavior is constructed, as shown in Figure 1 [Figure 1: see original paper].

4. Data Analysis and Discussion

4.1 Questionnaire Design

To verify the constructed conceptual model of influencing factors, existing mature scales were compiled and modified to form the main part of the questionnaire. Combined with the needs of this study, the questionnaire was distributed to professional women for a pre-survey to make it more complete and reasonable, and details were modified to improve questionnaire quality. The formal questionnaire consists of three parts: the first part is the introduction; the second part is basic information survey, including 7 questions; the third part is the main body of the survey, including 34 questions. A 5-point Likert scale was used, ranging from 1 to 5, with each question consisting of five items from "strongly disagree" to "strongly agree." The content of the main part of the questionnaire is shown in Table 1 .

4.2 Sample Characteristics

The data collection process was conducted from March 5 to 15, 2020, mainly through online channels. The questionnaire was designed on the Wenjuanxing platform, and participants were invited to fill out the survey through WeChat and QQ groups. A total of 306 questionnaires were collected. After sorting and screening, invalid questionnaires with incomplete responses, too many extreme options, or completion times less than 60 seconds were removed, resulting in 292 valid questionnaires, with an effective rate of 95.4%. Sample characteristics are shown in Table 2 .

4.3 Empirical Method

This study used SmartPLS modeling software to analyze the research data. PLS-SEM has relatively low sample size requirements, does not require data to follow a normal distribution, and can handle both reflective and formative indicators simultaneously, making it more suitable for exploratory research[28]. Data were imported in .CSV format, and the PLS Algorithm and Bootstrapping method were used to obtain model assessment measurement indicators and significance tests of hypothesized relationships.

4.4 Model Validity Analysis

Model measurement evaluation includes reliability and validity tests. Cronbach's α and CR values were used to measure reliability, while discriminant validity and convergent validity were used to measure validity. The confirmatory factor analysis results are shown in Table 3. Both Cronbach's α and CR values are greater than 0.7, indicating good internal consistency of the model[29]. The AVE values of all latent variables are greater than 0.5, indicating good convergent validity of the measurement model[30]. Discriminant validity was tested by the square root of each latent variable's AVE value and correlation coefficients. The square root of each latent variable's AVE value is greater than its correlation coefficients, indicating good discriminant validity of the measurement model[31], as detailed in Table 4.

4.5 Model Validation

This study used structural equation modeling software SmartPLS to test the causal relationships and moderating effects of variables in the hypothesized model. Path parameters were estimated using SmartPLS, and then the Bootstrapping method was used to select 1,000 resampling samples from the original data to test the significance of path coefficients. Table 5 lists the path coefficient values and their significance. The results show that all main effects in the model were significantly verified, while in the moderating effects, social support had no significant effect on the relationship between work pressure and anxiety or family pressure and anxiety. However, social support positively and significantly moderated the effect of physiological pressure, contrary to the research hypothesis.

5. Discussion and Analysis

Based on the results in Tables 4 and 5, most hypotheses in the professional women's online health information seeking behavior model were supported by empirical analysis. The following discussion is made based on the structural model hypothesis test results.

5.1 Impact of Professional Women's Stress Sources on Anxiety

Work pressure, family pressure, and physiological pressure are three characteristic dimensions of professional women's stress sources that directly affect anxiety. From the empirical analysis, work pressure ($\beta = 0.149$, $p < 0.05$), family pressure ($\beta = 0.103$, $p < 0.05$), and physiological pressure ($\beta = 0.436$, $p < 0.001$) have positive effects on anxiety. These results are consistent with initial hypotheses H1a, H1b, and H1c. In today's fast-paced society, professional women need to work hard to meet high-intensity, high-efficiency work demands while also playing the role of a good wife and mother in the family, undertaking the obligations of supporting parents and raising children. The different roles played by professional women have different requirements, all of which bring different pressures. Role conflicts are difficult to resolve and affect professional women's emotions, leading to anxiety[15]. Additionally, women's unique physiological characteristics cause endocrine disorders when facing stress, leading to significant hormonal changes that can easily cause emotional fluctuations. Once these physiological changes cannot be properly managed, anxiety is likely to occur during premenstrual/postmenstrual periods[32], prenatal/postpartum periods[33,34], and menopause[35,36]. Therefore, professional women should relax, adjust their mindset, and communicate with family members in a timely manner to obtain understanding and support. Employers should value professional women's contributions, establish reasonable and fair reward and punishment mechanisms, provide more encouragement and affirmation, and let employees feel the organization's care and support. At the societal level, we should encourage and guide employers to respect women's labor achievements, safeguard women's legitimate rights and interests, and oppose gender discrimination in employment. The degree of social support for women largely influences employers' behavior, which in turn affects professional women's development in the workplace.

