

DAFTAR PUSTAKA

- Amiruddin, M., Hernawan, E., Mulyaningrum, & Hustim, M. (2019). Environmental impacts due to unlicensed gold mining: Poboya, Central Sulawesi case study. *IOP Conference Series: Earth and Environmental Science*, 343(1), 012002. <https://doi.org/10.1088/1755-1315/343/1/012002>
- Ananda, Y. (2022). Kerusakan lingkungan akibat kegiatan penambangan emas ilegal di Kabupaten Murung Raya, Kalimantan Tengah. 1(1), 1–11.
- Anggriyani, B., & Ramadhan, A. J. (2023). Strategi Penanganan Krisis dalam Kajian Corporate Communication. *COMMENTATE: Journal of Communication Management*, 4(1), 65. <https://doi.org/10.37535/103004120237>
- Antara, F. (2026, February 13). *Satgas-PKH Segel Kawasan Tambang Emas Anak Usaha BRMS*. <https://Sulteng.AntaraneWS.Com/Berita/374726/Satgas-Pkh-Segel-Kawasan-Tambang-Emas-Anak-Usaha-Brms>.
- Astaria, M., & Ruliana, P. (2024). The Role of Corporate Communication in Image Penetration through Podcast Media. *Ganaya: Jurnal Ilmu Sosial Dan Humaniora*, 7(4), 212–224. <https://doi.org/10.37329/ganaya.v7i4.2598>
- Astaria, M., Ruliana, P., Tinggi, S. Komunikasi Interstudi, I. (2024). The Role of Corporate Communication in Image Penetration through Podcast Media. *Jurnal Ilmu Sosial Dan Humaniora*, 7(4). <https://jayapanguspress.penerbit.org/index.php/ganaya212>
- Barnett, M. L., Jermier, J. M., & Lafferty, B. A. (2006). Corporate Reputation: The Definitional Landscape. *Corporate Reputation Review*, 9(1), 26–38. <https://doi.org/10.1057/palgrave.crr.1550012>
- Basir-Cyio, M., Inoue, T., Anshary, A., Kawakami, T., Rahman, N., Rusydi, M., Nur Ali, M., & Rizal Razman, M. (2017). Impact of the traditional gold mine management on public health and agricultural land: A Study of traditional gold mining in Poboya, Sausu and Dongi-Dongi Village, Central Sulawesi, Indonesia. In *www.world-food.net Journal of Food (Vol. 15, Number 4)*. www.world-food.net
- Benoit, W. L. (1997). Image Repair Discourse and Crisis Communication. *Public Relations Review*, 23 (2), 177–186.

Zaky Al Hamzah, 2026

STRATEGI KOMUNIKASI KRISIS PT BUMI RESOURCES MINERALS TBK DALAM PENGELOLAAN PERTAMBANGAN (STUDI KASUS PENGELOLAAN KONFLIK TAMBANG TANPAIZIN (PETI) DI POBOYA, PALU, SULAWESI TENGAH)

UPN Veteran Jakarta, Fakultas Ilmu Sosial dan Ilmu Politik, Magister Ilmu Komunikasi
[www.upnvj.ac.id-www.library.upnvj.ac.id-www.repository.upnvj.ac.id]

