



# Hiring in IT

Recruiter experience 2023



# Mutual understanding is the basis of recruitment

Candidate experience research is a valuable source of information on good practices in recruitment, but we cannot forget about the other side of the coin – recruiters. Even in times of pro-employee approach in hiring caused by the talent gap.

This report assumes the recruiters' perspective because we believe that mutual understanding between them and candidates can improve hiring processes. It is, therefore, aimed at both of these groups. The report provides answers to the four main questions:

1. [What is the daily life of a recruiter like?](#)
2. [What do recruiters have influence over?](#)
3. [What should a good résumé include?](#)
4. [What NOT to do during a recruitment process?](#)

The data via a questionnaire targeting professionals working in recruitment, headhunting or talent acquisition in IT from Poland and Hungary (see more → [About the survey](#)).

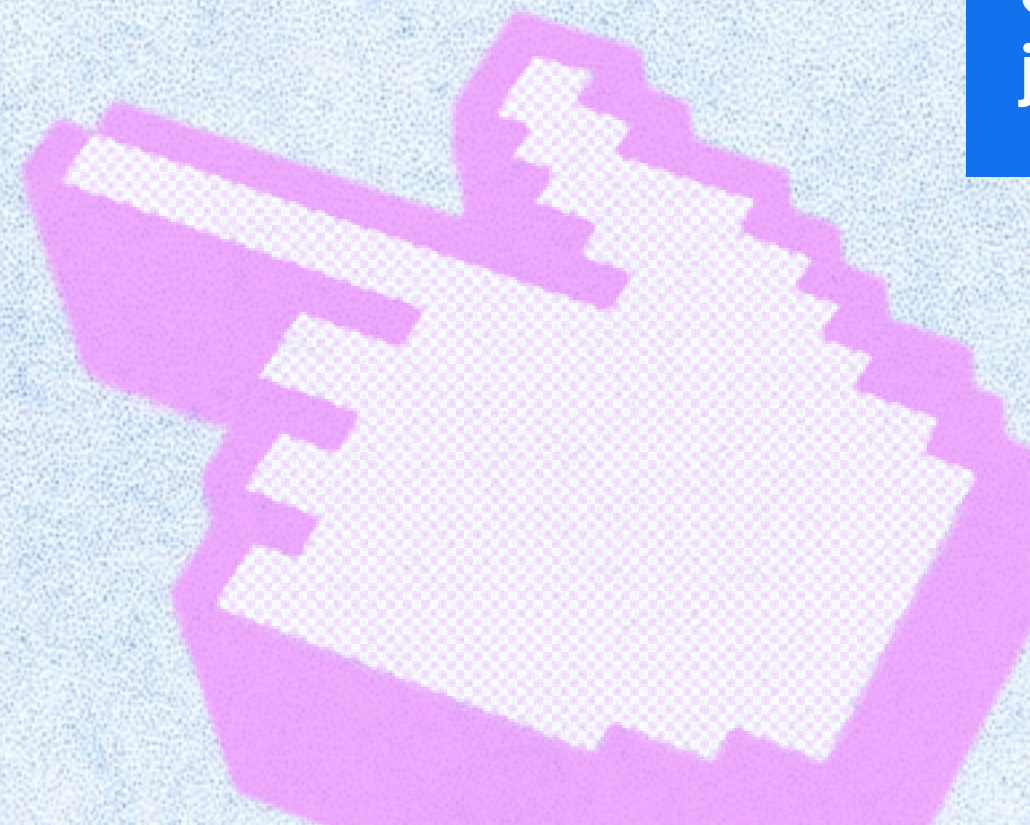
The report mainly presents data on Poland, but in some places we point to results from Hungary.

## Who we are

No Fluff Jobs is a multi-industry job board operating in the Central and Eastern European region. With the ease and efficiency of recruitment in mind, we depend on data gathered regularly among candidates, recruiters and employers.

The indispensable value that we believe allows effective recruitment is mutual respect, which we promote at every stage of the recruitment process, starting with job advertisements.

[Jump to key findings](#)



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The IT industry is growing steadily, and the demand for highly skilled professionals, despite the temporary crisis, is increasing. Therefore, recruiters invariably play a key role in the process of acquiring the best talent. Their perspective is important and matters. By getting to know it, IT candidates can better prepare for the job search, application process and interviews. This is also important because as a result of waves of layoffs and downsizing, competition in the labor market has increased.

It is no longer just companies, but also job seekers who need to put more effort into standing out in

a positive way to attract interest. We know that nearly 60% of IT candidates reject job offers because of a bad impression after a job interview\*. The other side of the coin is that for just over 60% of recruiters, a dismissive approach and manner of conversation was the reason for rejecting someone's application. These figures illustrate how important mutual respect is.

Precisely this idea guided our research. We want to show that respect and mutual understanding in recruitment is the job of both sides of the process. I believe that this report is a step forward to achieving it.

**Magdalena Gawłowska-Bujok**

CO-FOUNDRESS & COO

NO FLUFF JOBS

NO<sup>TM</sup>  
FLUFF  
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*\* What IT Job Candidates Wish You Knew About Recruiting. Candidate Experience in IT in 2023, No Fluff Jobs with Square One Resources Poland*

Harman directs the vast majority of its job advertisements to individuals specializing in the IT industry. A dedicated team, consisting of recruitment and selection professionals, is responsible for sourcing and hiring new people. They attach great importance to candidate experience, i.e. they make sure that the recruitment process is clear, transparent, and friendly.

At Harman, an important part of the interview process is the stage of contact with technical panels, whose task is to thoroughly check the practical skills of specialists seeking employment with us. On the other hand, the role of recruiters remains primarily to

verify the applicants' experience, their expectations of the employer, as well as their personality in terms of culture fit and whether their competencies match the requirements of the position.

What's more, recruiters' task is also to create a pleasant atmosphere at the meetings, to properly introduce the IT candidate to the organization and to build a relationship with them. Still, this requires that both parties are engaged. That's why we have joined as a partner company in a study that shows what the daily work of those on the other side of recruitment looks like. We believe that mutual understanding is the key to success.

**Wiktorja Soboń**

**TALENT ACQUISITION SPECIALIST | HARMAN POLAND**



# Key findings

23.3%

**23.3%**

of recruiters have more than 7 ongoing processes at the same time!

50.2%

**50.2%**

think that finding candidates is easier now than it was a year ago.

70%

Nearly **70%**

of people involved in hiring persuaded the employer to disclose salary ranges in job ads.

41%

**41%**

of them do not use AI tools in recruitment processes.

25%

Almost **25%**

worry about their future in the recruitment industry.

60.3%

**60.3%**

rejected candidates because of their dismissive attitude and manner of conversation.



# THE DAILY LIFE OF A RECRUITER



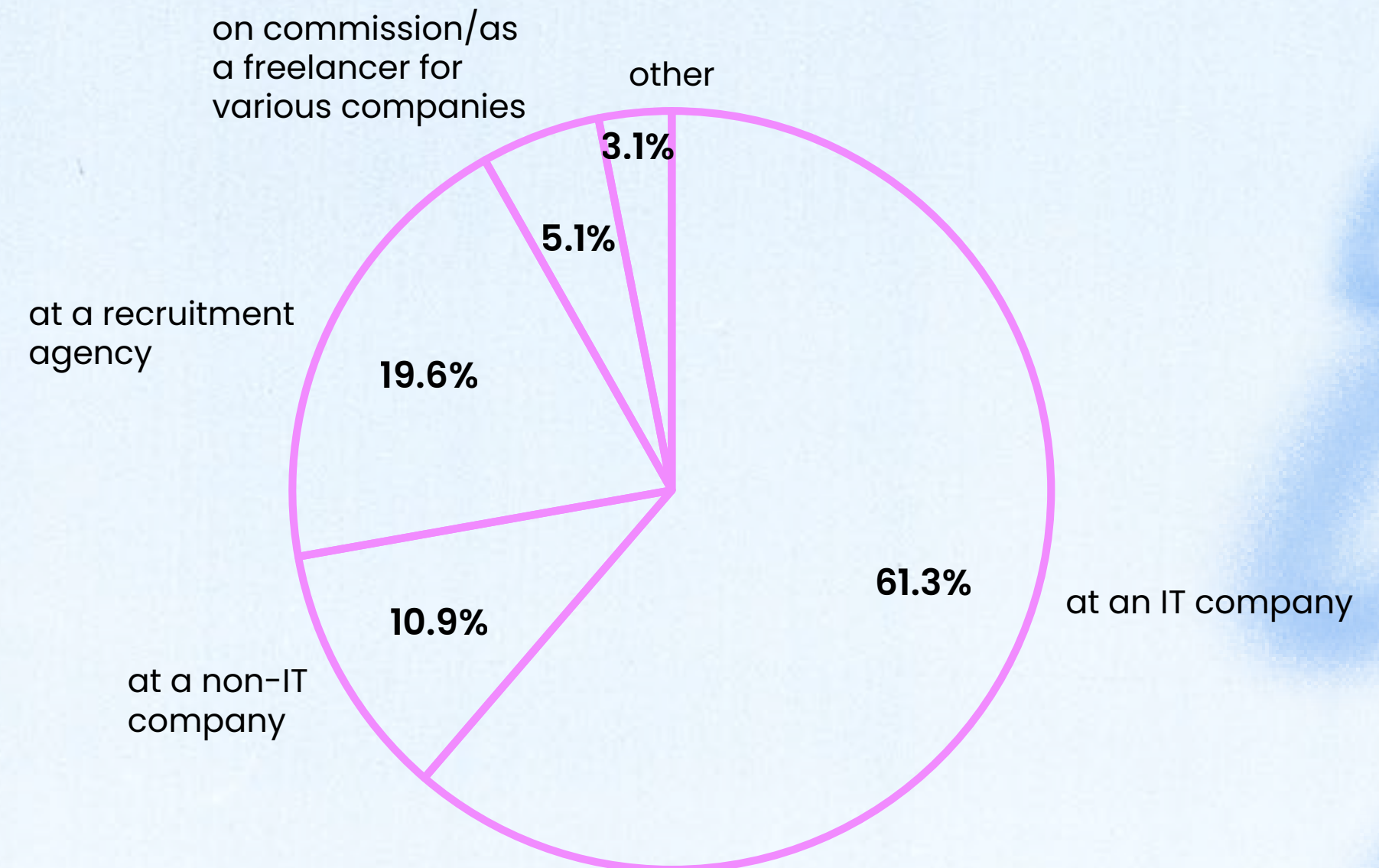
# Where do recruiters work?

72.2% of the respondents hire IT specialists for companies where they're employed, 61.3% of which are technological organizations. Nearly 20% work in recruitment agencies and only 5.1% are freelancers.

During the last 12 months, almost 60% of respondents worked for organizations that do not disclose salary ranges in job ads.



I WORK...



