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## Research on Influencing Factors of User Satisfaction with Compiled Archival Documents in the Digital Era: Postprint

**Authors:** Deng Jun, Yu Mengwen, Song Xueyan

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### Abstract

[Purpose/Significance] By constructing a user satisfaction model for archival literature compilation outcomes, this study provides data support and reference for the effective utilization of such outcomes and the enhancement of user satisfaction. [Method/Process] Through literature review and survey questionnaires, the influencing factors of user satisfaction with archival literature compilation outcomes were identified, a hypothetical model was constructed, factor analysis was employed to test the data and extract principal components, and the hypothetical model was accordingly revised. [Results/Conclusion] Based on questionnaire results, the study obtained four dimensions and 17 influencing factors underlying these dimensions for the model of user satisfaction influencing factors of archival literature compilation outcomes, thereby providing reference for theoretical research on the utilization of archival literature compilation outcomes and practical activities in archival literature compilation work.

### Full Text

## Research on Influencing Factors of User Satisfaction with Archival Document Compilation Products in the Digital Age

**Deng Jun, Yu Mengwen, Song Xueyan**

School of Management, Jilin University, Changchun 130022

### Abstract:

[Purpose/Significance] This study constructs a user satisfaction model for archival document compilation products to provide data support and reference for the effective utilization of these products and the enhancement of user satisfaction. [Method/Process] Through literature review and questionnaire surveys,

the influencing factors of user satisfaction with archival document compilation products were identified, and a hypothetical model was constructed. Factor analysis was employed to test the data and extract principal components, based on which the hypothetical model was revised. [Result/Conclusion] According to the questionnaire results, a model of influencing factors for user satisfaction with archival document compilation products was developed, comprising four dimensions and 17 factors, providing reference for theoretical research on the utilization of archival document compilation products and practical activities in archival document compilation work.

**Keywords:** Archival document compilation products; User satisfaction; Archive users; Factor analysis

Archives are both original records of social practice activities and valuable information resources. Archival document compilation represents an important form of collecting, integrating, developing, and utilizing archives to realize their value, aiming to study how to actively and scientifically open and publish archives so that users can obtain systematic, high-quality archival document compilation products [1]. With the advent of the digital age, the concepts, models, and environments of archival document compilation work have undergone significant changes. Modern information technology has provided more possibilities for the dissemination of archival document compilation products and expanded their influence. However, due to diverse user backgrounds and varying research interests and focus areas, archival document compilation products still suffer from low user awareness and utilization rates [2]. Therefore, further investigation is needed into the utilization of these products to construct a model of influencing factors for user satisfaction, thereby guiding compilation work and deeply developing archival information resources to improve utilization rates and user satisfaction, and fully leveraging the important role and value of archival document compilation products.

## Literature Review

To further identify relevant research by scholars in this field, we conducted searches in CNKI, VIP, and Wanfang databases using the themes “archival document compilation + user,” “archival document compilation + utilization,” “archival compilation + utilization,” “archival historical materials compilation + user,” “archival historical materials compilation + user,” and “archival documents + user.” After removing duplicate and irrelevant literature, Gephi was used to visualize the main keywords from the obtained documents, with the co-occurrence network of major research content shown in Figure 1 [FIGURE:1].

As shown in Figure 1, research on archival document compilation products and users primarily focuses on archival utilization, archival development, development and utilization, archival document compilation products, archival compilation and communication studies, utilization services, and archival information. Further analysis reveals that current domestic archival research on archival docu-

ment compilation products and users concentrates on three aspects: the current status and problems of development and utilization, compilation principles and content requirements, and development methods and approaches.

**Current Status and Problems of Development and Utilization of Archival Document Compilation Products.** The development of archival document compilation products is an important prerequisite for realizing archival value, while their utilization is the ultimate goal of archival document compilation work—the two complement each other and are indispensable. In relevant studies, Zhang Qingli employed the DPSIR causal model and a reverse strategy to deeply analyze factors affecting archival information resource development, such as civic publicness and social identity [3]. Huang Xiaji and Liang Yan examined the subject, object, behavior, and outcomes of archival compilation from the perspective of “constancy” and “change,” summarizing current issues including the ambiguous definition of archival compilation products and the emphasis on “compilation” over “presentation” [4]. Peng Chasan analyzed the informatization status of archival compilation in seven archival management institutions, elucidating characteristics such as socialized models, information technology-enabled methods, and digital and networked processes in the informatization context [5]. Research on the current status and problems of development and utilization provides fundamental conditions for subsequent studies and establishes a solid foundation for further theoretical and practical research.

