

A Management Model for Galleries, Libraries, Archives, and Museums (GLAM) at Hatta Heritage

Majidah¹, Dian Hasfera², & Muhammad Fadli³

¹Universitas Terbuka, Indonesia

^{2,3}Universitas Islam Negeri Imam Bonjol Padang, Indonesia

Correspondence email: majidah@ecampus.ut.ac.id

Notes

Submitted: 09-02-2025

Revised: 06-05-2025

Accepted: 11-05-2025

How to cite: Majidah, M., Hasfera, D., & Fadli, M. (2025). A Management Model for Galleries, Libraries, Archives, and Museums (GLAM) at Hatta Heritage: Strategies for Internalization and Dissemination. *Khizanah Al-Hikmah : Jurnal Ilmu Perpustakaan, Informasi, dan Kearsipan*, 13(1).
<https://doi.org/10.24252/v13i1a14>

DOI: [10.24252/v13i1a14](https://doi.org/10.24252/v13i1a14)

Copyright 2025 © the Author(s)

This work is licensed under a [Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License](https://creativecommons.org/licenses/by-nc-sa/4.0/).



ABSTRACT

This research aims to develop an integrated management model designed explicitly for the Galleries, Libraries, Archives, and Museums (GLAM) sector to enhance the dissemination of information related to Proclamatory Bung Hatta. This study adopts a qualitative approach. Data were collected through interviews, observations, and literature reviews to understand the research topic comprehensively. Key informants included librarians, museum managers, curators, and information users, whose perspectives provided valuable insights into the dynamics of information utilization. The research was conducted in Bukittinggi City, considering Bung Hatta's hometown, as there are several GLAM institutions related to Bung Hatta in Bukittinggi City. The findings were then synthesized into a conceptual model. The findings of this study led to the development of an information packaging model tailored to the needs of the Bung Hatta collection. The model consists of several key stages: identifying relevant content, choosing the most suitable formats, reprocessing the information to suit user needs, organizing it in a coherent structure, and finally, disseminating it effectively. Each stage is designed to ensure that the values and messages embedded in the collection can be more easily understood, appreciated, and accessed by a wider audience.

Keywords: GLAM (Galleries, Libraries, Archives, Museums); Cultural Heritage Management; Hatta Heritage; Knowledge Management

1. INTRODUCTION

GLAM (Galleries, libraries, archives, and museums) sector serves the public as an institution of heritage, identity, education, experience, and leisure to become more closely aligned, and they have shared a turn from being collection-centered to a focus on user visitor ([Logan & Liew, 2023](#)). Cultural heritage encompasses monuments, ensembles of buildings, and sites that hold historical, aesthetic, archaeological, scientific, ethnological, or anthropological

significance. The importance of cultural heritage can be classified within various scopes, including global, regional, national, or local contexts, reflecting its diverse impact and value across different levels of society (Loulanski, 2006).

UNESCO (2009) asserted that cultural heritage encompasses artifacts, monuments, groups of buildings and sites, and museums distinguished by diverse values, including symbolic, historical, artistic, aesthetic, ethnological, anthropological, scientific, and social significance. This definition includes tangible cultural heritage, including movable and immovable artifacts and underwater heritage. It also addresses intangible cultural heritage found within artifacts, sites, or monuments and natural and industrial heritage. Notably, it excludes intangible cultural heritage related to other domains, such as festivals and celebrations. Asserted that cultural heritage encompasses artifacts, monuments, groups of buildings and sites, and museums distinguished by diverse values, including symbolic, historical, artistic, aesthetic, ethnological, anthropological, scientific, and social significance. This definition includes tangible cultural heritage, including movable and immovable artifacts and underwater heritage. It also addresses intangible cultural heritage found within artifacts, sites, or monuments and natural and industrial heritage. Notably, it excludes intangible cultural heritage related to other domains, such as festivals and celebrations.

Cultural heritage is pivotal in forming individual, communal, national, and civilizational identities (O'Connor, 2024). It encompasses various elements, including historic buildings, national parks, sacred sites, and intangible aspects such as traditions, music, and dance. The preservation and valorization of these components are instrumental in fostering a profound comprehension of shared historical and cultural legacies. The preservation and dissemination of cultural heritage is facilitated by the collections and institutions found in galleries, libraries, archives, and museums, which serve as crucial resources for the education of future generations and the celebration of the richness of our collective human experience.

