

# MGM Springfield New Employee Survey: Who Works at the Casino?

MGM Springfield was the first resort-style casino in Massachusetts, opening on August 24, 2018. The SEIGMA team investigated the impact of new casino jobs during the first year and a half of operation (March 2018-December 2019) surveying over 60% of the 4,000 people hired. The report, [New Employee Survey at MGM Springfield](#), provides details of these findings.

## Geographic Origin

Most are Massachusetts residents, and many live in the Greater Springfield region.

- 75% live in Massachusetts (21% live in Connecticut and 4% live in other states)
- 22% of in-state employees live in the Surrounding Communities
- 39% of in-state employees live in Springfield

One in six respondents moved closer to the casino and previously worked for MGM Resorts International or another casino operator.

## Employee Characteristics

Generally more demographically diverse than the working-age population in the state.

	Female	Hispanic	African American / Black	White	Foreign Born	Veteran	Median Age
MGM Springfield	48%	29%	15%	44%	13%	5%	34
Springfield	53%	42%	19%	33%	12%	5%	37
Massachusetts	52%	12%	9%	72%	20%	6%	40

## Reasons for seeking jobs at MGM Springfield:

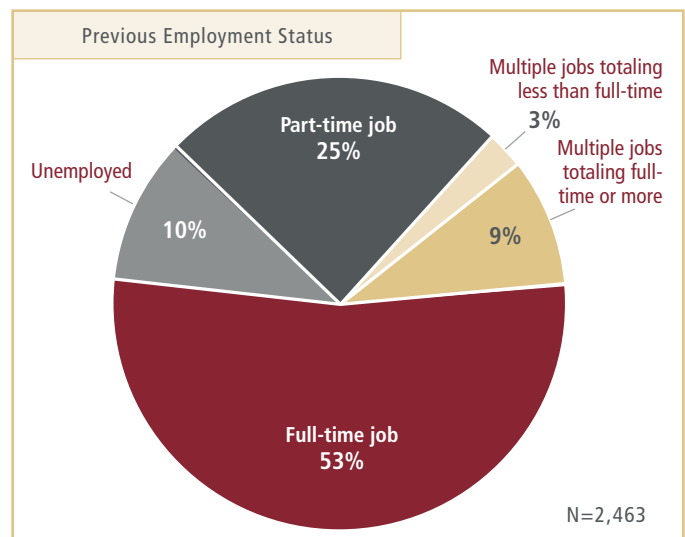
- Career advancement and improved pay
- More opportunities for full-time work
- Greater access to benefits
- Interest in building careers at MGM Springfield
- Training opportunities

## Casino job profile:

- More likely to be hourly positions
- Low wages, with tips as incentives
- No need for high levels of education, specialized training, or experience
- Brings transferrable skills from similar industries (food, retail, tourism)

## Previous Employment Status, Wages, and Training

The casino offered full-time work to 60% of employees who requested it. Four out of five employees earned low wages at the casino, yet most employees were low-wage earners beforehand (75% earned less than \$40,000). Over 35% reported they had no benefits in their previous jobs. Three quarters of employees were earning tips at MGM Springfield for the first time.



Three quarters of employees do not have direct previous experience working at a casino, although many have prior experience in related areas. Over 75% of respondents have already received training or expected to receive training prior to hire, usually from MGM Springfield itself. Most employees see training as a way to build a career in the casino industry.

## SEIGMA PROJECT OVERVIEW

The SEIGMA project is funded by the Massachusetts Gaming Commission as part of a comprehensive research agenda. Experts from several disciplines, with contributions from many groups throughout MA, use state-of-the-art design, rigorous data collection and research methods, and careful analytic approach to establish the effects of casino gambling at state, regional, and local levels.