UNIVERSITAS GADJAH MADA
Praktik Komunikasi Asertif Dalam Pengelolaan Kecemasan (Studi Kasus Account Representative Wilayah Dalam Kegiatan Konseling Perpajakan di Kantor Pelayanan Pajak Pratama Karanganyar Pada Tahun 2025)
Samuel Rendy Hernawan, Dr. Muhamad Sulhan, S.IP., M.Si.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

DAFTAR PUSTAKA

Affandi, M. E. (2021). Urgensi Penyeragaman Pola Komunikasi Account Representative dan Perannya Dalam Peningkatan Efektivitas Pengawasan Kepatuhan Pajak. *Scientax: Jurnal Kajian Ilmiah Perpajakan Indonesia*, *3(1)*, 29–50.

Alberti, M., & Emmons, M. (2017). *Your Perfect Right Assertiveness and Equality in Your Life* (10th ed.). New Harbinger Publications, Inc.

Ames, D. (2009). Pushing up to a point: Assertiveness and effectiveness in leadership and interpersonal dynamics. In *Research in Organizational Behavior* (Vol. 29, pp. 111–133). https://doi.org/10.1016/j.riob.2009.06.010

Ames, D. R., & Flynn, F. J. (2007). What breaks a leader: The curvilinear relation between assertiveness and leadership. *Journal of Personality and Social Psychology*, *92*(2), 307–324. https://doi.org/10.1037/0022-3514.92.2.307

Laksana, A., Deden, D., Arifin, I., Hibatullah, R., & Albana, M. S. (2024). Peran Komunikasi Asertif dalam Hubungan Kerja yang Positif dan Produktif. *Konsensus : Jurnal Ilmu Pertahanan, Hukum Dan Ilmu Komunikasi*, *1*(6), 60–67. https://doi.org/10.62383/konsensus.v1i6.448

Awan, A. (2018). Teaching of Communication Skills through Learners' Centered Approach. *PEOPLE: International Journal of Social Sciences*, *4*(2), 1517–1527. https://doi.org/10.20319/pijss.2018.42.15171527

Bandura, A. (1991). Social Cognitive Theory of Self-Regulation. *Organizational Behavior and Human Decision Processes*, *50*, 248–287. https://doi.org/https://doi.org/10.1016/0749-5978(91)90022-L

Barlow, H. D. (2002). *Anxiety and its disorders: The nature and treatment of anxiety and panic, 2nd ed.* The Guilford Press.

Bippus, A. M., & Daly, J. A. (1999). What do people think causes stage fright?: Naïve attributions about the reasons for public speaking anxiety. *Communication Education*, *48*(1), 63–72. https://doi.org/10.1080/03634529909379153

Birt, L., Scott, S., Cavers, D., Campbell, C., & Walter, F. (2016). Member Checking: A Tool to Enhance Trustworthiness or Merely a Nod to Validation? *Qualitative Health Research*, *26*(13), 1802–1811. https://doi.org/10.1177/1049732316654870

Bohart, C. A., & Greenberg, S. L. (1997). *Empathy reconsidered: New directions in psychotherapy* (1st ed.). American Psychological Association. https://doi.org/https://doi.org/10.1037/10226-000

BPS Kabupaten Karanganyar. (2024). *Jumlah Rumah Tangga Usaha Peternakan Ayam Ras Petelur FS Menurut Kecamatan dan Pemanfaatan Produksi (rumah tangga),*

UNIVERSITAS GADJAH MADA
Praktik Komunikasi Asertif Dalam Pengelolaan Kecemasan (Studi Kasus Account Representative Wilayah Dalam Kegiatan Konseling Perpajakan di Kantor Pelayanan Pajak Pratama Karanganyar Pada Tahun 2025)
Samuel Rendy Hernawan, Dr. Muhamad Sulhan, S.IP., M.Si.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

2023. https://karanganyarkab.bps.go.id/id/statistics-table/1/MTA0NyMx/jumlah-rumah-tangga-usaha-peternakan-ayam-ras-petelur-fs-menurut-kecamatan-dan-pemanfaatan-produksi--rumah-tangga---2023.html

Braun, V., & Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative Research in Psychology*, *3(2)*, 77–101. https://doi.org/https://doi.org/10.1191/1478088706qp063oa

Creswell, J. W. (2013). *Qualitative inquiry and research design: Choosing among five approaches* (3rd ed.). SAGE Publications.

