

Gaming Industry Overall Job Satisfaction by Department

HR Solutions, Inc., a Chicago-based management consulting firm, has recently developed a Gaming Employee Satisfaction Normative Database by job function. Measured by the question “All and all, I am satisfied with my job,” HR Solutions analyzed which departments ranked highest and lowest on the Overall Job Satisfaction Score for the Gaming industry.

The five highest scoring departments are (% favorable):

Gaming Department	Overall Job Satisfaction
Legal	96%
Operations	93%
Executive	86%
Administrative	86%
Purchasing	83%

In contrast, the following charts show the five lowest scoring departments:

Gaming Department	Overall Job Satisfaction
Security	63%
Marine Operations	62%
Slots	61%
Cage & Coin	56%
Laundry	48%

The highest-ranking departments are typically upper level positions within casinos while those that ranked the lowest are entry-level, unskilled labor positions. As expected, these scores did correlate to Wage Satisfaction with the exception of Marine Operations, which is among the lowest scoring departments for Overall Job Satisfaction but was actually ranked as the 5th highest scoring department for Wage Satisfaction. This is further evidence to the claim that while pay plays an important role in employee satisfaction, there are many more factors that contribute to Overall Satisfaction.

Murat Phillipe, Senior Consultant with HR Solutions, points out that the highest scoring departments on Overall Job Satisfaction are all positions in which employees’ work is directly tied to helping the organization achieve its mission. Most of the departments that scored among the lowest are all processing type jobs and those in which the employee has regular interaction with customers. In this case, working towards the company mission was more rewarding than the opportunity to work with customers.

The National Normative Gaming research included roughly 37,000 employees in 27 gaming organizations all surveyed within the last three years by HR Solutions, Inc.