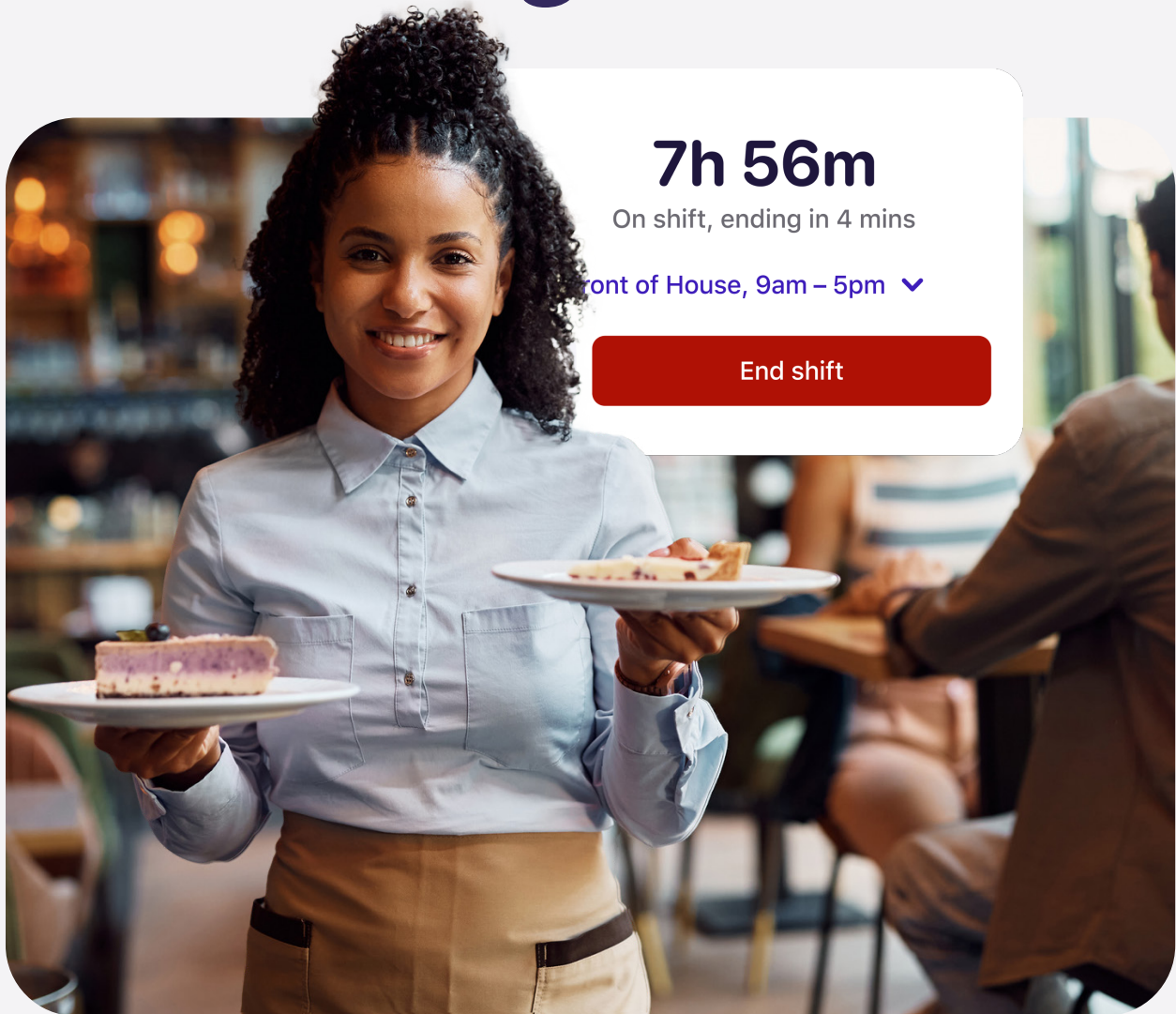


The State of Hourly Work



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Executive Summary

The 2024 State of Hourly Work report provides a detailed analysis of the trends, challenges, and opportunities facing hourly workers across the United States.

As the landscape of hourly work continues to evolve, this report delves into the impact of digital transformation and artificial intelligence, capturing the mixed feelings of workers as they face these critical changes. It also highlights the need for ongoing skill development, with a significant portion of the workforce expressing a desire for more training to advance their careers and expand opportunities in new roles and industries.

