



2024 REPORT

# Shift to Equity

A Snapshot of Equality in Shifts and Hours Worked in the US

# Introduction

As the global people platform for hourly work, Deputy powers the schedules of over 1.4 million shift workers across more than 350,000 workplaces globally. This gives us unique access to insights relating to the global hourly workforce.

Deputy's Shift to Equity Snapshot Report takes a look at the current shift-equality trends across the US hourly workforce. This is especially important because the conversation around equal pay for shift workers is multi-dimensional, and one with limited research compared to salaried workers. For an hourly worker, annual pay looks different depending on the amount of hours, shifts, and overtime they clock in — even if they have an equal hourly wage to that of their coworkers.

What we are seeing is that men continue to see a greater share in hours as compared to women across the majority of hourly work sectors. We also note that many workers are switching industries, working multiple jobs, or exiting shift work entirely in search of more job security, higher wages, predictable schedules, and flexibility. On average, women work more shifts per month to make ends meet, and make up 60% of multi-job holders in the US.

Looking ahead, employer adoption of technology that is purpose-built for the needs of hourly work — with accessibility and equity front of mind — will allow employers to create truly thriving and more equitable workplaces.



**Silvija Martincevic**

*CEO at Deputy*

# Data Analysis

The Shift to Equity Report was produced by the leading scheduling software platform, Deputy, utilizing aggregated Deputy customer data. The report features a general as well as industry-focused data analysis of US shift workers across the hospitality, retail, services, and healthcare industries.

Our team analyzed 3,596,262 shifts and 23,942,460 hours worked by 64,950 shift workers to produce the insights in this report.

Industry sample sets will not add up to the overall number of shift workers due to data being analyzed from other industries not called out in the report, churn, and other events that have occurred between Jan 2022 and Dec 2023.

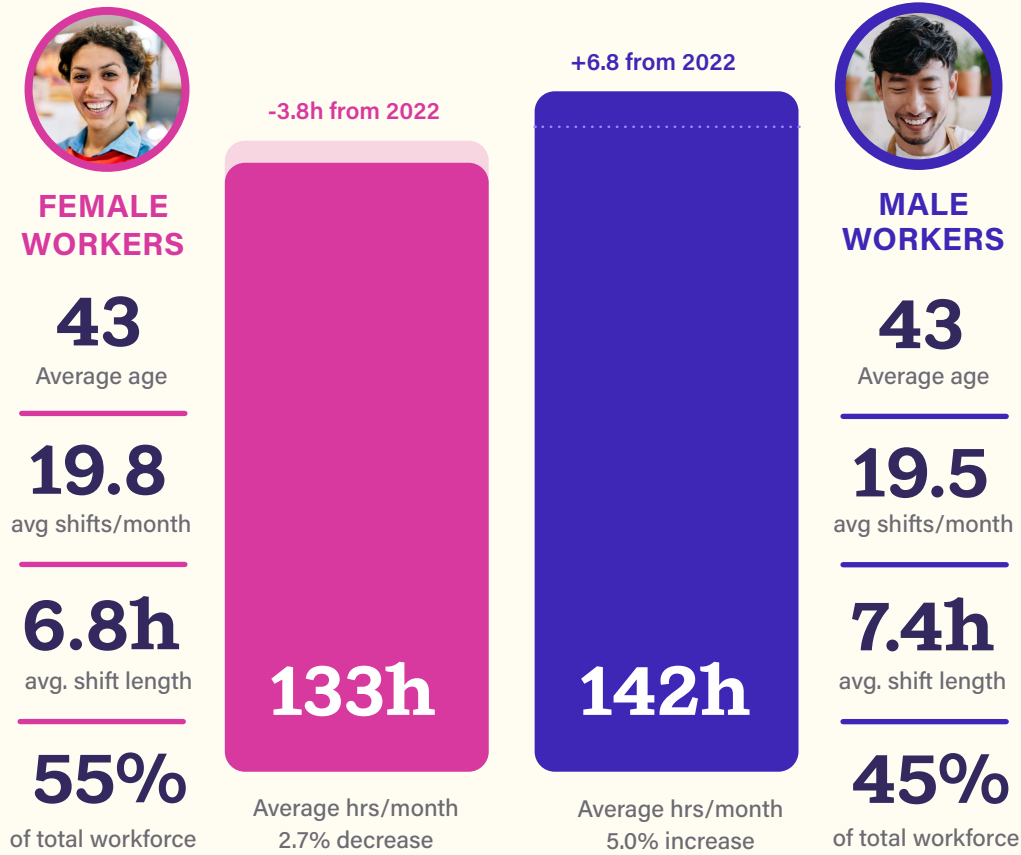
This data has been normalized to account for seasonality and demand of workforce fluctuations throughout the week (e.g. weekdays vs. weekends).

In the report, "women" refers to female-identifying Deputy users and "men" refers to male-identifying users. Due to small sample size, data for non-binary users has not been included to avoid skew.

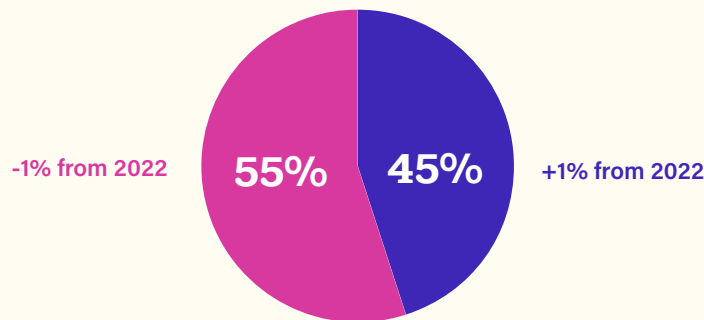
# US Shift Work Findings

## US Shift Workers overall

(Healthcare, Hospitality, Retail, and Services parent industries)



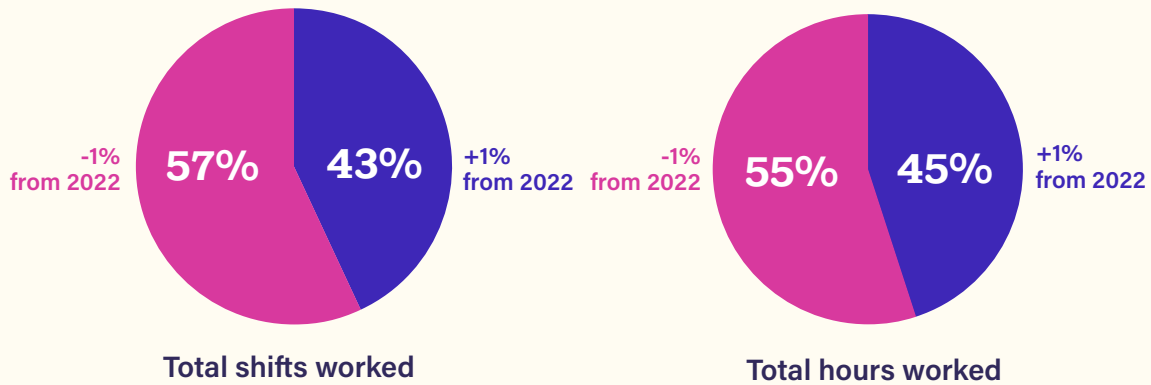
## Total Percentage of Shift Workers by Gender



Female percentage of total workforce: **55%** (-1% from 2022)