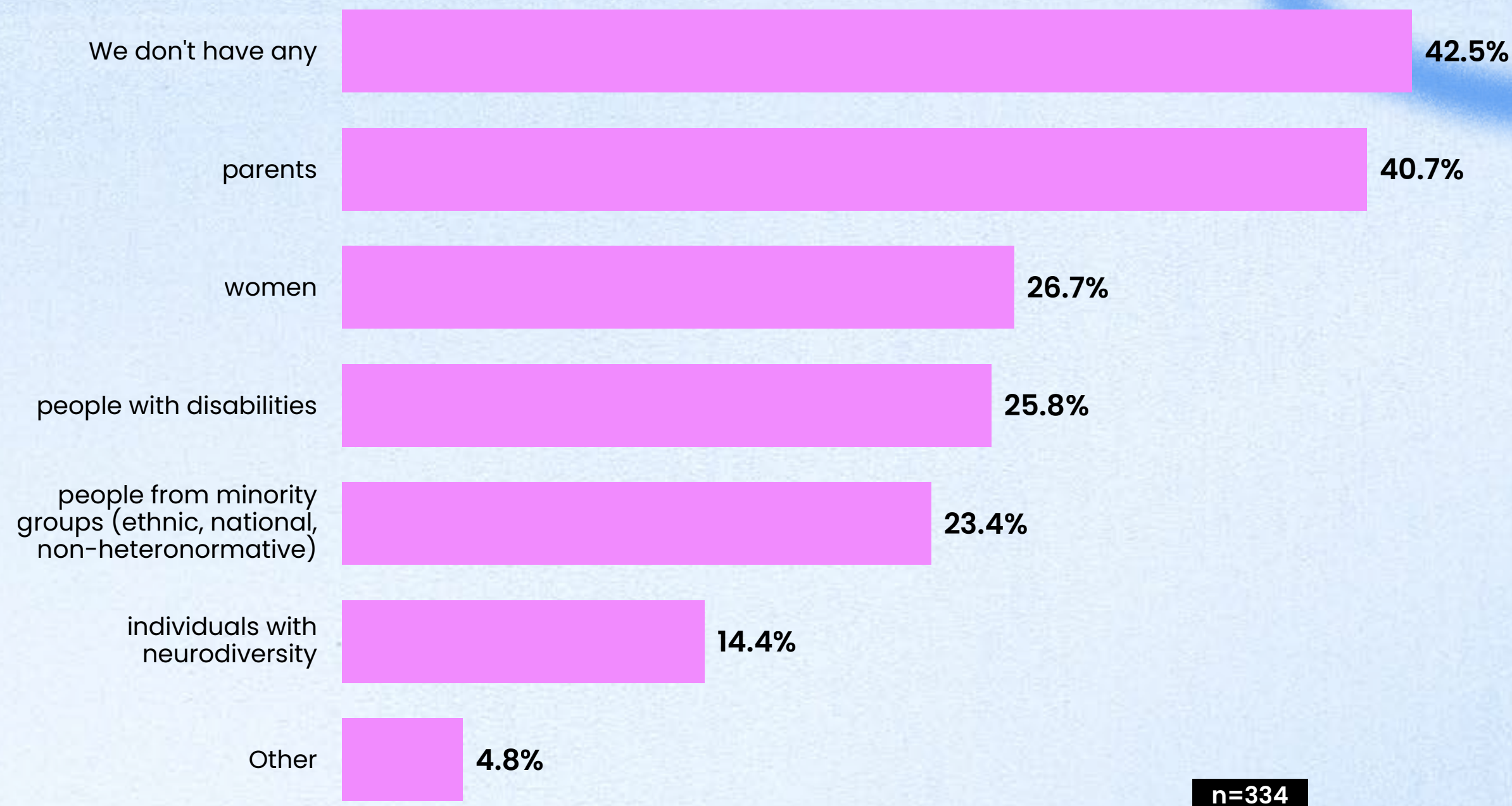
n=486



# Benefits and bonuses

We asked people involved in recruitment for their own companies about two things: benefits and facilities for underrepresented groups of people or those with special needs, and about bonuses for successfully completed hiring processes.

IN THE COMPANY WE HAVE FACILITIES/PROGRAMS/SUPPORT FOR... (MULTIPLE CHOICE)



## Benefits and facilities

40.7% of the respondents said their companies offer facilities for parents. About 25% of the indicated support for women, people with health impairments, or minorities. 14.4% of companies cater to the needs of the neurodivergent. Still, **42.5% of organizations do not offer any support to the aforementioned groups.**

## Bonuses

When it comes to work motivation, financial incentives remain the strongest factor. **Meanwhile, as many as 74% of recruiters do not receive any bonuses for hiring a new person for the company.**

Alternatively, for 12,2% receiving a bonus depends on meeting certain requirements. Only 13.8% receive it unconditionally.

# Workload



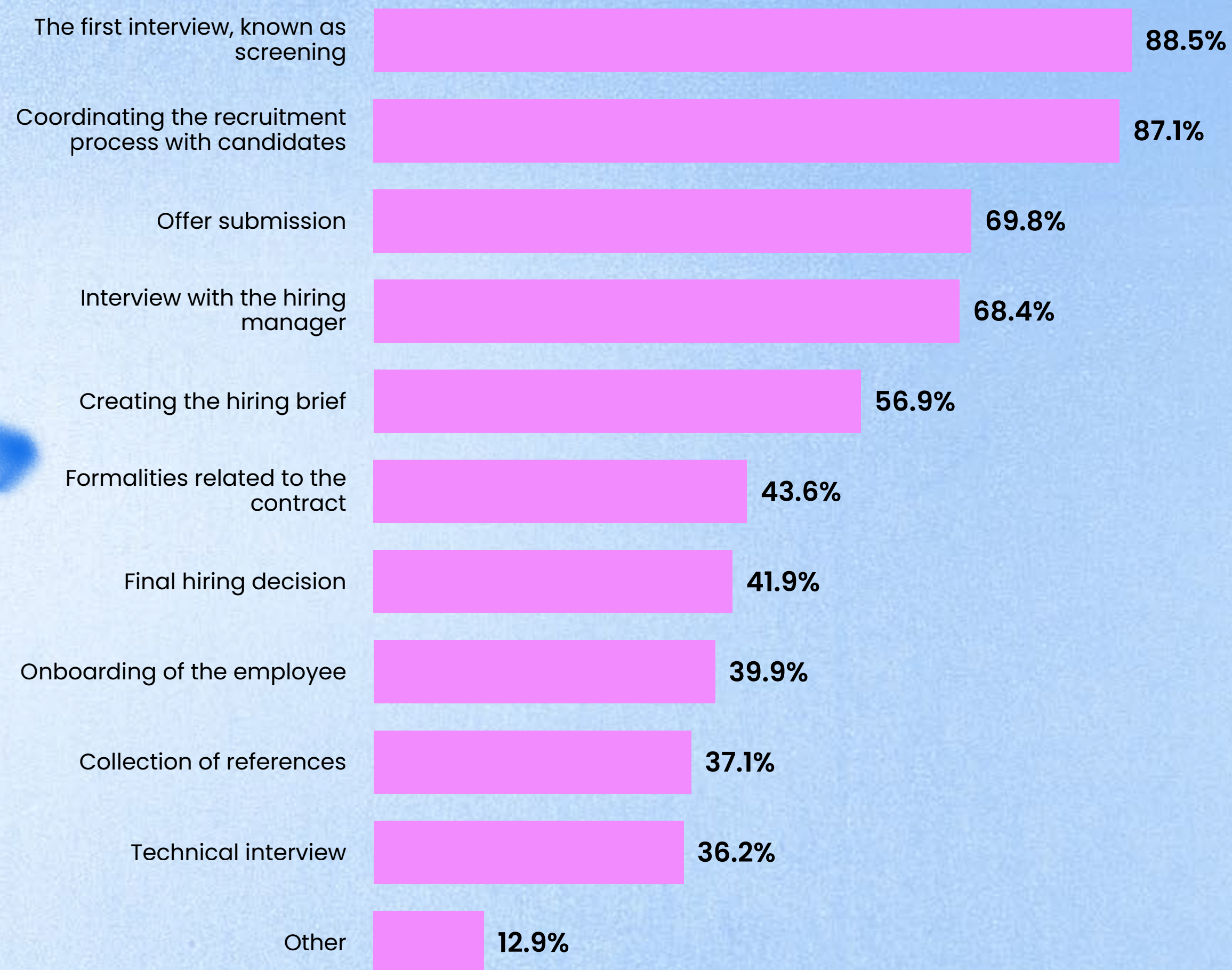
**23.3% of recruiters have more than 7 ongoing processes at the same time!**

Quite a big share of them – around 40% – handle 4–6 processes simultaneously. A similar percentage is involved in fewer than 3.

No wonder that with such a workload, some recruiters do not find the time to provide detailed feedback for each applicant. Especially when we consider the number of stages that make up a single recruitment process.

**Recruiters most often participate in the first interview (88.5%) and coordinate the entire recruitment process (87.1%).** Almost 70% make offers or are present during the interview together with the hiring manager.

IN WHICH STAGE OF THE RECRUITMENT PROCESS DO YOU PARTICIPATE? (MULTIPLE CHOICE)



n=434

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# AI in recruiters' daily work

41% of recruiters do not use AI tools in recruitment processes.

 49.4%

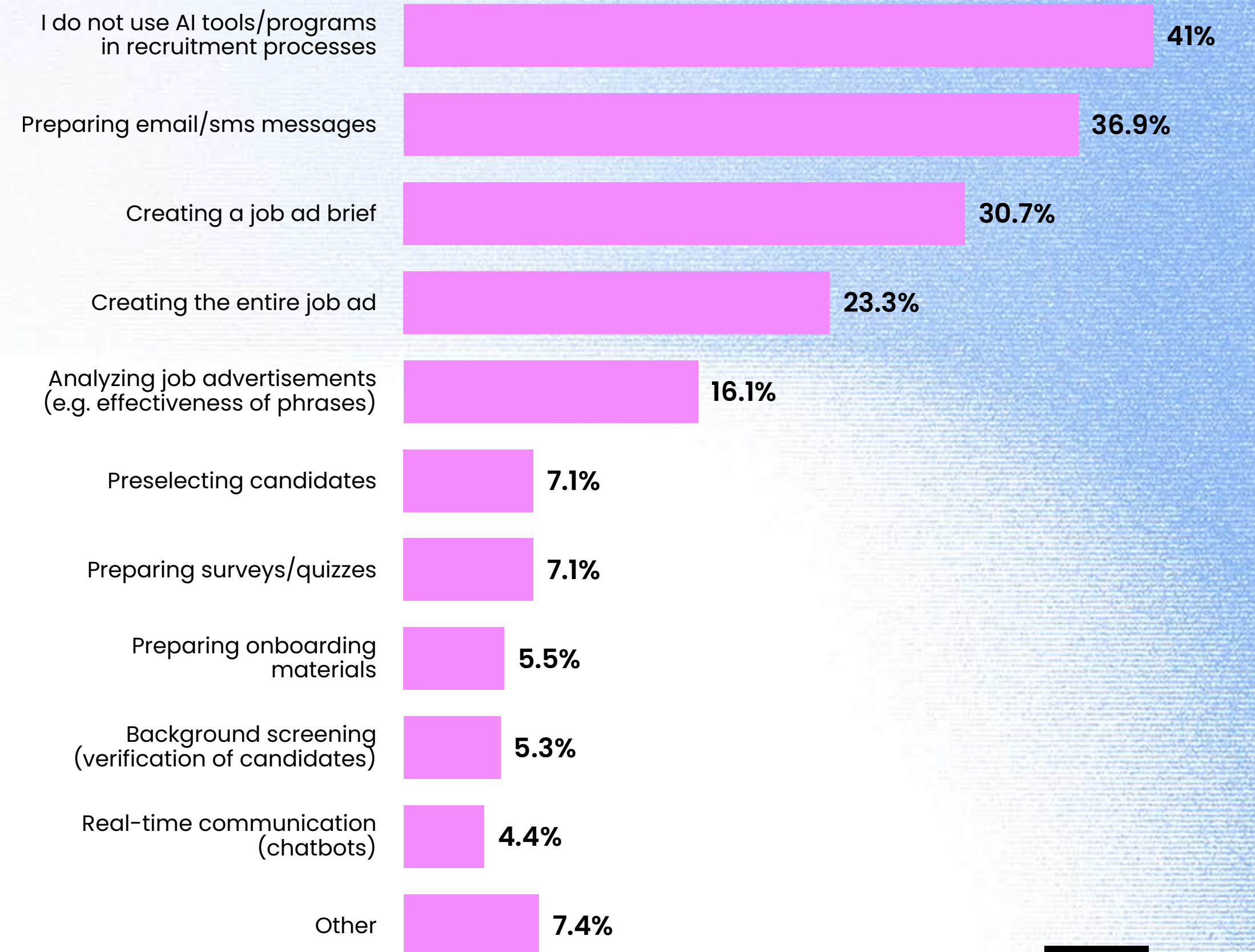
What does the other group use it for? Mainly to prepare messages (36.9%), briefs (30.7%), or the whole job advertisement (23.3%). Internal data from No Fluff Jobs backs up the last case: 1 in 5 employers uses our AI Assistant tool.

