



GENERATION



# Late to Work

2019 REPORT



**Maya Luong**  
Data Analyst at Deputy

# Methodology

The Deputy Late to Work Report provides a unique insight into the punctuality of the global hourly-paid workforce.

The insights have been gathered from data drawn from 28,290,974 scheduled and worked shifts and 407,603 individual hourly workers between March 2018 and March 2019.

The analysis takes into consideration shifts clocked onto or individuals who clocked on for shifts over 5 minutes late or early.

Shifts that started more than 90 minutes early/late are not included (considered outliers) and those shifts clocked on from 0 minutes up to 5 minutes late or early are considered as being on time (neither late nor early).





**Jennifer Shambroom**  
Chief Marketing Officer at Deputy

# Late to Work

Deputy's annual report on the punctuality of the shift worker community is back for 2019 and this year we have introduced a theme; Generations.

There is currently four generations that make up the global hourly workforce; Baby Boomers, Generation X, Generation Y or Millennials and Generation Z who will make up 32% of workers before the end of this year - taking over millennials as the majority of the employed.

In doing the research for this report the Deputy team analysed 28,290,974 number of scheduled-and-clocked timesheets as well as the 'start shift' habits of 407,603 individuals scheduled to work a shift or multiple shifts between March 2018 and March 2019 in Australia, the United Kingdom and the United States of America.

Shift workers or rostered workers currently represent two-thirds of the employed globally. They are individuals that work in a broad range of fields from hospitality to tech and retail to healthcare.

One could argue they represent the backbone of society.

Aside being the majority of the employed, hourly workers are a large group of consumers and eligible voters. It is unfortunate as many in-depth reports have highlighted this year - this group of workers is also the most exploited. Signs indicate however change is on the way.

Introductions of new powers to the Fair Work Ombudsman in Australia, the rollout of Fair Work Week laws in the United States and the Good Work Plan implementation across the United Kingdom have been designed to empower employees, provide a fair wage for fair work and make scheduling around their work life an easier experience.

Are workplace reforms impacting employee punctuality though? The Deputy team provides some insight around this and more in our "Generation. Late to Work" report for 2019.

# Key Findings





# The mornings we hit snooze vs the days we beat the clock

LATE

The day most people were late for work



14 DECEMBER



14 DECEMBER



02 MARCH

EARLY

The day most people were early for work



21 DECEMBER



04 MARCH



01 MARCH



## Day of the week

LATE

Most people around the world run late on

# FRIDAY

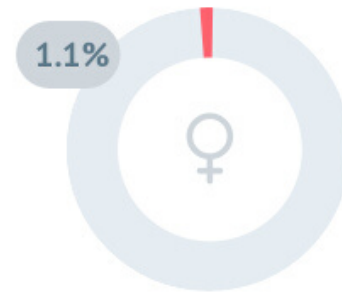
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# Australia Late vs Early

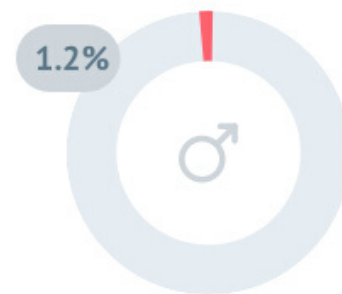
Mar 18 – Mar 19



LATE

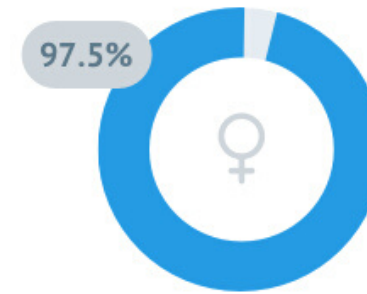


Aussie women were late for 1.1% of their scheduled shifts

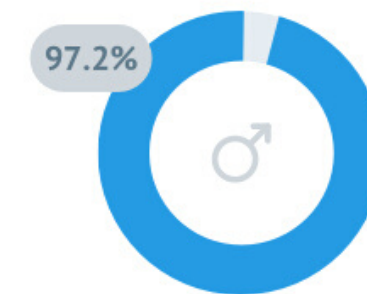


Aussie men were late for 1.2% of their scheduled shifts

ON TIME

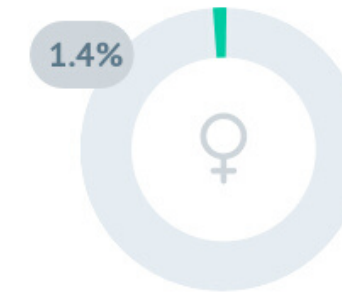


Aussie women were on time for 97.5% of their scheduled shifts

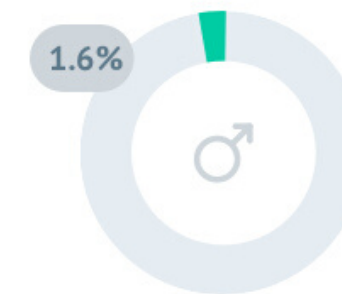


Aussie men were on time for 97.2% of their scheduled shifts

EARLY



Aussie women were early for 1.4% of their scheduled shifts



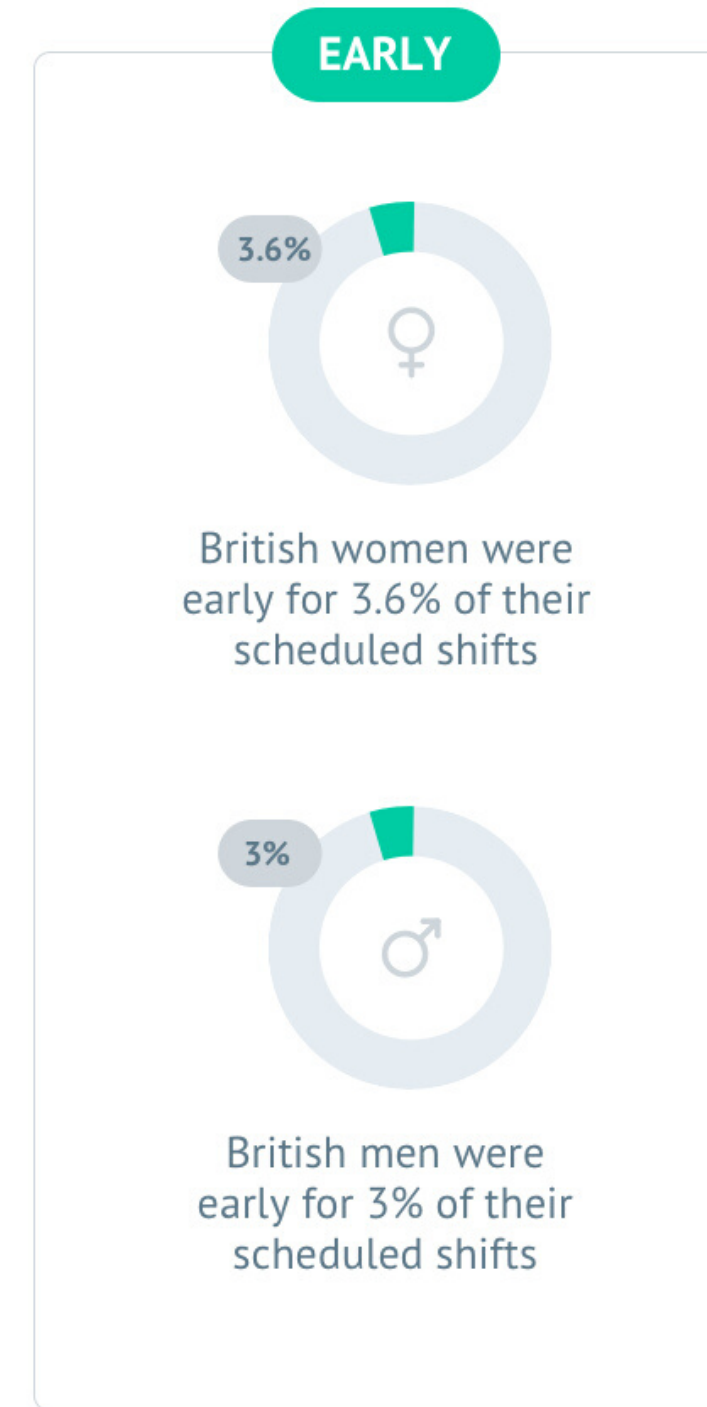
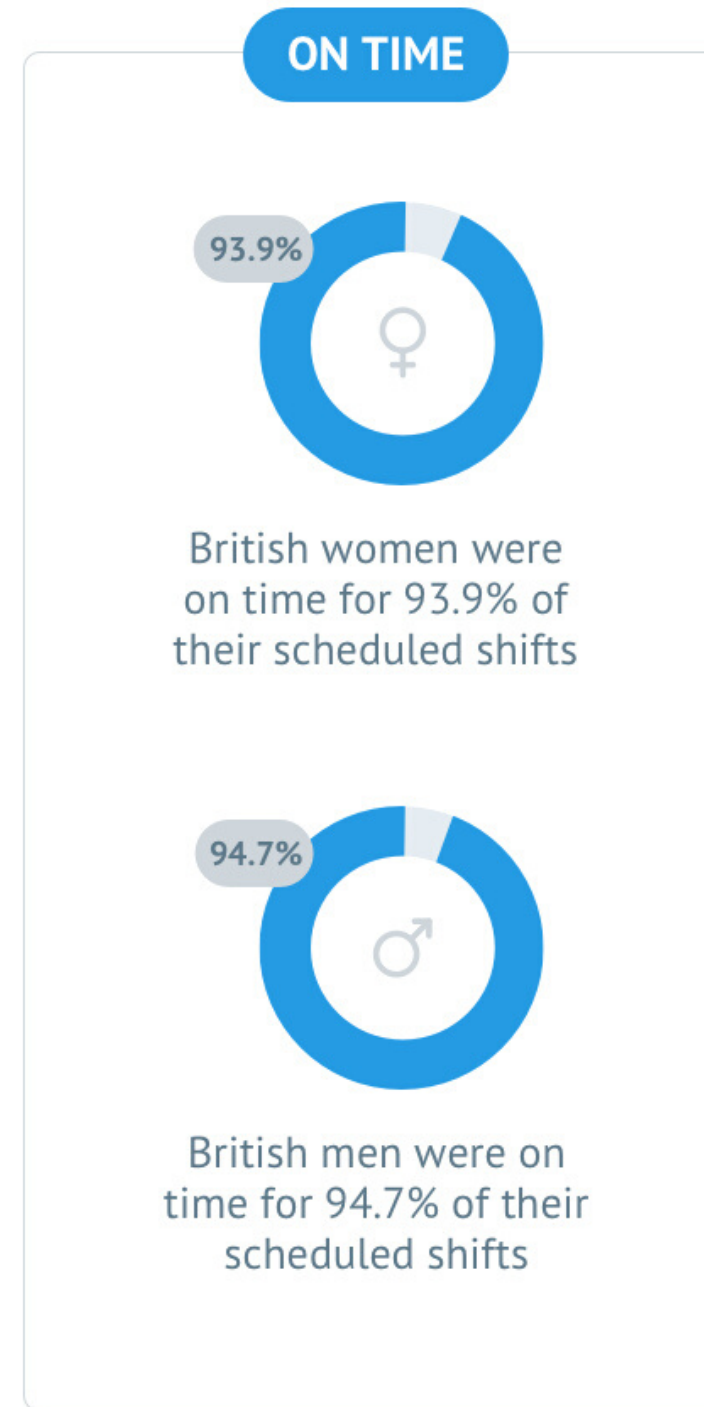
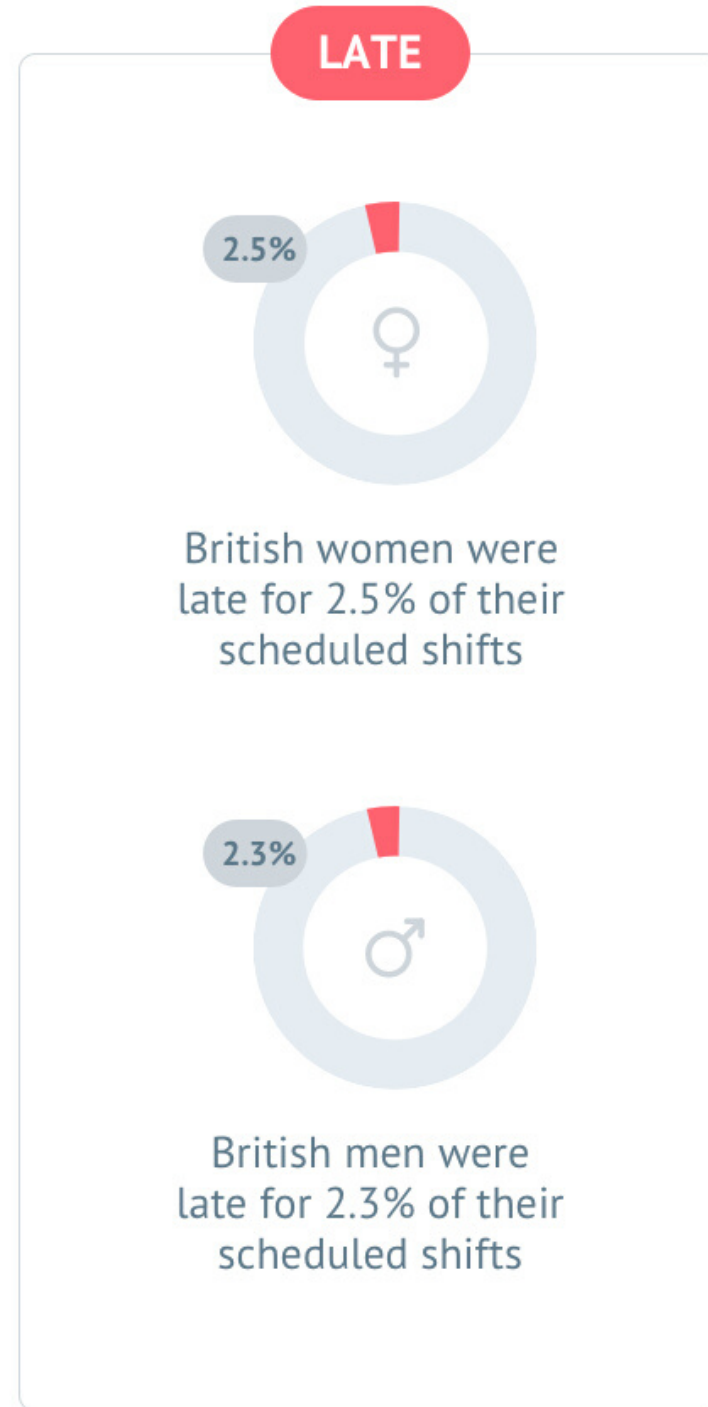
Aussie men were early for 1.6% of their scheduled shifts

