

SURVEY RESULTS

**SURVEY CONDUCTED IN NOVEMBER / DECEMBER 2020
13TH JANUARY 2021**

CONTENT



1. Snapshot

2. Analysis

3. Verbatim Comments

SNAPSHOT INTRODUCTION

Women in Gaming & Hospitality Australasia (WGHA) conducted this survey over a 5 week period in November and December 2020. The objective were to:

- understand the impact of COVID-19 on industry participants
- obtain an understanding of barriers to retention and advancement in current environment
- views on the industry action needed to support women in this industry
- understand if gender representation or gender equality had stalled in the industry due to COVID-19

The results of the survey are shared as collated due to the small sample size (n =383) to ensure confidentiality of responses. It is not appropriate to split data by organisation, this will be achieved to give greater insight in the 2021 survey to be launched on 22nd February 2021.

We look forward to your support in helping us reach all industry participants in our next research.

Please direct any questions to
Helen Galloway at Helen@wgha.org.au

SNAPSHOT

Small survey with 383 respondents skewed towards full time females of Australian ethnicity and are long term industry employees.

- Respondents had an increased in caring duties due to COVID-19. Women performed 8 more caring hours per week than males.
- 62% of respondents have considered leaving their role for another industry, with females considering this more than male respondents.
- 55% of all respondents indicated career advancement has not been in line with their efforts. Females were slightly more likely to have this view.
- 45% of respondents believe they contribute a greater effort and quality than peers, this view was shared between all genders and skewed to operational departments.
- The perception of likelihood of advancement has reduced substantially due to COVID-19.
- The perception of Gender representation and gender equality is viewed differently depending on your gender identity.

Top 3 views on Industry action to support women to enter, stay or thrive :

- Normalize flexible work (66%)
- Merit based career progression and opportunities (57%)
- Career Development and Leadership Programs (50%)

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ANALYSIS

UNPAID CARING

Women do more unpaid caring than men. Aligning with other industry research that women do a 'second shift' at home.

The impact of COVID-19 had men increase their hours of unpaid caring more than women.

Unpaid Caring Hours Per Week

Gender	Pre-COVID-19	COVID-19 onward
Female	25	26
Male	16	18

ANALYSIS

CAREER ADVANCEMENT

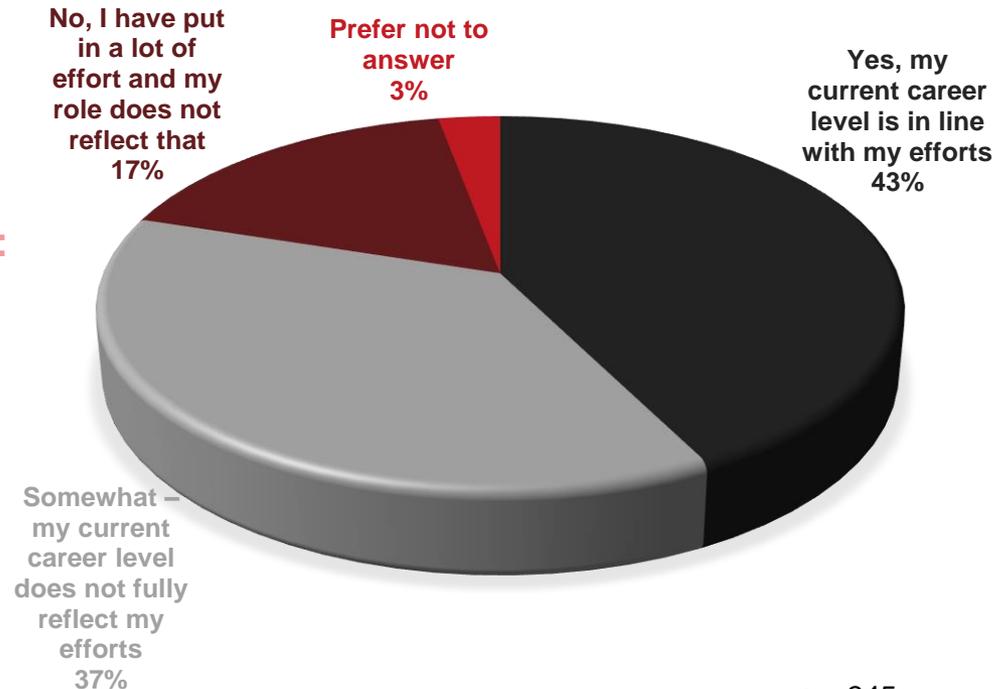
54% (of all respondents indicate career advancement has not been in line with their efforts. (37% somewhat plus 17% of no)

This view is shared between all genders, with females slightly more likely at 56% to respond this way than males 45%.

