

## **Training on Issue and Crisis Management for Village Government Officials of Eureunpalay Village Cibalong Tasikmalaya**

<sup>1</sup>Yudha Pradhana, <sup>2</sup>Vivitri Endah Andriani, <sup>3</sup>Amadhea Zahra Febriani,  
<sup>4</sup>Tasya Nur'aida, <sup>5</sup>Ester Berliana, <sup>6</sup>Mohammad Daffa Roihandro

<sup>1,2,3,4,5,6</sup>Universitas Nasional, Indonesia.

<sup>1</sup>[yudha.pradhana@civitas.unas.ac.id](mailto:yudha.pradhana@civitas.unas.ac.id), <sup>2</sup>[vivitri.andriani@civitas.unas.ac.id](mailto:vivitri.andriani@civitas.unas.ac.id),  
<sup>3</sup>[amadheazahrafebriani@gmail.com](mailto:amadheazahrafebriani@gmail.com), <sup>4</sup>[tasyanrdaa@gmail.com](mailto:tasyanrdaa@gmail.com),  
<sup>5</sup>[esterliana2009@gmail.com](mailto:esterliana2009@gmail.com), <sup>6</sup>[daffaroihandro@gmail.com](mailto:daffaroihandro@gmail.com)

**\*Correspondence Email:** [yudha.pradhana@civitas.unas.ac.id](mailto:yudha.pradhana@civitas.unas.ac.id)

**Abstract:** *The Issue and Crisis Management Training conducted for village government officials in Eureunpalay Village, Cibalong Subdistrict, Tasikmalaya, aimed to enhance effective communication skills in handling crisis situations. The training was attended by 20 participants, consisting of village apparatus and local community leaders. The initiative was motivated by the lack of understanding and practical skills among village officials in managing various issues and crises that may arise within the community, including natural disasters, social conflicts, and other emergency situations. Data collection methods included direct observation and open-ended interviews with participants to assess the development of their capacities throughout the training. The indicators of program success comprised: (1) increased participants' understanding of crisis communication techniques; (2) improved ability to apply vocal control, body language, and eye contact when speaking publicly; and (3) enhanced confidence in conveying messages during emergencies. The training outcomes showed a significant improvement in participants' preparedness to face crisis situations, both in terms of technical communication skills and psychological readiness under pressure. The implications of these outcomes suggest that such training programs are a critical strategy in strengthening the capacity of village government officials, particularly in building effective communication during crises. Therefore, this initiative is recommended to be continued and scaled up to other villages as part of a broader effort to enhance local governance resilience.*

**Keywords:** *Capacity Building, Management, Issue and Crisis, Village Officials.*

### **INTRODUCTION**

In today's digital era, where information spreads with remarkable speed (Alamsyah et al., 2024), the emergence and dissemination of issues and crises have become increasingly rapid even in rural areas that are now connected to social media and digital communication platforms. Eureunpalay Village, located in the Cibalong Sub-district of Tasikmalaya, is not exempt from the potential emergence of various issues that could disrupt social and economic stability. Poorly managed issues can escalate into crises (Rachmawati, 2023), and unaddressed crises may lead to panic, misinformation, and even socially detrimental conflicts. Given that the village is the lowest



level of government and the one most directly engaged with the public (Zaman et al., 2022), readiness among village officials to address issues and crises both quickly and effectively is imperative. Readiness, in this context, refers to a state of preparedness in facing crisis situations (Utomo et al., 2018).

Crisis and issue management training for village officials is therefore crucial. As the front line of local governance, village officials are often the first responders required to act during crises. However, many lack the necessary knowledge and skills to identify, analyze, and manage emerging issues and crises. This training is designed to equip them with crisis communication skills, risk management strategies, and effective mitigation techniques so they can respond swiftly and appropriately to a wide range of crises (Youngblood, 2010). It is essential that village officials recognize that effective communication enables village governments to foster reciprocal relationships with their communities, particularly in crisis situations that demand timely and coordinated action (Effendy, 2019). Participatory and effective communication also enhances public awareness and accountability toward local events (Kustiawan et al., 2023).

