

New Casino Employees at MGM Springfield

Analysis from March 2018 – December 2019

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The New Employee Survey

- Research goal: analysis of the casino workforce
- Survey goal: to be a census of all new casino employees
 - Respondents take the survey as they are hired
- Survey questions relate to how casino employment changed their economic situation
- 2,468 survey responses / 4,017 people hired = response rate of 61.4%
- Comparison with operator data showed the survey data were representative

Summary of Findings

MGM Springfield provided enhanced opportunities for workers

- Stable work opportunities
- Income opportunities and benefits
- Opportunities for local workers
- Educational opportunities and training

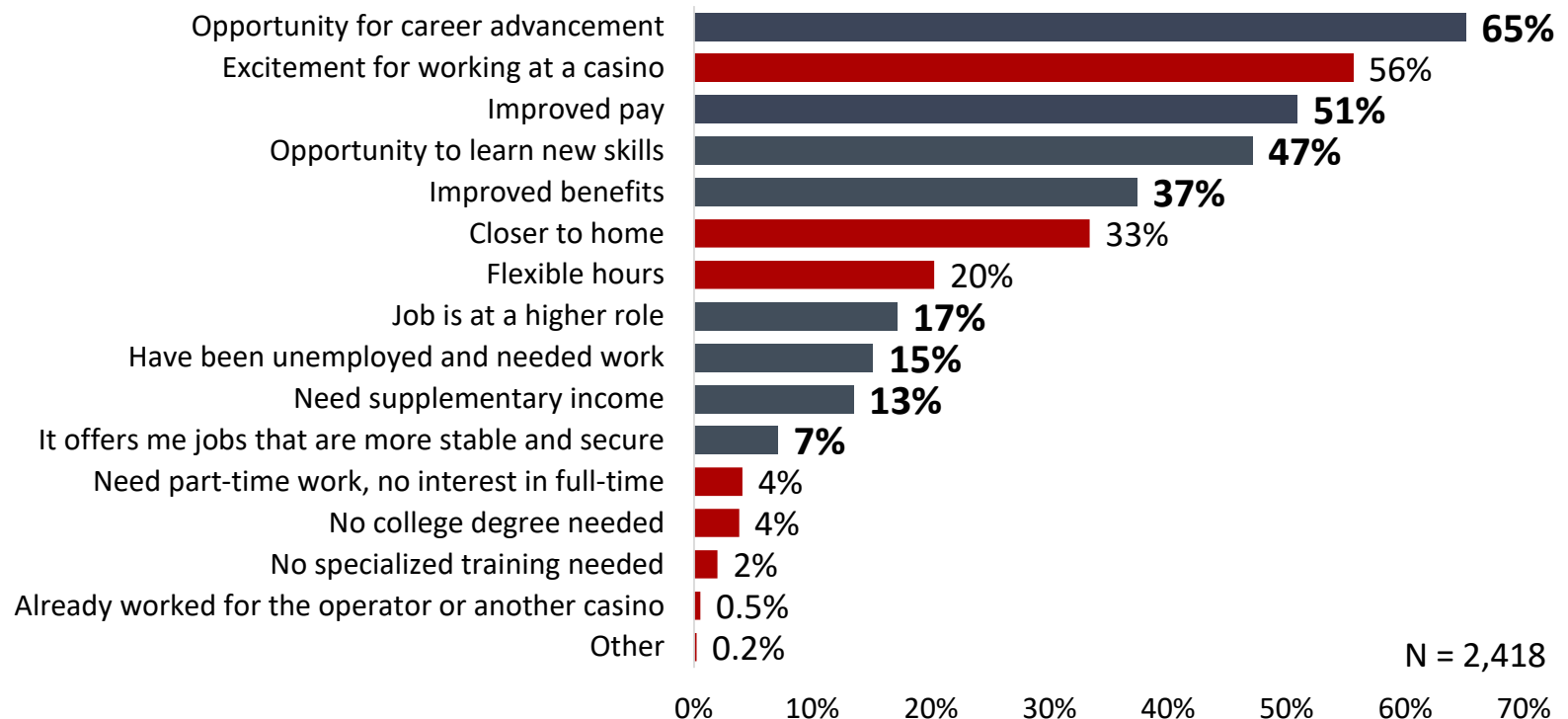
Reasons for Seeking Employment

Casino jobs are accessible and respondents believe that they would help improve their economic situations