This year's findings also provide us with significant insights into employee satisfaction in the workplace, as well as the importance of managerial support, clear communication, and balancing the needs of multi-generational workplaces. Notably, the ability to provide honest performance feedback emerges as a critical component of a positive work environment, with stark differences observed based on gender, company size, and job satisfaction levels.

The report also underscores the importance of income predictability, highlighting its correlation with overall job satisfaction. There is a significant opportunity for employers to increase engagement and job satisfaction among their workers with adherence to fair work policies and predictable scheduling practices.

The findings presented in this report offer a clear snapshot of the current state of hourly work in the U.S. and serve as a call to action for employers.

By focusing on skill development, providing consistent training, and improving communication and scheduling predictability, there is significant potential for employers to create win/win outcomes.



Silvija Martincevic

Chief Executive Officer & Board Member at Deputy

02

Methodology

Deputy partnered with Dimensional Research to conduct the State of Hourly Work Survey.

This report is based on a survey of 1,002 hourly workers across the United States.

The respondents were selected to represent a diverse cross-section of the workforce, with balances in age, gender, industry, and company size. The survey data was collected through online questionnaires, ensuring participants could provide candid responses comfortably.

Hourly Workers in Australia, the United Kingdom, and the United States were invited to participate in an online survey. The survey asked various questions about job satisfaction, financial stability, and skill gaps.

The survey was conducted between June 22 and July 20, 2024. Certain questions were repeated from similar 2020, 2021, and 2023 surveys to enable trend analysis.

03

Trend-focused Data

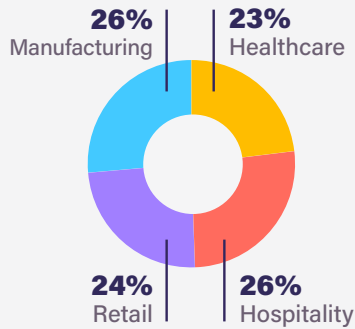
The 2024 survey methodology changed from prior years by expanding to include participants in the manufacturing industry, in addition to the healthcare, hospitality, and retail industries represented in prior years.

In a study such as this, it is important to balance the rigor of the analysis with the experience of the end reader. The best practice for a rigorous research methodology would be to exclude the manufacturing data from the 2024 survey when analyzing prior years. However, this would confuse a casual reader, as they would see two different sets of numbers for 2024.

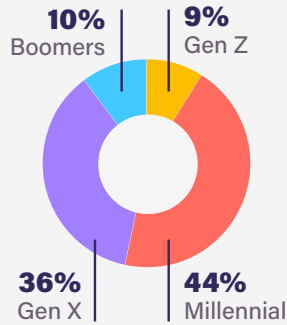
Dimensional Research analyzed the impact of including manufacturing for 2024 on year-over-year trends. When comparing the 2024 data excluding manufacturing, there was very little impact on the overall findings for the trend questions, so we are comfortable using the additional manufacturing data as-is without complex analysis for the reader.

