

Trek, San Francisco 

REPORT

The State of Hourly Work

An intimate look at what's driving the hourly workforce of today

Table of Contents

Executive Summary	3
Methodology	3
The Global State of Hourly Workers	4
The US State of Hourly Workers	5
Job Satisfaction	6
Managers Are More Supportive Today	7
More Workers Feel Listened to Today	7
Job Satisfaction Might Be Influenced by the Nation You Live In	8
Majority of Workers Plan to Remain in Their Current Roles	9
Focusing on Well-being, Role Clarity, and Recognition	10
Better Pay Is a Major Motivator for Changing Jobs	11
Workers Prioritize Leadership Training and Skill Development	12
Cost of Living, Multiple Jobs & The Impact of Tech	13
Employers Are Still Struggling to Hire Enough Workers	14
Rising Trend of Multiple Jobs Amidst Cost of Living Crisis	15
AI Will Continue to Impact the World of Work	16
Inflation and Rising Costs Are Impacting Workers' Wallets	17
Workplace Compliance	18
The Pursuit of More Predictable and Stable Schedules	19

Executive Summary

The insights from Deputy's 2023 State of Hourly Work Survey highlight the nuanced feelings of hourly workers about their jobs and their aspirations for the future.

Looking ahead, these workers anticipate job changes due to inflation, costs, and technology. To retain and attract staff, and create a better work environment, employers must focus on key drivers: pay, growth, flexibility, health coverage, and more.

The survey is based on responses from 3,809 hourly workers from the United States, Australia, New Zealand, and the United Kingdom across retail, healthcare and hospitality sectors.



Methodology

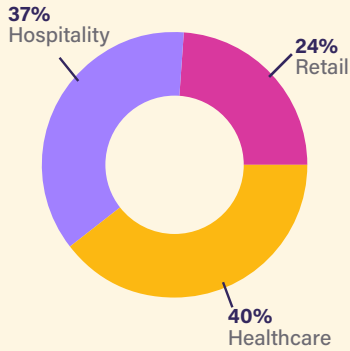
Deputy partners with market research firm Dimensional Research to conduct its global State of Hourly Work Survey annually. This survey was conducted between May 26 to June 26, 2023. Half of the respondents were Deputy users, and the other half were not.

Participants were invited to participate in an online survey. A variety of questions were asked on topics including job satisfaction, scheduling practices, wages, well-being, and technology in the workplace.

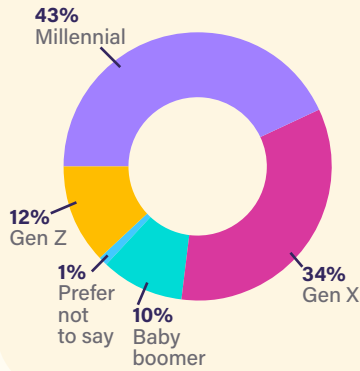
The primary goal was to capture insights from this community of workers to understand trends and better understand their work-life experiences and overall job satisfaction.