AI can also be of great value in analytics, as evidenced by the fact that 16.1% of IT recruiters already use it for this purpose.

As far as using AI by candidates is concerned, 1 in 3 recruiters perceive it negatively.

**Looking for a job in IT? Depend on your own skills for technical recruitment tasks.**

FOR WHAT TASKS DO YOU USE AI TOOLS/PROGRAMS IN RECRUITMENT PROCESSES? (MULTIPLE CHOICE)



n=434

# The past and the future

The year 2023 has been marked by layoffs in IT. Unsurprisingly, nearly 1/4 of IT recruiters are worried about their future in the recruiting industry. On the other hand, 44% of those surveyed feel their place is safe.

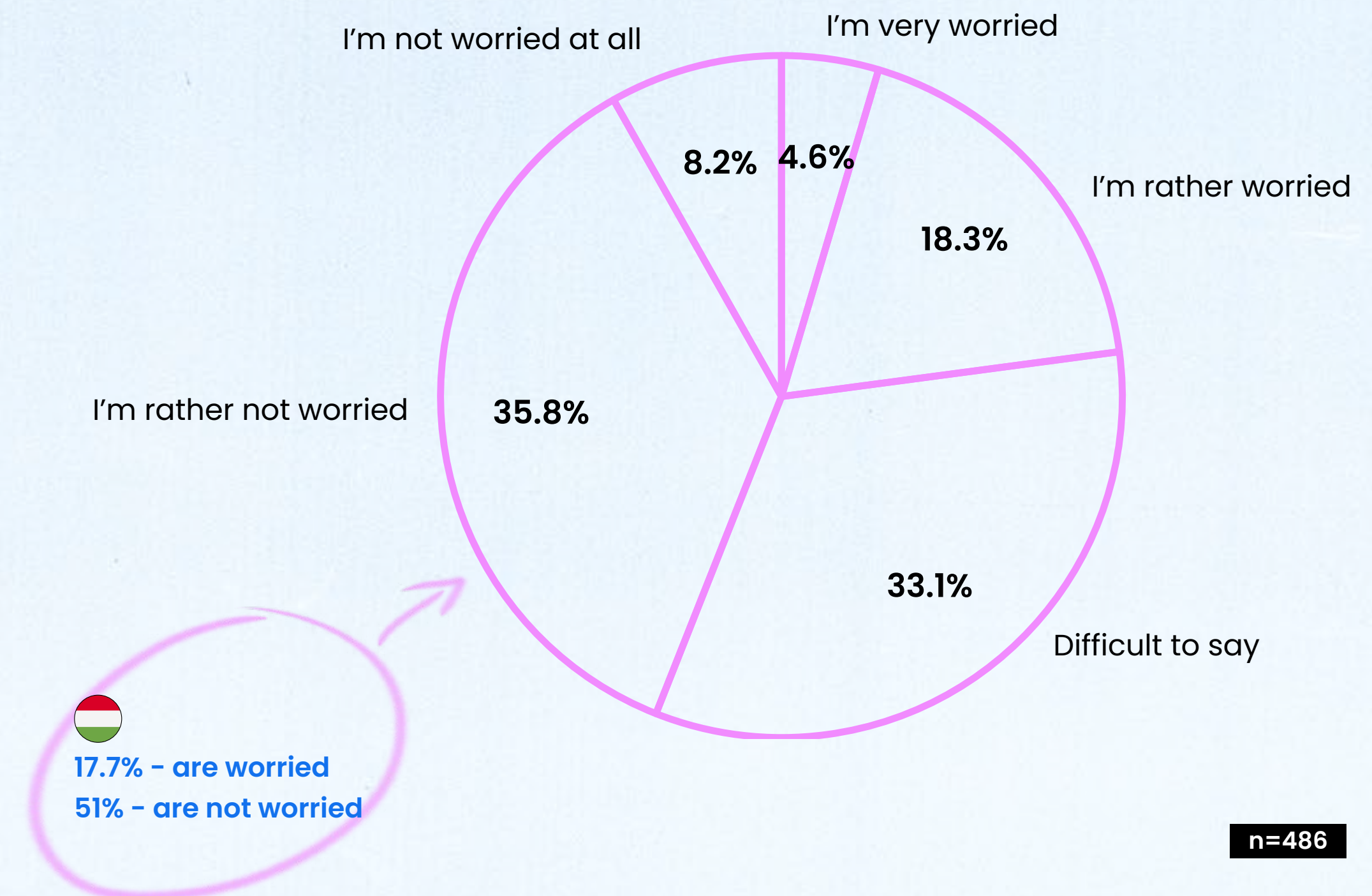
This may be related to the crisis slowly passing and the number of new vacancies, and therefore recruitment needs, increasing. It is also worth noting that **50.2% of recruiters believe that finding an IT candidate a year ago was rather more difficult or definitely more difficult than it is now.** Only 27% hold the opposite view.

This corresponds to the results of our [candidate experience research](#)\*.

Almost half of IT candidates admit that finding a job a year ago was easier. This year, the competition increased as a result of layoffs and hiring freezes, among others.

Thus, the job searchers are having a more difficult time finding what they need, but the job givers can pick through applications to find better-suited candidates.

HOW DO YOU FEEL ABOUT YOUR FUTURE IN THE RECRUITING INDUSTRY/TEAM GIVEN THE CURRENT SITUATION IN IT?



\* What IT job candidates wish you...

Artificial intelligence, not long ago still associated with science fiction, is increasingly entering our lives. It is also present in recruitment. Although opinions on its use are divided, AI has many advantages. We can use it to **create attractive advertisements, evaluate the applications we receive, or automate time-consuming recruitment stages.** It also seems to be helpful in reaching out to so-called passive candidates and in personalized communication.

From the perspective of a recruitment team manager, **AI's analytical capabilities are its huge advantage,** allowing to measure the effectiveness of activities, assess the market situation, and optimize processes.

Nevertheless, AI has some drawbacks. It operates on keywords when trying to match candidates to a given job ad. As a result, it can overlook valuable profiles that use closely related wording. It focuses only on specific patterns, so it will deliver profiles that are largely similar to each other. Therefore, despite the inevitable growth of its presence in recruitment, **it will not replace the human element in relationship building or ensuring the so-called culture fit.**

I am observing the development of AI in recruitment with great curiosity, and although we are not yet using it in the company, I am open to implementing it in the near future.

## Sonia Podgórska

TALENT ADVISORY LEAD | HARMAN POLAND

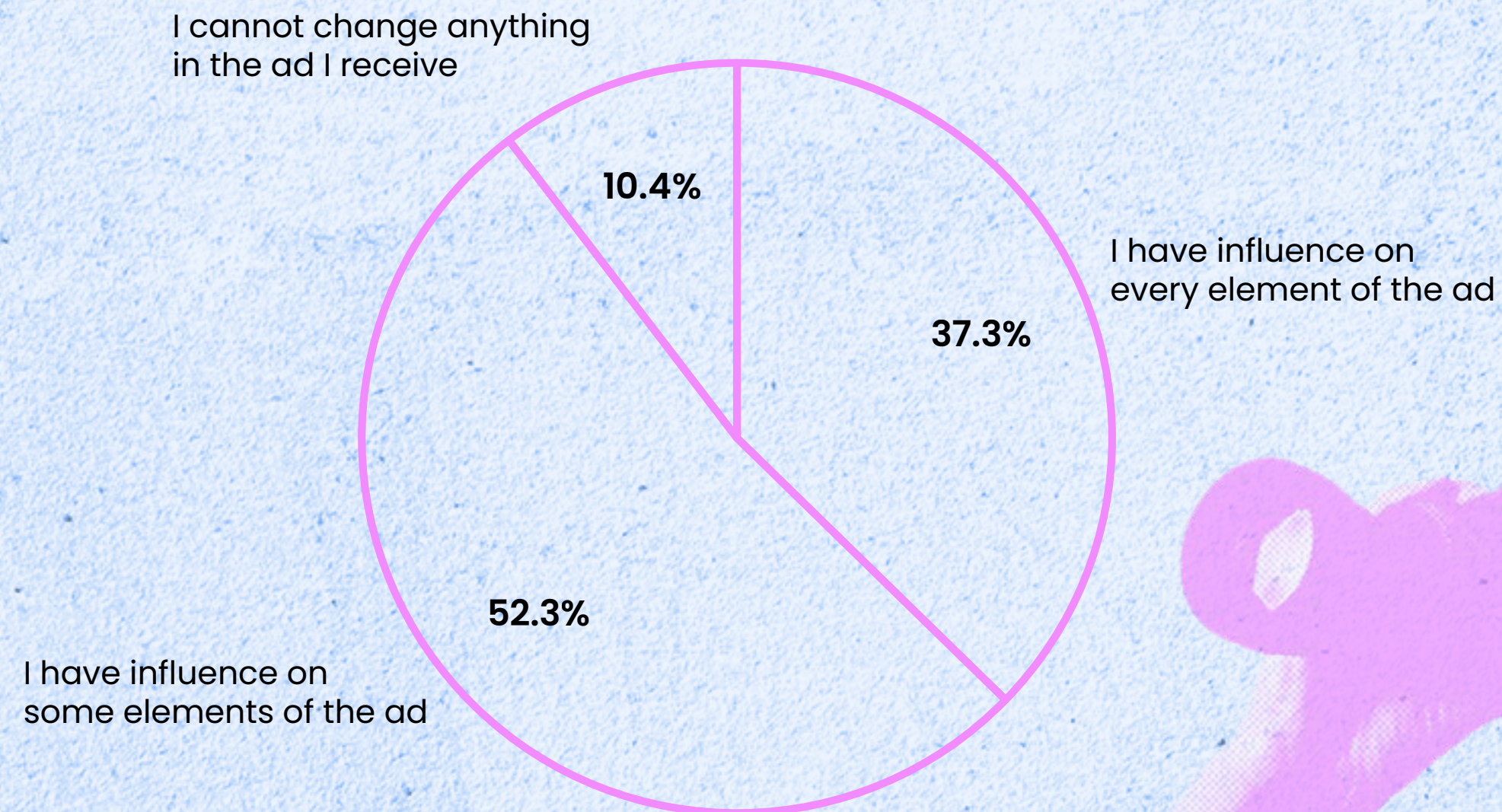


# WHAT DO RECRUITERS HAVE INFLUENCE OVER?



# The elements of job ads

TO WHAT EXTENT DO YOU HAVE INFLUENCE ON THE TERMS AND CONDITIONS INCLUDED IN JOB ADS?



 65.2%

Both sides of the recruitment process indicate that salary transparency is important to them. **Nearly 70% of people involved in recruitment tried to persuade the employer to publish salary ranges in job ads.**

Virtually the same share of IT professionals think that salary ranges should be included in every job ad (71.9%).\*

Despite recruiters advocating for transparency in job postings, over half admit limited influence on their content. Still, 10.4% do not have any influence on what the ads look like.

\*Research of IT professionals' experiences in the polish job market, Fieldstat for No Fluff Jobs, June 2023, n=700



# The elements of job ads

63.8% of IT candidates indicated that, when dealing with recruiters, reluctance or inability to disclose salary ranges frustrated them the most.\*

However, it's worth bearing in mind that including salary ranges in ads is the end result of implementing a whole new policy and salary transparency in the company. It's a long and multi-stage process, starting with creating an official salary grid, which is preceded by internal analysis, valuation of particular roles, and external benchmarking.

