

DAFTAR PUSTAKA

- Akhyar, D. M., & Pratiwi, A. S. (2019). Media Sosial dan Komunikasi Krisis: Pelajaran dari Industri Telekomunikasi di Indonesia. *Jurnal Ilmu Komunikasi ULTIMACOMM*, 11(1), 35-52. <https://ejournals.umn.ac.id/index.php/FIKOM/article/view/1112>.
- Al-Saggaf, Y., & Simmons, P. (2015). Social media in Saudi Arabia: exploring its use during two natural disasters. *Technological Forecasting and Social Change*, 95, 3-15. <https://www.sciencedirect.com/science/article/abs/pii/S0040162514002522>
- Alkomari. (2020). Analisis Komunikasi Krisis Gubernur Jawa Tengah Ganjar Pranowo Menghadapi Pandemi Covid-19. *Journal of Strategic Communication*, 11(1), 27-37. <https://journal.univpancasila.ac.id/index.php/coverage/article/view/1729/1025>.
- Ansell, C., Sønrensen, E. and Torfing, J. (2021). The COVID-19 pandemic as a game changer for public administration and leadership? The need for robust governance responses to turbulent problems. *Public Management Review*, 23(7), 949-960. <https://www.tandfonline.com/doi/full/10.1080/14719037.2020.1820272>
- Antara Jateng. (2020). *Kemenkes tunjuk B2P2VRP Salatiga jadi Laboratorium COVID-19 di Jateng*, dalam <https://jateng.antaranews.com/berita/300274/kemenkes-tunjuk-b2p2vrp-salatiga-jadi-laboratorium-covid-19-di-jateng>.
- Antwi-Boasiako, J & Nyarkoh, E. (2020). Government Communication During The Covid-19 Pandemic: The Case of Ghana, *International Journal of Public Adminstration*, Vol. 44, No. 11-12, pp. 1039-1040, DOI: 10.1080/01900692.2020.1841792.
- Ardianto, E., & Erdinaya. (2007). *Komunikasi Massa Suatu Pengantar*. Bandung: Simbiosa Rekatama Media.
- Aria, P. (2020). *Ekonomi Indonesia dalam Skenario Terburuk Akibat Virus Corona*, dalam katadata. co.id: <https://katadata.co.id/telaah/2020/03/26/ekonomi-indonesia-dalam-skenario-terburukakibat-virus-corona>
- Arifin, Z. (2014). *Penelitian Pendidikan Metode dan Paradigma Baru*. Bandung: PT. Remaja Rosdakarya.
- Banks, K. (1996). *Crisis Communications: a casebook approach*. New Jersey: Lawrence Erlbaum Associates Publishers.

- Baxter, J., & Eyles, J. (1997). Evaluating qualitative research in social geography: establishing ‘rigour’ in interview analysis. *Transactions of the Institute of British Geographers*, 22(4), 505–525.
- Bitsch, M. T. & Loth, W. (2014). The Hellstein Commission 1958-1967. *The European Commission History of Institution*.
- Bowen, S. A., Rawlins, B. L., & Martin, T. M. (2019). *An Overview of the Public Relations Function*. New York: Business Expert Press.
- CDC. (2018). *Crisis and emergency risk communication*. CERC Manual dalam <https://emergency.cdc.gov/cerc/manual/index.asp>
- Cohen, S. & Hargreaves, K. M. (2011). *Cohen's Pathways of The Pulp*. Missouri: Mosby Elsevier.
- Covello, V., & Sandman, P.M. (2001). *Risk communication: evolution and revolution*. Baltimore: John Hopkins University Press.
- Darmawan, A. D. (2021). *Jumlah Positif Meninggal Dunia di Jawa tengah*, dalam <https://databooks.katadata.co.id/datapublish/2021/07/05/data-nasional-kota-semarang-masuk-lima-wilayah-dengan-jumlah-positif-meninggal-dunia-di atas-1407-orang>.
- Denis, M. (2011). *Teori Komunikasi Massa*. Jakarta: Salemba Humanika.
- Devito, J. A. (1998). *Communicology: An introduction to the study of communication*. New York: Harper & Row.
- Devlin, E. S. (2006). *Crisis Management Planning and Execution*. New York: Auerbach Publications.
- Dickmann, P., McClelland, A., Gamhewage, G.M., Portela de Souza, P., & Apfel, F. (2015). Making sense of communication interventions in public health emergencies – an evaluation framework for risk communication. *Journal of Communication in Health Care*, 8(3), 233-240. <https://www.tandfonline.com/doi/abs/10.1080/17538068.2015.1101962?tab=permissions&scroll=top>
- Dijkzeul, D., & Moke, M. (2005). Public communication strategies of international humanitarian organizations. *International Review of the Red Cross*, 87(86), 673-691.
- Effendy, O. U. (2009). *Ilmu Komunikasi Teori dan Praktek*. Bandung: PT. Remaja Rosdakarya.

