

REPORT

# Hourly Worker Happiness Index

Insights from the US shift work economy

**The Hourly Worker Happiness Index measures the feelings shift workers / hourly workers across key industries in the United States, such as healthcare, hospitality, retail, and services, have towards their work.**

**Labor shortages nationwide 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.

454,730 Shift Pulse Survey responses were analyzed for this report.

12:22

How did you feel during your shift today?

Don't worry, your response is anonymous

Amazing Good Okay

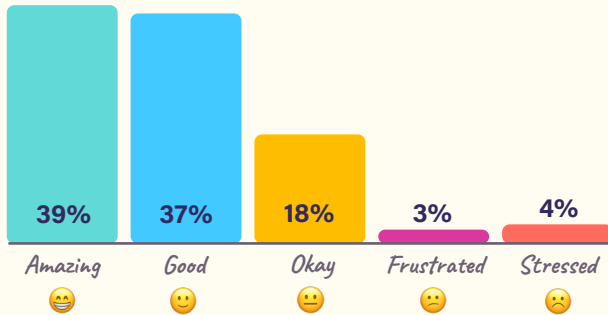
Frustrated Stressed

Tell us why (optional)

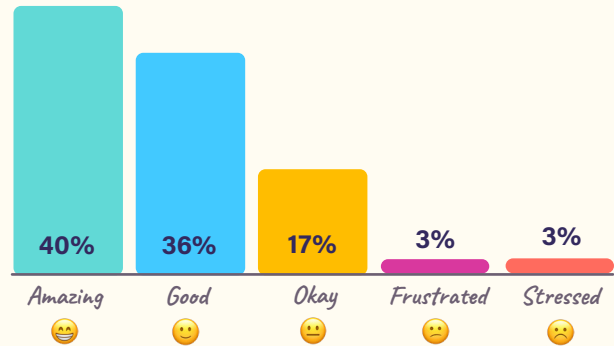
Send feedback

# The happiest hourly workers in the US work in Retail

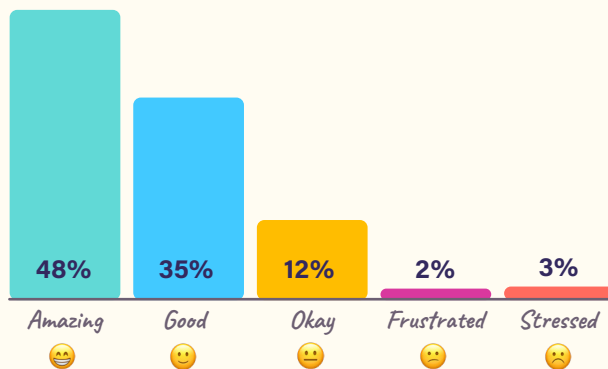
## Healthcare



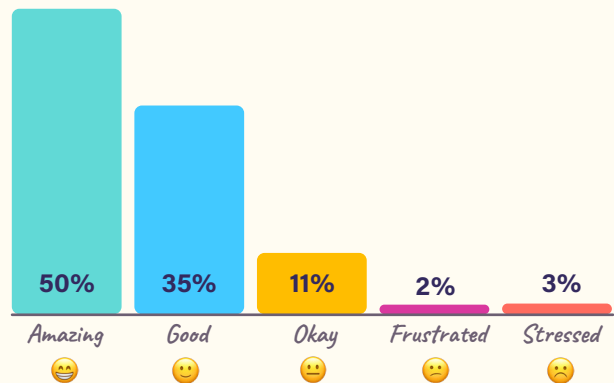
## Services



## Hospitality



## Retail



Retail workers are the happiest at work with 85% stating they felt "amazing"/"good" after their shifts.

Hospitality workers are a close second with 83% stating they felt "amazing"/"good" after their shifts.

Healthcare had the highest percentage of "stressed"/"frustrated" workers combined at 7%.

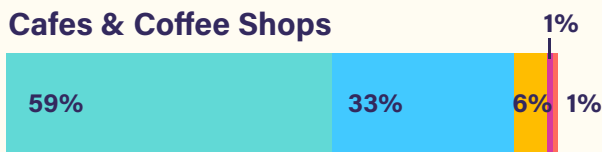
Service industry workers almost mirrored the Healthcare industry with 6% stating they were "stressed" and "frustrated" after their shifts, and 36% selecting they felt "good" after their shifts.