5.2 Impact of Anxiety on Online Health Information Seeking Behavior

The empirical analysis shows that anxiety has a positive impact on online health information seeking behavior ($\beta = 0.145$, $p < 0.01$), consistent with initial hypothesis H2. This is mainly because professional women face role conflicts—they must compete with men in the workplace to secure a certain position while also striving to take good care of their families as wives and mothers. Constantly switching between these two roles causes significant emotional fluctuations in professional women. Meanwhile, women's unique physiological characteristics also increase the likelihood of anxiety. Professional women often choose to digest these pressures and resulting anxiety silently by themselves. The convenience, richness, and anonymity of online health information[37] bring good news to professional women, largely meeting their health information needs. Therefore, online health information providers can develop specialized apps for professional women. In addition to medical information, they can design app content based on the types of health information professional women typically search for, de-

veloping personalized health information service platforms to meet professional women's information needs in a targeted manner.

5.3 Impact of Perceived Usefulness and Perceived Ease of Use on Online Health Information Seeking Behavior

The empirical analysis shows that perceived usefulness ($\beta = 0.390$, $p < 0.001$) and perceived ease of use ($\beta = 0.269$, $p < 0.01$) have positive impacts on online health information seeking behavior, consistent with initial hypotheses H3 and H4. These findings align with research results by L. Xia[38] and H. Liang[39]. When professional women obtain health knowledge through the internet and perceive the information as useful and impactful, they develop a positive attitude toward online health information searching, thereby promoting their use of the internet. Perceived ease of use is a prerequisite for professional women to use the internet to search for health information. A health platform with simple processes, clear and concise pages, smooth operations, and convenient use that doesn't require too much time and effort to learn greatly improves professional women's search intention. Even if online health information resources are abundant, their search intention will be greatly reduced if the search process is complex. Therefore, we should establish high-quality health information websites, provide authoritative and effective online health information, enhance the credibility and usefulness of information content, and strengthen and improve health website construction by further simplifying website operation processes and interface settings and reducing the frequency of pop-up interactive platforms when professional women enter websites to minimize obstacles during information searching.

5.4 Moderating Effect of Social Support on the Relationship Between Professional Women's Stress and Anxiety

The empirical analysis shows that social support does not significantly moderate the relationship between work pressure and anxiety or family pressure and anxiety. However, social support positively moderates the relationship between physiological pressure and anxiety ($\beta = 0.129$, $p < 0.05$), contrary to initial hypothesis H5c. This indicates that when professional women face physiological pressure, the more social support they receive, the more obvious their anxiety becomes. That is, social support does not alleviate negative emotions but rather exacerbates them. This is consistent with research conclusions by R.G. Kent DeGrey and S.E. Taylor[40-45]. Possible reasons for this effect are as follows:

First, obtaining social support in different ways is related not only to the quantity but also to the quality of social support. Low-quality social support cannot play an effective role. Physiological pressure is unique to professional women, and verbal concern from those around them may not truly effectively soothe emotions. Practical support that addresses actual needs is required to solve problems for professional women.

Second, not all social support will be accepted and well-utilized by professional women. It also depends on the needs of the support recipient, the characteristics of the support provider, and the relationship between them[42]. Due to differences in personality traits and stress tolerance between supporters and recipients, the perceived level of stress differs, which may lead to different degrees of acceptance of support methods by professional women. When social support providers themselves cause anxiety and stress, social support will not alleviate stress[40-41]. Additionally, research shows that highly visible social support is either ineffective or exacerbates the effect of stress[44]. Therefore, appropriate social support methods should be selected based on the support object to provide effective help[43].

Finally, other factors beyond the support relationship also affect the role of social support. A. Jaffar found that even with social support, unemployed women with poor marital cohesion experienced greater stress[45]. Therefore, more factors affecting the role of social support should be considered to provide professional women with high-quality, acceptable social support.

