

- Aji, A. R., & Purworini, D. (2024). Strategi Respon Komunikasi Krisis Kemenkeu Pada Kasus Pejabat Pajak RAT (Analisis Berita Cnn Indonesia Dan Kompas. Com). *Jurnal Ilmu Komunikasi UHO: Jurnal Penelitian Kajian Ilmu Komunikasi dan Informasi*, 9(3), 515-530. <http://dx.doi.org/10.52423/jikuho.v9i3>.
- Amalia, A. M. C., & Putri, G. S. (2021). The Surabaya City Government's Crisis Communication Strategy Through "Bangga Surabaya" Media. *Diakom: Jurnal Media dan Komunikasi*, 4(1), 64-76.
- Anggriyani, B., & Ramadhan, A. J. (2023). Strategi Penanganan Krisis dalam Kajian Corporate Communication: Studi Kasus Manajemen Krisis Program Marsipature pada Perusahaan Tambang di Sumatra Utara. *COMMENTATE: Journal of Communication Management*, 4(1), 65–81. <https://doi.org/10.37535/103004120237>
- Arshad, S., Ikram, M., Yahya, M., & Nisar, Q. A. (2017). Does Celebrity Endorsement Influence Corporate Loyalty: Mediating Role of Corporate Credibility. *International Journal of Social Sciences, Humanities and Education*, 1(4), 308-319.
- Barone, K. K. (2014). *Analyzing Discourse of Renewal in Post-Crisis Organizational Resiliency Among Nonprofit Organizations*. Indiana University of Pennsylvania.
- Bonifasius, P. S. J. (2015). Manajemen Komunikasi Krisis Humas Lembaga Pemerintah (Studi Kasus: Pusat Komunikasi Publik Kementerian Energi dan Sumber Daya Mineral (ESDM) Menghadapi Pemberitaan Seputar Korupsi) Crisis Communications Management of Public Relations Government (Case Study: Public Communication Center of Ministry of Energy and Mineral Resources (ESDM) Facing The Corruption Issue. *Thesis*. Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Indonesia.
- Broom, G. M., Sha, B.-L., & Seshadrinathan, S. (2013). *Cutlip And Center's Effective Public Relations* (11th ed. International). Pearson Education.
- Chen, N. (2009). Institutionalizing Public Relations: A Case Study of Chinese Government Crisis Communication on The 2008 Sichuan Earthquake. *Public Relations Review*, 35 (3), 187–198. <https://doi.org/10.1016/j.pubrev.2009.05.010>
- Claeys, A. S., & Cauberghe, V. (2015). The Role of a Favorable Pre-Crisis Reputation in Protecting Organizations During Crises. *Public Relations Review*, 41(1), 64-71.
- Coombs, W. T. (2007). Protecting Organization Reputations During A Crisis: The Development and Application of Situational Crisis Communication Theory. *Corporate Reputation Review*, 10(3), 163-176.
- Coombs, W. T. (2019). *Ongoing Crisis Communication* (Fifth Edition). Sage Publications.
- Coombs, W. T., & Holladay, S. J. (Eds.). (2022). *The Handbook of Crisis Communication*. John

