REPORT on
"A Survey of Responsible Gambling Knowledge 2020"

Commissioned by

Social Welfare Bureau

Macao Special Administrative Region

Institute for the Study of Commercial Gaming

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Executive Summary

Commissioned by the Social Welfare Bureau of the Macao Special Administrative Region, the Institute for the Study of Commercial Gaming of the University of Macau surveyed the awareness and knowledge of "Responsible Gambling" (RG) among Macao residents after years of "Responsible Gambling Promotions" in Macao.

With the computerized-random-digit-dialing method adopted, this research successfully interviewed 1,072 Macao residents aged 18 or above. The findings are summarized below:

- In the current study, 64.4% of the respondents expressed that they were aware of RG. Compared with 63.7% in 2017, the awareness rate[1] was up by 0.7 percentage points.

- Among the 691 respondents who were aware of RG[2], the mean score of their "Responsible Gambling Knowledge" was 15.97 (the scores ranged between 0 and 18). Meanwhile, the median score of their "Responsible Gambling Knowledge" was 16.87, which means half of those who had heard of RG scored 16.87 or above. Among those who were aware of RG, 27.0% (n=187) answered all 18 items correctly. This group accounted for the largest proportion of the sample. Results also showed that the higher the scores, the larger the proportion of the sample, while the lower the score, the smaller the proportion of the sample. Results showed that those who were aware of RG tended to know the substance of RG better[3]. In other words, the results implied that the community not only aware of RG, but had effectively received the contents and the messages of RG to a certain extent.

- As for the individual items in the "Responsible Gambling Knowledge" scale, "Don't borrow to finance gambling" (96.9%), "Set a budget limit for gambling" (96.5%), "Set a time limit for gambling" (95.9%), "Role of gamblers' families and friends" (95.8%) and "Understand the risk of gambling proactively" (95.5%) were the top five items recording the highest percentages of correct responses among those who were aware of RG. Conversely, "Collective responsibility of the RG stakeholders" (76.4%) and "Characteristics of gambling: no strategies exist to control the outcome" (75.5%) were the two items recording the lowest percentages of correct responses among those who were aware of RG.

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[1] RG awareness rate refers to the percentage of respondents who had heard of RG. RG awareness rate is computed as: the number of respondents who had heard of RG/sample size*100%.

[2] Respondents who were aware of RG refers to the respondents who had heard of RG.

[3] Refers to the level of RG knowledge. The level of knowledge is computed from the "Responsible Gambling Knowledge" scale; the higher the score, the higher the level of knowledge.

- Measured in terms of sufficient RG knowledge[4], i.e., answered all 18 items in the "Responsible Gambling Knowledge" scale correctly, the rate of sufficient RG knowledge[5] in the survey was projected to the population of Macao, and the rate projected was 17.4%.

- In the current study, demographic characteristics were found related to the sufficient knowledge of RG. Respondents who sufficiently understood RG tended to be females, younger, with a higher education level, employed, and with a higher monthly personal income.

- Like the previous studies, the percentage of gamblers who were aware of RG (71.2%) was significantly higher than that of their counterparts (62.5%). Gamblers experienced a significant increase of about ten percentage points in the awareness rate in the 2017 survey. However, the same rate experienced a slight drop of about three percentage points in the current study. On the other hand, non-gamblers continued to show an upward trend in the awareness rate in the current study. In terms of the individual items of the "Responsible Gambling Knowledge" scale, the results showed that non-gamblers were significantly better in knowing "The attitudes of RG" and "The longer you gamble, the more you lose" than gamblers. However, gamblers were better at knowing "Collective responsibility of RG stakeholders" than non-gamblers. In addition, the results indicated that regular gamblers were significantly more confused and had misconceptions about "The responsibility of gamblers" than occasional gamblers.

- Consistent with the findings of the previous studies, gaming employees (91.2%) continued to have a significantly higher level of awareness of RG than non-gaming employees (59.1%) in the current study. Besides, the awareness rates of both groups continued to show an increasing trend in the present study. Regarding the level of RG knowledge, gaming employees had a significantly higher level of RG knowledge than non-gaming employees. As for the individual items of the "Responsible Gambling Knowledge" scale, the results showed that gaming employees were significantly better at knowing the characteristics of gambling, which included "An independent event" and "No strategies exist to control the outcome" than their counterparts. Although there were no significant differences in the percentage of respondents answering items "Excessive gambling can lead to negative consequences" and "The responsibility of gamblers" correctly between gaming and non-gaming employees, the percentages of gaming employees who answered these items correctly were lower than those of the non-gaming employees.

- Respondents who were aware of RG were generally more aware of the proper RG behavior at different stages of gambling than those who had never heard of RG. However, among those who were aware of RG, a minority of them still believed that no preparation

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[4] Refers to the sufficient knowledge of RG, which means answer all items in the "Responsible Gambling Knowledge" scale correctly. In other words, respondents received full scores when answering "Responsible Gambling Knowledge" scale.

[5] Refers to the percentage of sufficient RG knowledge projected to the population of Macao. The rate of sufficient RG knowledge is computed as: the number of respondents who had sufficient RG knowledge/sample size*100%.

was needed before gambling. Besides, when it comes to the appropriate RG behavior before and during gambling, they could hardly mention any proper behavior. When gambling problems arise, they also did not know how to handle them.

- 35.2% of the respondents claimed that they had heard of the "Self-exclusion" and "Third-party exclusion" (both referred to as "Self-Exclusion") introduced by the government. Compared with 46.1% in 2017, this percentage was significantly lower by about 11 percentage points. Unlike the "Self-exclusion", 78.6% of the respondents claimed that they had heard of the "24-hour gambling counselling hotline", which recorded a significant increase of about ten percentage points compared with 69.4% in 2017. Meanwhile, 74.8% of the respondents correctly answered the minimum age required by law to enter casinos (21 years old). Compared with 78.9% in 2017, this percentage was about four percentage points lower. Respondents who had heard of RG were generally more aware of the above measures, had a better understanding of the contents of these measures and the ways of applying them than those who had never heard of RG.