

ABSTRAK

Pengadilan Tinggi Tata Usaha Negara (PTTUN) Palembang menghadapi inefisiensi pelayanan administrasi karena sistem manual pada Pelayanan Terpadu Satu Pintu (PTSP). Penelitian ini bertujuan mengembangkan Sistem Informasi PTSP berbasis *website* yang mengintegrasikan Metode Simple Multi Attribute Technique (SMART) untuk penentuan prioritas pelayanan dan metodologi Agile untuk pengembangan sistem yang adaptif. Hasil pengujian menunjukkan sistem berhasil meningkatkan efisiensi operasional, akurasi data, serta mempercepat pelayanan, berkontribusi pada kepuasan masyarakat dan pegawai.

Kata Kunci: Sistem Informasi, Pelayanan Terpadu Satu Pintu (PTSP), Metode SMART, Agile, Pengadilan Tinggi Tata Usaha Negara Palembang.

ABSTRACT

The Palembang State Administrative Court (PTTUN) faces administrative service inefficiencies due to manual systems at its One-Stop Integrated Service (PTSP). This research aims to develop a website-based PTSP Information System, integrating the Simple Multi Attribute Technique (SMART) for service priority determination and the Agile methodology for adaptive system development. Testing results indicate the system successfully enhances operational efficiency, data accuracy, and expedites services, contributing to public and employee satisfaction.

Keywords: Decision Information System, One-Stop Integrated Service (PTSP), SMART Method, Agile, Palembang State Administrative Court.