



Good



Stressed



Okay

REPORT

# Shift Pulse Report

Insights from the global people platform for hourly work

**The Shift Pulse Report measures the feelings that 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.

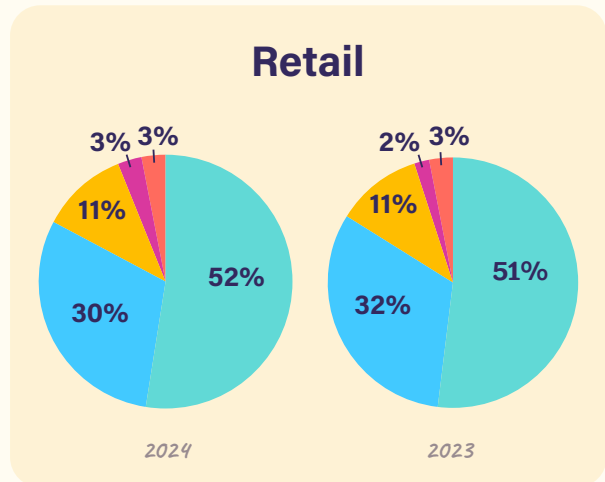
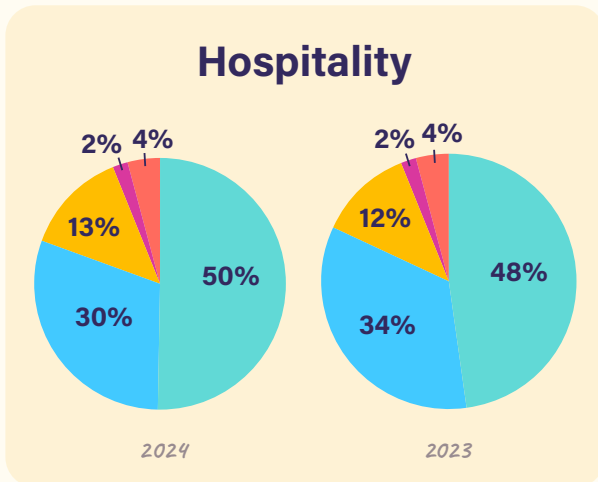
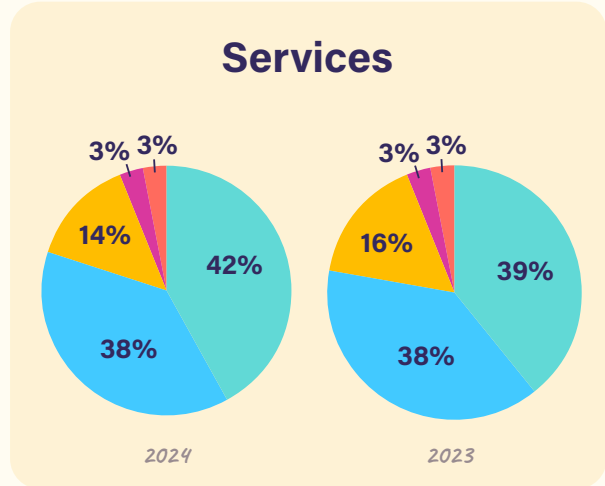
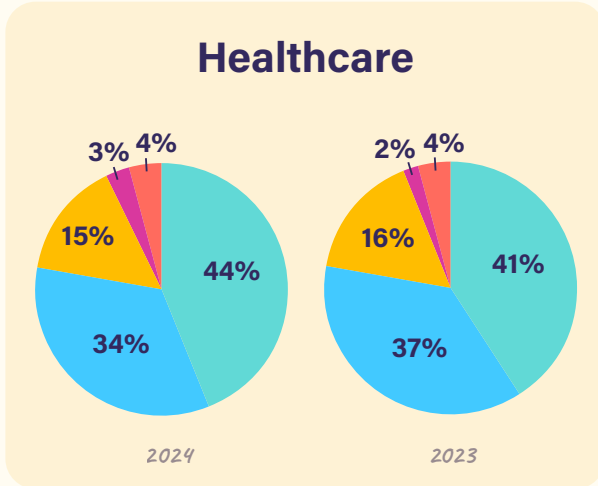
Percentages are rounded to the nearest whole number. Graph percentages may not total 100% due to rounding.

421,000 Shift Pulse Survey responses were analyzed 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). The main heading is 'How did you feel during your shift today?' with a close button (X) in the top right. A sub-heading says 'Don't worry, your response is anonymous'. There are five emoji-based options: 'Amazing' (smiling face with open eyes), 'Good' (smiling face), 'Okay' (neutral face), 'Frustrated' (frowning face), and 'Stressed' (frowning face with sweat drops). Below these is a text input field labeled 'Tell us why (optional)'. At the bottom is a large blue button labeled 'Send feedback'.



