

**DOES A JOB-SEEKER’S INTERACTION WITH A RECRUITER CONFIRM EXPECTATIONS FORMED BY PREVIOUSLY VIEWING THE COMPANY’S CAREER WEBSITE?**

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**ABSTRACT**

During the initial stages of the recruiting process there is often a high level of uncertainty between the parties and a low level of personal contact. For this reason organizations often dedicate a significant amount of attention to crafting a career-oriented website that will attract the attention of job-seekers; and expectations formed by a website can be confirmed or disconfirmed by the actions of recruiters who subsequently interact with a job seeker. We report on the results of a study directed at understanding the extent to which a recruiter’s behavior confirms or disconfirms a job-seeker’s initial expectations about the company.