



BIBLIOGRAPHY

- Berger, A. A. (2015). *Media and communication research methods: An Introduction to Qualitative and Quantitative Approaches*. SAGE Publications, Incorporated.
- Cassidy, W. P. (2007). Online News Credibility: An examination of the perceptions of newspaper journalists. *Journal of Computer-Mediated Communication*, 12(2), 478–498. <https://doi.org/10.1111/j.1083-6101.2007.00334.x>
- CNN. (2017). *CNN worldwide fact sheet*. CNN World. <https://cnnpressroom.blogs.cnn.com/cnn-fact-sheet/>
- CNN Indonesia. (2023a, March 1). *Perkembangan Penyelamatan Pilot Susi Air* [Video]. YouTube. https://www.youtube.com/watch?v=_RTks38VtwI
- CNN Indonesia. (2023b, April 6). Pihak susi air respons progres pembebasan pilot philip dari KKB. *CNN Indonesia*. <https://www.cnnindonesia.com/nasional/20230406094545-20-934308/pihak-susi-air-respons-progres-pembebasan-pilot-philip-dari-kkb>
- Correia, J. C., Siapera, E., & Veglis, A. (Eds.). (2012). Online journalism and civic life. In *The handbook of global online journalism* (pp. 101–118). Wiley Blackwell. <https://doi.org/10.1002/9781118313978>
- Coombs, W. T. (1995). Choosing the right words: The development of guidelines for the selection of the “Appropriate” crisis response strategies. *Management Communication Quarterly*, 8, 447–476.
- Coombs, W. T., & Holladay, S. J. (1996). Communication and Attributions in a Crisis: An Experimental Study in Crisis Communication. *Journal of Public Relations Research*, 8(4), 279–295. https://doi.org/10.1207/s1532754xjprr0804_04
- Coombs, W. T., & Holladay, S. J. (2010). *The Handbook of Crisis Communication*. Wiley-Blackwell.
- Coombs, W. T., Holladay, S. J., & White, K. L. (2020). Situational Crisis Communication Theory (SCCT) and Application in Dealing with Complex, Challenging, and Recurring Crises. *Routledge EBooks*, 165–180. <https://doi.org/10.4324/9780429330650-16>
- Diers-Lawson, A. (2017). Crisis Communication. *Oxford Research Encyclopedia of Communication*. <https://doi.org/10.1093/acrefore/9780190228613.013.397>
- Eisen, L., & Savel, R. H. (2009). What went right. *Chest*, 136(3), 910–917. <https://doi.org/10.1378/chest.09-0377>



Falco, G. (2018). Discourse strategies in governance genres: How corporations manage economic and financial crisis. *Cadaad Journal*, 115–134. <https://ricerca.uniba.it/handle/11586/220641>

Fraher, A. L. (2011). Hero-making as a defence against the anxiety of responsibility and risk: A case study of US airways flight 1549. *Organisational & Social Dynamics*, 11(1), 59–78. <https://research.birmingham.ac.uk/en/publications/hero-making-as-a-defense-against-the-anxiety-of-responsibility-an>

Grunig, J. E., & Hunt, T. (1984). *Managing Public Relations*. Wadsworth Publishing Company.

Grunig, J. (2005). Situational theory of publics. In R. Heath (Ed.), *Encyclopedia of Public Relations* (Vol. 1). Sage.

Hermida, A. (2012). Tweets and truth: Journalism as a discipline of collaborative verification. *Journalism Practice*, 6(5–6), 659–668. <https://doi.org/10.1080/17512786.2012.667269>

Jong, W., Dückers, M., & Van Der Velden, P. G. (2016). Crisis Leadership by Mayors: A qualitative content analysis of newspapers and social media on the MH17 disaster. *Journal of Contingencies and Crisis Management*, 24(4), 286–295. <https://doi.org/10.1111/1468-5973.12124>

Kogoya, Y. (2023). Responding to hostage crisis. *Green Left Weekly*, 1377, 12. <https://search.informit.org/doi/10.3316/informit.929556002099738>

Kementerian Perhubungan RI. (2023, February 5). 2023, Alokasi anggaran subsidi angkutan perintis naik. *Dephub.co.id*. <https://dephub.go.id/post/read/2023,-alokasi-anggaran-subsidi-angkutan-perintis-naik>

Michailidou, A., & Trenz, H.-J. (2015). The european crisis and the media: Media autonomy, public perceptions and new forms of political engagement. In H.-J. Trenz, C. Ruzza, & V. Guiraudon (Eds.), *Europe's prolonged crisis* (1st ed., pp. 232–250). Palgrave Macmillan London. <https://doi.org/10.1057/9781137493675>

Newman, N., Fletcher, R., Robertson, C., Eddy, K., & Nielsen, R. (2022). Digital news report 2022. In *Reuters Institute for the Study of Journalism*. Reuters Institute for the Study of Journalism.

Park, S., & Len-Ríos, M. E. (2010). Who Suffers? The Effect of Injured Party on Attributions of Crisis Responsibility. *The Handbook of Crisis Communication*, 591–606. <https://doi.org/10.1002/9781444314885.ch29>



Qingchun, Y. (2017). A study of Crisis Management based on Stakeholders Analysis model. *IOP Conference Series*, 94, 012042. <https://doi.org/10.1088/1755-1315/94/1/012042>

Rawlins, B. L. (2006). Prioritizing stakeholders for public relations. *Institute for Public Relations*.

Schreier, M. (2012). *Qualitative Content Analysis in Practice*. SAGE Publications Limited.

Schwarz, A. (2008). Covariation-based causal attributions during organizational crises: Suggestions for extending situational crisis communication theory. *International Journal of Strategic Communication*, 2: 31–53.

Vears, D. F., & Gillam, L. (2022). Inductive content analysis: A guide for beginning qualitative researchers. *Focus on Health Professional Education : A Multi-disciplinary Journal*, 23(1), 111–127. <https://doi.org/10.11157/fohpe.v23i1.544>

Voinea, C. L., & Van Kranenburg, H. (2017). Media Influence and Firms Behaviour: A Stakeholder Management perspective. *International Business Research*, 10(10), 23. <https://doi.org/10.5539/ibr.v10n10p23>

Walaski, P. (2011). *Risk and crisis communications: Methods and Messages*. John Wiley & Sons.

Watanabe, S. (2015, September 6). *CNN launches Indonesian channel*. Nikkei Asia. <https://asia.nikkei.com/Business/CNN-launches-Indonesian-channel>

Warsihantari, N. K. D., & Putra, I. G. N. (2018). Air Asia Crisis Communications Strategies and Malaysia Airlines: A Content analysis. *Jurnal Komunikasi Ikatan Sarjana Komunikasi Indonesia*, 3(1). <https://doi.org/10.25008/jkiski.v3i1.145>

Wayar, A. (2023, August 24). Could the Papua hostage situation have been prevented? *The Diplomat*. <https://thediplomat.com/2023/08/could-the-papua-hostage-situation-have-been-prevented/>

Weiner, B. (1985). An attributional theory of achievement, motivation and emotion. *Psychological Review*, 92(4), 548–573. <https://doi.org/10.1037/0033-295x.92.4.548>

Wirawan, L. G., Farendra, M. F., & Lintang, Y. (2022). Realitas Masyarakat Papua dalam Distorsi Representasi Media: Analisis Media Baru. *Jurnal HAM (Badan Penelitian Dan Pengembangan Hak Asasi Manusia)*, 13(3), 369. <https://doi.org/10.30641/ham.2022.13.369-38>