

DAFTAR PUSTAKA

- Abdallah, M., Luscombe, C., & Kassim, S. (2025). Crisis management and customer adaptation: Pathways to entrepreneurial resilience. *Sustainability*, 17(9), 3759. <https://doi.org/10.3390/su17093759>
- Amali, M. T. (2019). Strategi Komunikasi Krisis Public Relations PT. Lion Mentari Airlines dalam Merespon Kasus Kecelakaan Pesawat Lion Air JT610. *Jurnal Audience: Jurnal Ilmu Komunikasi*, 2(2), 116-134.
- Al-Fatih, S., & Aditya, Z.F. (2019). *Hoax and the principle of legal certainty in Indonesian legal system. In Proceedings of the 1st International Conference on Business, Law And Pedagogy, ICBLP 2019, 13-15 February 2019, Sidoarjo, Indonesia.*
- Alpaslan, C. M., Green, S. E., & Mitroff, I. I. (2009). Corporate governance in the context of crises: Towards a stakeholder theory of crisis management. *Journal of Contingencies and Crisis Management*, 17(1), 38–49. <https://doi.org/10.1111/j.1468-5973.2009.00555.x>
- Ambarwati, I., Mirza, M., Yusa, M. Y., & Alamsyah, A. (2024). Peran public relations dalam mengatasi manajemen krisis: Studi kasus public relations officer Lion Air Group. *MASMAN: Master Manajemen Journal*, 2(1), 1–15.
- Aris, S. (2018). Crisis communication strategies in AirAsia QZ8501 crash: A case study. *Journal of Communication Studies*, 5(2), 45–60.
- Benoit, W. L. (2015). *Accounts, excuses, and apologies: Image repair theory and research (2nd ed.)*. New York: State University of New York Press.
- Bernstein, J. (2011). *Manager's guide to crisis management*. United States of America: McGraw Hill Professional.
- Black, C. (2003). *The PR Practitioner's: A Handbook*. New Delhi: Crest Publishing House.
- Brajawidagda, U. (2019). Analysis of Lion Air JT610 crash: Safety and operational failures. *Aviation Safety Journal*, 12(3), 112–130.
- Bromfield, M. A., & Jamieson, N. (2022). *Lion Air JT610 Boeing 737 Max 8 accident—human factors analysis. In Contemporary Ergonomics & Human Factors Conference 2022 (pp. 318-320). Chartered Institute of Ergonomics & Human Factors.*

- Brown, K. A., Ki, E.-J., & Lambiase, J. (2022). Post-crisis recovery and accountability in public relations. *Journal of Crisis Management*, 28(3), 45–67.
- Bundy, J., Pfarrer, M. D., Short, C. E., & Coombs, W. T. (2017). Crises and crisis management: Integration, interpretation, and research development. *Journal of Management*, 43(6), 1661–1692. <https://doi.org/10.1177/0149206316680030>
- Chapman, G., & Thomas, J. M. (2008). *The five languages of apology: How to experience healing in all your relationships*. Chicago, IL: Northfield Publishing.
- Coombs, W. T. (2021). *Ongoing Crisis Communication: Planning, Managing, and Responding*. California: Sage Publications.
- Coombs, W. T. (2015). *Applied crisis communication and crisis management: Cases and exercises*. California: SAGE Publications.
- Coombs, W. T. (2015). *Ongoing crisis communication: Planning, managing, and responding* (4th ed.). California: Sage Publications.
- Coombs, W.T. & Holladay, S.J. (2010). *The Handbook of Crisis Communication*. West Sussex: Blackwell Publishing Ltd.
- 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., & Holladay, S. J. (2002). Helping crisis managers protect reputational assets: Initial tests of the situational crisis communication theory. *Management Communication Quarterly*, 16(2), 165–186. <https://doi.org/10.1177/089331802237233>
- Condit, C. M. (2006). *Crisis resolution and self-improvement*. In R. L. Heath & H. D. O'Hair (Eds.), *Handbook of risk and crisis communication*. Routledge.
- Corbet, S., Efthymiou, M., Lucey, B., & O'Connell, J. F. (2021). *When Lightning Strikes Twice: The Tragedy-Induced Demise and Attempted Corporate Resuscitation of Malaysia Airlines*. *Annals of Tourism Research*, 87, 103109.
- Cornelissen, J. 2020. *Corporate Communication: A Guide to Theory & Practice*. London: Sage Publications.
- Damayanti, A., Delima, I. D., & Suseno, A. (2023). Pemanfaatan Sosial media Sebagai Media Informasi dan Publikasi (Studi Deskriptif Kualitatif pada Akun Instagram@ rumahkimkotatangerang). *Jurnal PIKMA: Publikasi Ilmu Komunikasi Media Dan Cinema*, 6(1), 173-190.
- Denzin, N. K. & Lincoln, Y. S. (2005). *The SAGE Handbook of Qualitative Research 3rd Edition*. London: Sage Publication

