

DAFTAR PUSTAKA

- Anderson, A. (2014). The “Nasty Effect”: Online Incivility and Risk Perceptions of Emerging Technologies. *Journal of Computer-Mediated Communication*.
- Chang, J. (2008). *The role of anonymity in deindividuated behavior: a comparison of deindividuation theory and the Social Identity Model of Deindividuation Effects* (SIDE). *The Pulse*, 2.
- Coe, K. (2014). Online and uncivil? Patterns and determinants of incivility in newspaper website comments. *Journal of Communication*, 64(4), 658–679. <http://doi.org/10.1111/jcom.12104>
- Eriyanto. (2011). *Analisis isi: Pengantar metodologi untuk penelitian ilmu komunikasi dan ilmu-ilmu sosial lainnya*. Jakarta: Kencana
- Gina Masullo Chen. (2017). *Online Incivility and Public Debate: Nasty Talk*. NY: Palgrave Macmillan.
- Habermas, J. (2009). *Teori Tindakan Komunikatif I: Rasio dan Rasionalisasi Masyarakat, cetakan ketiga*. (Nurhadi, Trans.) Yogyakarta: Kreasi Wacana.
- Haezer, E. (2018). Menyoal internet sebagai ruang publik dalam perspektif Habermas. *Dakwatuna: Jurnal Dakwah dan Komunikasi Islam*.
- Haryanto, I. (2014). Jurnalisme Era Digital: Tantangan Industri Media Abad 21. Kompas.
- Hershcovis, M. S. (2011). "Incivility, social undermining, bullying. . .Oh my!": A call to reconcile constructs within workplace aggression

- research. Journal of Organizational Behavior*, 32(3), 499–519. <https://doi.org/10.1002/job.689>.
- Irianto, A. (2015). *Statistik (Konsep dasar, aplikasi dan pengembangannya)*. Jakarta: Kencana.
- Katadata. (2019, March). Youtube, medsos no. 1 di Indonesia. Retrieved September 11, 2020, from [Katadata.co.id: https://katadata.co.id/ariayudhistira/infografik/5e9a55212afab/youtube-medsos-no-1-di-indonesia](https://katadata.co.id/ariayudhistira/infografik/5e9a55212afab/youtube-medsos-no-1-di-indonesia).
- Khussari, T. R. (2018). Kredibilitas pesan pada media cetak Kompas dan media online Tribun News.
- KompasTV, Youtube. (2021). Jakarta Masih Terendam Banjir, PDIP Pertanyakan Janji Anies Soal Banjir Jakarta Surut dalam 6 Jam. Retrieved May 10, 2021, from https://www.youtube.com/watch?v=ziyEL4E6s_8&t=905s
- Kurniawan, A. (2005). *Transformasi pelayanan publik*. Yogyakarta: Pembaharuan.
- Krippendorff, K. (2011). *Agreement and information in the reliability of coding. Communication Methods and Measures*, 5(2).
- Krippendorff, K. (2018). *Content analysis: An introduction to its methodology (4nd ed)*. Thousand Oaks CA: Sage.
- Kriyantono, R. (2014). *Teknis praktis riset komunikasi*. Jakarta: Prenada Media Group.
- Lee, E. J. (2006). *When and how does depersonalization increase conformity to group norms in computer-mediated communication?*. *Communication Research*. 33, 423–447.

