

DAFTAR PUSTAKA

- Abdullah, N., Rahman, F. (2015). The use of deliberative democracy. *Public Policy and Administration Research*. Doi: 10.2139/ssrn.2769105
- Abid, O., Jamoussi, S., Ben Ayed, Y. (2018). Deterministic models for opinion formation through communication: A survey. *Online Social Networks and Media*. 6. Doi: 10.1016/j.osnem.2018.02.002
- Aditama, M., Pratama, R., Wiwaha, K., Rakhmawati, N. (2020). Analisis klasifikasi sentiment pengguna media sosial twitter terhadap pengadaan vaksin covid-19. *Journal Information Engineering and Educational Technology*. 4(2). 90-92.
- Andersen, S.C., Loftager, J. (2014). Deliberative democratic governance. *Administrative Theory & Praxis*. 36(4). 510-529, Doi: 10.2753/ATP1084-1806360404
- Armstrong, C., Gao, F. (2010). Gender, twitter and news content. *Journalism Studies*. Doi: 10.1080/1461670X.2010.527548
- Austin, L., Liu, B., Jin, Y. (2012) How audiences seek out crisis information: exploring the social-mediated crisis communication model. *Journal of Applied Communication Research*. 40(2). 188-207. DOI: 10.1080/00909882.2012.654498
- Bartsch, S., et al. (2021). The benefits of vaccinating with the first available covid-19 coronavirus vaccine. *American Journal of Preventive Medicine*. 60 (5).605-613. Doi: 10.1016/j.amepre.2021.01.001
- Bashir, S., et.al. (2021). Twitter chirps for syrian people: sentiment analysis of tweets related to syria chemical attack. *International Journal of Disaster Risk Reduction*. 62 102397. Doi: 10.1016/j.ijdr.2021.102397
- Bjerva, A. (2021). National health disaster communication on facebook and twitter during COVID-19: a qualitative case study. Master's thesis. Department of Strategic Communication Lund University.
- Bloom, B., Nowak, G., Orenstein, W. (2020). When will we have a vaccine?" — understanding questions and answers about covid-19 vaccination. *The New England Journal of Medicine*. 383(23). 2202-2204. Doi: 10.1056/NEJMp2025331
- Bundy, J., Pfarrer, M. D., Short, C. E., Coombs, T. (2017). Crises and crisis management: Integration, interpretation, and research development. *Journal of Management*. 43(6).1661–1692.
- Centres for Disease Control and Prevention. (2018). Crisis + emergency risk communication- introduction. Diakses dari <https://emergency.cdc.gov/cerc/manual/index.asp>

- Centres for Disease Control and Prevention. (2018). Crisis + emergency risk communication- messages and audience. Diakses dari <https://emergency.cdc.gov/cerc/manual/index.asp>
- Chambers, S. (2003). Deliberative democratic theory. *Annual Review of Political Science*. 6. 307-326. Doi: 10.1146/annurev.polisci.6.121901.085538
- Cheng, Y. (2016). Crisis communication strategies: evidence from updated literature. *Journal of Contingencies and Crisis Management*. 26(1). 58-68 Doi: 10.1111/1468-5973.12130
- Chew, C., Eysenbach, G. (2010). Pandemics in the Age of Twitter: Content Analysis of Tweets during the 2009 H1N1 Outbreak. *PLoS ONE* 5(11): e14118. Doi:10.1371/journal.pone.001411
- Chua, A. Y., Banerjee, S. (2017). To share or not to share: the role of epistemic belief in online health rumors. *International Journal of Medical Informatics*. 108.36–41. Doi: 10.1016/j.ijmedinf.2017.08.010. Epub
- Cook, A.K., Brownstein H., (2019). Public opinion and public policy: heroin and other opioids. *Criminal Justice Policy Review*. 30(8). 1163–1185. Doi:10.1177/0887403417740186
- Coombs, T. (2007a). Crisis and risk communication special section introduction. *Public Relation Review*. 33.113.
- Coombs, T. (2007b). Attribution theory as a guide for post crisis communication research. *Public Relation Review*. 33.135-139.
