

A Comparative Study to Employees' Work Stress of the Casino Hotels and Non-Casino Hotels

Authors : Xiaohong Wu, Tao Zhang

Abstract : Since Macau opened its door to international gambling firms in 2002, Macau casino hotel industry has been booming. Casino hotels are different from the non-casino hotels in the main profit source and services. The paper aims to analyze differences in employees' work stress and job satisfaction across the casino hotels and the non-casino hotels. Through questionnaires, the paper investigates 200 employees from casino hotels and 200 employees from non-casino hotels. Work stress and job satisfaction of employees in casino hotels and non-casino hotels are compared. Statistic techniques such as descriptive statistics and one-way analysis of variance (one-way ANOVA) are applied. The paper tries to achieve the below aims: Firstly, explore and compare the impact of gender, job position, marital status and fertility status on employees' work stress and job satisfaction. Secondly, explore the perception of work stress and job satisfaction across casino hotel and non-casino hotel employees. Thirdly, explore the relationship between work stress and job satisfaction. The result indicates there are not significant differences in employees' work stress and job satisfaction perception between different genders, positions, marital situations and fertility situations. The result confirms there are significant differences in employees' work stress and job satisfaction perception between casino and non-casino employees. Moreover, Work stress negatively influences job satisfaction.

Keywords : casino, employee, job satisfaction, work stress

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