

## System Evaluation

The system was evaluated across essential quality attributes to ensure it meets user needs and expectations effectively. The assessment focuses on key areas such as functionality, reliability, performance, and usability to determine how well the system supports both End Users and Web Experts.

### For End Users:

- **Effectiveness:** Assesses whether the system's features enable users to accomplish their tasks accurately and completely. This attribute measures if the system provides the necessary tools for job application tracking, profile management, and referral management, ensuring that users can meet their goals without unnecessary complexity.
- **Reliability:** Evaluates the stability and dependability of the system over time. It ensures that the system performs consistently without frequent crashes, errors, or unexpected downtimes, especially during peak usage. A reliable system provides users with confidence, allowing them to complete tasks without worrying about interruptions.
- **Performance Efficiency:** Measures the speed and responsiveness of the system, especially under heavy load. This aspect evaluates if the system can handle multiple user requests quickly, with minimal delays when navigating, submitting applications, or updating profiles. High performance efficiency ensures users experience fast, seamless interactions with the platform.
- **Usability:** Examines how easy it is for users to learn, navigate, and operate the system. This attribute focuses on whether the interface is intuitive, with clearly labeled sections and user-friendly workflows, making it easy for users to complete tasks without confusion. High usability reduces the learning curve and allows users to interact with the system comfortably and efficiently.

### For Web Experts:

- **Effectiveness:** Analyzes if the system's features adequately meet operational requirements and support its intended purpose. This assessment ensures that the system provides the right tools for applicants, recruiters, and admins to achieve their objectives, validating that each function contributes effectively to the overall platform goals.
- **Reliability:** Focuses on the robustness and error tolerance of the system, ensuring it operates smoothly over extended periods. This attribute evaluates if the system can manage prolonged use and varying demands without frequent breakdowns, providing a stable environment for users and reducing the need for constant technical support.
- **Performance Efficiency:** Evaluates the system's resource utilization and speed, ensuring it runs optimally without excessive resource consumption. This aspect

assesses the responsiveness of data processing, loading times, and overall system efficiency to confirm that the platform remains fast and efficient, even during high-demand periods.

- Usability: Ensures that the system is intuitive and accessible, allowing users to navigate and find relevant features effortlessly. This assessment checks if the design and layout make it easy for users to interact with the system without confusion, supporting a positive user experience and minimizing the need for support.

Assessment of end users (applicants):

Questions	SA	A	N	D	SD	TOTAL PERCENTAGE	MEAN
Q1	33	16	4	0	3	100%	4.36
Q2	32	19	1	1	3	100%	4.36
Q3	30	23	0	0	3	100%	4.38
Q4	32	20	2	0	2	100%	4.43
Q5	36	17	0	0	3	100%	4.48

#### Effectiveness

Table 1 presents the responses regarding the system's effectiveness in supporting the job application process and professional networking for applicants and job seekers. In Question 1, which assesses whether the system allows users to easily track the status of their job applications, 33 respondents indicated Strongly Agree (SA), and 16 selected Agree (A), making up 87.5% of positive feedback. These responses suggest that most users find the application tracking feature effective and easy to navigate, allowing them to monitor their progress through the recruitment stages. However, 4 respondents selected Neutral (N), and 3 selected Strongly Disagree (SD), indicating that a small portion of users might find the tracking feature less intuitive or comprehensive. This divergence hints at minor challenges some users may face, despite the system's notification and update capabilities.

In Question 2, which evaluates the relevance of information provided about the recruitment process, responses remained largely positive, with 32 users selecting Strongly Agree and 19 selecting Agree. This high proportion (91%) of favorable responses implies that the system succeeds in delivering necessary and relevant recruitment information, such as interview schedules, application feedback, and start dates. These details appear to enhance users' confidence and understanding of their recruitment journey. However, a few respondents selected Neutral (1), Disagree (1), or Strongly Disagree (3), suggesting that a small subset may find the recruitment information less accessible or sufficiently detailed, even with the system's structured approach.

Question 3 addresses the referral network feature's usefulness in maintaining and expanding professional networks. Here, 30 respondents indicated Strongly Agree, and 23

selected Agree, showing that 94% of users view the referral feature as beneficial for networking and professional growth. This positive reception indicates that the feature effectively aligns with users’ expectations of building connections within their industry, which can lead to broader job opportunities. However, the 3 Strongly Disagree responses suggest that a small portion of users may find this feature less impactful or may not utilize it fully for network expansion.

In Question 4, which examines the referral network’s effectiveness in connecting users with relevant job opportunities, 32 respondents selected Strongly Agree, and 20 selected Agree, making up 92% of positive responses. This high level of agreement suggests that the referral network serves its purpose of facilitating job discovery through professional connections, a key component of network-based recruitment. Meanwhile, 2 Neutral and 2 Strongly Disagree responses hint at a slight variance in user experiences, with some users possibly perceiving the connection to relevant job opportunities as less direct or beneficial.

Question 5 explores the overall enhancement of the job search and application experience provided by the platform. This question yielded the highest level of agreement, with 36 respondents selecting Strongly Agree and 17 selecting Agree, totaling 95% of positive feedback. The strong mean rating of 4.48 underscores users’ overall satisfaction, as they perceive the system as significantly improving their job search process through integrated tracking, recruitment information, and referral networking. Despite this overwhelmingly positive feedback, the presence of 3 Strongly Disagree responses indicates that a minor group of users may not experience the same level of enhancement in their job search, potentially due to isolated usability or functional concerns.