Therefore, **as a candidate**, it is worth keeping in mind that the person on the other side may only be an intermediary between you and the employer, and the lack of salary ranges is not their fault. Both of you probably want the same thing in this situation. Although recruiters do not set company policy, they try to influence it to be more transparent.

91%

of Polish people prefer to apply for job ads with salary ranges disclosed

86%

think positively of companies that disclose salary ranges in job ads

47%

do not trust organizations that do not disclose salary ranges in their ads

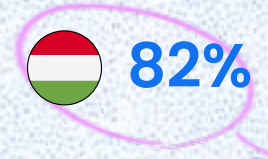
**If you are an employer, bear this in mind: research shows that candidates in IT and other industries want salary transparency.**

**If you are a recruiter, use this data as arguments in your bid to persuade decision-makers to salary transparency.**

\*What IT job candidates wish you...

Source: Research concerning job advertisements, August 2023, Omnisurv by IQS for No Fluff Jobs, n=1,000 employed persons, Poland

# Inclusivity and diversity



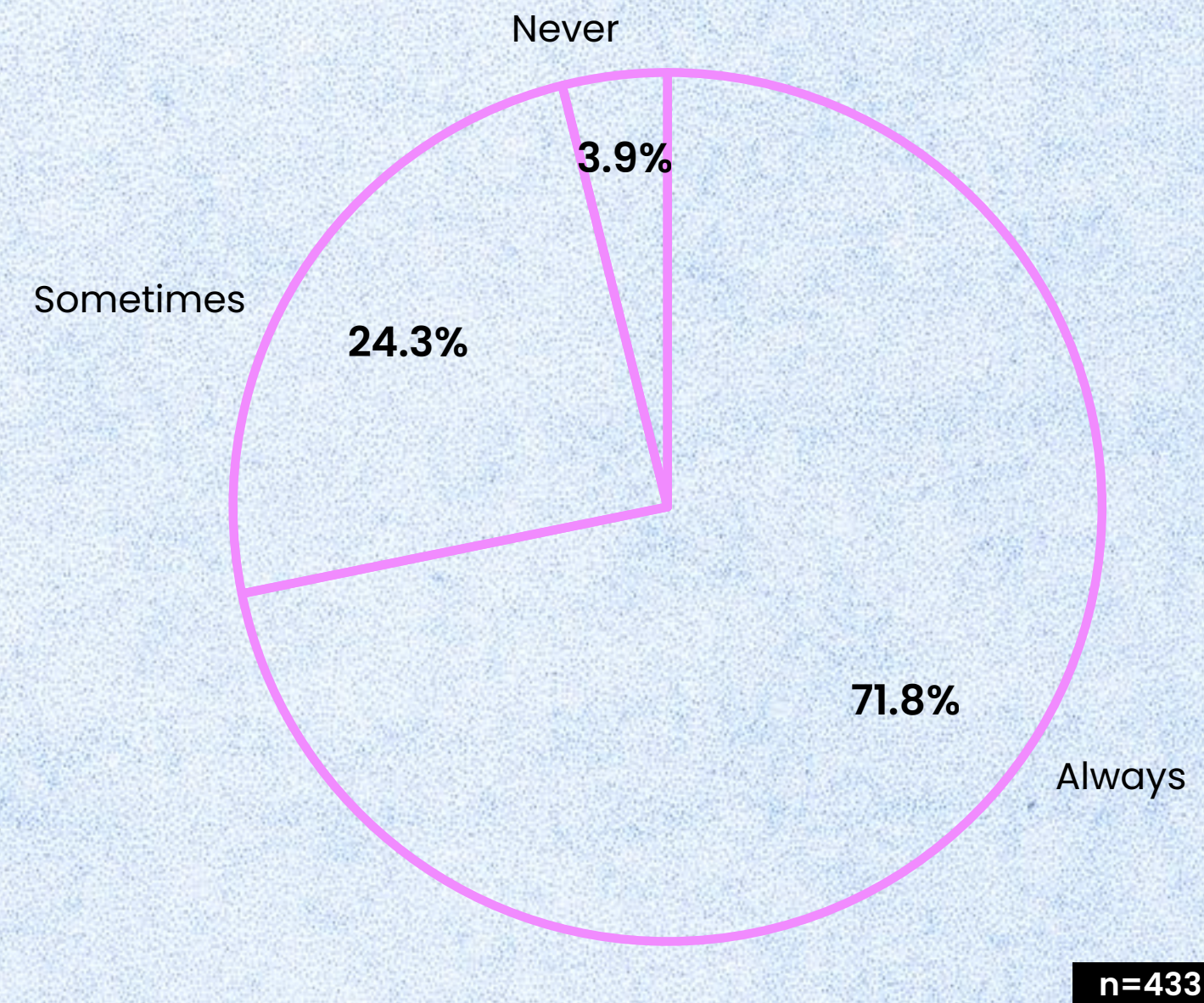
**71.8%** of IT recruiters say they always use inclusive language in job advertisements.

Such language counters exclusion and promotes equality and inclusivity, e.g. female and male grammatical forms and neutral phrases.

It is also important to ensure that a physical condition does not define a person. Hence, it is more appropriate to speak of a "person with a disability", and not handicapped. Instead of describing someone as "a person suffering from autism", we should rather say that someone is on the autism spectrum.

Striving to include those excluded from the labor market can bring tangible benefits to organizations. It's not about ticking off quotas or employee statistics that look good; it's about real, positive results. Diverse teams develop services and products tailored to diverse clients and come up with original and innovative solutions.

IS THE LANGUAGE OF THE JOB ADS YOU POST INCLUSIVE?



Research shows that organizations that ranked among the 25% most diverse were more profitable than those on the other end. And this is not a matter of a few percent, but as many as... 36%!\*

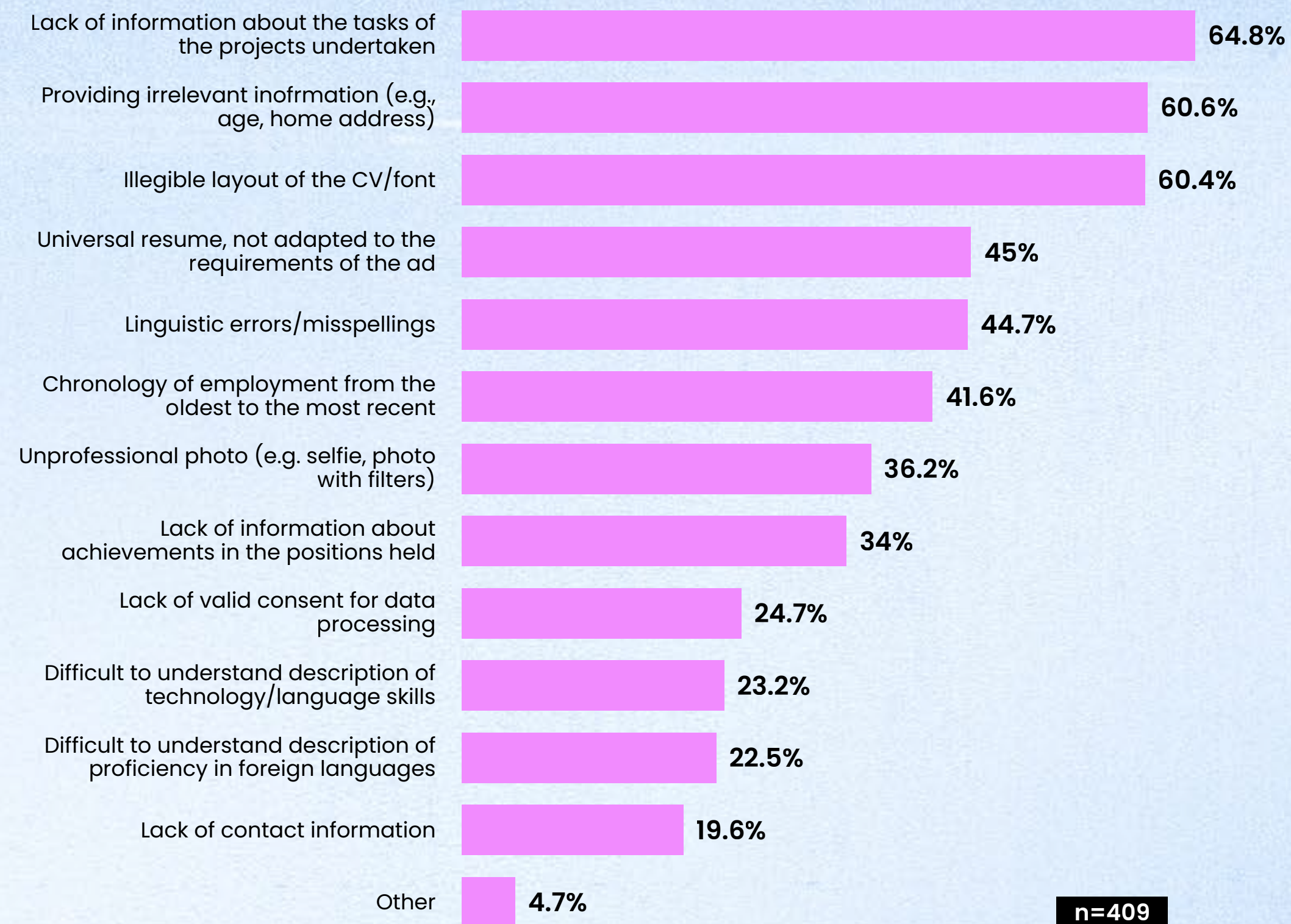
\*Diversity wins: How inclusion matters, raport McKinsey, 2020

# LOOKING FOR A JOB? UPGRADE YOUR RÉSUMÉ



# The most common mistakes

## WHAT ARE THE MOST COMMON MISTAKES CANDIDATES MAKE IN THEIR RESUMES? (MULTIPLE CHOICE)



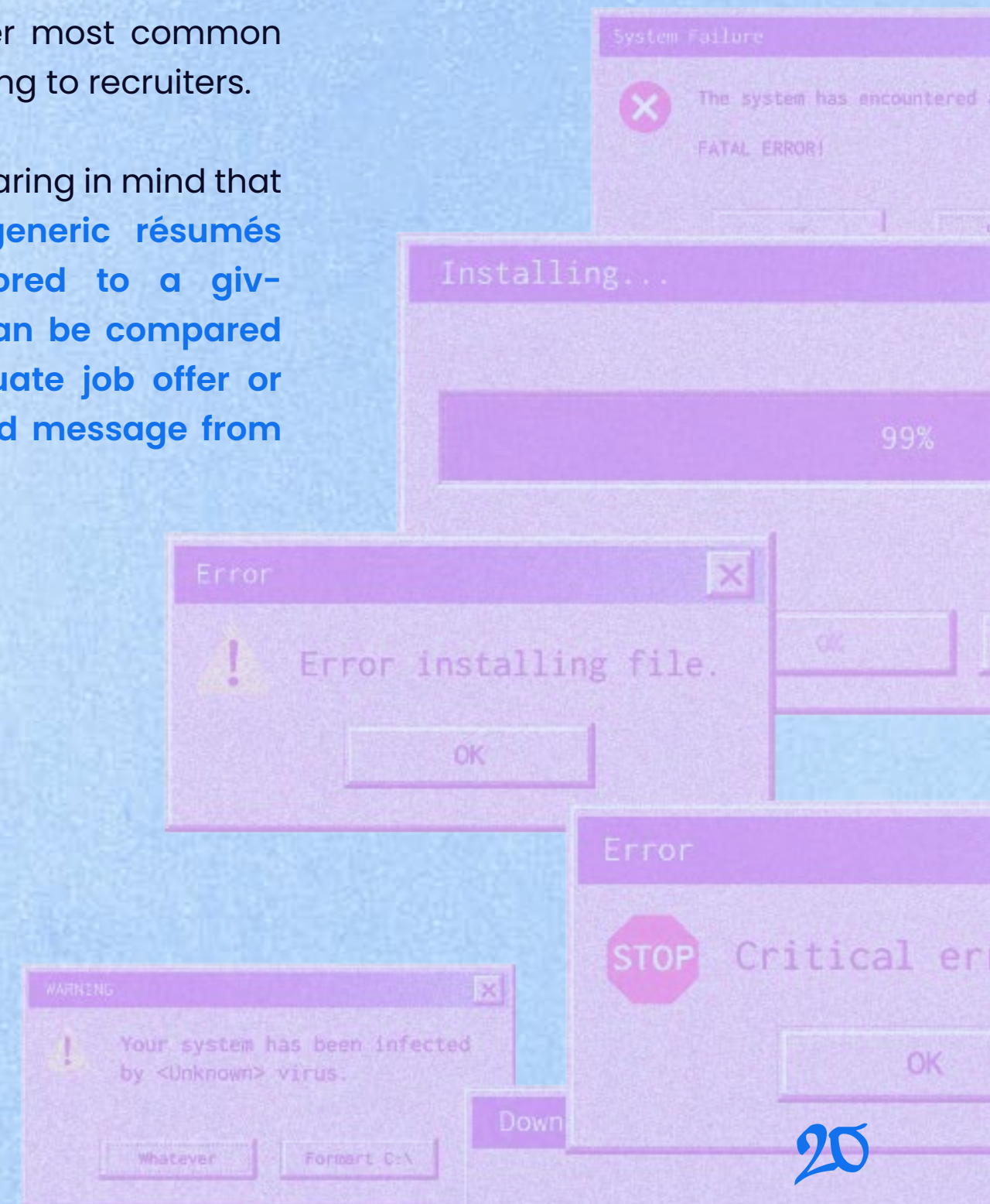
A résumé is a chance to make a good first impression. After looking at it, recruiters should immediately know whether they have found a person who fits their needs.

