

## DAFTAR PUSTAKA

### Buku

- Adler, R. B., Elmhorst, J., & Lucas, K. (2013) *Communicating at Work: Strategies for Success in Business and the Professions Eleventh Edition*. New York. McGraw Hill.
- Cornelissen, J. (2011). *Corporate communication. a guide to theory and praxis* (Fourth ed.). London: SAGE Publications Ltd.
- Creswell, J. W. (2014). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (Fourth ed.). Los Angeles. Sage Publications, Inc.
- Cutlip, S. M., Center, A. H., & Broom, G. M., (2011). *Effective Public Relations* Edisi Kesembilan. Terjemahan Tri Wibowo. Jakarta. Kencana.
- DeVito, J. A. (1997). *Komunikasi Antar Manusia. Edisi Kelima* Terjemahan Agus Maulana. Karisma Publishing Group.
- Dye, T. R. (1972). *Understanding Public Policy*. New Jersey. Prentice Hall Effendy, O. U. (2006). *Ilmu Komunikasi Teori dan Praktek*. Bandung: Remaja Rosdakarya.
- Flew, T . (2014). *New Media:An Introduction* (Second Canadian ed.). Don Mills. Oxford University Press.
- Gibson, J. L., Ivancevich, J. M., & Donnelly, J. H., (1997). *Manajemen*. Jilid 2, Edisi 9. Terjemahan Sularno Tjiptowardoyo & Imam Nurmawan. Jakarta. Erlangga.
- Gibson, J.W. & Hodgetts, R.M. (1991). *Organizational Communication: A Managerial Perspective* (Second ed.). New York: HarperCollins Publishers.
- Goldhaber, Gerald M. (1993). *Organizational Communication* (Sixth ed.). New York: McGraw Hill.
- Griffin, EM. (2012). *A First Look at Communication Theory* (Eighth ed.). New York. McGraw-Hill.
- Littlejohn, S. W. & Karen A. Foss. (2008). *Theories of Human Communication* (Ninth ed.). Belmont, California: Thomson Wadsworth
- Masmuh, A. (2008). *Komunikasi Organisasi dalam Perspektif Teori dan Praktek*. Malang: UPT Penerbitan UMM.
- McQuail, D. (2010). *Mass Communiaction Theory* (Sixth ed.). London: SagePublications
- Miles, M. B., & Huberman, A. M. (1994). *Qualitative Data Analysis* (Second ed.). California. SAGE Publication

- Muhammad, A. (2014). *Komunikasi Organisasi*. Jakarta. Bumi Aksara.
- Mumby, D. K., & Khun, T. R., (2019). *Organizational Communication: A Critical Introduction Second Edition*. London. Sage Publications, Inc.
- Notoatmodjo, S. (2012). *Metode Penelitian Kesehatan*. Jakarta : Rineka Cipta
- Pace, R. W., & Faules, D. F., (2015). *Komunikasi Organisasi: Strategi Meningkatkan Kinerja Perusahaan*, Terj. Deddy Mulyana. Bandung: PT Remaja Rosda Karya.
- Pophal, L. G., (2006). *The Essentials of Corporate Communications and Public Relations*. Harvard Business School Press.
- Rice, R. E., & Gattiker, U. E. (2001). New Media and Organizational Structuring. In F. Jablin, & L. Putnam (Eds.), *The New Handbook of Organizational Communication* (pp. 544-582). SAGE Publications.
- Rogers, E. M. (1986). *Communication Technology: The New Media in Society*. New York. The Free Press.
- Smith, M. R., & Marx, L. (1994). Does Technology Drive History?: The Dilemma of Technological Determinism. Cambridge, Mass. MIT Press.
- Sutrisno, E. (2010). *Budaya Organisasi*. Jakarta. Prenadamedia Group.
- Taprial, V. & Kanwar, P. (2012). *Understanding Social Media*. Ventus PublishingApS. ISBN 978-87-7681-992-7
- Yin, R. K. (2015). *Case Study Research: Design and Methods* (Fifth ed.). California. Sage Publications, Inc.