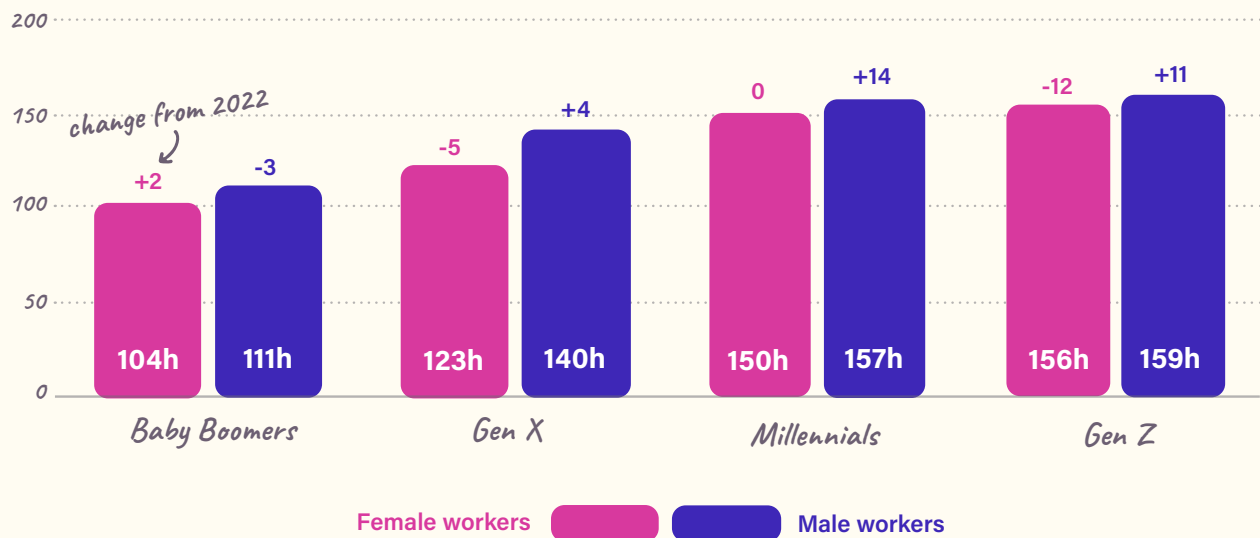
Male percentage of total workforce: **45%** (+1% from 2022)

## Total Shifts and Hours worked in Shift Work

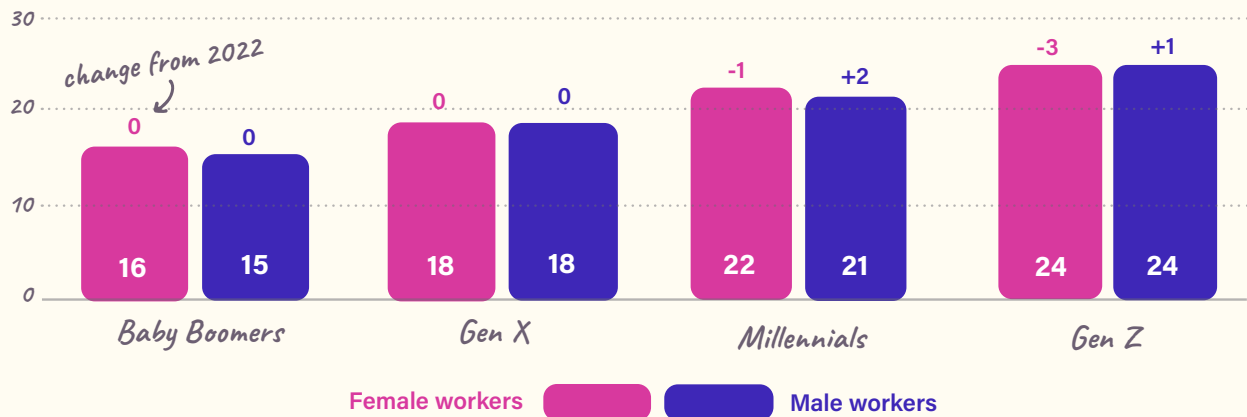


- Despite working more shifts per month on average and making up 10% more of the shift workforce, women work an average of 9 fewer hours per month than men
- Women's average hours per month decreased by 2.7% in 2023, while men's average hours increased by 5.0%
- Male shift workers in the US clocked in an average of 36 additional minutes per shift over female shift workers in 2023, and often work fewer shifts per month

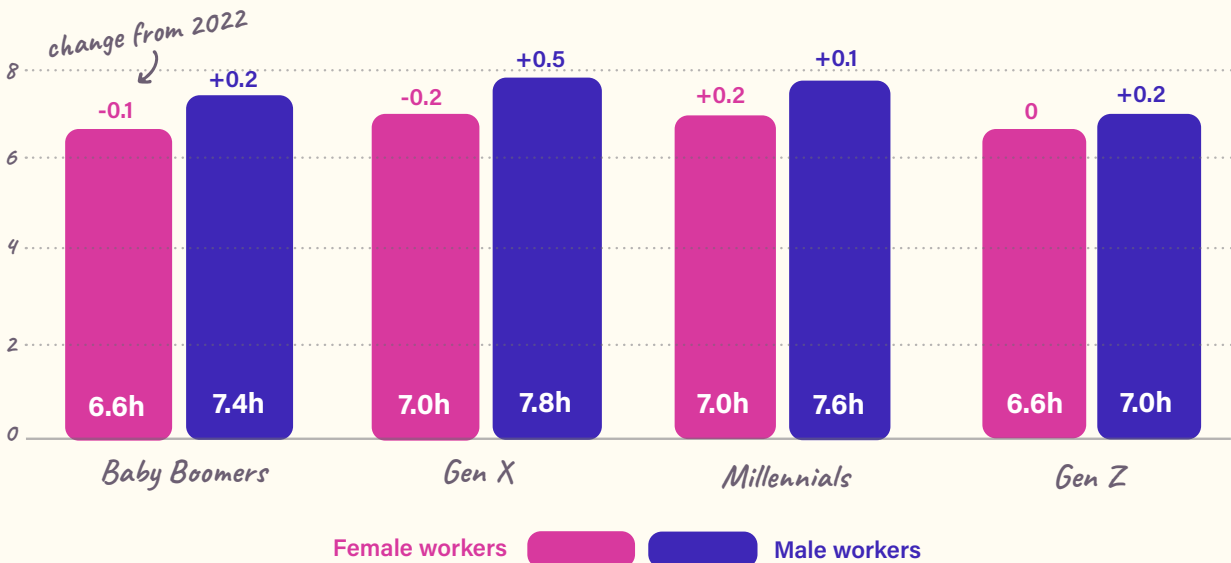
## Average Number of Hours per Month



## Average Number of Shifts per Month



## Average Shift length



- Although women as a group worked 55% of the total hours in shift work in 2023, individual women still had fewer hours per month on average compared to men across all age groups
- Male shift workers across all age groups are clocking in between 7.0 and 7.8-hour shifts on average, while women are clocking in 7.0 hours or below
- Gen Z shift workers had the most shift equality in 2023, with equal average shifts per month and the smallest gap in hours worked per month (3) on average
- They have also experienced the most progress in closing the gap in hours worked, with women previously working 20 more hours per month than men on average



# Hospitality Industry

Accommodation, Bars, Cafes and Coffee Shops, Fast Food and Cashier Restaurants, Sit Down Restaurants, and Other



