Background

Employee wellbeing is in the best interests of employees, their employers, customers and the wider community. Importantly for organisations, employee wellbeing has been shown to be linked with higher customer loyalty, higher profitability, higher productivity and lower rates of turnover. For employees, wellbeing is enhanced when stress and boredom are reduced and when they have positive feelings and perceptions of their workplace. Thus, the ability of organisations to promote wellbeing is of considerable benefit not only to employees, but also to the employer's bottom line. However, previous CGER research has found that some gaming venue staff can face significant stressors in their workplace.

Aims

To examine employee wellbeing and workplace stressors and the extent to which these influence job satisfaction, organisational commitment and intention to leave the organisation.

Methods

Key methods comprise 1) development of an issues paper on gaming venue employee stress; 2) a series of surveys of gaming venue employees in individual casinos, clubs and hotels.

Outcomes

It is important to understand the workplace factors that enhance and detract from employee wellbeing so that venues can provide appropriate preventative measures, support and assistance. Doing so should yield the benefits of better employee performance and lower staff turnover. This project is the first Australian research to examine these issues within gaming venues.