- Coombs, T. (2009). Conceptualizing Crisis Communication in Heath & O'Hair (Eds). *Handbook of risk and crisis communication*. (pp 99-108). Routledge, New York.
- Coombs, T. (2019). *Ongoing crisis communication- planning, managing, and responding fifth edition*. SAGE Publication Inc.
- Cotfas, L., et. al. (2021). The longest month: analyzing covid-19 vaccination opinions dynamics from tweets in the month following the first vaccine announcement. *IEEE Access*. 9. 33203- 33223. Doi: 10.1109/ ACCESS. 2021. 3059821
- Davison, W. (1958). The Public Opinion Process. *The Public Opinion Quarterly*. 22(2). 91-106. Diakses dari <http://www.jstor.org/stable/2746642>
- Delany, I., Rappuoli, R., Gregorio, E. (2014). Vaccines for the 21st century. *EMBO Molecular Medicine*. 6(6). 708- 720. Doi: 10.1002/emmm.201403876
- Doherty, M., Buchy, P., Standaert, B., Giaquinto, C., Chors, D.P. (2016). Vaccine impact: benefit for human health. *Vaccine*. 34. 6707–6714. Doi : 10.1016/j.vaccine.2016.10.025
- Duke, S., Masland, L. (2002). Crisis communication by the book. *Public Relation Quarterly*. Fall. 30-35.

- Eskola, J., Duclos, P., Schuster, M., MacDonald, N., the SAGE Working Group on Vaccine Hesitancy. (2015). How to deal with vaccine hesitancy?. *Vaccine*. 33.4215–4217. Doi: 0.1016/j.vaccine.2015.04.043
- Fearn-Banks, K. (2011). *Crisis Communications: casebook approach fourth Edition*. Routledge. New York.
- Fortner, R., Fackler, M. (2014). *The handbook of media and mass communication theory volume 1*. West Sussex: John Wiley & Sons, Inc.
- Gallagher, M., et.al. (2021). Indirect benefits are a crucial consideration when evaluating SARS-CoV-2 vaccine candidates. *Nat Med*. 27(1). 4–5. Doi:10.1038/s41591-020-01172-x.
- Goeritman, H. (2021). Komunikasi krisis pemerintah indonesia di masa pandemi covid-19 melalui media sosial. *Jurnal Ilmu Pengetahuan dan Teknologi Komunikasi*. 23(10).1-19. Doi: 10.33169/iptekkom.23.1.2021.1-19
- Hanquet, G., Valenciano M., Simondon F., Moren A. (2013). Vaccine effect and impact of vaccination programmes in post-licensure studies. *Vaccine*. 31. 5634-5642. Doi: 10.1016/j.vaccine.2013.07.006
- Harrison, GA. (2007). *Communication strategies as a basis for crisis management including use of the internet as a delivery platform*. Dissertation. Georgia State University. Diakses dari https://scholarworks.gsu.edu/english_diss/22
- Harun, A., Ananda, D. (2021). Analisis sentiment opini publik tentang vaksinasi covid-19 di indonesia menggunakan naïve bayes an decision tree. *Malcom: Indonesian Journal of Machine Learning and Computer Science*. 1(1). 58-63. Doi: 10.24014/Malcom.v2i2.xxxx
- Hodgson, S., et.al. (2021). What defines an efficacious COVID-19 vaccine? A review of the challenges assessing the clinical efficacy of vaccines against SARS-CoV-2. *Lancet Infect Dis* 2021. 21. e26-e35. Doi: 10.1016/S1473-3099(20)30773-8
- Hoffman, L., Glynn, C., Huge, M., Sietman, R., Thomson, T. (2007). The role of communication in public opinion processes: understanding the impacts of intrapersonal, media, and social filters. *International Journal of Public Opinion Research*. 19 (3). Doi: 10.1093/ijpor/edm014
- Howlett, M., Ramesh, M. (2014). The two orders of governance failure: design mismatches and policy capacity issues in modern governance. *Policy and Society*. 33(4).317–27. Doi: 10.1016/j.polsoc.2014.10.002
- Jaques, T. (2009). Issue and crisis management: Quicksand in the definitional landscape. *Public Relations Review*. 35.280–286. Doi:10.1016/J.PUBREV.2009.03.003
- Kim, J., (2019). *Countering anti-vaccination rumors on twitter*. Dissertations - Syracuse University. Diakses dari <https://surface.syr.edu/etd/1089>
- Krane, D., Marshall, G., (2003). Democracy and public policy. In *Encyclopedia of Public Administration and Public Policy*. Doi: 10.1201/9781420068047.ch17

- Kwok, L., Lee, J., Han, S. (2021). Crisis communication on social media: what types of COVID-19 messages get the attention? *Cornell Hospitality Quarterly*. Doi: 10.1177/19389655211028143.