The State of Hourly Workers in the US

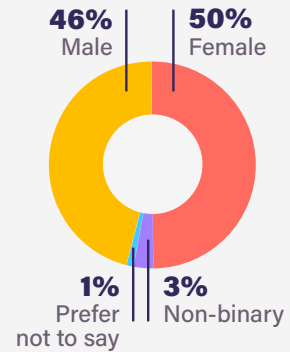
Industry



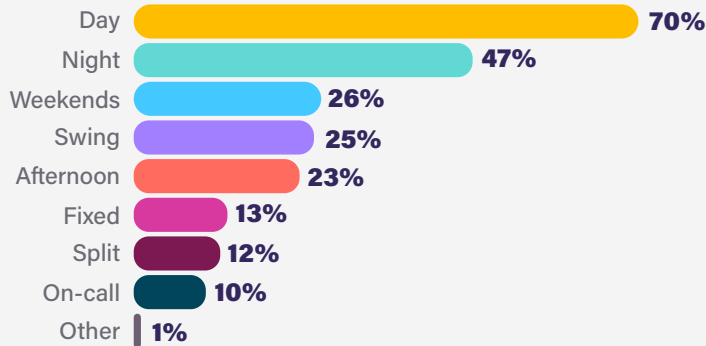
Generation



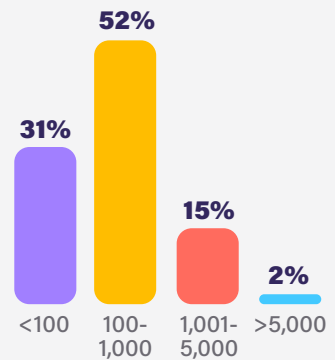
Gender



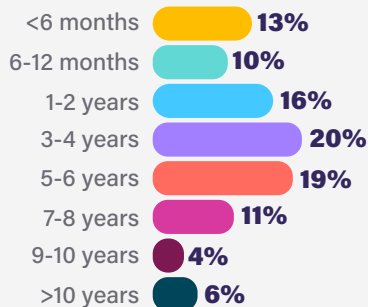
Type of Shifts



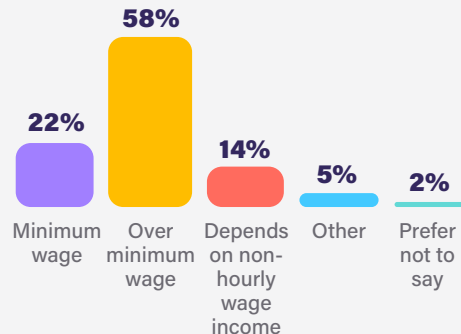
Size



Current tenure



Income



Job Satisfaction *and* Engagement



Is your direct manager supportive?



More than half (55%) of employees feel that their direct manager consistently supports them. However, 42% of employees report only occasional support, which suggests room for improvement. A small but notable 3% of employees feel they never receive support from their direct manager, which could indicate deeper issues within certain workplaces. A whopping 19% of workers who dislike or hate their jobs say they never receive support from their direct manager. And among those who love their job, 68% feel they receive support consistently from their direct manager. These findings underline the importance of continuous and dependable managerial support in enhancing employee satisfaction and engagement across the workforce.

Significant differences existed across age groups, genders, industries, company sizes, and job types, emphasizing employees' unique experiences in the workplace. Younger employees, particularly Gen Z (68%), are slightly less likely to feel consistent support than Baby Boomers (70%). Gender differences also emerge, with women (57%) reporting slightly higher levels of consistent support than men (51%).

Industry-specific insights show that employees in the healthcare and hospitality sectors feel more supported than those in the retail and manufacturing sectors.

Specifically, 59% of employees in both healthcare and hospitality consistently feel supported by their managers, whereas manufacturing employees report a lower level of consistent support at 47%. Additionally, manufacturing employees have a higher rate of occasional support (50%) and a slightly higher percentage who never feel supported (4%).

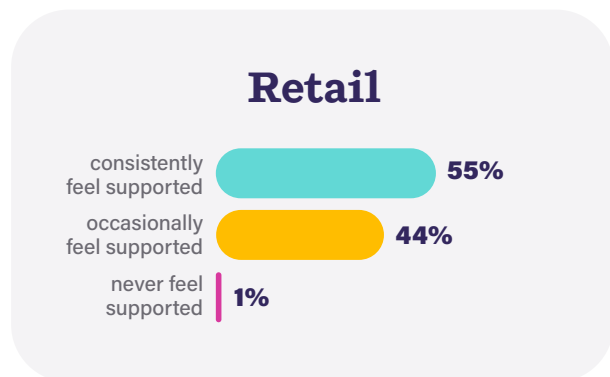
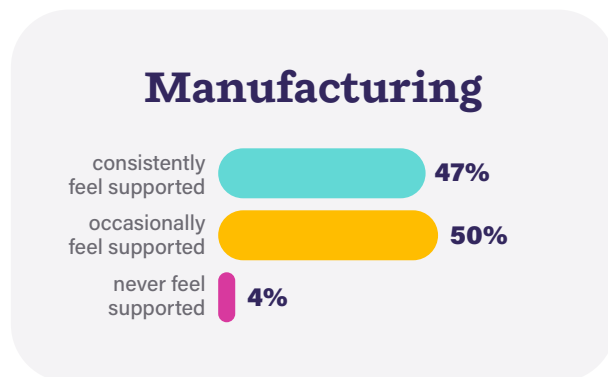
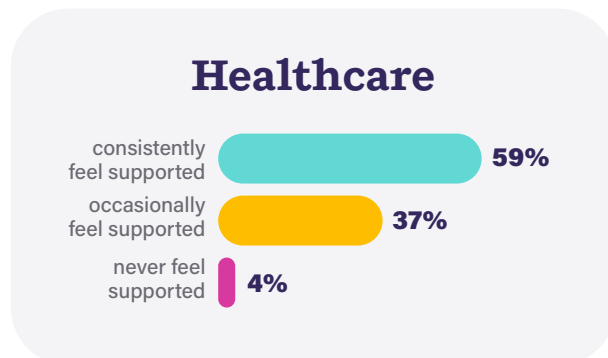
These findings indicate that while most employees feel supported, there are critical areas where improvements can be made to enhance the employee experience and foster a more inclusive and supportive work environment.