The Global State of Hourly Workers

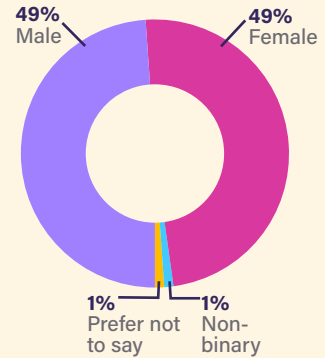
Industry



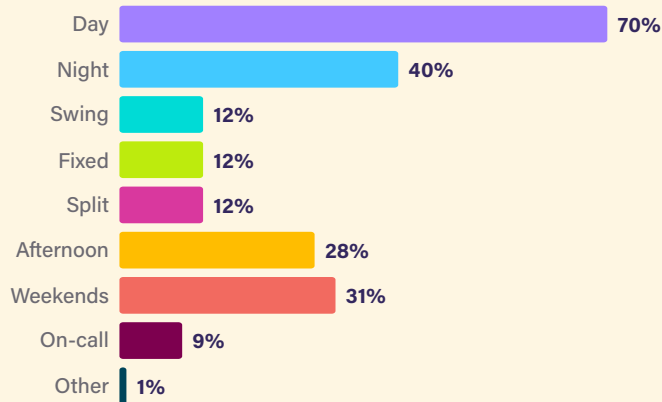
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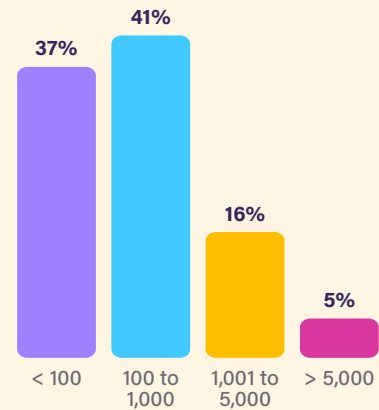
Gender



