



RESPONSIBLE GAMING IN THE CONTEXT OF PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO) GAMES: A SURVEY ON PLAYER BEHAVIOR AND AWARENESS IN THE PHILIPPINES

I. INTRODUCTION

As mandated by Republic Act No. 1169, the PCSO is tasked to conduct charity sweepstakes races, lotteries, and other similar activities, and generate revenue for the implementation of health programs, medical assistance, and services. This research explores the importance of responsible gaming alongside revenue generation through PCSO games.

The PCSO, through the Product and Standard Development Department (PSDD), conducted a Survey on Responsible Gaming for PCSO Games, to assess player demographics, playing habits, self-assessment of playing behavior, and awareness of responsible gaming initiatives. The results of the survey will be used to understand how players engage with PCSO games, evaluate any potential negative impacts on their personal, social, and financial well-being, and guide the development of initiatives and policies aimed at promoting responsible gaming practices among PCSO players.

II. OBJECTIVES AND SCOPE

The survey aimed to understand how players engage with PCSO games, assess whether gaming behaviors impact the personal, social, and financial well-being of the players, and propose initiatives or policies to promote responsible gaming. The target respondents were individuals aged 18 and above who have played any PCSO game within 2025.

III. SURVEY METHODOLOGY

A. Sampling Design

A total of 518 respondents were targeted, a sample size deemed statistically reliable at a 95% confidence level with a $\pm 5\%$ margin of error. The respondents were distributed across 73 PCSO Branch Offices and the PCSO Main Office Lotto Outlet, with each location targeting seven (7) respondents. This stratified approach ensures that the data reflects the diverse regional and demographic profiles of PCSO players.

B. Data Collection

Data were collected exclusively through face-to-face interviews conducted by personnel from the Branch Operations Sector (BOS) at PCSO Branch Offices and the National Capital Region Department, who were oriented on 20 March 2025 by the



PSDD. BOS personnel were reminded to adhere to the Survey Manual and verify that only one response was recorded per item to maintain data integrity. Data collection was undertaken from 24 March 2025 to 04 April 2025.

Completed questionnaires were transmitted via email to the PSDD at prd@pcso.gov.ph.

C. Quality Control and Editing Guidelines

BOS personnel were provided with detailed editing guidelines in the Survey Manual to verify the completeness and consistency of the responses. Specific attention was given to avoiding common errors such as incomplete responses, inconsistent or contradictory answers, duplicate entries, and responses from non-target respondents. The guidelines also ensured that items like occupation, gender, civil status, and monthly income were correctly recorded and, when necessary, that further details were specified if "Others" or "Not Applicable" was checked.

D. Data Privacy Considerations

The survey was conducted in compliance with data privacy regulations. Respondents provided their consent for the collection and use of their data, which was maintained with strict confidentiality. The Data Privacy Notice was an integral part of the survey process, ensuring that respondents were informed about the handling of their personal information.

E. Data Validation and Encoding

In addition to data collection and editing procedures, the questionnaires submitted by the BOS underwent data validation by the PSDD to ensure the accuracy and integrity of the survey results. Inconsistent or erroneous questionnaires were excluded from the dataset, and if there were fewer than seven valid questionnaires per area, additional respondents were requested from that area.

Following this, the valid questionnaires were encoded into a database and underwent a second validation process. This verified database was then used for data analysis.

IV. DEMOGRAPHIC INFORMATION

The demographic profile of the respondents highlights a diverse representation across gender identity, age group, marital status, occupation, and income level.

Of the 518 respondents, 56.37% identified as male, 42.08% as female, and 1.54% as members of the LGBTQIA+ community.

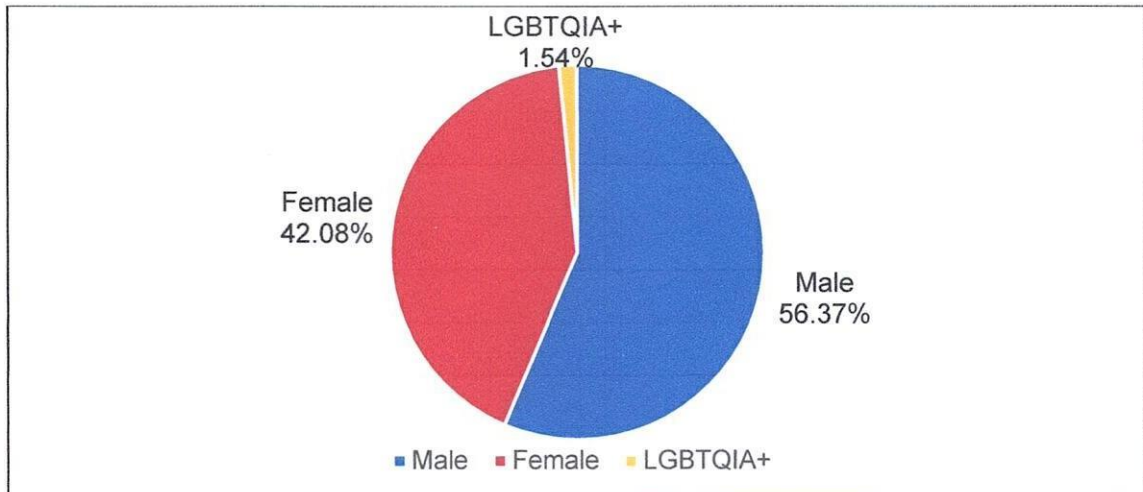


Figure 1. Percentage of Respondents by Gender, Philippines: 2025

The majority of respondents belong to the 35 to 39 age group, comprising 13.32% of the total. This is followed by the 30 to 34 age group, which accounts for 12.74%. In contrast, the smallest portion of respondents falls within the 18 to 19 age group, representing only 0.19%.

