

## **ABSTRAK**

Keterbukaan informasi publik merupakan bagian penting dalam mewujudkan transparansi dan akuntabilitas pelayanan publik. pada Badan Pusat Statistik Provinsi Jawa Barat, keterbukaan informasi publik dilaksanakan melalui Portal Pejabat Pengelola Informasi dan Dokumentasi (PPID) dengan melibatkan dukungan regulasi, sumber daya manusia, sarana dan prasarana, serta komunikasi antarunit kerja. Penelitian ini bertujuan untuk menganalisis implementasi keterbukaan informasi publik pada Portal PPID BPS Provinsi Jawa Barat melalui aspek Input, Process, Output, dan Outcome (IPOO). Pendekatan yang digunakan adalah Kualitatif Teori dengan data yang bersumber dari wawancara mendalam dan dokumentasi. Hasil penelitian menunjukkan bahwa aspek input didukung oleh regulasi yang menjadi pedoman pelayanan, sumber daya manusia yang menjalankan tugas sesuai peran dan tanggung jawab, serta sarana berupa Portal PPID, website resmi, media sosial, dan Pelayanan Statistik Terpadu (PST). pada aspek process, komunikasi ke bawah, ke atas, horizontal, dan diagonal mendukung penyampaian kebijakan, pelaporan, koordinasi, dan pemenuhan kebutuhan informasi antarunit kerja. Aspek output menunjukkan bahwa Portal PPID telah mendukung pelayanan informasi publik melalui Daftar Informasi Publik, permohonan informasi, mekanisme keberatan, klasifikasi informasi, dan pelayanan berbasis digital sesuai SOP. Terakhir aspek outcome menunjukkan adanya dukungan terhadap transparansi, akuntabilitas, kemudahan akses, dan kualitas pelayanan informasi publik. Dengan demikian, implementasi keterbukaan informasi publik melalui Portal PPID telah berjalan secara terstruktur dengan dukungan komunikasi organisasi dalam pelaksanaan pelayanan informasi publik.

Kata Kunci: Keterbukaan Informasi Publik; Portal PPID; Badan Pusat Statistik; Komunikasi Organisasi; Implementasi.

## ABSTRACT

*Public information disclosure is an important element in promoting transparency and accountability in public services. At the Central Statistics Agency of West Java Province, public information disclosure is implemented through the Public Information and Documentation Officer (PPID) Portal with the support of regulations, human resources, facilities and infrastructure, as well as communication among work units. This study aims to analyze the implementation of public information disclosure through the PPID Portal at the Central Statistics Agency of West Java Province based on the Input, Process, Output, and Outcome (IPOO) aspects. A Qualitative Theory approach was employed, with data obtained through in-depth interviews and documentation. The findings show that the input aspect is supported by regulations that serve as guidelines for information services, human resources who perform their duties according to their respective roles and responsibilities, and facilities including the PPID Portal, official website, social media, and Integrated Statistical Services (PST). In the process aspect, downward, upward, horizontal, and diagonal communication supports policy dissemination, reporting, coordination, and the fulfillment of information needs among work units. The output aspect indicates that the PPID Portal supports public information services through the Public Information List, information requests, objection mechanisms, information classification, and digital-based services in accordance with established procedures. Meanwhile, the outcome aspect demonstrates support for transparency, accountability, accessibility, and the quality of public information services. Thus, the implementation of public information disclosure through the PPID Portal has been carried out in a structured manner with organizational communication supporting the provision of public information services.*

*Keywords: Public Information Disclosure; PPID Portal; Central Statistics Agency; Organizational Communication; Implementation.*