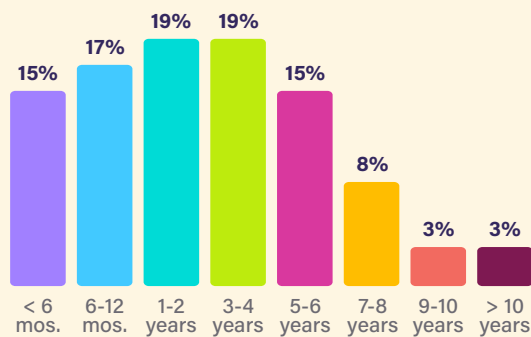
Type of Shifts



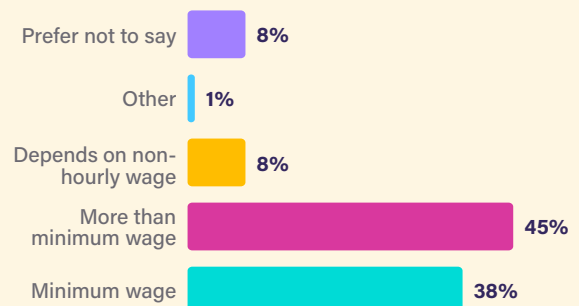
Size of Workplace



Current Tenure

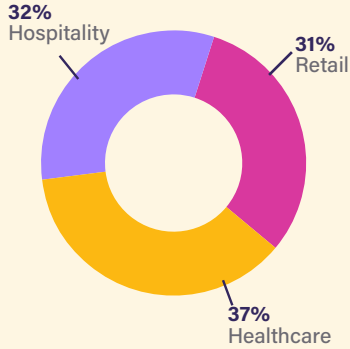


Income

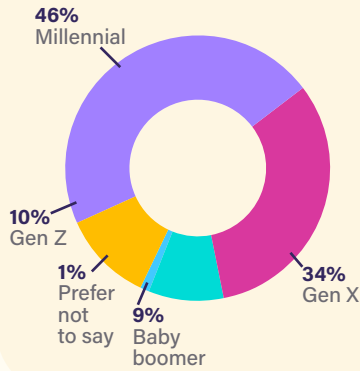


The US State of Hourly Workers

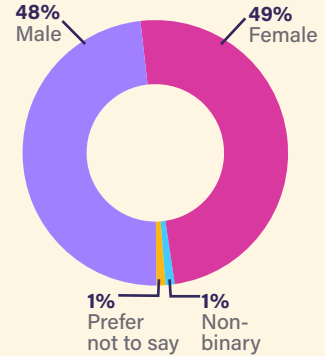
Industry



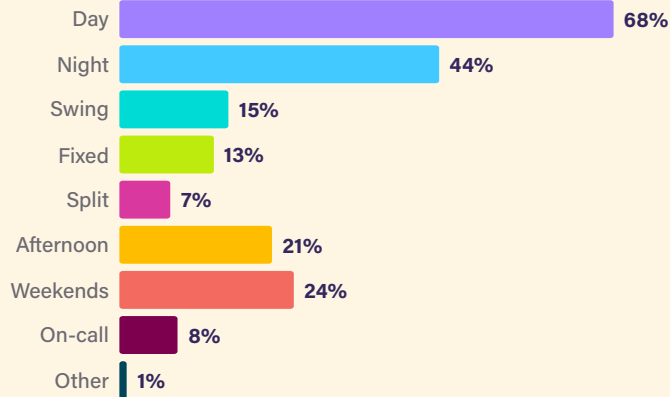
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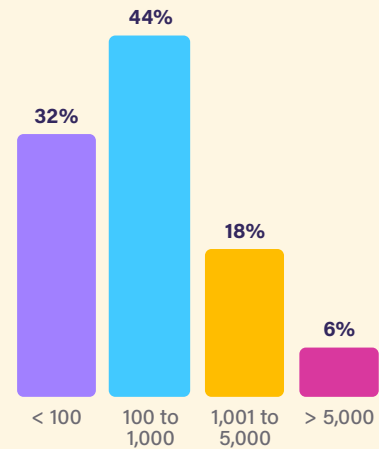
Gender



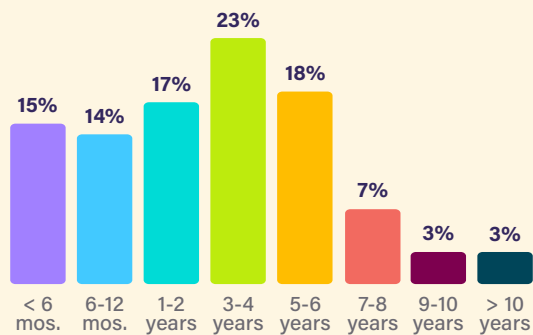
Type of Shifts



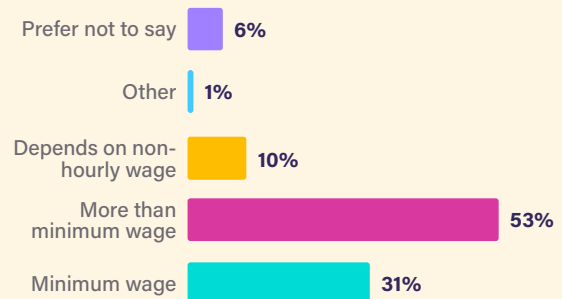
Size of Workplace



Current Tenure



Income



01

Job Satisfaction



Managers Are More Supportive Today Than in Previous Years

69%

say their manager is consistently supportive

27%

feel their manager is supportive occasionally

4%

say they never feel supported by their manager

Across all regions, manager support for hourly workers fluctuated between 2020 and 2021 but showed signs of improvement in 2023. The uncertainty around business decline and the gradual journey toward recovery for business owners and their workplaces after the pandemic likely contributed to these sentiments.

More Workers Feel Listened to Today Than They Did A Year Ago

44%

felt their voices were always heard at work

29%

most of the time felt heard at work

16%

occasionally felt heard at work

7%

rarely felt heard at work

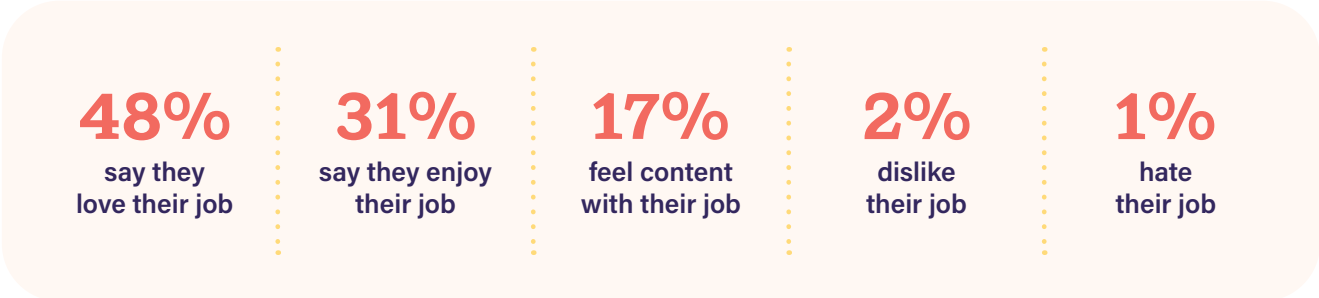
3%

never felt heard at work

Hourly workers' ability to voice opinions and provide honest feedback at work saw a positive trend in all regions from 2021 to 2023. In the US, the percentage who felt they could always voice their opinions increased from 33% to 44%. A similar trend was observed in the UK, with an increase from 26% to 36%. In ANZ, this figure increased from 31% in 2021 to 38% in 2023. Such increases can be attributed to two key factors: a general sense of professional growth by managers during the pandemic and a sense of empowerment from a tight labor market.

