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Prevention of Gambling Addiction in the State Gambling Sector:

Are Problem Gamblers Reached?






Competence Centre for Player Protection and Prevention Kompetenzzentrum für Spierschutz und Prävention (KSP)

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Main activities:

- Development and research of prevention- and intervention-oriented player protection concepts
- Advising and supporting state-licensed gambling providers in the implementation and evaluation of player protection concepts
- Scientific research: Conducting surveys among gamblers and employees of gambling providers

Introduction

- 14 years after the German State Treaty on Gambling (GlüStV) came into force the effects of player protection measures have hardly been studied in Germany.* 
- Hardly any research findings on accessibility of vulnerable group and problem gamblers through player protection measures. 
- Liberalization of online-based gambling services in Germany underscores the importance of evidence-based player protection measures. 

*Fiedler et al., 2017; Kalke et al., 2012; Meyer & Hayer, 2010; Quack, 2020).

Survey of lottery players on the use of player protection measures

- In cooperation with Lotto Rhineland-Palatinate 2019: Conducting a survey of lottery players (terrestrially at lottery shops and using an online questionnaire for registered online lottery customers.
- Comparative analysis of non-problem and problem gamblers (terrestrial and online):
 - Do non-problem and problem gamblers (terrestrial and online) differ in terms of sociodemographic and gambling behavior characteristics as well as in the use of player protection measures and voluntary self-limiting strategies?



Sample

Realization of the survey

- in 940 lottery stores
- Online questionnaire sent to 26,336 registered online lottery customers

Net response rate

- 10 % terrestrial
- 4 % online

Total sample n = 1,966

- terrestrial n = 939
- online n = 1,027

Sociodemographics

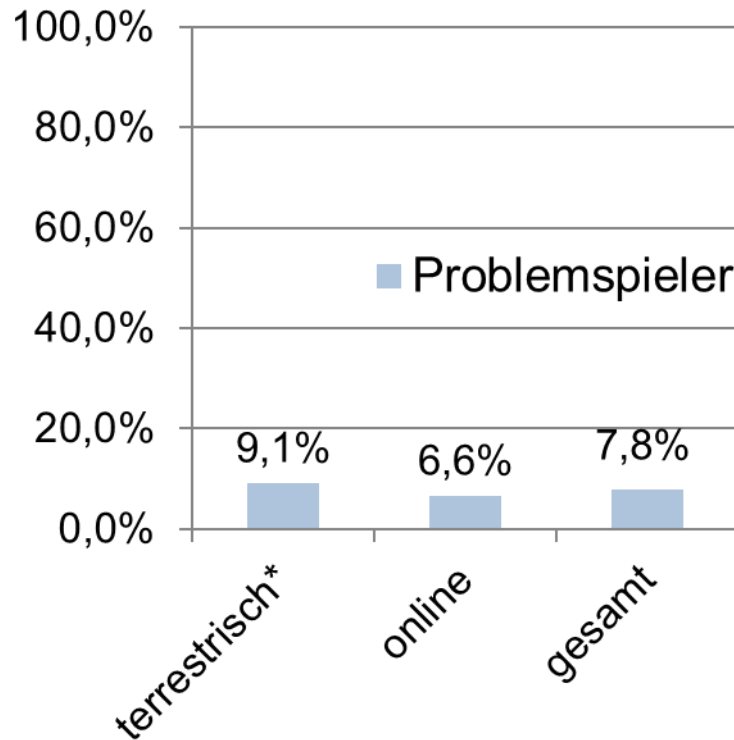
- 70.2 % of the respondents were men, 28.9 % women
- largest proportion of respondents was over 55 years old (54.7 %)
- 95.3 % had German citizenship



Results: Problem Gambling – Sociodemographics & Gambling Behavior

More problem gamblers terrestrial than online

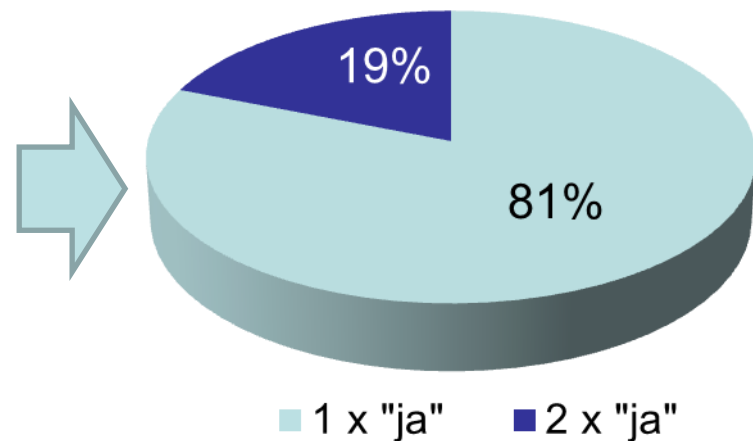
(Lie and Bet > 1) n terrestrisch = 939 / n online = 1.027 / N gesamt = 1.966



1. Have you ever had to lie to people important to you about how much you gambled?

2. Have you ever felt the need to bet more and more money?



Lie and Bet – total (n = 153)