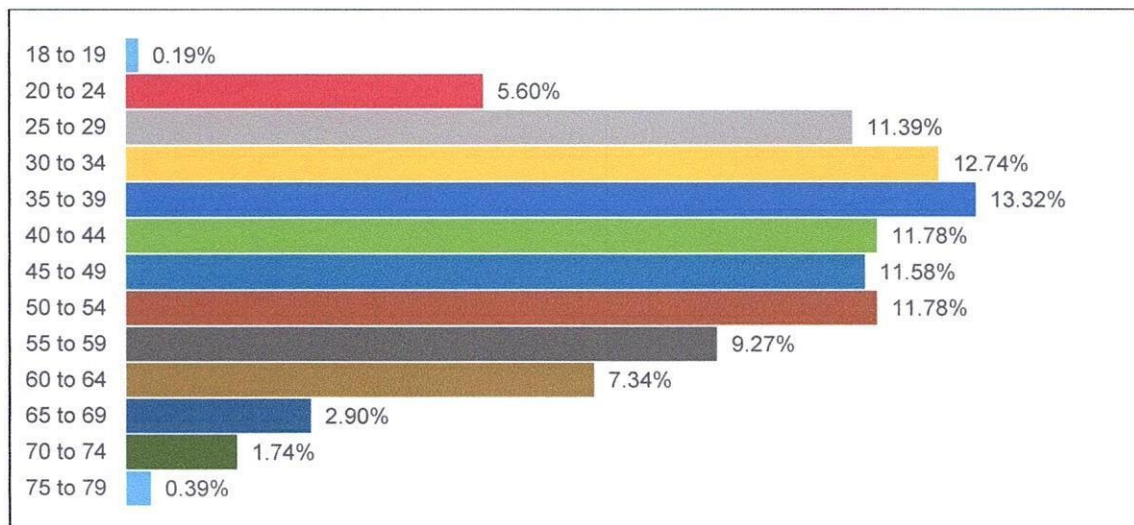


Figure 2. Percentage of Respondents by Age Group, Philippines: 2025

More than half or 57.92% of respondents are married, 35.32% are single, and 6.76 % are either widowed or separated.

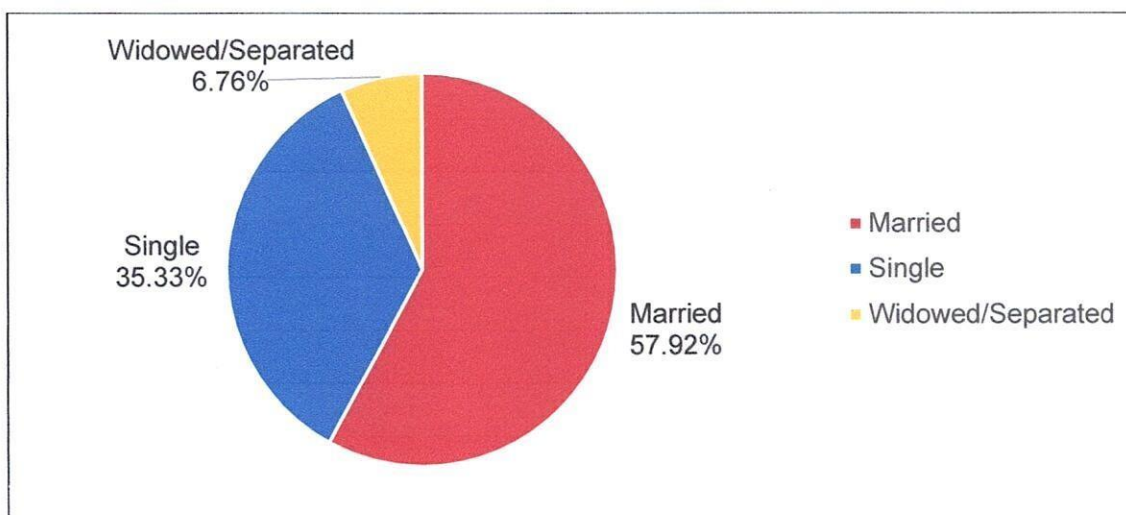


Figure 3. Percentage of Respondents by Civil Status, Philippines: 2025

Majority of respondents work in the service and sales sector, accounting for 28.96%, followed by those in clerical support occupations at 19.31%, and those in professional occupations at 13.13%.

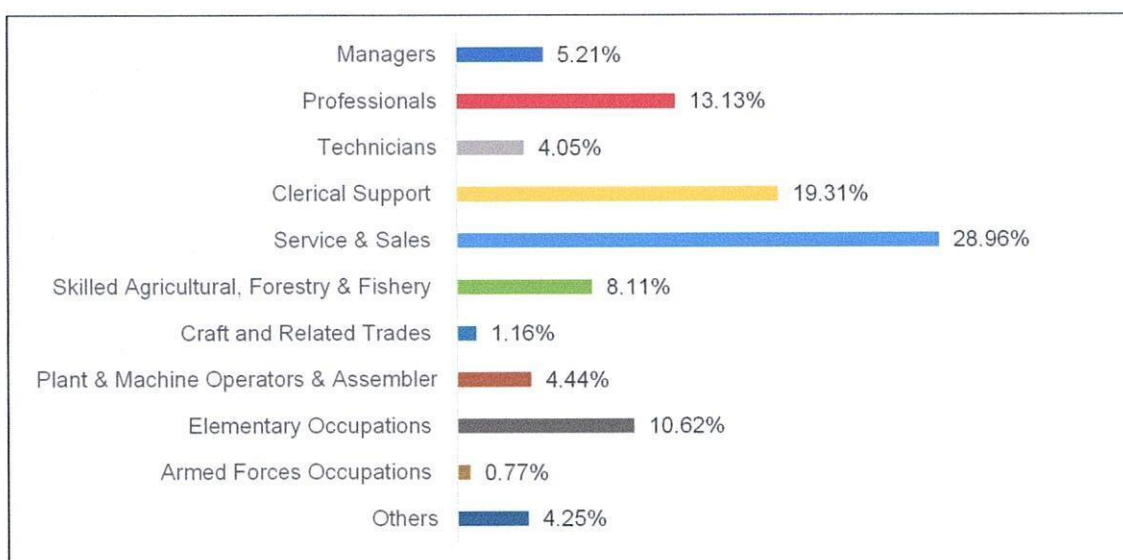


Figure 4. Percentage of Respondents by Occupations, Philippines: 2025

The most common monthly income range among respondents is Php 10,958 to Php 21,194, representing 40.93%. This is followed by those earning less than Php 10,957, who account for 36.10%. Additionally, 4.25% of respondents reported having no income and relying on a pension.

