

REPORT

Shift Worker Happiness Index

Insights from the Australian shift work economy

The Shift Worker Happiness Index measures the feelings shift workers (hourly workers) from industries such as healthcare, hospitality, retail, and services have towards their work.

Tight labour markets and the rising cost of living have meant that many workers are under immense pressure. This biannual update tracks the sentiment of these workers from insights collected by Deputy's Shift Pulse* feature.

*Deputy's [Shift Pulse feature](#) helps businesses easily capture continuous feedback from employees with a simple, one-step way for teams to share how they're feeling after every shift. With these valuable insights, managers can make changes to improve the team's effectiveness and create a thriving workplace.

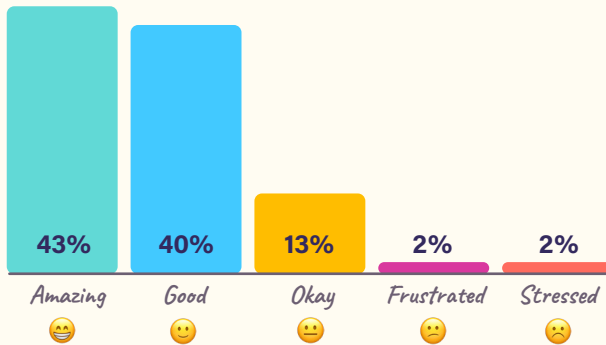
Percentages are rounded to the nearest whole number.

846,440 Shift Pulse Survey responses were analysed for this report.

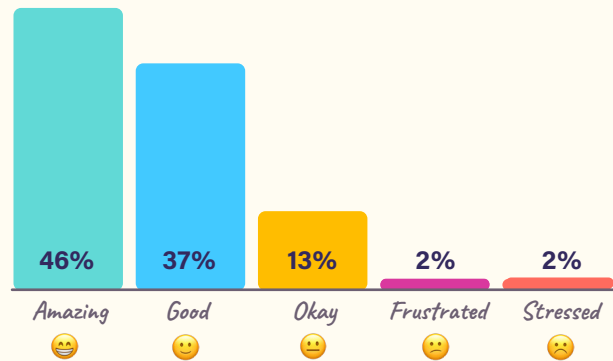
A screenshot of a mobile survey interface. At the top, the time is 12:22 and there are signal and battery icons. A red starburst logo is centered above the question: "How did you feel during your shift today?". Below the question is a subtext: "Don't worry, your response is anonymous". There are five emoji-based response options: "Amazing" (happy face), "Good" (neutral smile), "Okay" (neutral face), "Frustrated" (frowny face), and "Stressed" (frowny face with sweat drops). Below these is a text input field labeled "Tell us why (optional)". At the bottom is a blue button labeled "Send feedback". A red 'X' icon is in the top right corner of the survey area.

The happiest shift workers in Australia work in Hospitality

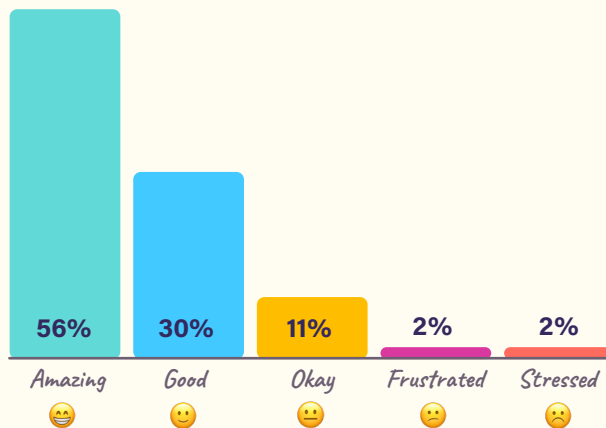
Healthcare



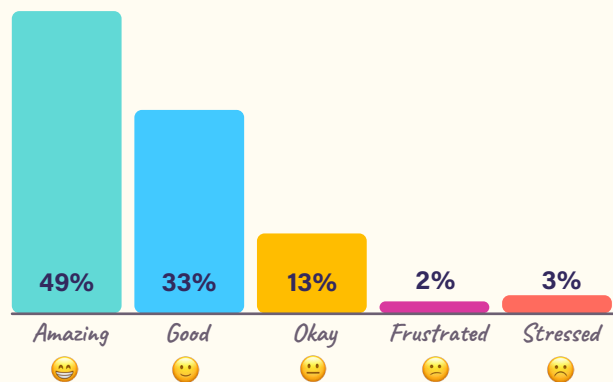
Services



Hospitality



Retail



Compared to last year, healthcare workers are in higher spirits. 40% reported they felt “good” in the first half of 2023 compared to 38% in Q4 of 2022. Similarly, 43% reported feeling “amazing” compared to 40% in Q4 2022.