How often do you feel that you can give honest feedback at work?



Nearly all (91%) workers feel that they can give honest feedback at work, at least some of the time. But for the workers that can't, the divide is stark. Female employees say they can only give honest feedback rarely or never 2X as often as males say so (12% females; 6% males). Workers at small businesses (less than 100 employees) feel they can only voice their opinion rarely or never (15%), compared to larger businesses (6% of workers at 100-1,000 employees, 7% of workers at 1,000+ employees).

And while half (50%) of workers that love their jobs say they can always share feedback, 53% of workers that hate their jobs can only voice their opinion rarely or never. This indicates a correlation between the ability to give honest feedback at work and job satisfaction.



Nearly 40% of hourly workers in the U.S. plan to stay in their current positions. Additionally, 32% of workers aim to move up within their current company. A smaller portion of workers are considering a change, with 9% planning to switch to a similar role at a new company and 10% looking to switch industries altogether. Only 6% of workers plan to quit their job, whether to retire, return to school, or for other reasons, while 3% have other unspecified plans.

For workers who love their jobs, they are unsurprisingly intending to stay at their current position (46%) or move up at their current company (31%). And for those who dislike or hate their jobs, they're far more likely to want to switch to an entirely new industry (38%) than workers who don't hate their jobs.

What motivates them to go to work?



>>> 1% reported no motivation to go to work

Motivations around going to work every day vary significantly across different generations and industries in the U.S. workforce.

For younger employees, particularly Gen Z, the paycheck is the primary motivator, with a striking 77% of this group citing it as a motivator for working. Millennials and Gen X workers are also largely driven by their paycheck but place a greater emphasis on a good work environment and the opportunity to learn new skills. Baby Boomers, on the other hand, are more motivated by the chance to make an impact and by simply liking their work.

Industry-specific insights reveal distinct differences in what motivates employees. Workers in the healthcare sector are driven by the chance to make an impact (50%) but are the least likely to say their work is good for their mental health (28%). While those in hospitality and retail are primarily motivated by the paycheck and the work environment. In manufacturing, workers are equally likely to say they're motivated by the opportunity to learn new skills (39%) as they are to say their work is good for their mental health.



Financial Stability *and* Poly-Employment



How many jobs do hourly workers have?

73%

of U.S. workers
have only one job

21%

hold two jobs with
different employers

5%

manage three jobs across
multiple employers

>>> 1% of workers hold four or more jobs with different employers

The majority of U.S. hourly workers maintain employment with a single employer, with 73% reporting that they only have one job.

More than a quarter (27%) of workers hold two or more jobs with different employers, reflecting the increasing trend of poly-employment, where individuals juggle multiple jobs to meet financial needs or other personal goals.