The training is particularly relevant as a village official's ability to manage crises directly affects the public's trust in local governance. In a corporate context, successful crisis management results in satisfactory outcomes for companies and stakeholders alike (L. D. Putri, 2014). Similarly, in the context of village governance, communities are likely to feel safer and more confident in their leaders if issues and crises are handled competently. Conversely, poor crisis management can result in mistrust, unrest, and even local-level upheaval. Thus, this training aims not only to enhance technical capacity but also to strengthen communication and trust between village governments and their constituents.

The crisis and issue management training is expected to increase Eureunpalay Village officials' preparedness in dealing with potential emergencies. With the right competencies, officials can take proactive and appropriate measures to mitigate the negative impacts of crises and uphold social stability. Social stability refers to a condition where a group of individuals in a community coexists peacefully and free from disruptive conflict that may hinder daily life, particularly in a rural setting (F. D. W. Putri et al., 2023). Furthermore, the training contributes to developing more

responsive and adaptive village governance capable of managing ongoing changes and local challenges.

Eureunpalay Village currently faces pressing challenges related to issue and crisis management. One of the primary concerns is the limited knowledge and capacity for crisis management among village officials, which leaves them unprepared to identify and respond to emergencies in a timely and appropriate manner. Additionally, weak crisis communication skills can result in ineffective dissemination of information, potentially causing confusion or panic among villagers. This problem is exacerbated by the increasing use of social media in rural communities, where misinformation can spread rapidly and become difficult to control. In reality, social media should be a powerful tool for rapidly and collectively disseminating relevant information, especially during crisis mitigation (S. Rahmawati et al., 2025). Therefore, village officials must possess the digital literacy necessary to manage online information responsibly, in order to prevent disinformation and hoaxes that could threaten local social stability (A. D. Rahmawati & Suharto, 2024). Proficiency in using social media is also essential for building transparent and responsive two-way communication between village governments and the communities they serve (Sarwani, 2021).

Another commonly observed issue in many rural areas is the lack of digital literacy among village officials, particularly when utilizing social media for crisis communication (Zubair, 2016). This shortcoming impedes efforts to shape public opinion and maintain trust in local government during crisis situations. Amid growing demands for transparency and accountability, crisis and issue management training is essential. The training is expected to provide village officials with the tools and strategies needed to meet these challenges effectively enabling them to be more responsive, maintain social cohesion, and sustain community trust during crises.

The proposed solution crisis and issue management training for Eureunpalay Village officials includes improving their crisis management and effective communication skills. This training aims to prepare them to identify, respond to, and manage crises swiftly and appropriately, while delivering messages that are clear, calming, and reassuring. The program also emphasizes the use of digital and social media tools to manage public opinion and counter misinformation. With these newly acquired skills, village officials are expected to improve transparency and



accountability in crisis response, thereby safeguarding public trust and maintaining social stability within the village.

### **METHOD**

The training on the importance of issue and crisis management for village officials was designed to enhance their preparedness and response capacity in addressing various communication challenges within the community. The program specifically targeted village officials of Eureunpalay Village, located in Cibalong Subdistrict, Tasikmalaya, and was conducted through face-to-face sessions in September 2024. A total of 20 participants took part in the training, consisting of the village head, secretariat staff, community development officers, and other administrative personnel. These participants were selected based on their roles in public service and their involvement in communication-related tasks within the village governance structure.

The training lasted for two full days and combined theoretical learning with practical exercises. At the beginning of the activity, a pre-test was administered to all participants to evaluate their initial understanding of crisis management concepts and their ability to communicate effectively during emergency situations. The training materials delivered included three main themes: (1) fundamental principles of issue and crisis management relevant to local government contexts; (2) effective communication strategies in crisis situations, such as controlling tone of voice, body language, and managing emotions; and (3) the use of digital technologies and social media platforms to disseminate accurate and calming information to the public. The content was presented using PowerPoint slides and supported by case examples drawn from local experiences.