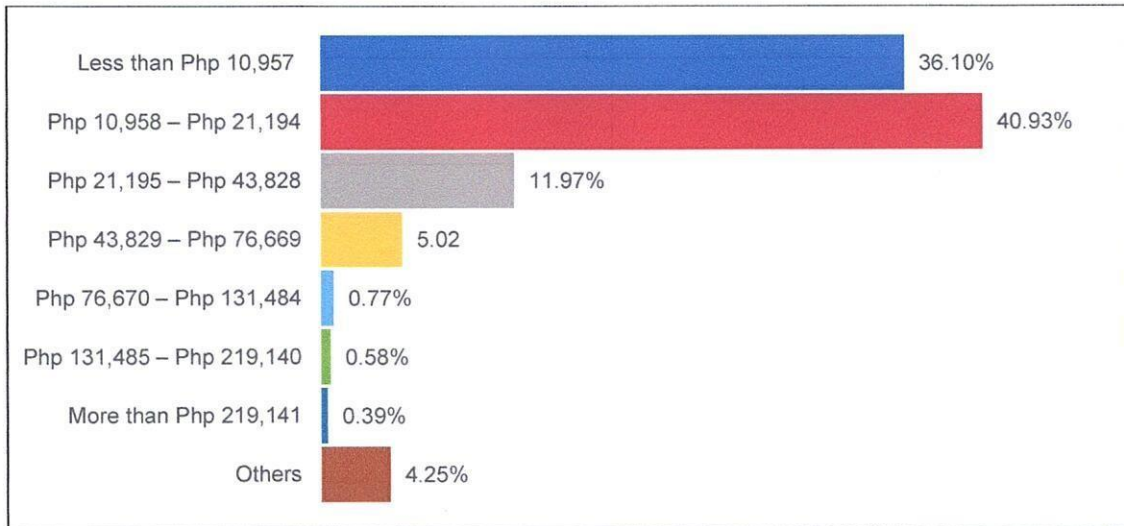


Figure 5. Percentage of Respondents by Monthly Income Group, Philippines: 2025

V. PCSO GAMES PLAYING HABITS

This section provides insights into the playing habits of PCSO game respondents, including their frequency of play, typical spending per session, and tendencies to exceed their intended budget.

Most respondents, 36.87%, play PCSO games daily. Of these daily players, 40.84% have an income ranging from Php 10,958 to Php 21,194. Meanwhile, 19.11% of respondents indicated that they play PCSO games once a week. A smaller portion, 1.35%, showed playing either occasionally or more than three times a week.

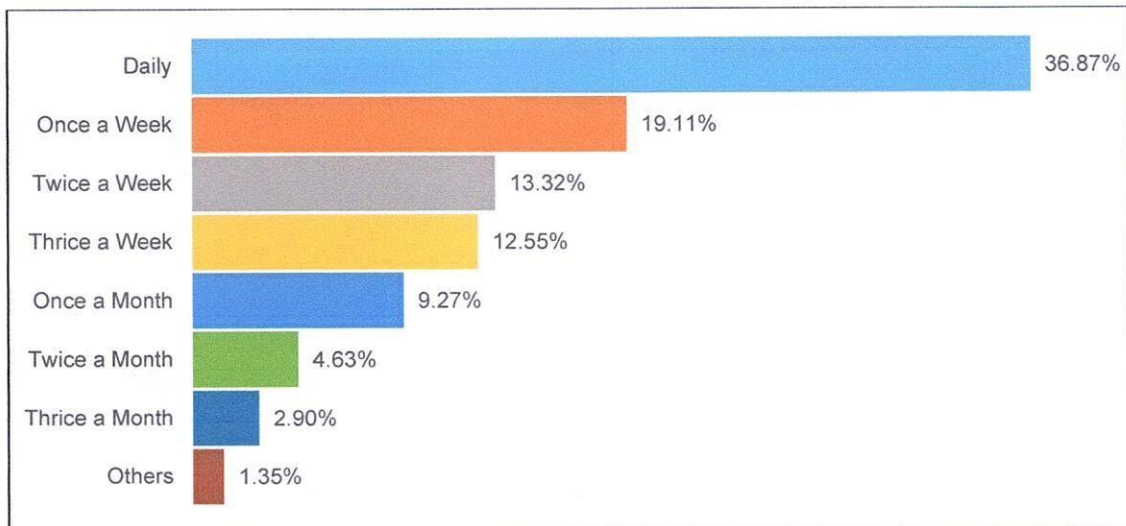


Figure 6. Percentage of Respondents by Frequency of Playing PCSO Games, Philippines: 2025

30.69% of respondents typically spend around Php 51.00 – 100.00 each time they play PCSO games. This is followed by 27.03% who spend Php 21.00 – 50.00 per session.

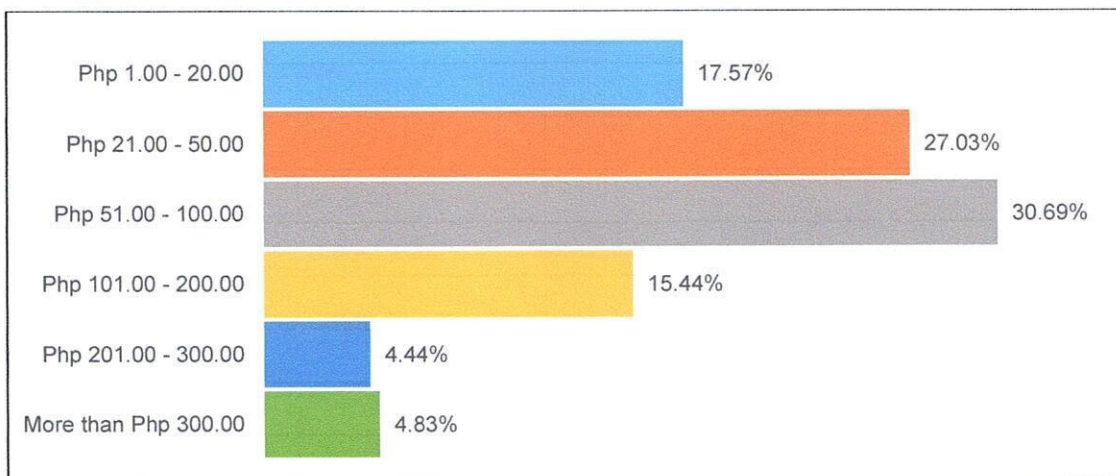


Figure 7. Percentage of Respondents Based on Their Spending on PCSO Games, Philippines: 2025

Less than half, 48.26%, of respondents have spent more money on PCSO games than they originally intended. The primary reason for this is the jackpot prize, cited by 64.40% of respondents. This is followed by 28.80%, who stated that they tend to spend more when they feel lucky. Less than 1% mentioned other reasons, such as personal choice or the specific draw taking place that day.