* 1 fehlende Angabe

Problem Gambling – Sociodemographics



n terrestrial = 939 / n online = 1.027 / N total = 1.966

		 Terrestrial	 Online		
		Non-problem gamblers n=854	Problem gamblers n=85	Non-problem gamblers n=959	Problem gamblers n=68
Gender	Male	54,4 %	61,5 %	83,2 %	83,8 %
	Female	43,9 %	35,9 %	16,8 %	14,7 %
	Diverse	1,8 %	2,6 %	0,0 %	1,5 %
Age	18 – 35	15,1 %	20,7 %	3,9 %	17,6 %***
	36 – 55	33,7 %	40,2 %	36,4 %	36,8 %
	>55	51,2 %	39,0 %	59,7 %	45,6 %
Nationality	German	95,3 %	83,5 %	96,9 %	89,7 %
	Other	4,7 %	16,5 %***	3,2 %	10,3 %***

There is a significant correlation at the level of *p<=0,05; **p<=0,01; ***p<=0,001.

Problem Gambling - Gambling Behavior

n terrestrial = 939 / n online = 1.027 / N total = 1.966



		 Terrestrial		 Online	
		Non-problem gamblers n=854	Problem gamblers n=85	Non-problem gamblers n=959	Problem gamblers n=68
Gambling form	Lotto products only	83,2 %	53,1 %	83,6 %	66,2 %
	Lotto & other games of chance	16,8 %	46,9 % ^{***}	16,4 %	33,8 % ^{**}
Stakes per month	< 20 €	32,6 %	13,6 %	27,9 %	16,2 %
	20 – 50 €	37,2 %	25,9 %	41,9 %	44,1 %
	50 – 100 €	21,5 %	23,5 %	23,4 %	25,0 %
	> 100 €	8,7 %	37,0 % ^{***}	6,8 %	14,7 % [*]

There is a significant correlation at the level of * $p \leq 0,05$; ** $p \leq 0,01$; *** $p \leq 0,001$.



Results: Use of player protection measures

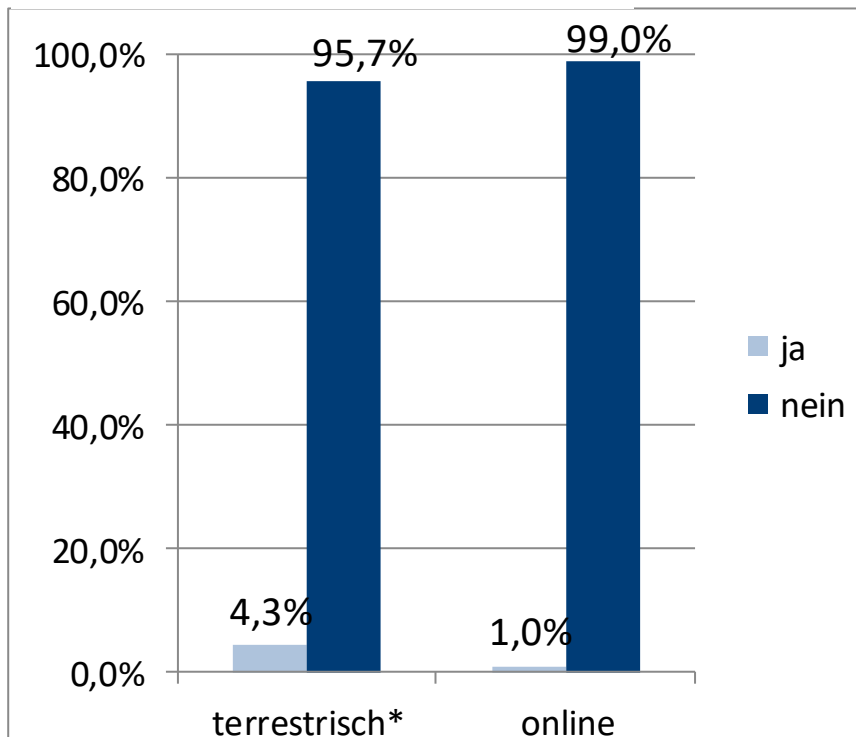
There is a significant correlation at the level of * $p \leq 0,05$; ** $p \leq 0,01$; *** $p \leq 0,001$.

<p><i>“Have you ever used any of the following information and help services to learn about gambling addiction and player protection?”</i></p>	 Terrestrial		 Online	
	Non-problem gamblers	Problem gamblers	Non-problem gamblers	Problem gamblers
Warning messages on lottery receipts, etc.	18,4 %	23,5 %	20,5 %	26,5 %
Articles in newspapers, television, Internet	15,9 %	25,9 %*	26,4 %	41,2 %**
Radio commercials	12,8 %	18,8 %	17,9 %	26,5 %
Information flyer on gambling addiction	11,5 %	18,8 %	4,0 %	10,3 %*
Advice offered by lottery employees	7,0 %	7,1 %	1,9 %	2,9 %
Self-test in flyers	3,8 %	15,3 %***	3,0 %	5,9 %
Online information offers	2,7 %	7,1 %*	3,5 %	13,2 %***
Information on self-exclusion and exclusion of others	1,8 %	7,1 %**	2,8 %	8,8 %*
Online self-test	1,4 %	5,9 %	2,0 %	5,9 %
Offers of addiction services	1,1 %	3,6 %	1,8 %	4,4 %
Telephone counseling of the BZgA	0,7 %	1,2 %	0,6 %	2,9 %