Creswell, J. W., & Creswell, D. J. (2018). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (5th ed.). SAGE Publications.

Creswell, J. W., & Poth, C. N. (2018). *Qualitative inquiry and research design: Choosing among five approaches* (4th ed.). SAGE Publications.

Denzin, N. K. (2009). *The Research Act : A Theoretical Introduction to Sociological Methods* (1st ed.). Routledge. https://doi.org/https://doi.org/10.4324/9781315134543

Egan, G. (2014). *The skilled helper: A problem-management and opportunity-development approach to helping*. Brooks/Cole, Cengage Learning.

Emerson, R. M. ., Fretz, R. I. ., & Shaw, L. L. . (2011). *Writing ethnographic fieldnotes*. The University of Chicago Press.

Gangl, K., Hofmann, E., & Kirchler, E. (2015). Tax authorities' interaction with taxpayers: A conception of compliance in social dilemmas by power and trust. *New Ideas in Psychology*, *37*, 13–23. https://doi.org/10.1016/j.newideapsych.2014.12.001

Gold, R. L. (1958). Roles in sociological field observations. *Social Forces*, *36(3)*, 217–223. https://doi.org/https://doi.org/10.2307/2573808

Hasseldine, D. J., & Bebbington, K. J. (1991). Blending economic deterrence and fiscal psychology models in the design of responses to tax evasion: The New Zealand experience. *Journal of Economic Psychology*, *12*, 299. https://doi.org/https://doi.org/10.1016/0167-4870(91)90018-O

Heider, F. (1958). *The Psychology of Interpersonal Relations*. John Wiley & Sons.

Hidayat, R., Suyuti, N., & Kasim, H. S. (2024). Komunikasi Asertif dalam Lingkungan Mahasiswa Ilmu Komunikasi Universitas Nahdatul Ulama Sulawesi Tenggara. *Jurnal Ilmiah Ilmu Sosial Dan Pendidikan*, *2(2)*, 339–344.

Janice, Purwanti, M., & Aisyah, A. (2023). Perbedaan Komunikasi Asertif Berdasarkan Empat Jenis Pola Asuh Pada Dewasa Muda di Jabodetabek. *Jurnal Ilmiah Psikologi MANASA Desember*, *12(2)*(2), 64–81.

Judijanto, L. (2025). The Role of Financial Literacy in Reducing Tax Anxiety and Improving the Effectiveness of Tax Planning. *West Science Accounting and Finance*, *3*(01), 107–113.

UNIVERSITAS GADJAH MADA
Praktik Komunikasi Asertif Dalam Pengelolaan Kecemasan (Studi Kasus Account Representative Wilayah Dalam Kegiatan Konseling Perpajakan di Kantor Pelayanan Pajak Pratama Karanganyar Pada Tahun 2025)
Samuel Rendy Hernawan, Dr. Muhamad Sulhan, S.IP., M.Si.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Kementerian Keuangan Republik Indonesia. (2021). *Peraturan Menteri Keuangan Republik Indonesia Nomor 45/PMK.01/2021 tentang Account Representative pada Kantor Pelayanan Pajak*. Berita Negara Republik Indonesia Tahun 2021. https://doi.org/https://jdih.kemenkeu.go.id

Kirchler, E., Hoelzl, E., & Wahl, I. (2008). Enforced versus voluntary tax compliance: The "slippery slope" framework. *Journal of Economic Psychology*, *29*(2), 210–225. https://doi.org/10.1016/j.joep.2007.05.004

KPP Pratama Karanganyar. (2024). *Monografi Fiskal KPP Pratama Karanganyar 2024*.

Merriam, B. S., & Tisdell, J. E. (2015). *Qualitative research: A guide to design and implementation*. Jossey-Bass.