- Aussie women were most late in August 2018 with 46% clocking in late for shifts at least once or more during the month
- Aussie men were most late in June 2018 with 49% clocking in late for shifts at least once or more during the month
- Aussie women were most early in December with 55% clocking in early for shifts at least once or more during the month
- Aussie men were most early in December with 54% clocking in early for shifts at least once or more during the month



# United Kingdom Late vs Early

Mar 18 – Mar 19



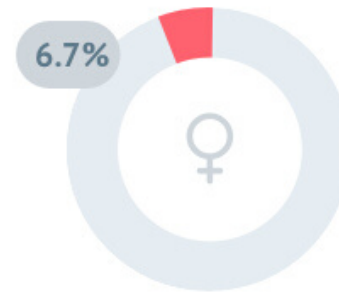
- British women were most late in July 2018 with 55% of them clocking in late for shifts once or more during that month
- British men were most late in May 2018 with 58% of them clocking in late for shifts once or more during that month
- British women were most early in December 2018 with 61% of them clocking in early for shifts once or more during that month
- British men were most early in July 2018 with 58% of them clocking in early for shifts once or more during that month

# United States Late vs Early

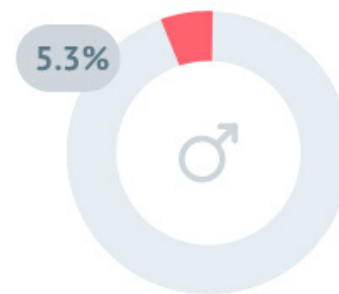
Mar 18 – Mar 19



LATE

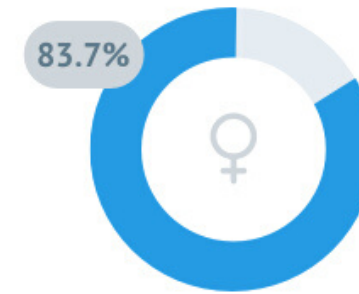


American women were late for 6.7% of their scheduled shifts

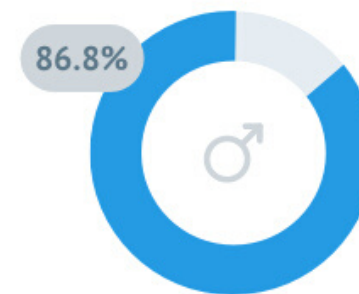


American men were late for 5.3% of their scheduled shifts

ON TIME

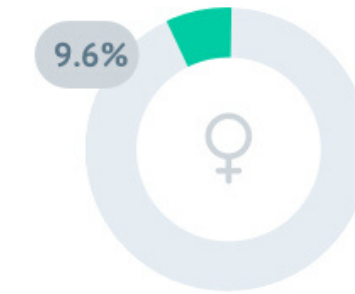


American women were on time for 83.7% of their scheduled shifts

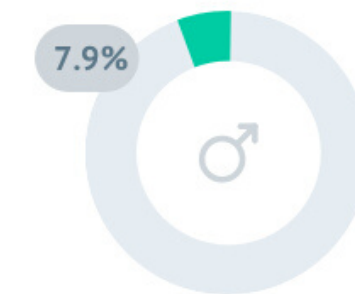


American men were on time for 86.8% of their scheduled shifts

EARLY



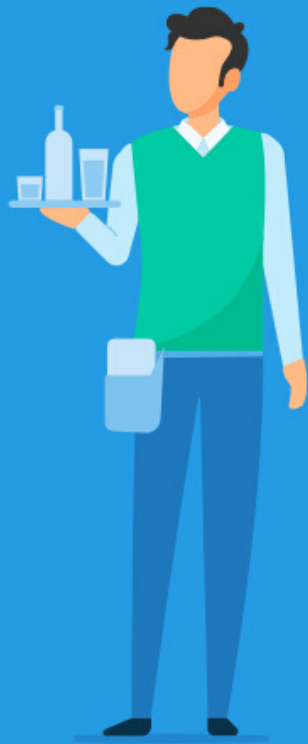
American women were early for 9.6% of their scheduled shifts



American men were early for 7.9% of their scheduled shifts

- American women were most late in April 2018 with 69% of them clocking in late for shifts once or more during that month
- American men were most late in October 2018 with 68% of them clocking in late for shifts once or more during that month
- American women were most early in November 2018 with 72% of them clocking in early for shifts once or more during that month
- American men were most early in September 2018 with 69% of them clocking in early for shifts once or more during that month

# Generations



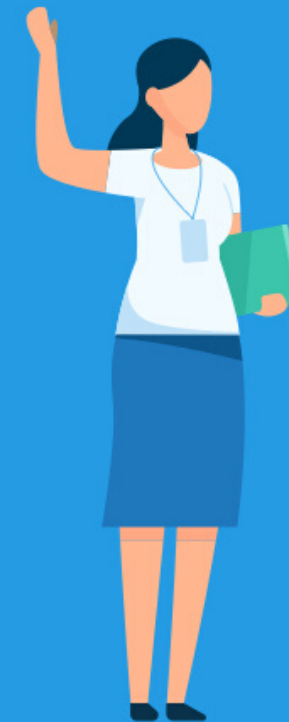
## Generation Z

Born 1996 – 2012  
(129,596 employees analysed)



## Generation Y

Born 1981 – 1995  
(163,091 employees analysed)



## Generation X

Born 1965 – 1980  
(56,472 employees analysed)



## Baby Boomers

Born 1946 – 1964  
(22,628 employees analysed)