A question for companies to consider:

Why do over 50% of staff feel they exert more effort and quality than their current role reflects?

DO YOU BELIEVE YOUR CURRENT ROLE REFLECTS THE QUALITY AND EFFORT OF WORK YOU HAVE UNDERTAKEN OVER THE LIFETIME OF YOUR CAREER?



n = 345

ANALYSIS

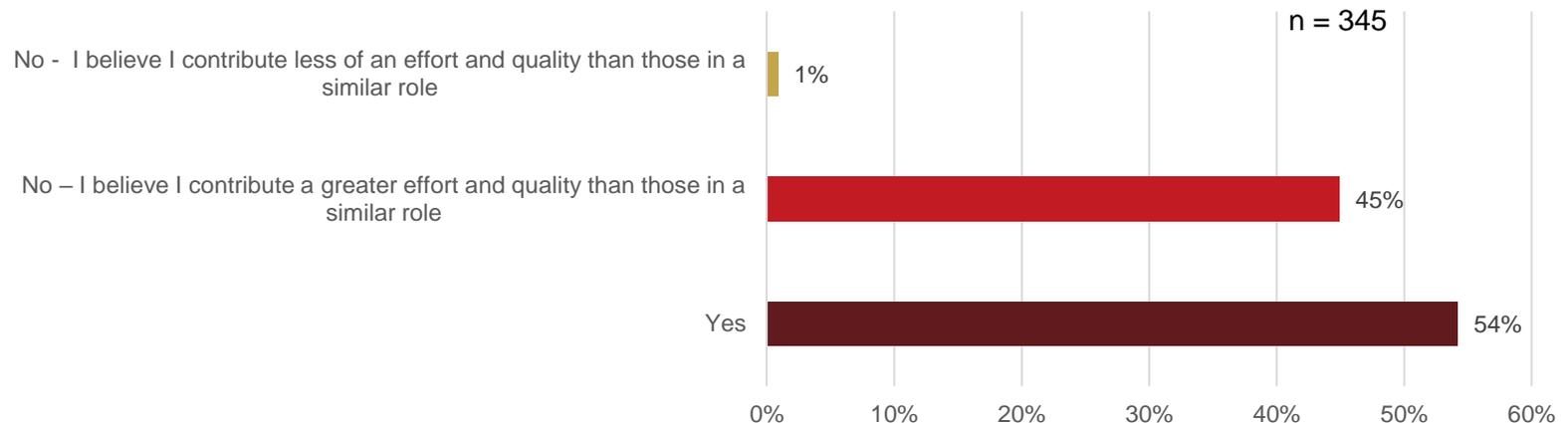
CAREER ADVANCEMENT

54% feel their effort and quality of work aligns with their peers. There was no gender difference in responses.

45% of all respondents considered they put more effort and quality of work than others at a similar level.

The small data set indicated respondents in administration departments saw their effort aligned with peers, whereas operational departments had discontent with quality and effort of peers.

Do you believe your efforts and quality of work are similar to others in similar roles?