The broadest definition of cultural heritage encompasses the objects, places, and practices defining us as individuals, communities, nations, civilizations, and species (Nappi et al., 2024). Specifically, cultural heritage comprises historic buildings, national parks, sacred places, and intangible cultural heritage such as traditions, music, and dance. It also encompasses the collections and institutions of galleries, libraries, archives, and museums.

The management of cultural heritage is achieved through the establishment of institutions that necessitate meticulous planning and conceptual frameworks, thereby facilitating the effective implementation of preservation efforts and the enhancement of public awareness. Cultural heritage institutions are currently classified under the GLAM (Gallery, Library, Archive and Museum) concept, and exhibit a wide diversity of types and sizes around the world (Avdikos et al., 2023). In the last decade, the utilisation of digital resources has become prevalent among these institutions. The GLAM concept is regarded as encompassing a scope that extends beyond the literal meaning of the acronym, which comprises four cultural heritage institutions. These institutions are considered collective institutions, encompassing a broader concept (Lammers & Garcia, 2017).

Institutionally, the coordination of galleries, libraries, archives, and museums in Indonesia is overseen by various agencies. These four institutions continue to function independently, as evidenced by the regulations that govern them. For instance, galleries are under the jurisdiction of the Director General of Culture of the Ministry of Education and Culture Research and Technology Higher Education. At the same time, libraries are subject to the oversight of the National Library, as outlined in Law Number 43 of 2007 concerning

Libraries. The management and hosting of archives is the responsibility of the National Archives of the Republic of Indonesia. At the same time, museums are considered Technical Implementation Units of the Ministry of Education and Culture, particularly in the context of museums, which fall under the purview of the Director General of Culture.

The Bung Hatta collection, a component of Indonesia's cultural heritage, holds significant value in preserving the nation's history and fostering learning, national identity, and understanding the values espoused by one of its founding fathers. By comprehending and safeguarding the Bung Hatta collection, Indonesia can uphold its historical foundations, pay tribute to the founders' struggle, and guarantee that the values they championed persist as vibrant and pertinent elements in future advancements. Following this perspective, the role of GLAM as a cultural heritage management institution is to catalyze the preservation, education, and appreciation of a rich and diverse cultural heritage.

Managing the Bung Hatta Collection through a GLAM approach is crucial in preserving and disseminating Indonesia's cultural heritage. This research study will explore the strategy and implementation of the GLAM concept in the context of the Bung Hatta collection. The primary objectives of this study are to support the preservation of cultural heritage and increase public understanding of this historical figure's important role.

Considering the research background delineated above, this study aims to address the following research question: What is the Hatta Heritage GLAM (Galleries, Libraries, Archives, and Museums) management model in the internalization and dissemination of information on proclaimer Mohammad Hatta? This research aims to construct the Hatta Heritage GLAM Management Model to provide information services.

This research is important in developing an effective and sustainable Hatta Heritage GLAM management strategy. The findings of this study are anticipated to furnish pragmatic counsel to institutions and the government on enhancing the administration of historical collections through the GLAM approach.

2. METHODS

The research employs a qualitative approach. Data were collected through interviews, observations, and literature reviews to understand the research topic comprehensively. Interviews were conducted with experts, conservators, and relevant stakeholders, whose perspectives provided valuable insights into the dynamics of information utilization. An in-depth literature study further supplemented these literature study the on the life, thoughts, and contributions of Bung Hatta played a crucial role in shaping the design of interview questions and the development of the analytical framework study. The field data were analyzed alongside a review of relevant literature on GLAM and cultural heritage collection management. The analysis of the collected data was carried out by examining the results of field results and interviews to identify best practices and areas for improvement. This analysis by integrating theoretical insights with empirical findings, the study ensures that the proposed model is conceptually grounded and practically relevant analysis The research was conducted in Bukittinggi, Bung Hatta's home town, where several GLAM institutions related to his legacy are located West Sumatra Province

3. RESULTS AND DISCUSSION

Information Overload

The increasing demands of modern life, mainly due to advancements in technology and the Internet, significantly affect how we meet our information needs, resulting in information overload (OI) (Okolo, 2021; Kusi et al., 2022). Key factors contributing to this issue include the sheer volume of available information, the speed at which it is disseminated, and individuals' inability to process it effectively. Concerns about information overload have been raised for centuries, but they have become increasingly urgent since the rise of digital information in circulation in the late twentieth century (Heylighen, 2021).