61%

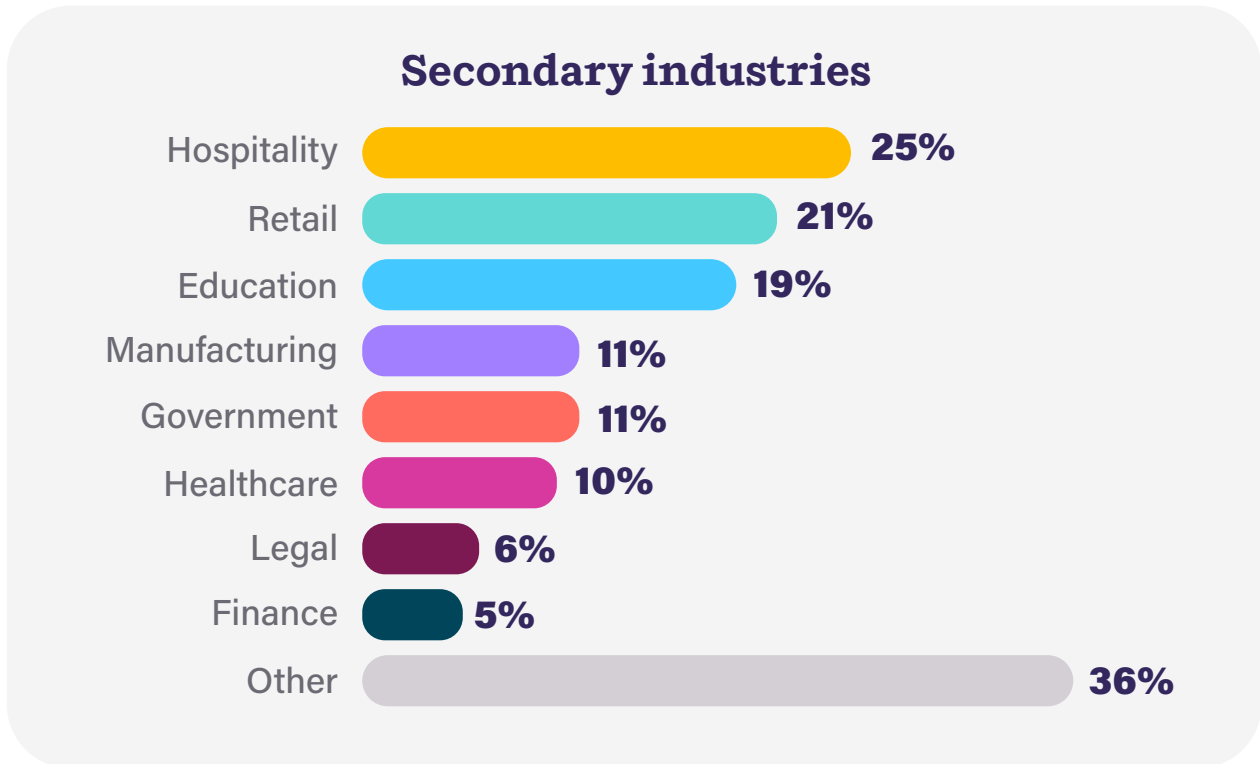
of U.S. workers with multiple
jobs work in the same industry

39%

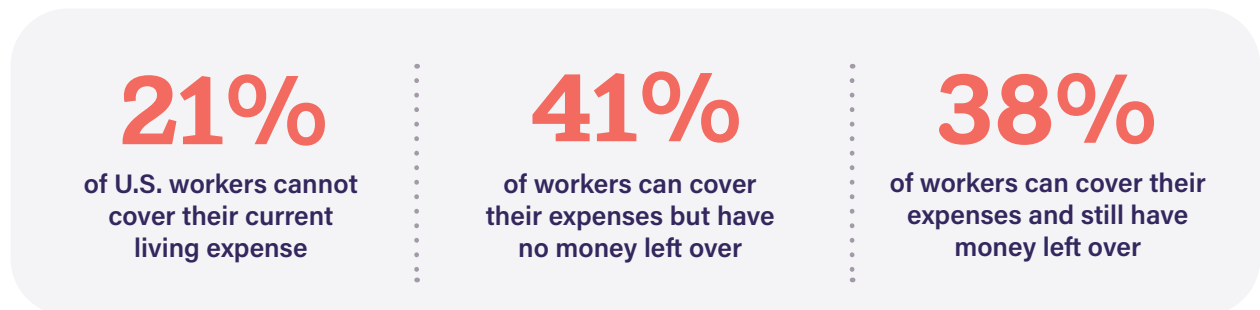
of U.S. workers with multiple jobs
work across different industries

Among U.S. hourly workers who hold multiple jobs, a majority (61%) work in the same industry for multiple employers. This trend suggests that many workers are leveraging their skills and experience within a specific industry to maximize their income or professional opportunities. However, 39% of workers with multiple jobs diversify across different industries, indicating a mix of motivations, such as seeking varied experiences, balancing job stability with flexibility, or meeting financial needs.

Which secondary industries do hourly workers engage in?



The most common additional industry that U.S. workers engage in outside their primary field is hospitality, with 25% of workers participating in this sector. Retail and education also attract a significant portion of workers, with 21% and 19% respectively.



The financial stability of U.S. hourly workers varies widely, with significant differences in how their pay supports their living expenses. Overall, 21% of workers report being unable to cover their current living expenses, indicating a significant portion of the workforce facing financial hardship. A larger group, 41%, can cover their living expenses but find themselves with no money leftover, reflecting a paycheck-to-paycheck lifestyle.

The financial situation of U.S. hourly workers has shown notable improvement from 2023 to 2024.