**FEMALE WORKERS**

**44**

Average age

**20.9**

avg shifts/month

**6.4h**

avg. shift length

**58%**

of total hospo workforce

-3.86 from 2022



Average hrs/month  
2.8% decrease

-0.85 from 2022



Average hrs/month  
0.56% decrease



**MALE WORKERS**

**42**

Average age

**22.5**

avg shifts/month

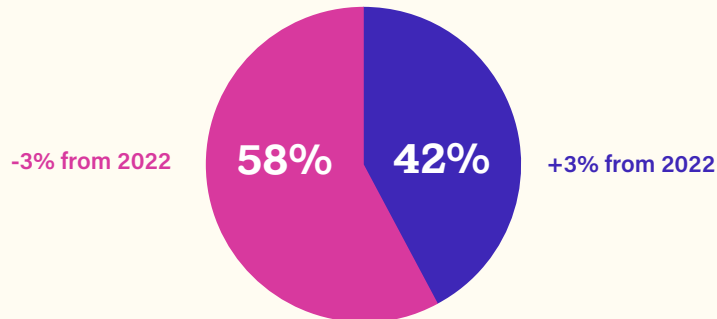
**6.6h**

avg. shift length

**42%**

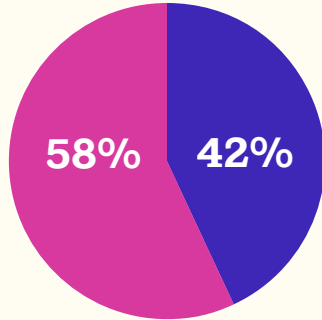
of total hospo workforce

## Total Percentage of Hospitality Shift Workers by Gender

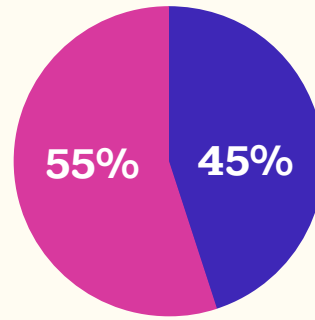


Female percentage of employees: **58%** (-3% from 2022)  
Male percentage of employees: **42%** (+3% from 2022)

## Total Shifts and Hours worked in Hospitality



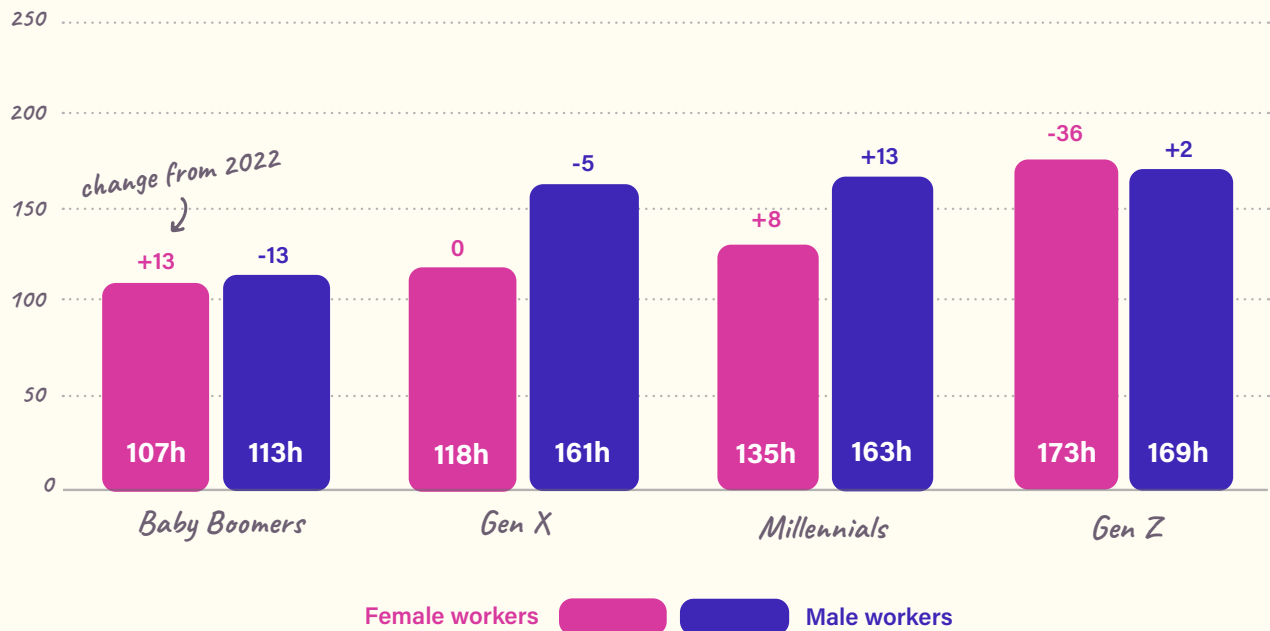
**Total shifts worked**  
No change from 2022



**Total hours worked**  
No change from 2022

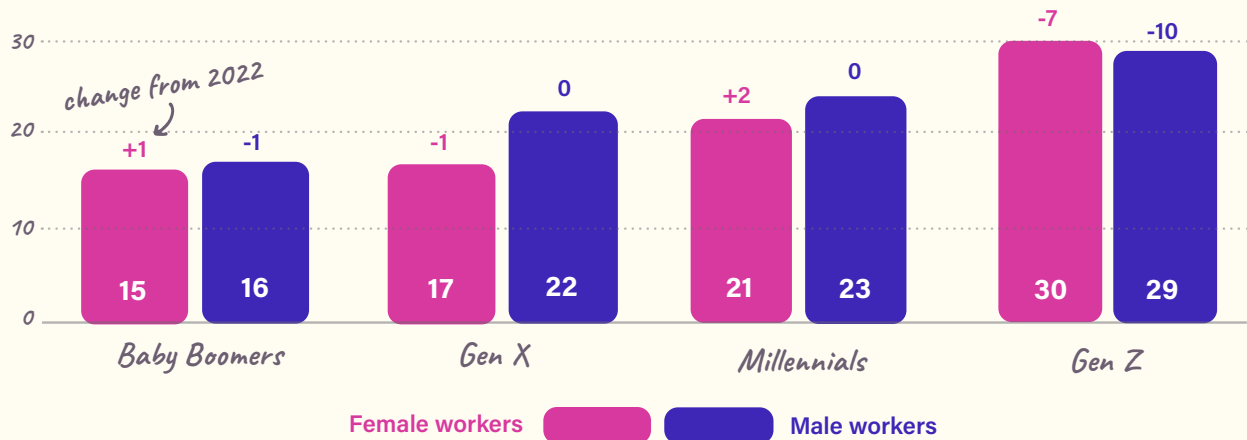
- While female workers make up 16% more of the hospitality workforce than male shift workers, they have an average of 18 hours less per month
- Both men and women's average hours decreased in 2023, but women worked an average of 3 hours and 52 minutes less per month compared to men working an average of 51 minutes less per month