- Djarmiko, M.B. (2011). *Business Communication*. Bandung: Thabi' Press.
- Falkheimer, J. & Heide, M. 2023. *Strategic Communication: An Introduction to Theory and Global Practice, Second Edition*. Oxon; New York: Routledge.
- Fearn-Banks, K. (2017). *Crisis communications: A casebook approach* (5th ed.). New York: Routledge.
- Fearn-Banks, K. (2011). *Crisis communications: A casebook approach. Fourth Edition*. New York: Routledge.
- Fink, S. (1986). *Crisis management: Planning for the inevitable*. Lincoln, NE: iUniverse, Inc.
- Fink, S. (2013). *Crisis Communications: The Definitive Guide to Managing the Message*. New York: McGraw-Hill Education.
- Fitri, A. N., Fitri, F., Karim, A., & Rachmawati, F. (2021). Strategi Komunikasi Krisis Maskapai Penerbangan di Indonesia (Studi Analisis Komunikasi Krisis Adam Air, Air Asia dan Sriwijaya Air dalam Menghadapi Krisis Kecelakaan Pesawat melalui Prespektif Komunikasi Islam). *Jurnal Ilmiah Media, Public Relations, dan Komunikasi (IMPRESI)*, 1(2), 89-104.
- Firdausi, I. (2021). Gaduh Buzzer Politik di Era Jokowi. *KOMUNIKA*, 8(1). <https://doi.org/10.22236/komunika.v8i1.6979>
- Frandsen, F. & Johansen, W. (2017). *Organizational Crisis Communication: A Multivocal Approach*. London: SAGE Publications Ltd.
- Ganiem, L. M. & Kurnia, E. 2019. *Komunikasi Korporat: Konteks Teoretis dan Praktis, Edisi Pertama*. Jakarta: Kencana.
- Gerken, F., Van der Land, S. F., & van der Meer, T. G. L. A. (2016). Crisis in the air: An investigation of AirAsia's crisis-response effectiveness based on frame alignment. *Public Relations Review*, 42(5), 879–892.
- Griffin, A., Cordina, R., & Ross, C. (2020). Boeing's crisis communication during the 737 MAX grounding: Lessons in transparency and accountability. *Journal of Business Ethics*, 167(4), 567–582.
- Grundy, M., & Moxon, R. (2013). The effectiveness of airline crisis management on brand protection: A case study of British Airways. *Journal of Air Transport Management*, 28, 55–61.
- Hale, J. E., Dulek, R. E., & Hale, D. P. (2005). Crisis response communication challenges: Building theory from qualitative data. *Journal of Business Communication*, 42(2), 112–134. <https://doi.org/10.1177/0021943605274751>

