



Q3 2010 Bug Battle Report:

Clash of the Career Sites

What is a Bug Battle?

The uTest Bug Battle is a quarterly app testing competition where software professionals from around the world compete to find bugs in today's most popular applications. Previous Bug Battles have focused on web browsers, search engines, social networking sites, check-in apps and others. Complete details at www.utest.com/bugbattle.

In the 3rd quarter of 2010, participants tested the web and mobile apps of four major **career sites**. They were given one week in August to report the most interesting and severe bugs, and to rank these sites based on job search accuracy, ease-of-use, profile management and other features - with nearly **\$4,000 in prize money** at stake.



According to the U.S. Department of Labor's Bureau of Labor Statistics, there are more than 31 million people currently unemployed, with the jobless rate holding steady at 9.6 percent (August 2010). In the European Union (EU), the unemployment rate across the 16 countries which share the euro are stuck at a record 10 percent. And India's unemployment rate remains high at 10.7 percent.

In the face of the worst economic times since the Great Depression in the US or since the euro's creation in the EU, more and more people are turning to the web to find jobs and job-hunting tips. In response to this immense demand, uTest put four major career sites to the test.

The Results

In all, 500+ testers from 22 countries participated in the weeklong competition – reporting more than 650 bugs.

Monster was the undisputed champion of this quarter's competition – placing first in *every* survey category, recording the fewest number of bugs per tester and the second fewest number of bugs overall (169). Indeed had the least reported bugs (139), followed by Monster (169), CareerBuilder (171), and then SimplyHired (189). While Monster placed first and Indeed placed last in every survey category, CareerBuilder and SimplyHired were deadlocked in the survey portion of the contest, each receiving favorable rankings in three out of six categories.

Job Search Accuracy Is Most Important

More than half of the testers (55%) chose 'job search accuracy' (ability to browse relevant jobs by job title, keyword, location, category, etc.) as the most important criteria when evaluating career applications. Topping this category was Monster, which received a top-two box score (those rating it 'good' or 'excellent') of 65 percent, followed by SimplyHired (62%), CareerBuilder (59%) and Indeed (54%).

Ease of Use, Career Resources & Security

Ease of Use was the second most important selection criteria, with 23 percent of respondents choosing it. Career resources (7%), fraud protection (7%), resume/profile management (5%), and aggregation capabilities (3%) received the remaining votes. In addition, when asked if concerned about the privacy and safety of personal information stored on job websites, an overwhelming 82 percent of respondents answered "yes."



How They Stack Up (based on survey respondents)

Job Search Accuracy:

1. Monster
2. Simply Hired
3. Career Builder
4. Indeed

Overall Ease of Use:

1. Monster
2. Simply Hired
3. Career Builder
4. Indeed

Aggregation Capabilities:

1. Monster
2. Simply Hired
3. Career Builder
4. Indeed

Resume/Profile Management:

1. Monster
2. CareerBuilder
3. Simply Hired
4. Indeed

Career Resources:

1. Monster
2. CareerBuilder
3. Simply Hired
4. Indeed

Fraud Protection:

1. Monster
2. CareerBuilder
3. Simply Hired
4. Indeed

Monster

With first-place rankings in all six survey categories, Monster was the undisputed winner of this quarter's competition. Despite finding 169 bugs (including 26 mobile bugs), testers gave the application especially high marks for 'job search accuracy' and 'ease-of-use;' when asked which features were most important, testers gave these two categories 78% of the vote. Of the bugs found, more than half were categorized as functional (72). In terms of severity, 18 bugs were reported as "showstoppers," or bugs in need of immediate attention.



Common positive feedback from the testing community:

- o "The website has an eye-catching user interface. The menu is intuitive; navigation and categorization are all very well-organized."
- o "Every element on the site is crisp. The advertisement section is properly placed and does not get in the way of the user's ability to access other features of the site. Easily the best job site out there."

Common negative feedback from the testing community:

- o "The old Monster website was very easy to use, but now they have added more complexity to searches and other things that are of little interest to most job seekers."
- o "By adding both "Advanced" and "Basic" view modes, the end-user will be confident with the look & feel of the website no matter if he is a new user or not."

Featured Monster Feedback

"Monster is indeed the leader in job search. The color scheme is effective and the features are placed in such a way that it is easy to navigate quickly. Still there are some improvements needed on design so that screen space can be used more effectively. With unique features like Report a Bug/Abuse, Fraud/Security and others, Monster is way ahead of other job search engines. Mobile Monster is also great for the users on the move."



CareerBuilder

Although a distant second to Monster in every survey category, CareerBuilder received extremely high rankings for its wide range of features, notably résumé uploading/profile management, career resources and fraud protection. A total of 171 bugs (including 13 mobile bugs) overall were reported – the second most in the competition – with half classified as functional bugs (84). In terms of bug severity, 13 of the reported bugs were considered to be “showstoppers” in need of immediate attention.



Common positive feedback from the testing community:

- “The resume posting process is simple, straightforward & intuitive. A very detailed data collection process helps in digging up the resume for multiple prospective employers which helps jobseekers in many ways.”
- “When it comes to feature set and user interface, CareerBuilder is as good as it gets. This site would be helpful for all types of job seekers.”