- Kwok, S., Vadde, S., Wang, G. (2021). Tweet topics and sentiments relating to covid-19 vaccination among australian twitter users: machine learning analysis. *Journal of Medical Internet Research*. 23(5).e26953. Doi: 10.2196/26953
- Laucuka, A. (2018), Communicative function of hasthags. *Economics and Culture*. 15(1). 56-62. Doi: 10.2478/jec-2018-0006
- Lauran, N., Kunneman, F., Wijngaert, L. (2020). Connecting social media data and crisis communication theory: a case study on the chicken and the egg. *Journal of Risk Research*.23(10). 1259-1277. Doi: 10.1080/13669877.2019.1628097
- Laurensz, B., Sedyono, E. (2021). Analisis sentiment masyarakat terhadap tindakan vaksinasi dalam upaya mengatasi pandemic covid 19. *Jurnal Nasional Teknik Elektro dan Teknologi Informasi*. 10(2). 118-123.
- Lee, B. K. (2004). Audience-oriented approach to crisis communication: A study of Hong Kong consumers' evaluation of an organizational crisis. *Communication Research*. 31. 600–618. Doi:10.1177/0093650204267936.
- Leka, D., Kosumi, D. (2017). The impact of democracy in the media and public opinion. *Acta Universitatis Danubius. Communicatio*.11(2). 39-52. Diakses dari <http://journals.univ-danubius.ro/index.php/communicatio/article/view/4372>
- Leshem, E., Lopman, B. (2021). Population immunity and vaccine protection against infection. *The Lancet*. 397.1685-1687. Doi: 10.1016/S0140-6736(21)00870-9
- Liu Z., Weber I. (2014). Is twitter a public sphere for online conflicts? a cross-ideological and cross-hierarchical look. In: Social Informatics. SocInfo 2014. Lecture Notes in Computer Science, vol 8851. Springer, Cham. Doi:10.1007/978-3-319-13734-6_25
- Lubenow, J.A., (2012). Public sphere and deliberative democracy in jürgen habermas: theorethical model and critical discourses. *American Journal of Sociological Research*. 2(4). 58-71. Doi: 10.5923/j.sociology.20120204.02.
- Ma'arif, M. (2017). Analysis of twitter content in case of boycott sari roti on pra event of defending islam 3. *Jurnal Penelitian Pers dan Komunikasi Pembangunan*. 21(1). 59-70. Doi: 10.46426/jp2kp.v21i1.64
- Mardiyanta, A. (2011). Kebijakan publik deliberative: relevansi dan tantangan implementasinya. *Masyarakat, Kebudayaan dan Politik*. 24(3). 261-271.