- Lee, Y., Chen, F., & Jiang, H. (2006). *Lurking as participation: Community perspective on lurkers. Identity and Negotiability*. Retreived June, 2021, from <http://delivery.acm.org/10.1145/1160000/1150093/p404-lee.pdf?key1=1150093&key2=4869804821&coll=GUIDE&dl=GUIDE&CFID=103935473&CFTOKEN=48221647>.
- Li, B. (2010). *The theories of deindividuation*. CMC Senior Theses.
- Lim, V. K. G., & Teo, T. S. H. (2009). *Mind your E-manners: Impact of cyber incivility on employees' work attitude and behavior*. *Information & Management*, 46(8).
- Microsoft. (2021). Civility, Safety, and Interactions Online 2020. Retrieved May 10, 2021, from <https://news.microsoft.com/id-id/2021/02/11/studi-terbaru-dari-microsoft-menunjukkan-peningkatan-digital-civility-keadaban-digital-di-seluruh-kawasan-asia-pacific-selama-masa-pandemi/>
- Moore, A. F. (2019). *Online disinhibition and it's influence on cyber incivility*. TigerPrints.
- Muddiman, A. (2017). Personal and public levels of political incivility. *International Journals Communication*.
- Nasrullah, R. (2017). *Media sosial: Perspektif komunikasi, budaya, dan sosioteknologi*. Bandung: Simbiosa Rekatama.
- Nonnecke, B., Andrews, D., & Preece, P. (2006). Non-public and public online community participation: Needs, attitudes and behavior. *Electronic Commerce Research*. 6 (1): 7–20. doi:10.1007/s10660-006-5985-x.

- Papacharissi, Z. (2018). *A network self and platforms, stories, connections.* Routledge.
- Prisgunanto, I. 2014. Komunikasi pemasaran era digital. Prisani Cendekia: Jakarta.
- Rafaeli, S., Ravid, G., & Soroka, V. (2004). *De-lurking in virtual communities: A social communication network approach to measuring the effects of social and cultural capital.* Proceedings of the 37th Hawaii International conference on System Science.
- Rahadi, R. D. (2017). *Perilaku pengguna dan informasi hoax di media sosial.*
- Romli, A.S.M. 2012. Jurnalistik *Online* Panduan Praktis Mengelola Media *Online*.
- Rheingold, H (2012). *The virtual community: Homesteading on the electronic frontier.* HarperPerennial, New York.
- Santana, A. (2014). The effect of anonymity on civility in online newspaper reader commder boards. *Newspaper Reserach Journal.*
- Setiadi, A. (2016). Pemanfaatan media sosial untuk efektifitas komunikasi. *Jurnal Humaniora.*
- Sitinjak, J. R. T. & Sugiarto. (2006). *LISREL.* Yogyakarta: Graha Ilmu.
- Sitorus, U. W. A. (2014). Hubungan antara deindividuasi dan perilaku agresi pelaku *cyberbullying* pada remaja pengguna ask.fm di DKI Jakarta. Binus University.
- Schmidt, E. & Cohen, J. (2014). *The New Digital Age :Cakrawala Baru Negara, Bisnis, dan Hidup Kita.* Jakarta : Kepustakaan Populer Gramedia

- Spigel, L., Berry, C., Kim, S., & Spigel, L. (Ed.) (2010). *Electronic elsewhere: Media, technology, and the experience of social space*. University of Minnesota Press.
- Sugiyono. (2015). *Metode penelitian pendidikan (Pendekatan kuantitatif, kualitatif dan R&D)*. Bandung: Alfabeta.
- Sugiyono. (2010). *Statistika untuk penelitian*. Bandung: Alfabeta.
- Tribun News. (2020). Polisi Minta Kominfo Blokir 218 Akun Sosmed Diduga Sebar Hoax dan Ujaran Kebencian. Retrieved from: <https://m.tribunnews.com/amp/metropolitan/2020/05/04/polisi-minta-kominfo-blokir-218-akun-sosmed-diduga-sebar-hoax-dan-ujaran-kebencian>
- Ubayasiri. (2006). Internet and The Public Sphere: A Glimpse of YouTube. *eJournalist* Vol 6. No. 2.
- Walker B., Redmond J., and Lengyel, A. (2010). *Are they all the same? Lurkers and Posters on the net*. *eCULTURE*, Vol. 3, Art 16.
- We Are Social. (2020). Indonesian Digital Report. Retrieved from: <https://andi.link/download/hootsuite-we-are-social-indonesian-digital-report-2020/>
- Zhou, T. (2011). *Understanding online community user participation: A social influence perspective*. *Internet Research*. 21 (1): 67–81.
doi:10.1108/10662241111104884.