

## DAFTAR PUSTAKA

### Artikel Jurnal

- Adelaja, A. O., Labo, A., & Penar, E. (2018). Public Opinion on the Root Causes of Terrorism and Objectives of Terrorists: A Boko Haram Case Study. *Perspectives on Terrorism*, 12(3), 35–49. <https://www.jstor.org/stable/26453134>
- Alexandre, I., Jai-sung Yoo, J., & Murthy, D. (2021). Make Tweets Great Again: Who Are Opinion Leaders, and What Did They Tweet About Donald Trump? *Social Science Computer Review*, 089443932110088. <https://doi.org/10.1177/08944393211008859>
- Alvi, M. (2016, March 23). *A Manual for Selecting Sampling Techniques in Research*. Mpra.ub.uni-Muenchen.de. <https://mpa.ub.uni-muenchen.de/70218>
- Baik, J. (Sophia). (2020). Data privacy and political distrust: corporate “pro liars,” “gridlocked Congress,” and the Twitter issue public around the US privacy legislation. *Information, Communication & Society*, 25(9), 1–18. <https://doi.org/10.1080/1369118x.2020.1850839>
- Belfrage, S., Helgesson, G., & Lynøe, N. (2022). Trust and digital privacy in healthcare: a cross-sectional descriptive study of trust and attitudes towards uses of electronic health data among the general public in Sweden. *BMC Medical Ethics*, 23(1). <https://doi.org/10.1186/s12910-022-00758-z>
- Bowen, G. A. (2009). Document analysis as a qualitative research method. *Qualitative Research Journal*, 9(2), 27–40. <https://doi.org/10.3316/ORJ0902027>
- Cardno, C. (2019). Policy Document Analysis: A Practical Educational Leadership Tool and a Qualitative Research Method. *Educational Administration: Theory and Practice*, 24(4). <https://doi.org/10.14527/kuey.2018.016>
- Casero-Ripollés, A., Alonso-Muñoz, L., & Marcos-García, S. (2021). The Influence of Political Actors in the Digital Public Debate on Twitter About the Negotiations for the Formation of the Government in Spain. *American Behavioral Scientist*, 66(3), 307–322. <https://doi.org/10.1177/00027642211003159>
- Çela, E. (2015). Social Media as a New Form of Public Sphere. *European Journal of Social Sciences Education and Research*, 4(1), 195–200.

<https://doi.org/10.26417/ejser.v4i1.p195-200>

Chatfield, A. T., Reddick, C. G., & Brajawidagda, U. (2015). Government surveillance disclosures, bilateral trust and Indonesia–Australia cross-border security cooperation: Social network analysis of Twitter data. *Government Information Quarterly*, 32(2), 118–128. <https://doi.org/10.1016/j.giq.2015.01.002>

Cheong, H., Lyons, A., Houghton, R., & Majumdar, A. (2023). Secondary Qualitative Research Methodology Using Online Data within the Context of Social Sciences. *International Journal of Qualitative Methods*, 22. Sagepub. <https://doi.org/10.1177/16094069231180160>

Citrin, J. (1979). DO PEOPLE WANT SOMETHING FOR NOTHING: PUBLIC OPINION ON TAXES AND GOVERNMENT SPENDING. *National Tax Journal*, 32(2), 113–129. <https://doi.org/10.1086/ntj41863164>

Coombs, W. T., & Holladay, S. J. (2002). Helping crisis managers protect reputational assets. *Management Communication Quarterly*, 16(2), 165–186. <https://doi.org/10.1177/089331802237233>

Gao, L., & Brink, A. G. (2018). A Content Analysis of the Privacy Policies of Cloud Computing Services. *Journal of Information Systems*, 33(3), 93–115. <https://doi.org/10.2308/isvs-52188>

Hagemann, S., Hobolt, S. B., & Wratil, C. (2016). Government

Responsiveness in the European Union: Evidence From Council Voting. *Comparative Political Studies*, 50(6), 850–876. <https://doi.org/10.1177/0010414015621077>

Han, X., Wang, J., Zhang, M., & Wang, X. (2020). Using Social Media to Mine and Analyze Public Opinion Related to COVID-19 in China. *International Journal of Environmental Research and Public Health*, 17(8), 2788. <https://doi.org/10.3390/ijerph17082788>