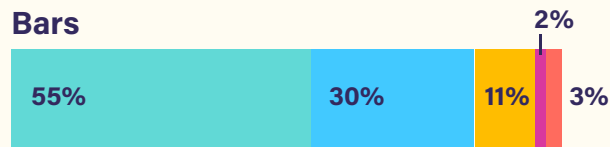
More hospitality workers felt “amazing” this first half of the year (56%) as compared to the last quarter of 2022 (53%).

The services sector saw a 3% jump in the number of workers feeling “amazing” (46%) and a 4% jump in the number of workers feeling “okay” (37%) compared to Q4 2022.

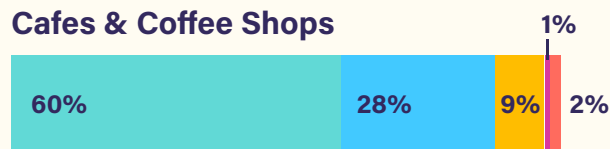
In the retail sector, happiness levels have stayed steady, with the same percentage of respondents in each category compared to Q4 2022.

Happiest Industries

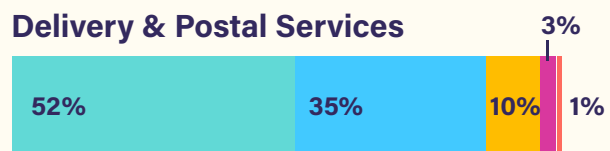
Bars



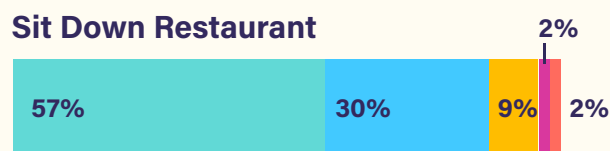
Cafes & Coffee Shops



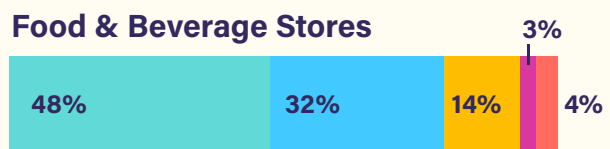
Delivery & Postal Services



Sit Down Restaurant



Food & Beverage Stores



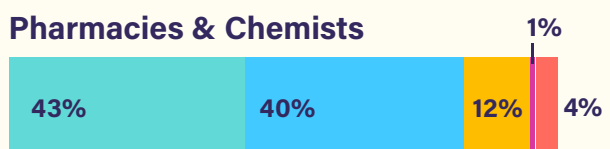
Fast Food / Cashier Restaurants



Logistic, Contribution & Freight



Pharmacies & Chemists



Logistics, Delivery & Postal Workers

In the first half of 2023, logistics, distribution, freight, delivery & postal service workers were the happiest out of all the industry sectors, with 93% and 87% indicating that they feel “amazing” or “good”.

Cafe Workers

Deputy data shows the average length of a shift at a cafe was 6.7 hours in the first half of 2023, however on average cafe workers are currently working 191 hours per month which is well above the full time equivalent.

Restaurant Workers

The average length of a shift at a restaurant was 6.6 hours in the first half of 2023, and on average workers are currently working 163 hours per month which again is slightly above full-time equivalent.

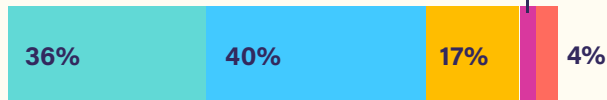
Your local cafe, sit down restaurants and delivery vans are the happiest workplaces, according to data from Deputy.

Unhappiest Industries

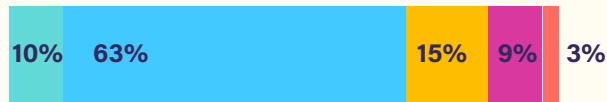
Auto, Electronics & Appliances



Call Centres



Critical & Emergency Services



Government



Retail Workers (Auto, electronics & appliances)

Auto, electronics and appliance store workers are the least happy, with 15% indicating they are “stressed” or “frustrated”. This could be due to the shifts per month in this industry sector plummeting to an average of just 4 per month compared to the 17 per month across the broader retail industry.

