DAFTAR PUSTAKA

Buku

Arikunto, S. (2005). *Manajemen Penelitian*. Jakarta: Rineka Cipta.

Boserup, L. K. (2005). *An Introduction to Openness and Access to Information*. Copenhagen: Danish Institute.

Broom, G. M. (2009). *Cutlip & Center's effective public relations*. London: Pearson Education

Coombs, W. T. (2006). *Crisis Management: A Communicative Approach. Public Relations Theory II*. Carl H. Botan & Vincent Hazelton (eds.). Mahwah: Lawrence Erlbraum Associates.

Coombs, W. T. (2007). *Ongoing crisis communication: Planning, managing, and responding (2nd ed.)*. Los Angeles: Sage.

Coombs, W. T. (2010). *Parameters for Crisis. In W. T. Coombs, & S. J. Holladay, The Handbook of Crisis Communication (pp. 17-53)*. Chichester: Blackwell Publishing Ltd.

Coombs, W. T. (2015). *On Going Crisis Communication: Planning, Managing, and Responding 4th Edition*. California: Sage Publications.

Darbishire, H. (2010). *Proactive Transparency: The future of the right to information?*. World Bank.

Fairbanks, J. (2005). *Transparency in The Government Communication Process: The Perspective of Government Communicators*. Thesis of Brigham Young University, California.

Fearn-Banks, K. (2011). *Crisis Communications: A Casebook Approach*. New York: Routledge

Grunig, J. E., & Hunt, T. (1984). *Managing public relations*. New York: Holt, Rinehart and Winston.

Hariyanto, E. (2019). *Komunikasi Publik di Era Industri 4.0: Memetik Pelajaran dari Strategi Komunikasi Utang Pemerintah*. @ jualinbukumu.

Hendarso, E. S. (2007). *Metode Kualitatif*. Jakarta: Kencana Prenada Media Group.

Kriyantono, Rachmat. (2015). *Public Relations & Crisis Management (Pendekatan Critical Public Relations Etnografi Kritis &Kualitatif)*. Jakarta: Kencana.

Moleong, L. (1993). *Metodologi Penelitian Kualitatif*. Bandung: PT Remaja Rosadakarya.

Lee, M. (2012). Government public relations: What is it good for? In M. Lee, G. Neeley, & K. Stewart (Eds.), *The practice of government public relations (pp. 9–25)*. Boca Raton, FL: CRC Press.

Pratikno, dkk. (2012). *Kajian Implementasi Keterbukaan Informasi Publik Dalam Pemerintahan Lokal*. Yogyakarta: Fisipol UGM.

Subagiyo, dkk. (2009). *Anotasi Undang-undang Nomor 14 Tahun 2008 Tentang Keterbukaan Informasi Publik (Edisi Pertama)*. Jakarta: Komisi Informasi Pusat Republik Indonesia.

West, R., & Turner, L. H. (2008). *Pengantar teori komunikasi: analisis dan aplikasi*. Jakarta: Salemba Humanika.

Winarno, Budi. (2005). *Kebijakan Publik, Teori dan Proses (Edisi Revisi)*. Yogyakarta: Media Presindo.

Jurnal Daring

Al Farizi, S., & Harmawan, B. N. (2020). Data transparency and information sharing: Coronavirus prevention problems in Indonesia. *Indonesian Journal of Health*

Administration (Jurnal Administrasi Kesehatan Indonesia), 8, 35-50. https://doi.org/10.20473/jaki.v8i0.2020.35-50.

Athena, A., Laelasari, E., & Puspita, T. (2020). Pelaksanaan disinfeksi dalam pencegahan penularan covid-19 dan potensi risiko terhadap kesehatan di Indonesia. *Jurnal Ekologi Kesehatan*, 19(1), 1-20. https://doi.org/10.22435/jek.v19i1.3146.

Barsasella, D., Iman, A. T., Fadly, F., Uddin, M., Mohammed, A., Shaik, T., ... & Syed-Abdul, S. (2022, January). Information Flow and Data Gaps in COVID-19 Recording and Reporting at National and Provincial Levels in Indonesia. In *Healthcare*, (Vol. 10, No. 2, p. 204). MDPI. https://doi.org/10.3390/healthcare10020204.

Beattie, A., & Priestley, R. (2021). Fighting COVID-19 with the team of 5 million: Aotearoa New Zealand government communication during the 2020 lockdown. *Social sciences & humanities open*, 4(1). https://doi.org/10.1016/j.ssaho.2021.100209.