For that to happen, you need to include **information about the tasks you performed in particular projects**. Omitting this information is the most common mistake (64.8%) made in a résumé. Listing only the duties that are relevant to a given job ad.

Irrelevant information such as age or home address (60.6%) and illegible layout or font in the resume

(60.4%) are other most common slip-ups, according to recruiters.

It's also worth bearing in mind that **sending out generic résumés instead of tailored to a given role (45%) can be compared with an inadequate job offer or non-personalized message from a recruiter**.



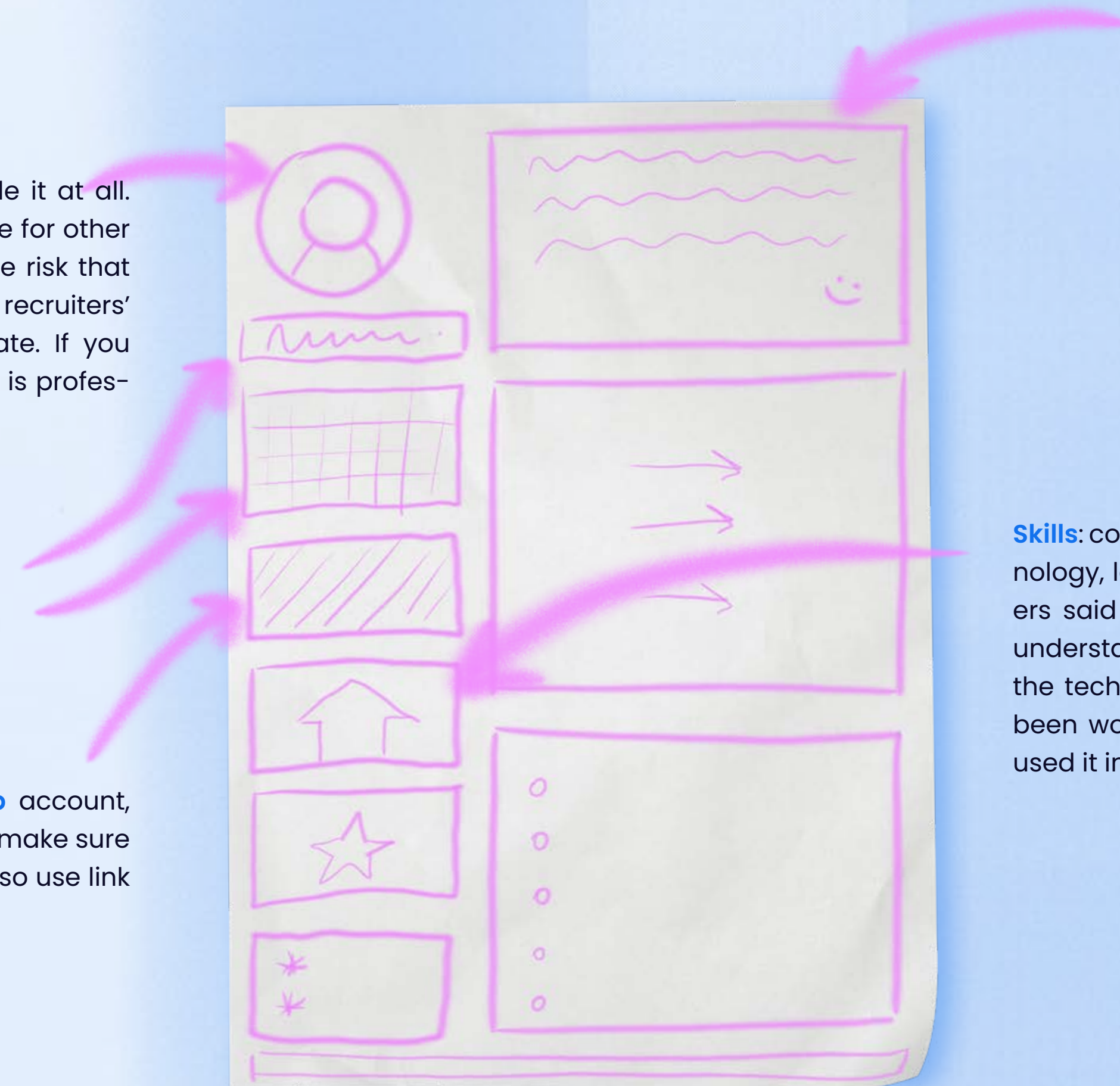
# What should a good résumé include?

If you apply for a job, it means that you find it matches your profile: your skills, experience, or characteristics. So, remember to make your résumé reflect that. Make sure the layout and font make it easy to read.

**Photo:** you do not have to include it at all. This way you will have more space for other sections and you will minimize the risk that your photo somehow influences recruiters' opinion about you as a candidate. If you decide to include it, ensure that it is professional, not a selfie.

**Name, surname and contact information** such as email address or phone number. Seems obvious? Still, 20% of respondents said candidates forget to include those! Check them multiple times to avoid „slips of the finger“ which can cost you a job offer.

If you have a **LinkedIn or GitHub** account, link them in the document. Again, make sure the links work properly. You can also use link shorteners.



A short **About me** section. Modify it so that it fits the particular job ad. Write about 2–3 characteristics of yours that suit the ad's requirements, or refer to the type of employer's organization. Try to emphasize why you are a good match so that your culture fit stands out. Use keywords to summarize your experience here, too.

**Skills:** competencies such as being proficient in a technology, language or programs. Around 23% of recruiters said their descriptions in résumés are difficult to understand. Avoid using stars or a 1–5 scale. Instead list the technology and indicate how many years you've been working in it. You can also add an area you've used it in, e.g. Java – mobile apps.

# What should a good résumé include?

**Linguistic correctness:** a good résumé should not include spelling mistakes and linguistic errors. Proofread it a few times, and if you are dyslexic or have dysorthographia, use online text checkers. Use résumé creators, such as [Candidate Profile](#) on [nofluffjobs.com](#).

**Strengths:** include a few, but choose the ones that are relevant to the given job ad. Is it directed at people who are thorough and meticulous? Does the role require team collaboration? Use it. Recruiters want to see you've read the ad and understood it.

**Languages:** use the official language proficiency symbols (A1–C2) or simple terms such as beginner, intermediate, advanced, fluent/native.

**Consent for processing of personal data:** 1 in 4 recruiters noticed that they received résumés without correct consents. Some companies cannot take your application into account without it.

**If you're only starting your career,** create a Projects section, where you can describe what you have participated in so far. Describe the projects and provide links.

**Work experience:** break it down from the most recent to the oldest. List only those positions or functions in projects (including student projects!) that correspond to the position you are applying for. Include key tasks and achievements. Your app was downloaded by 10,000 people? The project won an award? Describe your last 3 positions/roles in more detail. Mention the rest briefly, noting down the duties that relate to the job ad.

**Education/courses:** include names of institutions, majors, and any courses that are relevant to the ad.



When creating your resume, it's a good idea to start by thinking about what will catch recruiter's attention when they review it in the context of a given role. The purpose of a résumé is to show that our competencies match the role's requirements. So, when listing the projects you've completed, it's important to describe the specific tasks you've undertaken that **resulted in acquiring the skills needed for the new role.**

Advertisements for the same position in different companies may differ in their requirements, so it is best to **modify your résumé to emphasize those aspects of our experience that correspond to the**

**given ad** or can bring new value to your potential new employer. The same mechanism works here as in the case of messages that recruiters send to candidates: the more personalized ones are simply more effective. :) What's more, a tailored résumé shows that the specialist is more involved in the job search process itself.

On the formal side, it is worth remembering to **include an up-to-date personal data processing consent.** Interpretations of the legal regulations vary, so its absence does not disqualify any person automatically, but increases the risk of prolonging the recruitment process.

**Anna Lewińska**

**TALENT ACQUISITION SPECIALIST**

**HARMAN POLAND**



# APPLICATIONS AND JOB INTERVIEWS





# Respect yourself and others, too

Respect should be the foundation of recruitment, especially respect for someone's work and time. Unfortunately, it is frequently lacking. The thing that bothers recruiters the most is IT jobseekers not showing up for appointments without notice. 62% of respondents pointed this out.

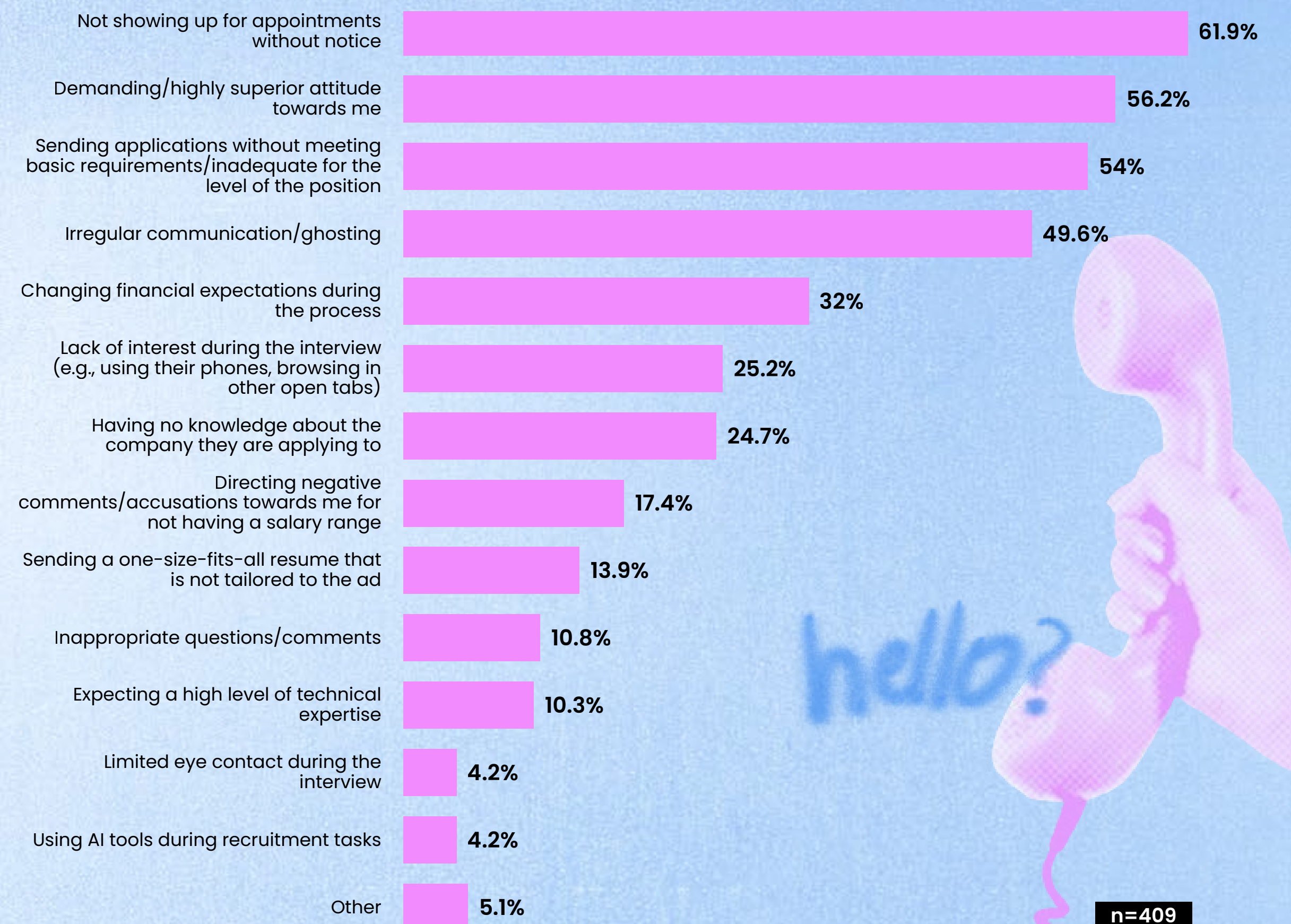
A demanding or superior attitude also turns out to be a big problem (56.2%). No one wants to be treated with superiority.

