

DAFTAR PUSTAKA

- Adiprasetio, J. (2020, Januari 14). *Analisis: Reynhard Sinaga dan kegagalan ekosistem media daring kita*. Diambil kembali dari The Conversation: <https://theconversation.com/analisis-reynhard-sinaga-dan-kegagalan-ekosistem-media-daring-kita>
- Ayu, R. M. (t.thn.). *Ternyata, Mayoritas Masyarakat Indonesia Percaya dengan Media*. Diambil kembali dari [https://databoks.katadata.co.id:](https://databoks.katadata.co.id/) <https://databoks.katadata.co.id/datapublish/2022/01/21/ternyata-majoritas-masyarakat-indonesia-percaya-dengan-media>
- B, S. P. (2023, 11 01). *Pemberitaan Pemilu 2024: Banjir Drama, Kering Substansi*. Diambil kembali dari <https://www.remotivi.or.id/artikel/847>
- Berger, B, G. A. (2017). Will They Stay or Will They Go? An Examination of the Factors Influencing User Loyalty towards News Websites. doi:10.24251/HICSS.2017.478
- Chen.V.Y, P. (2019). News on Facebook: How Facebook and Newspapers Build Mutual Brand Loyalty Through Audience Engagement. *Journalism & Mass Communication Quarterly*, 22. doi:<https://doi.org/10.1177/1077699019876634>
- Creswell, J. (2018). *Research Design: Qualitative, Quantitative and Mixed Methods Approaches*. Los Angeles: SAGE.
- Gaffar, V. (2007). *Customer Relationship Management and Marketing Public Relations*. Bandung: Alfabeta.
- Gajardo.C, M. (2023). How Loyalty Works: Why Do People Continue TheirRelationship with Journalism? *Journalism Studies*. doi:10.1080/1461670X.2023.2178246
- Garza, H, M. G. (2021). News website users in Mexico: factors influencing their loyalty. *Communication & Society*, 36(1), 47-64. doi: 10.15581/003.36.1.47-64
- Griffin, J. (2003). *Customer Loyalty: Menumbuh dan Mempertahankan Kesetiaan Pelanggan* (Ed.rev., cet. 1 ed.). (Y. Sumiharti, Penyunt., & D. K. Yahya, Penerj.) Jakarta: Erlangga.
- Hamzah, A. (2020). *Metode Penelitian Kualitatif: Rekonstruksi Pemikiran Dsar Natural Research*. Malang: Literasi Nusantara.
- Hiaeshutter-Rice, D. &. (2021). Understanding audience engagement with mainstream and alternative news posts on Facebook. *Digital Journalism*, 9(5), 519–548. doi:10.1080/21670811.2021.1924068
- Huang, C. (2017). The impacts of brand experiences on brand loyalty: mediators of brand love and trust. *Management Decision*. doi:10.1108/md-10-2015-0465