- Etikan, I., Musa, S. A. & Alkassim, R. S. (2016). Comparism of Convenience Sampling and Purposive Sampling. *American Journal of Theoretical and Applied Statistics*, 5 (1), 1-4.<https://doi.org/10.11648/j.ajtas.20160501.11>
- Fadhal, S. (2020). *Komunikasi publik di tengah krisis: tinjauan komunikasi pemerintah dalam tanggap darurat pandemi covid-19*. Jakarta: Universitas Al-Azhar Indonesia Press.
- Handayanto, R. T., & Herlawati, H. (2020). Efektifitas Pembatasan Sosial Berskala Besar (PSBB) di Kota Bekasi Dalam Mengatasi COVID-19 dengan Model Susceptible-Infected-Recovered (SIR). *Jurnal Kajian Ilmiah*, 20(2), 119-124.
- Harrison, K. (2008). *Strategic Public Relations: A Practical Guide to Success 5th Edition*. Perth: Century Consulting Group.
- Haryanti, S., Rusfian, E. Z. (2018). Government public relations and social media: bridging the digital divide on people with social welfare problems. *Jurnal Kebijakan dan Administrasi Publik (JKAP)*, 22(2), 128-145.
- Heldman, A. B., Schindelar, J. and Weaver, J. B. (2013). Social media engagement and public health communication: implications for public health organizations being truly social. *Public Health Review*, 35(1), 1-18. <https://publichealthreviews.biomedcentral.com/articles/10.1007/BF03391698>
- Hidayat, D. N. (2003). *Paradigma dan Metodologi Penelitian Sosial Empirik Klasik*. Jakarta: Departemen Ilmu Komunikasi FISIP Universitas Indonesia.
- Hidayat, D., Gustini, L. K., & Dias, M. P. (2020). Digital Media Relations Pendekatan Public Relations dalam Menyosialisasikan Social Distancing di Kota Bandung. *Jurnal Ilmu Komunikasi*, 18(3), 257-268.
- Hidayat, E. (2020). Implementasi Kebijakan Dana Desa Untuk Penanggulangan Pandemi Covid-19 di Sampang. *Soetomo Communication and Humanities*, 1(3), 126-136.
- Hu, Q., & Kapucu, N. (2016). Information communication technology utilization for effective emergency management networks. *Public Management Review*, 18(3), 323-348. <https://ideas.repec.org/a/taf/pubmgr/v18y2016i3p323-348.html>
- Iman, A. N. (2022). *Kasus COVID-19 Kota Semarang Naik, Tertinggi Anak Usia Sekolah*, dalam <https://www.detik.com/jateng/berita/d-6418140/kasus-covid-19-kota-semarang-naik-tertinggi-anak-usia-sekolah>.