**Compilation Principles and Content Requirements of Archival Document Compilation Products.** Compilation principles and content requirements constitute the foundation of relevant research, determining the degree to which users’ basic needs are met. These require not only in-depth theoretical exploration but also highly feasible recommendations for practice. Representative studies include: Yuan Ye et al. proposed authenticity verification for digital archives after data recovery [6]; Han Baohua et al. explained the systematic requirements for archival document compilation products, where content should be interrelated, orderly arranged, and systematically complete [7]; Niu Li et al. argued that urban memory materials, as a type of archival document compilation product, should meet three principles in identification: typicality, relevance, and originality [8]; Ding Haibin proposed that archival value possesses both objectivity and subjectivity when discussing archival value [9]; Li He et al. incorporated perceived usefulness of information resources into their influence model when studying digital resource utilization [10]; Chen Yongxin innovatively proposed that archival document compilation products should possess timeliness and long-term effectiveness, meaning they should meet both current needs and have long-term utilization value [11]; Xu Lihui et al. suggested that guide services for archival document compilation products should attract readers through rich and colorful forms [12]; Hu Hongjie [13], Niu Zekun et al. [14], and Xie Wanying et al. [15] emphasized the importance of technical design, publication format, content organization, and compilation format; Ding Huadong et al. studied the relationship between new media dissemination and

archival memory reproduction, clarifying the significance of online interaction and interactive participation [16]. These studies summarize the essence and characteristics of archival document compilation products, providing theoretical foundations and valuable insights for subsequent research and compilation work.

**Development Methods and Approaches of Archival Document Compilation Products.** With information technology development and changing social environments, user demands for archival document compilation products have gradually increased. However, current content and forms struggle to meet users' personalized needs, prompting systematic research by multiple scholars. Luo Jun et al. discussed three implementation paths for archival compilation work: investigating needs, refining essence, and focusing on promotion [17]; Sun Yanli proposed that university archives departments should actively adapt to new requirements by innovating compilation concepts, methods, models, content, talent, and services to meet social needs [18]; Yang Xia recognized the low user satisfaction with digital publications of archival documents and suggested introducing online service user satisfaction evaluation mechanisms, promoting market-oriented development of archival products, and strengthening diversified copyright management [19]; Li Hongwei recommended establishing cooperative mechanisms for archival compilation and development work, strengthening publicity to improve public recognition and better adapt to information age development needs [20]; Sha Min analyzed archival document compilation products from various Beijing archives over the past five years, proposing that archival document compilation work should comprehensively utilize internet and multimedia technologies to achieve carrier innovation and enhance product attractiveness [21].

Regarding user satisfaction literature, domestic scholars in library and archival science have primarily studied service innovation in archives and libraries. For example, Xu Xinxin et al. used the Kano model to test and classify influencing factors of user satisfaction with archival network information services and proposed optimization strategies [22]; Xiang Xin et al. used experimental research to collect data and evaluate the usability of multi-modal interaction systems versus traditional interaction methods, suggesting that multi-modal interaction research should focus more on dimensions such as immersion [23]; Yin Rongrong et al. investigated user satisfaction with smart library recommendation services and proposed improvement strategies for smart library service models from a user perspective [24]; F. M. Hsu et al. surveyed how communication channel richness, information transparency, and archival accessibility in Taiwanese archival management affect archive image and public trust, summarizing their relationship with user satisfaction in online community archival management [25]. Foreign scholars have mainly focused on library service quality and archival management. For instance, K. Kiran constructed influencing factors for university library service quality based on the SERVQUAL model to survey user satisfaction with Malaysian university libraries, aiming to help improve library services [26]; K. Petr Balog surveyed student and faculty satisfaction with the Osijek

Philosophy Faculty Library in Croatia, analyzing the lowest-rated aspects and proposing improvement recommendations [27].

Literature review reveals that current domestic and international research on user satisfaction in library and archival fields mostly approaches from macro perspectives, examining overall service quality and management of archives or libraries, while lacking research specifically on user satisfaction with archival document compilation products.

In summary, domestic research on archival document compilation products and users focuses more on theoretical discussions, concentrating on the current status, methods, and approaches of development and utilization, as well as compilation principles and content requirements. Existing literature provides a solid theoretical foundation for related research and offers 启发意义 for promoting the utilization of archival document compilation products. However, empirical research on archival document compilation products and users remains scarce, mostly conducted from the perspective of archives or compilation subjects, with limited quantitative research methods from a user perspective.

## **Initial Extraction of Influencing Factors for User Satisfaction with Archival Document Compilation Products**

Through literature review combined with the essence and characteristics of archival document compilation products, 16 influencing factors for user satisfaction were initially extracted, as shown in Table 1 .

