

ABSTRACT

The employee selection process at the National Commission on Human Rights (Komnas HAM) is still fragmented into four main pathways (JPT Pratama, JPT Madya, PPPK, and CPNS), with each category having a separate portal and distinct procedures. This often creates difficulties for applicants in accessing information and following the selection stages efficiently. This issue has resulted in a non-integrated system, requiring a redesign to enhance accessibility and improve the consistency of the user experience. This study applies the design thinking method, resulting in a total redesign of 36 website pages, offering a more structured design. The testing results show that the system is easy to understand, with clear navigation, and successfully integrates the entire selection process, achieving a score of 87.25 using the System Usability Scale (SUS). In conclusion, the development of the Komnas HAM employee selection website interface successfully meets the research objectives by providing an efficient and standardized solution that facilitates applicants and is ready to be implemented to support a more optimized recruitment process in the future.

Keywords: Redesign, Komnas HAM, integrated website, design thinking, System Usability Scale (SUS)