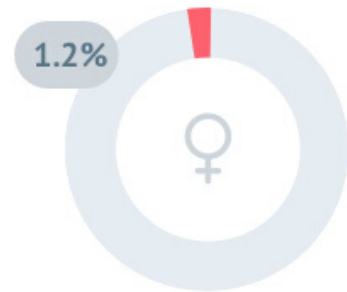
AUSTRALIA

# Generation Late *VS* Generation Early

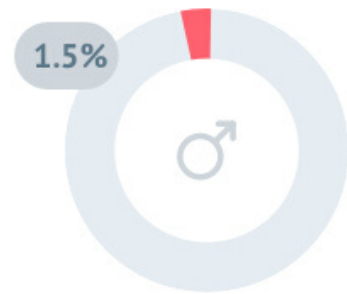
# Generation Z



## LATE

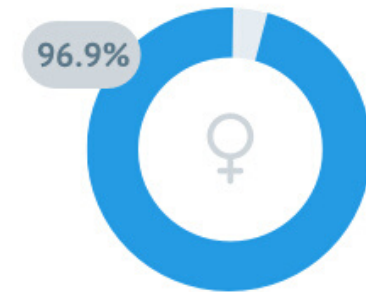


Percentage of work shifts started late by women

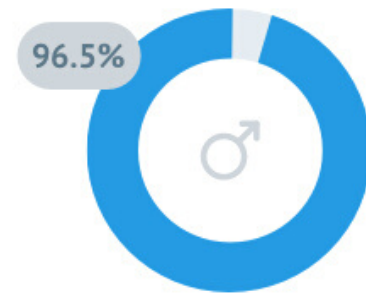


Percentage of work shifts started late by men

## ON TIME

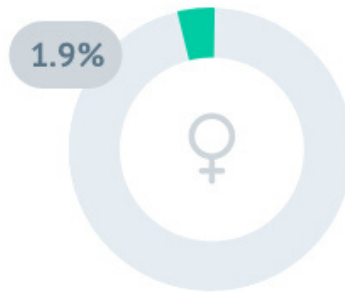


Percentage of work shifts started on time by women

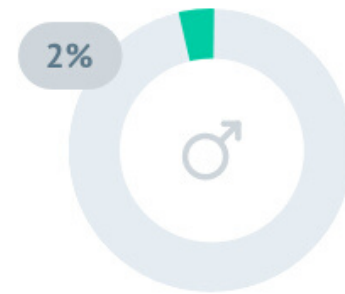


Percentage of work shifts started on time by men

## EARLY



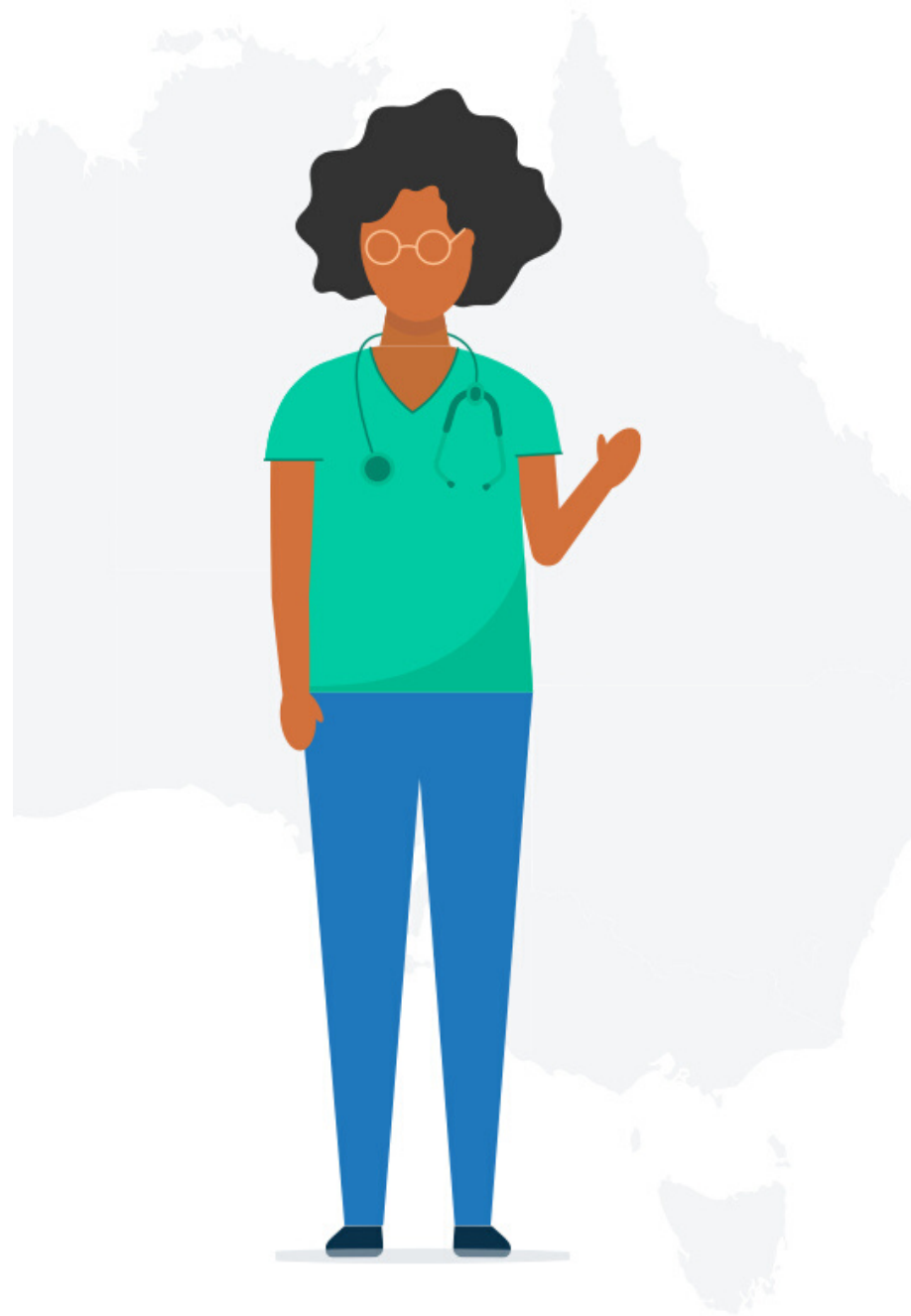
Percentage of work shifts started early by women



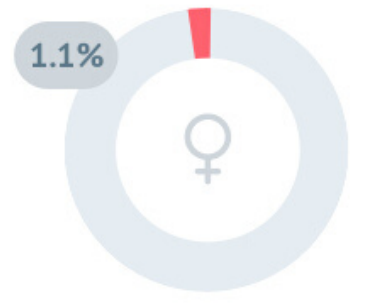
Percentage of work shifts started early by men

- 67% of Australian Generation Z women were late to work at least once during the last calendar year
- 71% of Australian Generation Z men were late to work at least once during the last calendar year
- 71% of Australian Generation Z women were early to work at least once during the last calendar year
- 71% of Australian Generation Z men were early to work at least once during the last calendar year

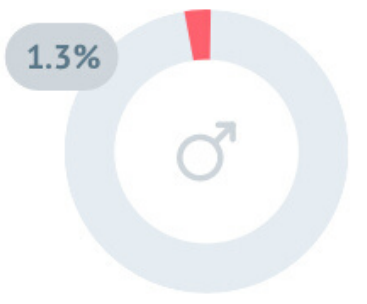
# Generation Y Millennials



## LATE

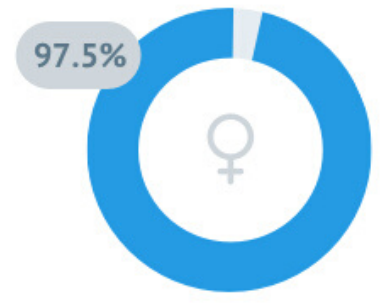


Percentage of work shifts started late by women

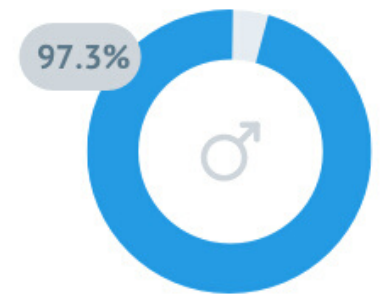


Percentage of work shifts started late by men

## ON TIME

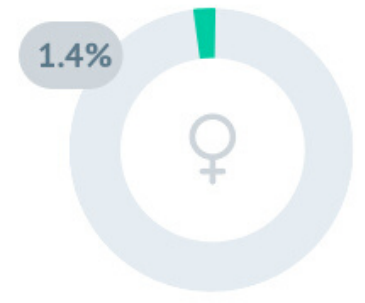


Percentage of work shifts started on time by women

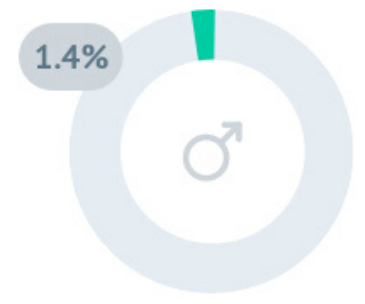


Percentage of work shifts started on time by men

## EARLY



Percentage of work shifts started early by women

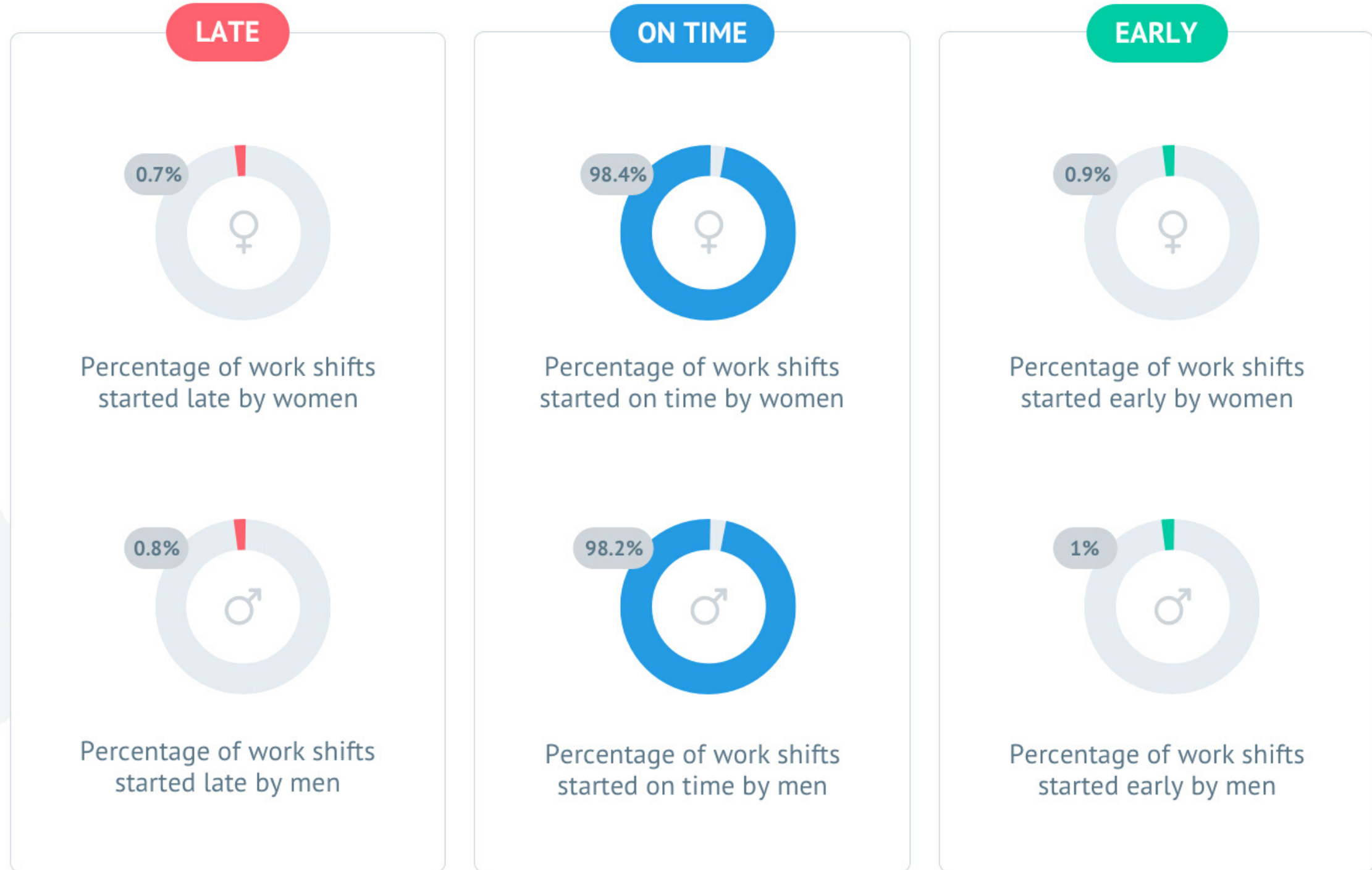


Percentage of work shifts started early by men

- 70% of Australian Millennial women were late to work at least once during the last calendar year
- 73% of Australian Millennial men were late to work at least once during the last calendar year
- 72% of Australian Millennial women were early to work at least once during the last calendar year
- 72% of Australian Millennial men were early to work at least once during the last calendar year