Overall, the survey data reflect a positive user experience with high satisfaction across key system features. The system is perceived as effective in its main functions—tracking job applications, providing comprehensive recruitment information, and facilitating professional networking through referrals. The strong agreement on these features supports the system’s alignment with user needs, enhancing the recruitment experience for job seekers and applicants alike.

Questions	SA	A	N	D	SD	TOTAL PERCENTAGE	MEAN
Q1	35	16	3	0	2	100%	4.46
Q2	25	22	5	0	4	100%	4.14
Q3	32	21	1	0	2	100%	4.45
Q4	34	19	0	0	3	100%	4.45
Q5	27	22	4	1	2	100%	4.27

Reliability

The survey results in Table 2 reflect users' perceptions of the Reliability of the system. This assessment focuses on the system's accessibility, stability, accuracy, responsiveness in notifications, and the clarity of error messages. Each question evaluates a different aspect of reliability, which is essential in ensuring a smooth user experience in a recruitment management platform.

In Question 1, respondents were asked if they were able to access the system when needed. A significant number of users expressed high satisfaction, with 35 selecting Strongly Agree (SA) and 16 selecting Agree (A), totaling 93% of positive responses. This strong agreement, reflected by a mean score of 4.46, suggests that the system is accessible to users, meeting their expectations for availability. However, a small subset indicated some issues with accessibility, with 3 Neutral (N) and 2 Strongly Disagree (SD) responses. This could suggest occasional accessibility challenges, though the high overall agreement points to a reliable level of system availability for most users.

Question 2 addresses whether the platform operates smoothly with minimal errors or interruptions. Here, 25 respondents selected Strongly Agree, while 22 chose Agree, resulting in 84% positive feedback and a mean score of 4.14. While most users seem satisfied with the system's stability, the 5 Neutral and 4 Strongly Disagree responses indicate that some users may have encountered occasional disruptions. These responses suggest that, while generally stable, the platform may experience isolated instances of performance issues or interruptions, impacting a small portion of users.

In Question 3, the system's accuracy in reflecting the status and details of applications was evaluated. Positive feedback was high, with 32 users selecting Strongly Agree and 21 choosing Agree, contributing to a mean score of 4.45. The 94% of respondents who agreed or strongly agreed that the system accurately conveys their application status suggests that users trust the platform's ability to provide reliable and up-to-date information. However, 1 Neutral and 2 Strongly Disagree responses highlight a minority who may have experienced discrepancies in application details, though such instances appear to be rare.

Question 4 examines the timeliness and informativeness of notifications and updates from the system. Responses were strongly positive, with 34 indicating Strongly Agree and 19 choosing Agree, resulting in 96% of users affirming satisfaction in this area. This high level of agreement, supported by a mean score of 4.45, underscores the system's reliability in delivering timely notifications, which is crucial for keeping applicants informed of their application progress, interview schedules, and other key milestones. The presence of 3 Strongly Disagree responses suggests that, in rare cases, users may experience delays or insufficient notification details, though the overall satisfaction remains high.

Finally, Question 5 addresses whether the system provides user-friendly error messages when issues arise. The responses reflect generally positive feedback, with 27 Strongly Agree and 22 Agree, totaling 88% of favorable responses. This question received a mean score of

4.27, indicating that users generally find error messages helpful and clear. However, a small number of respondents—4 Neutral, 1 Disagree, and 2 Strongly Disagree—suggest that, in some cases, error messages may not fully meet user expectations for clarity or guidance on troubleshooting.

In summary, the survey results demonstrate that the system is perceived as largely reliable, meeting users' needs for accessibility, stability, and accuracy in application tracking and notifications. High levels of satisfaction in areas like system access, smooth operation, and timely notifications reflect positively on the platform's reliability. Minor variances in responses suggest occasional challenges with system availability, error handling, or notification consistency, though these instances are relatively infrequent.

Questions	SA	A	N	D	SD	TOTAL PERCENTAGE	MEAN
Q1	33	18	1	0	4	100%	4.36
Q2	26	23	4	1	2	100%	4.25
Q3	26	24	3	0	3	100%	4.25
Q4	31	19	3	1	2	100%	4.36
Q5	33	18	2	0	3	100%	4.39

#### Performance Efficiency

The results in Table 3 present users' perceptions of the Performance Efficiency of the system. This aspect evaluates the system's speed, responsiveness, and ability to handle tasks during peak usage without delays, all critical factors in ensuring a smooth user experience, especially for applicants navigating multiple applications and recruitment updates.

In Question 1, respondents were asked whether the platform generally loads quickly, enabling easy navigation without significant delays. Responses were largely favorable, with 33 selecting Strongly Agree (SA) and 18 choosing Agree (A), resulting in 91% positive feedback and a mean score of 4.36. These responses suggest that most users experience quick loading times, facilitating seamless navigation through the platform. However, 4 respondents selected Strongly Disagree (SD), indicating that a small group may occasionally experience slower load times.

Question 2 focuses on the platform's efficiency in processing application data and displaying status updates without unnecessary delays. Positive feedback remained high, with 26 selecting Strongly Agree and 23 selecting Agree, totaling 86% of users expressing satisfaction with this feature and yielding a mean score of 4.25. The positive responses indicate that most users find the platform reliable in updating application statuses promptly, which is essential for tracking progress. However, there were 4 Neutral (N), 1 Disagree (D), and 2 Strongly Disagree responses, suggesting that a minority of users may experience occasional delays in data processing.

In Question 3, the system's performance during peak usage times was evaluated. The responses show 26 Strongly Agree and 24 Agree, indicating that 89% of users perceive the system as capable of handling high traffic without long delays, with a mean score of 4.25. This strong agreement suggests that the platform maintains efficiency even under heavy usage, which is crucial for applicants who rely on timely responses during peak activity. Nevertheless, 3 Neutral and 3 Strongly Disagree responses indicate that a small group of users may have encountered slower performance during peak times.

