



Good



Amazing



Okay



Stressed

REPORT

Shift Pulse Report

Insights from the global people platform for hourly work

The Shift Pulse Report measures the feelings shift workers (hourly workers) across key industries in Australia such as healthcare, hospitality, retail and services have towards their work.

Labour shortages nationwide have meant that many shift workers are under immense pressure. This annual update tracks the sentiment of these workers from insights collected by Deputy's Shift Pulse* feature.

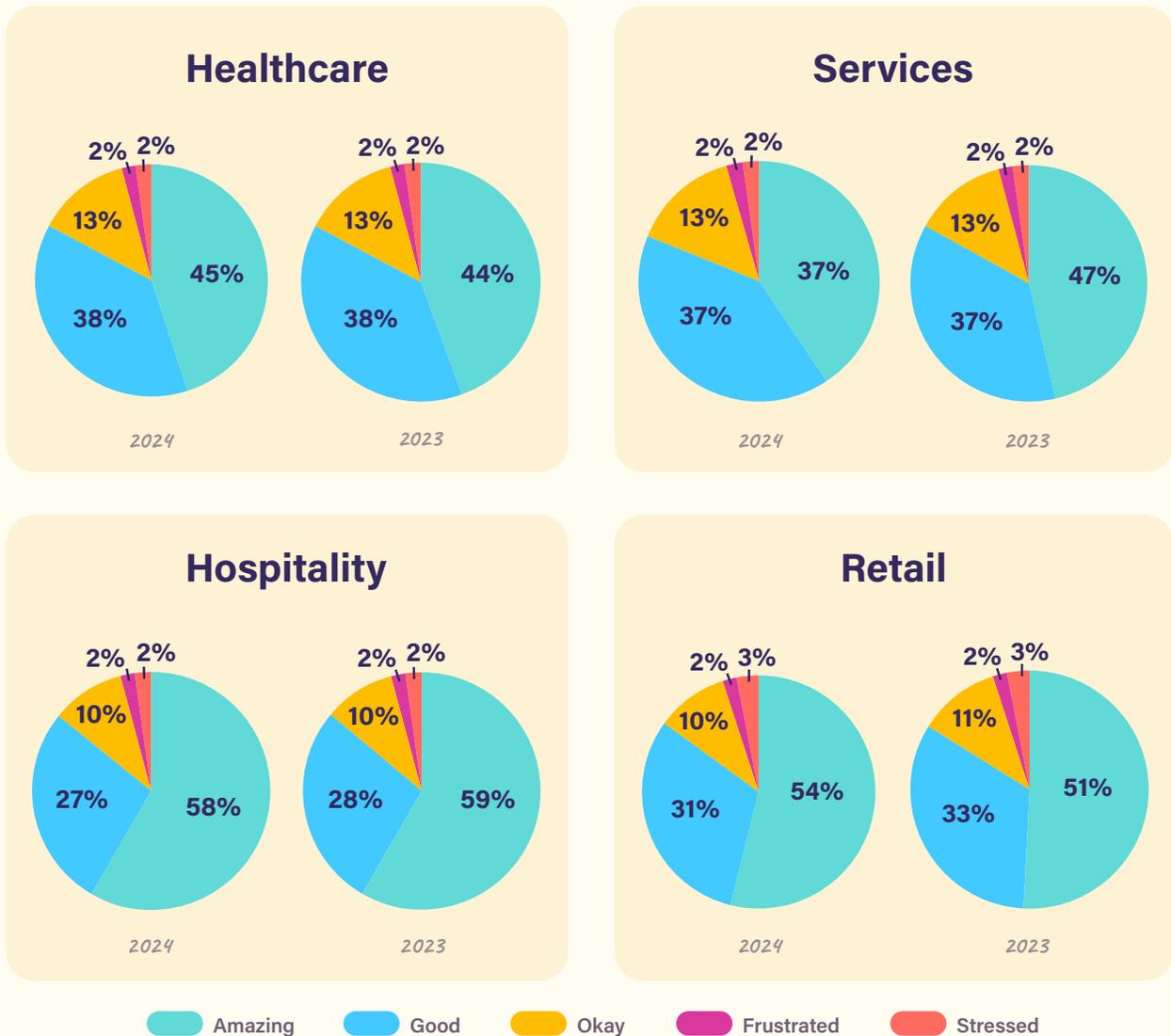
*Deputy's [Shift Pulse feature](#) helps businesses easily capture continuous feedback from employees with a simple, one-step way for teams to share how they're feeling after every shift. With these valuable insights, managers can make changes to improve the team's effectiveness and create a thriving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

Percentages are rounded to the nearest whole number.