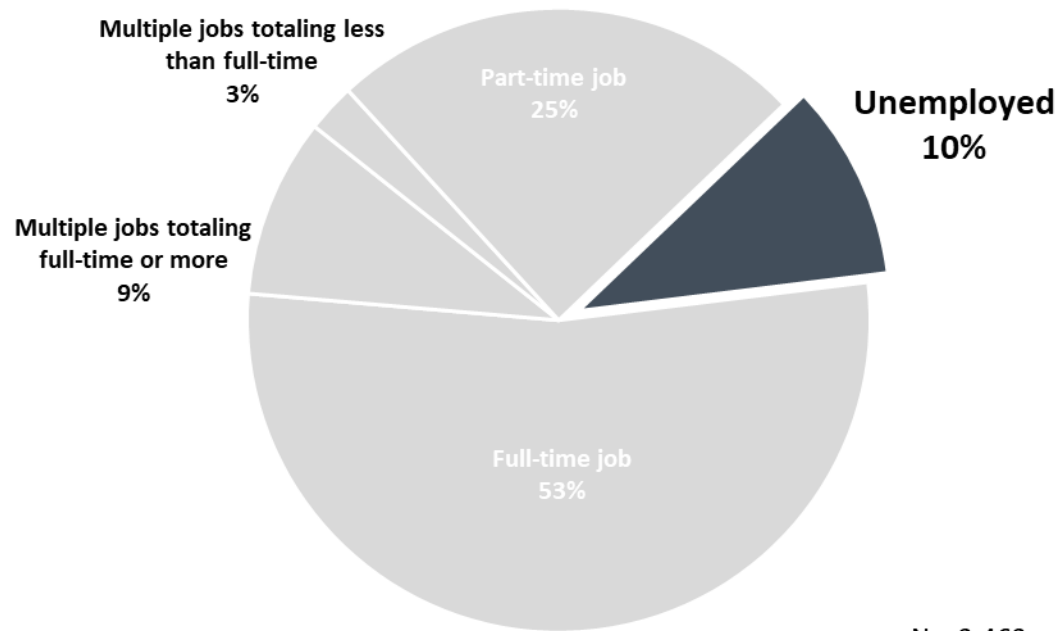
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Stable Work Opportunities

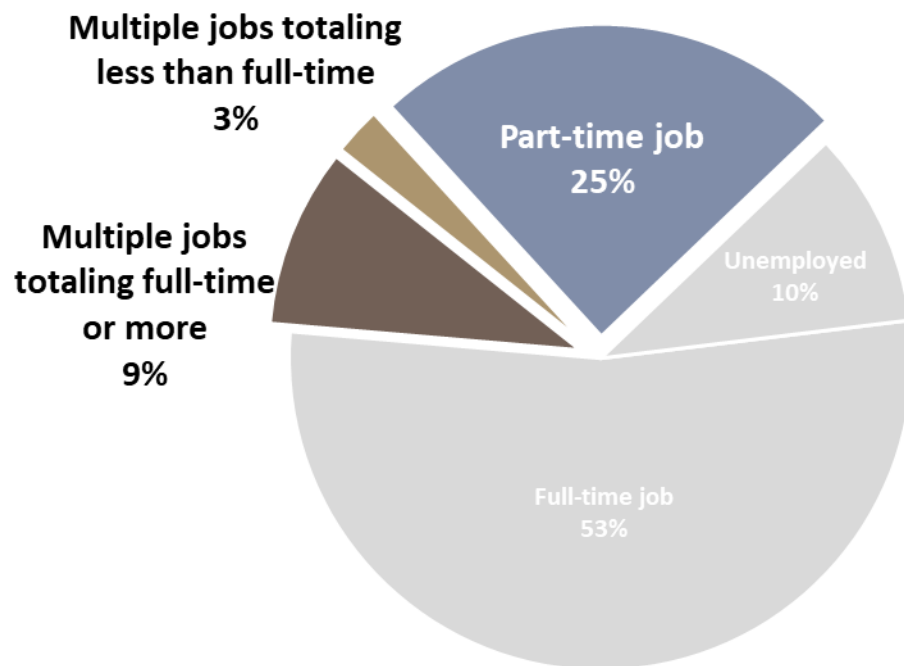
Engaging people who did not previously participate in the labor force: **the unemployed**