- Hansson, J., & Vikström, T. (2011). Crisis awareness in aviation. *Journal of Risk Research*, 14(5), 567–583.
- Hearit, K. M., & Borden, S. L. (2006). Crisis management by apology: Corporate response to allegations of wrongdoing. In K. M. Hearit (Ed.), *Crisis management by apology: Corporate response to allegations of wrongdoing* (pp. 1–20). Lawrence Erlbaum Associates.
- Heath, R. L. (2010). *The SAGE Handbook of Public Relations*. California: SAGE Publications, Inc.
- Heath, R. L., & O’Hair, H. D. (Eds.). (2020). *Handbook of risk and crisis communication*. Routledge.
- Henry, O., & Martin, C. (2015). Initial crisis responses in organizational communication. *Journal of Public Relations Research*, 27(4), 320–335.
- Herkert, J. R., Borenstein, J., & Miller, K. W. (2020). The Boeing 737 MAX: Lessons for engineering ethics. *Science and Engineering Ethics*, 26(6), 2957–2974.
- Holladay, S. J. (2014). Crisis management: Best practices as an assessment for crisis communication. *Journal of Communication Management*, 18(1), 40–57.
- IATA. (2015). *Emergency response plan guidance*. International Air Transport Association.
- IATA. (2018). *Crisis management in aviation*. International Air Transport Association.
- ICAO. (2016). *Manual on the establishment of a state's safety oversight system*. International Civil Aviation Organization.
- Imran, A. I. (2017). *Komunikasi Krisis*. Daerah Istimewa Yogyakarta: Penerbit Deepublish.
- Jong, W., & Broekman, P. (2021). Crisis history and hindsight: A stakeholder perspective on the case of Boeing 737-Max. *Public Relations Inquiry*, 10(3), 253–272.
- Kahfie, I., Ramadan, M. C., Rafi, S., & Perawati, D. (2019). *The Crash of Boeing 737 Max 8 and It's Affect on Costumer Trust: Case on Lion Air Passenger*. *Global Research on Sustainable Transport and Logistic 2019 in Institut Transportasi Dan Logistik Trisakti*, 1.
- Kim, P. H., Ferrin, D. L., Cooper, C. D., & Dirks, K. T. (2004). *Removing The Shadow of Suspicion: The Effects of Apology Versus Denial for Repairing Competence-versus Integrity-Based Trust Violations*. *Journal of Applied Psychology*, 89(1), 104.

- Kurnia, S.S. (2005). *Jurnalisme Kontemporer*. Jakarta: Yayasan Obor Indonesia.
- Kriyantono. (2018). *Public Relations, Issue & Crisis Management (Pendekatan Critical Public Relations, Etnografi Kritis & Kualitatif)*. Jakarta: Kencana Prenada Media Group.
- Kriyantono, R. 2021. *Best Practice Humas (Public Relations) Bisnis dan Pemerintah: Manajemen Humas, Teknik Produksi Media Publisitas dan Public Relations writing*. Jakarata: Prenada Media.
- Linarwati, M., Fathoni, A., & Minarsih, M. M. (2016). Studi Deskriptif Pelatihan dan Pengembangan Sumberdaya Manusia serta Penggunaan Metode Behavioral Event Interview dalam Merekrut Karyawan Baru di Bank Mega Cabang Kudus. *Journal of Management* 2(2).
- Littlejohn, S., Foss, K. & Oetzel, J. (2017). *Theories of Human Communication (11th Edition)*. Illinois: Waveland Press.
- Maarif, P. S., & Burhanudin, B. (2021). Implementasi Penerapan Pemberian Ganti Kerugian Korban Kecelakaan Pesawat: Studi Kasus Lion Air JT-610 PK-LPQ. *Journal Of Legal Research*, 3(4), 627-652.
- Madsen, P. M., & Rodgers, Z. J. (2021). Boeing 737 MAX crisis: Regulatory failures and communication breakdowns. *Strategic Management Journal*, 42(5), 987–1010.
- Mitroff, I.I. (2005). *Why Some Companies Emerge Stronger and Better from a Crisis: Seven Essential Lessons for Surviving Disaster*. New York: AMACOM.
- Moleong, L.J. (2019). *Metodologi Penelitian Kualitatif*. Bandung: PT. Remaja Rosdakarya.
- Munter, M. 2012. *Guide to Managerial Communication: Effective BUiness Writing and Speaking, Ninth Edition*. New Jersey: Pearson.
- Nilasary, L., Yusuf, C., & Bakry, M. R. (2022). Keadilan Bagi Pihak Korban Dalam Release and Discharge Agreement Transportasi Udara Yang Dilegalisasi Oleh Notaris Dalam Kasus Kecelakaan Pesawat Lion Air Jt610. *COMSERVA: Jurnal Penelitian dan Pengabdian Masyarakat*, 2(6), 641-658.
- Novera, T. (2019). Strategi public relations lion air dalam menghadapi krisis jatuhnya pesawat JT610. *Jurnal Ranah Komunikasi (JRK)*, 3(1), 1-11.
- Othman, A. F., & Yusoff, S. Z. (2020). *Crisis Communication Management Strategies in MH370 Crisis with Special References to Situational Crisis Communication Theory*. *International Journal of Academic Research in Business and Social Sciences*, 10(4), 172-182.

