

DAFTAR PUSTAKA

- Agustina, I.** (2022, February 4). Wellness Tourism, Harapan Baru Sektor Pariwisata di Masa Pandemi. Agustus 1, 2022. <https://surakartadaily.com/2022/02/wellness-tourism-harapan-baru-sektor-pariwisata-di-masa-pandemi>
- Andiani, P., Anggraini A., Listiani L., & Tan, C.** (2022, July, 11). Wawancara Eksklusif.
- Ardianto, E.** (2010). Metode Penelitian Untuk Public Relatios Kuantitatif Dan Kualitatif. Bandung: Simbiosis Rekatama Media.
- Ardianto, E. dan Soemirat, S.** (2004). Dasar-Dasar Public Relations;. Bandung. PT. Remaja Rosdakarya.
- Austin, E.W. & Pinkleton, B.** (2015). Strategic Public Relations Management (3rd ed.). New York: <https://doi.org/10.4324/9781315754833>.
- Bacal, R.** (1999). Performance management. New York: McGraw-Hill.
- Bongoh Kyea, S-J.H.** (2020). ‘Social Trust in The Midst of Pandemic Crisis: Implications from COVID-19 of South Korea Bongoh.’ Research in Social Stratification and Mobility Journal <https://pubmed.ncbi.nlm.nih.gov/32572302/>.
- Brown, R.M.** (2017). “The Tourists Still Come, but They Don't Buy as Much as Before”: Vulnerability and Resilience in Two Bay Island Communities in the Wake of the Global Financial Crisis, The Qualitative Report 2017, 22(4), 1112-1136.
- Boer, K.M.** (2019). Manajemen Krisis di Balik Iklan-Iklan Kontroversial Milik Benetton. Interaksi: Jurnal Ilmu Komunikasi, 2(1), 94-103.
- Bungin, B.** (2007). Penelitian Kualitatif. Kencana Prenada Media Group : Jakarta.
- Budiman, J.** (2019, July 24). Wellness Ecosystem untuk Indonesia Sehat. 5 Oktober 2022. <https://www.womensobsession.com/detail/712/wellness-ecosystem-untuk-indonesia-sehat>
- Blanding, M.** (2021). Cruising in Crisis: How Carnival Is Riding Out the COVID-19 Storm. Harvard Business School Working Knowledge Baker Library.
- Creswell, J.W.,** (2008), Research Design, Thousand Oaks, California.
- Creswell, J.W.** (2014), Penelitian Kualitatif & Desain Riset (115 -116). Pustaka Pelajar, Yogyakarta.
- Cheema-Fox, A., LaPerla, B., Serafeim, G., & Wang, H.** (2020). Corporate Resilience and Response During COVID-19. Harvard Business School.
- Denzin & Lincoln.** (2009). Handbook of Qualitative Research. Yogyakarta : Pustaka Pelajar.

Dornyei, Z. (2007). *Research Methods in Applied Linguistics. Quantitative, Qualitative, and Mixed Methodologies*. Oxford: Oxford University Press.

Elliott, D. (2014), *The Handbook of Security*. Palgrave Macmillan, a division of Nature America Inc, America.

Faulkner, B. (2001). Towards a framework for tourism disaster management. *Tourism Management*, 135–147. Elsevier Ltd.

Fleming, R. S., & Zhu, F. X. (2017). The Role of Corporate Management in an Effective Crisis Management Program. *Archives of Business Research*, 5(6).

Ghony, D. & Almansyur, F. (2013). *Metodologi Penelitian Kualitatif*. Jogjakarta: Ar-Ruzz Media.

Groat, L. N., & Wang, D. (2013). *Architectural Research Methods* (2nd ed.). New Jersey: John Wiley & Sons, Inc.

Ghanbari, N. & Nowroozi, S. (2022). Iranian EFL Teachers' Challenges and Coping Strategies During COVID-19 Pandemic: A Case Study. *The Qualitative Report 2022*, 27(3), 605-625.

Groysberg, B., & Baden, K. C. (2020). *The COVID Two-Step for Leaders: Protect and Pivot*. Harvard Business School Working Knowledge Baker Library.

Global Wellness Institute. (2022, July 19). *Wisata Kesehatan, Indonesia Diharapkan Menjadi Salah Satu Destinasi Unggulan di Dunia*. 8 Oktober 2022. https://www.sinarpagibaru.id/berita/detail/Wisata_Kesehatan_Indonesia_Diharapkan_Menjadi_Salah_Satu_Destinas_i_Unggulan_di_Dunia

Harjito, A. & Martono. (2010). *Manajemen Keuangan*. Yogyakarta : Ekonisia.

Heizer, J. & Render, B. (2009). *Manajemen Operasi Buku 1 Edisi 9*. Jakarta: Salemba Empat.

Hitt, M., Ireland, R., & Hoskisson, R. (2020). *Strategic Management Competitiveness and Globalization: Concepts and Cases* (13th ed.). Cengage.