Hansen, M. (2016). Data Protection by Design and by Default à la European General Data Protection Regulation. *Privacy and Identity Management. Facing up to next Steps*, 27–38. [https://doi.org/10.1007/978-3-319-55783-0\\_3](https://doi.org/10.1007/978-3-319-55783-0_3)

Hassan, J., Shehzad, D., Habib, U., Aftab, M. U., Ahmad, M., Kuleev, R., & Mazzara, M. (2022). The Rise of Cloud Computing: Data Protection, Privacy, and Open Research Challenges-A Systematic Literature Review (SLR). *Computational Intelligence and Neuroscience*, 2022, 8303504. <https://doi.org/10.1155/2022/8303504>

Heaton, J. (2008). Secondary analysis of qualitative data: an overview. *Historical Social Research*, 33(3), 33–45. <https://doi.org/10.12759/hsr.33.2008.3.33-45>

Hobolt, S. B., & Klemmensen, R. (2005). Responsive Government? Public Opinion and Government Policy Preferences in Britain and Denmark. *Political Studies*, 53(2), 379–402.

- <https://doi.org/10.1111/j.1467-9248.2005.00534.x>
- Hobolt, S., & Klemmensen, R. (2007). Government Responsiveness and Political Competition in Comparative Perspective. *Comparative Political Studies*, 41(3), 309–337. <https://doi.org/10.1177/0010414006297169>
- Hubert, R. B., Estevez, E., Maguitman, A., & Janowski, T. (2020). Analyzing and Visualizing Government-Citizen Interactions on Twitter to Support Public Policy-making. *Digital Government: Research and Practice*, 1(2), 1–20. <https://doi.org/10.1145/3360001>
- Jacoby, W. G. (2000). Issue Framing and Public Opinion on Government Spending. *American Journal of Political Science*, 44(4), 750. <https://doi.org/10.2307/2669279>
- Jung, K., & Park, H. W. (2014). Citizens' social media use and homeland security information policy: Some evidences from Twitter users during the 2013 North Korea nuclear test. *Government Information Quarterly*, 31(4), 563–573. <https://doi.org/10.1016/j.giq.2014.06.003>
- Kamila, S. (2020). Secondary Observation as a Method of Social Media Research: Theoretical Considerations and Implementation. *EUROPEAN RESEARCH STUDIES JOURNAL*, XXIII(Special Issue 2), 502–516. <https://doi.org/10.35808/ersj/1838>
- Li, J., Hou, J., & Xiao, R. (2017). Dynamic evolution of government's public trust in online collective behaviour: a social computing approach. *International Journal of Bio-Inspired Computation*, 9(1), 1. <https://doi.org/10.1504/ijbic.2017.10002823>
- Linde, J., & Peters, Y. (2018). Responsiveness, support, and responsibility. *Party Politics*, 26(3), 135406881876398. <https://doi.org/10.1177/1354068818763986>
- Lustarini, M., & Meliza. (2023). Legal Certainty of Personal Data Protection After the Ratification of Law Number 27 Year 2022. *The 5th Open Society Conference (OSC)*, 1, 312–322.
- Lynskey, O. (2014). DECONSTRUCTING DATA PROTECTION: THE “ADDED-VALUE” OF A RIGHT TO DATA PROTECTION IN THE EU LEGAL ORDER. *International and Comparative Law Quarterly*, 63(3), 569–597. <https://doi.org/10.1017/s0020589314000244>
- Lyu, J. C., & Luli, G. K. (2021). Understanding the Public Discussion About the Centers for Disease Control and Prevention During the COVID-19 Pandemic Using Twitter Data: Text Mining Analysis Study. *Journal of Medical Internet Research*, 23(2), e25108. <https://doi.org/10.2196/25108>
- McDermott, P. (2010). Building open government. *Government Information Quarterly*, 27(4), 401–413. <https://doi.org/10.1016/j.giq.2010.07.002>
- Mowen, J. C. (1980). Further Information on Consumer Perceptions of Product Recalls. *ACR North American Advances*, 7(1), 519–523.