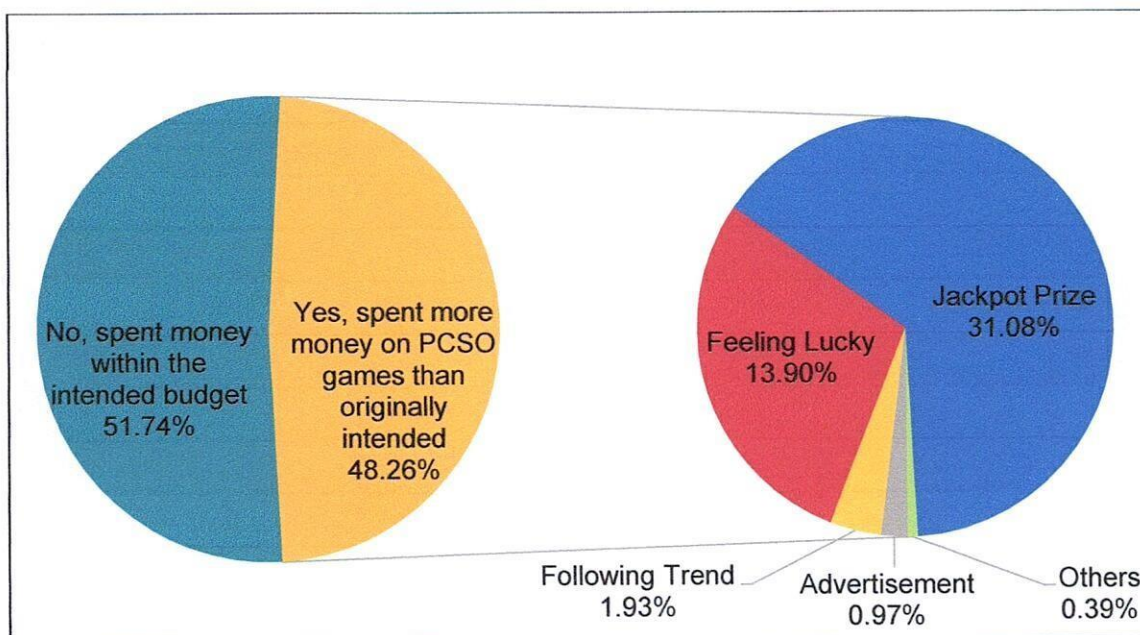


Figure 8. Respondents' Reasons for Spending More on PCSO Games Than Intended, Philippines: 2025

VI. SELF-ASSESSMENT OF PLAYING BEHAVIOR

This section examines respondents' self-perceptions regarding their PCSO gaming habits, particularly in terms of frequency, motivations, and potential negative impacts.

46.72% of respondents answered “Yes” when asked if they feel urges to play PCSO games as frequently as possible.

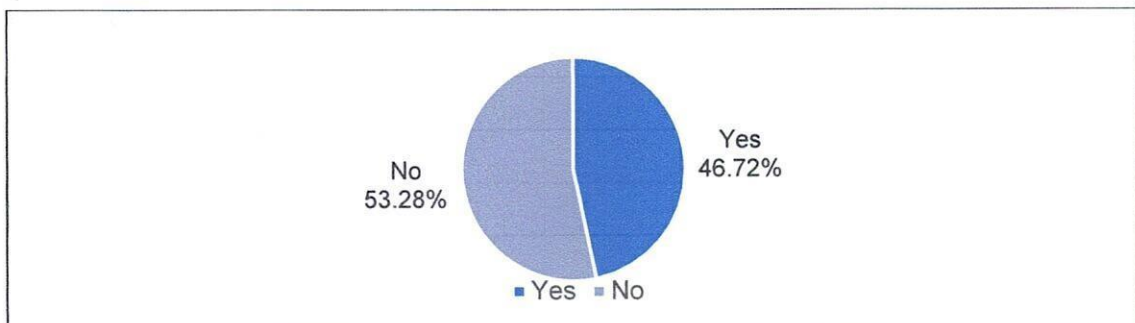


Figure 9. Percentage of Respondents Who Experienced Urges to Play PCSO Games as Frequently as Possible, Philippines: 2025

15.83% of respondents answered “Yes” when asked if they play PCSO games as a way to escape personal or emotional problems.

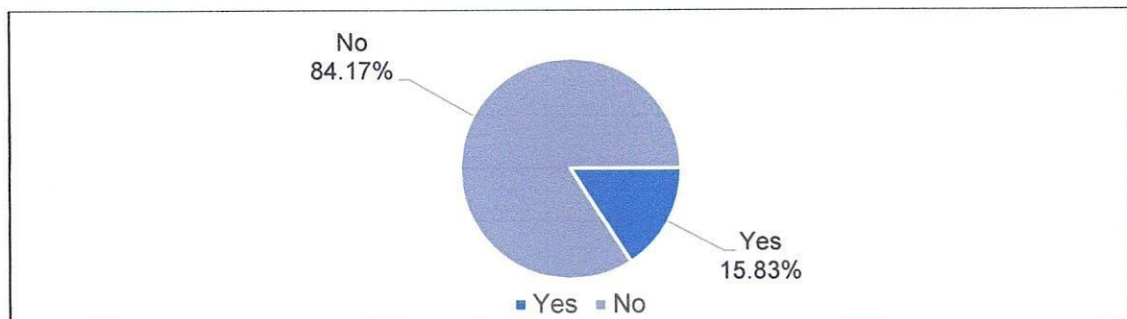


Figure 10. Percentage of Respondents Who Played PCSO Games to Escape Personal or Emotional Problems, Philippines: 2025

8.69% of respondents answered “Yes” when asked if they believe playing PCSO games negatively impacts their finances.

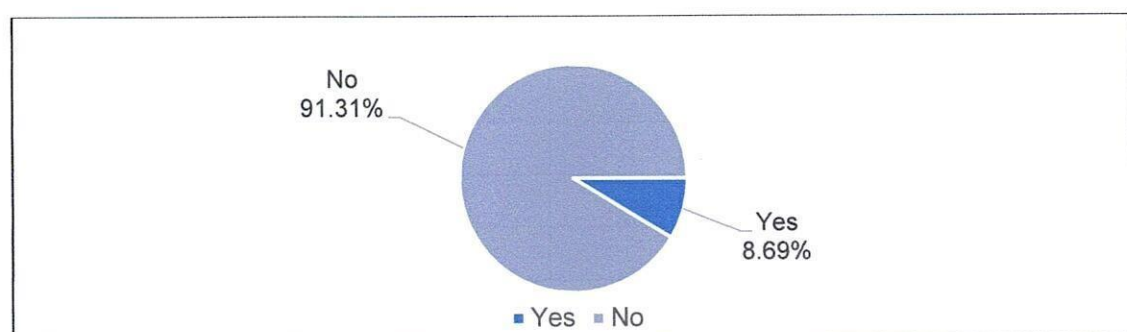


Figure 11. Percentage of Respondents Who Believed Playing PCSO Games Negatively Impacts their Finances, Philippines: 2025

3.47% of respondents answered “Yes” when asked if playing PCSO games has affected their personal relationships.