- MacKay, M., Colangeli, T., Gillis, D., McWhirter, J., Papadopoulos, A. (2021). Examining Social Media Crisis Communication during Early COVID-19 from Public Health and News Media for Quality, Content, and Corresponding Public Sentiment. *Int. J. Environ. Res. Public Health*. 18, 7986.<https://doi.org/10.3390/ijerph18157986>

- Malecki, K., Keating, J., Safdar, N. (2021). Crisis communication and public perception of covid-19 risk in the era of social media. *Clinical Infectious Diseases*. 72(4).699-704. Doi: 10.1093/cid/ciaa758
- Malhotra, A., Malhotra, C. K., See, A. (2012). How to get your messages retweeted. *MIT Sloan Management Review*. 53(2). 61-66. Diakses dari https://www.researchgate.net/publication/249314365_How_to_Get_Your_Messages_Retweeted
- Mallozzi, C. (1994). Facing the danger zone in crisis communications. *Risk Management*, 41(1), 34. Diakses dari <https://www.proquest.com.ezproxy.ugm.ac.id/scholarly-journals/facing-danger-zone-crisis-communications/docview/226983686/se-2?accountid=13771>
- McCombs, M., Shaw, D. (1972). The agenda-setting function of mass media. *Public Opinion Quarterly*. 36. 176-187. Diakses dari <https://www.jstor.org/stable/2747787>
- Mcloughlin, C., Scott, Z. (2010). Topic guide on communication and governance. Diakses dari <http://www.gsdc.org/docs/open/commgap1.pdf>
- Meadows, C.Z., Tang, L., Liu, W. (2019). Twitter message types, health beliefs, and vaccine attitudes during the 2015 measles outbreak in California. *American Journal of Infection Control*. 47(11).1314-1318. Doi: 10.1016/j.ajic.2019.05.007
- Mellon, J., Prosser, C. (2017). Twitter and facebook are not representative of the general population: political attitudes and demographics of british social media users. *Research & Politics*. 4(3). 1-9. Doi:10.1177/2053168017720008
- Miller, G. (2011). Social scientists wade into the tweet stream. *Science*. 333 (6051).1,814–1.815. Diakses dari <https://www.jstor.org/stable/23060378>
- Moy, P., Bosch, B. (2013). Theories of public opinion. Sociology Department, Faculty Publications. Diakses dari <http://digitalcommons.unl.edu/sociologyfacpub/244>
- Mustofa. (2019). Peran Hastag dalam media sosial sebagai upaya branding pustakawan. *Libraria*. 7 (1). 19-38. Diakses dari <https://journal.iainkudus.ac.id>
- Nurdeni, D. A., Budi, I., Santoso, A. B. (2021). Sentiment Analysis on Covid19 Vaccines in Indonesia: From the Perspective of Sinovac and Pfizer. In R. Alfred, H. Havaluddin, A. P. Wibawa, J. Santoso, F. Kurniawan, H. Junaedi, P. Purnawansyah, E. Setyati, H. T. T. Saurik, E. I. Setiawan, E. R. Setyaningsih, E. Pramana, Y. Kristian, K. Kelvin, D. D. Purwanto, E. Kardinata, & P. Anugrah (Eds.), 3rd 2021 East Indonesia Conference on Computer and Information Technology, EIConCIT 2021 (pp. 122-127). [9431852] (3rd 2021 East Indonesia Conference on Computer and Information Technology, EIConCIT 2021). Institute of Electrical and Electronics Engineers Inc.. Doi:10.1109/EIConCIT50028.2021.9431852

- O'Doherty, K. (2017). Deliberative public opinion: development of a social construct. *History of the Human Sciences*. 30(4).124–145. Doi: 10.1177/0952695117722718
- Odugbemi, S. (2008). Public opinion, the public sphere, and quality of governance: an exploration. In *Governance Reform under Real World Conditions*, eds. S. Odugbemi and T. Jacobson. World Bank.15-37. Diakses dari http://www.wbasc.net/wp-content/uploads/2011/07/RA_Odugbemi_public_sphere.pdf
- Oliver, T. (2006). The politics of public health policy. *Annu. Rev. Public Health*. 27:195–233. Doi:10.1146/annurev.publhealth. 25. 101802. 123126
- Pradono, J., et.al. (2019). Bunga Rampai Uji Klinik. Lembaga Penerbitan Balitbangkes: Jakarta.