Question 4 asked respondents if the platform allows them to apply for various jobs quickly, without significant delays. Responses were favorable, with 31 indicating Strongly Agree and 19 Agree, resulting in 91% positive feedback and a mean score of 4.36. These results imply that the majority of users experience minimal delays when submitting applications, supporting an efficient job application process. However, 1 Disagree and 2 Strongly Disagree responses point to isolated instances of delays, which could stem from temporary system lags.

Finally, Question 5 addresses the responsiveness of the system when filtering or sorting jobs based on different criteria. This feature is important for users who wish to refine job searches to find positions that best match their skills or preferences. The responses were highly positive, with 33 selecting Strongly Agree and 18 choosing Agree, resulting in 91% favorable feedback and a mean score of 4.39. This indicates that most users find the system responsive and efficient in processing search filters, enhancing their experience in locating relevant job opportunities. The presence of 3 Strongly Disagree responses suggests that a small number of users might face occasional delays when using these functions.

In summary, the survey data demonstrate that users generally perceive the system as highly efficient in terms of performance, with favorable responses across questions related to loading times, data processing, peak-time stability, application speed, and search responsiveness. Minor variances in responses indicate occasional delays experienced by a small subset of users. However, these delays may not solely reflect the system's performance but could also be influenced by external factors, such as users' internet connectivity. The results reflect a positive user experience in terms of the platform's speed and responsiveness, supporting efficient navigation and application management for job seekers.

Questions	SA	A	N	D	SD	TOTAL PERCENTAGE	MEAN
Q1	33	20	0	0	3	100%	4.43
Q2	29	24	0	1	2	100%	4.38
Q3	35	18	0	0	3	100%	4.46
Q4	35	17	1	0	3	100%	4.45

Q5	35	15	3	0	3	100%	4.41
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## Usability

The results in Table 4 illustrate user feedback on the Usability of the applicant tracking and job board system, specifically in terms of ease of navigation, accessibility of features, understandability, independence in performing actions, and user-friendliness in the application process. Usability is critical in ensuring that applicants and job seekers can efficiently and effectively interact with the system to accomplish their objectives, such as job searching and application tracking.

In Question 1, which assesses whether the system interface is easy to navigate and use, responses were overwhelmingly positive. A total of 33 respondents selected Strongly Agree (SA) and 20 selected Agree (A), resulting in a mean score of 4.43 and indicating that 95% of users find the interface intuitive. The 3 responses of Strongly Disagree (SD), however, suggest that a minor group of users may have faced some difficulty navigating the interface. Overall, the high level of positive feedback reflects that the majority of users are able to navigate the platform comfortably, which is essential for supporting applicants in their recruitment activities.

Question 2 evaluates the ease with which users can locate the features they need. Here, 29 respondents selected Strongly Agree and 24 selected Agree, giving a mean score of 4.38. This high percentage of positive responses suggests that the platform effectively organizes and presents its features, allowing users to quickly access essential functions like application tracking and referral management. The presence of a few neutral or disagreeing responses (1 Disagree and 2 Strongly Disagree) indicates that some users may experience occasional challenges in locating specific features, though this appears to be a relatively rare occurrence.

In Question 3, the platform's understandability, even for first-time users, was assessed. With 35 respondents selecting Strongly Agree and 18 selecting Agree, the mean score reached 4.46, the highest in this usability evaluation. These results indicate that 96% of users feel the platform is easy to understand and navigate, which is particularly beneficial for first-time users who might otherwise require additional support. The 3 Strongly Disagree responses suggest that a very small group may have found certain aspects initially confusing, though overall feedback indicates that the platform is accessible for new users.

Question 4 asked users if they could perform necessary actions, such as checking their application status or updating their profile, without assistance. Responses were strongly positive, with 35 users selecting Strongly Agree, 17 selecting Agree, and 1 Neutral response, resulting in a mean score of 4.45. This high level of satisfaction demonstrates that users feel empowered to independently perform key functions on the platform. The ability to complete tasks without external help underscores the platform's user-centric design, which facilitates self-sufficiency and minimizes reliance on support.

Finally, Question 5 examined whether the platform simplifies the application process, making it user-friendly. The feedback was positive, with 35 users selecting Strongly Agree and 15 selecting Agree, resulting in a mean score of 4.41. This high level of agreement suggests that users perceive the platform as streamlining the application process, enhancing usability through clear steps and a straightforward interface. The presence of 3 Strongly Disagree responses indicates that a small subset of users may have encountered complexities in the application process, though these experiences are not reflective of the general sentiment.

In summary, the survey responses indicate a high degree of usability within the applicant tracking and job board system. Most users find the interface easy to navigate, the features accessible, and the overall experience intuitive, even for first-time users. The platform empowers users to perform essential tasks independently, and it effectively simplifies the application process, supporting a positive user experience. Minor variances in feedback suggest isolated instances where a small group of users may have faced usability challenges, though these are limited and do not detract from the overall positive perception of the system's usability.

For end users (Recruiter and user admin)

Questions	SA	A	N	D	SD	TOTAL PERCENTAGE	MEAN
Q1	1	5	1	0	0	100%	4
Q2	2	4	1	0	0	100%	4.14
Q3	3	4	0	0	0	100%	4.43
Q4	3	2	2	0	0	100%	4.14
Q5	2	3	2	0	0	100%	4

#### Effectiveness

The survey results displayed in Table 5 evaluate the Effectiveness of the applicant tracking and job board system, specifically designed for recruiters to create job posts and process applicant applications. This assessment focuses on the system's ability to track applicants, provide valuable analytics, manage referral networks, align with recruitment workflows, and meet organizational requirements. The feedback from recruiters highlights the system's role in optimizing the hiring process and addressing their specific needs.