- Creswell, J. W. (2014). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*. Sage Publications.
- Cutlip, S. M. (1976). Public Relations in the Government. *Public Relations Review*, 2(2), 5–28. [https://doi.org/10.1016/S0363-8111\(76\)80001-X](https://doi.org/10.1016/S0363-8111(76)80001-X)
- Cutlip, S. M., Center, A. H., & Broom, G. M. (2011). *Effective Public Relations* (B.S. Tri Wibowo, Trans.). Kencana Prenada Media.
- Denzin, N. K., & Lincoln, Y. S. (2009). *Handbook of Qualitative Research*. (SZ Qudsy, Terjemahan). Pustaka Pelajar.
- Devlin, E.S. (2007). *The Crisis Management Planning and Execution*. Auerbach Publication.
- Dolea, A. (2012). Institutionalizing Government Public Relations In Romania After 1989. *Public Relations Review*, 38(3), 354–366. <https://doi.org/10.1016/j.pubrev.2011.12.008>
- Doorley, J, Garcia, H. F. (2015). Reputation Management the Key of Successful Public Relations and Corporate Communication. Taylor and Francis Group: New York.
- Dong, C., Zheng, Q., & Morehouse, J. (2023). What do we know about government public relations (GPR)? A systematic review of GPR in public relations literature. *Public Relations Review*, 49(1), 1-12.
- Edworthy, J., Hellier, E., Newbold, L., & Titchener, K. (2015). Passing Crisis and Emergency Risk Communications: The Effects of Communication Channel, Information Type, and Repetition. *Applied Ergonomics*, 48(1), 252-262.
- Fajar, A. (2011). Sistem Kendali dan Strategi Penanganan (Manajemen) Krisis dalam Kajian Public Relations. *Jurnal Aspikom*, 1(3), 279-286.
- Fearn-Banks, K. (2011). *Crisis communications: A Casebook Approach (4th ed.)*. Routledge.
- Fink, Steven. (2013). *Crisis Communication: The Definitive Guide to Managing the Message*. McGraww-Hill.
- Gelders, D., & Ihlen, Ø. (2010). Government Communication About Potential Policies: Public Relations, Propaganda or Both. *Public Relations Review*, 36(1), 59–62. <https://doi.org/10.1016/j.pubrev.2009.08.012>
- Graham, M. W., Avery, E. J., & Park, S. (2015). The Role of Social Media in Local Government Crisis Communications. *Public Relations Review*, 41(3), 386–394. <https://doi.org/10.1016/j.pubrev.2015.02.001>

- Grunig, J.E. (2008). Public Relations Management in Government and Business. In M. Lee (Ed.), *Government Public Relations: A Reader* (pp. 21–64). CRC Press, Taylor & Francis Group
- Grunig, J. E., & Grunig, L. A. (2013). *Excellence in Public Relations and Communication Management*. Routledge
- Grunig, J. E., & Grunig, L. A. (2016). Toward A Theory of The Public Relations Behavior of Organizations: Review of A Program of Research. *Public Relations Research Annual*, 37-74.
- Grunig, J & Hunt, T. (1984). *Managing Public Relations*. Holt, Rinehart & Winston.
- Guba, E. G., & Lincoln, Y. S. (1994). Competing Paradigms in Qualitative Research BT. In N. K. Denzin & Y. S. Lincoln (Eds.), *Handbook of Qualitative Research* (pp. 105–117). Sage Publications.
- Hidayat, A. (2018). Implementasi Kebijakan Menteri Agraria dan Tata Ruang Tentang Percepatan Pelaksanaan Pendaftaran Tanah Sistematis Lengkap di Kota Bandung. *Temali: Jurnal Pembangunan Sosial*, 1(1), 100-110. <https://doi.org/10.15575/jt.v1i1.2765>
- Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi. (2011). Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Nomor 29 Tahun 2011 tentang Pedoman Umum Pengelolaan Komunikasi Krisis di Lingkungan Instansi Pemerintah.
- Kim, M., & Cho, M. (2019). Examining The Role of Sense of Community: Linking Local Government Public Relationships and Community-Building. *Public Relations Review*, 45(2), 297–306. <https://doi.org/10.1016/j.pubrev.2019.02.002>
- Kovoor-Misra, S., & Nathan, M. (1999). Crisis Causation Re-Framed. *Central Business Review*, 18(2), 29-35.
- Kriyantono, R. (2019). Apologia Strategies and Ethical Aspects of Government Public Relations in a Crisis Situation. *Jurnal Representamen*, 5(2), 32-41.
- _____. (2018). *Public Relations, Issue & Crisis Management* (Pendekatan Critical Public Relations, Etnografi Kritis & Kualitatif). Kencana Prenada Media Group.
- Kriyantono, R., & Ameliyah, A. (2020). Perencanaan Darurat Menghadapi Krisis pada Kementerian dan Lembaga Nonstruktural. *Jurnal Ilmu Komunikasi*, 17(2), 167-184. <https://doi.org/10.24002/jik.v17i2.2191>
- Kriyantono, R., Amrullah A. A & Destrity, N. A. (2017). The Model of Public Relations Practices in Indonesia. *Global Journal of Business and Social Science Review* (GJBSSR), 5(3), 194-199.
- Kriyantono, R., & McKenna, B. (2017). Developing a culturally relevant public relations theory for Indonesia. *Malaysian Journal of Communication*, 33(1), 1-16.