Hutagalung, H., Purwana, D., Suhud, U., Mukminin, A., Hamidah, & Rahayu, N. (2022). Community Self-Reliance of Rural Tourism in Indonesia: An Interpretative Phenomenological Analysis. *The Qualitative Report 2022*, 27(7), 1151-1168.

IWTCTF 2022. (2022, September 5). *International Wellness Tourism Conference & Festival (IWTCTF) 2022 Jadikan Indonesia Sebagai Destinasi Wellness Tourism Dunia*. <https://pedulicovid19.kemenparekraf.go.id/international-wellness-tourism-conference-festival-iwtctf-2022-jadikan-indonesia-sebagai-destinasi-wellness-tourism-dunia/>

Jefkins, F. (2003). *Public Relations* (5th ed.), Jakarta: PT Gelora Aksara Pratama.

Jennifer, M., Tilaar, I., Jennifer, M., & Tilaar, I. (2020). The Tourism Industry in a Developing Destination in Time of Crisis The Impact of COVID-19 Pandemic on The Tourism Industry in North Sulawesi, Indonesia Time of Crisis. Examensarbete: UPPSALA UNIVERSITET.

Kasali, R. (2003). Manajemen Public Relations: Konsep dan Aplikasinya di Indonesia. Jakarta: PT. Pusaka Utama Grafiti.

Kilhoffer, M. (2021). The ECA auditing other EU institutions' administrative response to disaster: the COVID-19 experience. European Court of Auditors., 3.

Kotler, P. & Armstrong, G. (2016). Principles of Marketing Global Edition (16th ed.). England: Pearson Education Limited.

Latief, R. (2018). Word of Mouth Communication : Penjualan Produk. Surabaya: Media Sahabat Cendekia.

Martha Tilaar Spa. (2021, July 21). Company Profile. 3 Oktober 2022. <http://www.marthatilaarspa.com/about/profile>

Medina, P. (2015, 15 August). Pasar Kosmetik Indonesia yang Memikat. 7 Desember 2022. <https://www.neraca.co.id/article/88750/pasar-kosmetik-indonesia-yang-memikat>

Moleong, L. (1990). Metodologi Penelitian Kualitatif. Bandung: Remaja. Rosdakarya.

Moleong, L. (2017). Metode Penelitian Kualitatif. Bandung: PT Remaja Rosdakarya Offset.

Mulyana, D. (2010). Metodologi Penelitian Kualitatif (7th Ed.). Bandung: PT Remaja Rosdakarya Offset.

Millet, J. D. (1954). Management in the public service: The quest for effective performance. New York: McGraw-Hill.

Meijers, D., & Moonen, G. (2021). Disasters and crisis management: Crisis management: disaster response is saving lives, but preparedness and prevention are key. European Court of Auditors, 3.

Murray, A. (2001). Public relations. London: Transet Limited

Nova, F. (2011). Crisis Public Relations: Strategi PR Menghadapi Krisis, Mengelola Isu, Membangun Citra dan Reputasi Perusahaan. Jakarta: PT. Raja Grafindo Persada.

Nova, F. (2017). Crisis Public Relations. Jakarta: PT. Raja Grafindo Persada.

Ott, L. (2013). Reputation in danger: Selected case studies of reputational crises created by social networking sites. Auckland University of Technology, 13-15.

Pedersen, C. L., Ritter, T., & Di Benedetto, C. A. (2020). Managing Through a Crisis: Managerial Implications for Business-to-business Firms. Industrial Marketing Management, 88, 314-322. <https://doi.org/10.1016/j.indmarman.2020.05.034>

Priansa, D. J. (2017). *Komunikasi Pemasaran Terpadu Pada Era Media Sosial*. Bandung: CV Pustaka Setia.

Pauchant, T., Mitroff I., & Bass, J. (1992). *Transforming the crisis-prone organization*. San Francisco, CA.

Putri, M. S. (2021). *Manajemen Krisis PT. Kereta Api Indonesia Dalam Menangani Keluhan Pelanggan Di Masa Pandemi COVID 19*. *jurnal.usahid* 3(1).

PT Martina Berto Tbk. (2021). *Laporan Tahunan PT Martina Berto, Tbk.* https://www.martinaberto.co.id/download/ARSR_MBTO_2021_Submit_OJK_Rev.pdf

Priansa, D. J. (2017). *Komunikasi Pemasaran Terpadu Pada Era Media. Sosial*. Bandung: CV Pustaka Setia

Rusdiana, Dr. H. A. (2014). *Manajemen Operasi*. Bandung: CV PUSTAKA SETIA

Sembada, A. Y., & Kalantari, H.D. (2020). 'Biting The Travel Bullet: A Motivated Reasoning Perspective on Traveling During a Pandemic.' *Annals of Tourism Research*, (4), 1-4.