Patton, M. Q. (2015). *Qualitative research & evaluation methods: Integrating theory and practice* (4th ed.). SAGE Publications.

Phillips, A. (2014). *Developing assertiveness skills for health and social care professionals*. Routledge.

Pramana, P. D. (2021). *Akomodasi komunikasi dalam pengelolaan kecemasan dan ketidakpastian: Studi fenomenologi penyesuaian komunikasi pegawai baru di KPP Pratama Batulicin tahun 2021* [Universitas Sebelas Maret]. https://repository.uns.ac.id/

Rahadi, A., Unde, A. A., & Bahfiarti, T. (2022). Komunikasi Interpersonal dalam pengelolaan kecemasan dan pengurangan ketidakpastian juru sita pajak dan wajib pajak pada Kantor Pelayanan Pajak Pratama Maros. *Jurnal Bahana Manajemen Pendidikan*, *11(1)*, 101–109. https://doi.org/10.24036/jbmp.v11i2.118059

Richards, J. M., & Gross, J. J. (2000). Emotion regulation and memory: The cognitive costs of keeping one's cool. . *Journal of Personality and Social Psychology*, *79*(3), 410–424.

Risdiana, N. (2021). *Adaptasi Interaksi dalam Pengelolaan Ketidak pastian Pada Konseling Perpajakan (Studi Persepsi Komunikasi Interpersonal pada Wajib Pajak Pelaku Usaha Mikro, Kecil dan Menengah di Kantor Pelayanan Pajak Pratama Surakarta)* [Universitas Sebelas Maret]. https://repository.uns.ac.id/

Rogers, C. (1961). *On Becoming a Person_ A Therapist's View of Psychotherapy*. Houghton Mifflin.

Rogers, C. R. (1957). This article is a reprint of an original work published in 1957 in the. *Journal of Consulting Psychology*, *21*, 95–103. https://doi.org/https://doi.org/10.1037/h0045357

Saldaña, J. (2016). *The coding manual for qualitative researchers* (3rd ed.). SAGE Publications.

UNIVERSITAS
GADJAH MADA
**Praktik Komunikasi Asertif Dalam Pengelolaan Kecemasan (Studi Kasus Account Representative Wilayah
Dalam Kegiatan Konseling Perpajakan di Kantor Pelayanan Pajak Pratama Karanganyar Pada Tahun 2025)**
Samuel Rendy Hernawan, Dr. Muhamad Sulhan, S.IP., M.Si.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Sandelowski, M. (2000). Focus on Research Methods Whatever Happened to Qualitative Description? *Research in Nursing & Health*, *23*, 334–340. https://doi.org/https://doi.org/10.1111/cpsp.12216

Saunders, B., Sim, J., Kingstone, T., Baker, S., Waterfield, J., Bartlam, B., Burroughs, H., & Jinks, C. (2018). Saturation in qualitative research: exploring its conceptualization and operationalization. *Quality and Quantity*, *52*(4), 1893–1907. https://doi.org/10.1007/s11135-017-0574-8

Shafa Rani, A., & Laksmiwati, H. (2024). Komunikasi Asertif Sebagai Upaya Penyelesaian Konflik dalam Hubungan Romantis Assertive Communication to Resolve Conflict in Romantic Relationships. *Character Jurnal Penelitian Psikologi*, *11*(01), 225–240. https://doi.org/10.26740/cjpp.v11i1.61207

Speed, B. C., Goldstein, B. L., & Goldfried, M. R. (2018). Assertiveness Training: A Forgotten Evidence-Based Treatment. *Clinical Psychology: Science and Practice*, *25*(1). https://doi.org/10.1111/cpsp.12216

Spielberger, C. D. (1966). *Anxiety and Behavior*. Academic Press.

Yandip. (2019, May). *Tradisi Dhukutan, Bentuk Kerukunan Yang Kini Jadi Objek Wisata*. https://jatengprov.go.id/beritadaerah/tradisi-dhukutan-bentuk-kerukunan-yang-kini-jadi-objek-wisata.