In 2023, 27% of workers reported being unable to cover their current living expenses, but this figure dropped to 21% in 2024. Most significantly, the proportion of workers who can cover their living expenses and still have money left over increased substantially, from 28% in 2023 to 38% in 2024. This improvement, especially notable during a period of high interest rates and rising inflation, reflects a growing segment of the hourly workforce achieving a better degree of financial security.



The majority of U.S. hourly workers experience a high level of income predictability from their work schedules, with 53% reporting that their income is "very predictable." This stability is crucial for workers whose income can vary drastically based on how many hours they worked, unlike a salaried worker who earns a set amount regardless of hours worked. Another 38% of workers describe their income as "fairly predictable," indicating that while they generally expect regular earnings, there may be some variability that affects their financial planning. However, 9% of workers find their income to be "not predictable," which can create significant challenges in managing household budgets and meeting financial goals.

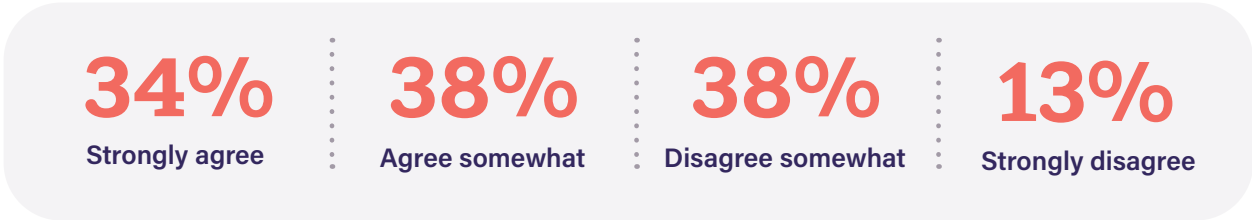
These insights suggest that while most workers enjoy a degree of income predictability, a substantial portion still faces uncertainty that could impact their financial security.

Perhaps unsurprisingly, workers who love their jobs are most likely to be able to cover their living expenses with money left over (46%), while those who dislike or hate their jobs are most likely to be unable to cover their current living expenses (39%). Further, income predictability shows stark differences across job satisfaction: Workers who love their jobs are most likely to have very predictable income (72%), while those who dislike or hate their jobs are most likely to have unpredictable income (38%). Additionally, those who love their jobs are most likely to be able to put money aside regularly for future savings (41%), while a whopping 74% of those who dislike or hate their jobs cannot save for the future, although they want to. These correlations point to a connection between financial stability and job satisfaction.

Digital Transformation, Diversity *and* AI

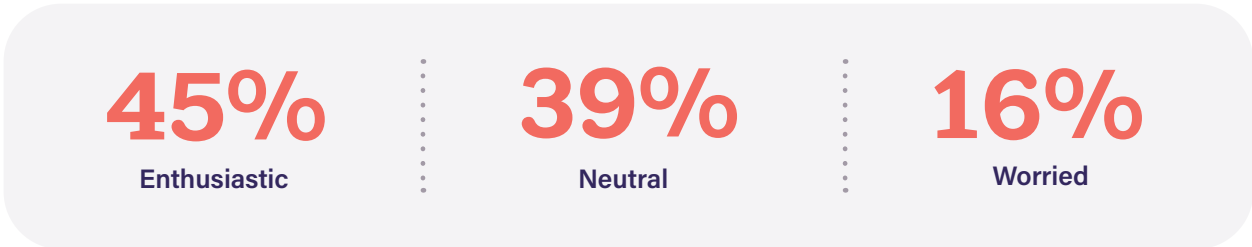


I believe that my job will change significantly due to AI (Artificial Intelligence)



There is a broad consensus among U.S. workers that their jobs will change significantly due to AI, with 72% either strongly or somewhat agreeing with this statement.

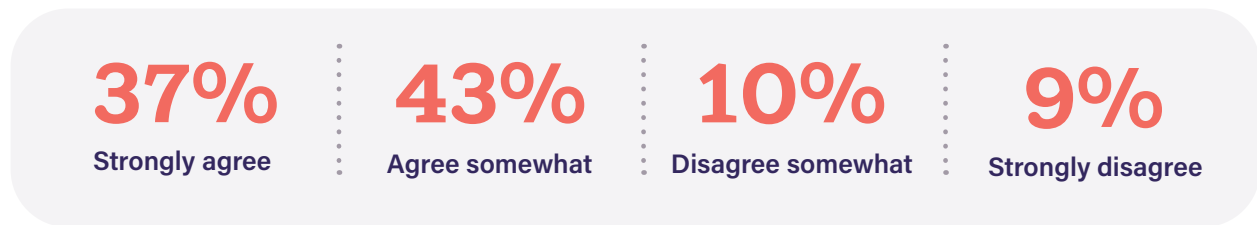
How do you feel about the potential impact of AI on your job functions?