More than half of the respondents (54%) indicated that candidates send applications without meeting the basic requirements for the position. This only adds more

work to recruiters who receive dozens or hundreds of unsuitable applications per ad.

We could also do with more respect when it comes to the interviews themselves. 49.6% of recruiters met with irregular communication or ghosting on the part of candidates.

WHAT THINGS BOTHER YOU THE MOST WHEN INTERACTING WITH CANDIDATES? (SELECT MAX. 5 ANSWERS)



n=409

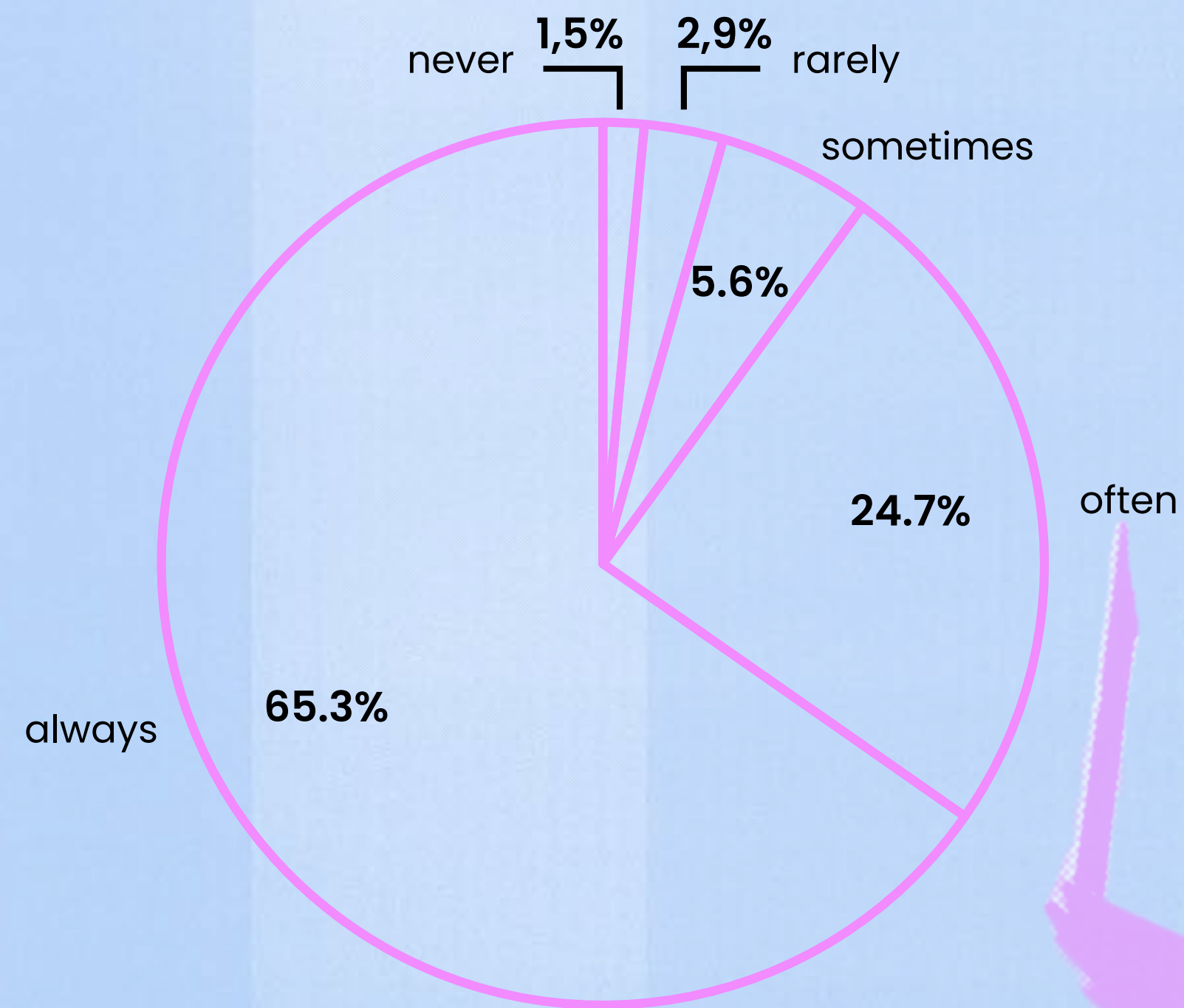
# The importance of feedback

65.3% of respondents always provide feedback to candidates, and 24.7% do so frequently.

This is vital, since 1 in 4 candidates rejects offers due to lack of feedback.\*

Feedback should work both ways. Meanwhile, only 17% of recruiters receive feedback from IT candidates often or always.

HOW OFTEN DO YOU GIVE FEEDBACK AFTER A RECRUITMENT INTERVIEW?



\*What IT job candidates wish you...

n=409

## Paulina Gawlicka

OWNER OF GAWLICKAPRO.COM CONSULTING COMPANY

FOUNDRESS OF RNFL GROUP

PODCASTER SUMITUP!

CO-FOUNDRESS OF HR KLUB POLSKA

GAWLICKAPRO.COM



Until recently, IT candidates and applicants received several offers a week. **Today, they are looking for a new job for months.** What follows is shock, disbelief, growing frustration and sending out dozens of résumés, mostly to unsuitable offers. This, in turn, is frustrating for the recruiters – more than half of them said they deal with such applications, and it puts more work on their plate.

After all, **once-large recruiting departments have been severely depleted.** The result? Huge workload and the sense that a substantive response to each application is physically impossible, even with the support of automation.

Candidates' feedback on the recruitment process is **crucial for employer branding.** Meanwhile, only about 1 in 6 recruiters receives such information always or often. It can play a key role in improving processes in companies, but also in the professional development of specialists from both groups involved. Feedback, which is a kind of an "audit of competencies", is also **a form of compensation for the time spent on the process by qualified people.**

Therefore, when constructing it, **it is important to indicate areas that need improvement, both technical and soft competencies, suggesting specific actions:** for example, getting to know a particular technology better or skills training. Let's also pay attention to being communicative, focused, and respectful of the interlocutors.

## Paweł Czarny

HEAD OF ENGINEERING AREA

RINGIER AXEL SPRINGER TECH



ringier  
axel springer  
TECH

# Rejecting applications: why you didn't get the job

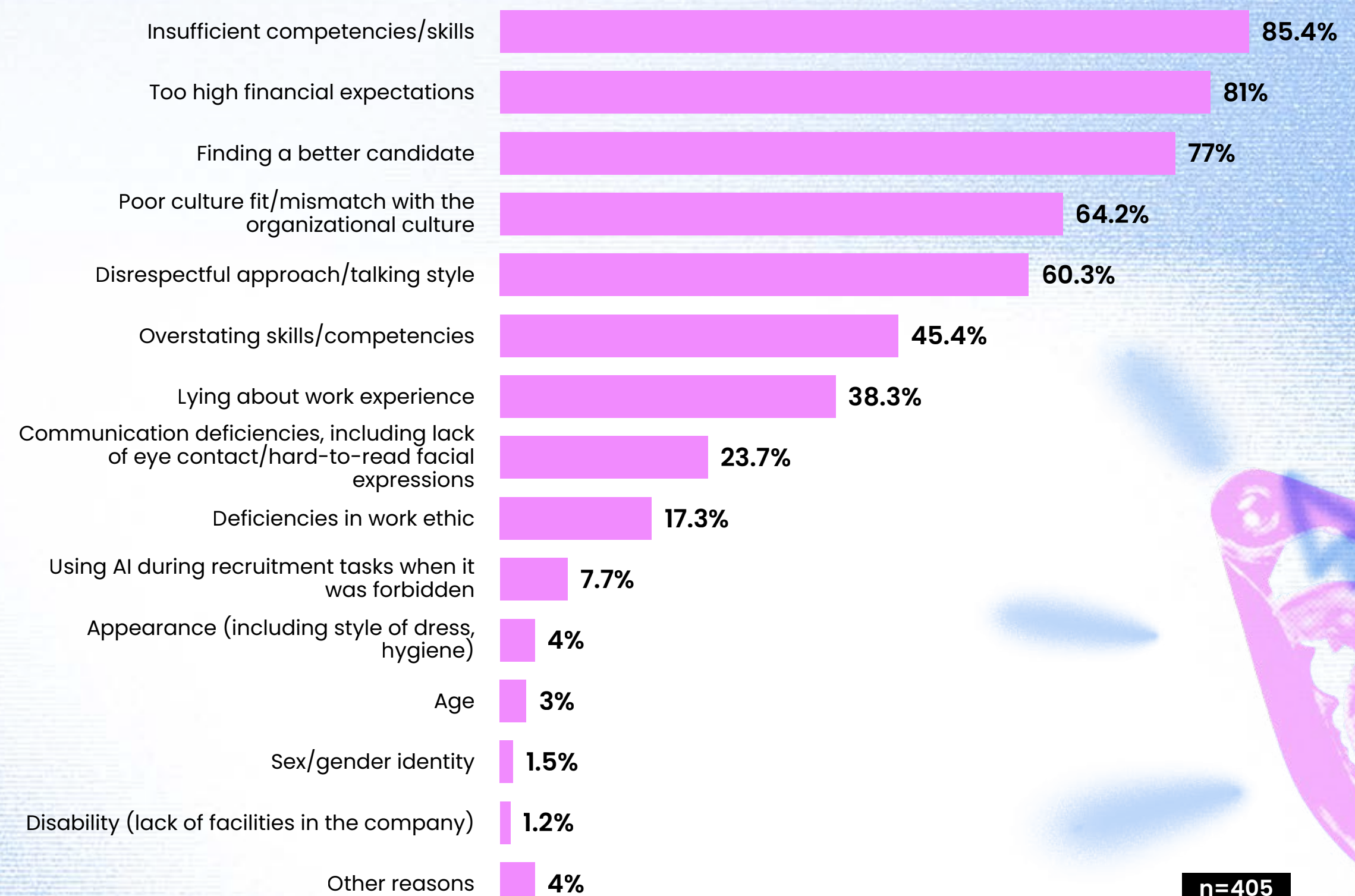
Recruitment interviews are used to verify the data contained in résumés, the way a candidate works and the culture fit, but most importantly: the skills.