In the context of information processing, the concept of information overload (OI) emerges as a critical factor determining the capacity to process information. The individual's processing capability is influenced by their brain structure and cognitive processes. The term "information processing capacity" is defined in terms of two key parameters: time and quantity. The former refers to the temporal demands of processing information, while the latter encompasses the capacity to assimilate a specific volume or level of information during the processing process.

Cognition, by contrast, is defined as the brain's capacity to process all sensory information, encompassing iconic, echoic, and haptic stimuli. An individual's interaction with information initiates a cycle of actions within the brain. The way this cyclical process is executed during cognition is referred to as an individual's cognitive style. This term denotes a person's predominant manner of perceiving, processing, and utilizing information (Jackson & Lichtenstein, 2011).

Information overload (OI) receives much information with limited cognitive processing capacity. This phenomenon results in the ineffective processing of the information received, thus affecting the quality of the decisions made. The assertion is made that IO materialises when information received is of limited utility, instead becoming a hindrance (Al-Hakim, 2007). This issue is concerned with the assessment of the essence and causes of information overload, as well as the potential operational and technological approaches and their significance for information specialists. The underlying causes of OI can be discerned from the indicators presented in the following figure.

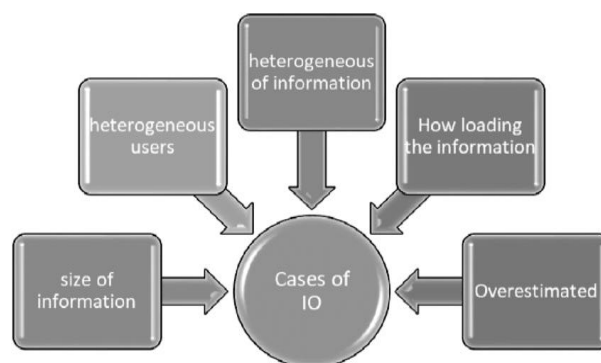


Figure 1. Causes of information overload (Mahdi, et.al., 2020)

Information overload (OI) is defined as receiving an excess of information within a limited timeframe, which hinders the effective processing and utilization of the information. A proposed solution to this issue is information repackaging, which involves restructuring

information to render it more structured and comprehensible (Eppler & Mengis, 2004). The relationship between information overload (OI) and information repackaging is widely recognized within the field of information management. Information overload occurs when an individual encounters an overwhelming volume of information, which impairs their ability to process and understand it effectively. This condition often leads to confusion, poor decision-making, and cognitive exhaustion. In contrast, information repackaging refers to the deliberate process of restructuring complex information into more user-friendly formats. This may include summarizing content, employing data visualization techniques, or transforming the mode of presentation such as converting lengthy textual materials into infographics or brief video segments to enhance clarity and usability for the target audience. The interrelationship between the two concepts may be delineated as such:

- Simplification: When individuals are confronted with an excess of information, information repackaging can prove beneficial by facilitating the summarisation and simplification of pertinent data. This approach alleviates the cognitive burden experienced by the individual, thereby enhancing their ability to process and manage information effectively.
- Organization: Repackaging information can help manage information overload by providing a more structured framework, facilitating easier access and comprehension.
- Priority: The process of repackaging information has been shown to facilitate the prioritization of the most significant data, thereby mitigating the consequences of information overload by orienting attention towards the most pertinent components (Shannon & Weaver, 1949; Miller, 1956).

Furthermore, the Cognitive Load Theory developed by Sweller (2011) explains that humans have a limited capacity to process information in each time. Information repackaging can reduce cognitive load by presenting information in a form that is easier to digest.

Information Repackaging

In essence, information repackaging is the process of representing information more appealingly or transferring it from one format to another. Repackaging services can be viewed as a response to the challenges posed by the proliferation of information and the need to provide rapid, reliable, accessible, and practical support for institutional or organizational decision-making processes.