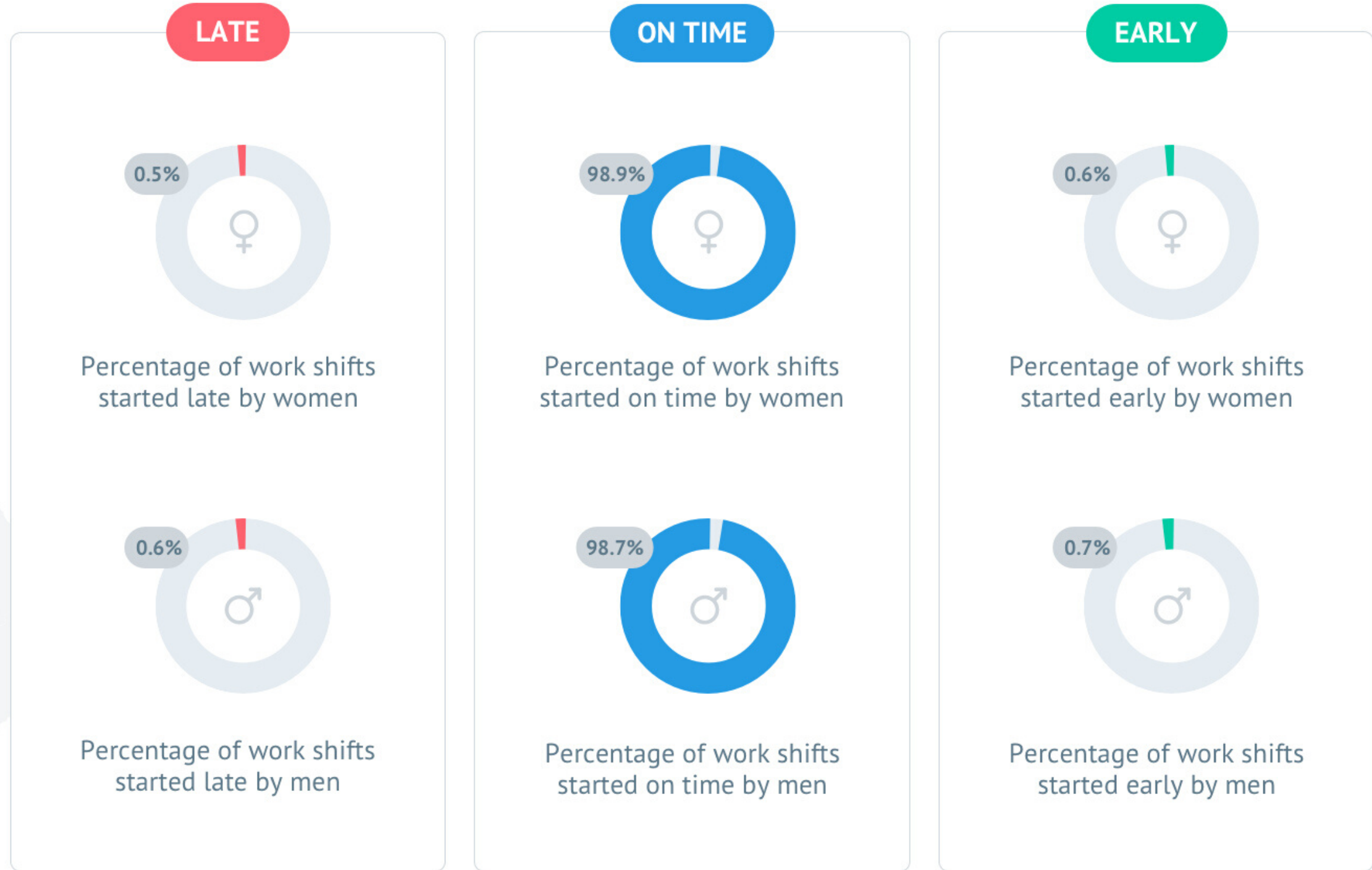


# Generation X



- 69% of Australian Gen X women were late to work at least once during the last calendar year
- 68% of Australian Gen X men were late to work at least once during the last calendar year
- 72% of Australian Gen X women were early to work at least once during the last calendar year
- 70% of Australian Gen X men were early to work at least once during the last calendar year

# Baby Boomers



- 67% of Australian Baby Boomers women were late to work at least once during the last calendar year
- 64% of Australian Baby Boomers men were late to work at least once during the last calendar year
- 73% of Australian Baby Boomers women were early to work at least once during the last calendar year
- 68% of Australian Baby Boomers men were early to work at least once during the last calendar year



UNITED KINGDOM

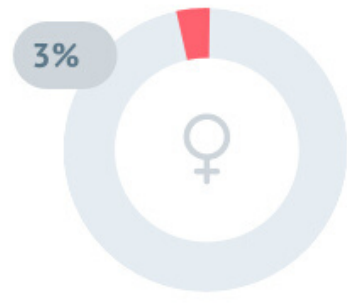
# Generation Late VS Generation Early



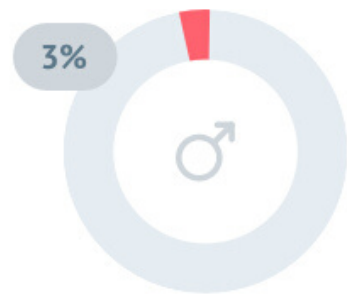
# Generation Z



## LATE

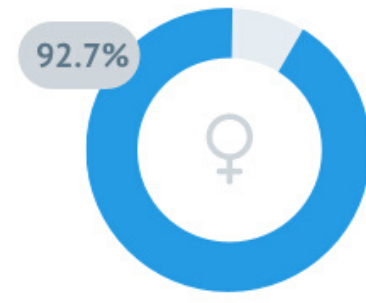


Percentage of work shifts started late by women

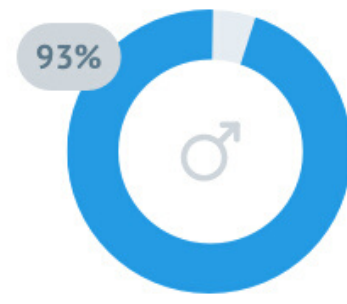


Percentage of work shifts started late by men

## ON TIME

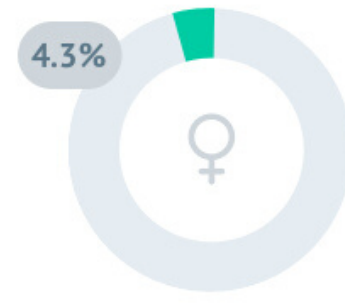


Percentage of work shifts started on time by women

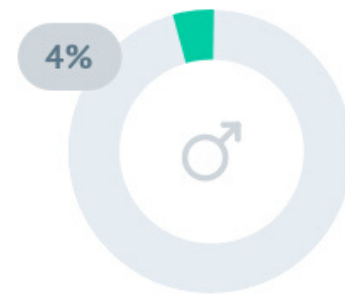


Percentage of work shifts started on time by men

## EARLY



Percentage of work shifts started early by women



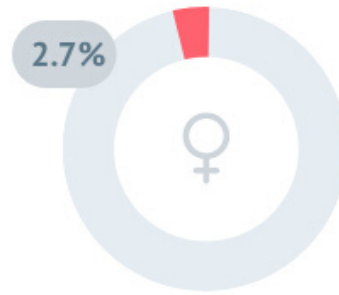
Percentage of work shifts started early by men

- 71% of British Gen Z women were late to work at least once during the last calendar year
- 75% of British Gen Z men were late to work at least once during the last calendar year
- 72% of British Gen Z women were early to work at least once during the last calendar year
- 73% of British Gen Z men were early to work at least once during the last calendar year

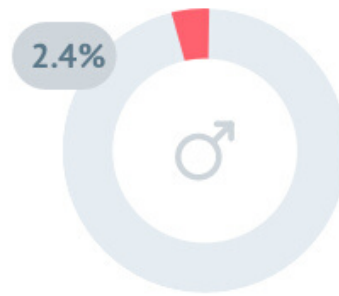
# Generation Y Millennials



## LATE

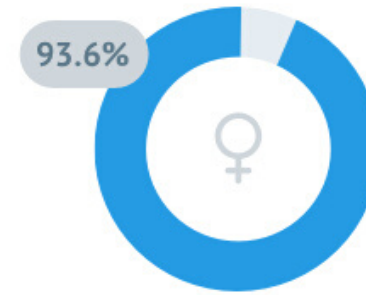


Percentage of work shifts started late by women

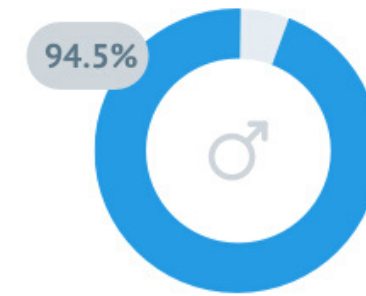


Percentage of work shifts started late by men

## ON TIME

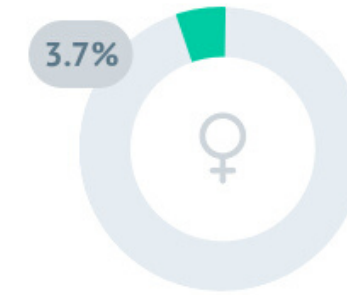


Percentage of work shifts started on time by women

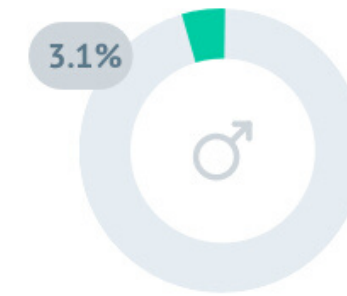


Percentage of work shifts started on time by men

## EARLY



Percentage of work shifts started early by women



Percentage of work shifts started early by men

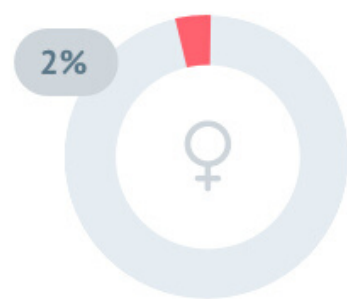
- 74% of British Millennial women were late to work at least once during the last calendar year
- 76% of British Millennial men were late to work at least once during the last calendar year
- 72% of British Millennial women were early to work at least once during the last calendar year
- 74% of British Millennial men were early to work at least once during the last calendar year