The training model used was a blended approach that combined interactive workshops, open discussions, and hands-on simulation exercises. Participants were encouraged to share personal experiences in handling local issues, which helped contextualize the theoretical knowledge. Simulation activities enabled the participants to practice real-life crisis response scenarios, such as handling misinformation, coordinating emergency communication, and maintaining public trust. This practical component was essential in building the participants' confidence and competence in managing crises effectively.



To assess the effectiveness of the training, a post-test was administered after the completion of the sessions. This test measured the participants' knowledge improvement in comparison to the pre-test results. Additionally, structured questionnaires were distributed to collect participant feedback on the training materials, delivery method, relevance to their roles, and overall satisfaction. The combination of pre-test/post-test analysis and qualitative feedback provided a comprehensive evaluation of the training's impact. The results indicated that the participants showed significant improvement in their understanding and readiness to manage communication during crises, demonstrating the importance and effectiveness of capacity-building efforts for village officials.

## **RESULT AND DISCUSSION**

Community service activities conducted by university lecturers constitute an essential component of fulfilling the Tri Dharma of Higher Education, which encompasses teaching, research, and community service. Prior to the commencement of the training on issue and crisis management, the village officials of Eureunpalay, Cibalong Subdistrict, Tasikmalaya, were asked to complete a pre-test to assess their understanding of strategies for handling crises and the importance of effective communication in emergency situations.

The pre-test results indicated that the majority of village officials had limited comprehension of the necessary steps to take when addressing community issues, as well as how to deliver clear and reassuring information during crises. This lack of preparedness in crisis communication has the potential to cause misunderstandings and panic among the community. Additionally, village officials face challenges in combating misinformation that can exacerbate the situation.

The arrival of the Community Service team from the Communication Studies Program at Universitas Nasional was warmly welcomed by the village officials, including hamlet heads and relevant village authorities. They attended punctually according to the established schedule and demonstrated keen interest in the material to be presented. The activity was held at the village hall, serving as the center of local government and community activities. The event commenced with a welcoming speech by the Secretary of Eureunpalay Village, Agung Sumiaji, who expressed appreciation for the implementation of this training and hoped that similar initiatives would

continue to enhance the capacity of village officials in facing communication challenges in the digital era.



*Figure 1. Award Certificate Presentation*

Following the opening and welcoming remarks, the event proceeded with the symbolic presentation of an award certificate from Eureunpalay Village. The certificate was formally handed over by the Secretary of Eureunpalay Village, Agung Sumiaji, to the lecturer and resource person from the Communication Studies Program at Universitas Nasional, Yudha Pradhana, S.I.Kom., M.Si.

The activity continued with participants completing a pre-test designed to measure their knowledge and understanding of strategies for managing issues and crises within the village environment. Subsequently, the material was delivered by Yudha Pradhana, S.I.Kom., M.Si., who possesses extensive experience in crisis management and public communication. During the presentation, it was emphasized that the ability to manage issues and crises is a crucial skill for village officials in maintaining community stability and order.

The training materials covered several key areas, including methods for identifying potential crises, effective communication strategies during emergencies, and techniques for countering disinformation that could exacerbate the situation. Furthermore, the importance of building public trust through transparent, timely, and accurate communication was emphasized. Transparent and open crisis communication fosters trust and strengthens the relationship between village officials and the community, thereby enabling stronger collaboration in addressing crises (Efendi et al., 2023). These skills are highly applicable in various scenarios, such as managing social conflicts, responding to natural disasters, or communicating village policies in a more persuasive and

accessible manner for local residents.



*Figure 2. Material Presentation by Yudha Pradhana, S.I.Kom., M.Si.*

The material presented was not solely theoretical but also supplemented with case studies and simulations to assist village officials in understanding and directly applying crisis and issue management strategies. Participants were invited to practice responding to potential crisis scenarios within the village environment, such as the spread of hoax information, inter-community conflicts, or natural disasters. During these simulations, they were tasked with designing effective communication strategies, selecting appropriate messages, and determining the most suitable media channels to convey information to the community. This approach is critical because inadequate crisis communication strategies can escalate a crisis into an uncontrollable situation (Siregar et al., 2024).