- Pratama, G., Udin, C., Aprilian, D., Erliansyah., M., Ruamisa, F. (2021). Public sentiment toward the covid 19 vaccine in indonesia. *Turkish Journal of Physioterapy and Rehabilitation*. 32 (3).6081- 6084. Diakes dari <https://turkijphysiotherrehabil.org/pub/pdf/321/32-1-739.pdf>
- Pristiyono et. al. (2021). Sentiment analysis of COVID-19 vaccine in Indonesia using Naïve Bayes Algorithm. *IOP Conf. Series: Materials Science and Engineering*. 1088 012045. Doi: 10.1088/1757-899X/1088/1/012045
- Purnomo, A.R., Suharto, D. (2018). Democracy in public policy case study about the role of public opinions on a policy. *Advances in Social Science, Education and Humanities Research*. 241. 93-98. Doi: 10.2991/icosaps-18.2018.23
- Rachman, F., Pramana S. (2020). Analisis sentimen pro dan kontra masyarakat indonesia tentang vaksin covid-19 pada media sosial twitter. *Indonesian of Health Information Management Journal*. 8(2). 100-109. Doi: 10.47007/inohim.v8i2.223
- Renn, O. (2009). Risk communication: insight and requirement for designing successful communication programs on health an environmental hazard in Heath & O'Hair (Eds). *Handbook of risk and crisis communication*. (pp 80-98). Routledge, New York.
- Reynolds, B., Seeger, M. (2005). Crisis and emergency risk communication as an integrative model. *Journal of Health Communication*. 10.43–55. Doi: 10.1080/10810730590904571
- Rumata, V.M. (2016). Analisis isi kualitatif twitter “#taxamnesty” dan “#amnestipajak”. *Jurnal Penelitian Komunikasi dan Pembangunan*. 18 (1). 1-18. Doi: 10.31346/jpikom.v18i1.840
- Rodrigues, CMC., Plotkin, SA. (2020). Impact of vaccines: health, economic and social perspectives. *Frontiers in Microbiology*. 11 (1526). 1-15. Doi:10.3389/fmicb.2020.01526
- Rosenberg, S. (2001). Opinion formation. In *International Encyclopedia of the Social & Behavioral Sciences*. 10876-10879. Diakses dari <https://www.researchgate.net/publication/303401867>

- Salahudin, Nurmandi, A., Sulistyaningsih, T., Lutfi, M., Sihidi, I. (2020). Analysis of government official twitter during covid-19 crisis in indonesia. *Talent Development & Excellence*. 12(1).3899-3915.
- Saxton, G., Niyirora, J., Guo, C., Waters, R. (2015). #AdvocatingForChange: the strategic use hastags in social media advocacy. *Advance in Social Work*. 16 (1).154-159.
- Scheufele, D., Tewksbury, D. (2007). Framing, agenda setting, and priming: the evolution of three media effects models. *Journal of Communication*. 57. 9-20
- Schultz, F., Utz, S., Goritz, A. (2011). Is the medium the message? Perceptions of and reactions to crisis communication via twitter, blogs and traditional media. *Public Relation Review*. 37. 20-27. Doi: 10.1016/j.pubrev.2010.12.001
- Seeger, M. (2006). Best practices in crisis communication: an expert panel process. *Journal of Applied Communication Research*. 34(3). 232-244. Doi: 10.1080/00909880600769944
- Sellnow, T., Seeger, M. (2013). *Theorizing Crisis Communication*. Wiley-Blackwell. UK.