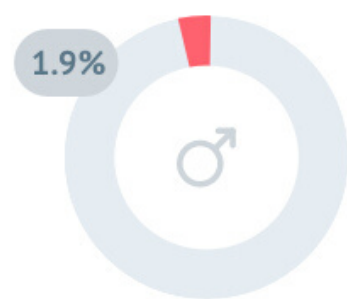
# Generation X



## LATE

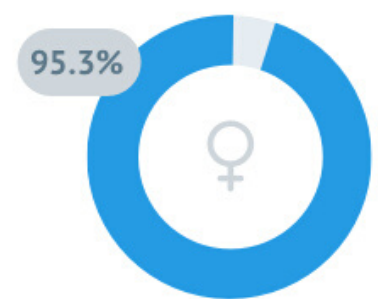


Percentage of work shifts started late by women

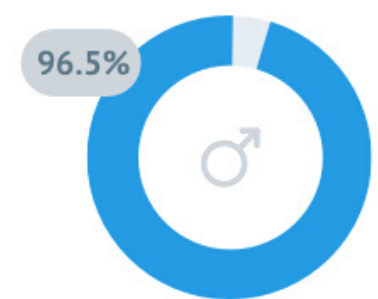


Percentage of work shifts started late by men

## ON TIME

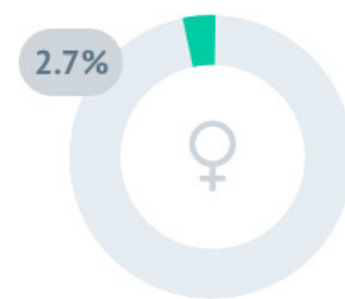


Percentage of work shifts started on time by women

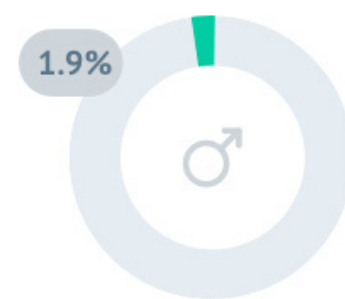


Percentage of work shifts started on time by men

## EARLY



Percentage of work shifts started early by women

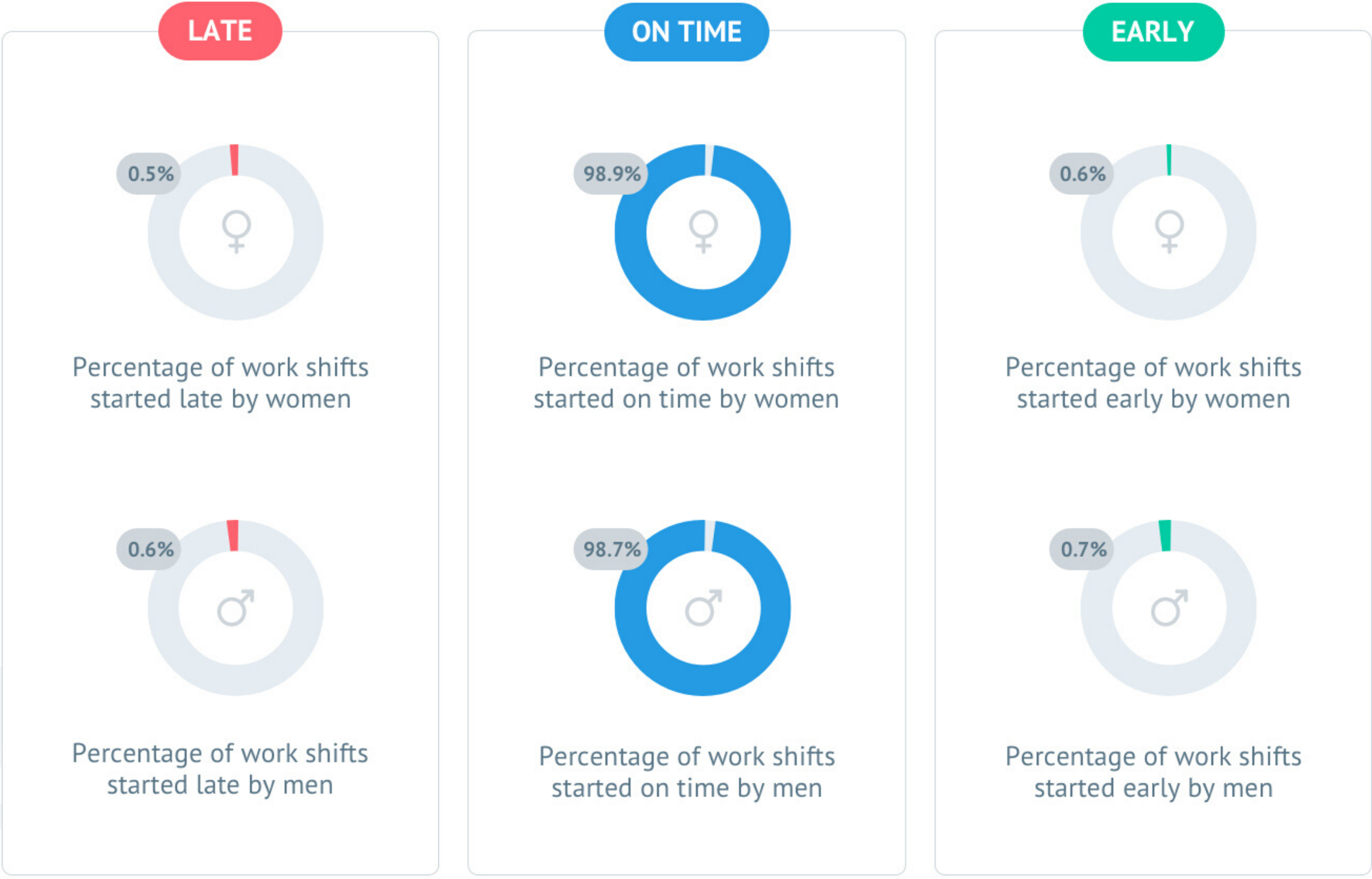


Percentage of work shifts started early by men

- 69% of British Gen X women were late to work at least once during the last calendar year
- 72% of British Gen X men were late to work at least once during the last calendar year
- 72% of British Gen X women were early to work at least once during the last calendar year
- 69% of British Gen X men were early to work at least once during the last calendar year



# Baby Boomers



- 66% of British Baby Boomers women were late to work at least once during the last calendar year
- 68% of British Baby Boomers men were late to work at least once during the last calendar year
- 70% of British Baby Boomers women were early to work at least once during the last calendar year
- 70% of British Baby Boomers men were early to work at least once during the last calendar year