N = 2,463

Stable Work Opportunities

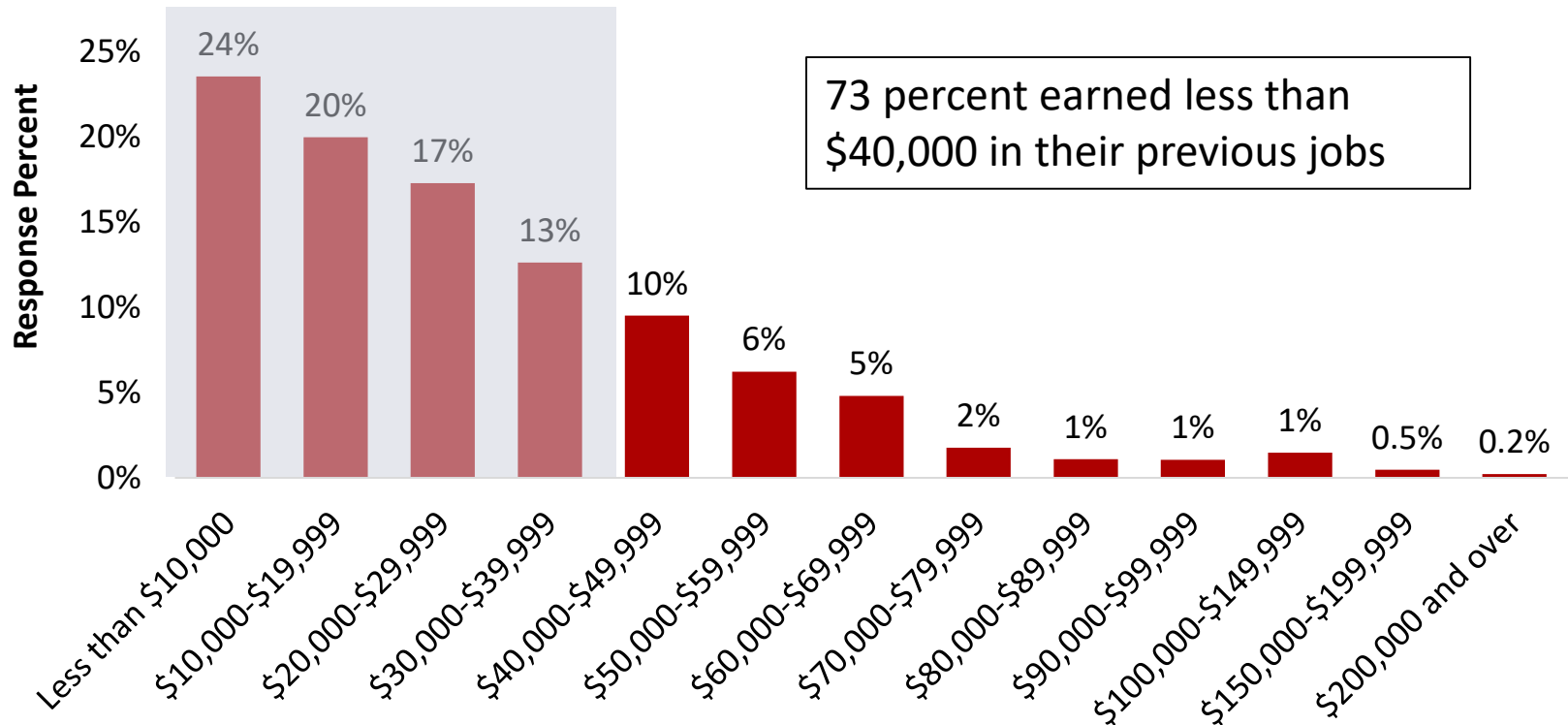
Filling a need for employment: **previously PT workers and multiple jobholders**