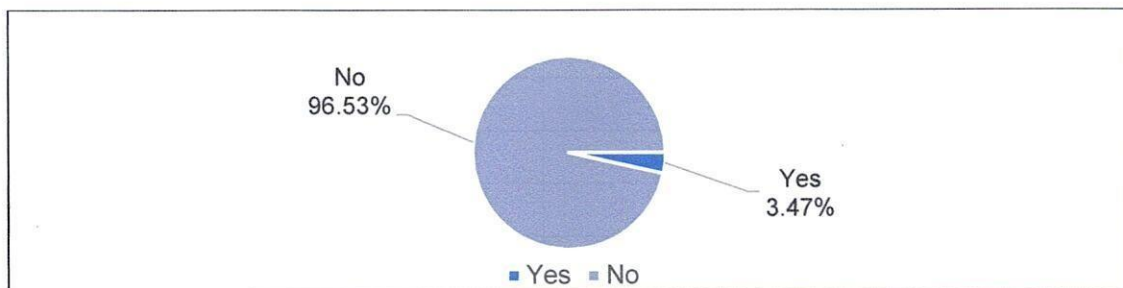


Figure 12. Percentage of Respondent Who Stated that Playing PCSO Games Affected their Personal Relationships, Philippines: 2025

2.51% of respondents answered “Yes” when asked if playing PCSO games has affected their work or other daily responsibilities.

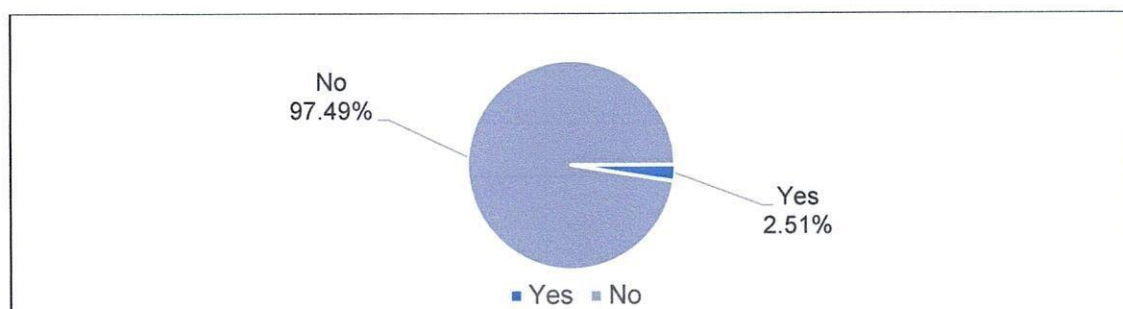


Figure 13. Percentage of Respondents Who Stated that Playing PCSO Games has Affected their Work or Other Daily Responsibilities, Philippines: 2025

VII. AWARENESS OF RESPONSIBLE GAMING

This section provides an overview on the respondents' awareness of responsible gaming initiatives related to PCSO games, including their exposure to relevant messages, campaigns, and advertisements. It also explores the level of importance the respondents place on responsible gaming practices and their knowledge of resources for help in cases of addiction.

82.43% of respondents have heard responsible gaming messages, advertisements, or campaigns in PCSO programs and promotional materials related to PCSO games. Among these respondents, 93.21% believe that such messages help them control their playing activity.

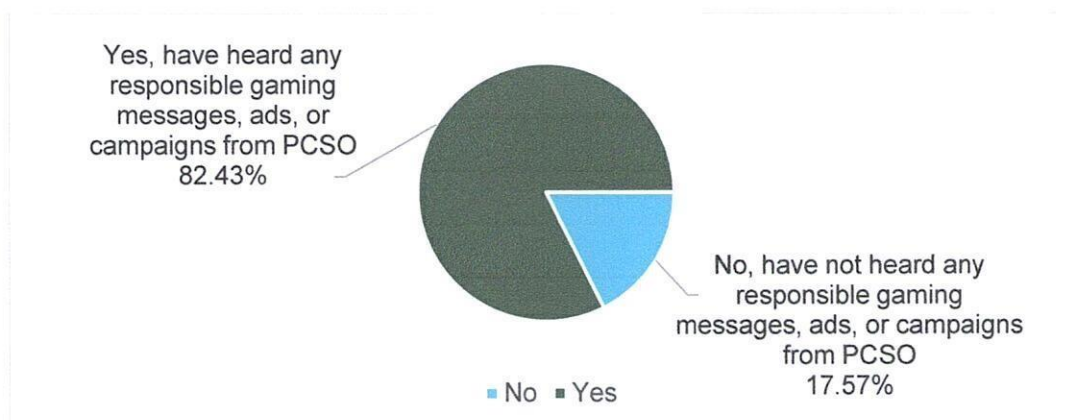


Figure 14. Percentage of Respondents Who Have Heard Responsible Gaming Messages from the PCSO, Philippines: 2025

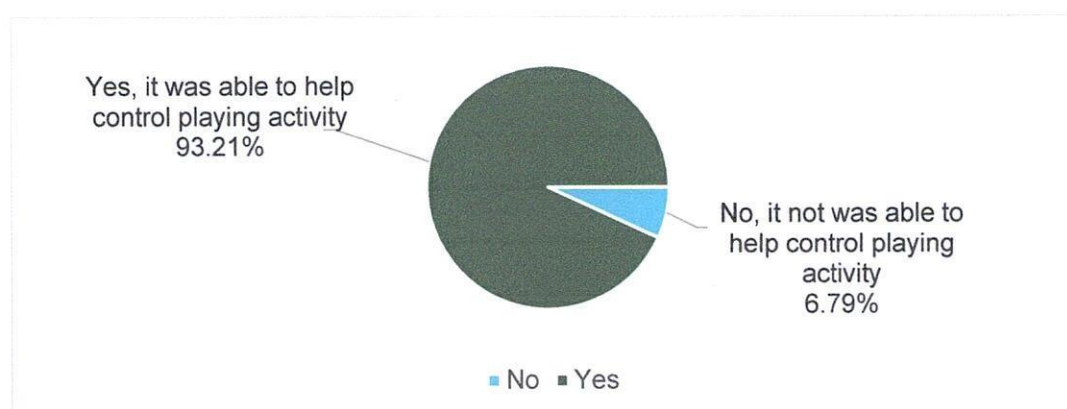


Figure 15. Percentage of Respondents Who Have Heard Responsible Gaming Messages from the PCSO and Found Them Helpful in Controlling Their Playing Activity, Philippines: 2025

Moreover, 95.37% of respondents recognize the importance of responsible gaming practices, and 91.31% advocate for PCSO to do more to promote them.

