

DAFTAR PUSTAKA

- Alexander, Donald. 2015. *What digital skills are required by future public relations practitioners and can the academy deliver them?*. Prism Journal.Vol.13. No. 1.
- Allsop, D. T, Bassett, B. and Hoskins, J. A. 2007. *Word of Mouth Research: Principles and Applications*. Journal of Advertising. vol. 47, no. 4, pp. 398-411.
- Ardianto, Elvinaro. 2001. *Public Relations on the Net: Sebuah Perspektif Baru Humas*. Mediator. Vol. 2. No. 1.
- Argenti, A. P. 2009. *Corporate Communication*. New York: McGraw-Hill.
- Black, Sam. 1994. *Practical Public Relations*. New Delhi: Universal Book.
- Breakenridge, Deirdre. 2012. *Social Media and Public Relations:Eight New Practice for PR Professional*. New Jersey: Pearson Education, Inc.
- Broom, G. M. 2009. *Cutlip & Center's Effective Public Relations (Tenth Edition)*. New Jersey: Pearson Education, Inc.
- Butterick, Keith. 2013. *Pengantar Public Relations, Teori dan Praktik*. Jakarta: Rajawali Pers.
- Coombs, W. T., & Holladay, S. 2014. *It's Not Just PR : Public Relations in Society (Second Edition)*. UK: John Wiley and Sons, Inc.
- Cornelissen, Joep. 2004. *Corporate Communication: Theory & Practice*. London:SAGE Publications Ltd.
- Creeber, G. & Martin, R. 2009. *Digital Cultures: Understanding New Media*. Berkshire England: Open University Press.
- Cutlip, Scoot M, Allen H, Center & Broom, Glen M. 2006. *Effective Public Relations, Edisi Kesembilan*. Jakarta: Penerbit Kencana.
- Dietrich, Gini. 2014. *Spin Sucks: Communication and Reputation Management in the Digital Age*. London: Que Publishing.
- Flew, Terry. *New Media*. 2005. New York: Oxford University Press.
- Fraser, P. Seitel. 2014. *The Practice of Public Relation*. Jakarta: Erlangga.
- Gallagher, Christine. "Create Visibility For Your Business on Facebook: Top Ten Ways." Articlesbase. 1 April 2009.
- Griffin, W. Ricky and Ronald, J. Ebert. 2006. *Business Eighth Edition*. Texas: Central Texas College.
- Grunig James E. 1992. *Excellences in Public Relations and Communication Management*. New Jersey: Lawrence Erlbraum Associates Publisher.
- Grunig, James E. 2009. *Paradigms of Global Public Relations in an age of digitalization*.Prism6(2):<http://hraxis.massey.ac.nzlprismonlinejourn.html>.
- Hirsch, P. Buell. 2018. *Clicks or commitment: activism in the age of social media*. Journal of Business Strategy, pp. 55-58.
- Holtz, S. 2002. *Public Relations on the Net: Winning Strategies to Inform and Influence the Media, the Investment Community, the Government, the Public, and More! 2nd Ed*. New York: Amacom.
- Hong, H. 2013. *Government websites and social media's influence on government-public relationships*. Public Relations Review, 346-356.

- Hou, J. Z. 2016. *Managing social media for strategic communication in a New Zealand university: Implications from a case study*. Prism 13(1): <http://www.prismjournal.org/homepage.html>
- Hrdinová, Jana, Helbig, Natalie., Peters, Catherine Stollar. 2010. *Designing Social Media Policy For Government: Eight Essential Elements*. New York: The Research Foundation Of State University Of New York.
- Jeffkins, Frank. 2004. *Public Relations, Edisi Kelima*. Jakarta: Penerbit Erlangga.
- Jenkins, H. David, T. 2003. *Democracy an New Media*. London: The MIT Press.
- Kaplan, A. & HaenLein M., 2010. *User Of The World, Unite! The. Challenges and Opportunities Of Social Media*. Business Horizons.
- Kelleher, Tom. 2007. *Public Relations Online; Lasting concepts for changing media*. USA: Sage Publications
- Khan, G. F. 2017. *Social Media for Government : A Practical Guide to Understanding, Implementing, and Managing Social media Tools in the Public Sphere*. Singapore: Springer Nature.
- Kusumajanti, Purnama, Mega, dan Priliantini, Anjang. 2018. Diseminasi Informasi Publik Oleh Humas Kementerian Kelautan dan Perikanan Republik Indonesia dalam Meningkatkan *Public Awareness* (Studi Kasus Terkait Larangan Penggunaan Pukat Hela dan Pukat Trawl pada Nelayan di Kepulauan Seribu). *Jurnal Komunikasi, Media dan Informatika*, Vol. 7 No. 3/November 2018.
- Lee, M., Neely, G., & Stewart, K. 2012. *The Practice of Government Public Relations*. US: Taylor & Francis Group.
- Lievrouw, A Leah. 2006. *The Handbook of New Media*. Thousands Oaks, London: Sage Publications.
- Lister, M., 2009, *New Media: A Critical Introduction*. New York: Routledge.
- Littlejohn, Stephen W. dan Foss, Karen A. 2009. *Encyclopedia of Communication Theory*. California: SAFE Publications, Inc.
- Luttrell, Regina. 2015. *Social Media: How to Enggae, Share and Connect*. London Rowman & Littlefield Publishers.
- Macnamara, J. 2010. *Public communication practices in the Web 2.0-3.0 mediascape*. The case for PRevolution. *PRism*, 1-13.
- McCay-Peet, L., & Quan-Haase, A. (2016). *A model of social media engagement: user profiles, gratifications, and experiences*. Information & Media Studies
- McLennan, Asleigh., & Gwyneth V.J. 2010. *Social Networks And The Challenges for Public Relations*. Asia Pacific Public Relations Journal, Vol.11.
- McQuail, Denis. 2010. *McQuail's Mass Communication Theory, Sixth Edition*. London: SAGE Publications, Ltd.
- Miles, Matthew B. & A. Michael Huberman. 2009. *Analisis Data Kualitatif*. Jakarta: UI-Press
- Motion, J., & Heath. L. R., & Leitch S. 2016. *Social Media and Public Relations*. New York: Routledge
- Mozorov, Evgeny. 2009. *From slacktivism to activism. Foreign policy*, pp. 43-50.
- Nasrullah, Rulli. 2015. *Media Sosial; Perspektif Komunikasi, Budaya, dan Sosioteknologi*. Bandung: Simbiosis Rekatama Media.

