

**DAFTAR PUSTAKA**

- Bennett, D. M. (2014). How do emergency managers use social media platforms? *Journal of Emergency Management (Weston, Mass.)*, 12(3), 251–256.
<https://doi.org/10.5055/JEM.2014.0178>
- Bernard, N. R., 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*, 102375. <https://doi.org/10.1016/j.ijdrr.2021.102375>
- Civelek, M. E., Cemberci, M., & Eralp, N. E. (2016). The Role of Social Media in Crisis Communication and Crisis Management. *International Journal of Research in Business and Social Science (2147-4478)*, 5(3), 111–120. <https://doi.org/10.20525/ijrbs.v5i3.279>
- Comfort, L. K. (2007). Crisis management in hindsight: Cognition, communication, coordination, and control. *Public Administration Review*, 67(SUPPL. 1), 189–197.
<https://doi.org/10.1111/j.1540-6210.2007.00827.x>
- Coombs, W. T. (2007). Crisis Management and Communications. *Institute for Public Relations, December*, 1–14.
- Databoks. (2016). *Indonesia Pengguna Twitter Terbesar Ketiga di Dunia / Databoks*.
<https://databoks.katadata.co.id/datapublish/2016/11/22/indonesia-pengguna-twitter-terbesar-ketiga-di-dunia>
- Eriksson, M., & Olsson, E. K. (2016). Facebook and Twitter in Crisis Communication: A Comparative Study of Crisis Communication Professionals and Citizens. *Journal of Contingencies and Crisis Management*, 24(4), 198–208. <https://doi.org/10.1111/1468-5973.12116>
- Finch, K. C., Snook, K. R., Duke, C. H., Fu, K. W., Tse, Z. T. H., Adhikari, A., & Fung, I. C. H. (2016). Public health implications of social media use during natural disasters, environmental disasters, and other environmental concerns. *Natural Hazards 2016 83:1*, 83(1), 729–760. <https://doi.org/10.1007/S11069-016-2327-8>
- Gittelman, S., Lange, V., Gotway Crawford, C. A., Okoro, C. A., Lieb, E., Dhingra, S. S., & Trimarchi, E. (2015). A New Source of Data for Public Health Surveillance: Facebook Likes. *J Med Internet Res 2015;17(4):E98* <Https://Www.Jmir.Org/2015/4/E98>, 17(4), e3970. <https://doi.org/10.2196/JMIR.3970>
- Guo, J., Liu, N., Wu, Y., & Zhang, C. (2021). Why do citizens participate on government social media accounts during crises? A civic voluntarism perspective. *Information and Management*, 58(1). <https://doi.org/10.1016/j.im.2020.103286>
- Hughes, A. L., St. Denis, L. A., Palen, L., & Anderson, K. M. (2014). Online public communications by police & fire services during the 2012 Hurricane Sandy. *Conference on Human Factors in Computing Systems - Proceedings*, 1505–1514.
<https://doi.org/10.1145/2556288.2557227>
- Jin, Y., Liu, B. F., & Austin, L. L. (2011). Examining the Role of Social Media in Effective Crisis Management: The Effects of Crisis Origin, Information Form, and Source on Publics' Crisis Responses. <Http://Dx.Doi.Org/10.1177/0093650211423918>, 41(1), 74–