Moreover, the training emphasized the importance of communication skills in managing emergency situations. Village officials were taught how to provide rapid, transparent, and accurate responses to prevent panic and maintain public trust. Techniques such as using clear language, controlling emotions during communication, and utilizing digital technology for information dissemination were integral parts of the training. In other words, communication plays a vital role for village officials in crisis management (PuskoMedia Indonesia, 2023).

The enthusiasm of the village officials was evident from their active participation in asking questions, engaging in discussions, and taking part in the simulations. Many participants who initially lacked confidence in handling issues and crises gained a better understanding of the

necessary steps after receiving guidance from the facilitator. This activity is expected to enhance the preparedness of village officials in facing various communication challenges in the digital era and to foster public trust in the village government.



*Figure 3. Material Presentation by Yudha Pradhana, S.I.Kom., M.Si.*

In addition, the PKM (Community Service Program) team emphasized the importance of word choice and message structure in crisis situations. In managing issues and crises, village officials must be able to construct clear and concise statements that do not incite panic and are easily understood by the community. The presenter explained that the use of simple language, direct to the core of the problem, and free of ambiguity is highly effective in preventing misunderstandings and accelerating public response to given instructions. This is because the use of straightforward language enhances message comprehension, reduces confusion, and increases public engagement (Aryaputra, 2024).

Another strategy involves managing emotions and maintaining composure when speaking in public, especially in situations requiring calmness and clarity of information. Village officials were taught how to address anxious or even angry audiences while maintaining a calm tone of voice and a confident demeanor. Emotional regulation not only influences the effectiveness of communication but also impacts the credibility of village officials in handling crises.

The team also conducted public speaking simulations within the context of issue and crisis management. Participants were asked to role-play as village spokespersons responding to crisis scenarios such as natural disasters or social conflicts. During these simulations, they were given

scenarios and required to deliver information to the community using the public speaking techniques taught. This exercise aimed to enhance the readiness of village officials in managing emergency situations and to build their confidence in conveying accurate and reassuring information to the public.

Through these various strategies, it is expected that the village officials of Eureunpalay will not only understand the theoretical aspects of communication during crises but also be able to apply them effectively in their daily responsibilities. With strong public speaking skills, they can serve as reliable sources of information for the community, reduce the potential for panic, and foster public trust in the village government's ability to manage emerging issues. Fundamentally, public speaking can be understood as a technique for delivering messages in front of an audience, which is especially crucial for village officials (Maspuroh et al., 2023).



*Figure 4. Material Presentation by Yudha Pradhana, S.I.Kom., M.Si.*

Following the presentation of the material, the session continued with a question-and-answer segment and a discussion addressing the challenges faced by village officials in managing crisis communication. This session was highly interactive, reflecting the very positive engagement of the participants. Many inquired about strategies for overcoming anxiety and tension when speaking in public, particularly in crisis situations where calmness and clarity of information are critically needed. Several participants also shared the difficulties they encountered in delivering appropriate messages to the community, especially when the information could influence the feelings or reactions of residents.

The facilitator provided practical tips on how to manage tension and nervousness, such as breathing techniques to calm oneself before speaking, as well as the importance of regular practice to build self-confidence. Participants were also guided to identify anxiety-triggering situations and to learn how to shift their focus from fear to the core message they wish to convey to the audience. One of the recommended strategies was to visualize success before speaking, which can help village officials concentrate more on their communication goals and deliver clear, reassuring messages (Manalu et al., 2024).



*Figure 5. Situation of the Community Service Activity*

The discussion continued with an emphasis on the importance of adopting an empathetic and patient communication approach, especially when managing crises. The facilitator explained that during crisis situations, village officials must demonstrate concern for the emotions of the community and strive to maintain positive communication, even under pressure. In such contexts, the ability to listen attentively and provide responses that are appropriate to the situation is crucial. The application of empathetic communication in crisis situations plays a significant role in enabling village officials to manage and resolve crises more effectively (Zuhdi & Ayuningtyas, 2024). Many participants expressed that they felt more prepared to face communication challenges with the community after learning these approaches.