- Berger, R. (2015). Now I see it, now I don't: researcher's position and reflexivity in qualitative research. *Qualitative Research*, 15(2), 219–234. <https://doi.org/10.1177/1468794112468475>
- 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>
- Butsi, F. I. (2019). Memahami pendekatan positivis, konstruktivis dan kritis dalam metode penelitian komunikasi. *Communique*, 2(1).
- Claeys, A.-S., & Cauberghe, V. (2014). What makes crisis response strategies work? The impact of crisis involvement and message framing. *Journal of Business Research*, 67(2), 182–189. <https://doi.org/10.1016/j.jbusres.2012.10.005>
- Coombs, T. (2018). Crisis Communication. In *The International Encyclopedia of Strategic Communication* (pp. 1–12). Wiley. <https://doi.org/10.1002/9781119010722.iesc0054>
- 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. <https://doi.org/10.1057/palgrave.crr.1550049>
- Coombs, W. T. (2015). *Ongoing crisis communication: Planning, managing, and responding* (4th ed.). SAGE Publications.
- Coombs, W. T. (2022). Situational Crisis Communication Theory (SCCT). In W. T. Coombs & S. J. Holladay (Eds.), *The handbook of crisis communication* (2nd ed.). Wiley Blackwell. <https://doi.org/10.1002/9781119678953.ch14>
- 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>
- Coombs, W. T., & Tachkova, E. R. (2023). Integrating Moral Outrage in Situational Crisis Communication Theory: A Triadic Appraisal Model for Crises. *Management Communication Quarterly*, 37(4), 798–820. <https://doi.org/10.1177/08933189221151177>
- Creswell, J. W. (2014). *Research Design Qualitative, Quantitative, and Mixed Methods Approaches* (Fourth). SAGE Publishing.

- Creswell, J. W., & Poth, C. N. (2018). *Qualitative Inquiry and Research Design, Choosing Among Five Approaches* (4th ed.). 1–646.
- Creswell, J. W., & Wekke, I. S. (2020). 30 Kemahiran Utama untuk Peneliti Kualitatif.
- Dari, W. W., & Fajri, M. (2023). Strategi Komunikasi Program Sosialisasi dan Komunikasi Untuk Meningkatkan Citra Perusahaan PT Agincourt Resources Tambang Emas Martabe. *Tabsyir: Jurnal Dakwah dan Sosial Humaniora*, 5(1), 12–21. <https://doi.org/10.59059/tabsyir.v5i1.763>
- Darwinsyah, M. (2018). Analisa Pengaruh Strategi Komunikasi CSR Melalui Media Sosial terhadap Reputasi Perusahaan (Studi Kasus pada Perusahaan Consumer Goods di Indonesia). *InterKomunika*, 3(1), 59. <https://doi.org/10.33376/ik.v3i1.43>
- ESDM, R. (2008). PETI perburuk iklim investasi dan merusak lingkungan. <https://www.esdm.go.id/id/media-center/arsip-berita/peti-perburuk-iklim-investasi-dan-merusak-lingkungan>
- Fadil, M. (2025). Dampak Aktivitas Tambang Poboya Terhadap Lingkungan Sekitar. In *Jurnal Pengabdian kepada Masyarakat* (Vol. 1, Number 1).
- Fauzi, R. M., & Nulhaqim, S. A. (2024). Masalah Konflik Pertambangan di Indonesia. 6.
- Fombrun, C., & Shanley, M. (1990). What's in a Name? Reputation Building and Corporate Strategy. *Academy of Management Journal*, 33(2), 233–258. <https://doi.org/10.5465/256324>
- Frandsen, F., & Johansen, W. (2022). Rhetorical Arena Theory. In *The Handbook of Crisis Communication* (pp. 169–181). Wiley. <https://doi.org/10.1002/9781119678953.ch12>
- Harian Sulteng, R. (2025, December 12). Longsor Lagi di Poboya, Aktivitas PETI Menelan Korban . <https://hariansulteng.com/longsor-lagi-di-poboya-aktivitas-peti-kembali-menelan-korban/>
- Hidayat. (2025, February 12). Bumi Resources buka suara soal penyegelan tambang emas. <https://Finance.Detik.Com/Energi/d-7775591/Bumi-Resources-Buka-Suara-Soal-Penyegelan-Tambang-Emas>.
- Husnullail, M., Risnita, Jailani, M. S., & Asbui. (2024). Teknik Pemeriksaan Keabsahan Data Dalam Riset Ilmiah. 15(2), 70–78. <https://ejournal.stkipbbm.ac.id/index.php/gm>

Zaky Al Hamzah, 2026

STRATEGI KOMUNIKASI KRISIS PT BUMI RESOURCES MINERALS TBK DALAM PENGELOLAAN PERTAMBANGAN (STUDI KASUS PENGELOLAAN KONFLIK TAMBANG TANPAIZIN (PETI) DI POBOYA, PALU, SULAWESI TENGAH)

