

## **Research Brief**

### **Title: Challenges Faced by Job Seekers in Navigating Online Recruitment Platforms**

#### **Background of the Study:**

In today's digital era, online recruitment platforms such as Jobberman, LinkedIn, and company career portals have become vital tools for connecting employers with potential employees. These platforms are designed to simplify the job application process, increase transparency, and broaden access to employment opportunities. However, many job seekers still encounter various difficulties when applying through these systems. Common challenges include technical issues, poor platform usability, lack of feedback mechanisms, data privacy concerns, and complex application procedures. Understanding these challenges is essential for improving the efficiency and inclusiveness of digital recruitment systems.

#### **Statement of the Problem:**

Even while online recruitment platforms are convenient, job seekers frequently find it difficult to effectively finish applications or receive prompt responses from firms. Technical glitches, unclear instructions, poor internet connectivity, and system design flaws have discouraged many qualified candidates from utilizing these platforms effectively. These issues raise questions about whether online recruitment platforms actually achieve their goal of making it easier to find jobs.

#### **Purpose of the Study:**

The purpose of this research is to analyze the key challenges faced by job seekers when navigating online recruitment platforms, and to provide recommendations for improving user experience and platform effectiveness.

#### **Objectives of the Study:**

1. To identify the common technical and usability challenges faced by job seekers on recruitment platforms.
2. To examine the extent to which user interface design affects job seekers' application experience.
3. To assess how feedback and communication mechanisms influence applicant satisfaction.
4. To propose strategies for improving accessibility and efficiency of online recruitment platforms.

#### **Research Questions:**

1. What are the main challenges job seekers encounter on online recruitment platforms?
2. How does the design and functionality of these platforms affect the application process?
3. What role does feedback and employer communication play in applicants' satisfaction?

4. What improvements can be made to enhance users' experiences on recruitment platforms?

### **Research Method:**

The study will adopt a descriptive survey design. Data will be collected using a structured questionnaire administered to job seekers who have applied for positions through online recruitment platforms within the past 12 months. The questionnaire will include closed ended questions to capture quantitative insights.

### **Significance of the Study:**

The findings will provide valuable information to recruitment platform developers, HR professionals, and HR policymakers to improve digital recruitment systems and enhance job seekers' experiences.

### **Method of Data Analysis:**

Data collected from the questionnaires will be analyzed using quantitative statistical techniques. Descriptive statistics such as mean, frequency, and standard deviation will be used to summarize respondents' experiences and identify common challenges. Excel will be used to create Pivot Tables and build charts (such as bar charts and pie charts) to visually represent the distribution of responses and highlight key patterns in the data. Further analysis will be carried out using SPSS, where correlation analysis will be conducted to examine the relationships between variables such as platform usability, design, feedback, and user satisfaction. Additionally, regression analysis will be used to determine the extent to which these factors predict users' overall experience on online recruitment platforms. All results will be presented in tables and graphical formats for clearer interpretation.