UNIVERSITAS
GADJAH MADA

MANAJEMEN KOMUNIKASI KRISIS LEMBAGA PEMERINTAH (Studi Kasus Humas Kementerian Agraria Dan Tata Ruang/Badan Pertanahan Nasional (ATR/BPN) Dalam Menghadapi Krisis Reputasi Periode Maret 2022-Maret 2023)

Assyifa Gema Ayu Mandalika, Dr. Muhamad Sulhan, S.I.P., M.Si.
Universitas Gadjah Mada, 2024. <https://doi.org/10.24060/indonesianjournalofpublicrelations.v7i5.10586>

- Kriyantono, R. (2019). Research Strategies and Media Relations in Public Relations Practices. *KOMUNIKATIF: Jurnal Ilmiah Komunikasi*, 8(2), 178-190.
- Lee, M. (2008). Congressional Controversy Over The Federal Prohibition Bureau's Public Relations, 1922. *Public Relations Review*, 34(3), 276–278. <https://doi.org/10.1016/j.pubrev.2008.03.023>
- Lee, M. (2012). *Government Public Relations: What Is It Good For?*. CRC Press.
- Lee, M., Neeley, G., & Stewart, K. (Eds.). (2021). *The Practice of Government Public Relations*. Routledge.
- Lindsay, B. R. (2012). Social media and disasters: Current uses, future options, and policy considerations. In *Social Media and Disasters: Uses, Options, Considerations* (pp. 1–14). Nova Science Publishers, Inc.
- Liu, B., & Levenshus, A., B. (2012). *Crisis Public Relations for Government Communicators*. CRC Press.
- Liu, B. F., Levenshus, A., & Horsley, J. S. (2012). Communication Practices Of US Elected And Non-Elected Officials: Toward A New Model Of Government Communication. *Journal of Communication Management*, 16(3), 220–243. <https://doi.org/10.1108/13632541211245785>
- Malone, P. C., & Coombs, W. T. (2009). Introduction to Special Issue on Crisis Communication. *Journal of Public Relations Research*, 21(2), 121-122.
- Maryadi, E. (2020). Strategi Komunikasi Humas dalam Memperbaiki Citra Kementerian Pemuda dan Olahraga Republik Indonesia. *Jurnal Ekonomi, Sosial & Humaniora*, 2(01), 67-72.
- Miller, D. P., Heath, R. L. (2004). *Responding To Crisis: A Rhetorical Approach to Crisis Communication*. Lawrence Erlbaum.
- Nova, F. (2017). *Crisis Public Relations: Strategi PR Menghadapi Krisis, Mengelola Isu, Membangun Citra dan Reputasi Perusahaan*. Raja Grafindo Persada.
- Nurfadhilah, A., Rahmanto, A., & Muhammad, A. (2022). Crisis Communication by the Indonesian Government in Handling Covid-19. *KnE Social Sciences*, 7(5), 674–689. <https://doi.org/10.18502/kss.v7i5.10586>
- Patton, M. Q. (2002). Two Decades of Developments in Qualitative Inquiry: A personal, Experiential Perspective. *Qualitative Social Work*, 1(3), 261-283.
- Pradana, D., & Pawito, P. (2021). Implementation of Crisis Planning and Prevention in Crisis Communications in BPK. *International Journal of Multicultural and Multireligious Understanding*, 8(1), 307-312.