In Question 1, which evaluates whether the system helps in tracking applicants throughout the recruitment process, 1 respondent selected Strongly Agree (SA), and 5 selected Agree (A), leading to a mean score of 4. This indicates that most recruiters perceive the applicant tracking feature as effective in monitoring candidates' progress across different stages of recruitment. The single Neutral (N) response suggests that one respondent may not have fully utilized the tracking functionality or experienced difficulty in specific scenarios. Overall,



the data shows that the majority of recruiters find the tracking system beneficial in streamlining applicant management.

Question 2 examines whether the system provides useful insights and analytics for making recruitment decisions. Responses were largely positive, with 2 recruiters selecting Strongly Agree and 4 selecting Agree, resulting in a mean score of 4.14. This suggests that recruiters value the platform's analytical capabilities, which likely include metrics such as applicant flow, hiring timelines, and sourcing effectiveness. The single Neutral response indicates that one recruiter may have found the analytics features less comprehensive or applicable to their specific needs, though no negative feedback was recorded.

In Question 3, which addresses the system's ability to allow for effective management of referral networks to improve talent pooling, feedback was particularly favorable. With 3 respondents selecting Strongly Agree and 4 selecting Agree, this question received the highest mean score of 4.43. These results highlight the importance of the referral management feature, which recruiters perceive as instrumental in expanding talent pools and identifying strong candidates through trusted networks. The absence of neutral or negative responses suggests that this feature is widely regarded as effective and aligns with the recruiters' needs.

Question 4 evaluates whether the applicant tracking features align with the recruitment process of Bonafide Trainology Placement Services. Responses included 3 Strongly Agree, 2 Agree, and 2 Neutral, with a mean score of 4.14. While most recruiters agree that the system aligns with their organizational recruitment workflows, the Neutral responses suggest that some recruiters may have faced challenges in fully integrating the system into their existing processes. Despite this, the lack of negative feedback indicates general satisfaction with this functionality.

Finally, Question 5 assesses whether the system's functionalities meet the recruitment and data analysis needs of the organization. Feedback was consistent, with 2 respondents selecting Strongly Agree, 3 selecting Agree, and 2 Neutral responses, leading to a mean score of 4. This indicates that most recruiters find the system's features adequate for addressing their recruitment and analytical requirements. The Neutral responses suggest that a small subset of recruiters may feel that certain functionalities could better meet their specific needs, but no negative responses were provided, reflecting overall satisfaction.

In summary, the survey results suggest that recruiters perceive the system as highly effective in supporting their recruitment efforts. The platform excels in applicant tracking, analytics, and referral management, with high levels of satisfaction across these areas. While minor variances in responses highlight some challenges in aligning features with workflows or meeting specific needs, the system is generally regarded as a valuable tool for streamlining recruitment processes and supporting data-driven decision-making within the organization.

Questions	SA	A	N	D	SD	TOTAL PERCENTAGE	MEAN
Q1	2	3	2	0	0	100%	4
Q2	0	2	5	0	0	100%	3.29
Q3	3	3	1	0	0	100%	4.29
Q4	1	6	0	0	0	100%	4.14
Q5	2	3	2	0	0	100%	4

#### Reliability

The survey results in Table 6 evaluate the Reliability of the system from the perspective of recruiters. Reliability focuses on the system's ability to provide consistent access, minimal disruptions, accuracy in job posting and applicant tracking, reliable data tracking for referrals, and clarity in error handling. These attributes are essential for ensuring smooth operations within the recruitment process and fostering confidence in the system's dependability.

In Question 1, which assesses whether users are able to access the system when needed, 2 respondents selected Strongly Agree (SA), 3 selected Agree (A), and 2 chose Neutral (N), resulting in a mean score of 4. This indicates that a majority of recruiters perceive the system as accessible and available when required. The Neutral responses suggest that some users may have encountered occasional access challenges, though no negative feedback (Disagree or Strongly Disagree) was recorded. This overall positive feedback highlights the system's reliability in terms of accessibility.

Question 2 examines whether the platform functions with minimal disruptions. This question received relatively lower scores, with 0 Strongly Agree responses, 2 Agree, and 5 Neutral responses, resulting in a mean score of 3.29. The significant number of Neutral responses indicates that many recruiters might have experienced minor disruptions or inconsistencies during system usage. While no outright negative feedback was recorded, the relatively lower mean score highlights room for improvement in ensuring uninterrupted platform performance.

In Question 3, which evaluates whether the system allows for accurate job posting and candidate tracking, feedback was strongly positive. A total of 3 respondents selected Strongly Agree, 3 selected Agree, and 1 chose Neutral, resulting in a mean score of 4.29. This indicates that most recruiters trust the system's functionality in maintaining accuracy for both job postings and tracking applicant progress. The single Neutral response suggests a minor instance where the system may not have fully met expectations, though the overall feedback reflects strong reliability in this area.

Question 4 focuses on the system's ability to reliably track data related to referrals and applicant progress. Responses included 1 Strongly Agree, 6 Agree, and no Neutral or negative feedback, resulting in a mean score of 4.14. The high percentage of positive

responses suggests that recruiters find the system dependable for managing referral networks and monitoring the progress of applicants throughout the hiring process. The absence of Neutral or negative feedback highlights the consistency of this feature.

