



Customer Survey Ranks Top Web Job Boards

2,620 Recruiters Identify Best In Business

For Release On September 14, 1998
Mill Valley, CA

(September 14, 1998) Recruiters who use the Worldwide Web to find new employees face a bewildering array of possibilities. Over 2,500 fee based job boards compete for a share of this year's \$450 Million in revenues. Over 28 Million individual job listings were posted on these services, company Websites and in Usenet News-groups.

In a groundbreaking study, IBN: interbiznet.com surveyed 2,620 paying customers of these services. Results of the 400 question survey are presented in the firm's **1999 Electronic Recruiting Index (1999 ERI)**. Among the results is a ranking of 45 fee based job boards by level of customer satisfaction.

Comparable to other widely recognized surveys of Customer Satisfaction, these results represent the first time that commercial Web services have been ranked by their paying customers. The **1999 ERI** goes on to measure usability, sales force effectiveness, market penetration and results quality. A comprehensive Industry analysis, the **1999 ERI** covers market growth, volume, segmentation, trends and demographic drivers.

Recruiting Websites face a variety of hurdles in their long term development. While automated matching services make sense in theory, the core effectiveness of a Job Board depends on a human component. Success factors include extensive training and education of new customers and the delivery of usable results for those customers.

The **1999 Award for Recruiting Website Customer Satisfaction** goes to the Computer Jobs Store, an Atlanta based service that focuses on Information Technology Recruiting in Regional Markets.

In a sea of 2,500 competitors, any of the Top 15 Web Job Boards (Customer Satisfaction) represent high levels of customer satisfaction compared to the rest of the Industry.

The Top 15 Web Job Boards (Customer Satisfaction) represent a ranking that cuts across niches and types of service. The 1999 ERI goes on to identify the Top 100 Web Recruiting Operations by niche and Industry segment.

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interbiznet.com

Defining Excellence in Electronic Recruiting

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Top 15 Web Job Boards (Customer Satisfaction)

- 1 **Computer Jobs Store** (<http://www.computerjobs.com>)
- 2 **Headhunter.net** (<http://www.headhunter.net>)
- 3 **Online Career Center** (<http://www.occ.com>)
- 4 **Net Temps** (<http://www.net-temps.com>)
- 5 **DICE** (<http://www.dice.com>)
- 6 **Career Mosaic** (<http://www.careermosaic.com>)
- 7 **Junglee** (<http://www.junglee.com>)
- 8 **Recruiter's Online Network** (<http://www.recruiteronline.com>)
- 9 **MedSearch** (<http://www.medsearch.com>)
- 10 **Monster Board** (<http://www.monster.com>)
- 11 **InfoWorks** (<http://www.infoworksusa.com/>)
- 12 **CareerPath** (<http://www.careerpath.com>)
- 13 **Classifieds2000 (Excite)** (<http://www.classifieds2000.com>)
- 14 **Careers.wsj.com** (<http://careers.wsj.com>)
- 15 **Yahoo!** (<http://www.yahoo.com>)

Company Background

Founded in 1994, **IBN: interbiznet.com** is a consulting firm focused on the Electronic Recruiting Industry. Based in Mill Valley, CA, the firm publishes an annual Industry analysis, conducts technical training programs for Recruiters, consults widely on issues of Recruiting strategy and delivers three free daily newsletters on the Worldwide Web. John Sumser, CEO and founder, is available for scheduled interviews.

1999 Electronic Recruiting Index (1999 ERI)

Each year, IBN: interbiznet.com publishes a comprehensive survey of the Electronic Recruiting Industry. The survey covers Industry size, composition, growth and trends. In addition, it identifies emerging strategies and the underlying dynamics that drive the ultimate direction of this \$3.5 Billion (1998 Expenditures) segment of the Worldwide Web.

The 1999 ERI includes the first-ever Web awards based on satisfaction levels of customers who pay for Web services. By combining disciplined surveys of customers and service providers, the report identifies the Top 100 Recruiting services across a variety of niches. The study presents demographics, trend forecasts, survey results and Industry research in a comprehensive package.

A copy of the survey's Executive Summary can be downloaded at
<http://www.interbiznet.com/1999ERI/execsummary.PDF> (Adobe Acrobat Required)

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2002 ELECTRONIC RECRUITING INDEX

The 2002 Electronic Recruiting Index is the single source of information for Investors, Vendors, Corporate Recruiters and Staffing Firms on the Electronic Human Capital Marketplace.

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Chapter 1: Industry Overview and Stats

Chapter 2: Job Board In A Box Companies

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Chapter 9: Buyers' Survey

Chapter 10: Summaries and Conclusions

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