Not surprisingly, **85.4% of recruiters admit that the most common reason for rejecting candidates are insufficient competencies or skills.**

Inflated financial expectations (81%) are the second most common reason, and the third is simply finding a better candidate (77%). A lack of culture fit made 2 out of 3 recruiters reject a candidate. The assessment of culture fit is usually based on analyzing if the candidates' way of communicating and work ethic match the organization's values, goals and atmosphere.

Good communication is of great importance, too. **60.3% of IT recruiters rejected IT specialists due to a dismissive approach and manner of conversation.**

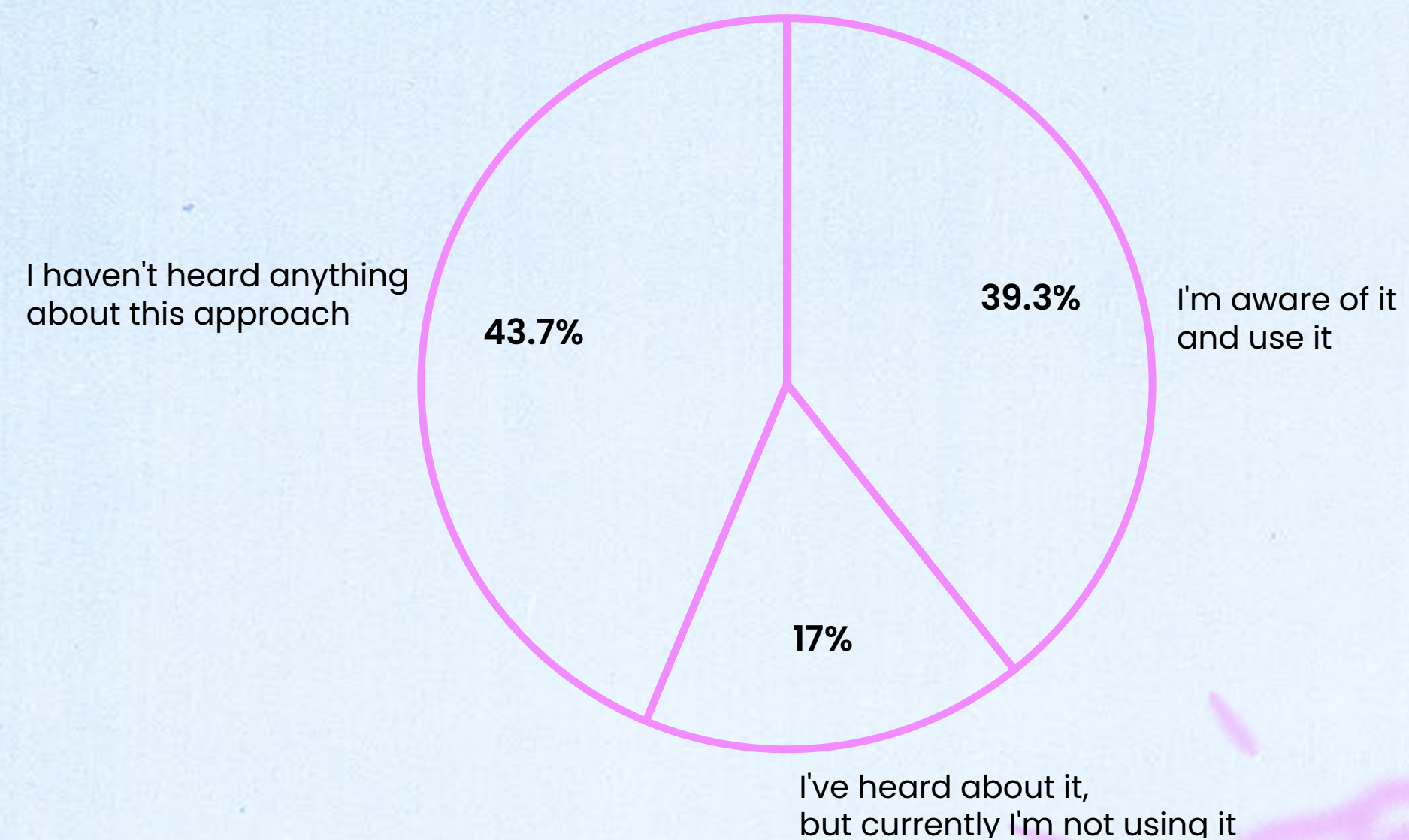
WHAT ARE THE REASONS YOU HAVE TURNED DOWN APPLICANTS AFTER RECRUITMENT INTERVIEWS? (MULTIPLE CHOICE)



n=405

# Neurodiversity and recruitment

ARE YOU AWARE OF AND USE ANTI-BIAS/UNBIASED RECRUITMENT, I.E. OBJECTIVE RECRUITMENT, ALSO AIMED AT ELIMINATING UNCONSCIOUS BIASES?



Only 39.3% of recruiters are familiar with and use anti-bias recruitment, i.e. objective recruiting, aimed at eliminating biases, even the unconscious ones.

As many as 1/4 of respondents admitted to rejecting applications from people with deficits in the area of communication related to facial expressions or gaze. Such difficulties may be caused by being in the autism spectrum.

The Internet is also teeming with guides on body language at recruitment interviews. Don't fidget, don't gesture too much or

too little, don't play with your hair, etc. For a person with ADHD, following this advice would simply be impossible.

Movement or stimming (e.g., playing with an object) is a way for neurodivergent people to focus and reduce anxiety or nervous tension.

*\*Droga do otwarcia rynku pracy w Polsce dla osób autystycznych, raport, Fundacja JiM & Polish Economic Institute, 2022.*



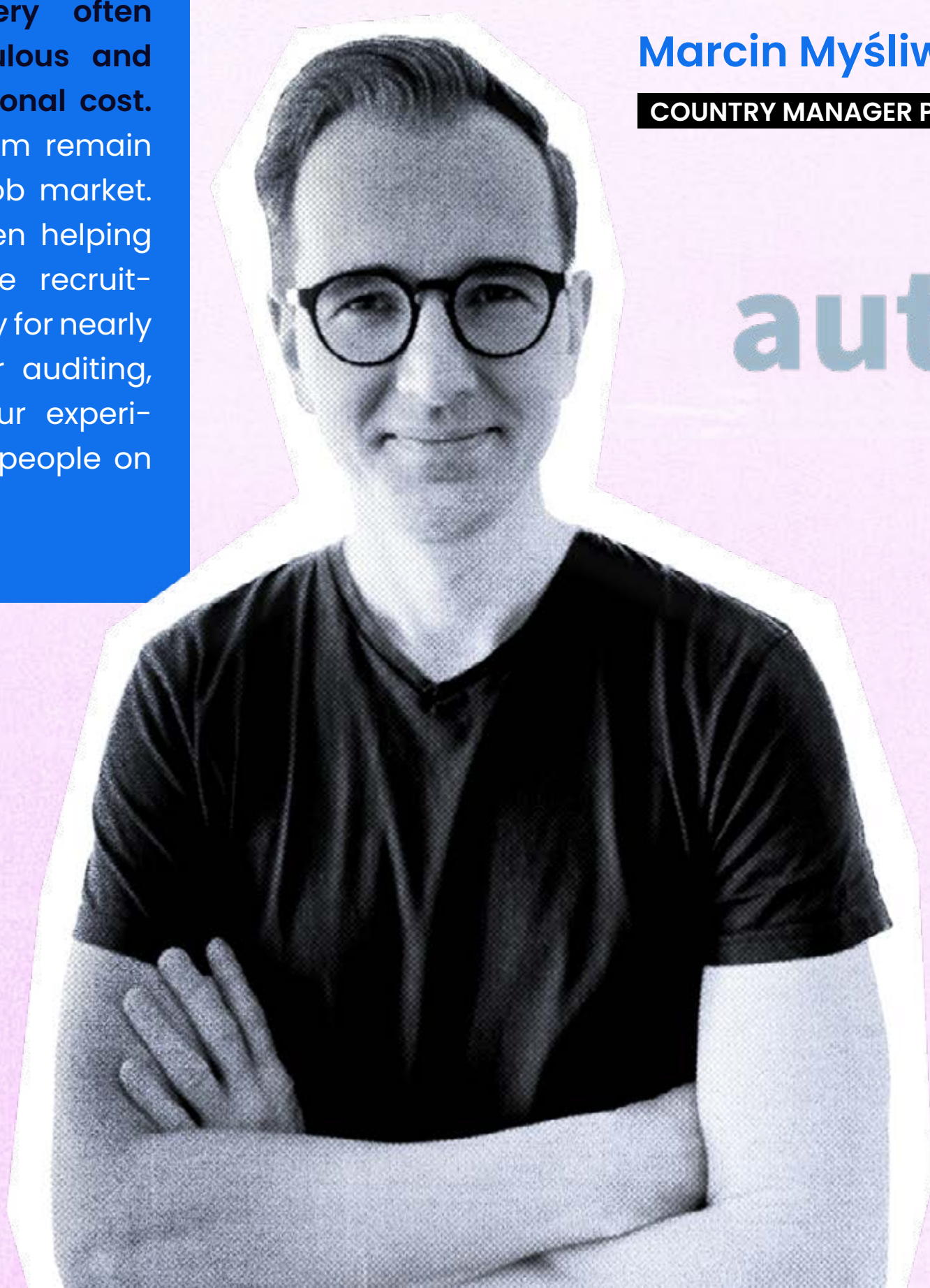
PLN 12 billion a year would be gained by the Polish national treasury through the activation of autistic people, and the contribution to the country's GDP could amount to PLN 17 to 23 billion. Meanwhile, only 2% of people on the spectrum are gainfully employed in Poland. \*

According to the research, **23.7% of IT recruiters have rejected someone's application because of communication deficiencies**, including a lack of eye contact or hard-to-read facial expressions. It's worth noting that these largely apply to people on the autism spectrum. This shows how much talent is still wasted by companies already at the recruitment stage simply because of being neurodivergent.

Moreover, 43.7% of those surveyed had never heard of anti-bias recruitment. This approach allows personal experiences and preferences

to be excluded from the process of selecting the best candidate.

**For autistic people, passing the "recruitment sieve" very often borders on the miraculous and comes at a huge emotional cost.** This is why many of them remain outside the traditional job market. At Auticon, we have been helping companies manage the recruitment process consciously for nearly 12 years through proper auditing, training, and sharing our experience from working with people on the spectrum.



**Marcin Myśliwczyk**

**COUNTRY MANAGER POLAND** **AUTICON**

**auticon**



*\*Droga do otwarcia...*

# Community partners

Click on logo, if you want to know more about our Community partners



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JABŁONOWSKI  
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PARTNER  
PRAKTYCZNY MAGAZYN DLA PROFESJONALISTÓW HR

# About the study

**Research period:**  
September–October 2023

**Method:** CAWI

**Test sample:** 588 respondents  
from 2 countries  
486 Poland  
102 Hungary

The report is based on a study distributed through newsletters and social media channels by No Fluff Jobs and partners. We also refer to data from outside sources in the report.

The survey was conducted among people who work in positions related to recruiting, headhunting, or talent acquisition in IT. Responses from a total of 588 respondents from Poland and Hungary who met the required criterion were selected for analysis.



Respondents represented various levels of professional experience. In the Polish sample, regular (36.2%) and senior/expert (27.8%) professionals constituted the majority. 82.3% of the respondents were women and 16.3% men. The largest number of responses came from those aged 25–34 (59.9%) and then 35–44 (28.4%).

The responses were mostly randomized. Not all questions were obligatory, and respondents could end the survey at any given moment. That is why for every chart we state the number of responses. The estimated maximum error is 4%.