- Pratiwi, E. O. I., & Yustanti, W. (2021). Analisis Sentimen Kualitas Layanan Teknologi Pembayaran Elektronik Pada Twitter (Studi Kasus Ovo dan Dana). *Journal of Emerging Information System and Business Intelligence (JEISBI)*, 2(3), 47-54.
- Putra, G. N. A. A. (2013). Strategi Komunikasi Pemulihan Citra Humas Pemerintah Melalui Media Lokal (Studi Kasus Pasca Perseteruan Gubernur Bali dengan Media Balipost Tahun 2012). *Skripsi Sarjana*, Fakultas Ilmu Sosial dan Ilmu Politik Universitas Atma Jaya, Yogyakarta.
- Reynolds, B., & W. Seeger, M. A. T. T. H. E. W. (2005). Crisis and Emergency Risk Communication as An Integrative Model. *Journal of health communication*, 10(1), 43-55.
- Robertson, J. (2012). Tell it all? Challenging Crisis Communications Rules. *Public Relations Journal*, 6(1), 1-19.
- Rosady, R. (2014). *Manajemen Public Relations dan Media Komunikasi Konsepsi dan Aplikasi*. Raja Grafindo.
- Sannusi, S. N., & Siarap, K. (2014). Peranan Perhubungan Awam Dan Komunikasi Krisis: Kajian Terhadap Kementerian Kesihatan Malaysia Dalam Penanganan Wabak Sars (*The Role Of Public Relations and Communication Crisis: A Study on Handling of SARS Outbreak by Ministry of Health Malaysia*). *e-Bangi*, 9(2), 125.
- Sasmita, A. B., Rahayudi, B., & Muflikhah, L. (2022). Analisis Sentimen Komentar pada Media Sosial Twitter tentang PPKM Covid-19 di Indonesia dengan Metode Naïve Bayes. *Jurnal Pengembangan Teknologi Informasi dan Ilmu Komputer*, 6(3), 1208-1214.
- Satlita, L. (2013). Strategi Komunikasi dalam Menangani Krisis Organisasi. *Efisiensi: Kajian Ilmu Administrasi*, 5(2), 78-82. <https://doi.org/10.21831/efisiensi.v5i2.3847>
- Schultz, P. D., & Seeger, M. W. (1991). Corporate Centered Apologia: Iacocca in Defense of Chrysler. *Speaker and Gavel*, 28(1-4), 50-60.
- Seitel, F. P. (2017). *The Practice of Public Relations* (13th ed.). Pearson Education.
- Setiadarma, A. (2022). Strategi Media Relations Dalam Krisis. *Ikon: Jurnal Ilmiah Ilmu Komunikasi*, 27(2), 130-139. <https://doi.org/10.37817/ikon.v27i2.1899>
- Smith, D., & Elliott, D. (2007). Exploring The Barriers to Learning From Crisis: Organizational Learning and Crisis. *Management Learning*, 38(5), 519-538.
- Spence, P., Lachlan, K. & Griffin, D. (2007). Crisis Communication, Race and Natural Disasters. *Journal of Black Studies*, 37(4), 539-554. doi: [10.1177/0021934706296192](https://doi.org/10.1177/0021934706296192)



UNIVERSITAS
GADJAH MADA

MANAJEMEN KOMUNIKASI KRISIS LEMBAGA PEMERINTAH (Studi Kasus Humas Kementerian Agraria Dan Tata Ruang/Badan Pertanahan Nasional (ATR/BPN) Dalam Menghadapi Krisis Reputasi Periode Maret 2022-Maret 2023)

Assyifa Gema Ayu Mandalika, Dr. Muhamad Sulhan, S.I.P., M.Si.

Sulistiyanto, A. I. P., & Haniyetti, H. (2020). Model of Crisis Communication Management in the Perspective of Situational Crisis Communication Theory at the Transportation Ministry. *Jurnal Komunikasi Ikatan Sarjana Komunikasi Indonesia*, 5(2), 232–242. <https://doi.org/10.25008/jkiski.v5i2.408>

Subroto, S., Dwijayanti, A. I. P., & Yohanes, R. (2021). Indonesia Government's Responses to COVID-19: A Critical Review to Pre-Crisis and Crisis Phase. *Jurnal Interaksi: Jurnal Ilmu Komunikasi*, 5(2), 117-132.