6. Research Conclusion

The theoretical contribution of this study lies in taking professional women as the research object, integrating stress coping theory and the technology acceptance model to propose a model of influencing factors for online health information seeking behavior based on the combination of these two theories. This model identifies and verifies the impact of stressors on anxiety from the perspective of stress coping theory, incorporates social support as a moderating variable to study its moderating role between professional women's stressors and anxiety, and proposes a mechanism by which anxiety acts as a stressor on professional women's online health information seeking behavior. Simultaneously, the technology acceptance model is introduced to measure professional women's acceptance of online health information seeking behavior. Real and valid data were obtained through questionnaire surveys, and the feasibility of the model was verified using structural equation modeling, providing new theoretical models and methodological support for research on influencing factors of professional women's online health information seeking behavior.

The practical value of this study lies in proposing ways to alleviate anxiety based on exploring influencing factors of professional women's online health information seeking behavior. Starting from themselves, professional women should adjust their mindset and actively face stress. Meanwhile, based on three aspects—family, employers, and society—professional women should be provided with high-quality, acceptable social support. Finally, health website construction should be strengthened and improved, high-quality health information websites should be established, and the health information needs of professional women should be met to provide information support for their physical and mental health, contributing to family stability and social stability and promoting social spiritual civilization.

Compared with existing related research, the innovation of this study is mainly reflected in four aspects: (1) Theoretically, based on stress coping theory and the technology acceptance model, it provides a more comprehensive theoretical perspective for professional women's online health information seeking behavior, enriching theoretical research in this field. (2) In previous studies, professional women's stress sources were mostly measured by work pressure and family pressure, while this study adds the physiological pressure dimension, enriching research on professional women's stress sources and making the research model more complete. (3) Social support is used as a moderating variable between professional women's stress sources and anxiety, and it is found that social support plays a positive moderating role between physiological pressure and anxiety—that is, social support does not alleviate negative emotions but rather exacerbates them. (4) A scientific research method was used to measure the moderating effect of social support. While previous studies often used SPSS for stepwise verification of moderating effects, this study used SmartPLS to incorporate the moderating variable into the overall model for measurement and verification, improving the accuracy of research results.

This study also has certain limitations: (1) The survey objects are professional women, and the sample data sources and groups are relatively single. Future research could increase male samples for comparison with female samples to make the research more comprehensive and rigorous. (2) For measurement items in the social support dimension, due to limitations of the original scale, the support groups mainly consist of direct and close parents, family members, and friends, without considering work-related personnel. Therefore, subsequent research should consider support related to work.

References

- [1] WORLD ECONOMIC FORUM. *Global gender gap report 2017* [EB/OL]. [2020-04-28]. <http://reports.weforum.org/global-gender-gap-report-2017/>.
- [2] Sohu.com. 360 Search workplace anxiety report shows women and post-80s generation are most anxious [EB/OL]. [2020-04-28]. https://www.sohu.com/a/158366723_{565985}.html.
- [3] Yu Zhaohui. CNNIC releases the 44th *Statistical Report on China's Internet Development* [J]. *Cyberspace Integration of Military and Civilian Affairs*, 2019(9): 30-31.
- [4] Wang Meng. Study on influencing factors of online health information seeking behavior among US users [J]. *Journal of Information Resources Management*, 2013, 3(3): 47-58.
- [5] NIKOLOUDAKIS IA, VANDELANOTTE C, REBAR AL, et al. Examining the correlates of online health information-seeking behavior among men compared with women [J]. *American Journal of Men's Health*, 2016, 12(5): 1358-1367.
- [6] Zhou Xiaoying, Cai Wenjuan. College students' online health information seeking behavior patterns and influencing factors [J]. *Information and Documentation Services*, 2014(4): 50-55.