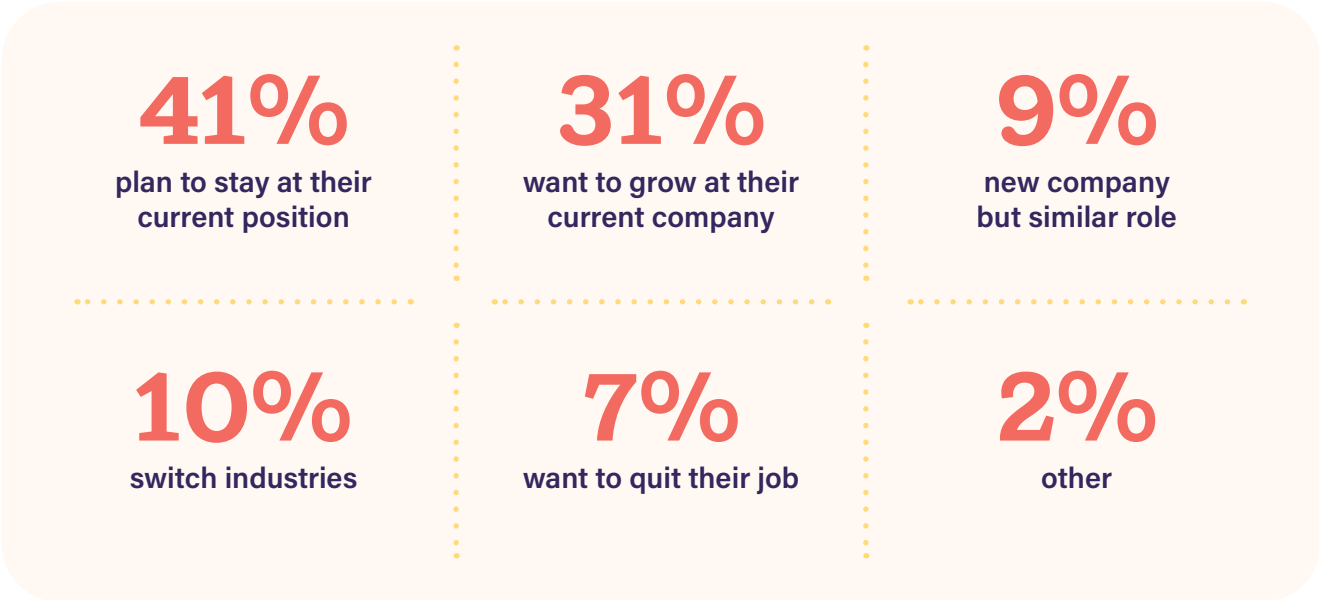
Job Satisfaction Might be Influenced by the Nation You Live In

When probing into job satisfaction, responses appear to be relatively consistent across regions. The majority of respondents in each region fall into the "I love my job" category, with the US reporting the highest percentage at 48%, compared to 37% in ANZ, and 43% in the UK.



Majority of Workers Plan to Remain in Their Current Roles

When considering future plans, a noteworthy trend emerges: hourly workers across all regions tend to desire to stay in their current positions. ANZ leads with 49%, while the UK and the US follow with 43% and 41%, respectively. The aspiration to move up within the current company is prevalent, with the US having the highest percentage at 31%, while the UK follows with 26%, and ANZ reports 23%.