94. <https://doi.org/10.1177/0093650211423918>

- Lage, D. A., & Brant, L. N. C. (1998). The Growing Influence of Non-Governmental Organizations : Chances and Risks. *Anuario Brasileiro De Direito Internacional*, 1, 79–93.
- Lassa, J. A. (2018). Roles of Non-Government Organizations in Disaster Risk Reduction. *Oxford Research Encyclopedia of Natural Hazard Science*. <https://doi.org/10.1093/ACREFORE/9780199389407.013.45>
- Li, K., Lu, W., Liang, C., & Wang, B. (2019). Intelligence in Tourism Management: A Hybrid FOA-BP Method on Daily Tourism Demand Forecasting with Web Search Data. *Mathematics 2019, Vol. 7, Page 531*, 7(6), 531. <https://doi.org/10.3390/MATH7060531>
- Liu, B. F., Jin, Y., Briones, R., & Kuch, B. (2012). Managing Turbulence in the Blogosphere: Evaluating the Blog-Mediated Crisis Communication Model with the American Red Cross. <Http://Dx.Doi.Org/10.1080/1062726X.2012.689901>, 24(4), 353–370. <https://doi.org/10.1080/1062726X.2012.689901>
- Measured,S. (2014). How to Analyze the Metrics that Matter - The Complete Guide to Twitter Analytics. Retrieved from <https://www-users.cs.york.ac.uk/alistair/research/Social%20media/CompleteGuidetoTwitterAnalyticsSimplyMeasured.pdf>
- Mikusova. (2014). *Crisis Management Modeling*. 11(October), 1–90.
- Mondal, D., Chowdhury, S., & Basu, D. (2015). Role of Non Governmental organization in Disaster Management. *Research Journal of Agricultural Sciences*, 6(April), 1485–1489.
- Monica Anderson and Andrea Caumont. (2014, September 24). *How social media is reshaping news / Pew Research Center*. Pew Research Center. <https://www.pewresearch.org/fact-tank/2014/09/24/how-social-media-is-reshaping-news/>
- Neuendorf, K. A., & Kumar, A. (2015). Emerging trends in content analysis. *The International Encyclopedia of Political Communication*, 1(May), 1–10. <https://doi.org/10.1002/9781118541555.wbiepc065>
- Ngai, C. S. B., Singh, R. G., Lu, W., & Koon, A. C. (2020). Grappling With the COVID-19 Health Crisis: Content Analysis of Communication Strategies and Their Effects on Public Engagement on Social Media. *J Med Internet Res 2020;22(8):E21360* <Https://Www.Jmir.Org/2020/8/E21360>, 22(8), e21360. <https://doi.org/10.2196/21360>
- Park, H., & Reber, B. H. (2010). Using public relations to promote health: A framing analysis of public relations strategies among health associations. *Journal of Health Communication*, 15(1), 39–54. <https://doi.org/10.1080/10810730903460534>
- Park, J., Cha, M., Kim, H., & Jeong, J. (2012). Managing bad news in social media: A case study on Domino's Pizza crisis. *ICWSM 2012 - Proceedings of the 6th International AAAI Conference on Weblogs and Social Media*, 282–289.
- Ranjit, Y. S., Lachlan, K. A., Basaran, A. M. B., Snyder, L. B., & Houston, J. B. (2020). Needing to know about the crisis back home: Disaster information seeking and disaster media effects following the 2015 Nepal earthquake among Nepalis living outside of



Nepal. *International Journal of Disaster Risk Reduction*, 50, 101725.

<https://doi.org/10.1016/J.IJDRR.2020.101725>

Reynolds, B., & Seeger, M. W. (2005). Crisis and Emergency Risk Communication as an Integrative Model. <Https://Doi.Org/10.1080/10810730590904571>, 10(1), 43–55.
<https://doi.org/10.1080/10810730590904571>

Robert, B., Ulmer, R., Sellnow, T. L., & Seeger, M. W. (2019). *Second Edition EFFECTIVE CRISIS COMMUNICATION Moving From Crisis to Opportunity* UNIVERSITAT LIECHTENSTEIN.

Roy, K. C., Hasan, S., Sadri, A. M., & Cebrian, M. (2020). Understanding the efficiency of social media based crisis communication during hurricane Sandy. *International Journal of Information Management*, 52, 102060.
<https://doi.org/10.1016/J.IJINFOMGT.2019.102060>

Seeger, M. W. (2006). Best Practices in Crisis Communication: An Expert Panel Process. <Http://Dx.Doi.Org/10.1080/00909880600769944>, 34(3), 232–244.
<https://doi.org/10.1080/00909880600769944>

Seeger, M. W., & Padgett, D. R. G. (2010). From Image Restoration to Renewal: Approaches to Understanding Postcrisis Communication.
<Http://Dx.Doi.Org/10.1080/15358590903545263>, 10(2), 127–141.
<https://doi.org/10.1080/15358590903545263>