UPN Veteran Jakarta, Fakultas Ilmu Sosial dan Ilmu Politik, Magister Ilmu Komunikasi
[www.upnvj.ac.id-www.library.upnvj.ac.id-www.repository.upnvj.ac.id]

- Ilhami, M. W., Vera Nurfajriani, W., Mahendra, A., Sirodj, R. A., & Afgani, W. (2024). Penerapan Metode Studi Kasus Dalam Penelitian Kualitatif. *Jurnal Ilmiah Wahana Pendidikan*, 10(9), 462–469. <https://doi.org/10.5281/zenodo.11180129>
- Indonesia, T. R. C. (2025, February 12). Tambang emas disegel warga, Bumi Resources Minerals (BRMS) buka suara. <https://www.cnbcindonesia.com/Market/20250212151353-17-610100/Tambang-Emas-Disegel-Warga-Bumi-Resources-Minerals--Brms--Buka-Suara>.
- Junaidi, J. (2022). Pertambangan emas tanpa izin (PETI) dan kesejahteraan keluarga di sekitar wilayah pertambangan. *E-Jurnal Ekonomi Sumberdaya Dan Lingkungan*, 11(1), 61–74. <https://doi.org/10.22437/jels.v11i1.18988>
- Kemp, D., & Owen, J. R. (2013). Community relations and mining: Core to business but not core business. *Resources Policy*, 38(4), 523–531. <https://doi.org/10.1016/j.resourpol.2013.08.003>
- Kent, M. L., & Taylor, M. (1998). Building dialogic relationships through the world wide web. *Public Relations Review*, 24(3), 321–334. [https://doi.org/10.1016/S0363-8111\(99\)80143-X](https://doi.org/10.1016/S0363-8111(99)80143-X)
- Kusumajaya, F., & Hibatulloh, M. N. (2023). Manajemen Komunikasi Reputasi dan Krisis di PT Gunbuster Nickel Industry. *Jurnal Penelitian Inovatif*, 3(3), 561–570. <https://doi.org/10.54082/jupin.225>
- Lincoln, Y. S., Guba, E. G., & Pilotta, J. J. (1985). Naturalistic inquiry. *International Journal of Intercultural Relations*, 9(4), 438–439. [https://doi.org/10.1016/0147-1767\(85\)90062-8](https://doi.org/10.1016/0147-1767(85)90062-8)
- Liu, Y., Gao, D., & Duan, H. (2025). Choosing the right strategies: An analysis of crisis response strategies in Chinese universities. *PLOS ONE*, 20(4), e0321777. <https://doi.org/10.1371/journal.pone.0321777>
- Ma, L., & Zhan, M. (2016). Effects of attributed responsibility and response strategies on organizational reputation: A meta-analysis of situational crisis communication theory research. *Journal of Public Relations Research*, 28. <https://doi.org/10.1080/1062726X.2016.1166367>
- Martha, Z., Ida, R., Puspa, R., & Hakim, L. (2023). Public Relations and Local Wisdom Mining Company Strategy Through a Harmonious Approach. *Jurnal Komunikasi*, 15(1), 150–163. <https://doi.org/10.24912/jk.v15i1.20364>

Zaky Al Hamzah, 2026

STRATEGI KOMUNIKASI KRISIS PT BUMI RESOURCES MINERALS TBK DALAM PENGELOLAAN PERTAMBANGAN (STUDI KASUS PENGELOLAAN KONFLIK TAMBANG TANPA IZIN (PETI) DI POBOYA, PALU, SULAWESI TENGAH)

UPN Veteran Jakarta, Fakultas Ilmu Sosial dan Ilmu Politik, Magister Ilmu Komunikasi
[www.upnvj.ac.id-www.library.upnvj.ac.id-www.repository.upnvj.ac.id]

