DAFTAR PUSTAKA

Ashford. (1988). Individual strategies for coping with stress during organizational transitions. *The Journal of Applied Behavioral Science*, 19-36.

Bandura. (1994). *Self efficacy defined.* New York: Encyclopedia of Human Behavior.

Bouaziz, F., & Smaoui, H. (2018). Strategic human resource management practices and organizational resilience. *Journal of Management Development,*, 537-551.

Buzzanell. (2018). Organizing resilience as adaptive transformational tensions. *Journal Of Applied Communication Research*, 14-18.

Caniels, M., & Batten, S. (2018). How a learning-oriented organizational climates is linked to different proactive behaviors: The role of employee resilience. *Social Indicators Research*, 1-7.

Coombs, W. (2019). *Ongoing crisis communication: Planning, managing, and responding.* California: SAGE Publication.

Doerfel, M. L., Kim, M., Kwestel, M., Yoon, H., & Quow, J. (2022). Resilience organizing: a multilevel communication framework. *Journal of Communication*, *72*(6), 605–618.

Ferdinand. (2014). *Metode penelitian manajemen.* Semarang: Badan Penerbit Universitas Diponegoro Semarang.

Frank. (1976). *Human Communication Theory.* Jakarta: Indeks.

Ghozali. (2019). *Analisis Smart PLS.* Semarang: Universitas Diponegoro.

Gover, L., & Duxbury, L. (2018). Making sense of organizational change: Is hindsight really 20/20? *Journal of Organization Behavior*, 39-51.

Griffin, Neal, & Parker. (2007). A New model of work role performance : Positive behavior in uncertain and interdependent contexts. *The Academy of Management Journal*, 327-347.

Grunig, & Huang. (2000). *From Organizational Effectiveness to Relationship Indicators : Antecedents of Relationship Public Relation Strategies.* USA: Work Press.

Hon, & Grunig. (1999). *Guidelines For Measuring Relationship in Public Relations.* Gainessville: The Institute For Public Relations.

Huang, Y. (1997). *Public relations strategies, relational outcomes and conflict management strategies* . College Park: University of Maryland.

Kim, Y. (2020). Organizational resilience and employee work-role performance after a crisis situation: exploring the effects of organizational resilience on internal crisis communication. *Journal of Public Relations Research*, 1-30.

Leoni. (2012). Workplace design, complementarities among work practices and the formation of key competencies : Evidence from Italian employees. *ILR Review*, 316-349.

Morissan. (2009). *Teori Komunikasi Organisasi.* Bogor: Ghalia Indonesia.

Neuman. (2015). *Metode Penelitian Sosial : Pendekatan Kualitatif dan Kuantitatif.* Jakarta: PT Indeks.

RPJMD. (2021). *Rencana Pembangunan Jangka Menengah Daerah.* Surabaya: Pemkot Surabaya.

Spreitzer, G. (1995). Psychological empowerment in the workplace : Dimensions, measurement and validation. *Academy of Management Journal*, 1442-1465.

Stieglitz, Mirbabaie, & Milde. (2018). Social positions and collective sense-making in crisis communication. *International Journal of Human-Computer Interaction*, 328-355.

Sugiyono. (2019). *Metode Penelitian Kuantitatif dan Kualitatif.* Bandung: Alfabeta.