- Infanti, J., Sixsmith, J., Barry, M.M., Nunez-Coordoba, J., Oroviogoicoechea-Ortega, C., & GuillenGrima, F. (2013). *A Literature Review on Effective Risk Communication for the Prevention and Control of Communicable Diseases in Europe*. ECDC, dalam <https://www.ecdc.europa.eu/sites/default/files/media/en/publications/Publications/risk-communication-literaryreview-jan-2013.pdf>.
- Jin, Y. (2009). The effects of public's cognitive appraisal of emotions in crises on crisis coping and strategy assessment. *Public Relations Review*, 35(3), 310-313. https://www.researchgate.net/publication/222198864_The_effects_of_public's_cognitive_appraisal_of_emotions_in_crises_on_crisis_coping_and_strategy_assessment
- Kaplan, A. M., & Haenlein, M. (2010). Users of the world, unite! the challenges and opportunities of Social Media. *Business Horizons*, 53(1), 59-58. <https://www.webatlas.it/pdf/kaplan-haenlein-users-of-the-world-unite.pdf>
- Karlinah, S. (2009). *Komunikasi Massa*. Bandung: Simbiosa Rekatama Media.
- Kasiram, H. M. (2010). *Metodologi Penelitian Kualitatif-Kuantitaif*. Malang: UIN Maliki Press.
- Kim, S. C., & Hawkins, K. H. (2020). The psychology of social media communication in influencing prevention intentions during the 2019 US measles outbreak. *Computer in Human Behavior*, 111, 106428. <https://www.semanticscholar.org/paper/The-psychology-of-social-media-communication-in-the-Kim-Hawkins/4fcf4358100be621f6940cc4dfa3af8d0ab4073>
- Kriyantono, R. (2015). *Public Relations Issue and Crisis Management*. Jakarta: Prenanda Media Group
- Kriyantono, R., & Sa'diyah, H. (2018). Kearifan Lokal dan Strategi Komunikasi Public Relations di BUMN dan Perusahaan Swasta. *Jurnal Ilmu Komunikasi*, 15(2), 171-188.
- Lachlan, K. A., Spence, P. R., Lin, X., Najarian, K., & Del Greco, M. (2016). Social media and crisis management: CERC, search strategies, and Twitter content. *Computers in Human Behavior*, 54, 647-652. <https://pennstate.pure.elsevier.com/en/publications/social-media-and-crisis-management-cerc-search-strategies-and-twi>
- Lee, M., Neeley, G., & Stewart, K. (2012). *The practice of government public relations*. London: CRC Press.
- Lee, T., Parrk, H. & Lee, J. (2019). Collaborative Accountability for Sustainable Public Health: A Korean Perspective on The Effective Use of ICT-Based

- Health Risk Communication, *Government Information Quarterly*, Vol. 36, No. 2, pp. 226-236.
- Li, Y., Chandra, Y., & Kapucu, N. (2020). Crisis coordination and the role of social media in response to COVID-19 in Wuhan, China. *American Review of Public Administration*, 60 (6-7), 698-705. <https://journals.sagepub.com/doi/full/10.1177/0275074020942105>
- Liliweri, A. (1991). *Memahami Peran Komunikasi Massa Dalam Masyarakat*. Bandung: Citra Aditya Bakti.
- Lincoln, Y. S. & Egon, G. G. (1985). *Naturalistic Inquiry*. California: Sage.
- Liu, B.F., & Kim, S. (2011). How organizations framed the 2009 H1N1 pandemic via social and traditional media: implication for US health communicators. *Public Relation Review*, 37, 233-244. https://www.com.cuhk.edu.hk/images/content_people/publication/sora-journal-2011-how.pdf
- Lovari, A., & Valentini, C. (2020). *The Handbook of Public sector communication and social media: opportunities and limits of current policies, activities, and practices*. New Jersey: Wiley & Sons.
- Lwin, M. O., Lu, J., Sheldenkar, A., & Schulx, P. J. (2018). Strategic use of Facebook in Zika outbreak communication: implications for the crisis and emergency risk communication model. *International Journal of Environmental Research and Public Health*, 15. <https://pubmed.ncbi.nlm.nih.gov/30201929/>
- Macnamara, J. (2021). New Insights into Crisis Communication from an ‘Inside’ Emic Perspective During COVID-19, *Public Relations Inquiry*, Vol. 10, No. 2, pp 237-262.
- Maduka, O., Maleghemi, S., Komakech, W., Nwaduito, I., Green, P., Ikpe, A., Ywoga, D.. Onyekwere, N. (2016). Effective risk communication and contact tracing for Ebola virus disease prevention and control - experiences from Port Harcourt, Nigeria. *Public Health*, 135, 140-143. <https://pubmed.ncbi.nlm.nih.gov/26976486/>
- Mahpur, M. (2017). *Memantapkan Analisis Data Kualitatif Melalui Tahapan Koding*. Malang: UIN Malang Press.
- Marino, V., & Lo Presti, L. (2019). Increasing convergence of civic engagement in management: a systematic literature review. *International Journal of Public Sector Management*, 32(3), 282-301. https://www.researchgate.net/publication/348048275_Public_appointments_as_a_tool_for_public_governance_a_systematic_literature_review