Common negative feedback from the testing community:

- “Unfortunately, many of the site’s best features are not available outside of the United States.”
- “The site renders differently in various browsers. Cross-browser GUI testing could help out a lot.”

Featured CareerBuilder Feedback

“CareerBuilder is undoubtedly very complete compared to the four sites in this Bug Battle; it has tons of material for the user to investigate regarding training skills, career resources and it has an education center. It even gives you an average salary calculation for each job post!”

SimplyHired

Aside from Monster, no application was tested more extensively than SimplyHired. This may explain why the site had the most reported bugs overall (189); however, it had the second fewest bugs per tester. Despite these numbers, participants were noticeably impressed with SimplyHired’s job search accuracy and ease of use. Of the 189 bugs reported (including 24 mobile bugs), more than 100 were classified as functional bugs, with 18 classified as “showstoppers” in need of immediate attention.



Common positive feedback from the testing community:

- “Support for social networking sites like LinkedIn and Facebook is a huge plus.”
- “The easiest, most straightforward job searching site out there.”

Common negative feedback from the testing community:

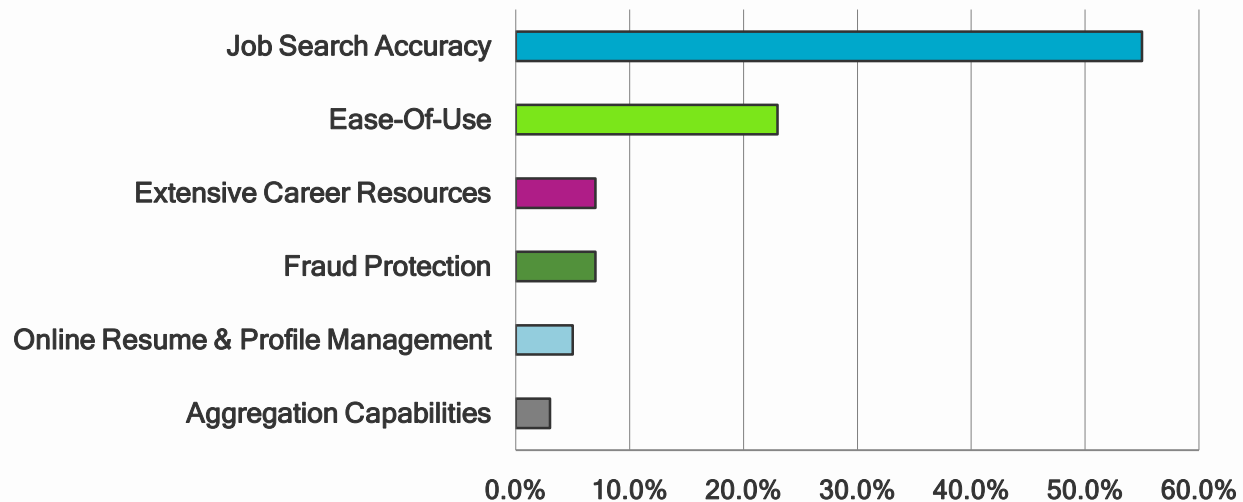
- “Experienced Job seekers might find it hard to cope with missing features like Employer login, Privacy options and Resume Posting options.”
- “SimplyHired needs to improve its filtering options in order to catch up with its competitors.”

Featured SimplyHired Feedback

“As a job-seeker, I would definitely go for SimplyHired.com. The search was very fast and results were relevant. The best feature was the search by “date posted” which makes it completely stand out from the competition. I would recommend certain enhancement to the sites such as support for multiple alerts and a dedicated iPhone App considering the services provided by its competitor.”



KEY QUESTION: Which Feature Is Most Valuable To You When Evaluating A Job Website?



Indeed

Placing last in all of the survey categories, Indeed finished at the bottom of this quarter's competition. The site had the fewest number of reported bugs (139 - including 12 mobile bugs), but also had the second most bugs per tester. Of the bugs reported, much like the other career apps, half (68) were reported as functional and 18 were reported as "showstoppers" in need of immediate attention.



Common positive feedback from the testing community:

- "It's tough out there for job seekers and indeed is all about making things as simple and straight forward as possible. This is a great app for anyone, current job seeker or not."
- "The minimalistic GUI (two text boxes and a button) is a great benefit for users. I felt I was searching with Google. The best job aggregator on the web in my opinion."

Common negative feedback from the testing community:

- "A 'Resume Posting' feature would be highly beneficial. Only Apply Jobs feature is present. Users who might want employers to look for their resumes might find this missing feature as a major loss."
- "There is an important security breach on the product: scammers can use the "e-mail it" feature to scam end-users. When an e-mail is sent by using the "e-mail it" feature, Indeed sends an e-mail under the statement that a real person has sent the e-mail, even if the address is not validated."

Featured Indeed Feedback

"With the help of a simple layout--two search fields and nothing else--Indeed makes it easy to search for a job in any given area. Indeed allows you to search online job listings, newspapers, and other job boards, but it also provides salary information, forums to connect people of similar interests, and a job trends search field that offers solid insight into the state of any industry. Very impressive."