- [7] ROWLANDS IJ, LOXTON D, DOBSON A, et al. Seeking health information online: association with young Australian women's physical, mental, and reproductive health [J]. *Journal of Medical Internet Research*, 2015, 17(5): e120.
- [8] Li Yuelin, Cai Wenjuan. Review of foreign research on health information seeking behavior [J]. *Library and Information Service*, 2012, 56(19): 128-132.
- [9] Lustria MLA, Smith SA, Hinnant CC. Exploring digital divides: an examination of eHealth technology use in health information-seeking, communication and personal health information management in the USA [J]. *Health Informatics Journal*, 2011, 17(3): 224-243.
- [10] Lin Ting. Study on influencing factors of college students' online health information seeking behavior [J]. *Information Research*, 2018(10): 95-100.
- [11] Tan Weihua. Preliminary study on professional women's role health [J]. *Journal of North University of China (Social Science Edition)*, 2005(6): 94-96.
- [12] Folkman S. Positive psychological states and coping with severe stress [J]. *Social Science & Medicine*, 1997, 45(8): 1207.
- [13] Davis F. Perceived usefulness, perceived ease of use, and user acceptance of information technology [J]. *MIS Quarterly*, 1989, 13(3): 319-340.
- [14] Liu Qiaoling. Analysis and countermeasures of professional women's psychological pressure [J]. *Theory Learning*, 2015(28): 109-110.
- [15] Ma Xiumei. Analysis of causes of professional women's anxiety disorders [J]. *Journal of Baoshan Teachers' College*, 2009, 28(2): 93-97.
- [16] Singh K, Brown RJ. From headache to tumour: an examination of health anxiety, health-related internet use and 'query escalation' [J]. *Journal of Health Psychology*, 2015, 21(9): 2008-2020.
- [17] Lago C, Atkin D. Health anxiety in the digital age: an exploration of psychological determinants of online health information seeking [J]. *Computers in Human Behavior*, 2015, 52(1): 484-491.
- [18] Wu Xiaoxian. Survey on online health information seeking behavior of pregnant women in a top-tier hospital [J]. *Chinese Journal of Medical Library and Information Science*, 2018, 27(5): 61-64.
- [19] Rowley J, Johnson F, Sbaffi L. Gender as an influencer of online health information-seeking and evaluation behavior [J]. *Journal of the Association for Information Science & Technology*, 2017, 68(1): 36-47.
- [20] Alghamdi KM, Moussa NA. Internet use by the public to search for health-related information [J]. *International Journal of Medical Informatics*, 2012, 81(6): 363-373.
- [21] Turner J. Social support as a contingency in psychological well-being [J]. *Journal of Health and Social Behavior*, 1981, 22(4): 357-367.
- [22] Chen Guilan. Research on influencing factors and improvement strategies of college students' subjective well-being from a systems perspective [J]. *Hunan Social Sciences*, 2010(2): 176-179.
- [23] Zhang Jingjing. Study on the relationship among adolescents' perceived social support, self-concept, and mental health [D]. Qufu: Qufu Normal University, 2013.
- [24] Loerbroks A, Ding H, Han W, et al. Work stress, family stress and asthma:

- a cross-sectional study among women in China [J]. *International Archives of Occupational and Environmental Health*, 2017, 90(4): 349-356.
- [25] Brown SA, Fuller RM, Chelley V. Who's afraid of the virtual world? Anxiety and computer-mediated communication [J]. *Journal of the Association for Information Systems*, 2004, 5(2): 1.
- [26] Cao W, Zhang X, Xu K, et al. Modeling online health information-seeking behavior in China: the roles of source characteristics, reward assessment, and internet self-efficacy [J]. *Health Communication*, 2016, 31(9): 1-10.
- [27] Osman A, Lamis DA, Freedenthal S, et al. The multidimensional scale of perceived social support: analyses of internal reliability, measurement invariance, and correlates across gender [J]. *Journal of Personality Assessment*, 2014, 96(1): 103-112.
- [28] Hair JF, Sarstedt M, Ringle CM, et al. An assessment of the use of partial least squares structural equation modeling in marketing research [J]. *Journal of the Academy of Marketing Science*, 2012, 40(3): 414-433.
- [29] Tenenhaus M, Vinzi VE, Chatelin YM, et al. PLS path modeling [J]. *Computational Statistics & Data Analysis*, 2005, 48(1): 159-205.
- [30] HULLAND J. Use of partial least squares (PLS) in strategic management research: a review of four recent studies [J]. *Strategic Management Journal*, 1999, 20(2): 195-204.
- [31] Fornell C, Larcker DF. Evaluating structural equation models with unobservable variables and measurement error [J]. *Journal of Marketing Research*, 1981, 18(1): 39-50.
- [32] Veith JL, Anderson J, Slade SA, et al. Plasma β -endorphin, pain thresholds and anxiety levels across the human menstrual cycle [J]. *Physiology & Behavior*, 1984, 32(1): 31-34.
- [33] Altshuler LL, Hendrick V, Cohen LS. Course of mood and anxiety disorders during pregnancy and the postpartum period [J]. *Journal of Clinical Psychiatry*, 1998, 59(S2): 29-33.
- [34] Meng Qingling. Analysis of mental health status and influencing factors of professional women during pregnancy [J]. *Maternal and Child Health Care of China*, 2015, 30(13): 2069-2070.
- [35] Nie Xiaofeng. Analysis of female menopausal anxiety and menopausal health care strategies [J]. *Electronic Journal of Clinical Medical Literature*, 2019, 6(86): 92.
- [36] Tangen TE, Mykletun A. Depression and anxiety through the climacteric period: an epidemiological study (HUNT-II) [J]. *Journal of Psychosomatic Obstetrics & Gynecology*, 2008, 29(2): 125-131.
- [37] Li Y, Wang X, Lin X, et al. Seeking and sharing health information on social media: a net valence model and cross-cultural comparison [J]. *Technological Forecasting and Social Change*, 2018, 126(1): 28-40.
- [38] Xia L, Deng S, Liu Y. Seeking health information online: the moderating effects of problematic situations on user intention [J]. *Journal of Data and Information Science*, 2017, 2(2): 78-97.
- [39] Liang H, Xue Y, Chase SK. Online health information seeking by people with physical disabilities due to neurological conditions [J]. *International*