Finally, Question 5 evaluates whether the software provides user-friendly error messages when something goes wrong. Responses were favorable, with 2 Strongly Agree, 3 Agree, and 2 Neutral, resulting in a mean score of 4. This feedback indicates that most recruiters find error messages clear and helpful in guiding them to resolve issues. However, the Neutral responses suggest that some users might find error messages less intuitive or detailed in certain scenarios.

In summary, the survey results indicate that recruiters generally perceive the system as reliable in its key functions, including accessibility, accurate job posting and tracking, and data reliability for referrals and applicant progress. While the platform received high marks in most areas, the relatively lower mean score for minimal disruptions (Question 2) suggests that some users may experience occasional inconsistencies or interruptions. Despite these isolated concerns, the overall feedback reflects a dependable platform that supports recruiters in streamlining their hiring processes and managing key recruitment data effectively.

Questions	SA	A	N	D	SD	TOTAL PERCENTAGE	MEAN
Q1	1	2	4	0	0	100%	3.57
Q2	3	1	3	0	0	100%	4
Q3	1	1	5	0	0	100%	3.43
Q4	3	2	2	0	0	100%	4.14

#### Performance efficiency

The survey results in Table 7 assess the Performance Efficiency of the applicant tracking and job board system. Performance efficiency examines the system's ability to load quickly, manage large volumes of data, handle peak usage times, and respond effectively to user actions such as filtering or sorting. These factors are critical in ensuring the platform supports recruiters in conducting their tasks efficiently without delays or disruptions.

In Question 1, which evaluates whether the platform generally loads quickly, 1 respondent selected Strongly Agree (SA), 2 selected Agree (A), and 4 chose Neutral (N), resulting in a mean score of 3.57. While the majority of responses indicate no significant issues with platform loading times, the relatively high number of Neutral responses suggests that some recruiters might perceive occasional delays, particularly in scenarios involving slower internet connections or larger datasets. However, there were no negative responses, which indicates that overall, the platform is considered adequate in terms of loading speed.

Question 2 examines whether the system efficiently handles large volumes of data, including applicants, job postings, and referrals. Responses were favorable, with 3 Strongly Agree and 1 Agree, resulting in a mean score of 4. These results reflect a high level of confidence among recruiters in the system's ability to manage large-scale operations without significant performance issues. The 3 Neutral responses, however, suggest that a subset of users may have experienced occasional slowdowns or challenges, potentially tied to specific high-volume activities.

In Question 3, which assesses the platform's performance during peak usage times, feedback was slightly less positive. Responses included 1 Strongly Agree, 1 Agree, and 5 Neutral, yielding a mean score of 3.43. The predominance of Neutral responses indicates that many recruiters may have encountered noticeable slowdowns or system inefficiencies during high-demand periods. While no respondents provided outright negative feedback, this result highlights that the system may not always perform optimally under peak usage conditions, which could impact recruiters' ability to manage time-sensitive tasks.

Finally, Question 4 evaluates the responsiveness of the system when filtering or sorting applicants based on various criteria. Feedback was positive, with 3 Strongly Agree, 2 Agree, and 2 Neutral responses, resulting in a mean score of 4.14. The high percentage of positive responses suggests that most recruiters find the system responsive and efficient in processing sorting and filtering commands. This feature is particularly important for recruiters needing to refine applicant pools quickly. The Neutral responses indicate isolated cases where performance may not have met expectations, though these are relatively infrequent.

In summary, the survey results suggest that while the system is generally perceived as performing adequately, there are areas where performance efficiency could be more consistent. Recruiters acknowledge the platform's ability to manage large datasets and perform tasks like filtering and sorting effectively, particularly outside of peak usage times. However, Neutral responses across several questions highlight potential challenges with system responsiveness and performance during high-demand scenarios. Despite these variances, the overall feedback suggests that the system supports recruiters in their key tasks while providing a baseline level of performance efficiency.

Questions	SA	A	N	D	SD	TOTAL PERCENTAGE	MEAN
Q1	2	2	3	0	0	100%	3.86
Q2	2	4	1	0	0	100%	4.14
Q3	2	3	2	0	0	100%	4
Q4	0	6	1	0	0	100%	3.86
Q5	2	4	1	0	0	100%	4.14

## Usability

The survey results in Table 8 assess the Usability of the job board and applicant tracking system as perceived by recruiters. Usability focuses on how intuitive, navigable, and accessible the platform is, as well as how well it supports users in independently performing tasks such as managing applicants, creating job posts, and handling talent pools. These attributes are critical in ensuring that recruiters can efficiently use the system without requiring extensive support or training.

In Question 1, which evaluates whether the system interface is easy to navigate and use, 2 respondents selected Strongly Agree (SA), 2 selected Agree (A), and 3 chose Neutral (N), resulting in a mean score of 3.86. While positive responses indicate that many recruiters find the interface intuitive, the higher number of Neutral responses suggests that some users may find certain navigation elements less straightforward. No negative responses (Disagree or Strongly Disagree) were recorded, implying that the interface is generally functional but could present minor challenges to specific users.

Question 2 examines whether users can easily find the features they need. Responses were more favorable, with 2 Strongly Agree and 4 Agree, resulting in a mean score of 4.14. This indicates that the majority of recruiters perceive the platform's features as well-organized and accessible, making it easier for them to locate tools necessary for job posting, applicant tracking, and referral management. The single Neutral response suggests that one recruiter may have found some features less immediately accessible or intuitive, though this appears to be an isolated case.