839,000 Shift Pulse Survey responses were analysed for this report.

A screenshot of a mobile survey interface. At the top, it shows the time '12:22' and battery status. Below is the Deputy logo (a red starburst) and a close button (an 'X'). The main heading is 'How did you feel during your shift today?'. Below this is a reassuring message: 'Don't worry, your response is anonymous'. There are five response options, each with an emoji: 'Amazing' (smiling face with open eyes), 'Good' (smiling face), 'Okay' (neutral face), 'Frustrated' (frowning face), and 'Stressed' (frowning face with sweat drops). Below the options is a text input field labeled 'Tell us why (optional)'. At the bottom is a large blue button labeled 'Send feedback'.

The happiest shift workers in Australia work in Hospitality



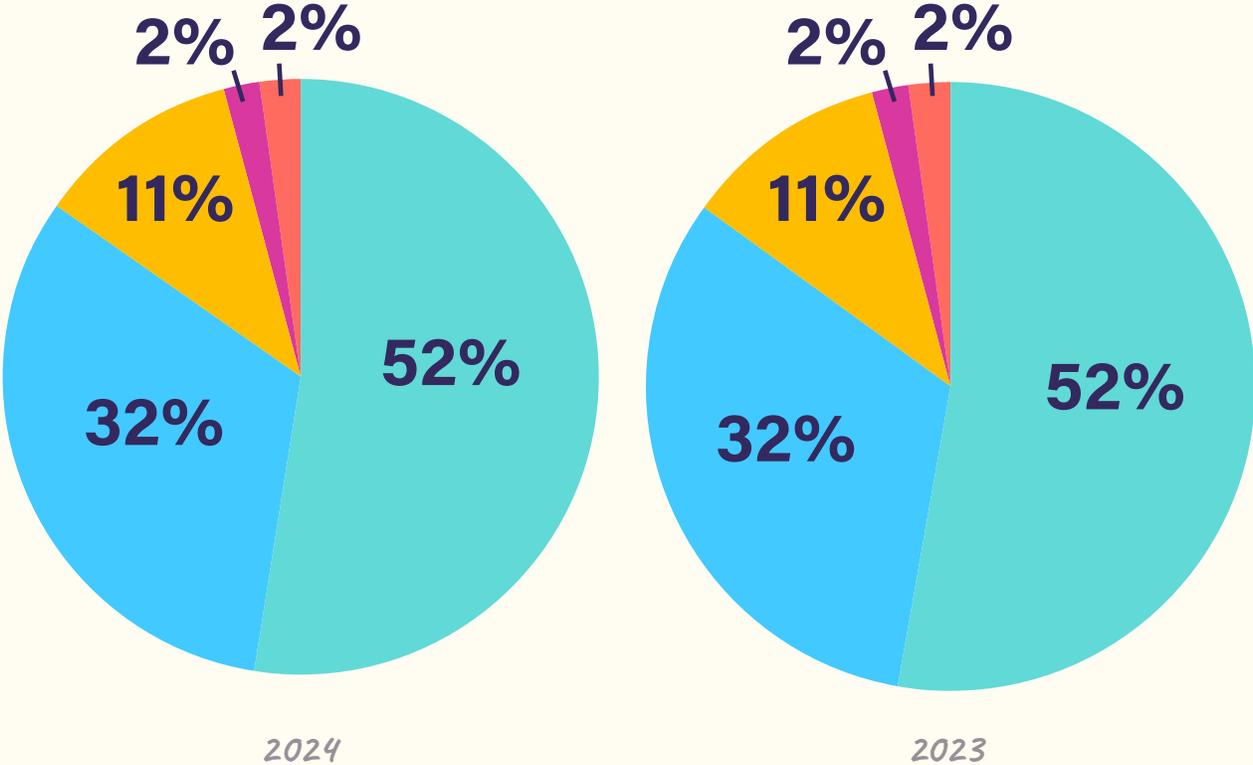
Happiest Industry - Hospitality

In both 2023 and 2024, the hospitality industry had the highest percentage of employees rating their sentiment as "amazing" with 59% and 58%, respectively. This indicates a consistently high level of job satisfaction in this sector compared to others.

Most Stressed Industry - Retail

The retail industry consistently showed the highest levels of stress, with stress and frustration percentages adding up to 5% in 2024 and 5% in 2023. This highlights a persistent challenge in job satisfaction within this sector.