Office of Responsible Research Practices,  
The Ohio State University. (2020, September 23). *Categories of research activities exempt from review by OSU institutional review boards*. Orrp.osu.edu; Ohio State University.  
[https://orrrp.osu.edu/files/2020/11/HSR-101-handouts\\_09.23.2020.pdf](https://orrrp.osu.edu/files/2020/11/HSR-101-handouts_09.23.2020.pdf)

Park, K. S. (2021). Data as Public Goods or Private Properties?: A Way Out of Conflict Between Data Protection and Free Speech. *UC Irvine Journal of International, Transnational, and Comparative Law*, 6(77), 77–102.

Park, M. J., Kang, D., Rho, J. J., & Lee, D. H. (2015). Policy Role of Social Media in Developing Public Trust: Twitter communication with government leaders. *Public Management Review*, 18(9), 1265–1288.  
<https://doi.org/10.1080/14719037.2015.1066418>

Patterson, A. N. (2018). YouTube Generated Video Clips as Qualitative Research Data: One Researcher's Reflections on the Process. *Qualitative Inquiry*, 24(10), 759–767.  
<https://doi.org/10.1177/1077800418788107>

Pereira, G., Rocha, M., & Poplin, A. (2012). e-Participation: Social Media and the Public Space. *ICCSA 2012*, 1, 491–501.

Pietsch, J., & McAllister, I. (2010). "A diabolical challenge": public opinion and climate change policy in Australia. *Environmental Politics*, 19(2), 217–236.  
<https://doi.org/10.1080/09644010903574509>

Raisa, J., Ulfat, M., Al Mueed, A., & Reza,

M. (2021). A Review on Twitter Sentiment Analysis Approaches. *2021 International Conference on Information and Communication Technology for Sustainable Development (ICICT4SD)*, 375–379.

Righettini, M. S. (2011). Institutionalization, Leadership, and Regulative Policy Style: A France/Italy Comparison of Data Protection Authorities. *Journal of Comparative Policy Analysis: Research and Practice*, 13(2), 143–164.  
<https://doi.org/10.1080/13876988.2011.555995>

Rosadi, S. D., Noviandika, A., Walters, R., & Aisy, F. R. (2022). Indonesia's personal data protection bill, 2020: does it meet the needs of the new digital economy? *International Review of Law, Computers & Technology*, 1–13.  
<https://doi.org/10.1080/13600869.2022.2114660>

Sabian, R., Supriyanto, A., & Sulistiowati. (2023). Public Sentiment Analysis of KOMINFO Data Leaking by Bjorka using Support Vector Machine. *International Conference on Computer Science, Information Technology and Engineering (ICCoSITE)*.  
<https://doi.org/10.1109/iccosite57641.2023.10127745>

Saechang, O., Yu, J., & Li, Y. (2021). Public Trust and Policy Compliance during the COVID-19 Pandemic: The Role of Professional Trust. *Healthcare*, 9(2), 151.  
<https://doi.org/10.3390/healthcare9020151>

