

# **Research on conflicting opinions and overlapping consensus in the public emergency situation**

**Abstract:** In the context of the public emergency, severe public opinion conflict may confuse the public perception and disturb the event handling. This study aims to explore how to identify the conflicting online public opinions in the context of public emergencies and to extract the overlapping consensus, which can provide the method and reference for the governance of the online public opinion conflict. Based on the conflict theory and the overlapping consensus theory, this study proposes a method of identifying conflicting opinions and extracting overlapping consensus in the public emergency. Conflicting opinions are identified by the text clustering, topic extraction and sentiment analysis techniques, and overlapping consensus elements are extracted by frequent pattern mining. The microblog posts on the topic of coronavirus vaccination in the event of COVID-19 were studied on the platform of Sina Weibo. Specific suggestions were put forward based on the results of the experiment. Conflicting opinions exist in the topics of the effect of the coronavirus vaccines, China provides coronavirus vaccines to other countries, and the cost of the coronavirus vaccines. However, there are also overlapping consensus. The research results are helpful to find consensus in conflicting views and provide solutions to seek common ground while reserving differences.

**Keywords:** Conflicting opinions; Overlapping consensus; Opinion recognition; Public emergency; Frequent pattern