- Merriam, S. B., & Tisdell, E. J. (2016). *Qualitative research: A guide to design and implementation* (4th ed.). Jossey-Bass.
- Miles, M. B. , & Huberman, A. M. (1994). *Qualitative Data Analysis* (Second).
- Mursad, I., Amin, K. F., & Mutaqqin, A. (2024). 'Strategi Komunikasi Public Relations PT. Koninis Fajar Mineral (KFM) Dalam Meningkatkan Citra Perusahaan Di Kabupaten Banggai Provinsi Sulawesi Tengah. 2, 113–124. <https://doi.org/10.35905/jourmics.v2i2.9325>
- Mustafa, A. F. (2024). Konflik tambang emas Sulawesi Utara: Pertambangan emas tanpa izin (PETI). *Penelitian Ilmu Pengetahuan Sosial*, 1(1). <https://doi.org/10.61511/pips.v1i1.2024.571>
- Nakazawa, K., Nagafuchi, O., Kawakami, T., Inoue, T., Yokota, K., Serikawa, Y., Cyio, B., & Elvince, R. (2016). Human health risk assessment of mercury vapor around artisanal small-scale gold mining area, Palu city, Central Sulawesi, Indonesia. *Ecotoxicology and Environmental Safety*, 124, 155–162. <https://doi.org/10.1016/j.ecoenv.2015.09.042>
- NEXUS3 Foundation. (2025). *Towards Minamata COP-6: The State of Small-scale Gold Mining (ASGM) in Indonesia*.
- Nowell, L. S., Norris, J. M., White, D. E., & Moules, N. J. (2017). Thematic Analysis. *International Journal of Qualitative Methods*, 16(1). <https://doi.org/10.1177/1609406917733847>
- Nutfa, M., Ferianto, F., Samaraji, R., Fitria Maharani Asis, D., Tasya, A., & Suriansah, S. (2024). Dramaturgi aktor pada konflik pertambangan Poboya Kota Palu. *Jurnal Entitas Sosiologi*, 13(1). <http://jurnal.unej.ac.id/index.php/JES/index>
- Nutfa, M., Zaiful, Z., Suriansah, S., Betaubun, R. M. N., & Rahman, R. (2025). Actors in conflict and competition for living space in the Poboya gold mining area, Palu City, Central Sulawesi. *Jurnal Sosiologi Dialektika*, 20(2), 147–157. <https://doi.org/10.20473/jsd.v20i2.2025.147-157>
- Owen, J. R., & Kemp, D. (2013). Social licence and mining: A critical perspective. *Resources Policy*, 38(1), 29–35. <https://doi.org/10.1016/j.resourpol.2012.06.016>
- Palinkas, L. A., Horwitz, S. M., Green, C. A., Wisdom, J. P., Duan, N., & Hoagwood, K. (2015). Purposeful Sampling for Qualitative Data Collection and Analysis in Mixed Method Implementation Research. *Administration and Policy in Mental*

Zaky Al Hamzah, 2026

STRATEGI KOMUNIKASI KRISIS PT BUMI RESOURCES MINERALS TBK DALAM PENGELOLAAN PERTAMBANGAN (STUDI KASUS PENGELOLAAN KONFLIK TAMBANG TANPA IZIN (PETI) DI POBOYA, PALU, SULAWESI TENGAH)

UPN Veteran Jakarta, Fakultas Ilmu Sosial dan Ilmu Politik, Magister Ilmu Komunikasi
[www.upnvj.ac.id-www.library.upnvj.ac.id-www.repository.upnvj.ac.id]