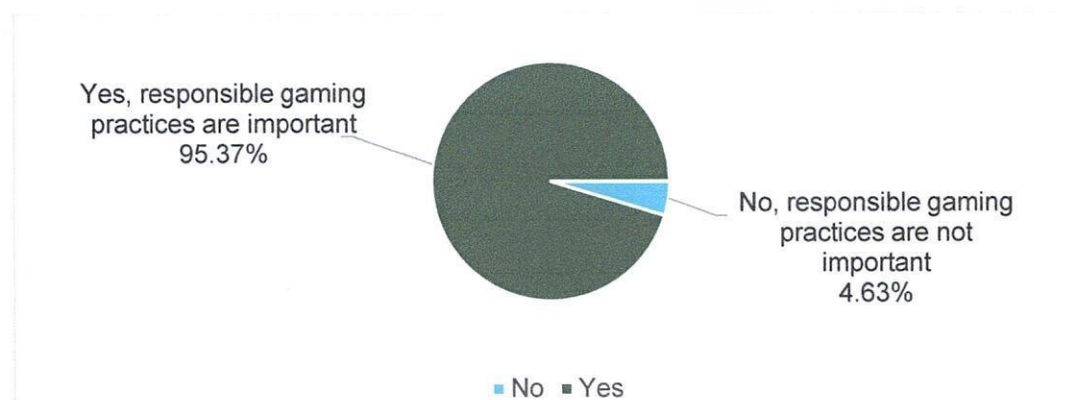


Figure 16. Percentage of Respondents Who Believe That Responsible Gaming Practices are Important, Philippines: 2025

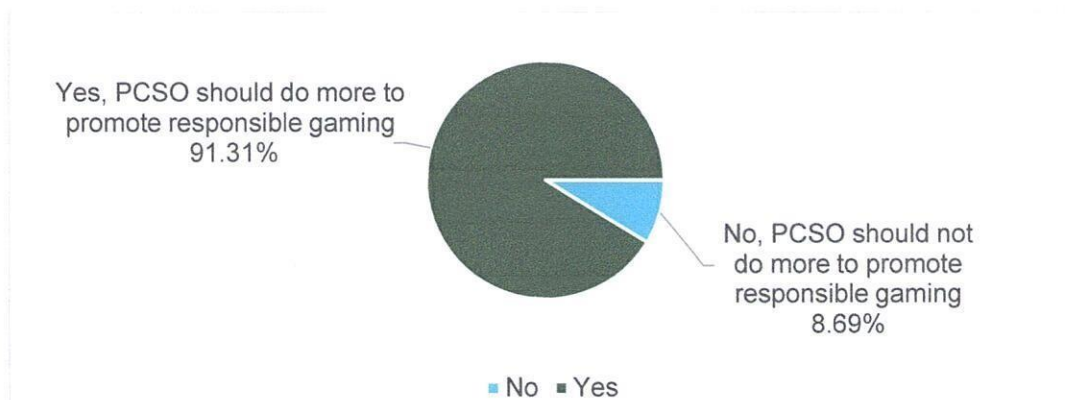


Figure 17. Percentage of Respondents Who Believe the PCSO Should Do More to Promote Responsible Gaming, Philippines: 2025

While 61.39% of respondents answered “Yes” when asked if, in case they or someone they know shows signs of addiction to PCSO games, they know how and where to seek help.

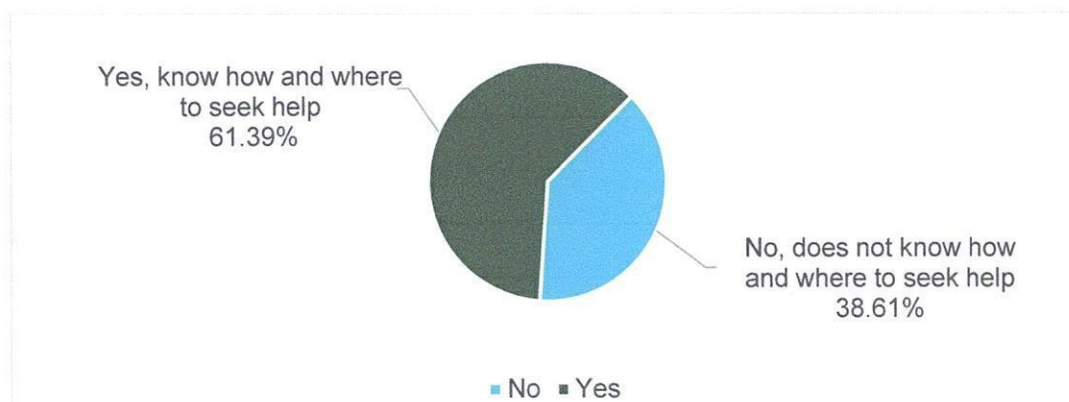


Figure 18. Percentage of Respondents Who Are Aware of How and Where to Seek Help in Case of PCSO Game Addiction, Philippines: 2025

VIII. RECOMMENDATIONS

The survey findings indicate that while PCSO players have varying levels of gaming engagement, and a significant percentage are aware of responsible gaming messages. However, areas of concern such as spending more money on PCSO games than originally intended, financial and personal impacts, and a lack of information on how and where to seek help if they or someone they know is showing signs of addiction highlight the need for improved responsible gaming campaigns. Based on the survey, the following recommendations are proposed:

A. Strengthen Awareness Campaigns on Responsible Gaming

With 91.31% of respondents stating that PCSO should do more to promote responsible gaming, it is important that PCSO strengthen its awareness campaigns for responsible gaming. Aside from Lotto live draws, PCSO may implement more

targeted communication strategies through social media, printed materials posted in all Lotto outlets and PCSO offices, and public service announcements on television and radio to enhance the visibility and effectiveness of responsible gaming messages. Based on the survey, 48.26% of respondents reported spending more money on PCSO games than they originally intended. Thus, awareness campaigns should also emphasize the importance of setting limits on gaming expenditures and recognizing signs of problematic gambling behavior.