# The happiest hourly workers in the US work in Retail



■ Amazing   
 ■ Good   
 ■ Okay   
 ■ Frustrated   
 ■ Stressed

## Healthcare

Improvement in the most positive sentiment (increase in "amazing" from 41% in 2023 to 44% in 2024) and a slight rise in stress and frustration, indicating workers have stronger sentiments overall with "okay" levels dropping.

## Hospitality

Slight increase in highest satisfaction ("amazing") from 48% in 2023 to 50% in 2024.

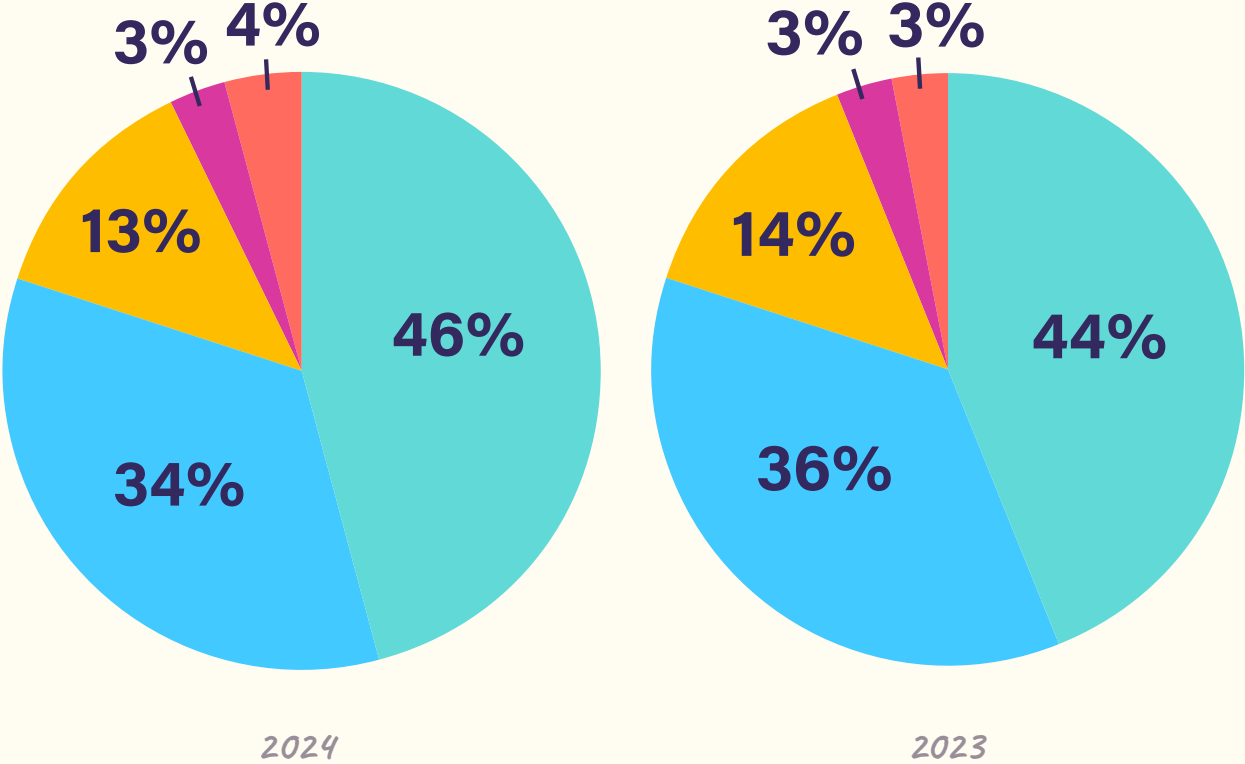
## Services

Improvement in the most positive sentiment, with a rise in "amazing" from 39% in 2023 to 42% in 2024.

## Retail

Consistent with high levels of satisfaction, showing a slight increase in "amazing" from 51% in 2023 to 52% in 2024, yet slight upticks in stress and frustration.

# Overall happiness levels for shift workers in the US



### Retail Sector Thrives

The retail sector stands out with the highest percentage of employees feeling "amazing" at 52%, suggesting a highly positive work environment possibly driven by customer interactions and job satisfaction.

### Stress in Healthcare

Healthcare experiences a high level of stress despite a strong showing in "amazing," which could be due to the high-pressure nature of the industry.