Bunch (Izuchukwu, 2024), in his book, *Gift-Wrapped Anew: 'Repackaging Information does the Trick'* describes information repackaging (IR) as a form of information service that emphasizes the steps from Raw Material to Final Product, as follows: (a) Selecting the right materials (b) Reprocessing the information in a form that the user quickly understands; (c) Packaging the information; and (d) Arranging all these materials in a way that is suitable for the use.

Information Repackaging depends on the availability of materials sourced from research institutions, government sources, online services and networks, and indigenous knowledge. Information repackaging can also be seen as part of the information consolidation process. This process starts with information selection and content evaluation. Repackaging restructuring (condensation, rewriting, and so on) may follow. Information consolidation is part of library marketing, identifying user needs and closing gaps. Information repackaging is not a new concept for library and information work, and it parallels the work of abstracting and indexing, selective information dissemination,

newsletters, and current awareness services. They repackage information to tailor information to the needs of users. The information needs of a professional or a student will vary with the level of the user because they need different information.

Nowadays, information repackaging is an important activity because millions of people produce information every minute, supported by advances in computer and telecommunications technology. Even with repackaged information, users and potential library users can understand the abundant information. Information repackaging provides an effective way to select helpful information effectively. Generally, special libraries in Indonesia provide information repackaging services such as posters, leaflets, booklets, annotated bibliographies, current awareness services, and others. The work is usually a team effort within an association of subject specialists or experts in the field (Izuchukwu, 2024).

Bung Hatta Collection Information Repackaging Model Design

The results of field observations obtained the distribution of the Bung Hatta collection in various forms of information scattered in several Documentation and Information Center locations. According to the research objectives, a model must be designed to package Bung Hatta collection information according to user needs to make it easier for users to access the collection information. The stages in designing the model can be seen in the following figure.

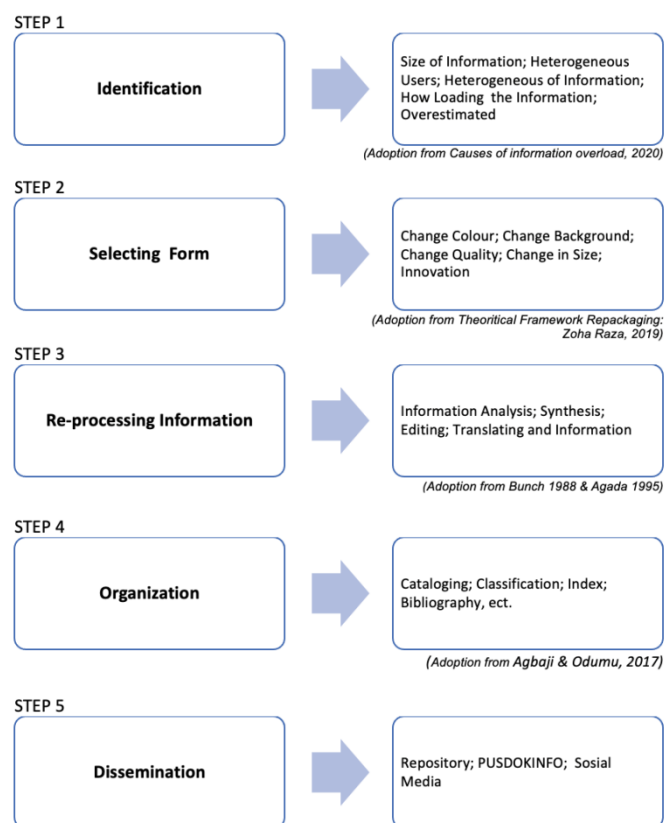


Figure 2. The design of the information repackaging stages of the Bung Hatta collection

Identification

At this stage, the focus is on identifying the source or content that will be repackaged. This step is critical in the information repackaging process, as it involves carefully selecting, evaluating, analyzing, and synthesizing information to ensure that the final output is relevant,

accurate, and easily understood by the intended audience. Identifying the appropriate information is essential because it determines the quality, relevance, and usability of the repackaged content. The importance of this identification covers several aspects:

- Selection of relevant information: ensure that information is relevant to the user's needs and of high quality, avoiding inaccurate or redundant information.
- Efficiency and focus: Identifying the most important information, the repackaging process becomes more efficient and focused, making it easier for users to understand and use the information.
- Appropriate to the user's information needs: The Information selected and repackaged should match the user's level understanding and specific needs, ensuring that the information can be received and utilized to its full potential.
- Communication efficiency: avoiding information overload by presenting only essential information, helping users save time and energy the content presented ([Dongardive, 2013](#)).