UNITED STATES

**Generation Late**

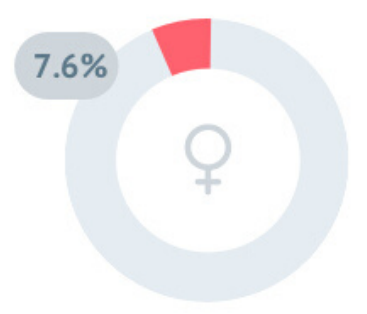
*VS*

**Generation Early**

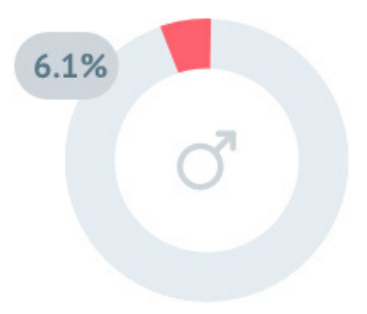
# Generation Z



## LATE

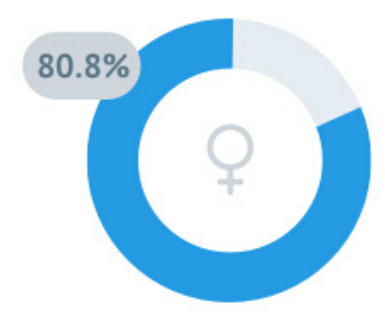


Percentage of work shifts started late by women

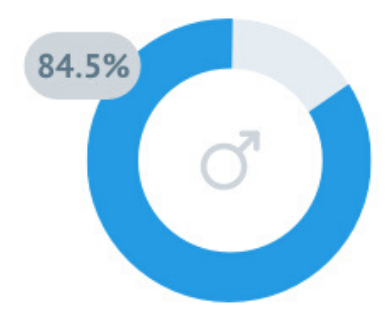


Percentage of work shifts started late by men

## ON TIME

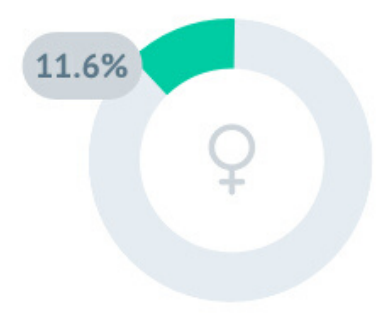


Percentage of work shifts started on time by women

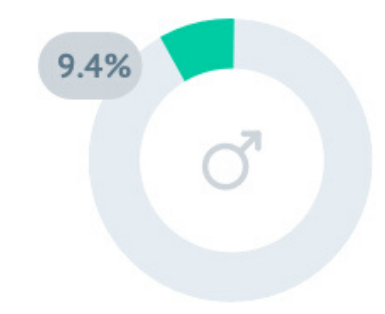


Percentage of work shifts started on time by men

## EARLY



Percentage of work shifts started early by women

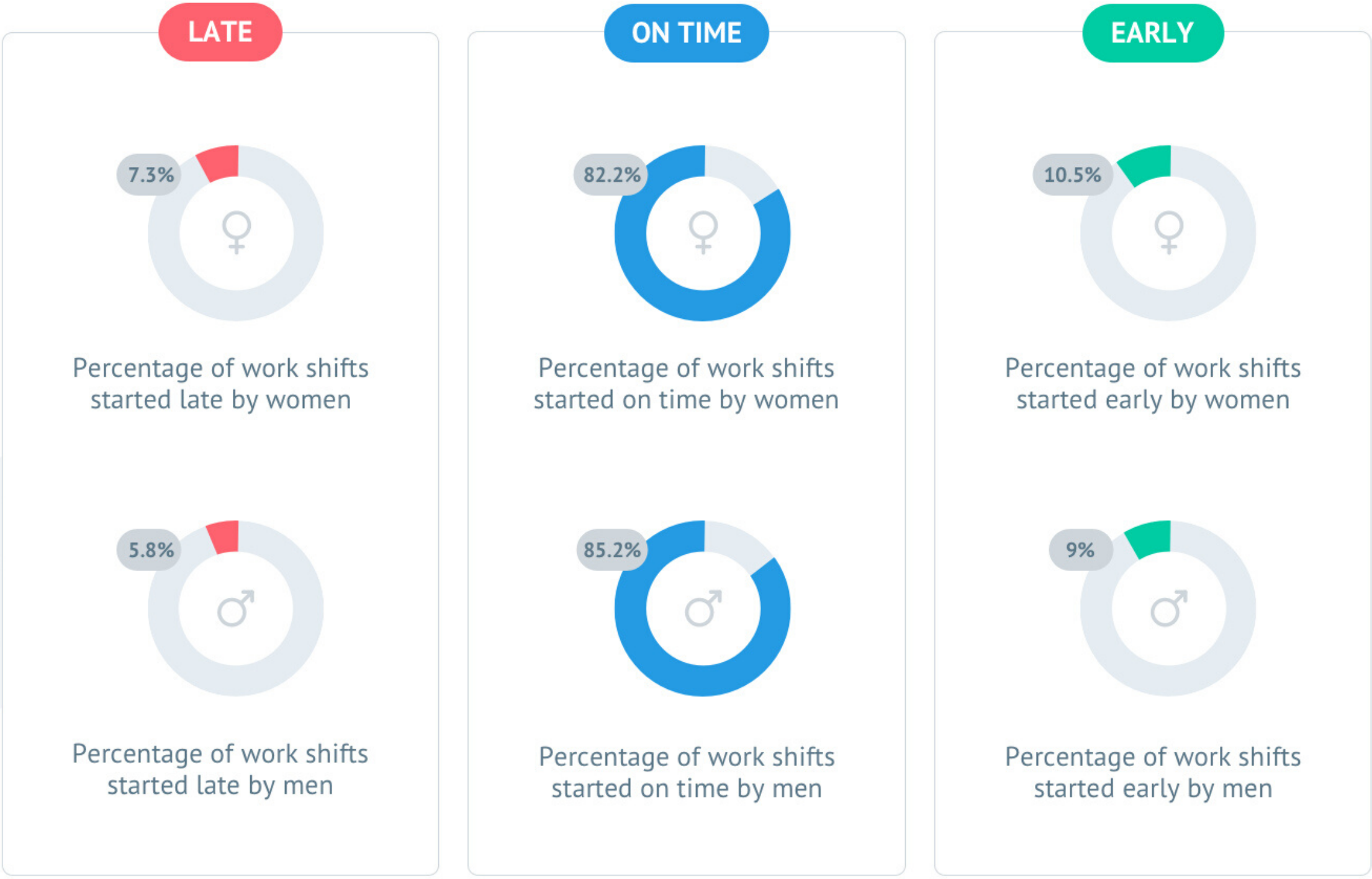
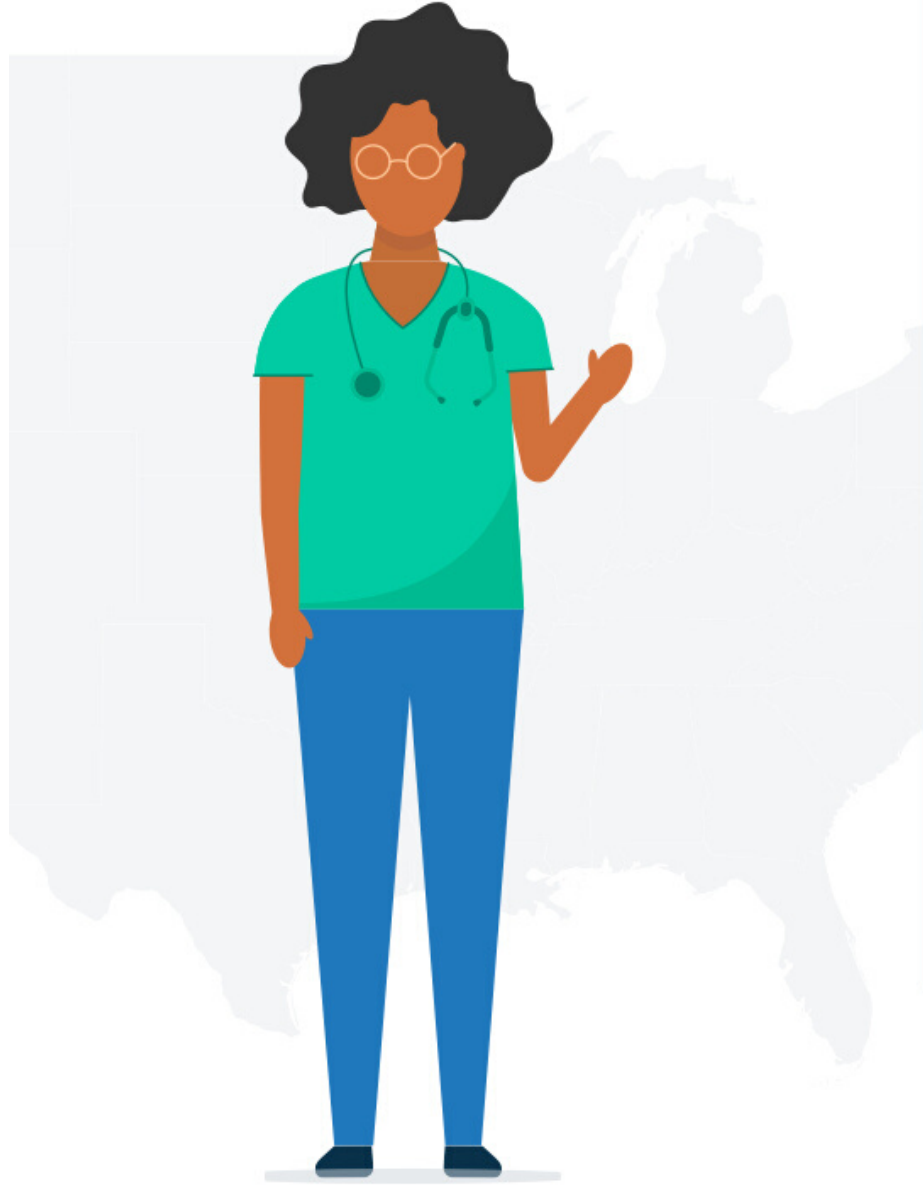


Percentage of work shifts started early by men

- 82% of American Gen Z women were late to work at least once during the last calendar year
- 82% of American Gen Z men were late to work at least once during the last calendar year
- 83% of American Gen Z women were early to work at least once during the last calendar year
- 80% of American Gen Z men were early to work at least once during the last calendar year

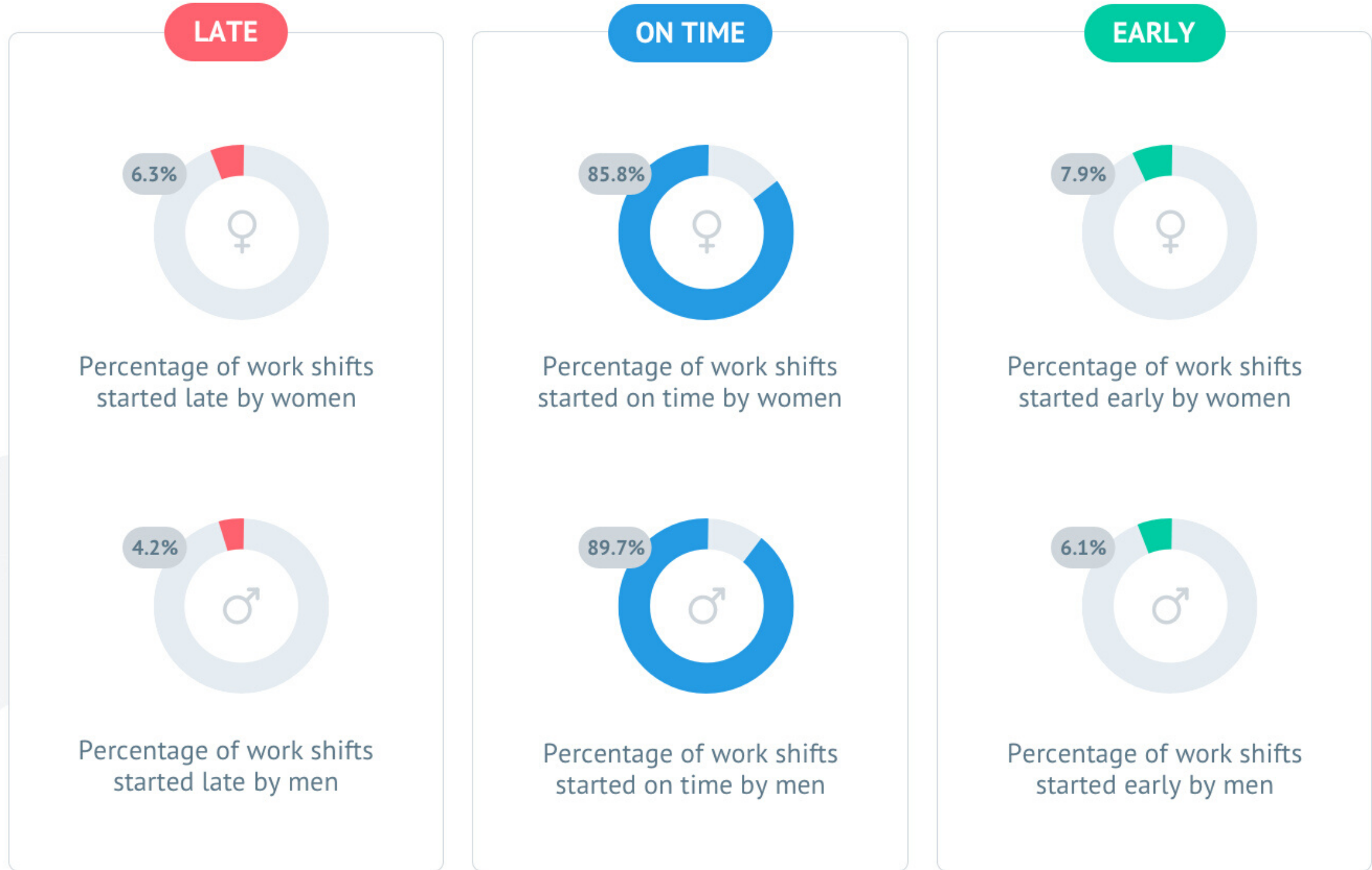


# Generation Y Millennials



- 80% of American Millennial women were late to work at least once during the last calendar year
- 79% of American Millennial men were late to work at least once during the last calendar year
- 77% of American Millennial women were early to work at least once during the last calendar year
- 74% of American Millennial men were early to work at least once during the last calendar year