Salem, I. E., Elkhwesky, Z., & Ramkissoon, H. (2021). A content analysis for

- government's and hotels' response to COVID-19 pandemic in egypt. *Tourism and Hospitality Research*, 22(1), 146735842110026. <https://doi.org/10.1177/14673584211002614>
- Shapiro, R. Y. (2011). Public Opinion and American Democracy. *Public Opinion Quarterly*, 75(5), 982–1017. <https://doi.org/10.1093/poq/nfro53>
- Sion, L., Dewitte, P., Van Landuyt, D., Wuyts, K., Emanuilov, I., Valcke, P., & Joosen, W. (2019). An Architectural View for Data Protection by Design. *2019 IEEE International Conference on Software Architecture (ICSA)*, 11–20. <https://doi.org/10.1109/ICSA.2019.000010>
- Sivan-Sevilla, I. (2022). Varieties of enforcement strategies post-GDPR: a fuzzy-set qualitative comparative analysis (fsQCA) across data protection authorities. *Journal of European Public Policy*, 1–34. <https://doi.org/10.1080/13501763.2022.2147578>
- Sudarwanto, A. S., & Kharisma, D. B. B. (2021). Comparative study of personal data protection regulations in Indonesia, Hong Kong and Malaysia. *Journal of Financial Crime*. <https://doi.org/10.1108/jfc-09-2021-0193>
- Sumirat, J. (2023). Data Breach In Indonesia: A Contemporary View. *INNOVATIVE: Journal of Social Science Research*, 3(6), 7768–7777. <https://doi.org/10.31004/innovati>
- Teixeira, G., da Silva, M., & Pereira, R. (2019). The critical success factors of GDPR implementation: a systematic literature review. *Digital Policy, Regulation and Governance*, 21(4), 402–418. <https://doi.org/10.1108/dprg-01-2019-0007>
- Tighe, J. R. (2010). Public Opinion and Affordable Housing: A Review of the Literature. *Journal of Planning Literature*, 25(1), 3–17. <https://doi.org/10.1177/0885412210379974>
- Tobin, C., Moodie, A. R., & Livingstone, C. (2011). A review of public opinion towards alcohol controls in Australia. *BMC Public Health*, 11(1). <https://doi.org/10.1186/1471-2458-11-58>
- Wang, Z., & Yu, Q. (2015). Privacy trust crisis of personal data in China in the era of Big Data: The survey and countermeasures. *Computer Law & Security Review*, 31(6), 782–792. <https://doi.org/10.1016/j.clsr.2015.08.006>
- Weng, S., Schwarz, G., Schwarz, S., & Hardy, B. (2021). A Framework for Government Response to Social Media Participation in Public Policy Making: Evidence from China. *International Journal of Public Administration*, 1–11. <https://doi.org/10.1080/01900692.2020.1852569>
- White, M. D., & Marsh, E. E. (2006). Content Analysis: A Flexible Methodology. *Library Trends*, 55(1), 22–45.
- Yavetz, G., & Aharony, N. (2023). Information under lockdown: A content analysis of government



communication strategies on Facebook during the COVID-19 outbreak. *Heliyon*, 9(4), e15562. <https://doi.org/10.1016/j.heliyon.2023.e15562>

Zhao, Y., Zhou, X., & Wang, T. (2020). The effect of online political deliberation on the effectiveness of government response. *International Journal of Crowd Science*, 4(3), 309–331. <https://doi.org/10.1108/ijcs-04-2020-0009>

### Buku

Coombs, W. T. (2017). Revisiting situational crisis communication theory: the influences of social media on crisis communication theory and practice. In *Social Media & Crisis Communication*. Routledge.

Coombs, W. T. (2023). Situational Crisis Communication Theory (SCCT): Refining and Clarifying a Cognitive-Based Theory of Crisis Communication. In *The Handbook of Crisis Communication*. Wiley.

Fombrun, C. J., & Riel, V. (2004). *Fame & fortune : How successful companies build winning reputations*. Pearson Education, Cop.

Jemielniak, D. (2019). *Socjologia internetu*. Wydawnictwo Naukowe Scholar.

Kożuch, B., Magala, S. J., & Paliszkievicz, J. (2018). *Managing Public Trust*. Springer.

Vasterman, P. (2018). *From media hype to Twitter storm : News explosions and their impact on issues, crises and public opinion*. Amsterdam University Press.

### Dokumen Publikasi

Danezis, G., Domingo-Ferrer, J., Hansen, M., Hoepman, J., Metayer, D., Tirtea, R., & Schiffner, S. (2014). *Privacy and Data Protection by Design - from Policy to Engineering*. European Union Agency for Network and Information Security.

Darmawan, J., Kusumaningtyas, A., Simanjuntak, R., Elaesiana, N., & Karim, P. (2021). *Persepsi Masyarakat Indonesia Terhadap Pelindungan Data Pribadi*. Center for Digital Society (CfDS) Fisipol UGM.

Delphia, R., & Harjono, M. (2021). *Persepsi Masyarakat atas Perlindungan Data Pribadi: Survei Nasional Tahun 2021*. Katadata Insight Center.

Kurnia, R. (2022). *The Rise of Hacktivism and Emerging Issues in Data Protection in Indonesia*.

### Referensi Video

detikcom. (2022, September 13). *Perisai yang Disiapkan Pemerintah Usai Heboh Serangan Hacker Bjorka*. YouTube.

