

# GARDEN CITY UNIVERSITY

## SURVEY REPORT

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### **Report on Job Portals Providing Limited Feedback to Rejected Candidates**

#### **Step 1: Observation Points**

- Many job seekers apply for jobs through online job portals but receive rejection emails without any explanation.
- Most job portals send generic automated responses such as “Your profile was not selected”.
- Candidates are unable to identify skill gaps or mistakes in their applications.
- Lack of feedback limits opportunities for self-improvement.
- Continuous rejection without guidance reduces confidence and motivation.
- Some portals do not provide any response after interviews.

## Step 2: User Identification

### Job Seekers (Candidates):

**Role:** Apply for jobs through online portals.

**Expectations:** Transparent communication and constructive feedback.

### Employers / Recruiters:

**Role:** Shortlist and hire candidates.

**Expectations:** Fast and efficient recruitment.

### Job Portal Platforms:

**Role:** Connect employers and job seekers.

**Expectations:** Scalable systems and high engagement.

## Step 3: Interviews / Surveys

- Have you applied for jobs through online job portals?
- Do you receive rejection notifications?
- Does the rejection include specific feedback?
- Have you ever been told the reason for rejection?
- Does lack of feedback affect your confidence?
- Would feedback help improve your applications?
- Any suggestions to improve job portals?

19/01/2026 20:24:53	Naveen	My application status does not change	Always	Generic automated email	Resume related feedback	Confusing	Wait for further updates	Skill gap feedback	Yes
19/01/2026 20:27:42	G.Jyothi	I receive only an application confirmation	Sometimes	Generic automated email	Reason for rejection	Very clear and informative	Contact recruiter or support	Resume improvement tips	
19/01/2026 20:28:42	Devonmit kowya Shree	I receive a confirmation and later an update	Sometimes	Generic automated email	Reason for rejection	Very clear and informative		Reason for rejection	
19/01/2026 20:30:09	Darshan V	I receive only an application confirmation	Sometimes	Generic automated email	Reason for rejection	Neutral	Wait for further updates	Interview performance feedback	
19/01/2026 20:32:01	T.Sandhya	I receive a confirmation and later an update	Sometimes	No communication	Reason for rejection	Very clear and informative	Reply to similar roles	Interview performance feedback	
19/01/2026 20:33:12	Jeevani	I receive only an application confirmation	Sometimes	Generic automated email	Resume related feedback	Somewhat clear	Assume rejection and move on	Resume improvement tips	Provide specific feedback on the candid
19/01/2026 20:35:24	Rupa M	My application status does not change	Always	Detailed rejection email	Skill or experience gap	Confusing	Wait for further updates	Reason for rejection	
19/01/2026 20:38:49	ASHWINI B N	I receive only an application confirmation	Sometimes	Status update on the portal	Skill or experience gap	Somewhat clear	Assume rejection and move on	Skill gap feedback	
19/01/2026 20:39:51	Rakshitha R	I receive no response at all	Rarely	No communication	Resume related feedback	Neutral	Reply to similar roles	Skill gap feedback	NIL
19/01/2026 20:45:00	Varsha	I receive a confirmation and later an update	Always	Detailed rejection email	Reason for rejection	Very clear and informative	Wait for further updates	Reason for rejection	
19/01/2026 20:46:09	Chaitanya	I receive only an application confirmation	Always	Status update on the portal	Skill or experience gap	Confusing	Reply to similar roles	Offer Actionable Advice	
19/01/2026 20:48:17	Vardhani	I receive a confirmation and later an update	Sometimes	Generic automated email	Reason for rejection	Somewhat clear	Assume rejection and move on	Reason for rejection	Show clear application status updates
19/01/2026 20:50:17	Shitali Gowda	I receive a confirmation and later an update	Rarely	Generic automated email	No information is provided at all	Somewhat clear	Assume rejection and move on	Reason for rejection	Offer interview tips
19/01/2026 20:51:11	Raksha B	I receive a confirmation and later an update	Sometimes	Generic automated email	Reason for rejection	Confusing	Wait for further updates	Resume improvement tips	
19/01/2026 20:53:27	Jannuna	I receive only an application confirmation	Rarely	Generic automated email	Resume related feedback	Somewhat clear	Assume rejection and move on	Resume improvement tips	
19/01/2026 20:57:59	Kalpana p	I receive a confirmation and later an update	Sometimes	Status update on the portal	Skill or experience gap	Somewhat clear	Reply to similar roles	Resume improvement tips	By job portal should have better job
19/01/2026 21:11:36	Hemarth	I receive a confirmation and later an update	Sometimes	Status update on the portal	Skill or experience gap	Very clear and informative	Assume rejection and move on	Reason for rejection	Application status should be transparent
19/01/2026 21:24:58	Nandini	I receive only an application confirmation	Sometimes	Generic automated email	Resume related feedback	Neutral	Assume rejection and move on	Reason for rejection	Notifications should be relevant and
19/01/2026 21:31:11	Madhan Kumar S	I receive only an application confirmation	Sometimes	Status update on the portal	Skill or experience gap	Neutral	Wait for further updates	Resume improvement tips	The app should be fast and user friendly
19/01/2026 22:01:14	Anusha	I receive a confirmation and later an update	Always	Generic automated email	Skill or experience gap	Very clear and informative	Wait for further updates	Reason for rejection	👉
19/01/2026 22:02:42	Priya	I receive a confirmation and later an update	Always	Detailed rejection email	Reason for rejection	Very clear and informative	Wait for further updates	Skill gap feedback	
19/01/2026 22:07:49	Prabhas	I receive a confirmation and later an update	Sometimes	Status update on the portal	Reason for rejection	Somewhat clear	Wait for further updates	Reason for rejection	Reason for rejection
19/01/2026 22:10:13	Balan sacharan	I receive only an application confirmation	Sometimes	Detailed rejection email	Reason for rejection	Very clear and informative	Wait for further updates	Resume improvement tips	Yes
19/01/2026 22:17:51	NadendulaVidhathrajan	I receive a confirmation and later an update	Rarely	No communication	Resume related feedback	Somewhat clear	Assume rejection and move on	Resume improvement tips	Nothing
19/01/2026 22:20:17	Sarada	I receive a confirmation and later an update	Always	Detailed rejection email	Reason for rejection	Very clear and informative	Wait for further updates	Reason for rejection	
19/01/2026 22:22:06	Keerthana	I receive a confirmation and later an update	Always	Detailed rejection email	Reason for rejection	Very clear and informative	Wait for further updates	Reason for rejection	
19/01/2026 22:26:23	Yogesh k	I receive a confirmation and later an update	Never	No communication	Resume related feedback	Confusing	Wait for further updates	Resume improvement tips	
19/01/2026 22:28:51	Charanmal	I receive only an application confirmation	Sometimes	Generic automated email	Skill or experience gap	Somewhat clear	Reply to similar roles	Resume improvement tips	
19/01/2026 22:30:36	Chitra	I receive only an application confirmation	Sometimes	Status update on the portal	Resume related feedback	Neutral	Reply to similar roles	Skill gap feedback	
19/01/2026 22:33:45	Santhosh	I receive a confirmation and later an update	Rarely	Generic automated email	Resume related feedback	Somewhat clear	Assume rejection and move on	Resume improvement tips	
19/01/2026 22:38:16	Suresh B	I receive a confirmation and later an update	Never	Generic automated email	Reason for rejection	Very clear and informative	Wait for further updates	Resume improvement tips	
19/01/2026 22:38:23	Vydhnaik M	I receive a confirmation and later an update	Rarely	Detailed rejection email	Skill or experience gap	Very clear and informative	Wait for further updates	Resume improvement tips	
19/01/2026 22:41:35	Ramya	I receive a confirmation and later an update	Never	Detailed rejection email	No information is provided at all	Neutral	Reply to similar roles	Interview performance feedback	
19/01/2026 22:57:45	Devarshu	I receive a confirmation and later an update	Sometimes	Detailed rejection email	Reason for rejection	Somewhat clear	Contact recruiter or support	Reason for rejection	A job portal can be improved by offering
19/01/2026 23:09:12	Thalaasum	My application status does not change	Sometimes	Status update on the portal	Skill or experience gap	Somewhat clear	Assume rejection and move on	Skill gap feedback	No suggestion
19/01/2026 23:37:40	Shree Sharmoda	I receive no response at all	Rarely	Status update on the portal	Resume related feedback	Neutral	Reply to similar roles	Skill gap feedback	Not much
20/01/2026 06:18:28	Sradha	I receive a confirmation and later an update	Sometimes	Generic automated email	Reason for rejection	Somewhat clear	Assume rejection and move on	Reason for rejection	They should provide detailed reason for
20/01/2026 08:26:03	Anusha D	I receive a confirmation and later an update	Always	Detailed rejection email	Reason for rejection	Very clear and informative	Wait for further updates	Reason for rejection	
20/01/2026 09:45:41	Charan R	I receive no response at all	Always	No communication	No information is provided at all	Neutral	Assume rejection and move on	Interview performance feedback	Poor house people should grow that's it
20/01/2026 10:18:33	NIKSHITHA S A	I receive only an application confirmation	Sometimes	Status update on the portal	Skill or experience gap	Neutral	Reply to similar roles	Resume Improvement tips	