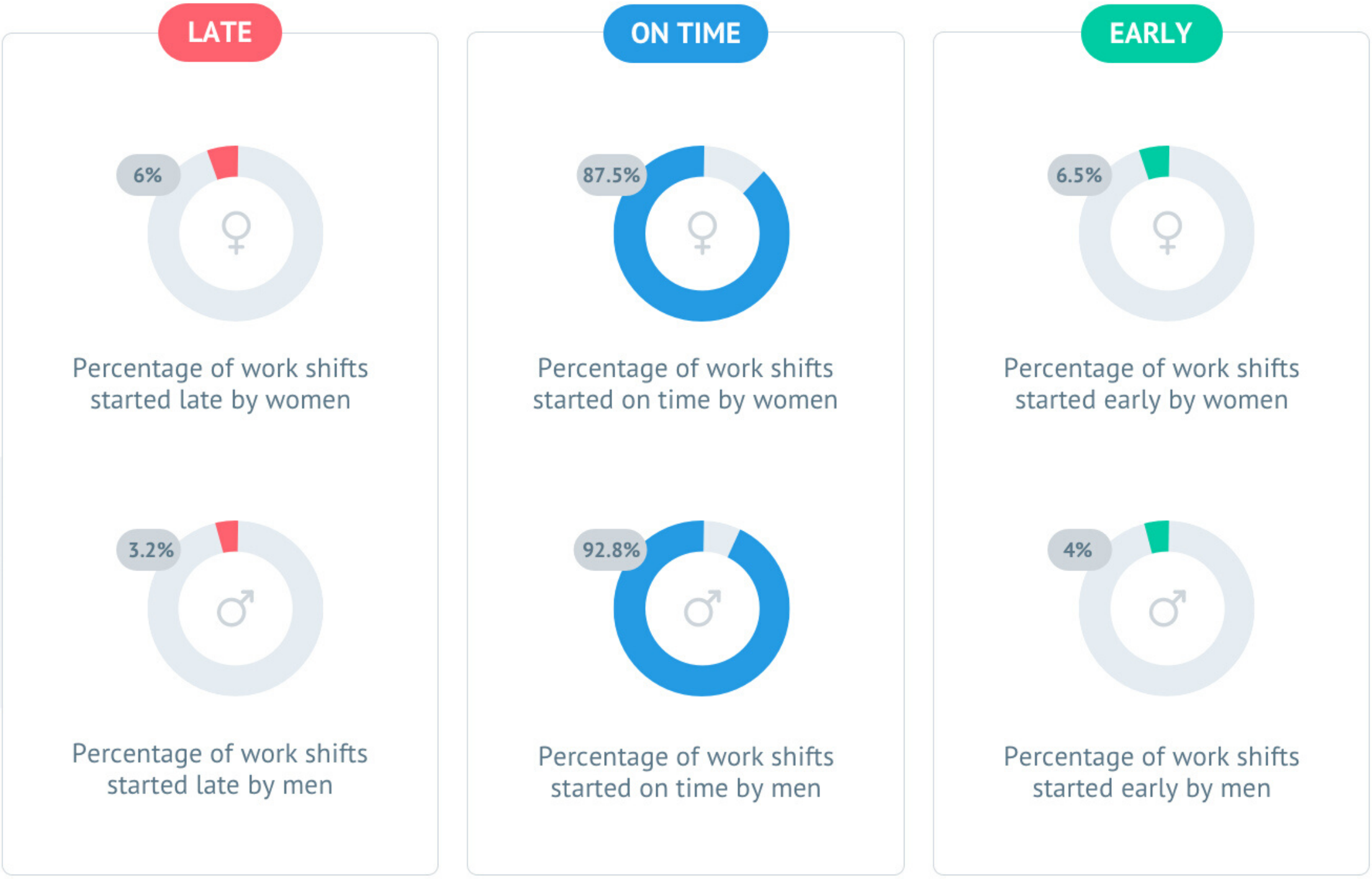
# Generation X



- 77% of American Gen X women were late to work at least once during the last calendar year
- 73% of American Gen X men were late to work at least once during the last calendar year
- 74% of American Gen X women were early to work at least once during the last calendar year
- 70% of American Gen X men were early to work at least once during the last calendar year

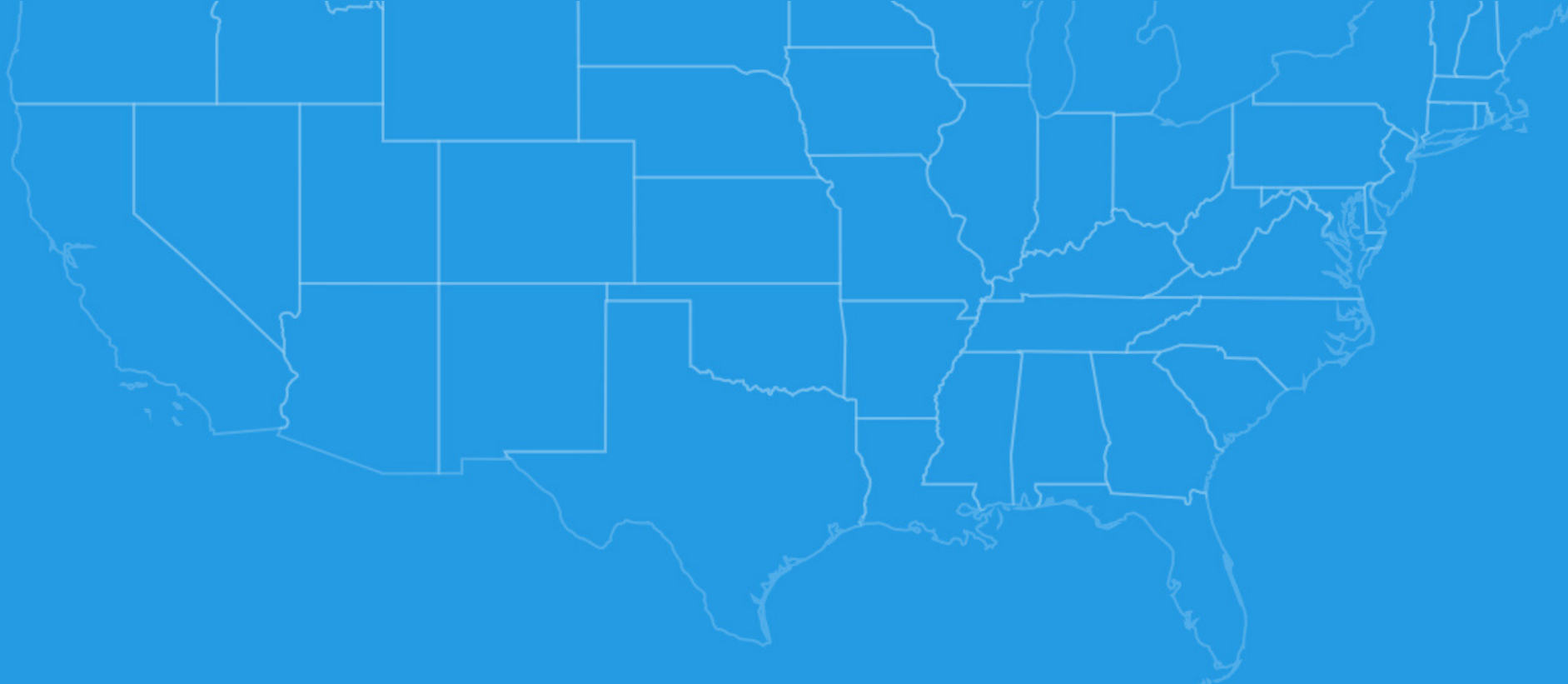


# Baby Boomers



- 74% of American Baby Boomers women were late to work at least once during the last calendar year
- 73% of American Baby Boomers men were late to work at least once during the last calendar year
- 76% of American Baby Boomers women were early to work at least once during the last calendar year
- 72% of American Baby Boomers men were early to work at least once during the last calendar year