Overall, 45% of workers are enthusiastic about AI, viewing it as a positive force, while 16% are worried about its impact. Gen Z shows the highest level of anxiety, with 33% worried and only 7% enthusiastic, likely due to their early career stages.

Millennials, in contrast, are the most optimistic, with 50% feeling enthusiastic about AI's potential to impact their careers, with Gen X as a close second (49% enthusiastic). Baby Boomers are the least worried, with 44% enthusiastic and only 9% worried, likely due to their proximity to retirement.

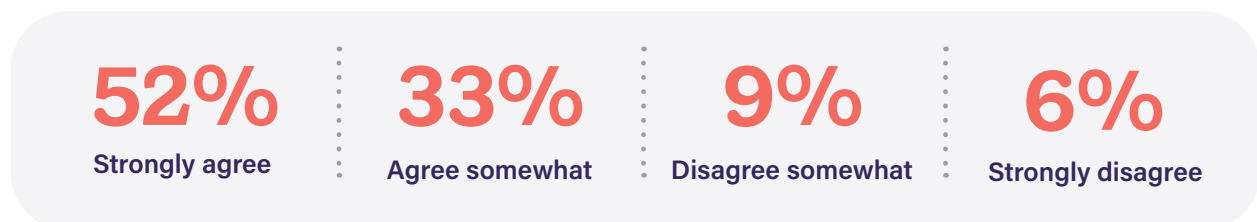
My employer should invest more in digital tools to help me do my job better



80% of U.S. workers strongly agree and agree somewhat that their employers could improve job performance by investing more in digital tools. This indicates a widespread acknowledgment of the importance of digital tools in the modern workplace.

More Millennials want more investment in digital tools at work than other generations, with 85% either strongly agreeing or somewhat agreeing that more investment is needed. Gen X is also on board, with 83% supporting the idea. Gen Z is the least supportive—40% either somewhat disagree or strongly disagree.

I prefer to work for an employer who hires people with diverse backgrounds



Diversity in the workplace is highly valued among U.S. workers, with a significant 85% agreeing, whether strongly or somewhat, that they prefer to work for employers who prioritize hiring individuals from diverse backgrounds. Women, more than men, indicated a preference to work for employers with diverse hires (86% of women agree compared to 82% of men).

Gen Z leads with 94% preferring to work for employers who hire diverse backgrounds, followed by Gen X (87% agree), and Millennials (84% agree). Nearly a quarter (23%) of Baby Boomers, on the other hand, disagree with the statement, indicating they'd prefer not to work for an employer who hires diverse backgrounds.

Skills Gaps *and* Hiring for the Next Generation



What additional skill sets do workers want to acquire to further their careers?

- 21%** believe that developing technical skills, such as proficiency in spreadsheets, databases, coding, and managing devices, will have the greatest impact on their careers.
- 19%** value industry-specific skills, like those required in nursing or accounting, as essential for career advancement.
- 17%** also see general business skills, including bookkeeping and contracts, as important for their career development.
- 17%** see team management skills as critical for their career advancement.
- 16%** of workers prioritize people skills, such as influence and interpersonal abilities, for career growth.
- 9%** of workers believe they do not need to acquire any additional skills for their career.

Nine in ten (91%) employees believe they need to acquire additional skills for their career, and more than a third (37%) are motivated by opportunities to learn new skills at work. At the top of the list of skills needed include technical skills (21%) and industry-specific skills (19%), with business skills (17%), and team management skills (17%) coming in slightly lower.



21%

receive training opportunities on a quarterly basis

20%

experience training on an ad-hoc basis, with no regular schedule

16%

report that their employers provide training on a monthly basis

13%

receive training either annually or bi-annually

10%

do not know how often their employer provides training

8%

of workers never receive any training opportunities

Tragically, just 37% of workers say their employers provide training on a monthly or quarterly basis. Eight percent of workers never receive training opportunities and 10% don't even know how often their employer provides training. Females in the workforce never receive training more than 2X that of males who never receive training (10% females vs. 4% males). More than a third (38%) of workers who dislike or hate their jobs say they never receive training, compared to only 3% of workers who love their job and never receive training.