In Question 3, which assesses whether the platform is easy to understand, even for first-time users, feedback was largely positive. A total of 3 respondents selected Strongly Agree, 2 selected Agree, and 2 chose Neutral, yielding a mean score of 4. This suggests that most recruiters find the platform easy to understand, with its design and workflows supporting a smooth onboarding experience for new users. The Neutral responses indicate that some users might have required additional time or guidance to fully grasp all functionalities, though no dissatisfaction was reported.

Question 4 evaluates whether recruiters can perform necessary actions, such as managing applicants or creating job posts, without assistance. Responses included 6 Agree and 1 Neutral, with no Strongly Agree or negative responses, leading to a mean score of 3.86. The predominance of Agree responses indicates that most recruiters are able to work independently within the platform, performing key functions without requiring external support. However, the lack of Strongly Agree responses and the presence of 1 Neutral response suggest that certain tasks might require slight adjustments to ensure complete autonomy for all users.

Finally, Question 5 addresses whether the system helps users manage job posts, applicants, and talent pools more efficiently. Responses were again favorable, with 2 Strongly Agree, 4

Agree, and 1 Neutral, resulting in a mean score of 4.14. This highlights the system’s role in streamlining recruitment tasks and providing tools that simplify complex processes. The Neutral response indicates a single instance where the system might not have fully met a user’s expectations, though overall, recruiters perceive the platform as enhancing their efficiency in managing recruitment workflows.

In summary, the survey results indicate that recruiters generally perceive the system as user-friendly, intuitive, and supportive of their key tasks. The platform is regarded as easy to navigate, with accessible features and workflows that allow users to work independently. Minor variations in responses, particularly in Questions 1 and 3, suggest that some recruiters may encounter occasional challenges in navigation or understanding specific functionalities, but these instances are limited. Overall, the system supports recruiters in efficiently managing job posts, applicants, and talent pools, contributing to a positive user experience.

For IT Experts

Questions	SA	A	N	D	SD	TOTAL PERCENTAGE	MEAN
Q1	2	1	0	0	0	100%	4.67
Q2	2	1	0	0	0	100%	4.67
Q3	2	1	0	0	0	100%	4.67
Q4	2	1	0	0	0	100%	4.67
Q5	2	1	0	0	0	100%	4.67

Effectiveness

The survey results presented in Table 9 assess the Effectiveness of the applicant tracking and job board system based on feedback from recruiters. The focus of this evaluation is on the system’s ability to track applicants, provide analytics for decision-making, manage referral networks, align with organizational recruitment processes, and meet recruitment and data analysis requirements. Effectiveness is a crucial metric in determining the system’s overall utility and impact on streamlining recruitment workflows.

For Question 1, which evaluates whether the system helps in tracking applicants throughout the recruitment process, 2 respondents selected Strongly Agree (SA), and 1 selected Agree (A), resulting in a high mean score of 4.67. This indicates that recruiters overwhelmingly perceive the system’s applicant tracking feature as effective in providing clear and detailed progress tracking for candidates. The absence of Neutral (N) or negative responses reflects a consistent and positive user experience in this area.

Question 2 examines whether the system provides useful insights and analytics for making recruitment decisions. Feedback was similarly positive, with 2 Strongly Agree and 1 Agree

responses, maintaining the mean score at 4.67. These results highlight that recruiters find the analytics tools valuable for supporting data-driven decisions in hiring. The complete absence of Neutral or negative feedback suggests that all respondents agree on the utility of these insights in optimizing the recruitment process.

In Question 3, which addresses whether the system allows for effective management of referral networks to improve talent pooling, responses were identical, with 2 Strongly Agree and 1 Agree responses. This yielded another mean score of 4.67. These results emphasize the importance of the referral management feature, which recruiters recognize as a critical tool for expanding and maintaining talent pools. The absence of dissenting opinions suggests that the system effectively supports referral-based recruitment strategies.

Question 4 evaluates whether the applicant tracking features align with the recruitment process of Bonafide Trainology Placement Services. Feedback remained consistent, with 2 Strongly Agree and 1 Agree responses, reflecting a mean score of 4.67. This uniformity indicates that recruiters find the system well-aligned with the organization's specific recruitment workflows, ensuring that the platform supports rather than disrupts their existing processes.

Finally, Question 5 assesses whether the system's functionalities meet the recruitment and data analysis needs of the organization. Responses continued to follow the same pattern, with 2 Strongly Agree and 1 Agree, maintaining the mean score of 4.67. This indicates that recruiters find the platform comprehensive and capable of addressing both recruitment and analytical requirements effectively.

In summary, the survey results demonstrate that recruiters view the system as highly effective across all evaluated aspects. The uniformity of positive feedback and the consistently high mean scores indicate that the platform excels in tracking applicants, providing analytics, managing referral networks, aligning with workflows, and meeting organizational needs. The lack of Neutral or negative responses reflects strong user satisfaction and confidence in the system's ability to support recruitment activities efficiently and effectively.

Questions	SA	A	N	D	SD	TOTAL PERCENTAGE	MEAN
Q1	2	1	0	0	0	100%	4.67
Q2	2	1	0	0	0	100%	4.67
Q3	1	2	0	0	0	100%	4.33
Q4	1	2	0	0	0	100%	4.33
Q5	2	1	0	0	0	100%	4.67

Reliability

The survey results in Table 10 assess the Reliability of the applicant tracking and job board system from the perspective of recruiters. Reliability focuses on the system's accessibility, consistent performance, accuracy in tracking and posting, dependability in managing referral data, and clarity in error handling. These attributes are crucial in ensuring recruiters can rely on the system to perform essential tasks without unexpected disruptions or inaccuracies.