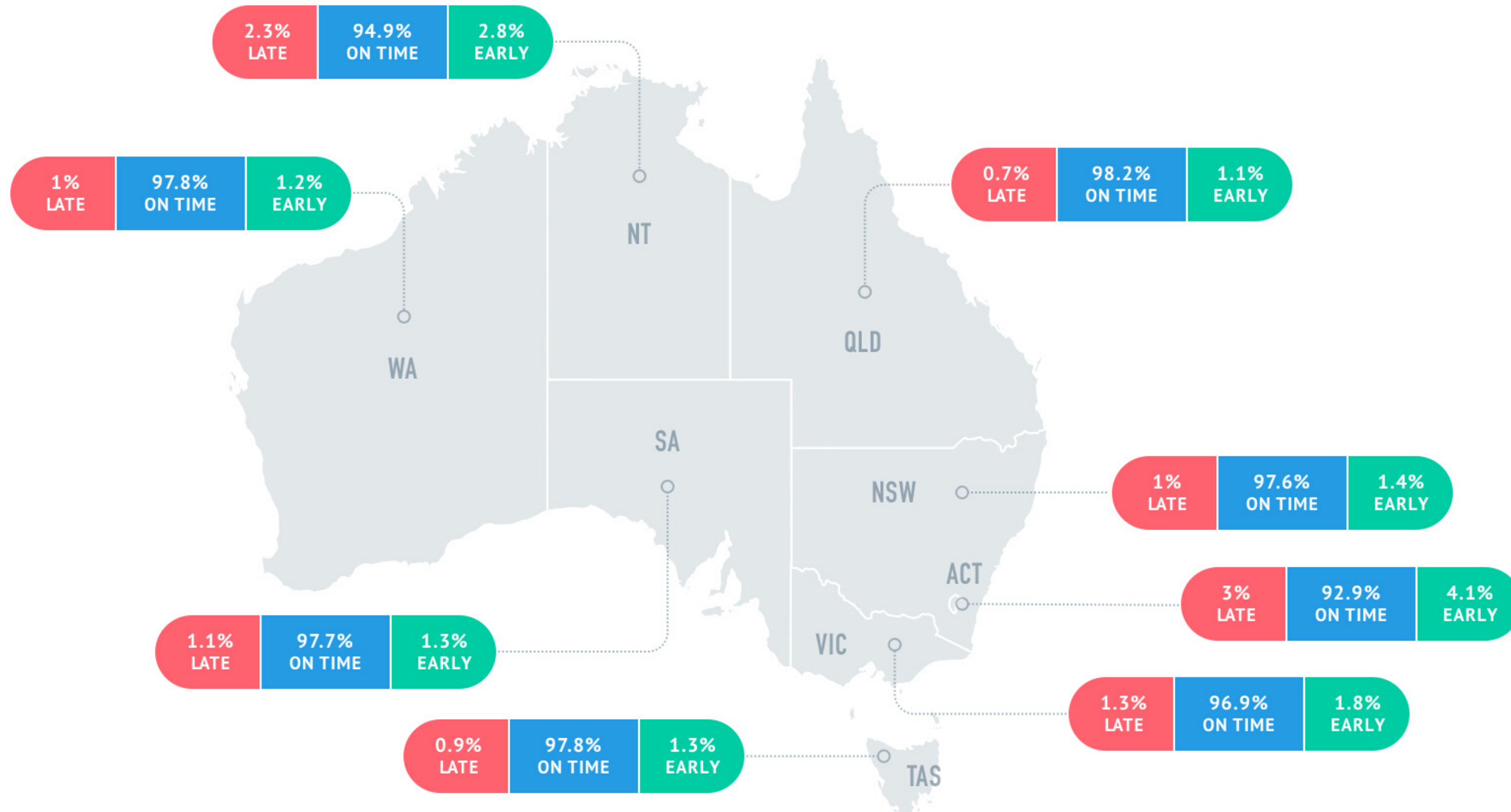


# Locations Late *vs* Early



# Australia

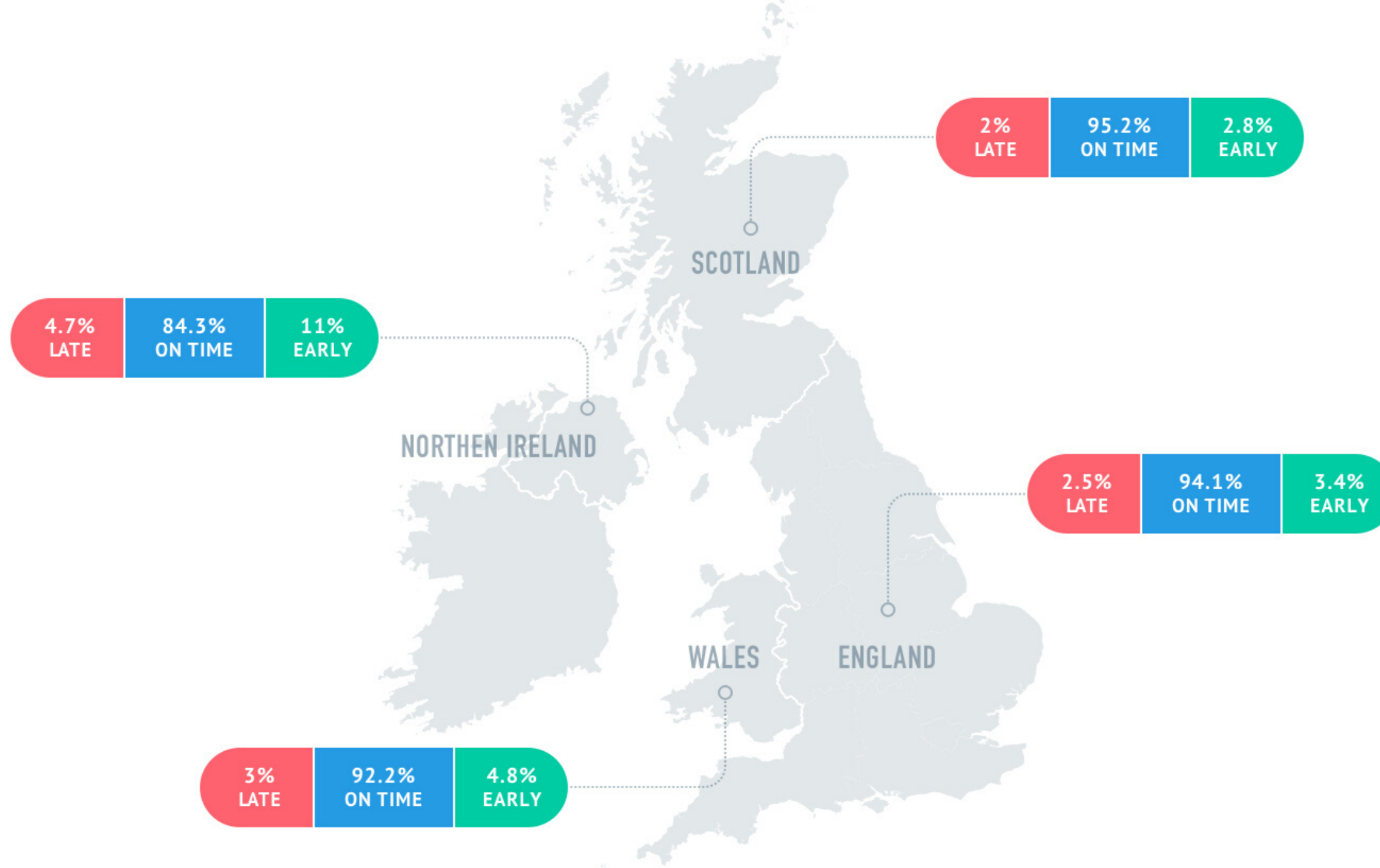
Mar 18 – Mar 19





# United Kingdom

Mar 18 – Mar 19

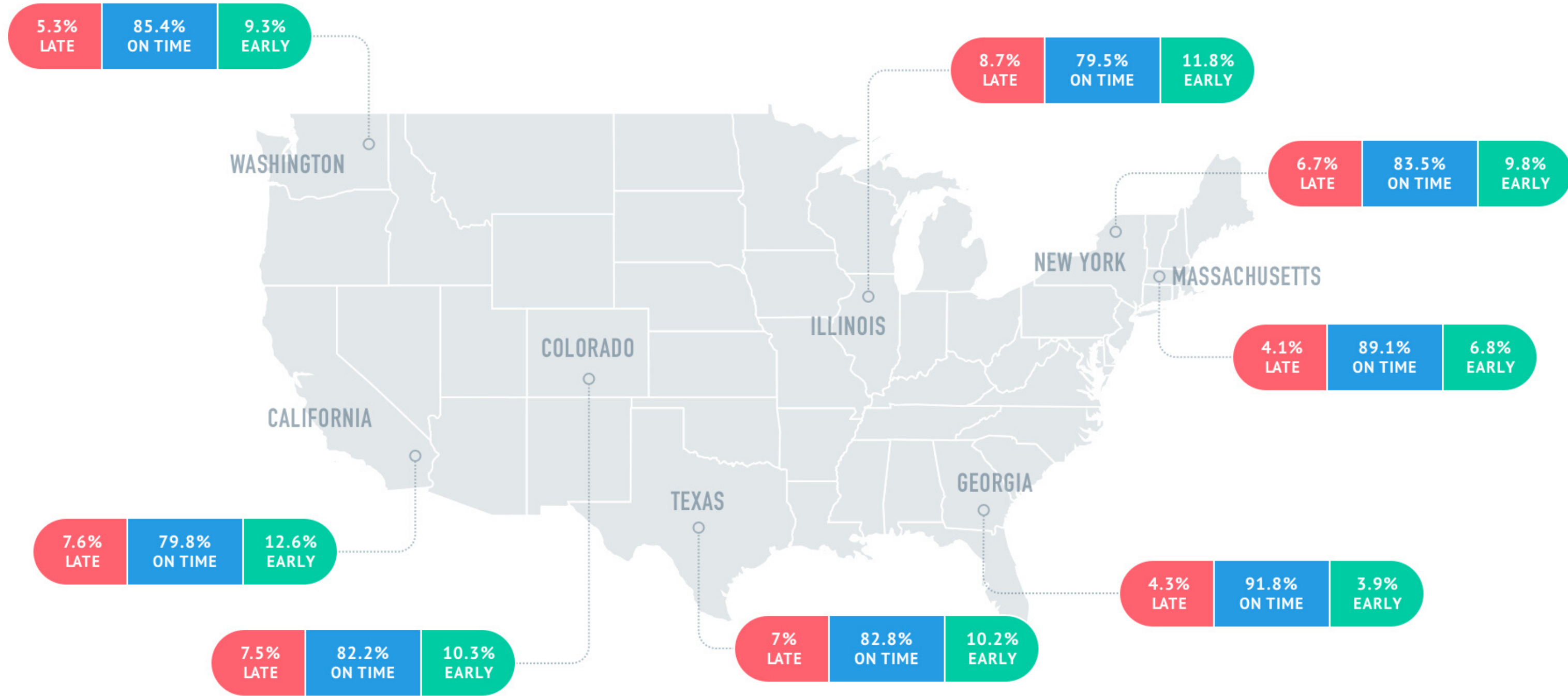






# United States

Mar 18 – Mar 19



# Key Statistics





# Australia



Males of Generation Z are the most likely to be running late for work than any other generation.



Female Baby Boomers are the least likely to be late for a shift than any other generation.





## United Kingdom



Both male and females of Generation Z are equally as likely to be late for work.



Female Baby Boomers are the least likely to be late for work than any other generation.



# United States



Women of Generation Z are the most likely to be late to work than any other generation.



Male Baby Boomers are the least likely to be late to work than any other generation.

## Credits

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# Shift Workers

(Mar18 - Mar19)



# Shift Workers / Scheduled Shifts

(Mar18 - Mar19)

- A total of 407,603 employees / shift workers employment analysed globally
  - United States employees analysed 103,487
  - Australian employees analysed 296,615
  - United Kingdom employees analysed 34,501
- 
- A total of 28,290,974 individual shifts scheduled and clocked analysed globally
  - United States shifts / schedules analysed 4,704,452
  - Australian shifts / schedules 21,517,833
  - United Kingdom shifts / schedules analysed 2,068,689

# Shift Workers - Late

(For at least one or more shifts between Mar18 - Mar19)

- 66% shift workers were late to their shifts in NSW
- 64% shift workers were late to their shifts in QLD
- 68% shift workers were late to their shifts in ACT
- 66% shift workers were late to their shifts in VIC
- 63% shift workers were late to their shifts in SA
- 67% shift workers were late to their shifts in NT
- 65% shift workers were late to their shifts in TAS
- 64% shift workers were late to their shifts in WA
- 67% shift workers were late to their shifts in England
- 59% shift workers were late to their shifts in Northern Ireland
- 69% shift workers were late to their shifts in Scotland
- 67% shift workers were late to their shifts in Wales



# Shift Workers - Late

(For at least one or more shifts between Mar18 - Mar19)

- 73% shift workers were late to their shifts in California
- 76% shift workers were late to their shifts in Colorado
- 73% shift workers were late to their shifts in Georgia
- 77% shift workers were late to their shifts in Illinois
- 71% shift workers were late to their shifts in Massachusetts
- 73% shift workers were late to their shifts in New York
- 74% shift workers were late to their shifts in Texas
- 75% shift workers were late to their shifts in Washington

# Shift Workers - Early

(For at least one or more shifts between Mar18 - Mar19)

- 65% shift workers were early to their shifts in NSW
- 65% shift workers were early to their shifts in QLD
- 66% shift workers were early to their shifts in ACT
- 64% shift workers were early to their shifts in VIC
- 65% shift workers were early to their shifts in SA
- 64% shift workers were early to their shifts in NT
- 67% shift workers were early to their shifts in TAS
- 63% shift workers were early to their shifts in WA
- 62% shift workers were early to their shifts in England
- 65% shift workers were early to their shifts in Northern Ireland
- 64% shift workers were early to their shifts in Scotland
- 73% shift workers were early to their shifts in Wales

# Shift Workers - Early

(For at least one or more shifts between Mar18 - Mar19)

- 67% shift workers were early to their shifts in California
- 70% shift workers were early to their shifts in Colorado
- 66% shift workers were early to their shifts in Georgia
- 68% shift workers were early to their shifts in Illinois
- 57% shift workers were early to their shifts in Massachusetts
- 68% shift workers were early to their shifts in New York
- 68% shift workers were early to their shifts in Texas
- 72% shift workers were early to their shifts in Washington



# Shift Workers - Early

(For at least one or more shifts between Mar18 - Mar19)

- 67% shift workers were early to their shifts in California
- 70% shift workers were early to their shifts in Colorado
- 66% shift workers were early to their shifts in Georgia
- 68% shift workers were early to their shifts in Illinois
- 57% shift workers were early to their shifts in Massachusetts
- 68% shift workers were early to their shifts in New York
- 68% shift workers were early to their shifts in Texas
- 72% shift workers were early to their shifts in Washington

# Mar18 - Mar19

(At least one or more shifts between Mar18 - Mar19)

- 43 percent of Aussie hourly-paid workers were not on time to work, arriving late for their shift at least once last year
- Aussies were the earliest to work in January 2019 with February 2019 being the month when Australians were the most late to work
- 52 per cent of British hourly-paid workers were not on time to work, arriving late for their shift at least once last year.
- Brits were the most late to work in January 2019 with February 2019 being the month when hourly-paid workers were the most early to work.



# Call to Action

Guide your potential customers to take action.  
Make your call-to-action statement clear.

To encourage them to take action, some call-to-action examples you may want to use are “Enjoy free shipping!”, “Sign up for a 30-day free trial”, or “Money-back guarantee” - anything to establish rapport and trust.