- Panuju, R. (2021). *Spektrum Komunikasi Organisasi*. Jakarta: Kencana.
- Partao, Z. A. (2005). Optimalisasi fungsi media relations untuk keberhasilan komunikasi krisis. *KOMUNIKOLOGI: Jurnal Ilmiah Ilmu Komunikasi*, 2(1).
- Pinem, Y.A. (2021). *Corpus-Based Analysis of Online Hoax Discourse on Transportation Subject Picturing Indonesian Issue*. *Lingua Cultura*, 15(1), 39-50.
- Pratiwi, M., Musdalifah, F. S., Yusa, M. Y., & Rahmawati, A. (2022). *Crisis Management and Communication: Sriwijaya Air SJ182 Crash Flight*. In *3rd International Media Conference 2021 (IMC 2021)* (pp. 73-81). Atlantis Press.
- Priaardanto, C., & Andryawan, A. (2022). Tinjauan Yuridis Terhadap Larangan Upaya Hukum dalam Persetujuan Ganti Rugi Korban Kecelakaan Pesawat Lion Air JT610. *Prosiding SENAPENMAS*, 2(1), 912-920.
- Priscilla, G. M., Vidyarini, T. N., & Rusdianto, M. (2019). Citra Lion Air di Media Online Tribunnews.com Pasca Jatuhnya Pesawat Lion Air JT 610. *Jurnal E - Komunikasi*, 7(2), 2 –12.
- Puspitasari. (2016). *Komunikasi Krisis: Strategi Mengelola dan Memengankan Citra di Mata Publik*. Jakarta: Libri.
- Putri, A. W., Sutopo, J. K., & Rahmanto, A. N. (2019). Komunikasi Krisis Kementerian Pertanian Pada Kasus Penggerebekan Gudang Beras PT. IBU (Analisis Isi Kualitatif Menggunakan Situational Crisis Communication Theory). *Jurnal Studi Komunikasi Dan Media*, 23(1), 53-70.
- Putri, L. D. (2014). Krisis, ancaman atau peluang?!. *LONTAR: Jurnal Ilmu Komunikasi*, 3(1).
- Rahmawati, A. (2024). Navigating turbulence: Crisis communication strategies in Lion Air JT610 crash. *Journal of Communication and Media Studies*, 15(1), 78–95.
- Prihantoro, D. M., Wulandari, M. P., & Nasution, Z. (2024). Analisis Media Statement Kasus Lion Air Penerbangan Jt-610 Boeing 737 Max 8 Dengan Pendekatan Storytelling Michael L. Kent. *JURNAL KOMUNIKATIO*, 10(2), 99-112.
- Salanggon, M. L., & Kaddi, S. M. (2020). Peran Humas Pemerintah Kota Palu Dalam Menangani Isu Negatif Mengenai Penanganan Pasca Bencana Di Kota Palu Tahun 2018. *Kinesik*, 7(3), 252-264.
- Sami'un, Azizi, M., Rahayu, B., Lilis, L., & Siddiqa, H. (2024). Manajemen Krisis dan Kebencian: Persiapan dan Tanggap Cepat dalam Menghadapi Tantangan Kontemporer. *Community Development Journal: Jurnal Pengabdian Masyarakat*, 5(3), 4653-4659.