This question-and-answer session also provided an opportunity for participants to share personal experiences related to communication situations they had encountered in the village, whether during meetings with residents or when addressing sensitive issues. This exchange allowed them to learn from one another and gain new insights from their peers' experiences. The

facilitator offered constructive feedback to assist participants in overcoming these challenges.



**Figure 6.** *Situation of the Community Service Activity*

Through this discussion and question-and-answer session, it is hoped that village officials gain a deeper understanding that effective communication skills encompass not only speaking but also listening, responding with empathy, and conveying information in a manner that builds trust and stability within the community. Following this session, participants expressed increased confidence in applying the techniques they had learned, both in engaging with the community and in managing more complex crisis situations.

The training session concluded with a post-test designed to measure the extent of participants' improved understanding, particularly regarding issue and crisis management, as well as the communication skills taught during the training. The post-test results demonstrated a significant enhancement in participants' comprehension of the importance of effective communication in emergency situations. Furthermore, it was evident that participants had gained a better grasp of strategies such as breathing techniques, body language management, and emotional control, which help them become more prepared and confident when facing potential crises in their village.

The post-test also assessed the participants' ability to apply the material in the context of handling issues and crises at the village level. Many participants now feel more prepared to respond to emergencies—whether related to natural disasters, social conflicts, or other issues—because they have acquired improved skills in delivering information clearly, effectively, and in a timely manner. Additionally, the post-test revealed that many participants are now more confident in

communicating with the community. They recognize that public speaking skills and the ability to manage crises through effective communication are essential keys to building public trust in the village government.



*Figure 7. Group Photo*

The outcomes of the issue and crisis management training provided to the village officials in handling emergency situations proceeded well and in accordance with the predetermined plan. The primary objective of this activity was to enhance the village officials' understanding of the importance of effective communication in managing issues and crises, as well as how to utilize it to build public trust, particularly when facing various emerging challenges.

This training also equipped the village officials with strategies for conveying information to the community, including techniques such as regulating vocal intonation, using appropriate body language, and maintaining eye contact with the audience. Additionally, they were taught methods to overcome nervousness and tension when speaking in public, which often present obstacles in crisis situations. With these skills, village officials are expected to be better prepared to face communication challenges that arise during disasters, social conflicts, or other sensitive issues.

Moreover, the training aimed to improve participants' understanding of the importance of clear and timely communication during crises. Many participants may not have been accustomed to speaking before large groups under stressful conditions; thus, through this training, they learned how to deliver messages calmly and clearly. This was evident during the Q&A session following the material presentation, where participants responded positively and gained a better understanding of how effective communication skills can assist them in managing various crisis

situations in their village.

Consequently, the results of this issue and crisis management training are highly valuable for village officials, especially for those who previously lacked confidence in speaking publicly under pressure.

This activity had a positive impact on building their self-confidence. The expected outcomes of the training include:

1. Increasing awareness and understanding of the importance of effective communication in managing community issues and crises. Village officials are expected to comprehend that communication skills are key to managing crisis situations and maintaining stability in their environment.
2. Developing public speaking skills and boosting confidence when speaking in front of an audience, particularly in stressful situations. Through this training, participants learned that self-confidence is crucial in confronting and overcoming crises.
3. Enhancing both the quality and quantity of village officials prepared to face future communication challenges, whether in emergency situations or everyday interactions with the community.

Thus, the issue and crisis management training provides substantial benefits for village officials, especially in improving their readiness to handle various communication challenges that may arise. They will become more confident in public speaking and better able to convey clear and timely information during crises.