Based on these factors, a questionnaire was designed. The first round of questionnaires was distributed online via Wenjuanxing, collecting 124 responses, of which 106 were valid (85.48% validity rate). The survey targeted members of the public who had utilized archival document compilation products, covering 16 cities across Northeast, North, South, Central, East, and Southwest China. Respondents included students, enterprise/institution employees, farmers, self-employed individuals, and others, making the questionnaire representative. In terms of basic respondent information, the 20-39 age group was the largest (58.49%), with relatively balanced gender distribution. Most respondents had undergraduate or college education, and the majority were students (35.85%) and enterprise/institution employees (55.66%). This indicates that respondents had good educational backgrounds and diverse occupational distribution, ensuring reliable and comprehensive questionnaire results.

Based on the questionnaire results, SPSS 21.0 was used to conduct statistical analysis of the influencing factors from the 106 valid responses, calculating the mean and standard deviation for each factor. The mean value reflects respondents' recognition of each factor's importance, while the standard deviation reflects consistency in recognition. The lowest mean value was 4.12, indicating high recognition of the indicators, and all standard deviations were less than 1, showing consistent recognition. Based on open-ended questions, the indicator

“authoritativeness” was added, resulting in the revised influencing factors shown in Table 2 .

The revised influencing factors can reflect users’ general perceptions of archival document compilation products and serve as the basis for constructing a hypothetical model of user satisfaction influencing factors.

## **Model Construction of Influencing Factors for User Satisfaction with Archival Document Compilation Products**

Through questionnaire survey on influencing factors for user satisfaction with archival document compilation products, data were collected, analyzed, and tested to construct a model of influencing factors and deeply analyze the importance of each factor.

### **Hypothetical Model Development**

Based on the revised influencing factors in Table 2, the factors can be classified into three dimensions from three aspects: content quality, format quality, and user experience/emotional perception. The hypothetical model is shown in Figure 2

As shown in Figure 2, the three dimensions include 17 influencing factors: authenticity, systematicity, objectivity, usefulness, authoritativeness, typicality, timeliness, interestingness, and understandability belong to the “content quality of archival document compilation products” dimension; technical design, publication format, product style, and interactivity belong to the “format quality of archival document compilation products” dimension; and sense of satisfaction, trust, pleasure, and identification belong to the “user experience and emotional perception” dimension. This hypothetical model was constructed based on literature review and first-round survey results, and its rationality and validity require further testing.

### **Data Collection and Analysis**

After establishing the hypothetical model, further testing was required. The questionnaire consisted of two parts: basic personal information and evaluation of each influencing factor’s importance. Variables were measured using a 5-point Likert scale (1-5 representing not important, slightly important, moderately important, very important, and extremely important). The questionnaire was distributed via Wenjuanxing from July 21 to July 27, 2019, collecting 245 responses, of which 200 were valid (81.63% validity rate), meeting the predetermined sample size. The sample covered users of archival document compilation products from different social strata and fields across China’s seven geographical regions, including various occupations and professional fields, providing high reference value.



Figure 1: Figure 2

Descriptive analysis of the 200 valid questionnaires revealed that respondents aged 20-39 and 40-59 accounted for 88.00% of the total, indicating that most respondents were young and middle-aged adults. Gender distribution was relatively balanced (47.50% male, 52.50% female). In terms of education, most respondents held college, undergraduate, or graduate degrees, with undergraduates/college graduates accounting for 49.50% and graduate students or above for 35.00%, totaling over 80% of respondents. This indicates that respondents generally had good educational backgrounds, ensuring questionnaire quality and validity. Occupationally, students and enterprise/institution employees accounted for 34.50% and 49.00% respectively, with diverse and widely distributed occupations providing high data reference value.

Based on the sample characteristics, SPSS 21.0 was used to conduct statistical analysis of influencing factors from the 200 valid questionnaires, calculating means and standard deviations. The lowest mean value was 3.775, indicating high recognition of the 17 influencing factors, and all standard deviations were less than or close to 1, showing consistent recognition among users. Therefore, these indicators were reasonably extracted and could serve as final influencing factors for user satisfaction with archival document compilation products.

### Model Testing

**Reliability Analysis.** Cronbach's  $\alpha$  coefficient was used to test questionnaire reliability, yielding  $\alpha = 0.767$  ( $>0.7$ ), indicating high reliability and suitability for further analysis of the hypothetical model.

**Factor Analysis Suitability Testing.** KMO sampling adequacy and Bartlett's sphericity test were conducted, yielding  $KMO = 0.801$  ( $>0.7$ ) and  $p < 0.001$  for Bartlett's test, indicating that the sample data were suitable for factor analysis.