# Happiest Industries



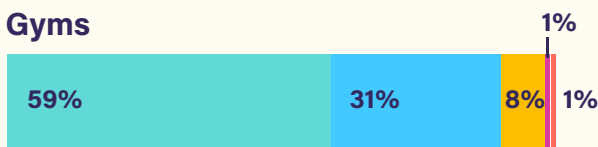
**Dental Clinic Workers**

Despite Healthcare workers being the unhappiest industry, Dentists are the happiest sector for workers by a significant margin with 96% feeling “amazing” or “good” after their shifts.



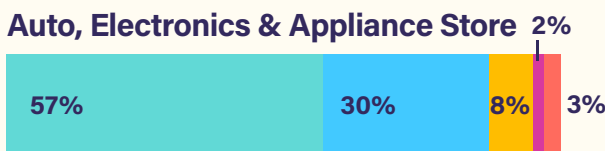
**Cafe Workers**

92% of Cafe workers say they feel “amazing” or “good” after they finish their shifts, Generation Z workers are being scheduled for the majority of the shifts in this sector.

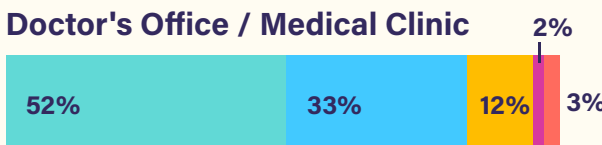
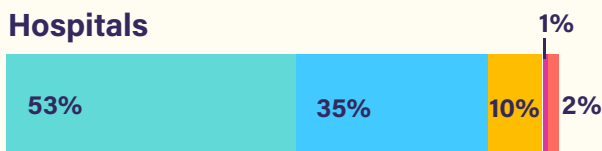


**Gym Workers**

Workers at Gyms are some of the happiest with 90% feeling “amazing” or “good” at the end of their shifts.

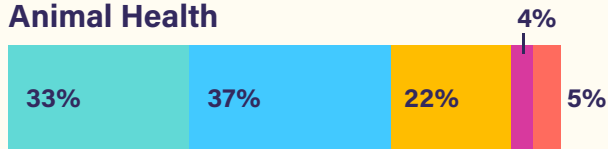


**Dental Clinics, Local Cafes, and Gyms are the happiest US workplaces, according to data from Deputy.**



# Unhappiest Industries

## Animal Health



### Animal Health Clinic Workers

Vet Clinics are experiencing nationwide staff shortages which explains why 9% of workers report feeling “stressed” and “frustrated” at the end of their shifts.

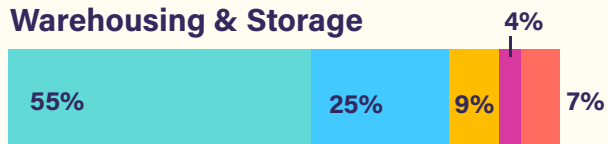
## Delivery & Postal Services



### Delivery & Postal, Logistics, Distribution & Freight Workers

Delivery & Postal workers as well as Logistics, Distribution & Freight workers are the unhappiest with 14% and 11%, respectively, saying they feel “stressed” or “frustrated” after their shifts respectively.

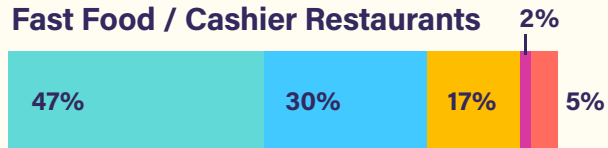
## Warehousing & Storage



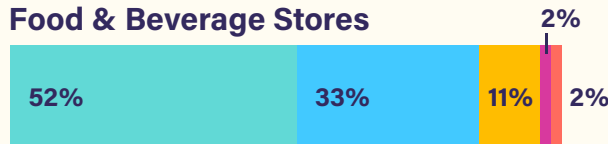
### Warehousing and Storage Workers

Warehousing and Storage staff are feeling the extra pressure that the shift to online retail has had on the sector, with 10% of workers stating they were “stressed” or “frustrated” at the end of their shifts.