In Question 1, which evaluates whether users can access the system when needed, 2 respondents selected Strongly Agree (SA) and 1 selected Agree (A), resulting in a high mean score of 4.67. This indicates that recruiters generally find the system accessible and available whenever required. The absence of Neutral (N) or negative responses reflects a consistent level of satisfaction among users regarding system availability.

Question 2 examines whether the platform functions with minimal disruptions. Responses followed the same pattern as Question 1, with 2 Strongly Agree and 1 Agree responses, maintaining a mean score of 4.67. This demonstrates that recruiters perceive the platform as stable and reliable, with minimal instances of errors or interruptions during use.

In Question 3, which assesses whether the system allows for accurate job posting and candidate tracking throughout the recruitment process, 1 respondent selected Strongly Agree and 2 selected Agree, resulting in a mean score of 4.33. While the responses are positive overall, the slightly lower mean compared to the previous questions suggests that some recruiters may find room for improvement in the precision of job posting or tracking features. However, the lack of Neutral or negative responses indicates that the system's accuracy is still highly valued.

Question 4 evaluates whether the platform reliably tracks data related to referrals and applicant progress. Feedback mirrored Question 3, with 1 Strongly Agree and 2 Agree responses, leading to another mean score of 4.33. This result highlights the system's effectiveness in managing referral networks and monitoring applicant progress, though the slightly lower mean indicates a possibility of occasional inconsistencies or challenges in this area.

Finally, Question 5 assesses whether the software provides user-friendly error messages when something goes wrong. Responses returned to the same pattern as Questions 1 and 2, with 2 Strongly Agree and 1 Agree responses, resulting in a mean score of 4.67. This reflects that recruiters appreciate the clarity and helpfulness of error messages, which likely assist them in resolving issues quickly without extensive technical support.

In summary, the survey results demonstrate that recruiters view the system as highly reliable across all evaluated aspects. The platform is consistently accessible, functions with minimal disruptions, and provides accurate tracking of job postings and referrals. While



Questions 3 and 4 show slightly lower mean scores compared to other areas, the overall feedback highlights strong user confidence in the system's dependability and support for recruitment activities. The clarity of error messages further enhances the system's reliability, ensuring that users can address any issues effectively when they arise.

Questions	SA	A	N	D	SD	TOTAL PERCENTAGE	MEAN
Q1	3	0	0	0	0	100%	5
Q2	3	0	0	0	0	100%	5
Q3	3	0	0	0	0	100%	5
Q4	1	2	0	0	0	100%	4.33

#### Performance Efficiency

The survey results in Table 11 evaluate the Performance Efficiency of the job board and applicant tracking system as perceived by recruiters. Performance efficiency examines the system's ability to load quickly, manage large volumes of data, maintain responsiveness during peak usage times, and process filtering and sorting tasks effectively. These attributes are essential for ensuring that recruiters can efficiently perform their tasks without delays or performance issues.

In Question 1, which assesses whether the platform generally loads quickly and allows for seamless navigation, all 3 respondents selected Strongly Agree (SA), resulting in a perfect mean score of 5. This indicates that recruiters experience no significant delays when navigating the system, reflecting its capacity to handle standard operations swiftly and without interruptions.

Question 2 evaluates the system's ability to efficiently handle large volumes of data, including applicant information, job postings, and referrals. All 3 respondents again selected Strongly Agree, maintaining a mean score of 5. This uniformity highlights that recruiters find the system highly capable of processing and managing extensive datasets, ensuring a smooth and efficient workflow even when handling large amounts of information.

In Question 3, which focuses on the platform's performance during peak usage times, all 3 respondents selected Strongly Agree, yielding another mean score of 5. This indicates that the system remains reliable and responsive, even under high-demand conditions, such as when multiple users interact with the platform simultaneously. The consistent feedback underscores the platform's ability to maintain optimal performance during critical periods.

Question 4 examines the system's responsiveness when filtering or sorting applicants based on various criteria. Responses were slightly more varied, with 1 respondent selecting Strongly Agree and 2 selecting Agree (A), resulting in a mean score of 4.33. While the majority of users perceive the filtering and sorting functionality as responsive, the slight drop in the

mean score compared to other questions suggests that there may be occasional delays or inefficiencies when handling more complex filtering tasks. However, the absence of Neutral or negative responses indicates that these occurrences are minimal and do not significantly impact user satisfaction.

In summary, the survey results demonstrate that recruiters view the system’s performance efficiency as excellent across most evaluated aspects. The platform excels in providing fast load times, handling large datasets, and maintaining responsiveness during peak usage periods. While filtering and sorting functions received slightly lower scores, the overall feedback indicates that the system effectively supports recruiters in performing key tasks efficiently, contributing to a positive user experience. The consistently high scores reflect strong satisfaction with the platform’s ability to optimize recruitment processes and streamline operational workflows.

Questions	SA	A	N	D	SD	TOTAL PERCENTAGE	MEAN
Q1	3	0	0	0	0	100%	5
Q2	3	0	0	0	0	100%	5
Q3	2	1	0	0	0	100%	4.67
Q4	1	2	0	0	0	100%	4.33
Q5	2	1	0	0	0	100%	4.67

Usability

The survey results in Table 12 evaluate the Usability of the applicant tracking and job board system as perceived by recruiters. Usability focuses on the system's ease of navigation, accessibility of features, intuitive design, and its ability to support recruiters in performing essential tasks such as managing applicants, creating job posts, and organizing talent pools. These aspects are critical to ensuring an efficient and user-friendly experience for recruiters who rely on the platform for their daily operations.