## Artikel Jurnal

- Arnold & Schneider. (2017). The Functionalities of Success – A Psychological Exploration of Mobile Messenger Apps” Success. Available at SSRN: <http://dx.doi.org/10.2139/ssrn.2941792>
- Bartol, K. M., & Srivastava, A. (2002). Encouraging Knowledge Sharing: The Role of Organizational Reward Systems. *Journal of Leadership & Organizational Studies*, 9(1), 64–76.
- Buettner, R. (2015). Analyzing the Problem of Employee Internal Social NetworkSite Avoidance: Are Users Resistant due to Their Privacy Concerns?. *2015 48th Hawaii International Conference on System Sciences*. DOI:10.1109/HICSS.2015.220
- Ewing, M., Men, L. R., & O’Neil, J. (2019). Using Social Media to Engage Employees: Insights from Internal Communication Managers. *International Journal of Strategic Communication*, 1–23.

- Fabre, M. (2015). Use of Social Media for Internal Communication: A Case Study in a Government Organisation. *Social Media for Government Services*, 51–74.
- Friedl, J., & Verčič, A. T. (2011). Media preferences of digital natives“ internal communication: A pilot study. *Public Relations Review*. 37(1), 84–86.
- Hidayat, S., & Lubis, M. S. I., (2019). Pengaruh Aplikasi WhatsApp Terhadap Penyebaran Informasi Kepada Pegawai Dinas Pekerja Umum Kecamatan Medan Kota (Studi Kasus di Unit Pelayanan Tugas Pekerjaan Umum Medan Kota). *Jurnal Network Media*. 2 (2). 74-113.
- James, M. A (2007). A Review of The Impact of New Media on Public Relations: Challenges for Terrain, Practice and Education. *Asia Pacific PublicRelations Journal*, 8 137-148.
- Jiang, H., & Men, L. R. (2015). Creating an engaged workforce: The impact of authentic leadership, transparent organizational communication, and worklife enrichment. *Communication Research*, 44(2), 225–243.
- Jumrad, O. T., & Sari, I. D. M., (2019). Fungsi Komunikasi dalam Organisasi Melalui Group Chat WhatsApp Online Oriflame. *Jurnal Common*. 3 (1). 104-114.
- Kahn, W. A. (1990). Psychological Conditions of Personal Engagement and Disengagement at Work. *Academy of Management Journal*, 33(4), 692–724.
- Kang, M. (2014). Understanding public engagement: Conceptualizing and measuring its influence on supportive behavioral intentions. *Journal of Public Relations Research*. 26(5), 399–416.
- Kaplan, A. M., & Haenlein, M. (2010). Users of the world, unite! The challenges and opportunities of Social Media. *Business Horizons*, 53(1), 59–68.
- Kurnia, N. (2005). Perkembangan Teknologi Komunikasi dan Media Baru: Implikasi terhadap Teori Komunikasi. *Mediator: Jurnal Komunikasi*. 6 (2), 291-296.
- Leftheriotis, I., & Giannakos, M. N. (2014). Using social media for work: Losing your time or improving your work? *Computers in Human Behavior*, 31, 134–142.
- Lemon, L., & Palenchar, M. (2018). Public relations and zones of engagement: Employees“ lived experiences and the fundamental nature of employee engagement. *Public Relations Review*, 44(1), 142–155.
- Leonardi, P. (2014). Social media, knowledge sharing, and innovation: Toward a theory of communication visibility. *Information Systems Research*, 25(4), 796–816.