- Health and Mental Health Services Research, 42(5), 533–544.
<https://doi.org/10.1007/s10488-013-0528-y>
- Prno, J., & Scott Slocombe, D. (2012). Exploring the origins of ‘social license to operate’ in the mining sector: Perspectives from governance and sustainability theories. *Resources Policy*, 37(3), 346–357.
<https://doi.org/10.1016/j.resourpol.2012.04.002>
- PT BRMS Tbk, M. (2026). Menjaga Kinerja dan Menciptakan Dampak Bagi Masa Depan.
- PT Citra Palu Minerals. (2024). CPM-CSR Implementation Report Year 2019-2024.
- Rafsanjani, K. , & H. Z. (2026, February 16). BRMS buka suara soal penyegelan lahan tambang emas di Palu.
<https://www.idnfinancials.com/id/news/61403/brms-buka-suara-soal-penyegelan-lahan-tambang-emas-di-palu>.
- Rahardjo, M. (2024). Apa Itu Research Gap, State of the Arts dan Novelty dalam Penelitian.
- Redaksi. (2025a, June 3). Korban Tewas Longsor PETI Poboya Bertambah.
<https://narasita.com/baca/korban-tewas-longsor-peti-poboya-bertambah/>.
- Redaksi. (2025b, October 10). Longsor PETI Poboya Terus Berulang, Penegak Hukum dan Pemerintah Diminta Segera Tutup Tambang Ilegal. *Media Alkhairaat*.
- Redaksi. (2025c, December 11). Deretan Insiden Kecelakaan di PETI Poboya Sepanjang 2025. <https://www.kabarsulteng.id/2025/12/11/deretan-insiden-kecelakaan-di-peti-poboya-sepanjang-2025/>.
- Redaksi, DR. , R. (2025, December 14). Di Balik Aktivitas PETI: Negara Rugi, Para Cukong Nikmati Hasil dan Pekerja Jadi Korban.
https://www.kabarsulteng.id/2025/12/14/di-balik-aktivitas-peti-negara-rugi-para-cukong-nikmati-hasil-dan-pekerja-jadi-korban/#google_vignette.
- Redaksi ESDM. (2008, October 23). PETI Perburuk Iklim Investasi dan Merusak Lingkungan. <https://www.esdm.go.id/id/media-center/arsip-berita/peti-perburuk-iklim-investasi-dan-merusak-lingkungan>.
- Rifay. (2024, October 2). 406,10 Hektare Lahan Sangat Kritis akibat Tambang Ilegal di Poboya. <https://media.alkhairaat.id/40610-hektare-lahan-sangat-kritis-akibat-tambang-ilegal-di-poboya/>.

Zaky Al Hamzah, 2026

STRATEGI KOMUNIKASI KRISIS PT BUMI RESOURCES MINERALS TBK DALAM PENGELOLAAN PERTAMBANGAN (STUDI KASUS PENGELOLAAN KONFLIK TAMBANG TANPAIZIN (PETI) DI POBOYA, PALU, SULAWESI TENGAH)

UPN Veteran Jakarta, Fakultas Ilmu Sosial dan Ilmu Politik, Magister Ilmu Komunikasi
www.upnvj.ac.id-www.library.upnvj.ac.id-www.repository.upnvj.ac.id]

- Rudi Subarudi, R., Kartodihardjo, H., Sudarsono, S., & Sapardi, H. (2016). KEBIJAKAN USAHA TAMBANG BATUBARA DI KAWASAN HUTAN: STUDI KASUS KALIMANTAN TIMUR. *Jurnal Analisis Kebijakan Kehutanan*, 13(1), 41–51. <https://doi.org/10.20886/jakk.2016.13.1.41-51>
- Sari, S., Octaviani, V., & Erfina. (2023a). Implementasi Peran Public Relation Dalam Membangun Reputasi PT Cakrawala Dinamika Energi. *Jurnal Multimedia Dehasen*, 2(2), 457–466.
- Setiawati, S. (2012). Valuasi Ekonomi Pertambangan Selaras Lingkungan Lestari (Studi Kasus : Pertambangan Emas Pongkor). *Jurnal: Green Growth Dan Manajemen Lingkungan*, 1(1), 50–60. <https://doi.org/10.21009/jgg.011.05>
- Sihombing, D. N. (2023). Perkembangan Paradigma Ilmu Pengetahuan (Berdasarkan Pendekatan Guba & Lincoln).
- Sinarmassekuritas, R. (2025, February 13). Saham BRMS melemah di tengah isu penolakan warga atas tambang CPM. <https://www.sinarmassekuritas.Co.id/Saham-Brms-Melemah-Di-Tengah-Isu-Penolakan-Warga-Atas-Tambang-Cpm>.
- Subarudi, Kartodihardjo, H., Soedomo, S., & Sapardi, H. (2016). Kebijakan Resolusi Konflik Tambang Batu Bara Di Kawasan Hutan Di Kalimantan Timur (Conflict Resolution Policy on Coal Mining Businesses in Forest Areas in East Kalimantan).
- Sugiyono, P. Dr. (2023). Metode Penelitian Kualitatif, Prof. Dr Sugiyono.
- Tandyna, Y. (2024). Manajemen Komunikasi Krisis di Kementerian Kesehatan Republik Indonesia (Studi Kasus: Penggunaan Obat Sirup Penyebab Gangguan Ginjal Akut, Progresif, Atipikal (GGAPA) pada Anak Indonesia).
- Timothy Coombs, W., & Holladay, S. J. (2010). *The Handbook of Crisis Communication*. Blackwell Publishing.
- Tuminda, L. O. A. A., Hartiningsih, E., Indrajati, R., & Tambing, F. S. (2024). Studi Unjuk Kerja Peralatan Penambangan Nikel Berdasarkan Target Produksi pada Blok EHJ Pit Mawar dan Pit 3 di PT. Bumi Nikel Nusantara Desa Puuwonua, Kecamatan Andowia, Kabupaten Konawe Utara, Provinsi Sulawesi Tenggara. *Globe: Publikasi Ilmu Teknik, Teknologi Kebumian, Ilmu Perkapalan*, 2(4), 340–349. <https://doi.org/10.61132/globe.v2i4.754>
- Vera Hermawan S.I.Kom., M. I. K. (n.d.). *Theories Of Crisis Communication*.

