

February 8, 2022

To The Assembly Committee on Workforce Development:

In a highly competitive talent landscape with attractive unemployment benefits, AriensCo has been impacted by candidates “ghosting” our career opportunities. This consistently occurs for candidates for both professional and production positions.

On the production side within the past year, we have had 53 candidates in 2021 not show up for work on their first day and requiring us to rescind their offers of employment. Additionally, 140 candidates did not show up for interviews in 2021, and there were 401 candidates that applied for positions with AriensCo in 2021 that we could not contact/did not respond to us after applying.

While we have been accustomed to candidates for our entry-level/weekly-paid positions ghosting us, the problem is expanding to the pool of professional/salaried level candidates and is becoming more common place. This even extends to candidates for Human Resources positions, which is a population that directly knows the impact of ghostings to organizations. For example, within the past few weeks we have a candidate for an HR Manager position ghost us for a scheduled interview, and we had a Recruiter ghost us after being extended an offer.

Furthermore, once candidates are hired, we have employees ghost us when they leave our organization. Within the past calendar year, job abandonment remains our top voluntary termination reason with 35% (338 employees). In a recent follow-up survey to reach out to former employees who have left us due to job abandonment, we received less than a 10% response rate from this group.

When ghosting occurs, our standard practice is to contact the candidate or employee – we make at least 2 documented attempts to reach out to the individual through 2 different forms of communication - written communication (email or text) and through phone calls and leave a message. We seldom receive a response from the candidate or employee.



Steve Servais
EVP Administration