ANALYSIS RETENTION

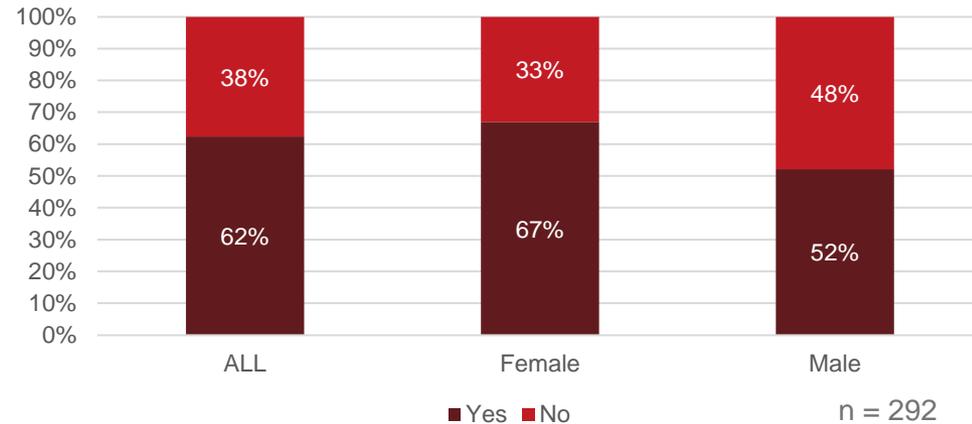
62% of respondents have considered leaving their current role for another industry.

Females considered leaving their current role more than male respondents.

The reasons diverge for females and males.

Females did not cite higher earning potential in their top 4 reasons for looking at another industry.

Have you considered leaving your current role for another industry?



Ranking	Female	Male
1.	Lack of opportunities for promotion and/or no pathway to leadership	Higher earning potential in other industry
2.	More opportunity to progress in another profession or industry	More opportunity to progress in another profession or industry
3.	No career support (eg. on-the-job training or development opportunities)	Uncertainty in the industry due to COVID19.
4.	Uncertainty in the industry due to COVID19.	Lack of opportunities for promotion and/or no pathway to leadership

The reason for leaving the industry, which was answered by the 62% of responses, who answered yes to the question *Have you considered leaving your current role for another industry?* allowed multiple selections. The following sentiment was also observed, again please note this is quite a small sample:

- Everyday behaviour that excludes people based on gender was quite low at 6% or 13 responses, WGHA would like to see this be zero, but is pleased it ranked further down the list of reasons.
- Higher level of males than females were considering leaving the industry due to *society or family pressure about working in the gaming & hospitality industry*. This accounted for 11% or 24 responses.
- 70% of the females indicating they worked over 40 hours a week, had also indicated they had considered leaving the industry, though their reasons were varied.

ANALYSIS

INDUSTRY ACTION

Respondents indicated that normalising flexible work is the priority for supporting women.

WGHA note that only 62% of Workplace Gender Equality Agency (WGEA) reporting entities within gaming & hospitality in Australia have flexible work policies.

A question for companies:

Are your policies used?

Do you have gender representation in the usage of flexible work?

In your opinion, what are the most important things the industry can do to support women to enter, stay or thrive in gaming and hospitality roles? Select all that apply.

	All	Female	Male
Normalising flexible work	66%	70%	58%
Merit based career progression and opportunities	57%	60%	52%
Career development and leadership programmes	50%	55%	36%
Creating respectful and inclusive cultures, free from harassment and everyday sexism	50%	51%	46%
Addressing the gender pay gap	49%	52%	38%
Increasing the visibility and recognition of women in the organisation/industry	45%	50%	35%
Supporting carers to better balance work and caring	45%	48%	45%
Family friendly policies such as parental leave	45%	45%	45%
Addressing gender bias in recruitment and promotion	40%	38%	46%
More positive messaging about the gaming and hospitality industry in the community	38%	37%	42%
Visible sponsorship of women in gaming and hospitality from senior leaders	35%	37%	28%
Better access to training and education	26%	27%	25%
Other (please specify)	5%	4%	9%

COVID-19 impact has impacted respondents in multiple ways:

- 29% of respondents indicating they have looked to leave the industry due to the uncertainty in the industry due to COVID19
- Women and Men increasing unpaid caring hours per week.
- 32% of women thought there was likelihood of getting a promotion in the next 2 years.
- The perception of gender representation and gender equality, was it had improved or stayed the same. However significantly more males had perception of positive change, which can be a common gender bias and may incite further research.

In your current workplace, how would you rate the gender representation in senior management before the pandemic to now?