- Sheehan, M. & Quinn-Allan, D. (2015). *Crisis Communication in a Digital World*. Cambridge: Cambridge University Press.
- Silviani, I., Pardede, I. F., & Sembiring, D. C. (2020). Komunikasi Krisis dalam New Normal. *Message: Jurnal Komunikasi*, 9(1), 82-87.
- Silviani, I. (2020). *Public Relations Sebagai Solusi Komunikasi Krisis*. Surabaya: PT. Scoppindo Media Pustaka.
- Siregar, I. K., & Haeirina, K. P. (2021). Komunikasi Krisis Pt. Jouska Finansial Indonesia Dalam Pemulihan Citra Perusahaan. *Jurnal Pustaka Komunikasi*, 4(1), 1-10.
- Sugiyono. (2022). *Metode Penelitian Kualitatif. Untuk Penelitian yang Bersifat; Eksploratif, Enterpretif, Interaktif, dan Konstruktif*. Bandung: CV. Alfabeta.
- Suwandi, D., Putri, A. A., & Sami'un, A. (2023). Komunikasi Krisis dan Reputasi Digital. Daerah Istimewa Yogyakarta: Deepublish.
- Suwandi, Rahmatika, D.N., Indriasih, D., & Sugiartini, P. (2023). Manajemen Krisis Terkini: Strategi Adaptif Dalam Menghadapi Bencana Dan Tantangan Mendadak. *Jurnal Darma Agung*, 31(3), 473-482.
- Syahputra, I. 2019. *Media Relations: Teori, Strategi, dan Intelijen*. Depok: Rajawali Pers.
- Syam, H. M. & Azman, D. Y. (2022). Komunikasi Krisis Strategi Menjaga Reputasi Bagi Organisasi Pemerintah. 114.
- Ulmer, R. R., Sellnow, T. L., & Seeger, M. W. (2011). *Effective Crisis Communication: Moving From Crisis to Opportunity* (2nd ed.). Thousand Oaks, California: SAGE Publications.
- Vebriyanto, W., & Puspitawhardani, S. (2023). Strategi komunikasi krisis Batik Air dalam menghadapi serangan media sosial (Studi kasus: Pesawat Batik Air dalam penerbangan Kuala Lumpur - Jakarta pada 2022). *Kaganga: Jurnal Pendidikan Sejarah dan Riset Sosial-Humaniora*, 6(2), 1–15.
- Wibowo, A., Ruliana, P., & Yulianto, K. (2022). Komunikasi word of mouth (wom) sebagai penentu keputusan pembelian konsumen. *Humantech: Jurnal Ilmiah Multidisiplin Indonesia*, 2(3), 617-629.
- 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.

- Wijayanti, Y. T. (2022). Manajemen komunikasi krisis Desa Wisata Pulesari dalam menghadapi pandemi COVID-19. *JCommsci: Journal of Media and Communication Science*, 5(1), 26–38.
- Wijaya, S.H.B., Pawito, Yudiningrum, F.R., Alkhajar, E.N.S., & Sulihyantoro, A.B. (2020). Workshop Pendidikan Literasi Media Tentang Hoaks Di Ormas Islam Perempuan Aisyiyah. *Prosiding PKM-CSR, Vol. 2*.
- Wijaya, S.H.B. (2019). *Seri Literasi Media: Dari Hoax Hingga Hacking*. Yogyakarta: Buku Litera.
- Yin, R.K. (2018). *Case Study Research and Applications; Design and Methods*. Thousand Oaks, California: SAGE Publications, Inc.
- Youk, S., & Park, H. S. (2023). Why Scapegoating Can Ruin an Apology: The Mediated-Moderation Model of Appropriate *Crisis* Response Messages in The Context of South Korea. *Frontiers in psychology*, 13, 1082152.
- <https://www.blj.co.id/2013/10/17/kesuksesan-lion-air-we-make-people-fly-menembus-langit-nusantara/>
- <https://www.lionair.co.id/tentang-kami/armada-kami>
- <https://www.tribunnews.com/nasional/2018/10/29/data-lengkap-insiden-kecelakaan-lion-air-dari-tahun-ke-tahun?page=4>
- <https://nasional.kompas.com/read/2018/10/31/10195011/rusdi-kirana-soal-jt-610-dari-minta-maaf-hingga-siap-disanksi?page=all>