## Average Number of Hours per Month

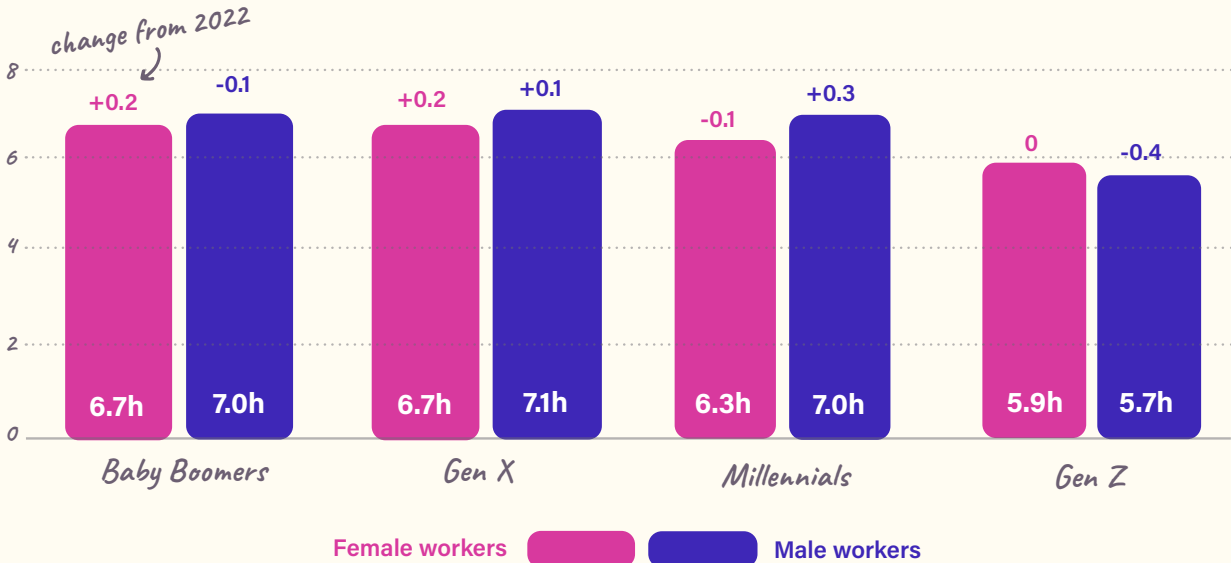




## Average Number of Shifts per Month



## Average Shift length



- Although women as a group worked 55% of the total hours worked in hospitality, individual women had fewer hours and shifts per month on average compared to men across all age groups except Gen Z
- Baby Boomer and Gen Z hospitality workers have the smallest gap in average hours and shifts worked per month
- These generations have also experienced the most progress in closing the shift equality gap since 2022, with an 81% decrease in the gap in hours worked between Baby Boomer men and women and a 90% decrease in the gap for Gen Z workers
- While women across all other age groups in hospitality maintained or experienced an increase in hours worked from 2022, Gen Z women worked an average of 36 fewer hours per month in 2023

# Retail Industry

Auto, Electronics, & Appliance Stores, Clothing & Personal Care Stores, Food & Beverage Stores, Gyms, Home, Hardware, & Garden Stores, Pharmacies & Chemists, and Other



## FEMALE WORKERS

**43**

Average age

**20.1**

avg shifts/month

**6.3h**

avg. shift length

**52%**

of total retail workforce

+6.37 from 2022



Average hrs/month  
5.4% increase

+3.46 from 2022



Average hrs/month  
2.6% increase



## MALE WORKERS

**43**

Average age

**18**

avg shifts/month

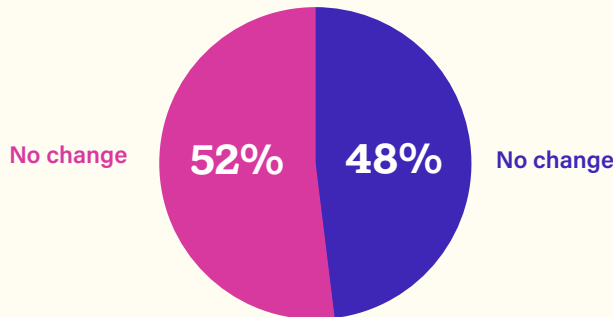
**7.2h**

avg. shift length

**48%**

of total retail workforce

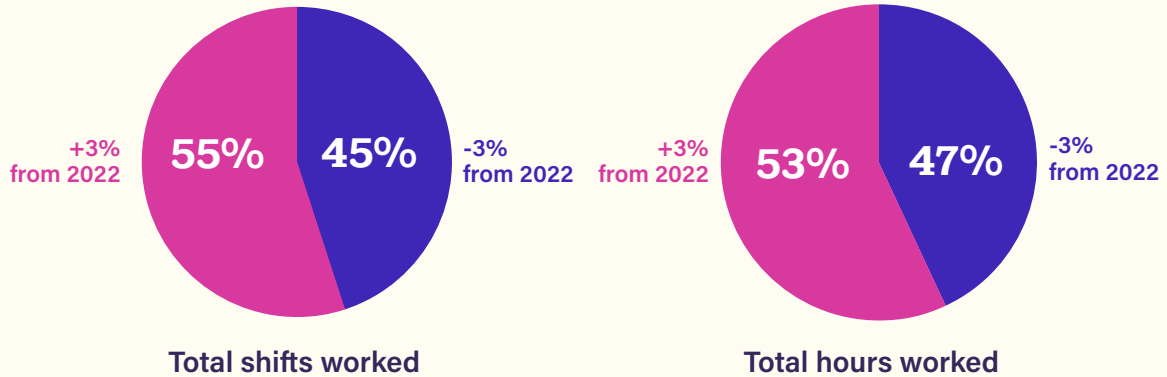
## Total Percentage of Retail Shift Workers by Gender



Female percentage of total workforce: **52% (no change from 2022)**

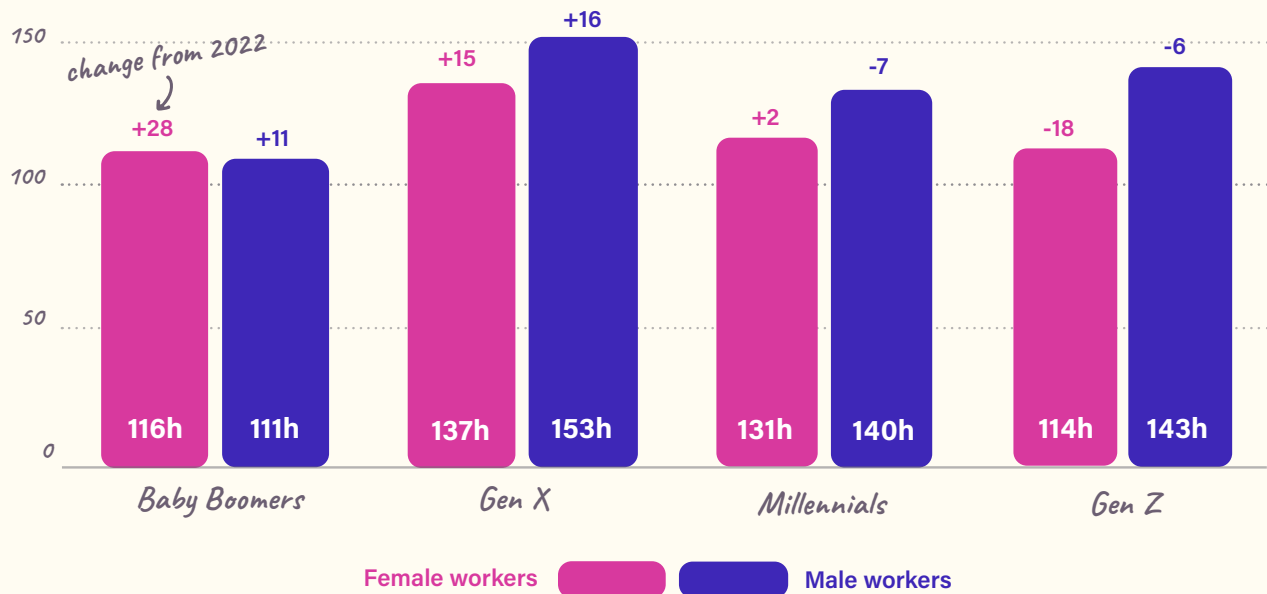
Male percentage of total workforce: **48% (no change from 2022)**