<https://www.youtube.com/watch?v=bskV05ufP1U>

Kompas.com. (2022, September 14). [FULL] *Pemerintah Bentuk Satgas Hadapi Hacker Bjorka*. YouTube. <https://www.youtube.com/watch?v=P7KKX2eYrDs>

KOMPASTV. (2022a, September 13). *Bjorka Bocorkan Miliaran Data Pribadi, Apa Langkah Mitigasi Pemerintah?* YouTube. <https://www.youtube.com/watch?v=vnZiZ63jjgc>

KOMPASTV. (2022b, September 14). *Pemerintah Bentuk Tim Darurat untuk Tangani Serangan Siber, Salah Satunya Bjorka!* YouTube.

[https://www.youtube.com/watch?](https://www.youtube.com/watch?v=3vrsHVPyqL4)

[v=3vrsHVPyqL4](https://www.youtube.com/watch?v=3vrsHVPyqL4)

KOMPASTV. (2022c, September 15).

*Pemuda Madiun Ditangkap Diduga Terkait Peretas, Bjorka: Pemerintah Indonesia Salah Tangkap.* YouTube.

[https://www.youtube.com/watch?](https://www.youtube.com/watch?v=35CLxMrgxvo)

[v=35CLxMrgxvo](https://www.youtube.com/watch?v=35CLxMrgxvo)

KOMPASTV. (2022d, September 16).

*Bjorka Tiba-tiba Muncul & Sebut Polisi Salah Tangkap, Pakar Keamanan Siber: Dia Bukan Peretas.* YouTube.

[https://www.youtube.com/watch?](https://www.youtube.com/watch?v=yb4vbeXYhqs)

[v=yb4vbeXYhqs](https://www.youtube.com/watch?v=yb4vbeXYhqs)

Tribun Jateng. (2022, September 13).

*Jokowi Bikin Tim Khusus Respons Serangan Hacker Bjorka.* YouTube.

[https://www.youtube.com/watch?](https://www.youtube.com/watch?v=ymXSHEDoSyo)

[v=ymXSHEDoSyo](https://www.youtube.com/watch?v=ymXSHEDoSyo)

TribunnewsWIKI Official. (2022, September 13). *Respons Pemerintah soal Aksi Hacker Bjorka, Mahfud MD: Kita Buat Satgas Perlindungan Data.* YouTube.

[https://www.youtube.com/watch?](https://www.youtube.com/watch?v=prowPzbGIEk)

[v=prowPzbGIEk](https://www.youtube.com/watch?v=prowPzbGIEk)

tvOneNews. (2022a, September 13).

*Lawan Hacker Bjorka, Pemerintah Bentuk Timsus | Kabar Siang tvOne.* YouTube.

[https://www.youtube.com/watch?](https://www.youtube.com/watch?v=ouHduD6IqU)

[v=ouHduD6IqU](https://www.youtube.com/watch?v=ouHduD6IqU)

tvOneNews. (2022b). *Pemerintah Bentuk Tim untuk Cegah Serangan Hacker Bjorka | Kabar Petang Pilihan tvOne.* In YouTube.

[https://www.youtube.com/watch?](https://www.youtube.com/watch?v=VYxhIZU4VAY)

[v=VYxhIZU4VAY](https://www.youtube.com/watch?v=VYxhIZU4VAY)

## Undang-undang

Pemerintah Republik Indonesia. (2022).

*Undang-undang No. 27 Tahun*

*2022 tentang Perlindungan Data Pribadi.*

## Website

Amirullah. (2022, October 19). *UU PDP Disahkan, Pemalsu Data Pribadi Diancam Denda hingga Rp6 Miliar.* Tempo.

[https://nasional.tempo.co/read/16](https://nasional.tempo.co/read/1646858/uu-pdp-disahkan-pemalsu-data-pribadi-diancam-denda-hing)

[46858/uu-pdp-disahkan-pemalsu-](https://nasional.tempo.co/read/1646858/uu-pdp-disahkan-pemalsu-data-pribadi-diancam-denda-hing)

[data-pribadi-diancam-denda-hing](https://nasional.tempo.co/read/1646858/uu-pdp-disahkan-pemalsu-data-pribadi-diancam-denda-hing)

[ga-rp6-miliar#:~:text=TEMPO.CO](https://nasional.tempo.co/read/1646858/uu-pdp-disahkan-pemalsu-data-pribadi-diancam-denda-hing)

[%2C%20Jakarta%20%2D%20Pres](https://nasional.tempo.co/read/1646858/uu-pdp-disahkan-pemalsu-data-pribadi-diancam-denda-hing)

[iden](https://nasional.tempo.co/read/1646858/uu-pdp-disahkan-pemalsu-data-pribadi-diancam-denda-hing)

Chen, B. X. (2021, September 16). *The Battle for Digital Privacy Is Reshaping the Internet.* The New York Times.