N = 2,463

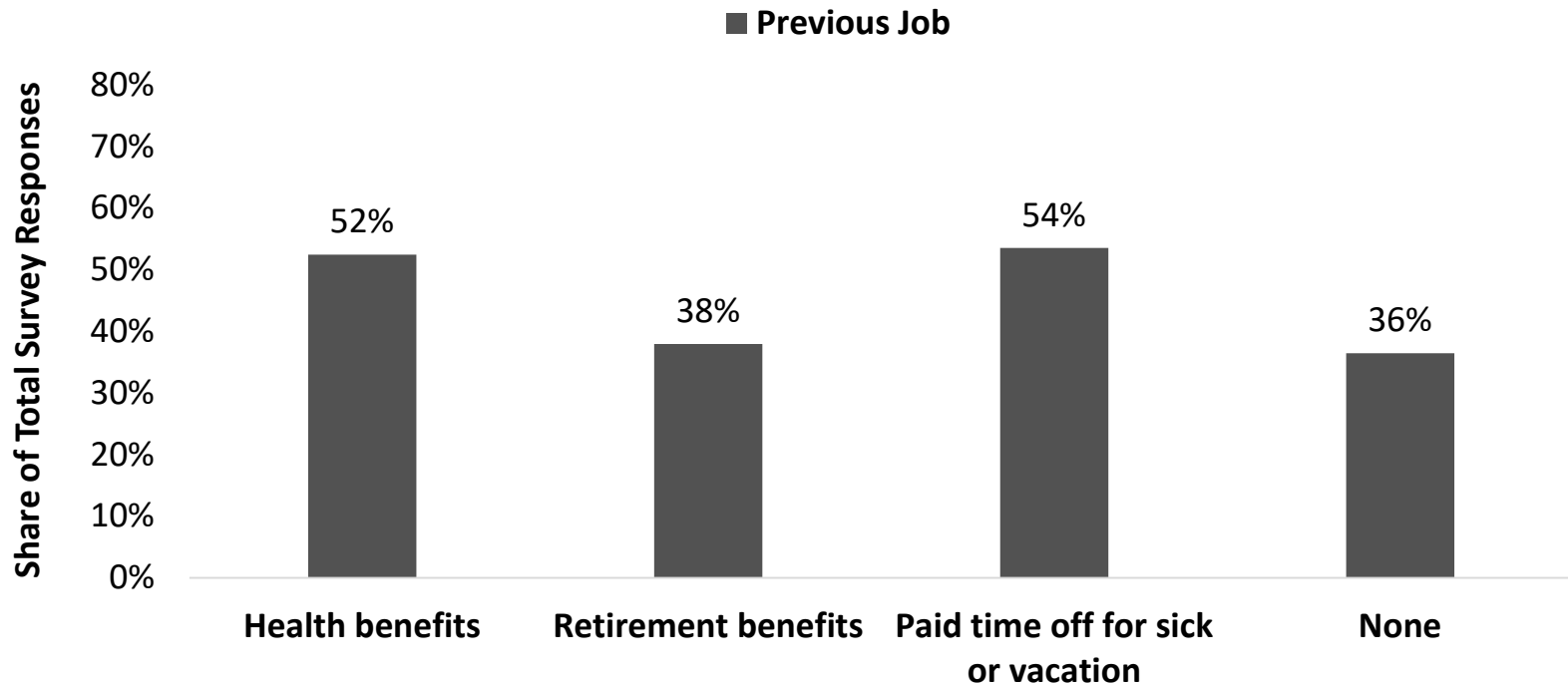
Income Opportunities and Benefits

Most employees were low-wage earners before working at MGM Springfield



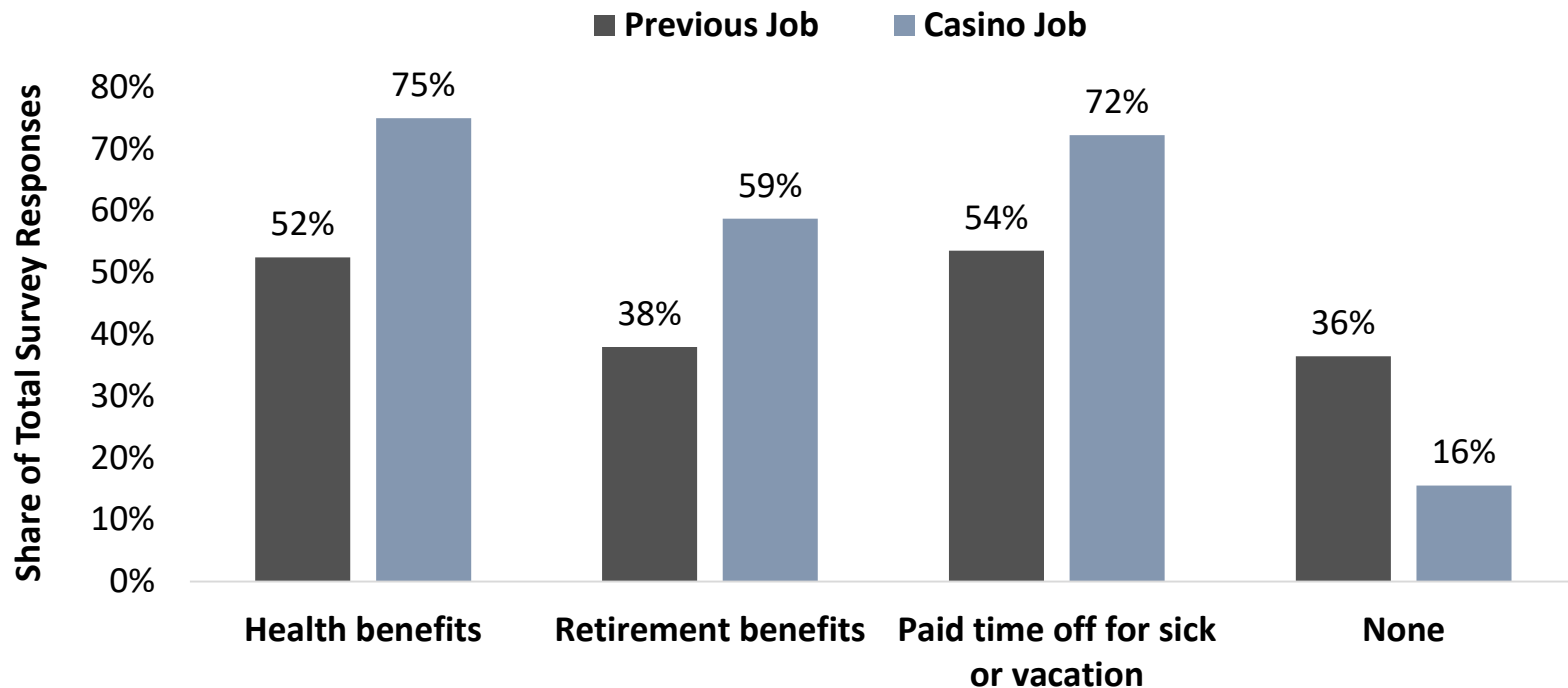
Income Opportunities and Benefits

Increasing access to insurance and benefits



Income Opportunities and Benefits

Increasing access to insurance and benefits



Income Opportunities and Benefits

Other ways that casino employment enhanced income opportunities:

- Most respondents held full-time jobs at MGM Springfield
- More opportunities to earn tips
- Nearly 90% of respondents reported being hourly workers at MGM Springfield

Opportunities for Local Workers

Most casino jobs were filled by MA residents, but many commuted from CT

Current State of Residence	Response Count	Response Percent
Massachusetts	1,811	75%
Connecticut	497	21%
New York	31	1%
Other States	98	4%
Pennsylvania	22	0.9%
Rhode Island	14	0.6%
Maryland	6	0.2%
New Jersey	6	0.2%
All Other States	19	0.8%
<i>Total valid respondents</i>	2,406	98%
<i>Missing responses</i>	62	3%
Total	2,468	