The divide is stark, and the opportunity is massive for employers to provide more training for employees.

Legal Rights *and* Compliance



47%

know Fair Workweek legislation well

36%

have heard of Fair Workweek but do not know the details

17%

are not aware of Fair Workweek legislation

Awareness of Fair Workweek legislation, which aims to provide hourly workers with more predictable and stable schedules, is relatively high among U.S. workers. Nearly half (47%) of workers say they know it well, reflecting significant awareness of this initiative across various industries and demographics. Another 36% of workers have heard of Fair Workweek but are not familiar with the details, indicating that while awareness is widespread, there may be gaps in understanding the specifics of the legislation.

However, 17% of workers are not aware of Fair Workweek at all, suggesting that there is still a need for increased education and outreach on this topic. Digging into the data, there are certain industries and demographics where awareness is lower—for example, a third (32%) of Gen Z aren't familiar with Fair Workweek at all, and a quarter (24%) of healthcare workers aren't either.

43%

prioritize receiving advance notice of work schedules

39%

value clear expectations during the hiring process regarding where, when, and how often they are expected to work

36%

emphasize the importance of notice of available shifts and the opportunity to work up to full time.

35%

prioritize compensation for employer-initiated schedule changes after the schedule is posted.

34%

see consent and premium pay for "clopening" shifts as important

32%

value employee consent to employer-initiated schedule changes

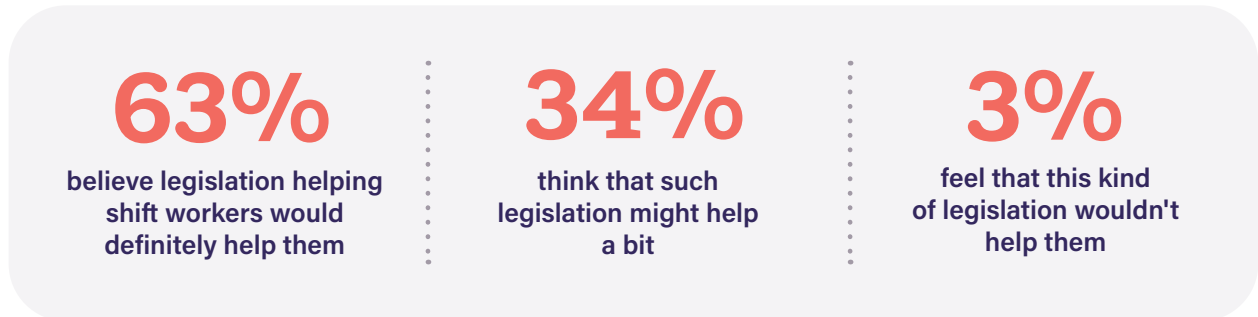
27%

consider posting notice of Fair Workweek rights in an obvious location as important

3%

of workers feel that none of these aspects are important to them

When it comes to creating a fair work environment for shift workers under Fair Workweek regulations, U.S. workers are interested in several key elements—with the most important aspect being advance notice of work schedules (43%), highlighting the value placed on predictability and planning in their work lives.



Nearly all (97%) of workers think Fair Workweek legislation is likely to help improve their work conditions, at least a bit. A significant 63% of workers think that Fair Workweek legislation would definitely improve their work conditions, reflecting strong support for measures that provide more predictable and stable schedules.

Adoption of policies designed to create a fair work environment varies among U.S. employers. A third of workers (34%) report that their employers have implemented such policies because they were mandated by city or state regulations. Another 29% of workers indicate that their employers have voluntarily adopted these policies and 11% of workers state that their employers have not adopted these policies.

Conclusion

Hourly workers in the U.S. desire more consistent and structured training opportunities to help them advance in their careers. However, access to training varies widely, with some workers receiving regular opportunities and others reporting little to no access to skill development. This gap highlights an area where employers can make a significant impact by investing in their employees' growth and development. Regarding future career growth, many workers are focused on acquiring new skills, particularly in technical and industry-specific areas. These skills are seen as crucial for staying competitive in an evolving job market.

To better support their workforce, employers can prioritize clear communication, provide regular training opportunities, and give workers the tools and resources they need to feel secure and advance in their careers. By doing this, employers can foster a more engaged, satisfied, and productive workforce.



**Thriving Workplaces in
Every Community.**

[#StateOfHourlyWork](#)

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