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Leveling the Digital Playing Field for the JobSeeker: Online Data, Hiring and Discrimination

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COLLABORATORS

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Job Seekers’ Concerns

• Job seekers
  • Actively try to hide their age
  • Obfuscate career transitions:
    • unemployment,
  • Conceal qualifications
    • Limited training
    • Over qualified

• Employers
  • Discrepancies in application

(Chaabane 2012) “You are what you like, Information Leakage through user Interests”
• Age, gender, relationship status, country level locations

(Acquisti 2015) “An Experiment in hiring discrimination via online social networks”
• Religious discrimination in hiring process
Resume Experiments and Bias

Racism in a resume

Job applicants with African American–sounding names got fewer callbacks.

<table>
<thead>
<tr>
<th>Resume quality</th>
<th>White names</th>
<th>African American names</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td><img src="chart1.png" alt="Graph" /></td>
<td><img src="chart2.png" alt="Graph" /></td>
</tr>
<tr>
<td>High</td>
<td><img src="chart1.png" alt="Graph" /></td>
<td><img src="chart2.png" alt="Graph" /></td>
</tr>
</tbody>
</table>

Average callback rate, %

How employers rate female and male candidates with identical résumés

Think you're hiring the right person? You might not be. Studies show that stereotypes and biases often lead employers to select male candidates, regardless of qualifications. #addwomen
Limitations

- Hiring is a multi-phase process and resume experiments capture only the call-back phase.
- Resume experiments assume a static profile, and do not capture additional information that may be presented online.
  - Skills deduced from forum posts
  - Discrepancies in online information and application data
  - Use of information like credit score and zipcode to indicate reputation and trustworthiness.
Next Steps

• Move Beyond Resume Experiments
• Build a Framework that:
  • Uses online and resume information to create jobseeker profiles
  • Develop means for identifying discrepancies in information in order to provide better feedback to individuals
  • Enable semantic comparisons between profiles
THANK YOU

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