## Summary

A survey was conducted among job seekers who actively use online job portals. Most respondents stated that they either receive generic rejection messages or no response at all. Very few candidates receive meaningful feedback. This makes it difficult for candidates to understand their weaknesses and improve their employability. Repeated rejection without feedback leads to frustration and loss of confidence. The survey shows that job portals focus on application processing but fail to support candidate growth.

## Suggestions from the Survey

- Job portals should provide basic rejection feedback.
- Automated feedback categories can be introduced.
- Recruiters should share short feedback after interviews.
- AI-based tools can analyze resumes and suggest improvements.
- Learning resources can be linked to feedback.

## Step 4: Pain-Point Analysis

Functional Pain Point:

Lack of feedback on rejection.

Emotional Pain Point:

Low confidence and frustration.

Systemic Pain Point:

Employer-centric platform design.

## Most Critical Pain Point

The lack of constructive feedback is the most critical pain point because it prevents candidates from learning from rejection and improving their employability.

## Step 5: Root Cause Identification (5-Why Analysis)

Why is feedback not provided?

– Rejection messages are automated.

Why are they automated?

- Recruiters handle large volumes of applications.

Why is individual feedback avoided?

- It is time-consuming and not mandatory.

Why is feedback not mandatory?

- Platforms prioritize speed and scalability.

Why is candidate experience ignored?

- Employer convenience is given priority.

## Root Causes Identified

- Heavy reliance on automation
- High application volumes
- No standardized feedback system
- Platform focus on employers

## Step 6: Wicked Problem Understanding

Providing feedback to every rejected candidate is a wicked problem because it requires balancing recruiter workload, platform scalability, and candidate expectations. Improving feedback increases effort and cost while lack of feedback harms candidate experience.

## Step 7: Reflection

This study helped understand that job portals are not only hiring platforms but also play a role in candidate development. Analyzing survey responses highlighted the importance of feedback-driven systems. User-centered design is essential for improving digital hiring platforms.