



UNIVERSITY OF MASSACHUSETTS SCHOOL OF PUBLIC HEALTH AND HEALTH SCIENCES

# EXECUTIVE SUMMARY

## New Employee Survey at Plainridge Park Casino: Analysis of First Two Years of Data Collection

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## **Acknowledgements**

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## **EXECUTIVE SUMMARY**

Based on 1,056 respondents, this report presents findings on the first two years of data collection (March 2015-March 2017) on newly licensed employees at Plainridge Park Casino (PPC). This report identifies several important characteristics of new hires at PPC and the emergent casino workforce in Massachusetts. Most new hires did not transfer from other Penn National Gaming (i.e., PPC's operator) locations. Major reasons for seeking employment at PPC included career advancement and improved pay. Finally, nearly three-quarters of respondents did not receive pre-employment training to further develop their skills.

Creating employment opportunities for unemployed or underemployed Baystaters is a priority of the Expanded Gaming Act. According to this report, hiring at PPC is meeting this objective. Slightly over one-half of the respondents (n=525) reported that they were either unemployed or were employed part-time prior to taking their positions at PPC. The remaining respondents (n=522) were previously employed fulltime. Lastly, less than 6% of previously unemployed respondents moved in order to take their positions at PPC (n=9). When considered together, the average applicant who was previously unemployed did not have experience working at a gaming establishment, did not receive training prior to their hiring, and did not relocate to take their position at PPC.

The initial employee survey also identified areas where the questionnaire requires further refinement to elicit the information we need for analysis. Employment status and residence are two key concepts that we will explore in greater depth in the revised survey. New questions about employees' place of residence will help us to understand where non-movers live. It will similarly be necessary to collect data on employees' occupation and salary before and after working at the casino, industry of previous employment, educational attainment, and sources and types of training. The survey itself has undergone extensive revisions to improve data quality and obtain more detail in these areas in order to collect a more comprehensive data set about new casino employees.