Journal of Medical Informatics, 2011, 80(11): 745-753.

[40] Kent DeGrey RG, Uchino BN, Smith TW, et al. (Too) anxious to help? Social support provider anxiety and cardiovascular function [J]. *International Journal of Psychophysiology*, 2018, 123(1): 171-178.

[41] Taylor SE. Social support: a review [C]// Friedman HS. *The Oxford Handbook of Health Psychology*. Oxford: Oxford University Press, 2012: 189-214.

[42] Gross AE, Wallston BS, Pillavin IM. Reactance, attribution, equity, and the help recipient [J]. *Journal of Applied Social Psychology*, 2006, 9(4): 297-313.

[43] Lehman DR, Ellard JH, Wortman CB. Social support for the bereaved: recipients' and providers' perspectives on what is helpful [J]. *Journal of Consulting & Clinical Psychology*, 1986, 54(4): 438-446.

[44] Bolger N, Amarel D. Effects of social support visibility on adjustment to stress: experimental evidence [J]. *Journal of Personality & Social Psychology*, 2007, 92(3): 458-475.

[45] Jaffar A, Aqeel M, Abbas J, et al. The moderating role of social support for marital adjustment, depression, anxiety, and stress: evidence from Pakistani working and non-working women [J]. *Journal of Affective Disorders*, 2018, 244(1): 231-238.

Author Contributions:

Xia Jiabei: Responsible for writing the paper content;

Deng Chaohua: Proposed the research proposition and ideas;

Wu Tailai: Responsible for the overall framework and revision of the paper.

Publication Ethics Statement

To strengthen and enhance academic norms, research integrity, and academic ethics in the processes of academic paper writing, review, and editing, establish good academic atmosphere, promote scientific spirit, resolutely resist academic misconduct, and establish and maintain a fair, just, and open academic exchange ecological environment, the *Library and Information Service Magazine* (including the editorial departments of *Library and Information Service* and *Knowledge Management Forum*) has formulated this publication ethics statement based on the actual conditions of the two journals and officially released it in February 2020.

This publication ethics statement promises that the two journals will strictly abide by and implement national policies and regulations related to academic ethics and editing and publishing, standardize the behavior of authors, peer reviewers, and journal editors in the entire editing and publishing process, and accept supervision from the academic community and the whole society. It includes three major parts with a total of fifteen articles: (1) Authors' publication ethics (Academic papers are an important part of scientific research; Academic misconduct is a cancer of academic papers; Authors are the main contributors to academic papers; Author 署名 reflects intellectual property

rights and academic contributions; Academic papers should attach great importance to intellectual property rights and information security; Standardized citation of references is an important manifestation of academic norms; Great importance should be attached to the standardization of research data and management; Establish a self-purification mechanism for errors and academics). (2) Peer reviewers' publication ethics (Peer review is an important quality control mechanism for papers; Review experts should comply with relevant requirements for paper review; Review experts should strictly follow relevant ethical guidelines and codes of conduct). (3) Editors' publication ethics (Editors should become guardians of academic paper quality; Editors should play a monitoring role in academic ethics construction; Editors should become the last barrier to curb academic misconduct; Implement "zero tolerance" for academic misconduct).

Full text available at: <http://www.lis.ac.cn/CN/column/column291.shtml>

News from *Library and Information Service Magazine*

Note: Figure translations are in progress. See original paper for figures.

Source: ChinaXiv — Machine translation. Verify with original.