- Marsen, S. (2020). Navigating crisis: the role of communication in organizational crisis. *International Journal of Business Communication*, 57(2), 163-175. <https://journals.sagepub.com/doi/full/10.1177/2329488419882981>
- Marynissen, H., & Lauder, M. (2020). Stakeholder-focused communication strategy during crisis: a case study based on the Brussels terror attacks. *International Journal of Business Communication*, 57(2), 176-193. <https://journals.sagepub.com/doi/pdf/10.1177/2329488419882736>
- Mirbabaie, M., Bunker, D., Stieglitz, S., Marx, J. & Ehnis, C. (2020). Social Media in Times of Crisis: Learning from Hurricane Harvey for The Coronavirus Disease 2019 Pandemic Response, *Journal of Information Technology*, Vol. 35, No. 3, pp. 195-213.
- Moleong, L. J. (2013). *Metode Penelitian Kualitatif*. Bandung : PT. Remaja Rosdakarya.
- Muhammad, A. (2011). *Komunikasi Organisasi*. Jakarta: Bumi Aksara.
- Mulyana, D. (2010). *Metodologi Penelitian Kualitatif*. Bandung: PT. Remaja Rosdakarya.
- Nahar, L. (2020). Komunikasi Krisis Pemerintah Indonesia Menghadapi Pandemi Covid-19. *Jurnal Syantax Admiration*, 5(1), 553-566. <https://jurnalsyntaxadmiration.com/index.php/jurnal/article/view/84/135>.
- Neuman, W. (2014). *Social Research Methods: Qualitative and Quantitative Approaches Seventh Edition*. Assex: Pearson Education Limited.
- Nurudin. (2007). *Pengantar Komunikasi Massa*. Jakarta: PT Raja Grafindo Persada.
- Nurudin. (2011). *Pengantar Komunikasi Massa*. Jakarta: Raja Grafindo Persada.
- Octastefani, T. (2020) Bridging the State and Society: Rethinking of Social Response and Disaster Risk Reduction during Uncertainties Future of Covid-19 in Indonesia. *Bisnis & Birokrasi: Jurnal Ilmu Administrasi dan Organisasi*, 27(3).
- Panagiotopoulos, P., Barnett, J., Bigdeli, A. Z., & Sams, S. (2016). Social media in emergency management: Twitter as a tool for communicating risks to the public. *Technological Forecasting and Social Change*, 111, 86-96. <https://researchportal.bath.ac.uk/en/publications/social-media-in-emergency-management-twitter-as-a-tool-for-commun>
- Plough, A., & Sheldon, K. (1987). The emergence of risk communication studies: social and political context. *Science, Technology, and Human Values*, 12(3/4), 4-10.