In identifying sources of content analysis or information to be packaged, attention must be paid to the size of the information. Whether the information is already suitable for packaging or not, consider the diversity of users who use it and the diversity of information to be packaged. Pay attention to how long the information to be packaged will take to be accessed and aspects of information that are over time and content.

Selecting Form

This stage is part of selecting the format that will be chosen for information repackaging. The proper format can help present information in a way that users more easily understand. In addition, an attractive format can increase user interest and engagement with the content presented because the information is presented in a format appropriate for the medium or platform being used, such as text for articles, video for social media, or infographics for visual presentations. Some indicators to consider when choosing a format for repackaging include the following:

- Color: Color plays a significant role as it denotes and communicates several intangible features and attributes of a product and brand. This means that color has a meaning that gives a message to the user about the repackaged product.
- Background: Background images can grab users' attention and spark curiosity. This is important for drawing users in, as well-placed graphics help them find the necessary information. Images are essential tools that capture attention and support decision-making.
- The quality of a package significantly influences user behavior. It impacts how users interact with the information product. Users prioritize sound quality over slightly impaired quality
- Size change: The size of an information product packaging can be influential in increasing the amount of consumption or use of information products by users,
- Innovation: Technology plays an important role in packaging innovation. Innovative packaging can increase the user's demand for the product and help fulfill the user's needs.

Re-processing Information

Information re-processing is an important step in dealing with information overload. This process helps filter, reorganize, and present information more clearly and concisely. Thus, relevant and important information can be accessed more efficiently while irrelevant or redundant information is eliminated. This means that re-processing information will help individuals focus on the core of the information without feeling overwhelmed, making it more effective in decision-making and understanding. The indicators in information re-processing include:

- Information analysis is the stage of determining available information's relevance, quality, and accuracy and identifying and highlighting the most important and relevant information.
- Information synthesis: In this step, we combine the selected information from various sources into a straightforward story or presentation. This process includes rearranging, shortening, and explaining the information to meet specific needs.
- The editing process, has several important functions, namely ensuring the clarity and readability of the information by editing the text to ensure that the information is presented clearly and easily understood by the user. Then, it serves for error correction, i.e., by identifying and correcting grammatical, spelling, and factual errors. Another function is to eliminate redundancy by cutting irrelevant or repetitive parts to keep the focus on the important points. It also serves to adjust the tone and style of writing to suit the needs of the user, or the specific purpose of the information being presented. This process ensures that the repackaged information is of high quality, accurate, and relevant.
- Translation and transformation of information: This is a necessary process in information repackaging if the information is intended for users who speak a different language or if the original format of the information does not meet the user's needs. Translation helps bridge language differences, while information transformation changes the format and presentation, such as converting an academic text into a popular article or video. Both processes ensure that information is accessible, understandable, and relevant to the user.

Organization

The next stage is information organization. This involves organizing the information into different aspects of knowledge or subheadings. Activities involve cataloging, classifying, indexing, and creating other bibliographic control systems. The organization stage is the most technical aspect of information management. The organization stage of the information repackaging process is important because it sets up a logical flow to ensure information is presented systematically, making it easier for users to follow and understand. This process prioritizes the information, helping to determine the order of importance of the information and highlighting the main points and supporting details. Information organization improves the efficiency of information delivery, making it easier to access and find specific information and avoiding user confusion or loss of focus. With good organization, repackaged information becomes more effective in conveying the desired message.

Dissemination

The dissemination stage in the information repackaging process is the final step, where the information that has been processed, repackaged, and organized is disseminated to the user or target users. This process includes selecting the most effective media and methods to

reach users, such as printed publications, digital platforms, live presentations, or social media. The goal is to ensure that the repackaged information reaches the intended users most efficiently, effectively, and in a format that suits their needs. In addition, the use of social media, repositories, and information agencies falls under the category of information dissemination. Social media platforms like Facebook, Twitter, and Instagram disseminate information widely and quickly. A repository is a repository of digital data and documents that the public can access. Then, PUSDOKINFO Information institutions such as libraries, information centers, or research institutions provide and disseminate information to the public or specific communities. All these play a role in distributing information that has been processed or repackaged to a broader range of users.