Focusing on Well-Being, Role Clarity, and Recognition Creates Positivity

Across regions, a culture of trust, openness, and compassion is highly valued, with 39% consistently choosing this option. Similarly, the desire for employee well-being initiatives and clear role definitions is shared among hourly workers in all regions, emphasizing supportive work environments. Notably, the desire for recognition and value stands out in ANZ with 50%, while the UK and US are close behind at 46% and 47%, respectively.

47%

being valued and recognised for contribution

39%

culture of trust, openness, and compassion

39%

a focus on employee well-being

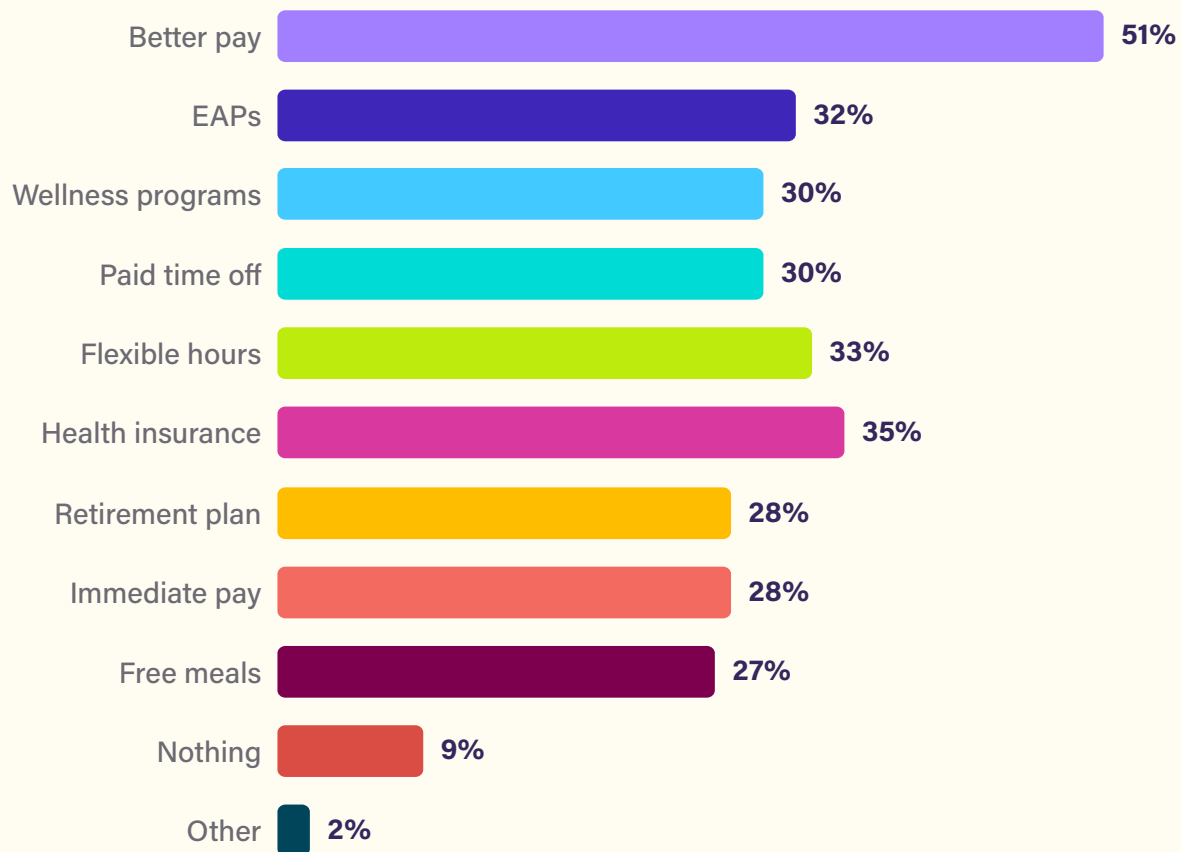


Better Pay Is a Major Motivator for Changing Jobs Across Regions

Across regions, motivation to change jobs is largely driven by better pay, highlighting the substantial influence of financial incentives on job change decisions.