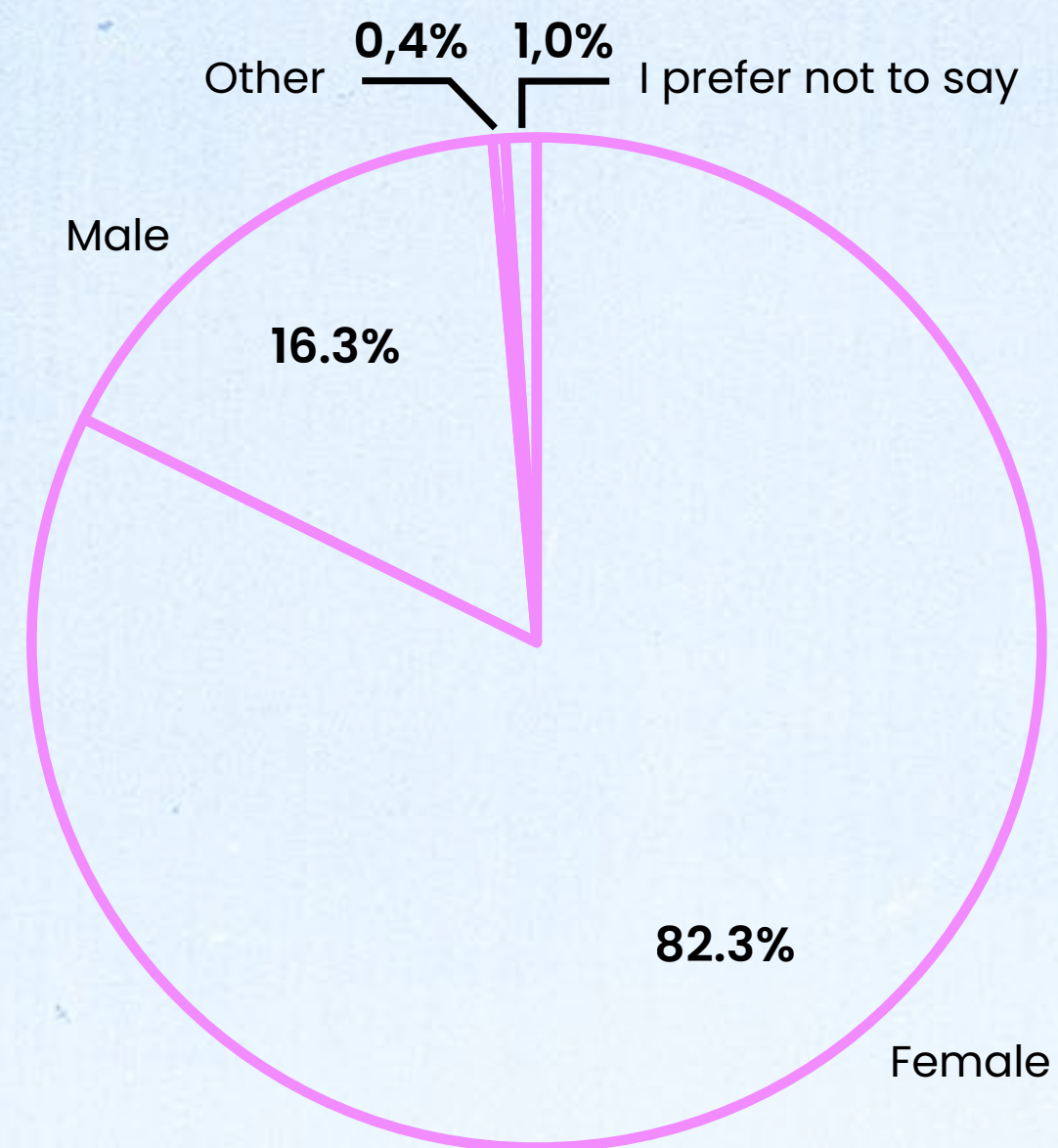


# Sample structure

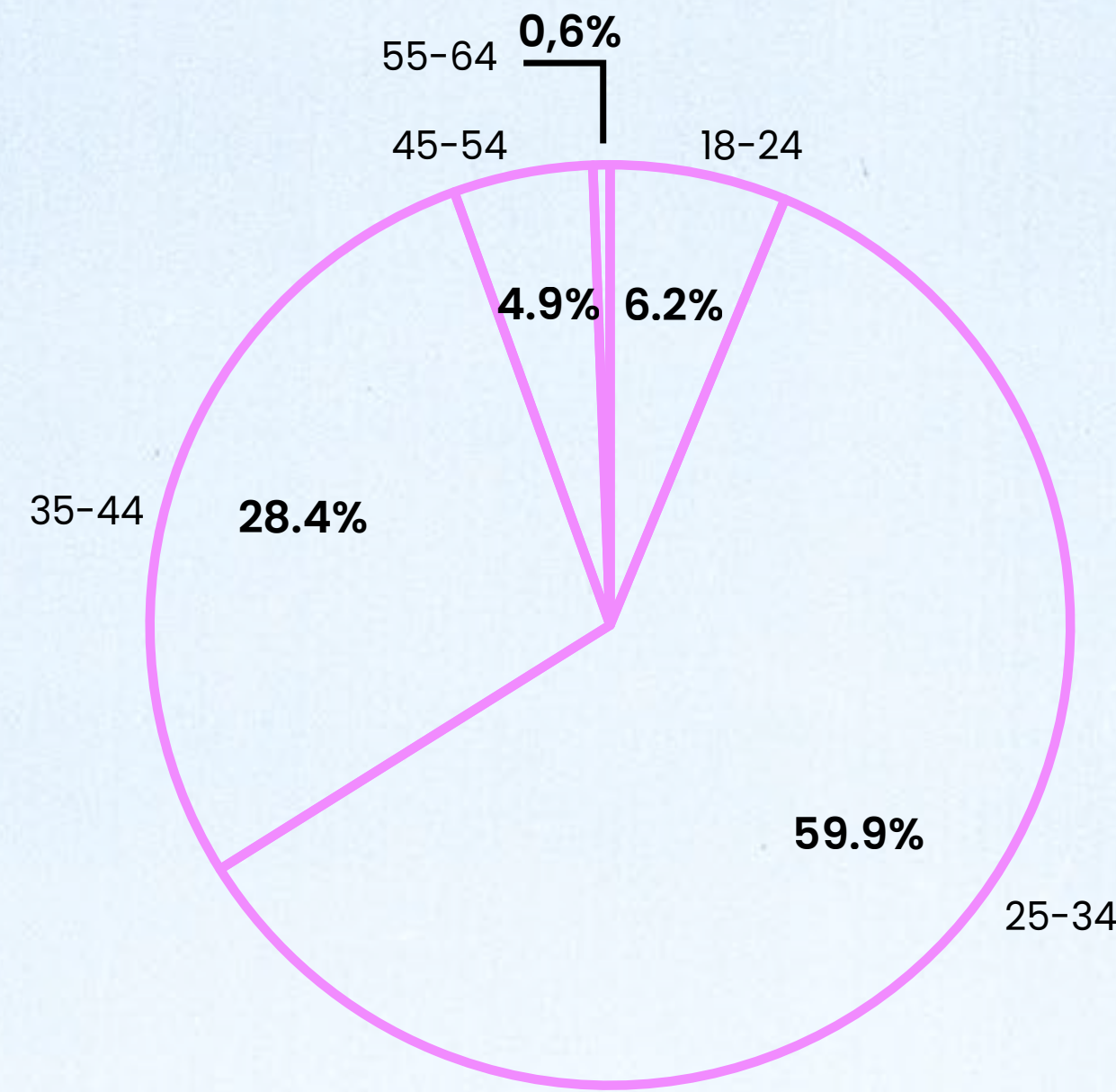


n=486

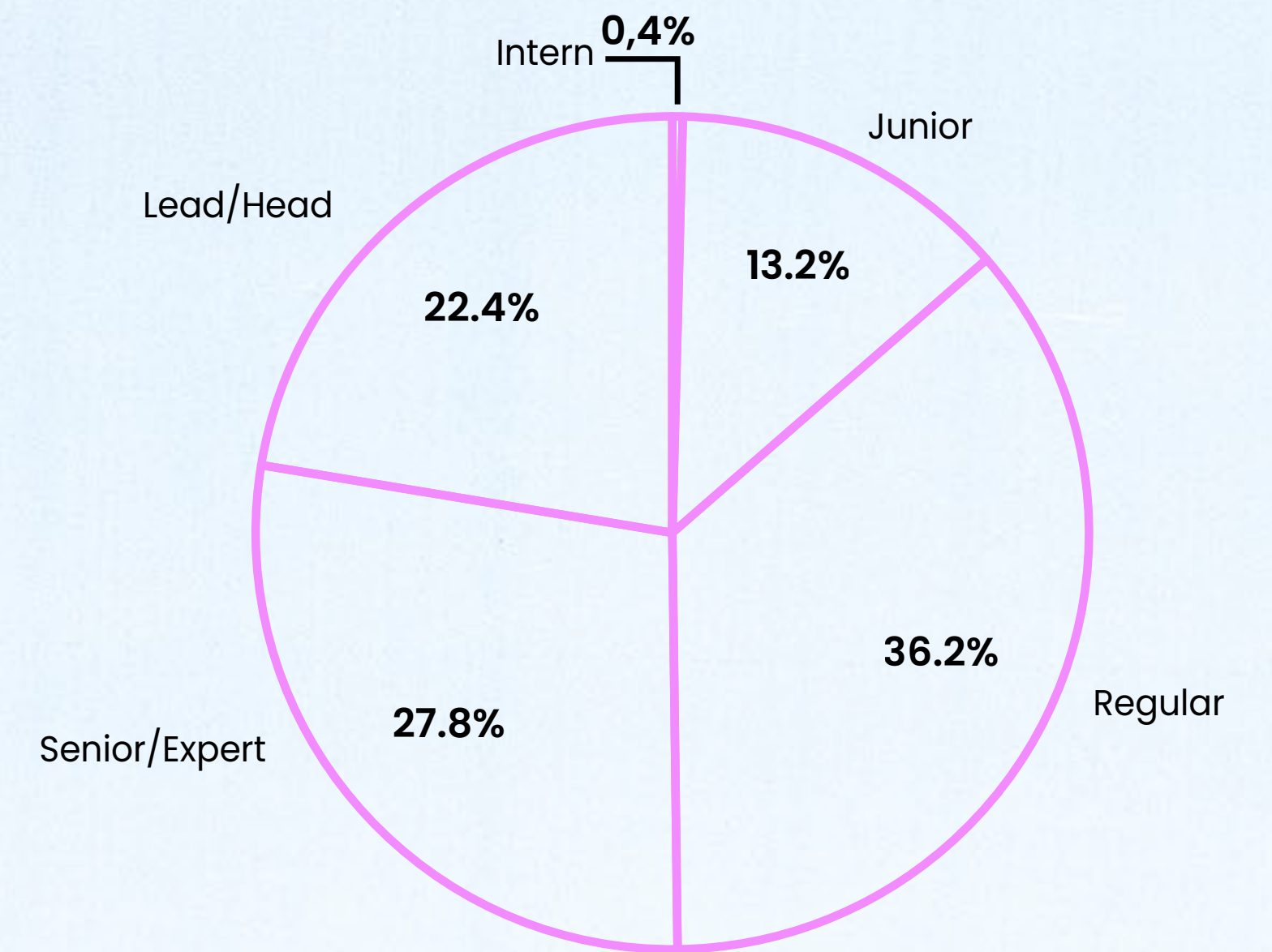
## Gender



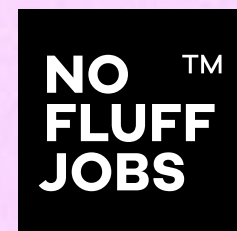
## Age



## Seniority



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As of December 2023

## Report partner:



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