Shaluf, I. M., Ahmadun, F. R., & Said, A. M. (2001). A review of disaster and crisis. *Disaster Prevention and Management: An International Journal*, 12(1), 24–32.
<https://doi.org/10.1108/09653560310463829>

Shi, P. (2012). On the role of government in integrated disaster risk governance—Based on practices in China. *International Journal of Disaster Risk Science*, 3(3), 139–146.
<https://doi.org/10.1007/s13753-012-0014-2>

Shimizu, K. (2020). 2019-nCoV, fake news, and racism. *The Lancet*, 395(10225), 685–686.
[https://doi.org/10.1016/S0140-6736\(20\)30357-3](https://doi.org/10.1016/S0140-6736(20)30357-3)

Spence, P. R., Lachlan, K. A., Lin, X., & del Greco, M. (2015). Variability in Twitter Content Across the Stages of a Natural Disaster: Implications for Crisis Communication.
Communication Quarterly, 63(2), 171–186.
<https://doi.org/10.1080/01463373.2015.1012219>

Starbird, K., Palen, L., Hughes, A. L., & Vieweg, S. (2010). Chatter on The Red: What Hazards Threat Reveals about the Social Life of Microblogged Information Human Factors INTRODUCTION: A FLOOD OF DATA. *Proceedings of the 2010 ACM Conference on Computer Supported Cooperative Work - CSCW '10*.
<https://doi.org/10.1145/1718918>

Tang, L., Li, J., Du, H., Li, L., Wu, J., & Wang, S. (2021). Big Data in Forecasting Research: A Literature Review. *Big Data Research*, 27, 100289.
<https://doi.org/10.1016/J.BDR.2021.100289>

Teichmann, L., Bridgman, A., Nossek, S., Loewen, P. J., Owen, T., Ruths, D., & Zhilin, O. (2020). Public health communication and engagement on social media during the



- COVID-19 pandemic [Preprint]. *OSF Preprints*, July.
https://www.researchgate.net/publication/343243240_Public_Health_Communication_and_Engagement_on_Social_Media_during_the_COVID-19_Pandemic
- Utz, S., Schultz, F., & Glocka, S. (2013). Crisis communication online: How medium, crisis type and emotions affected public reactions in the Fukushima Daiichi nuclear disaster. *Public Relations Review*, 39(1), 40–46. <https://doi.org/10.1016/J.PUBREV.2012.09.010>
- Vera-Burgos, C. M., & Griffin Padgett, D. R. (2020). Using Twitter for crisis communications in a natural disaster: Hurricane Harvey. *Helyon*, 6(9), e04804. <https://doi.org/10.1016/J.HELION.2020.E04804>
- Wang, Y., Hao, H., & Platt, L. S. (2021). Examining risk and crisis communications of government agencies and stakeholders during early-stages of COVID-19 on Twitter. *Computers in Human Behavior*, 114(September 2020), 106568. <https://doi.org/10.1016/j.chb.2020.106568>
- Weible, C. M., Nohrstedt, D., Cairney, P., Carter, D. P., Crow, D. A., Durnová, A. P., Heikkila, T., Ingold, K., McConnell, A., & Stone, D. (2020). COVID-19 and the policy sciences: initial reactions and perspectives. *Policy Sciences*, 53(2), 225–241. <https://doi.org/10.1007/s11077-020-09381-4>
- Wendling, C., & Radisch, J. (2015). *The use of social media in crisis communication*. 24, 75–108. <https://doi.org/10.1787/9789264249127-6-en>
- Wukich, C., Hu, Q., & Siciliano, M. D. (2019). Cross-Sector Emergency Information Networks on Social Media: Online Bridging and Bonding Communication Patterns. *American Review of Public Administration*, 49(7), 825–839. <https://doi.org/10.1177/0275074019861701>
- Xu, J. (2020). Does the medium matter? A meta-analysis on using social media vs. traditional media in crisis communication. *Public Relations Review*, 46(4), 101947. <https://doi.org/10.1016/j.pubrev.2020.101947>
- Yao, L., & Ngai, C. S. B. (2021). Engaging social media users with attitudinal messages during health crisis communication. *Lingua*, 103199. <https://doi.org/10.1016/J.LINGUA.2021.103199>