## Total Shifts and Hours worked in Retail

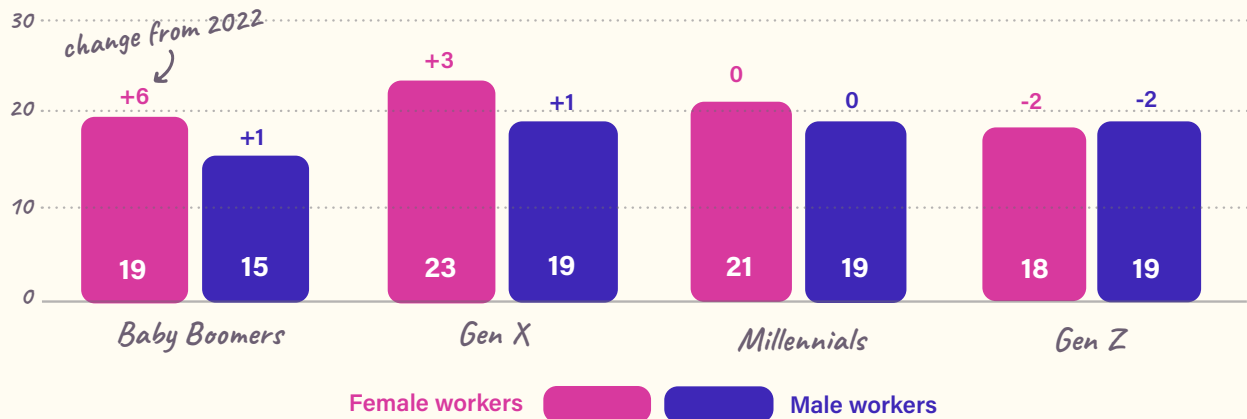


- While women in retail make up 4% more of the workforce and, as a group, work 55% of the total hours worked in the industry, individual women have an average of 12 fewer hours per month than men
- The gap in average hours worked per month closed by 3.1 hours for retail workers in 2023, with women's average hours increasing by 5.5% and men's average hours increasing by 2.5% over 2022
- However, women still tend to work an average of just over 2 additional shifts per month than men

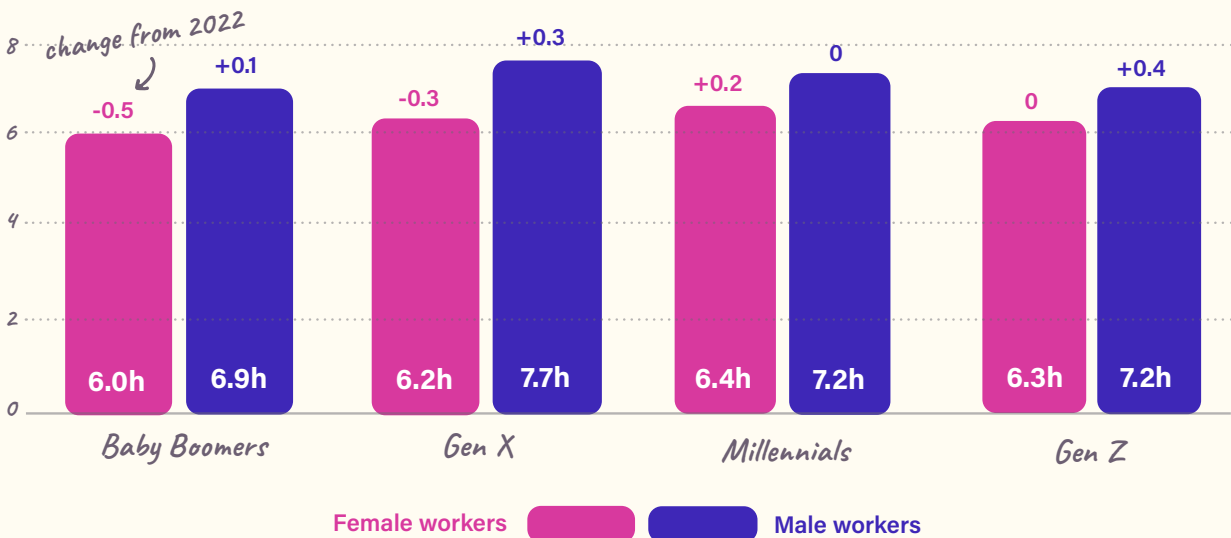
## Average Number of Hours per Month



## Average Number of Shifts per Month



## Average Shift length



- As Gen Z experienced a decrease in shifts per month in 2023, the gap in hours worked worsened — increasing by 61% over 2022, with Gen Z men in retail now clocking in an average of 29 more hours per month than women
- Baby Boomer women in retail experienced the most significant increase in average hours worked per month in 2023 (32%), causing the gap in hours worked to switch from men working an average of 12 additional hours per month to women working an additional 5 hours per month
- While Gen X women also experienced a significant increase in average hours worked per month in 2023 (12.3%), Gen X men also experienced a similar increase (11.7%), leading the gap in hours worked to increase by 1 hour to an average of 16 hours per month

# Services Industry

Cleaning Services, Critical & Emergency Services, Delivery & Postal Services, Employment Services, In-Home Care, Personal & Beauty Services, Professional Services, Security Services, and Other Services



**FEMALE WORKERS**

**43**

Average age

**18.5**

avg shifts/month

**6.8h**

avg. shift length

**46%**

of total service workforce

-19.98 from 2022



Average hrs/month  
13.8% decrease

+12.45 from 2022



Average hrs/month  
9.0% increase



**MALE WORKERS**

**43**

Average age

**19.9**

avg shifts/month

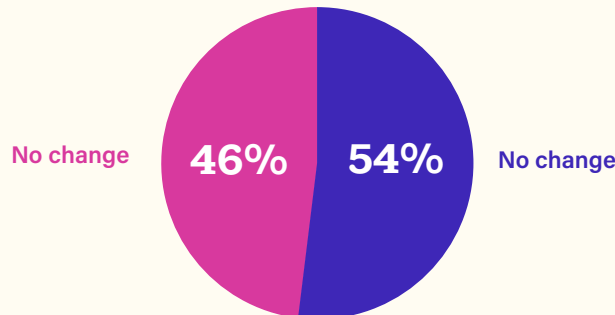
**7.8h**

avg. shift length

**54%**

of total service workforce

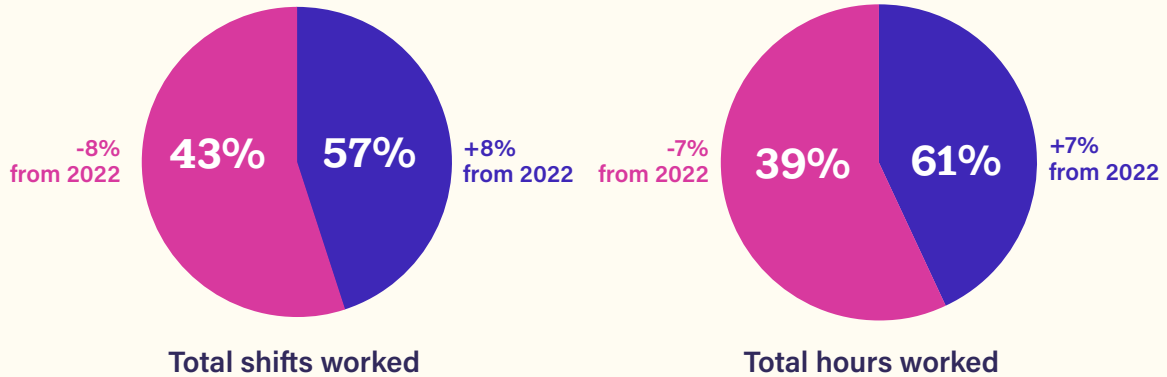
## Total Percentage of Service Shift Workers by Gender