Becker, J. S., Potter, S. H., McBride, S. K., Wein, A., Doyle, E. E. H., & Paton, D. (2019). When the earth doesn't stop shaking: How experiences over time influenced information needs, communication, and interpretation of aftershock information during the Canterbury Earthquake Sequence, *New Zealand. International journal of disaster risk reduction*, 34, 397-411. https://doi.org/10.1016/j.ijdrr.2018.12.009.

Birkinshaw, P. (2002). Freedom of information in the UK and Europe: Further progress?. *Government Information Quarterly*, 19(1), 77-86. https://doi.org/10.1016/S0740-624X(01)00097-1.

Buergelt, P. T., Johnston, D. M., & Paton, D. (2009). Factors and processes influencing individual and community preparedness for a pandemic outbreak in New Zealand.

126

*Report to the Ministry of Health and the Ministry of Civil Defence and Emergency
Management*, Wellington, New Zealand.

Caceres, M. M. F., Sosa, J. P., Lawrence, J. A., Sestacovschi, C., Tidd-Johnson, A.,
Rasool, M. H. U., ... & Fernandez, J. P. (2022). The impact of misinformation on
the COVID-19 pandemic. *AIMS Public Health*, 9(2), 262.
https://doi.org/10.3934%2Fpublichealth.2022018.

Dang, H. L. (2021). Social media, fake news, and the COVID-19 pandemic: Sketching
the case of Southeast Asia. *Austrian Journal of South-East Asian Studies*, 14(1),
37-58. https://doi.org/10.14764/10.ASEAS-0054.

Dijkzeul, D., & Moke, M. (2005). Public communication strategies of international
humanitarian organizations. *International review of the Red cross*, 87(860), 673-
691. https://doi.org/10.1017/s1816383100184504.

Geoghegan, J. L., Moreland, N. J., Le Gros, G., & Ussher, J. E. (2021). New Zealand's
science-led response to the SARS-CoV-2 pandemic. Nature Immunology, 22,
262–263. https://doi.org/10.1038/s41590-021-00872-x.

Gray, L., MacDonald, C., Mackie, B., Paton, D., Johnston, D., & Baker, M. G. (2012).
Community responses to communication campaigns for influenza A (H1N1): a
focus group study. *BMC Public Health*, 12(1), 1-12. https://doi.org/10.1186/1471-
2458-12-205.

Grimmelikhuijsen, S. G., & Meijer, A. J. (2012). The effects of transparency on the
perceived trustworthiness of a government organization: Evidence from an online
experiment. *Journal of Public Administration Research and Theory*, 1–21
http://dx.doi.org/10.1093/jopart/mus048.

Grimmelikhuijsen, S. G., & Welch, E. W. (2012). Developing and testing a theoretical
framework for computer-mediated transparency of local governments. *Public*

Administration Review, 72(4), 562–571. https://doi.org/10.1111/j.1540-6210.2011.02532.x.

Haitami, M., & Rengganis, A. (2021). The Dilemma of Good Governance Implementation in Indonesia during the Pandemic of Corona Virus Disease (COVID-19). *JASSP*, 1(1), 55-67. https://doi.org/10.23960/jassp.v1i1.25.

Hong, H. (2013). Government websites and social media's influence on government-public relationships. *Public relations review*, 39(4), 346-356. https://doi.org/10.1016/j.pubrev.2013.07.007.

Hiebert, R. E. (2005). Commentary: New technologies, public relations, and democracy. *Public Relations Review*, 31(1), 1–9. https://doi.org/10.1016/j.pubrev.2004.11.001.

Ikhsan, S., Afiah, N. N., & Yudianto, I. (2021). Analysis of Factors Affecting the Level Of E-Government Implementation in West Java. *JASa (Jurnal Akuntansi, Audit dan Sistem Informasi Akuntansi)*, 5(1), 123-134. https://doi.org/10.36555/jasa.v5i1.1491.

Jamieson, T. (2020). "Go hard, go early": preliminary lessons from New Zealand's response to COVID-19. *The American Review of Public Administration*, 50(6-7), 598-605. https://doi.org/10.1177%2F0275074020941721.

Lee, C. P., Chang, K., & Berry, F. S. (2011). Testing the development and diffusion of e-government and e-democracy: A global perspective. *Public Administration Review*, 71(3), 444–454. https://doi.org/10.1111/j.1540-6210.2011.02228.x.