- Leonardi, P. M., Huysman, M., & Steinfield, C. (2013). Enterprise Social Media: Definition, History, and Prospects for the Study of Social Technologies in Organizations. *Journal of Computer-Mediated Communication*, 19(1), 1–19.
- Macey, W. H., & Schneider, B. (2008). The meaning of employee engagement. *Industrial and Organizational Psychology*, 1(1), 3–30.
- Memah L., Pio R. J., & Karapang S. G., (2013). Pengaruh *Knowledge Sharing* Terhadap Kinerja Karyawan Kantor Perwakilan Bank Indonesia Provinsi Sulawesi Utara. *Jurnal Administrasi Bisnis*. 1 (4). 1-9.
- Mishra, K., Boynton, L., & Mishra, A. (2014). Driving Employee Engagement: The Expanded Role of Internal Communications. *Journal of BusinessCommunication*, 51(2), 183–202.
- Mulyadi, M.B., & Hasanah, A. (2019). Kesenjangan Karakteristik Antar Generasi dalam Pendidikan di Era Revolusi Indutri 4.0. Akses online pada: [https://www.researchgate.net/publication/334363382\\_KESENJANGAN\\_KARAKTERISTIK\\_ANTAR\\_GENERASI\\_DALAM\\_PENDIDIKAN\\_DI\\_ERA\\_REVOLUSI\\_INDUTRI\\_40](https://www.researchgate.net/publication/334363382_KESENJANGAN_KARAKTERISTIK_ANTAR_GENERASI_DALAM_PENDIDIKAN_DI_ERA_REVOLUSI_INDUTRI_40) diakses pada tanggal 07 Februasi 2022.
- Ningrum, N. A. P., & Pramonojati, T. A., (2019). Pengaruh Penggunaan Aplikasi WhatsApp Terhadap Efektivitas Komunikasi Organisasi Di Lingkungan Pegawai Dinas Pariwisata DIY. *e-Proceeding of Management*. 6 (1). 1680- 1690.
- Nisar, T. M., Prabhakar, G., & Strakova, L. (2018). Social media information benefits, knowledge management and smart organizations. *Journal ofBusiness Research*. <https://doi.org/10.1016/j.jbusres.2018.05.005>.
- Olivia, H., & Setyawan, T., (2020). Pola Komunikasi Melalui Media WhatsApp Sebagai Sumber Informasi Karyawan Bagian Operasional Di PT. Artisan Wahyu. *Jurnal Ilmu Komunikasi (J-IKA)*. 7 (2). 105-114.
- Rachman, R. F., & Marijan, K. (2021). Kebijakan Pemanfaatan Media Sosial Website, Facebook, dan Youtube Dinas Perpustakaan dan Kearsipan Surabaya. *Inovasi: Jurnal Politik dan Kebijakan*. 18 (1), 103 – 111.
- Rahmansari, R. (2017). Penggunaan Aplikasi WhatsApp dalam Komunikasi Organisasi Pegawai Dinas Lingkungan Hidup dan Kebersihan Sidoarjo. *Jurnal Ilmiah Manajemen Publik dan Kebijakan Sosial*. 1 (2). 77-90.
- Ramadani, T. (2020). Fungsi Komunikasi dalam Organisasi melalui GrupPercakapan WhatsApp Biro Fasilitasi Kebijakan Energi dan Persidangan Sekretariat Jenderal Dewan Energi Nasional. *Jurnal Wacara Kinerja*. 23(1). 43-62.
- Šajeva, S. (2014). Encouraging Knowledge Sharing among Employees: How Reward Matters. *Procedia - Social and Behavioral Sciences*. 156, 130–134.

- Saks, A. M. (2006). Antecedents and consequences of employee engagement. *Journal of Managerial Psychology*, 21(7), 600–619
- Sievert, H., & Scholz, C. (2017). Engaging employees in (at least partly) disengaged companies. Results of an interview survey within about 500 German corporations on the growing importance of digital engagement via internal social media. *Public Relations Review*, 43(5), 894–903.
- Spitzberg, B. H. (2006). Preliminary Development of a Model and Measure of Computer-Mediated Communication (CMC) Competence. *Journal of Computer-Mediated Communication*, 11(2), 629–666.
- Tariszka-Semegine, E. (2012). Organizational Internal Communication As A Means Of Improving Efficiency. *European Scientific Journal, ESJ*, 8(15), 86-96.
- Treem, J. W., & Leonardi, P. (2012). Social media use in organizations: Exploring the affordances of visibility, editability, persistence, and association. *Communication Yearbook*, 36, 143–189.
- Van den Hooff, B., & de Ridder, J. A. (2004). Knowledge sharing in context: the influence of organizational commitment, communication climate and CMC use on knowledge sharing. *Journal of Knowledge Management*, 8(6), 117– 130.
- Verčič, A. T., & Vokić, N. P. (2017). Engagement employees through internal communication. *Public Relations Review*, 43(5), 885–893.
- Wang, Y., & Kobsa, A. (2009). Privacy in Online Social Networking at Workplace. *International Conference on Computational Science and Engineering*. doi:10.1109/CSE.2009.438
- Welch, M. (2011). The evolution of the employee engagement concept: Communication implications. *Corporate Communications: An International Journal*, 16(4), 328–346.
- Wilson, D. O. (1992). Diagonal Communication Links Within Organizations. *Journal of Business Communication*, 29(2), 129–143.