Additionally, PCSO could consider hiring a brand ambassador or spokesperson dedicated to promoting responsible gaming, further reinforcing its importance among players.

B. Provide Access to Support Programs for Players Showing Signs of Addiction on PCSO Games

The survey identified a portion of respondents who admitted to experiencing negative financial, social, and personal consequences due to their gaming habits. Additionally, 38.61% of respondents did not know how or where to seek help if they, or someone they know, showed signs of addiction to PCSO games.

To address this, PCSO may establish and promote accessible support programs, including helplines, counseling services, and partnerships with rehabilitation centers. Providing referral pathways to professional support services can help individuals struggling with gaming addiction.

In addition to awareness campaigns on responsible gaming, PCSO may also implement targeted communication strategies specifically for players experiencing addiction. These initiatives should provide clear information on how and where they can seek help and assistance, ensuring that support services are easily accessible and well-publicized.

C. Collaborate with Mental Health Professionals to Support At-Risk Players

In line with the medical services provided by PCSO, the organization through its Charity Sector may establish partnerships with mental health professionals and organizations specializing in addiction prevention and treatment. These collaborations can facilitate the development of mental health resources for PCSO players, ensuring they have access to the necessary support and guidance.

Additionally, PCSO may establish a support system in Lotto Outlets and PCSO Offices, where players can access information on mental health and responsible gaming. This initiative can further aid in early intervention and prevention efforts. These measures will help players recognize the impact of gaming on their well-being and encourage them to seek professional assistance when needed.

D. Train Employees on Best Practices in Responsible Gaming

PCSO employees play a crucial role in promoting responsible gaming and managing gaming operations, including the improvement of existing games, development of new

games, preparation of technical specifications for playing platforms, training of Lotto Agents and their staff, and formulation of gaming policies, among others. To strengthen their capacity, PCSO may implement comprehensive training programs focused on best practices, ethical responsibilities, and lessons learned from global responsible gaming initiatives.

Additionally, PCSO, through the Human Resources Department, should ensure that the PCSO management and relevant technical employees have the opportunity to participate in knowledge-sharing programs with organizations, both locally and abroad, that have advanced and innovative responsible gaming policies. By learning from local and international best practices, employees can gain knowledge into effective strategies for limiting gambling-related risks and promoting a responsible gaming culture within PCSO operations.

Regular workshops, seminars, and onsite or online training sessions should be conducted to keep employees updated on emerging trends, regulatory developments, and intervention programs that can help players engage in responsible gaming.


E. Ensure Lotto Agents and Service Providers Promote Responsible Gaming

Since Lotto Agents and service providers are considered frontline representatives of PCSO Games, they have a responsibility to uphold responsible gaming principles. To reinforce this, PCSO should require all agents and service providers to undergo mandatory training on responsible gaming policies, ethical selling practices, and age verification procedures.

It is important that Lotto Agents and service providers have a thorough understanding of responsible gaming to ensure that PCSO games are only accessible to individuals aged 18 and above. Strict enforcement of age restrictions should be implemented through identity verification measures at Lotto Outlets or other playing platforms.

To further strengthen responsible gaming efforts, PCSO may require Lotto Agents to display responsible gaming materials, such as posters and brochures, in Lotto Outlets to help raise awareness among players.

Prepared by:


HAROLD DUANE D. FAJARDO
Development Management Officer IV
Product Research & Devt. Division


MAUREEN MAE L. SAJISE
Statistician IV
Product Research & Devt. Division

Reviewed by:

[Redacted Signature]

DEMOSTHENES D. MAGNO

Department Manager

Product and Standard Development Department

Approved by:

[Redacted Signature]

ATTY. LYSSA GRACE S. PAGANO

Assistant General Manager

Gaming, Product Development and Marketing Sector

Annex A

Table 1. Number of PCSO Players Gender, Civil Status by Monthly Income Group, Philippines: 2025

Monthly Income Group	Total Number of Players	Gender			Civil Status		
		Male	Female	LGBTQIA+	Single	Married	Widowed/ Separated
All Monthly Income Group	518	292	218	8	183	300	35
Less than Php10,957	188	103	81	3	70	105	12
Php 10,958 – Php 21,194	212	121	89	2	83	119	10
Php 21,195 – Php 43,828	62	41	19	2	15	42	5
Php 43,829 – Php 76,669	26	14	11	1	5	16	5
Php 76,670 – Php 131,484	4	3	1	-	-	4	-
Php 131,485 – Php 219,140	3	1	2	-	1	1	1
More than Php 219,141	2	1	1	-	2	-	-
Pension	4	3	2	-	1	3	1
No Income	17	5	12	-	6	10	1

Table 2. Number of Players Occupation by Monthly Income Group, Philippines: 2025

PCSO Games															
Monthly Income Group	Total Number of Players														
		Managers	Professionals	Technicians	Clerical and Support	Service and Sales	Skilled Agriculture I, Forestry and Fishery	Craft and Related Trades	Plant and Machine Operators and Assembler	Elementary Occupations	Armed Forces Occupations	Others			
												House wife	Retiree	Student	Unemployed
All Monthly Income Group	518	27	68	21	100	150	42	6	23	55	4	4	5	4	9
Less than Php10,957	187	3	7	7	31	59	22	2	16	40	-	-	-	-	-
Php 10,958 – Php 21,194	212	6	28	9	56	71	18	3	6	14	1	-	-	-	-
Php 21,195 – Php 43,828	62	7	19	5	10	13	2	1	1	1	3	-	-	-	-
Php 43,829 – Php 76,669	26	7	11	-	3	5	-	-	-	-	-	-	-	-	-
Php 76,670 – Php 131,484	4	1	3	-	-	-	-	-	-	-	-	-	-	-	-
Php 131,485 – Php 219,140	3	2	-	-	-	1	-	-	-	-	-	-	-	-	-
More than Php 219,141	2	1	-	-	-	1	-	-	-	-	-	-	-	-	-
Pension	5	-	-	-	-	-	-	-	-	-	-	-	5	-	-
No Income	17	-	-	-	-	-	-	-	-	-	-	4	-	4	9

Table 3. Number of PCSO Players Age Group by Monthly Income Group, Philippines: 2025