	All	Female	Male
Improved – there are more female leaders	17%	13%	27%
Remained the same	64%	66%	59%
Worse – there are less female leaders	11%	13%	3%
Not sure	7%	6%	11%
Not applicable - I am not working in the same workplace.	2%	2%	0%

Overall, have you seen positive change in gender equality in your workplace before the pandemic to now?

	All	Female	Male
Some positive change	28%	24%	39%
Stayed the same	64%	68%	55%
Some negative change	8%	8%	6%

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VERBATIM COMMENTS

CAREER ADVANCEMENT - SAMPLE AND DE-IDENTIFIED

- I have trained the last 4 people who were promoted over me.
- I often had to pick up slack from other leaders
- I deliver more projects and have more responsibilities than others in my role
- We have lost a manager and I have taken up a fair bit of the workload. I enjoy learning and doing new things
- I do believe that my work ethic and willingness to achieve is above average
- I believe the recruitment process is more rigorous than it has been historically. My colleagues in similar roles were appointed or moved into their roles years ago and I don't think the process was as robust. I think it is good that the process is thorough, but my colleagues benefitted from less strenuous process and expectations when they commenced compared to what is now expected of me
- I applied for a management position and was declined due to my outside commitments (Family) even though my KPI's were on target and then 2 x males got the position their targets were not and their attendance is lower than mine.
- There is work that I do at home as I am not given the resources or time to complete needed work
- Asking for full time for 3 years still no response. I have done above and beyond still get same hours and paid with people not paying attention at work.
 - I feel satisfied that my role reflects my effort, though I feel I am slightly under compensated within the role itself
 - \$X less income to my male predecessor.
 - There's been a lot of times I haven't received recognition for my thorough work
- I was given more work to do as managers on a higher level were not doing the jobs that were required and also assisting others and not getting the recognition for it
- I am not recognized by title but I am expected to perform at management level
- My responsibilities and work delivered go well above my job description. Compared to others in even the same role as I - the pay is not reflected in this. In addition to this, my leader has directly said to me that I go above and beyond - however is unable to reflect this in my title or salary due to Senior Management not supporting this.
- I am finally at the career level I wanted, after 27 years in the industry and I only really felt that my effort and quality recognised for the first time as of about 18 months ago.
 - I think if I was full time I would be considered for more opportunities
 - I think I could be doing more

VERBATIM COMMENTS

RETENTION- SAMPLE AND DE-IDENTIFIED

Why have you considered leaving your role?

- There is too much emphasis on women in the workforce instead of the best person for the job
- Age
- My workplace has not promoted any women over 55 in past 5 years. The problem is not so much gender based, as now age based.
- Job security is not entirely support and protect staff from customers that are not well behaved
- This isn't my goal in a career and it doesn't lead to citizenship, it's merely a job I'm undertaking while studying.
- I'm looking to change careers based on completed tertiary education.
- No matter how hard you work and how well you do it never gets acknowledged
- Being a new mum and not willing to work the ridiculous extra unpaid hours
- Would like to work closer to home for better work life balance. Travel can currently take me up to 2 hours each way depending on traffic
- Although I have a senior role I don't believe my remuneration is close to males in similar positions.
- For personal work/life balance, and my health.
- I do believe in this industry it is very hard to be a mom working full time and get the recognition that you deserve.
- Being micro managed to the point its over bearing and unable to fulfil the demands of the role.

What can the industry do to support women enter, stay or thrive in the gaming & hospitality industry?

- Visibly more women on advisory panels, even if they are the most junior people in the room, give them a voice.
- Give partners of new mothers the same amount of Paternity leave as womens Maternity leave. This will make women less likely to take more time off to look after a child as they will have more support for their partner.
- Women tend to second guess themselves moreso than men. We should create an initiative to help women thrive and feel more confidence in themself and their work.
- Encouraging men to take parental leave and making it the norm.
- Actually talk to women in all roles and levels about their experiences.

CURRENT PARTNERS

IN PROUD PARTNERSHIP WITH

MAJOR CORPORATE PARTNERS



THE STAR
ENTERTAINMENT
GROUP



CORPORATE PARTNERS



SCHOLARSHIP PARTNER



AFFILIATE PARTNERS





**WOMEN IN GAMING
& HOSPITALITY**
AUSTRALASIA