

DAFTAR PUSTAKA

BUKU

- Devlin, Edward, S. 2007. *Crisis Management Planning and Execution*. Auerbach Publications.
- Effendy, O, U. 1993. *Human Relations dan Public Relations*. CV. Mandar Maju Bandung.
- Fink, Steven. 1986. *Crisis Management: Planning for the Inevitable*, New York: AMACOM.
- Fearn-Banks, K. 1996. *Crisis Communication: A Case book Approach*. Mahwah. NJ: Lawrence Erlbaum
- H. B. Sutopo. 2002. *Metodologi Penelitian Kualitatif*. Surakarta: Universitas Sebelas Maret.
- Kriyantono, Rachmat. 2015. *Public Relations, issue & Crisis management*. Jakarta: Kencana
- Khasali, Rhenald. 2003. *Manajemen Public Relations Konsep dan Aplikasinya di Indonesia*. Jakarta: Pustaka Utam Grafiti.
- Moloeng, Lexy J. 2005. *Metode Penelitian Kualitatif*. Bandung: Remaja Rosdakarya.
- Nova, Firsan. 2011. *Crisis Public relations: Strategi PR Menghadapi Krisis, Mengelola isu, Membangun Citra dan Reputasi*. Jakarta: Gramedia Widasarana Indonesia.
- Prayudi. 1998. *Strategi Komunikasi Organisasi Dalam Menghadapi Krisis*, Yogyakarta: FISIP UPN “Veteran” Yogyakarta.
- Sugiyono. 2006. *Metode Penelitian Kuantitaif, Kualitatif dan R&D*. Bandung: Alfabeta

## JURNAL

- Le, Dung & Phi, giang. 2020. *Strategic Response of the Hotel Sector to Covid-19: Toward a Refined pandemic crisis management framework*. International Journal of Hospitality Management: Jurnal Pre-Proof
- Salma, Aqidah Nuri. 2018. *Strategi Komunikasi Krisis pada Era Digital: Penanggulangan Internet Dari Sebelum Hingga Krisis*. Yogyakarta: UGM
- Sekarbuana, Made Widya. Setyawati, I Gusti Agung. Pascarani, Ni Nyoman Dewi. 2017. *Strategi manajemen Krisis PR PT Angkasa Pura I Bandara Unternational I Gusti Ngurah Rai Bali dalam Menghadapi Dampak Eruspsi Gunung Agung 2017*. Bali: Fakultas Ilmu Sosial dan Ilmu Politik Universitas Udayana.
- Suharyanti dan Sutawidjaya, Achmad Hidayat. 2012. *Analisis Krisis pada Organisasi Berdasarkan Model Anatomi Krisis Dan perspektif Public relations*. Jakarta: Journal of Communication Spectrum
- Veil, Shari R. Buehner, Tara and Palenchar, Michael J. 2011. *A Work-in-process Literature Review: Incorporating Social Media in Risk and Crisis Communication*. USA: Journal of Contingencies and Crisis management

## ONLINE

<https://www.antaraneews.com/berita/1769029/oyo-kerjasama-dengan-ovo-dan-gopay-untuk-booking-dan-refund>

<https://www.bps.go.id/news/2020/10/13/388/survei-dampak-covid-19-terhadap-pelaku-usaha-----jilid-kedua.html>

<https://databoks.katadata.co.id/datapublish/2020/09/07/sector-usaha-yang-paling-rentan-terdampak-covid-19>

<https://ekbis.sindonews.com/read/154240/34>

<https://en.tempo.co/read/1354576/oyo-indonesia-greatly-affected-by-covid-19-pandemic>

<https://www.instagram.com/p/CE388hSg6Hu/?igshid=xd81v5jf5d>

<https://jabar.idntimes.com/news/jabar/debbie-sutrisno/oyo-segera-investigasi-atas-keluhan-yang-dialami-pelanggan>

<https://katadata.co.id/desysetyowati/digital/5ee9bfd06d6e3/cegah-phk-oyo-indonesia-rumahkan-50-karyawan-imbis-pandemi-corona>

<https://kumparan.com/kumparanbisnis/okupansi-oyo-turun-60-persen-saat-corona-belum-bisa-prediksi-target-tahun-ini-1td69xnFKvP>

<https://technologue.id/refund-bermasalah-muncul-curhatan-oyobikinrugi/amp>

<https://www.thejakartapost.com/news/2020/08/19/oyo-indonesia-in-hot-water-after-refund-and-payment-complaints-go-viral.htm>

<https://www.thejakartapost.com/news/2020/08/25/oyo-indonesia-reports-jump-in-occupancy-aims-to-settle-refunds-swiftly.html>

<https://traveling.bisnis.com/read/20201028/102/1310770/dua-tahun-beroperasi-oyo-catatkan-55-juta-pesanan>

<https://traveling.bisnis.com/read/20201021/102/1307772/rayakan-hut-ke-2-saat-pandemi-oyo-dorong-ekspansi-skala-loka>