- Hutter, K. H. (2013). The impact of user interactions in social media on brand awareness and purchase intention: The case of MINI on Facebook. *Journal of Product and Brand Management*, 22, 342-351. doi:10.1108/JPBM-05-2013-0299
- Klaus Meier, D. K. (2018). Audience Engagement in a Post-Truth Age. *Digital Journalism*, 6:8, 1052–1063. doi: 10.1080/21670811.2018.1498295
- Knudsen, E. D. (2022). How the public understands news media trust: An open-ended approach. *Journalism*, 23(11), 2347-2363. doi:10.1177/14648849211005892
- Krebs, I. &. (2019). Is audience engagement worth the buzz? The value of audience engagement, comment reading, and content for online news brands. *Journalism*, 714-732.
- Lewandowsky, S. C. (2020). *The Debunking Handbook 2020*. Diambil kembali dari Skeptical Science: <https://skepticalscience.com/debunking-handbook-2020>
- Lim, J.-S. H. (2015). How social media engagement leads to sports channel loyalty: Mediating roles of social presence and channel commitment. *Computers in Human Behavior*, 46, 158-167. doi:10.1016/j.chb.2015.01.013
- M, A. I. (2020). Pengaruh Brand Satisfaction, Brand Trust, dan Brand Experience Terhadap Brand Loyalty Kompas Digital. *Jurnal Manajemen Bisnis dan Kewirausahaan*, 4(1):60. doi:10.24912/jmbk.v4i1.6801
- Moelong, L. J. (2017). *Metode Penelitian Kualitatif*. Bandung: PT Remaja Rosdakarya.
- Nelson.J.L, K. (2020). Improve Trust, Increase Loyalty? Analyzing the Relationship Between News Credibility and Consumption. *Journalism Practice*. doi:10.1080/17512786.2020.1719874
- Newman.N, F. R. (2023). *Reuters Institute Digital News Report 2023*. Reuters Institute for the Study of Journalism .
- Pahlevi, R. (2021, 11 29). *Kelompok Usia 25 - 34 Tahun Paling Banyak Konsumsi Berita Digital Berbayar*. Diambil kembali dari Databoks : <https://databoks.katadata.co.id/datapublish/2021/11/29/kelompok-usia-25-34-tahun-paling-banyak-konsumsi-berita-digital-berbayar>
- Rachmawati.I, M. (2017). The Role of User Experience Towards Customer Loyalty in Indonesian Cellular Operator with the Mediating Role of User Satisfaction and Customer-Based Brand Equity. *Journal of Computational and Theoretical Nanoscience*, 1-2.
- Rockwell, C. (2008). The mathematics of brand satisfaction. *Management Review* 19, 75-83.
- Rosenstiel, T. (2008). *The How vs. Where of News Consumption*. Diambil kembali dari <https://www.pewresearch.org/journalism/2008/08/20/the-how-vs-where-of-news-consumption/>

- Sashi, C. M. (2012). Customer engagement, buyer-seller relationships, and social media. *Management Decision*, 50, 253-272. doi:10.1108/00251741211203551
- Schäfer, S., L. A. (2023). "Give Me a Break!" Prevalence and Predictors of Intentional News Avoidance During the COVID-19 Pandemic. *Mass Communication and Society*. doi:10.1080/15205436.2022.2125406
- Skovsgaard, M., A. K. (2020). Conceptualizing news avoidance: Towards a shared understanding of different causes and potential solutions. *Journalism Studies*. doi:<https://doi.org/10.1080/1461670X.2019.1686410>
- Suciska W, E. Y. (2020). Pola Konsumsi Berita pada Kelompok Khalayak Digital di Kota Bandar Lampung. *Jurnal Ilmu Komunikasi*, VOLUME 17, NOMOR 2 , 249-266. doi: 10.24002/jik.v17i2.2484
- Sugiyono. (2021). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Penerbit Alfabeta.
- Utomo, W. P. (2023, 12 21). *Beban kerja besar, finansial rentan: riset temukan 3 dilema profesi jurnalis*. Diambil kembali dari The Conversation: <https://theconversation.com/beban-kerja-besar-finansial-rentan-riset-temukan-3-dilema-profesi-jurnalis>
- Wicaksana, M. D. (2022, 06 05). *Keluh Kesah Pekerja Media di Era Ekonomi Digital*. Diambil kembali dari Kompas.Id: <https://www.kompas.id/baca/linimasa/2022/06/04/keluh-kesah-pekerja-media-digital>
- Wimmer, R. D. (2000). *Mass media research: An introduction*, 9th ed. Wadsworth: Boston.
- Yin, R. K. (2021). *Case Study Research and Application: Design and Methods*. California: Sage Publication.
- Yoo, B. D. (2000). *Journal of the Academy of Marketing Science*, 28, 195-211. doi:10.1177/0092070300282002

UNIVERSITAS
MULTIMEDIA
NUSANTARA