In the US, 51% expressed better pay as a strong motivator. Additionally, 30% are motivated by well-being programs, such as gym memberships, while 32% are motivated by Employee Assistance Programs, indicating a need for comprehensive mental health support.

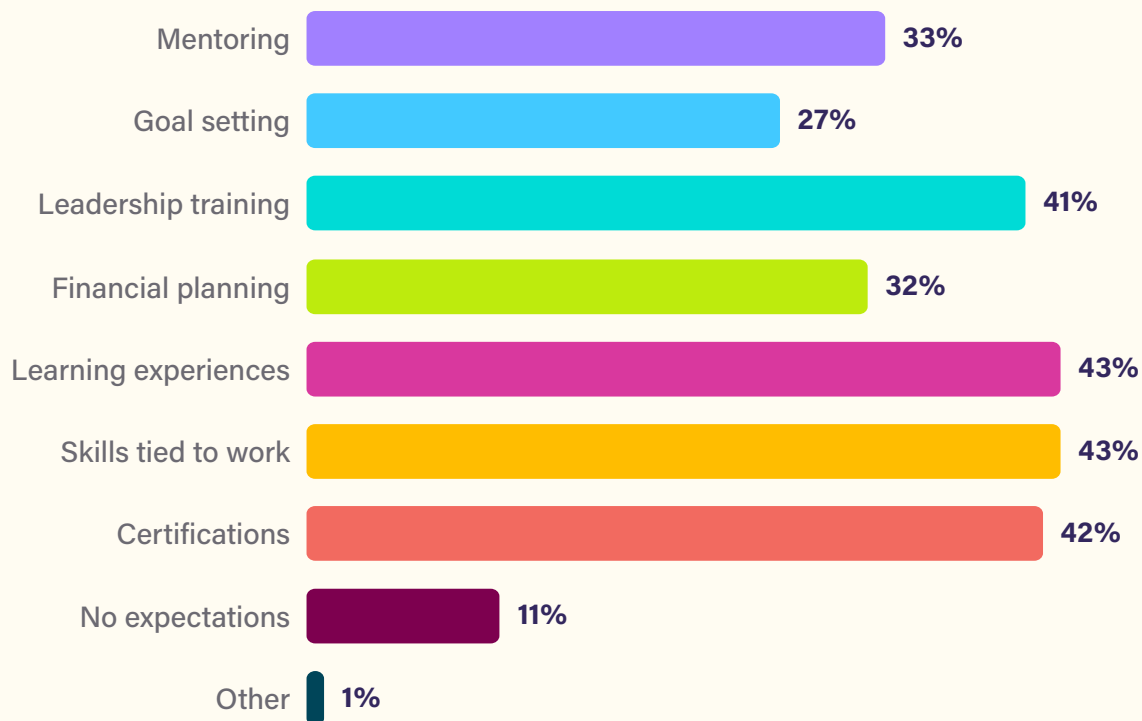
Benefits that motivate workers to change jobs



Workers Prioritize Leadership Training and Skill Development

Leadership training and learning experiences directly tied to work are strong themes across all regions, indicating a drive for skill enhancement and growth. The US and UK demonstrate the highest interest in professional certifications at 42%, while ANZ report 38%. Workers crave learning a mix of operational skills like budgeting and money management and people-focused soft skills like leadership and emotional intelligence.