## CONCLUSION

The crisis and issue management training conducted for the village officials of Eureunpalay, Cibalong Subdistrict, Tasikmalaya, aimed at enhancing their understanding of the importance of effective communication skills in handling issues and crises, was successfully implemented according to the predetermined plan. This activity effectively improved participants' comprehension of essential strategies for managing and responding to crisis situations, including voice intonation techniques, appropriate use of body language, and maintaining eye contact under

pressure. The positive feedback from participants demonstrated the significant benefits of the training in strengthening their communication competencies.

The expected outcomes of this training include heightened awareness among village officials regarding the critical role of effective communication in crisis and issue management. Participants learned how to manage information accurately and clearly, whether during emergencies, public interactions, or conflict resolution. Furthermore, the training contributed to building the participants' self-confidence in communication, a crucial aspect in preparing them to face various challenges inherent in governance and community service. Overall, this activity positively impacted the readiness of village officials to confront and manage potential crises in the future.<sup>1</sup>

The community service activities that have been conducted are expected to be progressively implemented to ensure that the skills in issue and crisis management can be transferred to other village officials and future generations. Such crisis management training is hoped to continue regularly, allowing village officials to further develop their competencies in managing crises effectively and sustainably. It is also anticipated that local and central government authorities will provide ongoing support and facilitate realistic crisis management simulations, such as disaster evacuation drills or social conflict resolution exercises, to better prepare village officials for potential emergency situations. Through the application of these strategies, it is expected that village officials will be more equipped to handle emerging issues and crises while enhancing effective communication in facing future challenges.

## REFERENCE

- Alamsyah, I. L., Aulya, N., & Satriya, S. H. (2024). Transformasi Media Dan Dinamika Komunikasi Dalam Era Digital: Tantangan Dan Peluang Ilmu Komunikasi. *Jurnal Ilmiah Research Student*, 1(3), 168–181.
- Aryaputra, M. D. (2024). Komunikasi Efektif dengan Bahasa yang Sederhana. *Kompasiana.Com*.
- Efendi, N., Mustofa, M. B., Jati, J. D., & Wuryan, S. (2023). Komunikasi Krisis dalam Meningkatkan Resiliasi pada Organisasi Ikatan Pelajar Muhammadiyah Kota Bandar Lampung. *Jurnal Kopis: Kajian Penelitian Dan Pemikiran Komunikasi Penyiaran Islam*, 6(1), 92–106. <https://doi.org/10.33367/kpi.v6i1.3908>
- Effendy, O. U. (2019). *Ilmu Komunikasi: Teori dan Praktek*. Remaja Rosdakarya.