Zaky Al Hamzah, 2026

STRATEGI KOMUNIKASI KRISIS PT BUMI RESOURCES MINERALS TBK DALAM PENGELOLAAN PERTAMBANGAN (STUDI KASUS PENGELOLAAN KONFLIK TAMBANG TANPAIZIN (PETI) DI POBOYA, PALU, SULAWESI TENGAH)

UPN Veteran Jakarta, Fakultas Ilmu Sosial dan Ilmu Politik, Magister Ilmu Komunikasi
[www.upnvj.ac.id-www.library.upnvj.ac.id-www.repository.upnvj.ac.id]

- Wibowo, A., Wati, A., & Lisdiana, A. (2021). Manajemen Konflik Pemerintah Daerah Dalam Menyelesaikan Konflik Antara Masyarakat Dengan Perusahaan Tambang Batubara (Studi Kasus Di Kalimantan Timur). *Social Pedagogy: Journal of Social Science Education*, 2(2), 1. <https://doi.org/10.32332/social-pedagogy.v2i2.3511>
- Widuhung, S. M., Pratiwi, C. Y., & Primayana, G. G. (2025c). Komunikasi Krisis: Studi kasus Penanganan Isu Negatif oleh Humas Perusahaan Air Mineral Le Mineral. In Indonesian Research Journal on Education Web Jurnal Indonesian Research Journal on Education (Vol. 5).
- Widyastuti, T. U., Astuti, P., Adawiyah, R., Oktaoufy, F., Haikal, M. F., & Burhan, M. R. (2024). Ditengah Krisis: Manajemen Komunikasi Public Relation Menangani Situasi Darurat. *Jurnal Bisnis Dan Manajemen West Science*, 3(04), 503–510. <https://doi.org/10.58812/jbmws.v3i04.1719>
- Yin, R. K. (2018). *Case study research and applications: Design and methods* (6th ed.). SAGE Publications.
- Zana, F., Azista, K., & Astuti, P. (2021). Teori Komunikasi Krisis Situasional: Strategi Komunikasi Pemerintah dan WALHI dalam Penanganan Asap Riau. *Syntax Literate*, 6(8). <https://doi.org/10.36418/syntax-literate.v6i8.2067>
- Zulaikha. (2025). Manajemen Isu atas Regulasi Perlindungan Aktivis Lingkungan dalam Mempertahankan Reputasi Perusahaan Tambang (Studi Kasus PT Sumbawa Timur Mining di Nusa Tenggara Barat). *Jurnal Teknologi Dan Sains Modern*, 2(1), 1–14. <https://doi.org/10.69930/jtsm.v2i1.264>