**Principal Component Analysis.** Principal component analysis was used for dimensionality reduction and common factor extraction, with criteria of eigenvalue  $> 1$  and factor loading  $> 0.5$ . Four common factors were extracted with a cumulative contribution rate of 68.017%, as shown in Table 3 .

**Rotated Component Matrix.** The rotated component matrix revealed observed variable results, as shown in Table 4 .

As shown in Table 4, the original three dimensions in the hypothetical model became four dimensions, with different factor classifications, indicating deficiencies in the original classification standards and dimensional settings that required revision.

### Model Revision

Table 4 shows that some factor loading results differed from the original hypothetical model, requiring renaming of the four common factors. The dimensions

of “format quality of archival document compilation products” and “user experience and emotional perception” maintained unchanged variables, thus retaining their original names and classifications. Based on quality definitions, quality connotations are divided into inherent characteristics and the degree of meeting requirements, giving users’ evaluations of content quality a hierarchical characteristic. From a user perception perspective, authenticity, systematicity, objectivity, usefulness, and authoritativeness were grouped into one dimension. Since these factors focus on examining the intrinsic value and meaning of archival document compilation products—such as truthfulness, credibility, reliability, objectivity, and authority—they reflect the inherent characteristics of these products and can be named “intrinsic content quality of archival document compilation products.”

Typicality, timeliness, interestingness, and understandability were grouped into another dimension. These factors extend from the basis of intrinsic content quality, addressing different types of user needs: typicality focuses on reflecting common needs or problems of certain user groups; interestingness concerns the vividness, innovation, and attractiveness of content; understandability refers to presenting complex archival information in clear, simple organizational forms; and timeliness requires consideration of both current value and long-term significance. These factors reflect the degree to which archival document compilation products meet user requirements at different levels and can be summarized as “extrinsic content quality of archival document compilation products.”

Based on data analysis results and model revision, the final model of influencing factors for user satisfaction with archival document compilation products was constructed, as shown in Figure 3

As shown in Figure 3, the model comprises four dimensions with multiple influencing factors. Reliability and validity tests were conducted on the revised dimensions, with results shown in Table 5 .

Table 5 shows that all four dimensions had  $\alpha$  coefficients above 0.8, indicating good reliability of the revised model. Meanwhile, all KMO values were greater than 0.7, showing high consistency among observed variables within each dimension and good reflection of factor characteristics. Therefore, the revised model demonstrates rationality and scientific validity.

## Discussion and Conclusion

In the digital age context, this study investigated users of archival document compilation products, constructed a model of influencing factors for user satisfaction through data analysis and testing, and deeply examined the dimensions and variables included in the model. The findings provide new perspectives and references for related research, and help archival document compilation subjects deeply and comprehensively understand user needs and expectations to more

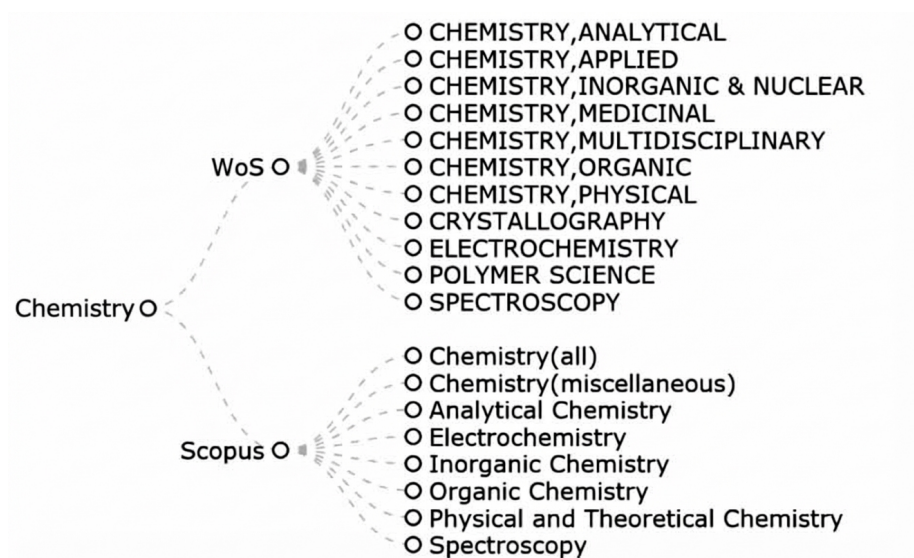


Figure 2: Figure 3

efficiently and accurately improve compilation products.