Overall happiness levels in Australian shift workers



Improvement in Healthcare Sentiments

The healthcare sector showed a notable improvement in sentiments, with the combined percentage of "good" and "amazing" sentiments increasing from 82% in 2023 to 83% in 2024. This suggests a positive shift in job satisfaction among healthcare workers.

Services Sector Sees Significant Drop

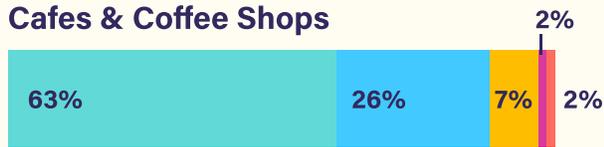
The services sector has recorded a significant drop in workers feeling "good" or "amazing", dropping 10% from 2023 to 2024.

Decrease in Stressed Employees Across Most Sectors

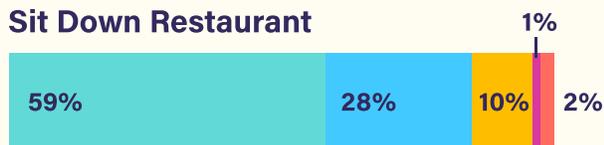
From 2023 to 2024, there was a slight decrease in the percentage of employees feeling "stressed" across most sectors, indicating a possible improvement in workplace conditions or coping mechanisms.

Happiest Industries

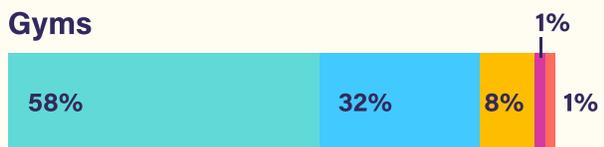
Cafes & Coffee Shops



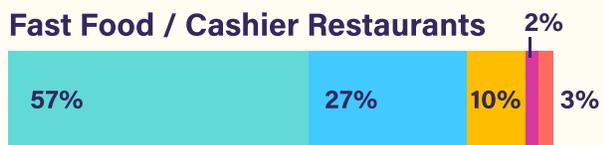
Sit Down Restaurant



Gyms



Fast Food / Cashier Restaurants



Logistics, Distribution & Freight



Childcare & Community Centres



Arts, Entertainment & Recreation



Cafes & Coffee Shops

The highest positivity is seen in cafes and coffee shops with 63% of employees feeling "amazing." This might reflect the sociable, dynamic atmosphere typically found in such settings, which can contribute to job satisfaction.

Gyms

Employees in gyms have a high level of satisfaction, with 58% reporting feeling "amazing." The health and wellness sector often provides fulfilling work that aligns with personal values and goals, enhancing job satisfaction.

Fast Food / Cashier Restaurants

Despite the fast-paced and demanding environment, 57% of employees in this sector feel "amazing." This could be influenced by team dynamics and the immediate gratification of customer service.

Resilience in Fast Food/Cashier Restaurants and Logistics

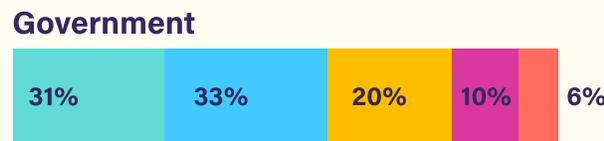
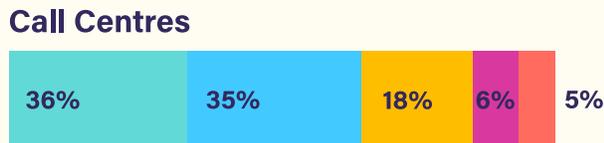
Despite the potentially high-pressure environments, employees in these sectors report surprisingly high satisfaction, perhaps indicating strong team support systems or effective management practices.

Logistics, Distribution & Freight

This sector shows a surprisingly high satisfaction rate, with 57% of employees feeling "amazing," which might be linked to the critical nature of these roles, especially highlighted during times of increased demand like the recent global events.

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

Unhappiest Industries



Government

The government sector is the most stressed and frustrated, with a combined total of 16%. This could be due to the bureaucratic environment, public scrutiny, and the complex nature of public service.

Transportation

High levels of stress and frustration are evident in the transportation industry (10%), likely exacerbated by logistical challenges, long hours, and the pressures of timely deliveries.

Auto, Electronics & Appliance Stores

With high levels of stress and frustration adding up to 11%, this sector faces significant challenges. High-pressure sales targets and customer expectations can create a tense work environment.