Opportunities workers would like employers to offer



02

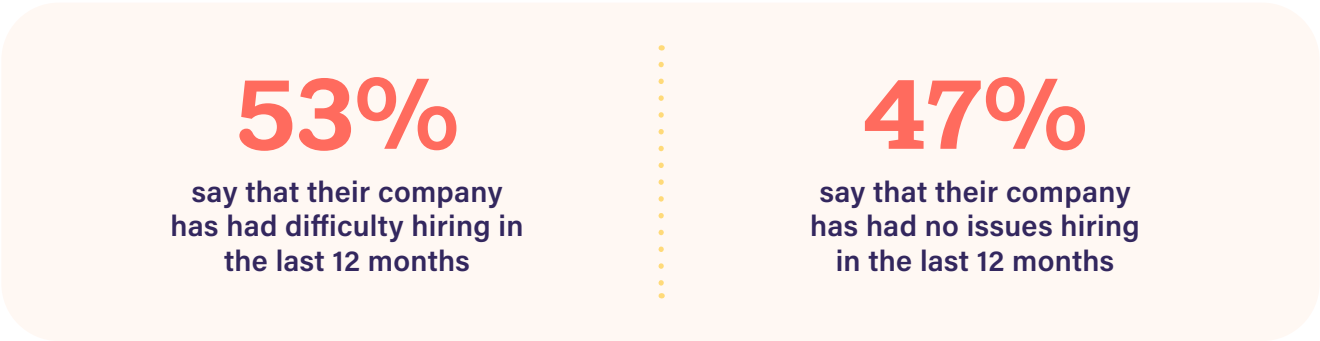
Cost of Living, Multiple Jobs and the Impact of Tech



Employers Are Still Struggling to Hire Enough Workers

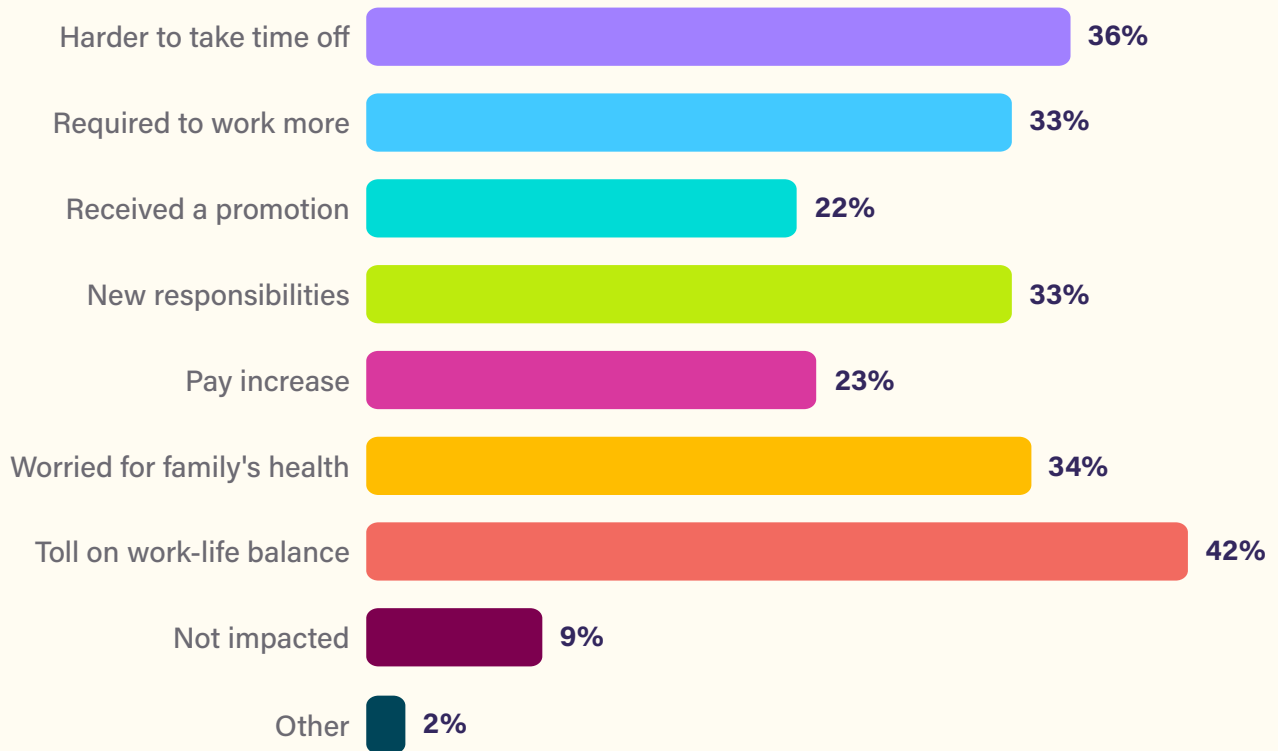
Companies worldwide faced challenges in hiring during both 2021 (56%) and 2023 (47%), affecting various aspects of hourly workers' lives, such as work/life balance, time off, and workloads.