- <https://sites.tufts.edu/sheldonkrimsky/files/2018/05/pub1987TheEmergencyofRiskCommunicationStudies.pdf>
- Powell, A. (2021). *COVID and Cuomo: using the CERC model to evaluate strategic uses of Twitter on pandemic communication.* New York: Springer.
- Praditya, I. I. (2020). *Dampak Corona, Pertumbuhan Ekonomi 170 Negara Diprediksi Negatif*, dalam liputan6.com: <https://www.liputan6.com/bisnis/read/4225298/dampak-corona-pertumbuhanekonomi-170-negara-diprediksi-negatif>.
- Purbaya, A. A. (2020). *Semarang Rawan Jadi Episentrum Corona, Ganjar-Hendi Singgung Kedisiplinan*, dalam <https://news.detik.com/berita-jawa-tengah/d-4997552/semarang-rawan-jadi-episentrum-corona-ganjar-hendi-singgung-kedisiplinan?single=1>.
- Ramadani, T. (2019). Implementasi kebijakan pengelolaan komunikasi publik di Kementerian Energi dan Sumber Daya Mineral. *Jurnal Borneo Administrator*, 15(1), 1-18.
- Regester, M., & Larkin, J. (2003). *Risk Issues and Crisis Management in Public Relations*. New Delhi: Crest Publishing House.
- Reyes Bernard, N., Basit, A., Sofija, E., Phung, H., Lee, J., Rutherford, S., Sebar, B., Harris, N., Phung, D., & Wiseman, N. (2021). Analysis of crisis communication by the Prime Minister of Australia during the Covid-19 pandemic. *International Journal of Disaster Risk Reduction*, 62, 102375. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9766882/>
- Reynolds, B. & Seeger, M.W. (2005). Crisis and Emergency Risk Communication as An Integrative Model, *Journal of Health Communication*, Vol. 10, No. 1, pp. 43-44.
- Reynolds, B., & Seeger, M. W. (2005). Crisis and emergency risk communication as an integrative model. *Journal of Health Communication*, 10(1), 43-44. <https://www.emerald.com/insight/content/doi/10.1108/IJPSM-06-2021-0145/full/html>
- Reynolds, B., Galdo, J. and Sokler, L. (2002). *Crisis and Emergency Risk Communication*. Atlanta: Centers for Disease Control and Prevention.
- Rice, R. E., & Atkin, C. K. (Ed.) (2001). *Public Communication Campaigns. Third Edition*. New York: SAGE Publications Inc.
- Romli, A. S. M. (2012). *Jurnalisme Online: Panduan Praktis Mengelola Media Online*. Bandung: Nuansa Cendikia.

- Rosidin, U., Rahayuwati, L., & Herawati, E. (2020). Perilaku dan Peran Tokoh Masyarakat Dalam Pencegahan dan Penanggulangan Pandemi Covid-19 di Desa Jayaraga, Kabupaten Garut. *Umbara*, 5(1), 42-50.
- Sancino, A., Garavaglia, C., Sicilia, M., & Braga, A. (2021). New development: Covid-19 and its publics-implications for strategic management and democracy. *Public Money and Management*, 41(5), 404-407.
- Saputra, I. Y. (2020). *Kota Semarang Jadi Episentrum Covid-19, Ganjar Pranowo Kaget*, dalam <https://www.solopos.com/kota-semarang-jadi-episentrum-covid-19-ganjar-pranowo-kaget-1059005>.
- Seeger, M. W., Pechta, L. E., Price, S. M., Lubell, K. M., Rose, D. A., Saloni, S., Chansky, M. C., & Smith, B. J. (2018). A conceptual model for evaluating emergency risk communication in public health. *Health Security*, 16(3), 193-203. <https://pubmed.ncbi.nlm.nih.gov/29927343/>
- Sellnow, T., & Sellnow, D. (2010). The instructional dynamic of risk and crisis communication: distinguishing instructional messages from dialogue. *The Review of Communication*, 10(2), 112-126.
- Semarang Kota. (2020). Stop Sebarkan Hoaks Covid-19, dalam http://semarangkota.go.id/p/1745/stop_sebarkan_hoaks_covid_19/
- Septiawan, S. K. (2005). *Jurnalisme Kontemporer*. Jakarta: Yayasan Obor Indonesia.
- Siaga Corona. (2022). *Data Tahun 2020-2022 Informasi Coronavirus (COVID-19) Semarang*, dalam <https://siagacorona.semarangkota.go.id/halaman/covid19pertahun/2022>.
- Smeru. (2020). *Mendorong Revisi UU Penanggulangan Bencana untuk Membangun Tata Kelola Penanggulangan Bencana yang Adaptif: Pembelajaran dari Penanganan Pandemi Covid-19 di Indonesia*, dalam <https://smeru.or.id/id/publication-id/mendorong-revisi-uu-penanggulangan-bencana-untuk-membangun-tata-kelola-penanggulangan>.
- Smeru. (2020). *Pengentasan COVID-19 dengan Metode PCR*, dalam <https://smeru.or.id/id/publication-id/mendorong-revisi-uu-penanggulangan-bencana-untuk-membangun-tata-kelola-penanggulangan>.
- Solihin, O. (2021). Implementasi Big Data pada Sosial Media Sebagai Strategi Komunikasi Krisis Pemerintah. *Jurnal Common*, 5(1), 56-66. <https://ojs.unikom.ac.id/index.php/common/article/view/5123/2471>.
- Sorensen, J., & Mileti, D. (1991). *Risk communication in emergencies*. Berlin: Springer.

- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: CV Alfabeta.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R & D*. Bandung: CV. Alfabeta.
- Susiati, Tahir, S. Z. B., Hajar, I., & Tenriawali, A. Y. (2021). Optimalisasi Masyarakat Desa Namlea Dalam Menghadapi Tanggap Darurat Pandemi Covid-19. *Journal of Community Dedication and Development (Pengabdian Kepada Masyarakat)*, 1(1), 50-59.
- Sutopo. (2006). *Metodologi Penelitian Kualitatif*. Surakarta: UNS.
- Tahir, M. (2011). *Pengantar Metodologi Penelitian Pendidikan*. Makassar: Universitas Muhammadiyah Makassar.
- Tirkkonen, P. & Luoma-aho, V. (2011). Online Authority Communication During an Epidemic: A Finnish Example, *Public Relations Review*, Vol. 37, pp. 173-174.
- Tobin, G. A. & Begley, C. M. (2004). Methodological Rigour within a Qualitative Framework. *Journal of Advanced Nursing*, 43, 388-396. <https://doi.org/10.1111/j.1365-2648.2004.03207.x>
- Venus, A., Octavianti, M., Karimah, K. E., & Arifin, H. S. (2020). Komunikasi krisis Forum Ekonomi Kreatif Kabupaten Bandung Barat menghadapi pandemi Covid-19. *Jurnal Manajemen Komunikasi*, 5(1), 117-134. <https://journal.unpad.ac.id/manajemen-komunikasi/article/view/29799/pdf>.
- Vraga, E. K.. & Bode, L. (2018). I do not believe you: how providing a source corrects health misperceptions across social media platforms. *Information, Communications and Society*, 2(10), 1337-1353. <https://www.tandfonline.com/doi/abs/10.1080/1369118X.2017.1313883>
- Wang, Y., Hao, H., & Sundahl Platt, L. (2021). Examining risk and crisis communications of government agencies and stakeholders during early-stages of COVID-19 on Twitter. *Computers in Human Behavior*, 114, 106568. <https://pubmed.ncbi.nlm.nih.gov/32982038/>
- Wasesa, A. S. (2006). *Strategic Public Relation*. Jakarta: Gramedia.
- White, J., & Mazur, L. (1995). *Strategic Communication Management: Making Public Relations Work*. Cambridge: Wokingham Addison-Wesley.
- WHO. (2015). Risk communication: frequently asked questions, dalam <https://www.who.int/risk-communication/faq/en/>.

- WHO. (2017). Communicating Risk in Public Health Emergencies. A WHO Guideline for Emergency Risk Communication (ERC) Policy and Practice, dalam <https://apps.who.int/iris/handle/10665/259807>.
- WHO. (2020). *Coronavirus Disease 2019 (COVID-19)*. Situation Report-51, dalam https://www.who.int/docs/default-source/coronaviruse/situation-reports/20200311-sitrep-51-covid-19.pdf?sfvrsn=1ba62e57_10.
- Wirtz, B. W., Muller, W. M., & Weyerer, J. C. (2021). Digital pandemic response systems: a strategic management framework against Covid-19. *International Journal of Public Administration*, 44(11-12), 896-906. <https://www.tandfonline.com/doi/full/10.1080/01900692.2020.1858316>
- Wray, R., Rivers, J., Whitworth, A., Jupka, K., & Clements, B. (2006). Public perceptions about trust in emergency risk communication: qualitative research findings. *International Journal of Mass Emergencies and Disasters*, 24(1), 45-75. <http://ijmed.org/articles/373/download/>
- Yunita, L. D. (2021). *Puskesmas Dinilai Lambat Dalam Tracing Covid-19, Ini Penyebabnya*, dalam <https://www.rmoljawatengah.id/puskesmas-dinilai-lambat-dalam-tracing-covid-19-ini-penyebabnya>.
- Yusuf, M. D. (2022). *Angka Kasus Covid-19 di Kota Semarang Naik, Ratusan Warga Kembali Terpapar*, dalam <https://regional.kompas.com/read/2022/11/21/191204278/angka-kasus-covid-19-di-kota-semarang-naik-ratusan-warga-kembali-terpapar>