Female percentage of total workforce: **46% (no change from 2022)**

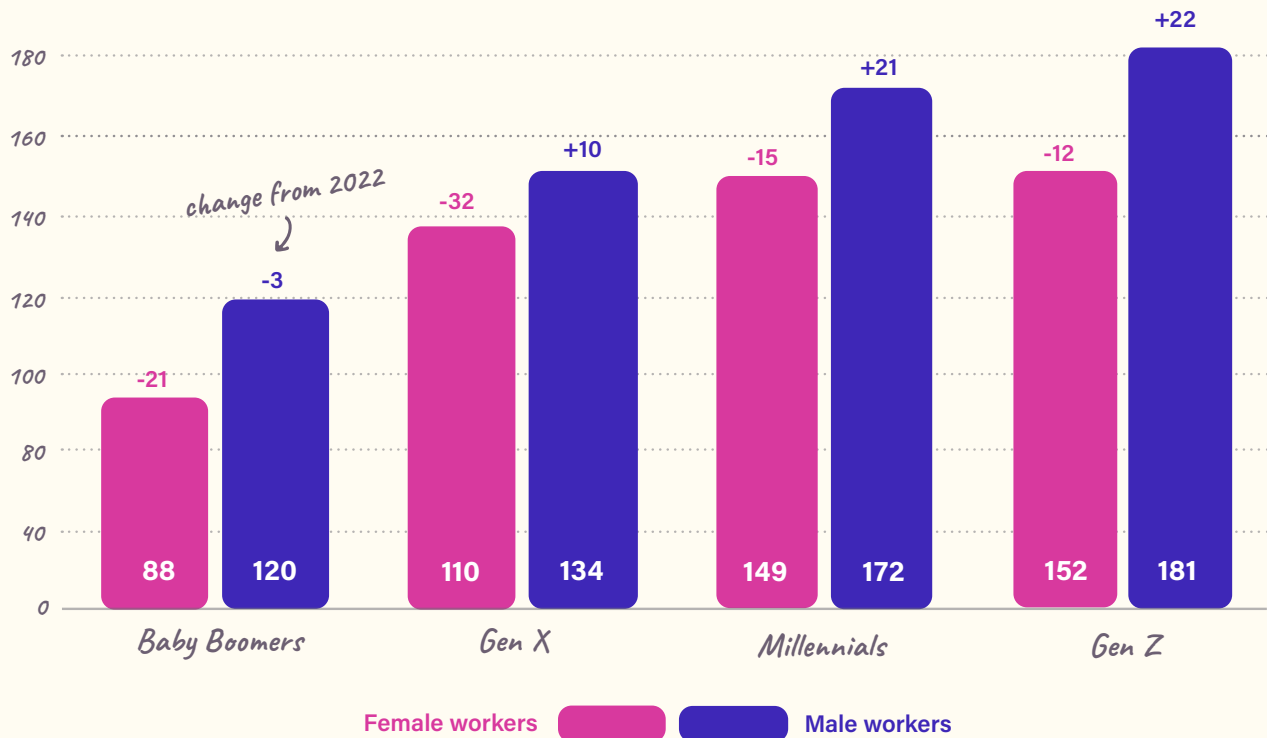
Male percentage of total workforce: **54% (no change from 2022)**

## Total Shifts and Hours worked in Services

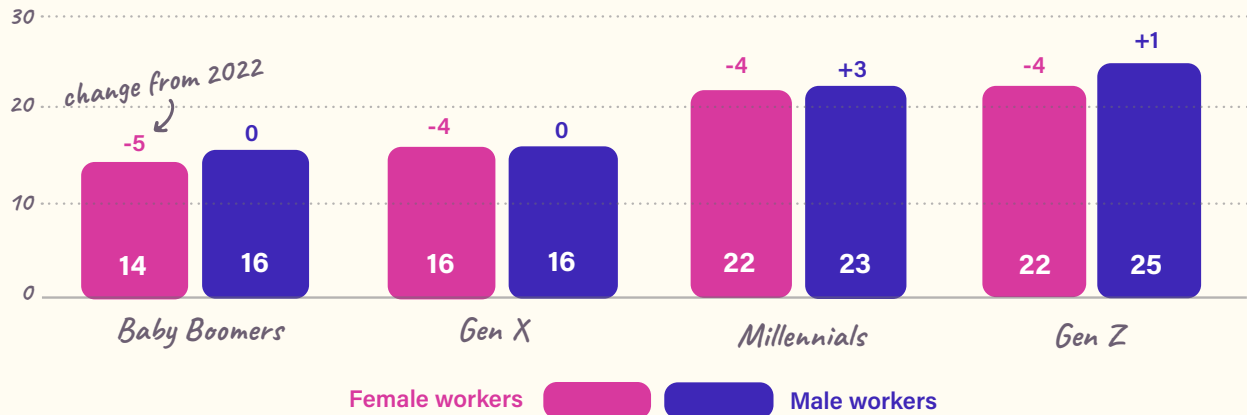


- Across the US healthcare, hospitality, retail, and services industries, services is the only one in which men make up the majority of the workforce and work the majority of the hours and shifts in the industry
- Men in the services industry experienced a 9.0% increase in average hours worked per month in 2023, while women experienced a 13.8% decrease
- Due to these changes, the gap in average hours worked per month increased by over 4.4x, going from women clocking in an additional 6 hours per month in 2022 to men clocking in an additional 27 hours per month in 2023