Nearly half of the respondents (47%) state that their companies have experienced difficulty in hiring in the last 12 months. This struggle to find suitable candidates affects various aspects of the workplace. For example, some employees are required to work more shifts (35%) or take on additional responsibilities (29%) due to staff shortages, impacting their work-life balance (38%).



**Numbers are based on US respondents*

How workers are impacted by inability to hire



Rising Trend of Multiple Jobs Amidst Cost of Living Crisis

Due to increased cost-of-living expenses, 30% of respondents report that their employers have not offered any additional benefits. However, some companies are responding to these changes by providing access to free mental health or stress programs (24%) and financial education opportunities (24%), which can help alleviate some financial pressures for their employees.

The majority of respondents (78%) have only one job with a single employer. However, a substantial proportion of respondents (18%) juggle two jobs with two different employers. A smaller percentage of individuals (3%) are managing three employers, and just 1% of respondents handle four or more jobs with multiple employers.

AI Will Continue to Impact the World of Work

Globally, 34% of hourly workers strongly agree that their jobs will undergo significant changes over the next two years due to the integration of new technology and AI. It is evident that a substantial portion of the global hourly workforce recognizes the inevitability of technological advancements shaping their roles.

In the US, 41% of hourly workers strongly agree that their jobs will undergo significant changes due to technology and AI in the next two years. An additional 33% agree somewhat, displaying a high degree of awareness regarding technological shifts.

41%
strongly agree
jobs will change

33%
somewhat agree
jobs will change

12%
express mild
disagreement

14%
strongly
disagree



Inflation and Rising Costs Are Impacting Workers' Wallets

A significant number of hourly workers across regions reported that their pay did not fully keep up with inflation and rising living costs. Many respondents felt that they were only able to cover their living expenses without any extra funds left over. As a result of increasing living expenses, some employers started offering additional benefits, such as free mental health programs and financial education opportunities.

In the US, 28% of hourly workers reported that their pay increased faster than inflation, 27% stated that their pay increased in line with inflation, 22% said their pay increased but did not keep up with inflation, 21% reported that their pay remained unchanged, and 1% experienced a pay decrease.



A notable percentage of hourly workers, including Gen Z (24%) and Baby Boomers (27%), revealed that their pay is insufficient to meet their current living expenses, potentially leading to financial strain. Almost half of the hourly workers, including Gen X (51%) and Baby Boomers (50%), indicated that they can manage their living expenses but do not have any money left for savings or discretionary spending.

A significant portion of hourly workers, particularly Millennials (31%), stated that they can cover their living expenses comfortably and still have some money left, allowing for saving or spending on other items.

03

Workplace Compliance



The Pursuit of More Predictable and Stable Schedules

Fair Workweek legislation is a vital initiative that seeks to bring more predictable and stable schedules, as well as increased access to full-time employment for hourly workers in the US. The survey indicated that a majority of hourly workers believed that Fair Workweek regulations would be beneficial for their work environment. However, there was also a notable portion of respondents who were unaware of such regulations.

60%

feel Fair Workweek would help improve their workplace

37%

say it might help improve their work environment a bit

3%

believed it wouldn't help at all

Half of the respondents (50%) report that their employers adopted Fair Workweek policies due to city or state mandates. Moreover, 13% of companies voluntarily implemented these policies even in the absence of any such mandate, demonstrating a proactive approach towards fostering a fair work environment.

While 40% of respondents indicate that their employers accommodate their shift preferences most of the time, there are still some who report less frequent accommodation, with 16% stating that their preferences are only occasionally or rarely met. This indicates a need for further improvement in ensuring employees' desired schedules.

Hiring challenges in the past 12 months have had varied impacts on employees. For instance, 37% feel that it has become harder to take time off, while 35% report being required to work more shifts. On the other hand, 19% received promotions due to their company's inability to hire, showing potential career growth opportunities amidst difficulties.

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