Call Centres

Known for their challenging working conditions, call centres have a high combined stress and frustration level of 11%. The demands of handling frequent customer grievances can be particularly taxing.

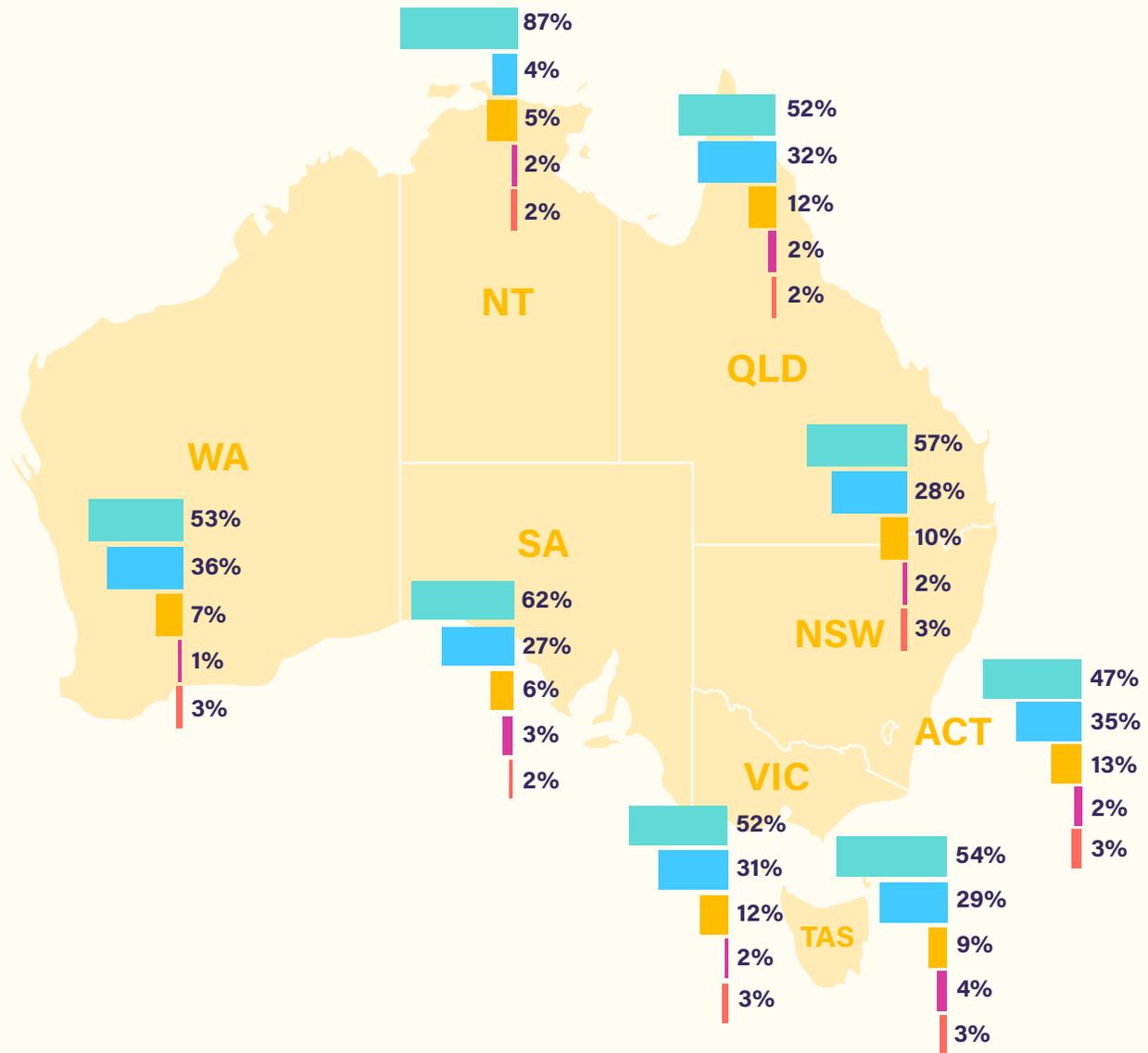
Construction

With a combined stress and frustration rate of 7%, construction workers face physical demands and deadline pressures, which contribute to their lower job satisfaction.

High Pressure in Sales and Services

Industries like auto, electronics, and appliance stores show significant challenges, likely due to competitive pressures and the demanding nature of retail sales.