Tseng, S., & Fogg, B. J. (1999). Credibility and Computing Technology. *Communications of the ACM*, 42(5), 39-44.

Ulmer, R. R., Seeger, M. W., & Sellnow, T. L. (2007). Post-crisis Communication and Renewal: Expanding The Parameters of Post-Crisis Discourse. *Public Relations Review*, 33(2), 130-134.

Ulmer, R. R., Sellnow, T. L., & Seeger, M. W. (2017). *Effective crisis communication: Moving from crisis to opportunity*. Sage Publications.

Utomo, D. W. F & Hanita, M. (2022). Strategi Kepemimpinan Krisis Dalam Menanggulangi Pandemi Covid-19 untuk Memastikan Ketahanan Nasional. *Jurnal Lemhannas RI*, 8(2), 193-211. <https://doi.org/10.55960/jlri.v8i2.322>

Wahyudi, F. & Suriat. (2022). Analisis Komunikasi Krisis Pemerintah Pusat Republik Indonesia (RI) Dalam Mengatasi Krisis Minyak Goreng. *Retorika Jurnal Kajian Komunikasi dan Penyiaran Islam*, 4(2), 114-127 <https://doi.org/10.47435/retorika.v3i1.577>

Waymer, D. (2013). Democracy and Government Public Relations: Expanding The Scope of "Relationship" in Public Relations Research. *Public Relations Review*, 39(4), 320–331. <https://doi.org/10.1016/j.pubrev.2013.07.015>

Wea, E. R. (2022). Komunikasi Krisis Dinas Pariwisata Diy (Studi Kasus Terkait Manajemen Komunikasi Krisis Dinas Pariwisata DIY Dalam Masa Adaptasi Kebiasaan Baru). Disertasi. Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Pembangunan Nasional "Veteran" Yogyakarta.

Wibawanti, A. P., Sutopo, & Rahmanto, A. N. (2019). Komunikasi Krisis Kementerian Pertanian Pada Kasus Penggerebekan Gudang Beras PT.IBU. *Jurnal Studi Komunikasi dan Media*, 23(1), 53-70.

Widhara, S. S. (2023). Manajemen Krisis Public Relations Polda Jabar Dalam Membangun Citra Positif Melalui Media Massa. *Indonesian Journal of Digital Public Relations (IJDPR)*, 2(1), 45-51.

Wulandari, S., & Rachmaria, L. (2019). Operasi Tangkap Tangan KPK Lima Kepala Daerah

- Kim, Y., Basnyat, I., & Meganck, S. (2023). The Role of Base Crisis Response and Dialogic Competency: Employee Response to COVID-19 Internal Crisis Communication. *Journal of Public Relations Research*, 35:1, 37-61, DOI: [10.1080/1062726X.2022.2148673](https://doi.org/10.1080/1062726X.2022.2148673)
- Yin, R. K. (2013). *Case Study Research: Design and Methods* (4th ed.). Sage Publications.
- Yue, L., Chen, W., Li, X., Zuo, W., & Yin, M. (2019). A Survey of Sentiment Analysis in Social Media. *Knowledge and Information Systems*, 60, 617-663.
- Yulianti, W., & Boer, R. (2020). Manajemen Krisis Public Relations dalam Menangani Penolakan Imunisasi Measles Rubella. *PRofesi Humas*, 4(2), 290-311. <http://dx.doi.org/10.24198/prh.v4i2.23700>

Dokumen Kementerian ATR/BPN

- Peraturan Menteri Agraria dan Tata Ruang/Kepala Badan Pertanahan Nasional Republik Indonesia Nomor 16 Tahun 2020 tentang Organisasi dan Tata Kerja Kementerian Agraria dan Tata Ruang/Badan Pertanahan Nasional.
- Laporan Media Monitoring Biro Humas Kementerian ATR/BPN Tahun 2022
- Laporan Media Monitoring Biro Humas Kementerian ATR/BPN Tahun 2023