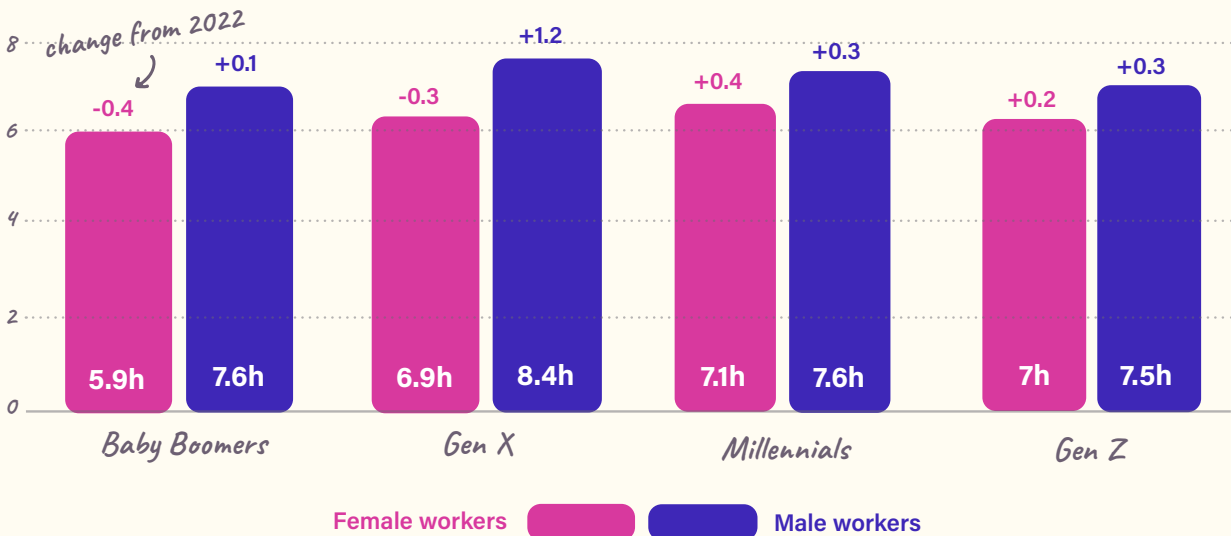
## Average Number of Hours per Month



## Average Number of Shifts per Month



## Average Shift length

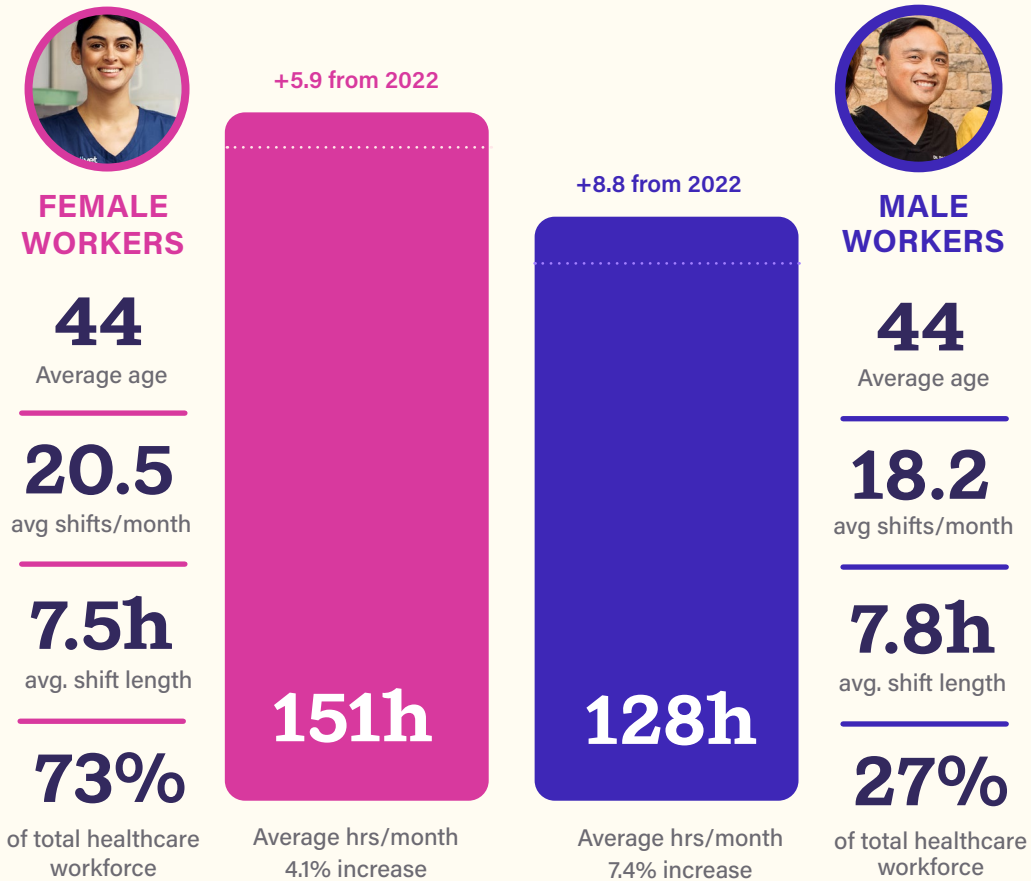


- In 2023, the gap in average hours worked per month between men and women in each age group changed by a minimum of 18 hours per month and a maximum of 43 hours per month from the gaps in 2022
- Except for Baby Boomers, men across all age groups in the services industry experienced an increase in average hours worked per month in 2023, while women across all age groups had fewer average hours worked per month
- Baby Boomers are the age group with the most shift equality in the services industry, but have the largest gap in average hours worked per month across age groups due to men working an average of an additional 1 hour and 42 minutes per shift

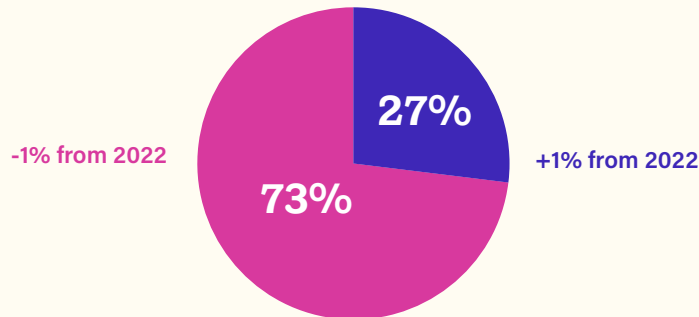


# Healthcare Industry

Animal Health, Care Facilities, Childcare/Community Centers, Dentists, Doctor's Offices/Medical Clinics, Hospitals, Urgent Care Centers, and other Healthcare Practitioners

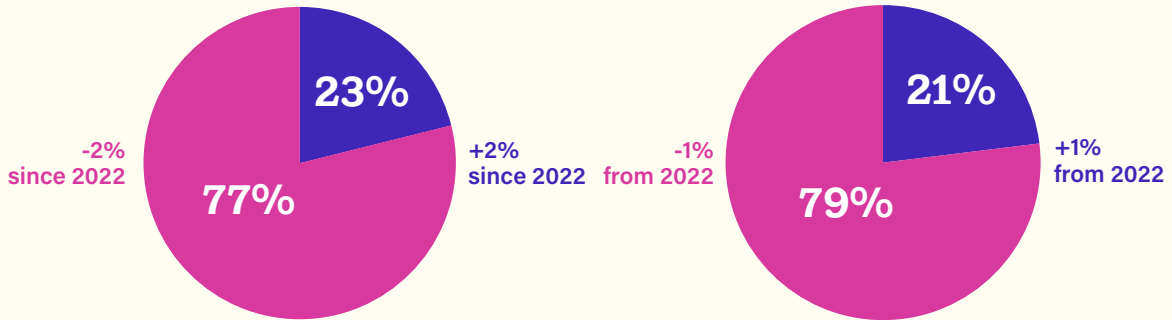


## Total Percentage of Healthcare Shift Workers by Gender



Female percentage of employees: 73% (-1% from 2022)  
 Male percentage of employees: 27% (+1% from 2022)