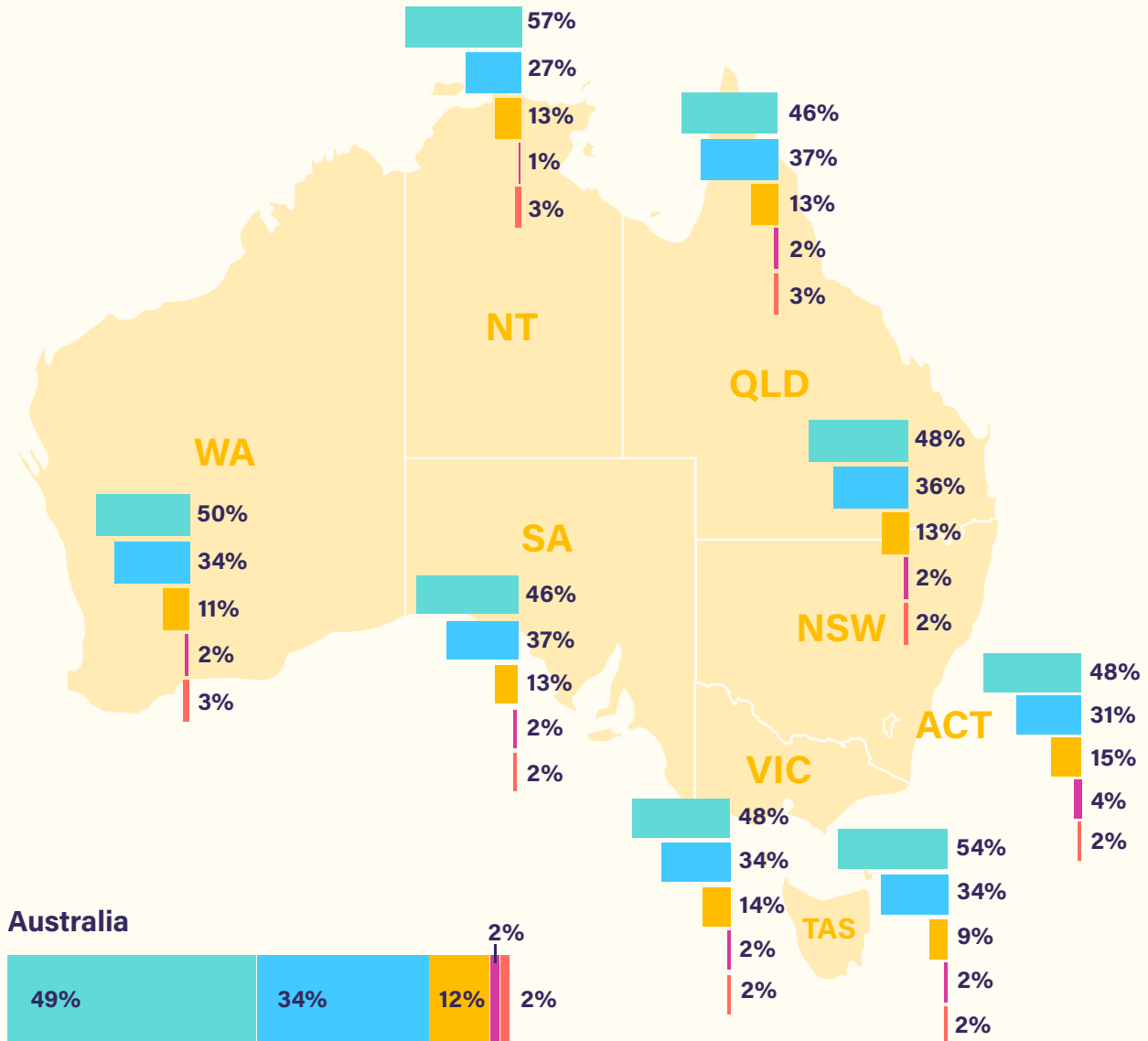
Call Centre Workers

Workers in call centres have also been experiencing their hours being cut short during their shifts, being rostered on an average of 11.9 hours per shift and only working an average of 7.3 hours per shift.

Healthcare Workers (Critical & Emergency Services)

12% of Critical & emergency services workers indicate they are “stressed” or “frustrated”. These workers have consistently worked long hours, and the situation has become worse over time. They worked 30% more hours than were initially rostered in Q1 2022 and this number has grown to 31% in the first half of 2023.

Happiest States



Overall Australian shift workers are feeling positive about their workplace with 83% stating they feel “good” or “amazing” after their shifts.

The happiest state is Tasmania with 88% of workers indicating that they feel “happy” or “amazing”, closely followed by Northern Territory with 83% of workers indicating the same.

The unhappiest state is ACT with 6%, indicating that they are “stressed” or “frustrated”, not surprising when 11% of Government workers have indicated a similar sentiment.

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