- Kustiawan, W., Fauzizah, N. A., Amro, H., Sinaga, B., Oktavia, I., Hafizah, F., Shaliha, F., & Habib, F. (2023). Konsep Komunikasi Partisipatif dalam Komunikasi Pembangunan. *Jurnal Pendidikan Tambusai*, 7(2), 4082–4086.
- Manalu, A. P., Sitorus, J. E., Atila, Z., Hutabarat, C., & Harif, M. (2024). Berani Berbicara dan Menjadi Pembicara: Strategi Meningkatkan Kemampuan Berbicara dengan Percaya Diri Untuk Mahasiswa Pendidikan Teknik Elektro di Universitas Negeri Medan. *JIPMuktj: Jurnal Ilmu Pendidikan Muhammadiyah Kramat Jati*, 5(2), 492–499.
- Maspuroh, U., Sugiarti, D. H., Rosalina, S., & Nurhasanah, E. (2023). Pelatihan Public Speaking dan Etika Komunikasi untuk Meningkatkan Keterampilan Berbicara Perangkat Desa Tegalurung serta Pendampingan Pembuatan Video Profil Desa. *Jurnal Pengabdian Pada Masyarakat*, 8(2), 522–531. <https://doi.org/10.30653/jppm.v8i2.407>
- PuskoMedia Indonesia. (2023). *Penguatan Keterampilan Komunikasi dan Komunikasi Antarpersonal bagi Perangkat Desa*. Pemerintah Desa Cisuru. <https://cisuru.desa.id/penguatan-keterampilan-komunikasi-dan-komunikasi-antarpersonal-bagi-perangkat-desa/>
- Putri, F. D. W., Azarah, A. Y., & Agustina, R. D. (2023). Peran Perangkat Desa dalam Menjaga Stabilitas Sosial dan Memberikan Pelayanan Publik di Desa Jubung. *Khatulistiwa: Jurnal Pendidikan Dan Sosial Humaniora*, 3(4), 230–247. <https://doi.org/10.55606/khatulistiwa.v3i4.2436>
- Putri, L. D. (2014). Krisis, Ancaman atau Peluang?! *Jurnal Komunikasi*, 3(1), 25–38.
- Rachmawati, F. (2023). Strategi Humas Pemerintah Dalam Pengelolaan Manajemen Isu Di Era Post Truth. *Communicology: Jurnal Ilmu Komunikasi*, 11(1), 114–127. <https://doi.org/10.21009/communicology.031.08>
- Rahmawati, A. D., & Suharto, D. G. (2024). *Kesiapan Aparatur Desa Dalam Digitalisasi Untuk Mewujudkan Kemandirian Desa di Kecamatan Manyaran, Kabupaten Wonogiri*. 4, 73–89.
- Rahmawati, S., Nur, Z., Lubis, S., & Hamdi, F. (2025). Peran Media Sosial Dalam Edukasi Dan. *Jurnal Dharmawangsa*, 19, 23–33.
- Sarwani, S. (2021). Pelayanan Komunikasi Pemerintahan Dalam Pemberitaan Kebijakan Pemerintah Daerah Kepada Stakeholder di Kalimantan Selatan. *PakMas: Jurnal Pengabdian Kepada Masyarakat*, 1(2), 118–127. <https://doi.org/10.54259/pakmas.v1i2.106>
- Siregar, N., Nursyamsi, S. E., & Dewi, N. K. (2024). Analisis Strategi Komunikasi Krisis dalam Mempertahankan Reputasi Perusahaan di Situasi Darurat. *Harmoni: Jurnal Ilmu Komunikasi Dan Sosial*, 2(4), 142–154.
- Utomo, K. S., Muryani, C., & Nugraha, S. (2018). Kajian Kesiapsiagaan Terhadap Bencana Tsunami Di Kecamatan Puring Kabupaten Kebumen Tahun 2016. *GeoEco*, 4(1), 68–76. <https://doi.org/10.20961/ge.v4i1.19180>
- Youngblood, S. (2010). Ongoing Crisis Communication: Planning, Managing, and Responding, 2nd Edition (Coombs, W. T.) and Handbook of Risk and Crisis Communication (Heath, R. L. and O’Hair, H. D., Eds.) [Book reviews. *IEEE Transactions on Professional Communication*, 53(2), 174–178. <https://doi.org/10.1109/tpc.2010.2046099>



- Zaman, N., Octo, C. W., Dhora, S. T., Yuliaty, F., & Prasetyo, I. (2022). Manajemen Sdm Perangkat Desa Dan Dampaknya Terhadap Pertumbuhan Umkm Di Indonesia. *Komitmen: Jurnal Ilmiah Manajemen*, 3(2), 107–115. <https://doi.org/10.15575/jim.v3i2.22728>
- Zubair, F. (2016). Pelatihan Mengelola Media Sosial Bagi Perangkat Desa Di 14 Desa Dan Kabupaten Dalam Meningkatkan Kesadaran Dan Kepedulian Masyarakat Terhadap Pandemi Covid 19: Kajian Komunikasi & Antropologi. *Kabuyutan: Jurnal Kajian Ilmu Sosial Dan Humaniora Berbasis Kearifan Lokal*, 1(1), 1–23.
- Zuhdi, I. N., & Ayuningtyas, F. (2024). Penerapan Komunikasi Empatik Pada Penanganan Krisis Studi kasus Meledaknya Depo Pertamina Plumpang. *Communicology: Jurnal Ilmu Komunikasi*, 12(1), 1–21. <https://doi.org/10.21009/comm.032.01>