

A study of education and human resources management of gaming industry in Macau

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Abstract

The aims of this study were to examine the practice and content of gaming education provided by gaming education institutions in Macau, to explore the status of human resources management of the gaming industry in Macau, and to learn about the cooperative relationships between the gaming industry and its education system. The subjects of this study were Institute for the study of Commercial Gaming of University of Macau, Macao Tourism and Casino Career Center, and S casino in Macau. The main methods used to acquire information include deep interview and document analysis. The findings of this study were as follows:

1. Gaming education in Macau was guided by the government. In the early stages of gaming education development, the government relied heavily on the experiences of the United States. Its gaming education was conducted both in forms of higher education and professional trainings. Following government policies and the demand of the market, the future trend of courses and trainings will turn to middle and high level management and surrounding industries of gaming.
2. In terms of employment, S casino in Macau relied much on the gaming education, and it offered both pre- and post-vocational trainings. Moreover, a score system was used to estimate employees' performance. Nevertheless, plans for employees' career development were comparatively insufficient. The casino also provided satisfactory salaries and benefits for its staff, and was severe on discipline and resignation management. For the casino, the resignation of employees was a critical problem for human resources management.
3. The cooperative relationship between education institutions and the gaming industry was established on exchanges of human resources and funds. On the contrary, government organizations needed to remain neutral, and they weren't allowed to exchange funds and equipments with gaming corporations. What gaming education institutions and the government have in common lies in the fact that they both co-organize training courses with gaming corporations, since independently organized

courses would lead to a waste of resources.

If Taiwan is to develop its gaming industry in the future, its government is advised to consult the experiences of Macau. Only by learning from Macau's success, fixing its disadvantages, strengthening the gaming education, focusing on the problems of human resources management in the gaming industry, and adjusting itself to the changes in the market, could Taiwan upgrade its gaming education and the human resources management of the gaming industry.

Keywords: Macau, gaming, gaming industry, gaming education, human resources management