

Casino Employee Perceptions of Gambling and Problem Gambling

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Purpose

- Gaming employees have direct contact with the gambling activity
 - May need to facilitate help-seeking patrons
 - At-risk for their own gambling problems
- Many gaming operators have a RG training program
- Study seeks to understand pre-training knowledge base
 - Pinpoint weaknesses to address in training

Literature Review

- Casino Employees as an At-Risk Population
- Higher risk for disordered gambling that **non-casino employees** (Hing & Breen, 2008b; Hing & Gainsbury, 2011; Shaffer & Hall, 2002; Shaffer, Vander Bilt, & Hall, 1999)
 - **Access** (Productivity Commission, 1999; Welte, Wieczorek, Barnes, Tidwell & Hoffman, 2004)
 - **Exposure** (Hing & Breen, 2008a; Hing & Breen, 2008b; LaPlante, Gray, LaBrie, Kleschinsky, & Schaffer, 2011)
 - **Interest** (Schaffer & Hall, 2002)
 - **Job Stress** (Hing & Breen, 2008b; Wu & Wong, 2008)

Research Questions

- How does casino employees' gambling frequency affect their knowledge and understanding of gambling and problem gambling?
- How does casino employees' industry tenure affect their knowledge and understanding of gambling and problem gambling?

Hypotheses

- H1: Pre-training employees who gamble more frequently are less likely to accurately define gambling and problem gambling
- H2: Pre-training employees who are new to the industry are less likely to accurately define gambling problem gambling.

Methods

- Surveyed 217 of 219 consecutive new hires at 2 casino resorts on the Las Vegas Strip
- Survey conducted at new employee orientations
 - Completed prior to multimedia responsible gambling training program
 - Survey in English with Spanish translators available is needed

Methods

- Survey material
 - Baseline knowledge of gambling and problem gambling knowledge
 - Additional material on the casino's property-specific responsible gambling training program
 - Individual gambling behaviors
 - Tenure in the gaming industry

Methods

- Measuring gambling knowledge
 - List of games, respondents asked to check off games that are gambling
- Measuring ability to define problem gambling
 - When does gambling become a problem?

Results

- Chi-square tests used for group comparisons (gambling frequency, industry tenure) of:
 - Knowledge of individual games
 - Knowledge of problem gambling

Distribution of Industry Tenure

	Count	%
Never	50	36.2
1 year or less	24	17.4
1.01 - 5 years	33	23.9
5.01 - 10 years	16	11.6
More than 10 years	15	10.9

Distribution of Gambling Frequency

	Count	%
Never	63	45.0
Less than 1 time per month	48	34.3
1 time per month	10	7.1
1 time per week	15	10.7
2 or more times per week	4	2.9

Comparison – Gambling Frequency

In your opinion, is gambling a problem when:

	<u>Never</u>	<u><1x/mo</u>	<u>1x/mo</u>	<u>1x/wk</u>	<u>2+x/wk</u>	
any gambling is involved?	36	38	10	13	4	*($p=.020$)
someone loses money gambling?	37	39	10	14	3	*($p=.015$)
gambling causes financial harm to the gambler?	46	41	10	13	4	
gambling causes emotional harm to the gambler?	47	40	10	13	3	
gambling causes financial harm to others?	46	42	9	13	3	
<u>gambling causes emotional harm to others?</u>	<u>47</u>	<u>41</u>	<u>9</u>	<u>13</u>	<u>3</u>	

Comparison – Gambling Frequency

In your opinion, is playing _____ a gambling activity?

	<u>Never</u>	<u><1x/mo</u>	<u>1x/mo</u>	<u>1x/wk</u>	<u>2+x/wk</u>
Slot machines	51	42	10	15	4
Roulette	50	43	10	12	4
Bingo	46	41	9	12	4
Black jack	54	43	10	13	4
Buying lottery tickets	49	39	9	12	4
Sports betting	46	40	10	12	3
Video poker	52	40	10	14	4
Baccarat	46	40	10	12	4
Poker	52	43	10	12	3

Comparison – Industry Tenure

In your opinion, is gambling a problem when:

	<u>Never</u>	<u><1 yr</u>	<u>1-5 yrs</u>	<u>5-10 yrs</u>	<u>10+ yrs</u>	
any gambling is involved?	36	22	24	9	10	*(p=.082)
someone loses money gambling?	39	20	24	9	10	
gambling causes financial harm to the gambler?	40	22	24	16	13	
gambling causes emotional harm to the gambler?	39	22	25	16	12	
gambling causes financial harm to others?	43	20	23	15	13	
gambling causes emotional harm to others?	40	21	25	15	13	

Comparison – Industry Tenure

In your opinion, is playing _____ a gambling activity?

	<u>Never</u>	<u><1 yr</u>	<u>1-5 yrs</u>	<u>5-10 yrs</u>	<u>10+ yrs</u>	
Slot machines	45	22	26	16	13	
Roulette	45	21	24	15	14	
Bingo	39	21	24	12	14	
Black jack	45	22	26	16	15	
Buying lottery tickets	37	22	24	12	15	
Sports betting	44	19	20	15	13	*(p=.043)
Video poker	43	22	25	16	14	
Baccarat	41	19	24	15	13	
Poker	46	22	23	15	14	*(p=.052)

Discussion

- Not all new gambling industry employees are alike!
 - Specialized training necessary?
- Need to target gaps in knowledge and understanding
 - These results imply a focus on poker and sports betting
- What's happening in reality here?
 - How can we improve the facilitation interaction?

Limitations and Future Research

- Limitations
 - Available information comprised of self-reported responses
 - Sampled only new employees
 - Survey only provided in English
 - Large volume of housekeeping hires
- Future Research
 - Non-Las Vegas Strip locations
 - Different Jurisdictions
 - Couching in education theories, rather than gambling theories

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Brett will do these

Brett Abarbanel; 09/10/2012

Want more research?



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