## Total Shifts and Hours worked in Healthcare

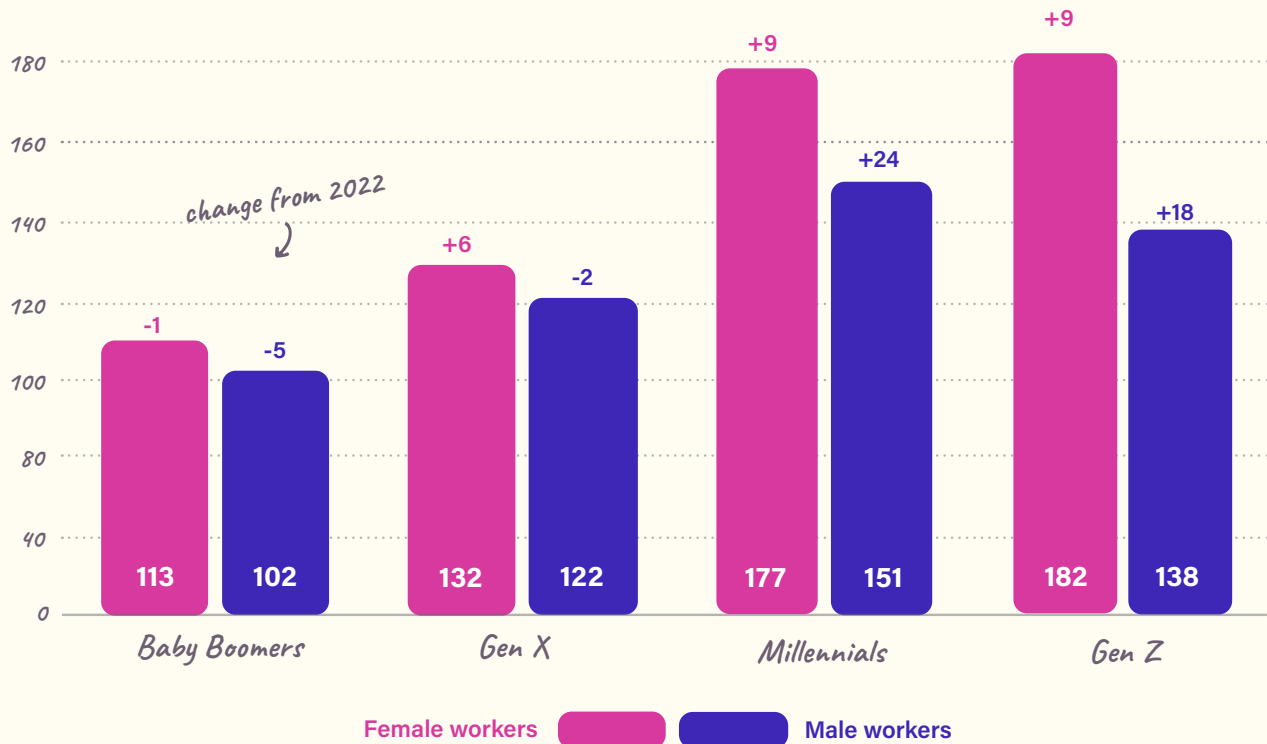


Total shifts worked

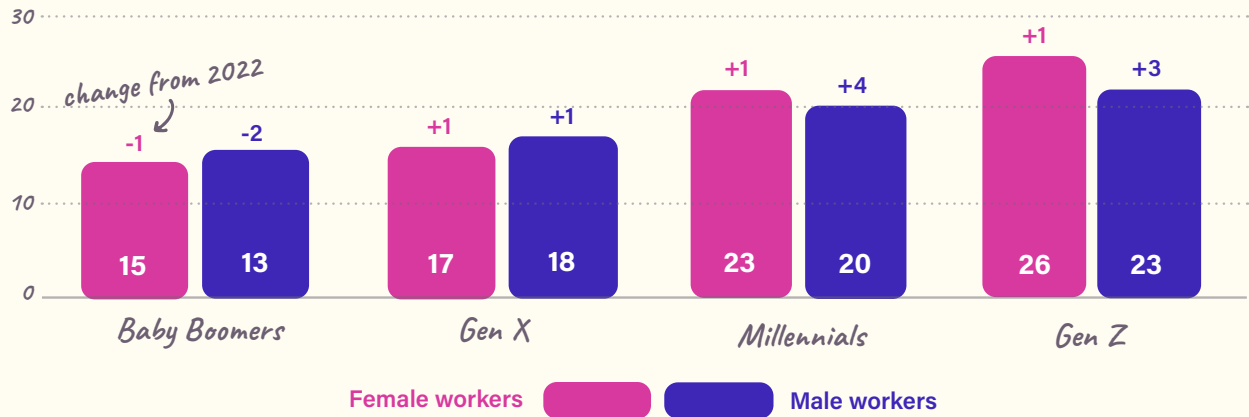
Total hours worked

- Across the US healthcare, hospitality, retail, and services industries, healthcare is the only one in which women make up the majority of the workforce and work more average hours per month than men
- Although women in healthcare work more average hours and shifts per month than men, men tend to work longer shifts, clocking in an average of 23 additional minutes per shift
- Healthcare workers' hours are increasing across the board, with men's average hours per month increasing by 7.4% over 2022 and women's average hours increasing by 4.1%

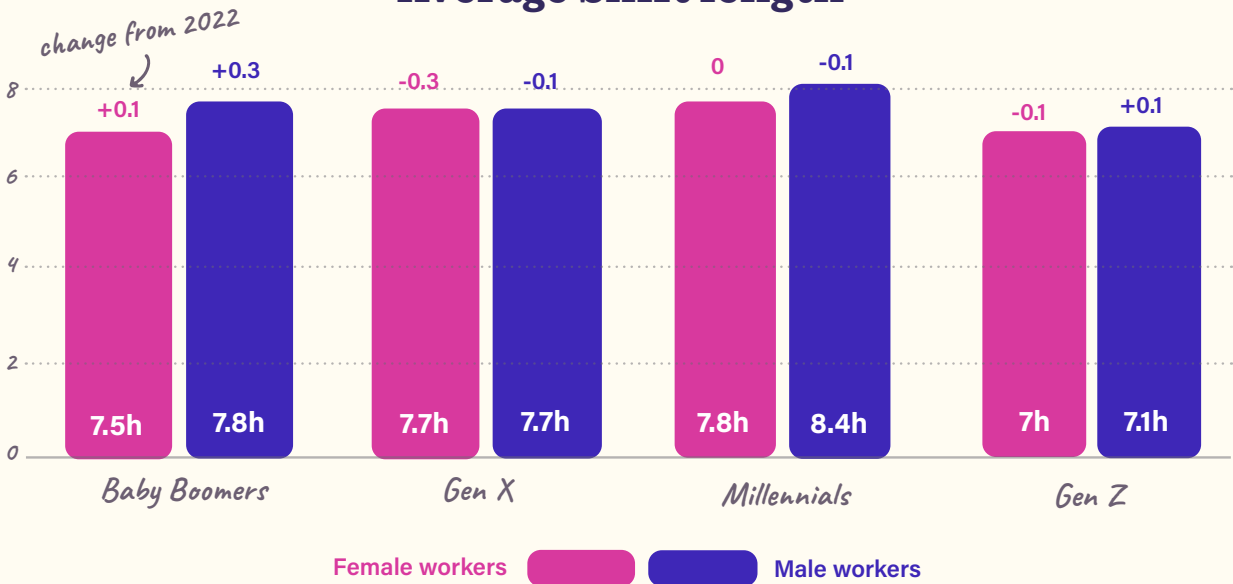
## Average Number of Hours per Month



## Average Number of Shifts per Month



## Average Shift length



- Gen X healthcare workers had the most shift equality in 2023, with men and women having an equal average shift length and men working an average of 1 additional shift per month
- While Gen X also has the smallest gap in average hours worked per month, this gap has increased by an average 8 additional hours per month since 2022

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