**(1) Intrinsic Content Quality** is the first important dimension of the model. Factors with high loadings include usefulness, authenticity, systematicity, and objectivity (all  $> 0.8$ ), indicating that most users consider these four factors crucial for satisfaction. Therefore, during topic selection, compilation subjects should actively engage in social practice activities, understand contemporary social development trends, and deeply grasp user needs through surveys and seminars. During material selection and verification, professionalism, rigor, and scientific approaches should be strengthened. For example, when collecting oral history archives, compilers must use professional knowledge to verify narrators' accounts, ensure truthfulness and reliability, and organize materials on the same or related topics into logically strong, systematic products. Throughout the compilation process, compilers must maintain objective and impartial attitudes with high professional ethics. Authoritativeness also showed high loading ( $>0.7$ ), requiring compilation and dissemination subjects to possess certain social status and prestige, such as involving archival bureaus or archives as leading institutions or selecting official, well-known dissemination channels.

**(2) Format Quality** is the second important dimension, including publication format, technical design, interactivity, and product style (all loadings  $\geq 0.8$ ), showing that users highly value sensory experience. Compilation subjects should employ diversified forms such as internet publishing, digital reading, and multimedia publishing to organically combine text, images, and audio. Design aesthetics and reasonable content organization should be emphasized for simplicity, artistry, and creativity, allowing users to obtain useful information while

having pleasant experiences. Additionally, good two-way communication and feedback mechanisms should be established during dissemination to enhance user participation and help compilers better understand needs.

**(3) User Experience and Emotional Perception** is another crucial dimension, including identification, trust, satisfaction, and pleasure. Identification, trust, and satisfaction showed high loadings ( $>0.8$ ), requiring compilation subjects to create credible, reliable utilization environments that meet or exceed user expectations in content, format, services, and environment. Pleasure also showed high loading ( $>0.75$ ), indicating increasing user attention to utilization experience. Beyond innovating content and format, services should be optimized through systematic professional training for staff, improved guidance systems, and comfortable reading environments.

**(4) Extrinsic Content Quality** is also an important dimension. Typicality showed the highest loading (0.816), demonstrating the importance of segmented services. Compilation subjects should classify users and establish user need databases after understanding personalized and differentiated needs, then conduct data analysis and structured description [35] to accurately grasp needs and develop targeted service strategies. Timeliness includes both immediacy and long-term effectiveness, requiring compilers to consider both practical needs and long-term historical value. Interestingness also showed high loading (0.796), requiring novel and unique material selection with appropriately interesting or lighthearted language. Finally, understandability (loading = 0.747) reflects users' urgent need for readable and comprehensible products—fundamental conditions for effective utilization.

User satisfaction fundamentally determines service quality in archival document compilation work. The revised model, based on extensive literature review and first-hand user data with quantitative analysis, fully reflects users' cognitive perceptions of different factors. Future research should consider segmenting survey respondent groups and conducting comparative analyses of influencing factors across different user groups.

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#### Author Contributions:

Deng Jun: Conceptualization, research framework design;  
 Yu Mengwen: Writing, data analysis and processing;  
 Song Xueyan: Conceptualization, manuscript revision.

**Figures**

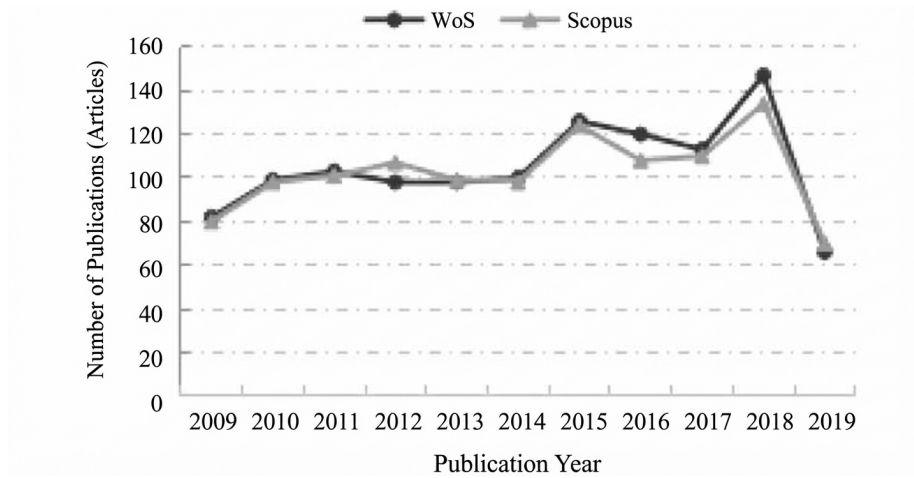


Figure 3: Figure 4

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