The description of the packaging stages above describes the formulation of the information packaging model for the Bung Hatta collection.

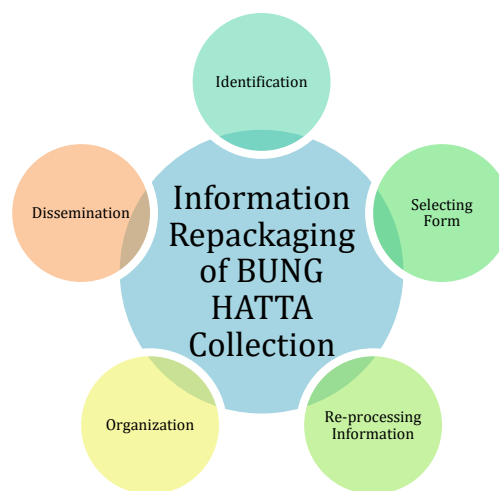


Figure 3. Information Repackaging Model for Bung Hatta Collection

Validation is carried out from the model that has been designed because the validation process for a model is critical, primarily if the model will be used in practical applications or research. Validation helps ensure that the developed model accurately predicts or explains the phenomenon in question. This is essential for producing reliable and valuable results. Through validation, measuring the model's performance and ensuring it works as expected under various conditions or on different data is possible. Overall, validation is an important step to ensure that the model is theoretical but also practical and effective in real-world applications.

The model design was validated by two experts, with 45 validation instrument items, and then tested to see the model validity coefficient using the Aiken'V formula. Aiken'V is the result of an assessment of a panel of n on an item regarding the extent to which the item represents the construct. The Aiken'V results of each item are very high on a scale of 0.75-0.88. By looking at the V value and the category, it can be said to what extent the item represents the product model design. Then, the analysis is carried out to see the overall Aiken'v value.

Table 1. Aiken'V Value Overall Model Design

item	Validator		S1	S2	ΣS	V	Details
	1	2					
1 to 45	183	181	138	136	274	0,76	Height

The overall Aiken'V results from item 1 to item 45 is 0.76, a high category. From the results and categories, the overall model design items can represent the construct very highly. Meanwhile, the ICC value of the model design is as follows.

Table 2. Intraclass Correlation Coefficient Desain Model

	Intraclass Correlation ^b	95% Confidence Interval		F Test with True Value 0			
		Lower Bound	Upper Bound	Value	df1	df2	Sig
Single Measures	.545 ^a	.302	.721	3.395	44	44	.000
Average Measures	.705 ^c	.464	.838	3.395	44	44	.000

The table shows that the ICC value used to validate the model design is 0.705, with an excellent category. The validation results, Aiken'V, and ICC values suggest that the Bung Hatta Collection Information Repackaging model design is suitable for use. The design validation of the Bung Hatta Collection Information Repackaging model ensures that the methods and strategies used are not only effective and efficient but also relevant to the research needs. This process helps achieve the goal of information repackaging by optimally mapping the Bung Hatta collection and supporting quality information dissemination activities.

4. CONCLUSION

This research contributes to developing an integrated management model tailored to the Galleries, Libraries, Archives, and Museums (GLAM) sector, with a particular emphasis on improving the dissemination of information related to Proclamator Bung Hatta. Employing a qualitative approach through interviews, observations, and literature analysis, the study gathered diverse insights from key stakeholders and institutions in Bukittinggi, Bung Hatta's hometown. The outcome is a conceptual model of information packaging consisting of five interrelated stages: content identification, format selection, information reprocessing, organization, and dissemination. This model is designed to make the historical and cultural significance of the Bung Hatta collection more accessible, engaging, and meaningful to contemporary audiences.

The proposed model offers a strategic framework that GLAM institutions can adopt to enhance the visibility and relevance of cultural heritage collections, especially those linked to national figures. It highlights the necessity of aligning user needs, content significance, and institutional capacities in managing heritage information. Moreover, the model holds potential as a reference for other cultural institutions aiming to modernize their information dissemination strategies in the digital era.

ACKNOWLEDGEMENT

-

AUTHORS' CONTRIBUTIONS

Majidah: Writing original draft preparation. Ideas; formulation or evolution of overarching research goals and aims. **Dian Hasfera:** Ideas; formulation or evolution of overarching research goals and aims. **Muhammad Fadli:** Ideas; formulation or evolution of overarching research goals and aims.

