

## ABSTRAK

Software quality is a very important aspect for user expectations and is a major factor in software success. When the product meets the needs of the user, it can be said that the product is high quality and the other hand, when the user is not satisfied with the product, it can be said that the product is low quality. Based on the survey, e-recruitment websites still have problems related to complicated user flows, less user-friendly designs and lack of learnability. Creating quality software that meets user needs is a challenge for companies or software development teams. The researchers propose Design Thinking as a solution to these problems because it is able to create solutions oriented to analyzes that are carried out iteratively. However, Design Thinking lacks project management techniques. On the other hand, there are studies that combine the concept of Design Thinking with Scrum to fix the problem of Design Thinking. However, processes in Scrum often lead to deadlines and iterations that reduce software quality, cost, and time due to decreased development performance. To prove this, this research will conduct an analysis related to product quality and development performance from the combination of these concepts. Based on testing, it can be said that product development with Scrum Design Thinking results in a relatively longer process, but can offer much better product quality.

*Keywords: scrum, design thinking, development performance, product quality*