- Nasrullah, Rulli. 2016. *Media Sosial*. Bandung: PT Remaja Rosdakarya.
- Onggo, B. Julius. 2004. *Cyber Public Relations*. Jakarta: Elex Media Komputindo.
- Philips, D., & Young, P. 2009. *Online Public Relations: A Practical Guide to Developing an Online Strategy in the World of Social Media*, 2nd ed. London: Kogan Page.
- Porumbescu, G. 2016. *Comparing the Effects of E-Government and Social Media Use on Trust in Government: Evidence from Seoul, South Korea*. Management Review. Vol. 18, 1308-1334.
- Putra, I. G. Ngurah. 2008. *Manajemen Hubungan Masyarakat*. Jakarta: Universitas Terbuka.
- Reitz, Amy. 2012. *Social Media's Function in Organizations: A Functional Analysis Approach*. Global Media Journal. Vol-5. Issue 2, pp.41-56
- Robert, L. H., and Michael, J. P. 2008. *Organizations and Public Policy Challenges*. Strategic Issues Management. pp. 400-412
- Safko, Lon. 2012. *The Social Media Bible. 3rd Edition*. Canada: John Wiley & Sons.
- Sastropetro, Santoso, R.A. 1990. *Pendapat Khalayak dalam Komunikasi Sosial*. Bandung: Remaja Rosdakarya.
- Smith, Ronald, D. 2005. *Strategic Planning for Public Relations, Second Edition*. New Jersey: Lawrence Erlbaum Associates, Inc.
- Solis, B. (2010). *Engage: The Complete Guide for Brands and Businesses to Build, Cultivate and Measure Success on the Web*. New Jersey: John Wiley & Sons.
- Solis, Brian and Breakenridge, Deirdre. 2009. *Putting the Public Back in Public Relations: How Social Media is Reinventing the Aging Business of PR*. UK: FT Press.
- Sommerfeldt E. J., Kent M. L., and Maureen Taylor. 2012. *Activist practitioner perspectives of website public relations: Why aren't activist websites fulfilling the dialogic promise*. Public Relation Review. pp. 303-312.
- Sugiyono. 2011. *Metode Penelitian Kualitatif Kuantitatif dan R&D*. Bandung: Alfabeta.
- Suprawoto. 2018. *Government Public Relations, Perkembangan & Praktik di Indonesia*. Jakarta: Prenadamedia Group.
- Theaker, Alison. 2012. *The public relation handbook*, 4th ed. New York, USA: Routledge.
- Valentini, Chiara., Dean Kruckeberg. 2011. *New and Social Media: The Meaning and The Use of Communication Technologies in Public Relations*. Research Conference. Global for Public Relations.
- Van Dijk. (2013). *The Network Society*. London: SAGE Publications.
- Vinerean, S. (2017). Importance of Strategic Social Media Marketing. *Expert Journal of Marketing*, 28-35.
- Wahyuni, Hermin Indah. 2013. *Kebijakan Media Baru di Indonesia*. Yogyakarta: Gadjah Mada University Press.

- Wirdz B., Daiser P., Merman M. 2018. *Social Media as a Leverage Strategy for Open Government: an Explanatory Study*. International Journal of Public Administration. Vol. 41, 590-603.
- Wright, Donald K, dan Michele, D Hinson. 2008. *How Blog and Social Media are Changing Public Relations and the Way it is Practiced*. *Public Relations Journal*. vol. 2, no. 2, pp. 1-21
- Wright, Donald K, dan Michele, D Hinson. 2010. *An Analysis Of New Communications Media Use In Public Relations: Results Of A Five-Year Trend Study*. *Public Relations Journal*. Vol. 4, No. 2.
- Yin, Robert K. 2003. *Case Study Research, Design and Methods, Third Edition*. California: SAGE Publications, Inc.