CONFLICT OF INTERESTS

We state that there are no known conflicts of interest linked with this publication, and that there has been no significant financial assistance for this work that could have influenced its outcome.

REFERENCES

- Al-Hakim, L. (2007). *Information quality management: theory and applications*. Idea Group Pub.
- Avdikos, V., Dragouni, M., Michailidou, M., & Pettas, D. (2023). Rethinking GLAMs as commons: a conceptual framework. *Open Research Europe*, 3, 157. <https://doi.org/10.12688/openreseurope.16473.1>
- Dongardive, P. (2013). Information repackaging in library services. *International Journal of Science and Research (IJSR)*, 2(11), 204–209.
- Eppler, M. J., & Mengis, J. (2004). The concept of information overload: A review of literature from organization science, accounting, marketing, MIS, and related disciplines. In *Information Society* (Vol. 20, Issue 5, pp. 325–344). <https://doi.org/10.1080/01972240490507974>
- Heylighen, F. (2002). Complexity and Information Overload in Society: why increasing efficiency leads to decreasing control. <http://pcp.vub.ac.be/HEYL.html>
- Izuchukwu, C. (2024). Information Repackaging For Information Users. *IOSR Journal Of Humanities And Social Science (IOSR-JHSS)*, 29, 49–55. <https://doi.org/10.9790/0837-2906114955>
- Jackson, T. W., & Lichtenstein, S. (2011). Optimising e-mail communication: the impact of seminar-and computer-based training. In *Int. J. Internet and Enterprise Management*.
- Kusi, G. A., Zannatul, M., Rumki, A., Quarcoo, F. H., Otchere, E., & Fu, G. (2022). *Journal of Business and Management Studies The Role of Information Overload on Consumers' Online Shopping Behavior*. <https://doi.org/10.32996/jbms>
- Lammers, J. C., & Garcia, M. A. (2017). Institutional Theory Approaches. In *The International Encyclopedia of Organizational Communication* (pp. 1–10). Wiley. <https://doi.org/10.1002/9781118955567.wbieoc113>
- Logan, M. A., & Liew, C. L. (2023). GLAM Convergence Revisited: An Examination of User Perception and Experience. *Journal of Library Administration*, 63(8), 1014–1043. <https://doi.org/10.1080/01930826.2023.2281340>
- Loulanski, T. (2006). Revising the Concept for Cultural Heritage: The Argument for a Functional Approach. *International Journal of Cultural Property*, 13(2), 207–233. <https://doi.org/10.1017/S0940739106060085>
- Miller, G. A. (n.d.). *The Magical Number Seven, Plus or Minus Two: Some Limits on our Capacity for Processing Information*[1]. <http://psychclassics.yorku.ca/Miller/>
- Nappi, M. L., Buono, M., Chivăran, C., & Giusto, R. M. (2024). Models and tools for the digital organisation of knowledge: accessible and adaptive narratives for cultural heritage. In *Heritage Science* (Vol. 12, Issue 1). Springer Science and Business Media Deutschland GmbH. <https://doi.org/10.1186/s40494-024-01219-z>

- O'Connor, D. (2024). The Role of Cultural Heritage in Shaping Modern Identity: A Comparative Study of Eastern and Western Perspectives. In *Journal of Education, Humanities, and Social Research* (Vol. 1, Issue 1). <https://doi.org/0.70088/rda9re42>
- Okolo, S.E. (2021). Information Overload: Causes, Symptoms, Consequences and Solutions. *Asian Journal of Information Science and Technology*, 11(2), 1–6. <https://doi.org/10.51983/ajist-2021.11.2.2887>
- Shannon, C. E., & Weaver, W. (1949). *The Mathematical Theory of Communication*.
- Sweller, J. (2011). Cognitive load theory. In *The psychology of learning and motivation: Cognition in education*, Vol. 55 (pp. 37–76). Elsevier Academic Press. <https://doi.org/10.1016/B978-0-12-387691-1.00002-8>
- UNESCO. (2009). *The 2009 UNESCO Framework for Cultural Statistics (FCS)*. Canada: UNESCO Institute for Statistics.