McGuire, D., Cunningham, J. E. A., Reynolds, K., & Matthews-Smith, G. (2020). Beating the virus: An examination of the crisis communication approach taken by New Zealand Prime minister Jacinda Ardern during the COVID-19 pandemic. Human

Resource Development International, 23(4), 361–379.
https://doi.org/10.1080/13678868.2020.1779543.

Mitroff, I., (1994). Crisis management and environmentalism: A natural fit. *California Management Review*, 36(2): 101–113. https://doi.org/10.2307%2F41165747.

Piotrowski, S. J., & Van Ryzin, G. G. (2007). Citizen attitudes toward transparency in local government. *The American review of public administration*, 37(3), 306-323. https://doi.org/10.1177%2F0275074006296777.

Rosenbaum, D. P., Graziano, L. M., Stephens, C. D., & Schuck, A. M. (2011). Understanding community policing and legitimacy-seeking behavior in virtual reality: A national study of municipal police websites. Police Quarterly, 14(1), 25-47. https://doi.org/10.1177%2F1098611110392722.

Searson, E. M., & Johnson, M. A. (2010). Transparency laws and interactive public relations: An analysis of Latin American government Web sites. *Public Relations Review*, 36(2), 120–126. https://doi.org/10.1016/j.pubrev.2010.03.003.

Song, C., & Lee, J. (2016). Citizens' use of social media in government, perceived transparency, and trust in government. *Public Performance & Management Review*, 39(2), 430-453. https://doi.org/10.1080/15309576.2015.1108798.

Srisadono, W. (2018). Komunikasi Publik Calon Gubernur Provinsi Jawa Barat 2018 dalam Membangun Personal Branding Menggunakan Twitter. *Jurnal Pustaka Komunikasi*, 1(2), 213-227.

Van Den Burg, S. (2004). Informing or empowering? Disclosure in the United States and the Netherlands. *Local Environment*, 9(4), 367-381. https://doi.org/10.1080/1354983042000246289.

Wein, A., Potter, S., Johal, S., Doyle, E., & Becker, J. (2016). Communicating with the public during an earthquake sequence: Improving communication of geoscience

by coordinating roles. *Seismological Research Letters*, 87(1), 112-118. https://doi.org/10.1785/0220150113.

Welch, E.W., & Hinnant, C. C. (2003). Internet use, transparency, and interactivity effects on trust in government. *Proceedings of the 36th Hawaii International Conference on System Sciences*. https://doi.org/10.1109/HICSS.2003.1174323.

Welch, E. W., Hinnant, C. C., & Moon, M. J. (2005). Linking citizen satisfaction with e-government and trust in government. *Journal of Public Administration Research and Theory*, 15(3), 371–391. https://doi.org/10.1093/jopart/mui021.

Situs dan Artikel *Webpage*

Economist Intelligence Unit. (2020). How well have OECD countries responded to the coronavirus crisis? *The Economist*. Diakses pada 6 Juni 2022. https://www.eiu.com/n/campaigns/oecd-countries-responded-to-the-coronavirus-crisis/.

Nugraheny, D. E. (2020, Maret 18). Pemerintah Luncurkan Situs Resmi Penanggulangan Covid-19 Untuk Masyarakat. *Kompas.com.* diakses pada 21 September 2021, dari https://nasional.kompas.com/read/2020/03/18/13095321/pemerintah-luncurkan-situs-resmi-penanggulangan-covid-19-untuk-masyarakat.

Putri, G. A. (2020, Maret 12). WHO Resmi Sebut Virus Corona Covid-19 sebagai Pandemi Global. *Kompas.com.* diakses pada 26 September 2021, dari https://www.kompas.com/sains/read/2020/03/12/083129823/who-resmi-sebut-virus-corona-covid-19-sebagai-pandemi-global?page=all.

Wilson, S. (2020, April 6). Three reasons why Jacinda Ardern's coronavirus response has been a masterclass in crisis leadership. *The Conversation*. Diakses pada https://theconversation.com/three-reasons-why-jacinda-arderns-coronavirus-response-has-been-a-masterclass-in-crisis leadership-135541.

Website resmi Satuan Tugas Penanganan COVID-19 https://covid19.go.id/

Website resmi Unite Against COVID-19 https://covid19.govt.nz/