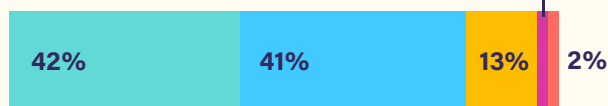
## Fast Food / Cashier Restaurants



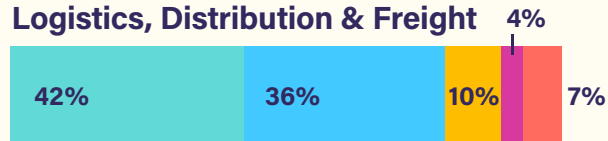
## Food & Beverage Stores



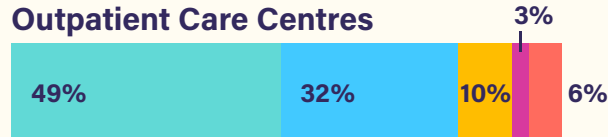
## Home, Hardware & Garden Stores



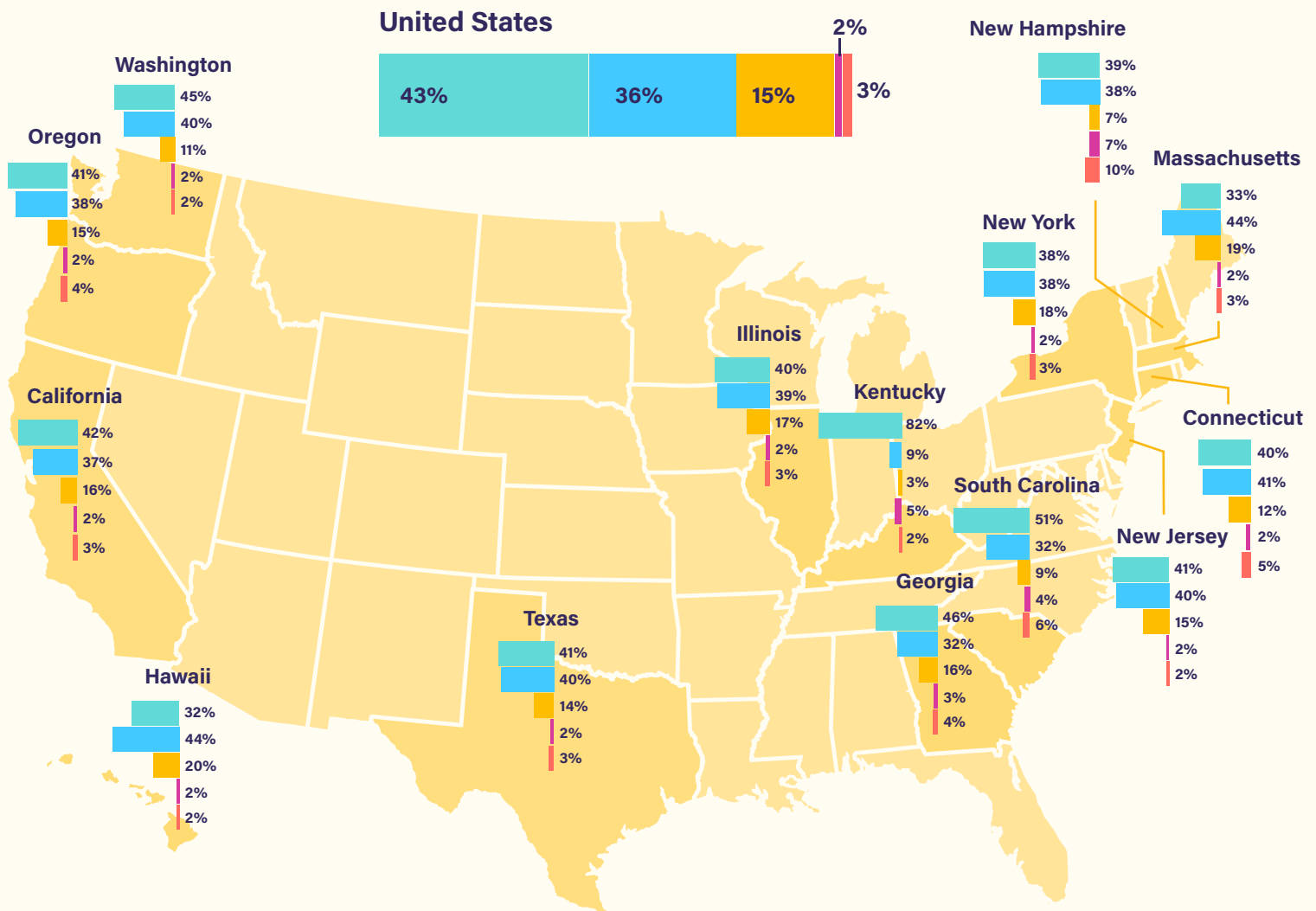
## Logistics, Distribution & Freight



## Outpatient Care Centres



# Happiest Regions



79% of US shift workers indicate they feel “amazing” / “good” after their shifts despite tough economic conditions and a tight labor market.

Kentucky recorded the highest percentage of “amazing” shifts (82%), closely followed by Rhode Island (70%).

New Hampshire is the most unhappy state for workers with 17% of its hourly workforce stating they are either “stressed” or “frustrated” after their shifts.

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