[https://www.nytimes.com/2021/0](https://www.nytimes.com/2021/09/16/technology/digital-privacy.ht)

[9/16/technology/digital-privacy.ht](https://www.nytimes.com/2021/09/16/technology/digital-privacy.ht)

[ml](https://www.nytimes.com/2021/09/16/technology/digital-privacy.ht)

CNN Indonesia. (2022, September 15). *Kisah Kekaguman Netizen pada Bjorka, Ada Apa?* CNN Indonesia.

[https://www.cnnindonesia.com/te](https://www.cnnindonesia.com/teknologi/20220915041428-192-848029/kisah-kekaguman-netizen-pa)

[knologi/20220915041428-192-848](https://www.cnnindonesia.com/teknologi/20220915041428-192-848029/kisah-kekaguman-netizen-pa)

[029/kisah-kekaguman-netizen-pa](https://www.cnnindonesia.com/teknologi/20220915041428-192-848029/kisah-kekaguman-netizen-pa)

[da-bjorka-ada-apa](https://www.cnnindonesia.com/teknologi/20220915041428-192-848029/kisah-kekaguman-netizen-pa)

Fauzy, E. (2022, September). *Fenomena Bjorka dan Keniscayaan Perlindungan Data.* Detiknews.

[https://news.detik.com/kolom/d-](https://news.detik.com/kolom/d-6305860/fenomena--bjorka-dan-k)

[6305860/fenomena--bjorka-dan-k](https://news.detik.com/kolom/d-6305860/fenomena--bjorka-dan-k)

[eniscayaan-perlindungan-data](https://news.detik.com/kolom/d-6305860/fenomena--bjorka-dan-k)

Fahmi, I. (2022a, September 11). *SNA Bjorka.* X (Twitter).

[https://x.com/ismailfahmi/status/](https://x.com/ismailfahmi/status/1568849521513492480?s=20)

[1568849521513492480?s=20](https://x.com/ismailfahmi/status/1568849521513492480?s=20)

Fahmi, I. (2022b, September 22). *Tren Bjorka, Sambo, BBM.* X (Twitter).

[https://x.com/ismailfahmi/status/](https://x.com/ismailfahmi/status/1572980580928851970?s=20)

[1572980580928851970?s=20](https://x.com/ismailfahmi/status/1572980580928851970?s=20)

Herman. (2020, November 9). *Indonesia Has 197 Million Internet Users in 2020, APJII Survey Shows.* Jakarta Globe.

<https://jakartaglobe.id/tech/indonesia-has-197-million-internet-users-in-2020-apjii-survey-shows>

Kerry, C. F. (2018, July 12). *Why protecting privacy is a losing game today—and how to change the game*. Brookings; Brookings. <https://www.brookings.edu/research/why-protecting-privacy-is-a-losing-game-today-and-how-to-change-the-game>

Nabilla, F. (2022, September 2). *11 Daftar Kasus Kebocoran Data di Indonesia, Sebulan Tiga Kali Kejadian!* Suara.com. <https://www.suara.com/news/2022/09/02/115017/11-daftar-kasus-kebocoran-data-di-indonesia-sebulan-tiga-kali-kejadian>

Nurdiyansyah, M. (2022, September 22). *Memaknai Anomali Respons Publik terhadap "Hacker" Bjorka*. Detiknews. <https://news.detik.com/kolom/d-6306007/memaknai-anomali-respons-publik-terhadap-hacker-bjorka>

PricewaterhouseCoopers. (2021). *A privacy reset — from compliance to trust-building*. PwC. <https://www.pwc.com/us/en/services/consulting/cybersecurity-risk-regulatory/library/privacy-reset.html>

The Jakarta Post. (2021, October 24). *Cyberattacks cost Indonesian SMEs dearly in terms of revenue, reputation*. The Jakarta Post. <https://www.thejakartapost.com/news/2021/10/23/cyberattacks-cost-indonesian-smes-dearly-in-terms-of-revenue-reputation.html>