In Question 1, which assesses whether the system interface is easy to navigate and use, all 3 respondents selected Strongly Agree (SA), resulting in a perfect mean score of 5. This indicates that recruiters find the platform highly intuitive, with clear and logical navigation paths that enable them to access required features effortlessly. The absence of Neutral (N) or negative responses reflects consistent satisfaction with the interface design.

Question 2 evaluates whether recruiters can easily find the features they need within the platform. Similar to Question 1, all 3 respondents selected Strongly Agree, maintaining a mean score of 5. This feedback underscores that the system’s features are well-organized and accessible, reducing the time recruiters spend searching for specific functionalities.

In Question 3, which assesses whether the platform is easy to understand, even for first-time users, 2 respondents selected Strongly Agree and 1 selected Agree (A), resulting in a mean score of 4.67. This highlights that the system’s design and workflows are intuitive enough for new users to grasp quickly. The single Agree response suggests that while most users find the platform straightforward, some may require minimal time to familiarize themselves with its features.

Question 4 examines whether recruiters can perform necessary actions, such as managing applicants or creating job posts, without assistance. Responses were slightly more varied, with 1 Strongly Agree and 2 Agree, resulting in a mean score of 4.33. This indicates that the majority of users are able to perform key tasks independently, although some may encounter minor challenges that could require occasional clarification or support.

Finally, Question 5 evaluates whether the system helps users in managing job posts, applicants, and talent pools more efficiently. The results were consistent with Question 3, with 2 Strongly Agree and 1 Agree responses, yielding a mean score of 4.67. This feedback highlights that the platform effectively supports recruiters in organizing and optimizing recruitment processes, enabling them to manage workflows efficiently without unnecessary complexity.

In summary, the survey results demonstrate that recruiters view the system as highly usable, with its intuitive design, accessible features, and ability to support independent task completion. The consistently high scores across all questions reflect strong satisfaction with the platform’s user experience. While minor variations in Question 4 suggest occasional challenges, the overall feedback indicates that the system meets the usability expectations of recruiters and enhances their efficiency in managing recruitment activities.

Respondent	Comment
Job Seeker/Applicant	“i want dark mode”
	“Please improve the delays. Ty”
	“The site is very convenient and useful”
	The overall UI is great! It literally exceeds my expectations. The UX is also great, very user friendly. Keep it up!
	“All goods”
	“The system is well structure and good for the applicant”
	“ui improvements”
IT Expert	“Add MFA or 2FA for secured authentication. Either TOTP or SMS or Email based authentication.”

Comments collected from respondents

Job seekers expressed high satisfaction with the system's overall usability and user interface. Comments such as "The site is very convenient and useful" and "The overall UI is great! It literally exceeds my expectations" reflect positive user experiences, highlighting that the platform is user-friendly and meets their expectations. Feedback such as "The system is well structured and good for the applicant" further supports the sentiment that the platform aligns with its intended purpose of aiding job seekers.

However, some respondents suggested enhancements. Requests like "I want dark mode" point to the growing demand for customizable interface options to cater to different user preferences and improve visual comfort. Additionally, the comment "Please improve the delays" indicates that while users find the system functional, occasional lags may detract from their overall experience. Such feedback may reflect connectivity issues on the user's end or system-related performance factors.

The IT expert's feedback emphasized the need to enhance security through the implementation of multi-factor authentication (MFA) or two-factor authentication (2FA). The suggestion to include TOTP, SMS-based, or email-based authentication methods highlights a priority on safeguarding user accounts and sensitive data. This recommendation underscores the importance of additional security measures for a platform handling personal and professional data.

In summary, the comments collected through the survey reveal that users appreciate the system's usability and structure while also identifying specific improvements, such as adding dark mode, optimizing performance, and strengthening security. These insights reflect the diverse needs of users and provide a foundation for enhancing the platform further.

Category	Mean
Effectiveness	4.40
Reliability	4.35
Performance Efficiency	4.32
Usability	4.43
Overall Mean	4.38

Summary Mean Table For End Users (Applicants And Job Seekers)

The summary mean table shows strong system performance, with an overall score of 4.38. Usability (4.43) and Effectiveness (4.40) highlight the platform's user-friendly design and support for job seekers. Reliability (4.35) and Performance Efficiency (4.32) suggest some room for improvement in stability and responsiveness. Overall, the platform is well-received, with opportunities to enhance performance.

Category	Mean
Effectiveness	4.14
Reliability	3.94
Performance Efficiency	3.79
Usability	4
Overall Mean	3.97

Summary Mean Table For End Users (Recruiters And User Admins)

The table reflects the system's performance for recruiters and user admins, with an overall mean score of 3.97. Usability (4.00) and Effectiveness (4.14) highlight strong design and functionality. However, lower scores in Reliability (3.94) and Performance Efficiency (3.79) indicate areas for improvement, such as system responsiveness and stability. Enhancing these aspects could further optimize the user experience.

Category	Mean
Effectiveness	4.14
Reliability	3.94
Performance Efficiency	3.79
Usability	4
Overall Mean	3.97

Summary Mean Table for IT Experts

The summary mean table reflects IT experts' evaluation of the system, with an overall mean score of 3.97. Usability achieved the highest score of 4.00, highlighting the system's intuitive design and ease of use for technical users. Effectiveness (4.14) indicates the system's capability to meet functional requirements, such as managing referrals and supporting recruitment processes. Reliability scored 3.94, suggesting stable performance but with some room for improvement, particularly in minimizing disruptions. Performance Efficiency (3.79), the lowest score, points to challenges in responsiveness and handling peak workloads. Overall, while the system performs well, enhancing performance and reliability could further improve its effectiveness for IT experts.