Monthly Income Group	Total Number of Players	PCSO Players Age Group													
		18 to 19	20 to 24	25 to 29	30 to 34	35 to 39	40 to 44	45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 to 74	75 to 79	80 and over
All Monthly Income Group	518	1	29	59	66	69	61	60	61	48	38	15	9	2	0
Less than Php10,957 Php 10,958 – Php 21,194 Php 21,195 – Php 43,828 Php 43,829 – Php 76,669 Php 76,670 – Php 131,484 Php 131,485 – Php 219,140 More than Php 219,141 Pension No Income	187	-	16	16	23	26	20	24	23	13	15	7	4	-	-
	212	-	7	34	33	30	18	28	23	22	9	5	3	-	-
	62	-	2	6	5	6	17	4	9	6	6	1	-	-	-
	26	-	-	1	3	4	1	3	5	4	3	-	2	-	-
	4	-	-	-	-	1	-	1	-	-	2	-	-	-	-
	3	-	-	-	1	1	1	-	-	-	-	-	-	-	-
	2	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	5	-	-	-	-	-	-	-	-	-	2	1	-	2	-
	17	1	4	1	1	1	4	-	1	3	-	1	-	-	-

Table 4. Frequency of Players Play PCSO Games by Monthly Income Group, Philippines: 2025

Monthly Income Group		Total Number of Players	Frequency of Players Play PCSO Games									
			Daily	Once a Week	Twice a Week	Thrice a Week	Once a Month	Twice a Month	Thrice a Month	Others		
										More than Thrice a Week	Sometimes	
All Monthly Income Group		518	191	99	69	65	48	24	15	1	6	
Less than Php10,957		187	67	36	27	26	18	8	3	-	2	
Php 10,958 – Php 21,194		212	78	43	26	28	17	10	8	-	2	
Php 21,195 – Php 43,828		62	25	11	10	5	6	3	2	-	-	
Php 43,829 – Php 76,669		26	14	4	4	2	-	1	1	-	-	
Php 76,670 – Php 131,484		4	2	1	-	1	-	-	-	-	-	
Php 131,485 – Php 219,140		3	1	-	-	1	1	-	-	-	-	
More than Php 219,141		2	-	-	1	-	1	-	-	-	-	
Pension		5	2	1	1	1	-	-	-	-	-	
No Income		17	2	3	-	1	5	2	1	1	2	

Table 5. Players Amount Spend Playing PCSO Games by Monthly Income Group, Philippines: 2025

Monthly Income Group	Total Number of Players	Players Amount Spend Playing PCSO Games					
		Php 1.00 – 20.00	Php 21.00 – 50.00	51.00 – 100.00	Php 101.00 – 200.00	Php 201.00 – 300.00	More than Php 300.00
All Gross Monthly Income Group	518	91	140	159	80	23	25
Less than Php10,957	187	52	60	45	20	5	5
Php 10,958 – Php 21,194	212	33	58	70	34	8	9
Php 21,195 – Php 43,828	62	3	12	19	16	6	6
Php 43,829 – Php 76,669	26	-	2	11	5	3	5
Php 76,670 – Php 131,484	4	-	-	3	1	-	-
Php 131,485 – Php 219,140	3	-	1	-	1	1	-
More than Php 219,141	2	1	-	1	-	-	-
Pension	5	-	-	3	2	-	-
No Income	17	2	7	7	1	-	-

Table 6. Players Reasons Spent More for Playing PCSO Games Than Intended To by Monthly Income Group, Philippines: 2025

Monthly Income Group	Total Number of Players	Number of Players Spent More on PCSO Games Than Intended To	Players Reasons Spent More for Playing PCSO Games					
			Jackpot Prize	Feeling Lucky	Advertisement	Following Trend	Others	
							Draw Today	Personal Choice
All Gross Monthly Income Group	518	250	161	72	5	10	1	1
Less than Php10,957	187	88	50	30	1	6	1	-
Php 10,958 – Php 21,194	212	100	68	27	1	3	-	1
Php 21,195 – Php 43,828	62	36	23	9	3	1	-	-
Php 43,829 – Php 76,669	26	16	12	4	-	-	-	-
Php 76,670 – Php 131,484	4	4	4	-	-	-	-	-
Php 131,485 – Php 219,140	3	1	1	-	-	-	-	-
More than Php 219,141	2	1	1	-	-	-	-	-
Pension	5	1	1	1	-	-	-	-
No Income	17	3	2	1	-	-	-	-

Table 7. PCSO Players' Self-Assessment of Playing Behavior by Monthly Income Group, Philippines: 2025

Gross Monthly Income Group	Total Number of Players	PCSO Players' Self-Assessment of Playing Behavior				
		Urge to Play as Frequently as Possible	Escape Personal and Emotional Problem	Negative Impact on Finances	Affected Personal Relationship	Affected Work or Other Daily Responsibilities
All Gross Monthly Income Group	518	242	82	45	18	13
Less than Php10,957	187	90	30	18	7	6
Php 10,958 – Php 21,194	212	105	36	15	8	5
Php 21,195 – Php 43,828	62	24	8	7	1	-
Php 43,829 – Php 76,669	26	13	4	2	1	-
Php 76,670 – Php 131,484	4	1	1	2	-	2
Php 131,485 – Php 219,140	3	-	-	-	-	-
More than Php 219,141	2	-	1	-	-	-
Pension	5	3	-	1	1	-
No Income	17	6	2	-	-	-

Table 8. PCSO Players' Awareness of Responsible Gaming by Monthly Income Group, Philippines: 2025

Monthly Income Group	Total Number of Players	PCSO Players' Awareness of Responsible Gaming				
		Aware of RG Messages, Advertisement and Campaigns		Responsible Gaming Important for PCSO Players	PCSO Should Do More Promote Responsible Gaming	Show Signs of Addiction and Know How and Where to Seek Help
		PCSO Players Heard of Any RG Messages, Advertisement and Campaigns	PCSO Players Help to Control Playing Activities			
All Monthly Income Group	518	427	398	494	473	318
Less than Php10,957	187	153	137	175	166	107
Php 10,958 – Php 21,194	212	177	168	204	194	138
Php 21,195 – Php 43,828	62	51	50	3	56	42
Php 43,829 – Php 76,669	26	22	22	59	26	15
Php 76,670 – Php 131,484	4	3	3	26	4	1
Php 131,485 – Php 219,140	3	3	2	4	3	2
More than Php 219,141	2	2	2	2	2	2
Pension	5	3	3	5	5	3
No Income	17	13	11	16	17	8