

DAFTAR PUSTAKA

BUKU

- Arikunto, Suharsimi. (2006) *Prosedur Penelitian Suatu Pendekatan Praktik*. Jakarta: PT Rineka Cipta.
- Creswell, John W (2010). *Research Design: Pendekatan Kualitatif, Kuantitatif, dan Mixed*, Edisi Ketiga. Yogyakarta: Pustaka Pelajar.
- Daymon, C., & Holloway, I. (2011). *Qualitative Research Methods in Public Relations and Marketing Communications*, Second edition
- Morissan. (2013). *Teori Komunikasi Hingga Massa*.
- Moleong, Lexy J. (2012). *Metodologi Penelitian Kualitatif*. Bandung: PT Remaja Rosdakarya.
- Patton. (2008), *Qualitative Evaluation and Research Methods*. London : Sage Publication Lid.
- Semiawan, C. R. (2010). *Metode Penelitian Kualitatif: Jenis, Karakteristik, dan Keunggulannya* (Vol. 1).
- Sugiyono. (2013). *Metode Penelitian Pendekatan Kuantitatif, Kualitatif, R&D*. Bandung: Alfabeta.
- Sugiyono. (2010). *Memahami Penelitian Kualitatif*. Bandung : Alfabeta.

JURNAL

- Cyintia Purnama Sari. (2020). *Pemanfaatan Potral Intranet sebagai Media Komunikasi Internal PT Pertamina Eksplorasi dan Produksi (EP)*.
- Gustafsson, E., Stark, R., Åman, N. A., & Ozturkcan, S. (2018). *Digital internal communication An investigation of communication tools used within three organizations and employees' attitudes towards them*.

Hamilton M, Retha Synman. (2004). The Utilisation of An Intranet As A Knowledge Management Tool in Academic Libraries.

Joseph Kaaya. (2009). Effectiveness of New Media Technologies For Internal Communication in Parliament Of Uganda : A Case Study of The Intranet and Text Message (SMS).

Lynn Kalani Terumi Hayase. (2009). Internal Communication in Organizations and Employee Engagement.

Lipiäinen et al. (2014). *Digital internal communication An investigation of communication tools used within three organizations and employees' attitudes towards them.*

Maharani Imran. (2011). Peran Intranet dalam Menjembatani Komunikasi Internal di Corporate.

Melly Maulin P. (2016). Hubungan Penggunaan Intranet Sebagai Media Cyber-PR dengan Tingkat Kohevititas Karyawan.

Mohammed Usman. (2015). Intranet and Its Significance in Organisation.

Nina Rahmawati. (2015). Pemanfaatan Intranet sebagai Media Komunikasi Internal Public Relations PT Pertamina Refery Unit II Dumai, Provinsi Riau.

INTERNET

<https://news.detik.com/berita/d-5728881/bank-bjb-raih-4-penghargaan-di-ajang-human-capital-award-vii-2021>

<https://www.bankbjb.co.id/>

<https://wearesocial.com/uk/blog/2022/01/digital-2022-another-year-of-bumper-growth-2/>

<https://hcs.bankbjb.co.id/auth/login>