



**Testimony for HB 2333**  
**Testimony for KS House Commerce,**  
**Labor & Economic Development Committee**  
**Employment Security Law Reforms**  
**Submitted on behalf of The Kansas State Council of the**  
**Society for Human Resource Management (KS SHRM)**  
**February 15, 2023 | Phillip M. Hayes**



Members of the Committee:

My name is Phillip Hayes and I am here today on behalf of The Kansas State Council of the Society for Human Resource Management (KS SHRM) in support of UI reforms. I am the Vice President of The Arnold Group, A Human Resource Company in Wichita, Kansas that provides recruiting/staffing, executive search/talent acquisition, and workforce solutions. Additionally, I served on the Kansas Employment Security Review Board with the Kansas Department of Labor (KDOL) from 2014 to 2022. I currently serve on the Kansas Unemployment Compensation Modernization & Improvement Council as well as the Kansas Workers Compensation and Unemployment Review Board Nominating Committee. I have been a local, state and national SHRM member for 20+ years and most recently served as KS SHRM Director.

For those unfamiliar with KS SHRM, we are a professional organization representing over 2,200 HR professionals in Kansas serving the needs and advancing the interests of the profession throughout the state. Our members are responsible for developing and implementing workplace policies and practices that comply with federal, state, and local laws and provide guidance to line managers on fair and effective people management. Our members serve public and private sectors as well as large and small businesses. On a daily basis, our members are on the front lines when it comes to important issues such as workforce planning, HR development, compensation and benefits, employee relations, workers' compensation, and unemployment insurance.

In early 2010, I began chairing the KS SHRM – KS Unemployment Insurance Committee and based on my time and work on Kansas UI reforms since then, I have become widely known as the de facto Kansas Business UI Expert. Today, KS SHRM and I stand in strong support for HB 2333. HB 2333 addresses one of the biggest pain points for all employers... **candidate ghosting**. Competition for candidates remains fierce, and employers are finding it hard to keep up and recruit the talent they're after. Candidate "ghosting" has become an increasingly widespread issue, leaving employers and hiring professionals with an even greater challenge of making the right hires.

**What is Candidate Ghosting?** Candidate ghosting refers to the candidates who cease all communication with an employer during the hiring process. Instead of sharing why they may no longer be interested in a role, they simply disappear without any explanation or reasoning. Ghosting has become a common problem among employers, some of whom have reported up to 90% of their applicants going silent.

There are two primary situations occurring frequently. When employers tell me they are getting ghosted, it is either they get an application in and then crickets, or the one that's even more painful is the candidate schedules the interview and then doesn't show up for the interview.

So the basic questions arise:

1. Why are candidates ghosting?
2. Why apply for the job if you didn't want to be contacted for it?

Out of the total number of candidates applying for a job, I'd estimate nearly 75% never engage back in our communication attempts. Obviously, it's no secret we're currently in a candidate's market. It appears that job seekers are faced with plenty of options and people are just applying en masse whether they actually have a genuine interest in the position or not. HB 2333 simply provides a more effective option for all employers to combat this wasteful and potentially reprehensible activity in the event they are actively seeking or collecting unemployment insurance benefits.

**We respectfully request your YES vote on HB 2333.** Thank you for the opportunity to appear before you. I am available by phone or email to address any future questions or concerns.

Respectfully,

Phillip M. Hayes

Vice President – The Arnold Group

316.619.7864 | [phayes@the-arnold-group.com](mailto:phayes@the-arnold-group.com)