- Shell, D. (1990). The development of democracy. *Transformation*. 7(4). 20-24. Diakses dari <https://www.jstor.org/stable/43052327>
- Shiri, A., Rathi, D. (2013). Twitter content categorisation: a public library perspective. *Journal of Information & Knowledge Management*. 12 (4). 1350035. Doi: 10.1142/S0219649213500354
- Siah, J., Bansal, N., Pang, A. (2010). New media: A new medium in escalating crises?. *Corporate Communications: An International Journal*. 15 (2). 143-155. Doi: 10.1108/13563281011037919
- Sinnenberg L, et., al. (2017). Twitter as a tool for health research: A systematic review. *Am J Public Health*. 107(1):e1-e8. Doi: 10.2105/AJPH.2016.303512
- Steurer, R. (2013). Disentangling governance: a synoptic view of regulation by government, business and civil society. *Policy Sci*. 46.387–410
- Stevens, H., et al, (2017). *Vaccines: accelerating innovation and access*. Global Challenges Report, WIPO: Geneva. Diakses dari <https://www.researchgate.net/publication/321127205>
- Syarief, F. (2017). Pemanfaatan media sosial dalam proses pembentukan opini publik (analisis wacana twitter sby). *Jurnal Komunikasi*. VIII (3). 262-266. Doi: 10.31294/jkom.v8i3.3092
- Takahashi, B., Tandoc Jr, E., Charmichael C. (2015). Communicating on Twitter during a disaster: An analysis of tweets during Typhoon Haiyan in the Philippines. *Computers in Human Behavior*. 50. 392–398. Doi:10.1016/j.chb.2015.04.020
- Tiefenbrun, ML., et al, (2021). Decreased SARS-CoV-2 viral load following vaccination. *MedRxiv*. Doi: 10.1101/2021.02.06.21251283

- The Lancet. (2020). Editorial COVID-19: Fighting panic with information. *The Lancet*. 395 (10224), Article P537. Doi: 10.1016/S0140-6736(20)30379-2
- Utz, S., Schultz, F., Glocka, S. (2013). Crisis communication online: How medium, crisis type and emotions affected public reactions in the Fukushima Daiichi nuclear disaster. *Public Relations Review*. 39(1). 40–46. Doi: 10.1016/j.pubrev.2012.09.010
- Wang, Y., Hao, H., Platt, L. (2021). Examining risk and crisis communications of government agencies and stakeholders during early-stages of COVID-19 on Twitter. *Computers in Human Behavior*. 114.106568. Doi: 10.1016/j.chb.2020.106568
- Weeks, B., Ardevol-Abreu, A., de Zuniga, H. (2017). Online influence? social media in use, opinion leadership, political persuasion. *International Journal of Public Opinion Research*. 23(1). 104-113. Doi: 10.1093/ijpor/edv050
- Wlezein, C., Soroka, S. (2016). Public opinion and public policy. oxford research encyclopedias. Diakses dari <https://oxfordre.com/view/10.1093/acrefore/9780190228637.001.0001/acrefore-9780190228637-e-74>.
- Wojciechowska, M. (2010). Deliberative Democracy as an Answer for Crisis in Democratic Governance. Diakses dari https://research.ncl.ac.uk/spaceofdemocracy/word%20docs%20linked%20to/Uploaded%202009and10/Marta/Deliberative_Democracy_as_an_Ans%20wer_for_Crisis_in_Democratic_Governance.pdf
- World Health Organization. (2020a). WHO- china joint mission on covid-19 final report. Diakses dari <https://www.who.int/docs/default-source/coronaviruse/who-china-joint-mission-on-covid-19-final-report.pdf>
- World Health Organization. (2020b). WHO evaluation covid vaccine. Diakses dari https://www.who.int/medicines/regulation/prequalification/prequal-vaccines/WHO_Evaluation_Covid_Vaccine.pdf?ua=1
- World Health Organization. (2020c). WHO target product profiles for covid 19 vaccines. Diakses dari <https://www.who.int/publications/m/item/who-target-product-profiles-for-covid-19-vaccines>
- Yulianita, N. (2003). Potensi opini publik terhadap eksistensi ormas & partai islam. *Mimbar*. XIX (1). 106 – 117. Doi: 10.29313/mimbar.v19i1.94
- Yusri. (2013). Teori komunikasi massa (analisis kontemporer terhadap teori information gaps. *Jurnal Al Bayan*. 19(27).67-76.
- Zhao, X., Zhan, M., Jie, C. (2018). Examining multiplicity and dynamic of publics crisis narrative with large scale Twitter data. *Public Relation Review*. 44. 619-632. Doi: 10.1016/j.pubrev.2018.07.004
- Zenker, S., Kock, F. (2020). The coronavirus pandemic – A critical discussion of a tourism research agenda. *Tourism Management*. 81. 104164. Doi: 10.1016/j.tourman.2020.104164