Happiest States



Contrast in NT's Ratings

NT's incredibly high "amazing" rating contrasts sharply with its low stress and frustration ratings, and very low "okay" and "good" ratings, which may indicate a unique regional characteristic or smaller sample sizes skewing data.

Polarised Sentiments in SA

South Australia's workforce shows a significant divergence between high satisfaction and notable frustration, hinting at varying conditions across different sectors within the state.

Balanced Good and Amazing Ratings

States like WA and QLD not only have high "amazing" ratings but also maintain a good proportion of "good" sentiments, suggesting well-rounded satisfaction across the workforce.

5 Most Happy States

Northern Territory (NT)

Leading significantly with 87% of employees feeling "amazing," which suggests an exceptionally positive work environment, possibly due to unique local factors or smaller, community-oriented workplaces.

South Australia (SA)

High levels of positivity are evident with 62% of employees feeling "amazing," indicating a robust and satisfying work culture in this state.

New South Wales (NSW)

57% of employees report feeling "amazing," reflecting a generally positive work environment in Australia's most populous state.

Western Australia (WA)

53% of employees feel "amazing," suggesting that the work conditions in this resource-rich state are quite favorable.

Victoria (VIC)

With 52% feeling "amazing," Victoria shows strong job satisfaction, possibly supported by its diverse economy and vibrant cultural sector.

5 Least Happy States

Tasmania (TAS)

This state has the highest combined levels of stress and frustration at 7%, which may reflect economic challenges or the nature of employment sectors prevalent here.

South Australia (SA)

Despite a high "amazing" rating, SA also shows significant levels of frustration at 5%, suggesting a polarised workforce experience.

Australian Capital Territory (ACT)

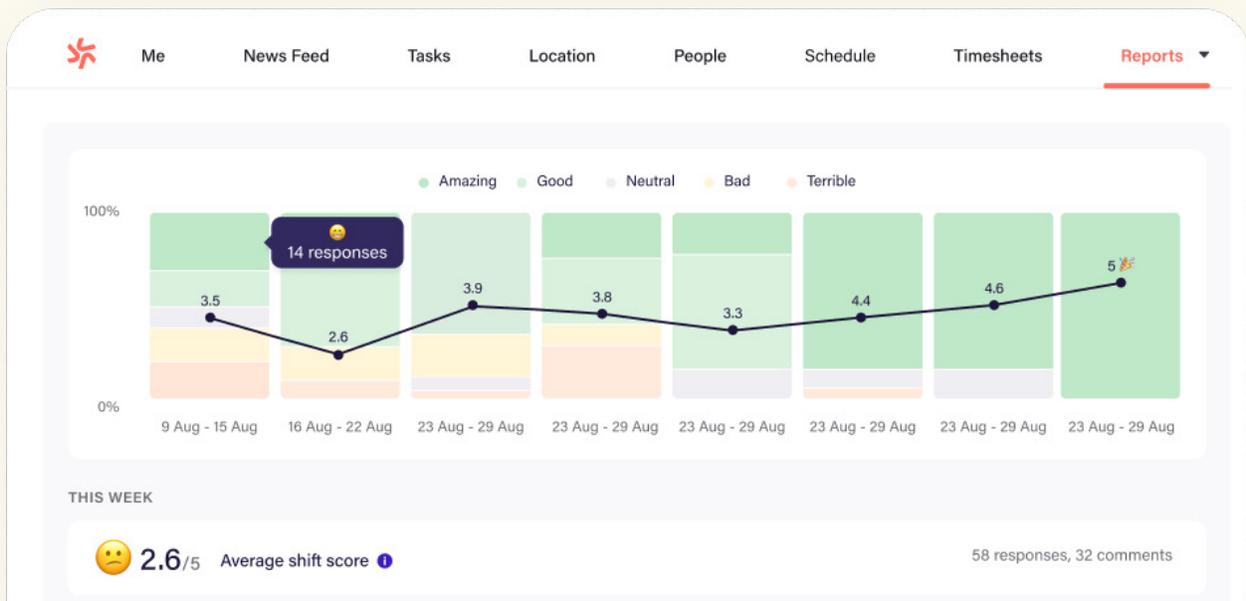
ACT reports combined stress and frustration levels at 5%, which is notable for a region characterised by government and administrative jobs.

New South Wales (NSW)

With a combined stress and frustration rating of 5%, NSW's diverse and expansive workforce includes sectors that might be more stressful.

Queensland (QLD)

Shows the lowest stress and frustration levels at 4% but a moderate stress level, balancing out to more positive sentiments overall.





**Improving the world of work,
one shift at a time.**

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