## Tesis

- Junep, A., R. (2014). *Media Baru & Komunikasi Organisasi: Studi Kasus Pemanfaatan e-mail, Yahoo! Messenger, Lync, dan Portal Internal dalam Komunikasi Internal di PT Datacomm Diangraha pada Tahun 2012-2014*. (Thesis master). Retrieved from

[https://digilib.fisipol.ugm.ac.id/bitstream/handle/15717717/893/S2-THESIS\\_PUBLIC-2015-Annisa\\_Risecha\\_Junep-Completec96d023bab8b7370aae7108490cdf045.pdf](https://digilib.fisipol.ugm.ac.id/bitstream/handle/15717717/893/S2-THESIS_PUBLIC-2015-Annisa_Risecha_Junep-Completec96d023bab8b7370aae7108490cdf045.pdf)

Kusumaningtyas, N. (2013). *Penggunaan Intranet dalam Proses Komunikasi Internal dan Implikasinya Bagi Organisasi: Studi Kasus Penggunaan Intranet dalam Proses Komunikasi Internal dan Implikasinya Bagi Organisasi di Kementrian Perindustrian*. (Thesis master). Retrieved from [https://digilib.fisipol.ugm.ac.id/bitstream/handle/15717717/1586/S2-THESIS\\_PUBLIC-thn\\_terbit-Kusumaningtyas\\_Nurhidayati\\_-Completec6fd4fc30fa194ca2faf3be4f0ea8f96.pdf](https://digilib.fisipol.ugm.ac.id/bitstream/handle/15717717/1586/S2-THESIS_PUBLIC-thn_terbit-Kusumaningtyas_Nurhidayati_-Completec6fd4fc30fa194ca2faf3be4f0ea8f96.pdf)

Rooshanti, D. (2017) *Media Baru dan Komunikasi Organisasi: Studi Kasus pada Manajemen Komunikasi dalam Pengelolaan Portal Kolaborasi sebagai Sarana Komunikasi Internal pada Badan Pemeriksa Keuangan periode Januari 2016 - Juni 2017*. (Thesis master).

## **Peraturan**

Peraturan Menteri Keuangan Nomor 262/PMK.01/2016 tentang Organisasi dan Tata Kerja Instansi Vertikal Direktorat Jenderal Perbendaharaan.

Peraturan Menpan RB Nomor 83 Tahun 2012 tentang Pedoman Pemanfaatan Media Sosial Instansi Pemerintah.

Surat Edaran Menteri Keuangan Republik Indonesia Nomor SE-16/MK.01/2018 tentang Panduan Aktivitas dan Penggunaan Media Sosial Bagi Pegawai Kementerian Keuangan RI.

Keputusan Pejabat Pengelola Informasi Dan Dokumentasi Kementerian Keuangan Nomor KEP-2/PPID/2021 tentang Daftar Informasi Publik Kementerian Keuangan Tahun 2022

Keputusan Pejabat Pengelola Informasi Dan Dokumentasi Kementerian Keuangan Nomor KEP-3/PPID/2021 tentang Klasifikasi Informasi Yang Dikecualikan Kementerian Keuangan Tahun 2022

Keputusa Menteri Keuangan Nomor 223/KMK.01/2020, tentang. Implementasi Fleksibilitas Tempat Bekerja. (Flexible Working Space). Di Lingkungan Kementerian Keuangan.