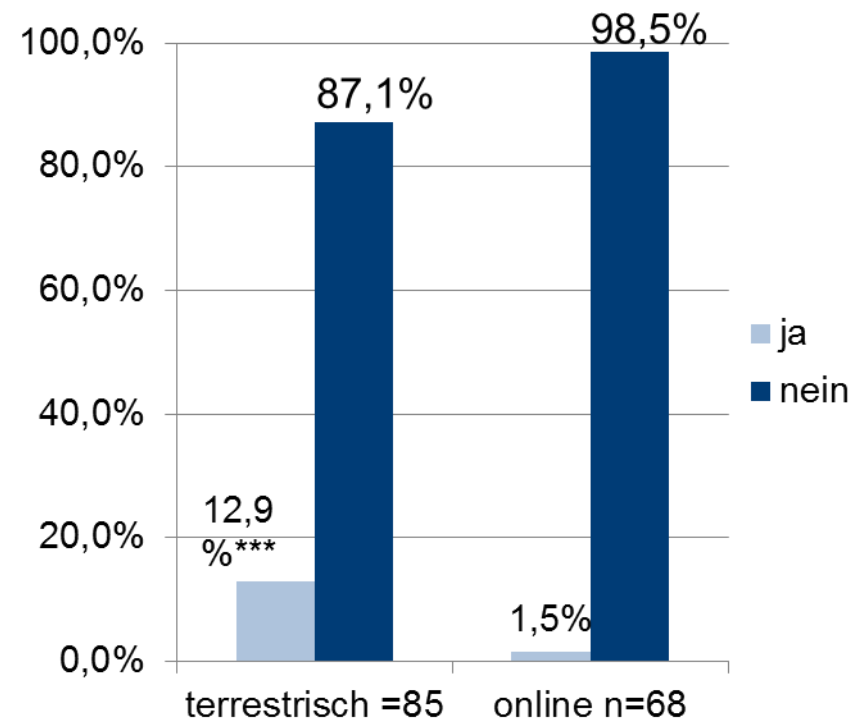
Problem Gamblers are rarely addressed by staff

n terrestrial = 939 / n online = 1.027 / N total = 1,966

Total Sample



Problem Gamblers





* 4 fehlende Angaben

There is a significant correlation at the level of * $p <= 0,05$; ** $p <= 0,01$; *** $p <= 0,001$.



Voluntary self-limiting strategies

<p><i>“If you have clear rules about limiting when you gamble, to what extent do the following statements apply to you?”</i></p> <p><i>My limitations in gambling refers to....</i></p>		 Terrestrial			 Online		
		<i>M (SD)</i>	<i>p</i>	<i>Cohen’s d</i>	<i>M (SD)</i>	<i>p</i>	<i>Cohen’s d</i>
Duration	Non-problem gamblers	2.00 (1.20)	<.001	.60	1.99 (1.16)	.001	.42
	Problem gamblers	2.72 (1.12)			2.48 (1.11)		
Stake	Non-problem gamblers	1.49 (0.87)	<.001	.69	1.29 (0.26)	.107	.21
	Problem gamblers	2.09 (0.98)			1.42 (0.61)		
Frequency	Non-problem gamblers	1.82 (1.10)	.001	.40	1.63 (0.90)	<.001	.48
	Problem gamblers	2.26 (1.04)			2.06 (1.00)		

There is a significant correlation at the level of * $p < 0.05$; ** $p < 0.01$; *** $p < 0.001$.

1 = strongly agree
3 = disagree

2 = agree
4 = strongly disagree



Conclusion

Conclusion

- The use of player protection measures implemented in accordance with the GlüStV is at an average to low level.
- The majority of problem gamblers are currently not reached by player protection measures.
- The more frequent use of player protection measures by problem gamblers (terrestrial and online) indicates that the active use of player protection-relevant information and help offers often only occurs due to concrete problem situations.
- Non-problem gamblers (over 90% of respondents) are likely to have high barriers to reception that are difficult to overcome.

Conclusion

- Terrestrial and online problem gamblers show significantly lower approval ratings for limiting gambling duration and frequency than normal gamblers.
- Regardless of problem gambling behavior, online lottery players agree more strongly with limiting stakes than terrestrial players.

Take Home Message

- Transferring existing terrestrial player protection measures to the online area is not sufficient to reach problem gamblers.
- Limiting stakes in online lotto is accepted as a measure of technical player protection; problem gamblers also benefit from the possibility of limiting stakes.
- Behavioral data-based early warning systems and automated player protection communication can help to further increase the reach of player protection measures, especially in the online sector.

Thank you for your attention!

Glücksspielsuchtprävention im staatlichen Glücksspielwesen

Werden Problemspielende erreicht?

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