Sugiyono. (2008). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung : ALFABETA.

Sugiyono. (2016). *Metode Penelitian Kualitatif*. Bandung: Alfabeta.

Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.

Sunyoto, D. (2014). *Dasar-Dasar Manajemen Pemasaran (Konsep, Strategi, dan Kasus)*. Cetakan ke-1. Yogyakarta: CAPS (Center for AcademicPublishing Service).

Sutrisno. (2013). *Manajemen Keuangan : Teori, Konsep & Aplikasi*. Jakarta : Ekonisia.

Suwardana, H., & Nuruddin, A. W. (2021). *Manajemen Krisis Di Sektor Industri Menghadapi Era Pandemi*. *Equilibrium: Jurnal Ekonomi-Manajemen-Akuntansi*, 17(1).

Suryani, H. (2022, August 25). *Hancur Lebur, Bisnis Spa-Massage Cs DKI Bergelimpangan Mati!*. <https://www.cnbcindonesia.com/news/20210825123438-4-271100/hancur-lebur-bisnis-spa-massage-cs-dki-bergelimpangan-mati>.

Siljanovska, L. (2022). *The Influences Of Public Relations And Crisis Management In The Business Sector: A Case Study In The Republic Of North Macedonia*. *Prizren Social Science Journal*, 6(2).

Terry, G. R. (2005). *Principles of Management*. Alexander Hamilton: Institute, New York

Tilaar, W. (2022, July 5). *Wawancara Eksklusif*.

Tilaar, W. (2015, September 23). Keistimewaan Spa Indonesia Dibandingkan Spa di Negara Lain. 3 September 2022. <https://www.cnnindonesia.com/gaya-hidup/20150923100641-277-80507/keistimewaan-spa-indonesia-dibandingkan-spa-di-negara-lain>

Trevor, M., & Goldsworthy, S. (2012). PR Today, The authoratative guide to public relations. Palgrave Macmillan.

Uno, S. (2021, September 15) Sandiaga Uno harap Global Tourism Forum bangkitkan sektor MICE Indonesia. 24 September 2022. <https://riau.antaraneews.com/berita/236789/sandiaga-uno-harap-global-tourism-forum-bangkitkan-sektor-mice-indonesia>

Utamiwaiti, I. (2020, Juni 29). Nasib bisnis kecantikan: Laju pertumbuhan tertahan pandemic. 4 November 2022. <https://www.alinea.id/bisnis/nasib-bisnis-kecantikan-laju-pertumbuhan-tertahan-pandemi-b1ZOR9vuT>

Utamiwati, I. (2022, June 24). Wawancara Eksklusif.

Uno, S. (2021, September 1). Sandiaga Uno: Wellness Tourism Punya Potensi Menjanjikan. 15 November 2022. <https://kumparan.com/kumparantravel/sandiaga-uno-wellness-tourism-punya-potensi-menjanjikan-1wRZNIS5vYX/4>

Uno, S. (2022, September 3). Sandiaga: Potensi Wisata Kebugaran di Indonesia Tinggi. 30 Agustus 2022. <https://republika.co.id/berita/nasional/umum/qyujjc330/network>

Utama, I. G. B.R. U. (2012). Jurnal Trend Health and Wellness Tourism in Indonesia. PPS Doktor Pariwisata Universitas Udayana Bali.

Vašíčková, V. (2019). Crisis Management Process: A Litrature Review and A Conceptual Integration. Acta Oeconomica Pragensia, 2019, 27(3–4), 61–77.

Watson, N.M. (2022). A Multiple Case Study on Small and Mid-Size Enterprise Managers' Lived Experiences on the Impact of Job Losses on Outsourcing Practices. The Qualitative Report 2022, 27(8), 1746-1764.

Wardani, W. N. R. (2020). Religious Cultural Reputation Effects on Sustainable Tourism Destinations. Journal of Southwest Jiaotong University, 55(4).

Wisudani, N.A. (2009). Manajemen Krisis Public Relations PT Pertamina (PERSERO) Unit Pengolahan IV Cilacap. Universitas Airlangga Surabaya.

Yamit, Z. (2003) Manajemen Produksi dan Operasi (2nd ed.) Yogyakarta: Ekonisia.

Yin, K.R. (2000). *Studi Kasus (Desain dan Metode)*. Jakarta: Rajawali Press.

Yucaoglu, G. D., Abrahams, R., & Groysberg, B. (2021). Inside CEOs' Pandemic Worries: Uncertainty, Employees, and Kids. Harvard Business School Working Knowledge Baker Library.

Zhou, Y., Draghici, A., Abbas, J., Mubeen, R., Boatca, M. E., & Salam, M. A. (2022). Social Media Efficacy in Crisis Management: Effectiveness of Non-pharmaceutical Interventions to Manage COVID-19 Challenges. *Frontiers in Psychiatry*, 12(626134).