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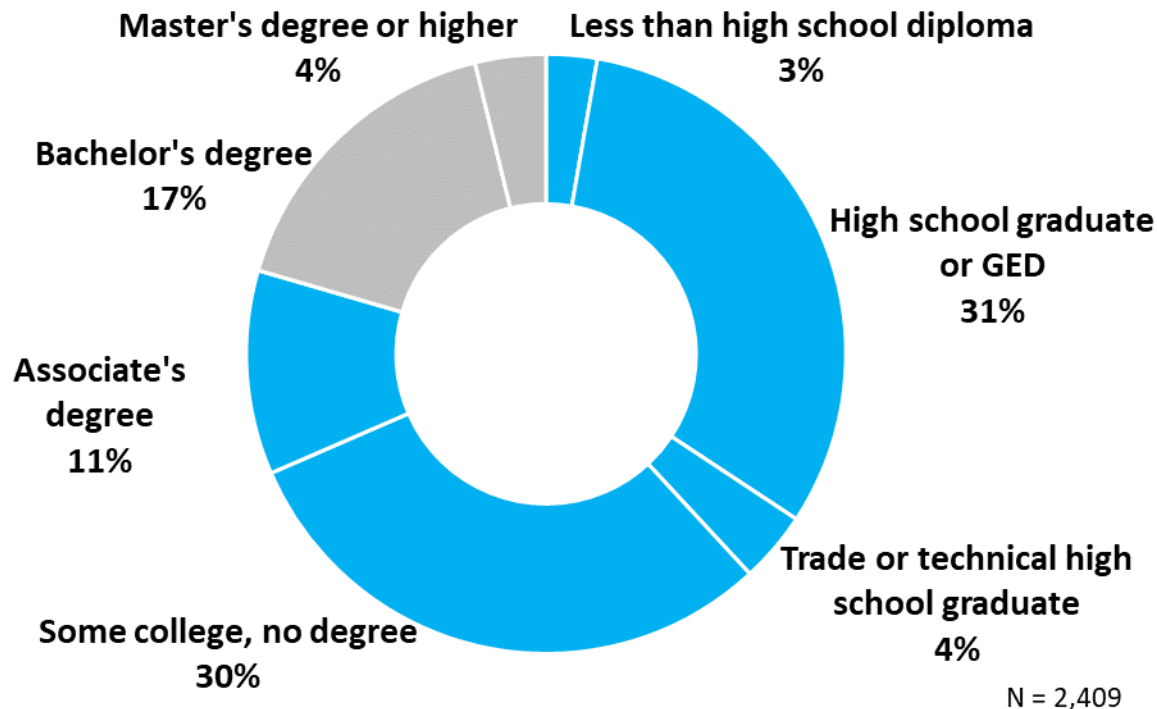
Most in-state residents were from the H&SCs

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Current Residence by Massachusetts Municipality	Response Count	Response Percent
Host Community	959	53%
Springfield	959	53%
Surrounding Communities	541	30%
Chicopee	158	9%
West Springfield	89	5%
Holyoke	82	5%
Agawam	71	4%
East Longmeadow	45	3%
Longmeadow	41	2%
Ludlow	28	2%
Wilbraham	27	2%
Other Hampden County	121	7%
Hampshire County	109	6%
Worcester County	36	2%
Franklin County	19	1%
All Other Massachusetts Counties	14	0.8%
<i>Total valid respondents</i>	<i>1,799</i>	<i>99%</i>
<i>Missing responses</i>	<i>12</i>	<i>0.7%</i>
Total	1,811	

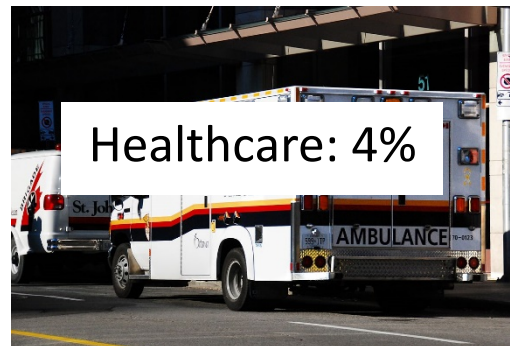
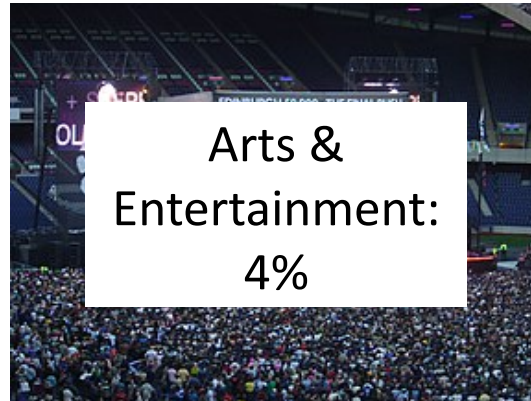
Educational Opportunities and Training

Most respondents entered their casino jobs with less than a Bachelor's degree



Educational Opportunities and Training

Most employees are new to the casino industry and many leveraged skills and experience from related industries



Educational Opportunities and Training

Respondents also saw casino employment as a way to obtain other types of training

Interest in Other Types of Training	Response Count	Response Percent
Leadership/management training	1,195	48%
Adult higher education (Bachelor's degree or more)	482	20%
Adult basic work skills	393	16%
Adult basic education (GED/high-school-equivalency certification)	201	8%
English for speakers of other languages	173	7%
Other languages	11	0.0%
Unknown	3	0.0%
Other	20	1%
None	525	21%
Total	2,468	

Thank you!

Questions and Comments