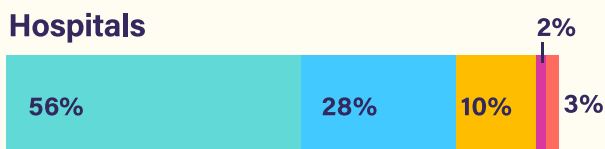
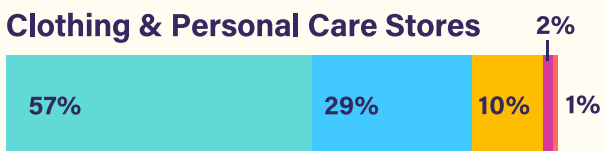
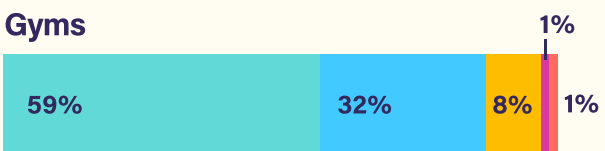
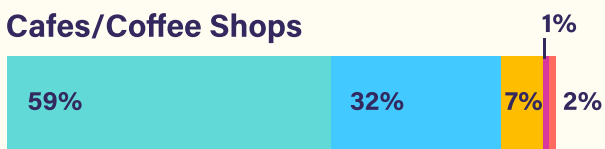
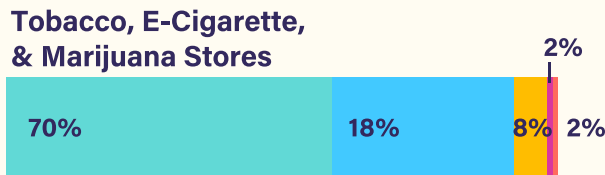
### Steady Services Sector

The services sector shows a robust increase in positive sentiments, which might reflect diversifying roles and improvements in work conditions.

### Overall Trends

Most sectors show a trend towards improving or maintaining high levels of employee satisfaction, suggesting overall positive changes in workplace environments across the U.S. from 2023 to 2024.

# Happiest Industries



## Dentists

Leading with an impressive 87% of employees feeling "amazing," this sector shows an exceptionally positive work environment, likely due to the high professional satisfaction and stable work conditions.

## Tobacco, E-cigarette & Marijuana Stores

70% of employees rate their sentiment as "amazing," reflecting a high level of job satisfaction possibly influenced by the growing market and consumer enthusiasm in this relatively new industry.

## Cafes/Coffee Shops

With 59% feeling "amazing," cafes and coffee shops provide a pleasant and engaging work environment, often characterized by social interactions and a friendly atmosphere.

## Gyms

Also at 59%, gyms exhibit high satisfaction, suggesting that working in health and fitness environments is rewarding and promotes a positive personal and professional life balance.

## Clothing & Personal Care Stores

A close 57% of employees feel "amazing," indicating that retail environments in fashion and personal care can be very gratifying, often due to creative aspects and customer interaction.

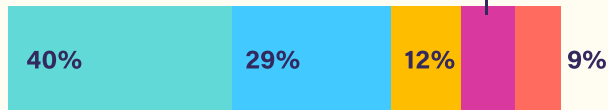
## High Job Satisfaction in Health-Related Fields

Both dental and outpatient care sectors show high levels of satisfaction, emphasizing the rewarding nature of health-related professions.

**Dental Clinics, Tobacco & Marijuana Stores, Coffee Shops and Gyms are the happiest US workplaces, according to data from Deputy.**

# Unhappiest Industries

## Warehousing & Storage



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Exhibiting the highest combined stress (8%) and frustration (9%), indicating a challenging environment with potential issues in workload, physical demands, and operational pressures.

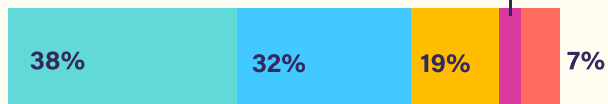
## Delivery & Postal Services



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High stress (8%) and frustration (5%) levels reflect the pressures of timely delivery expectations and the extensive physical and logistical demands of the role.

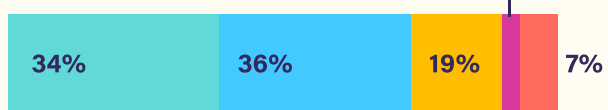
## Outpatient Care Centers



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Significant stress (7%) and frustration (4%), likely due to the demands of providing continuous and varied patient care under tight schedules.

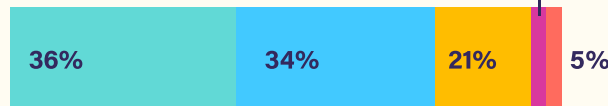
## Logistics, Distribution, & Freight



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With combined stress (7%) and frustration (4%), this sector faces challenges similar to warehousing, with the added complexities of global and local distribution networks.

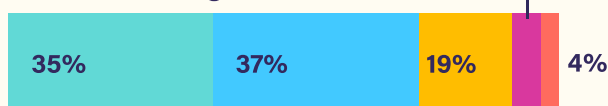
## Critical & Emergency Services



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Stress (5%) and frustration (4%) are notably high, understandable given the high-stakes nature of work in emergency response and critical care.

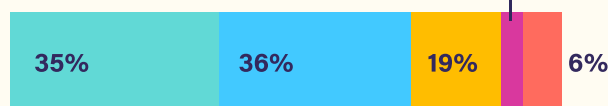
## Manufacturing



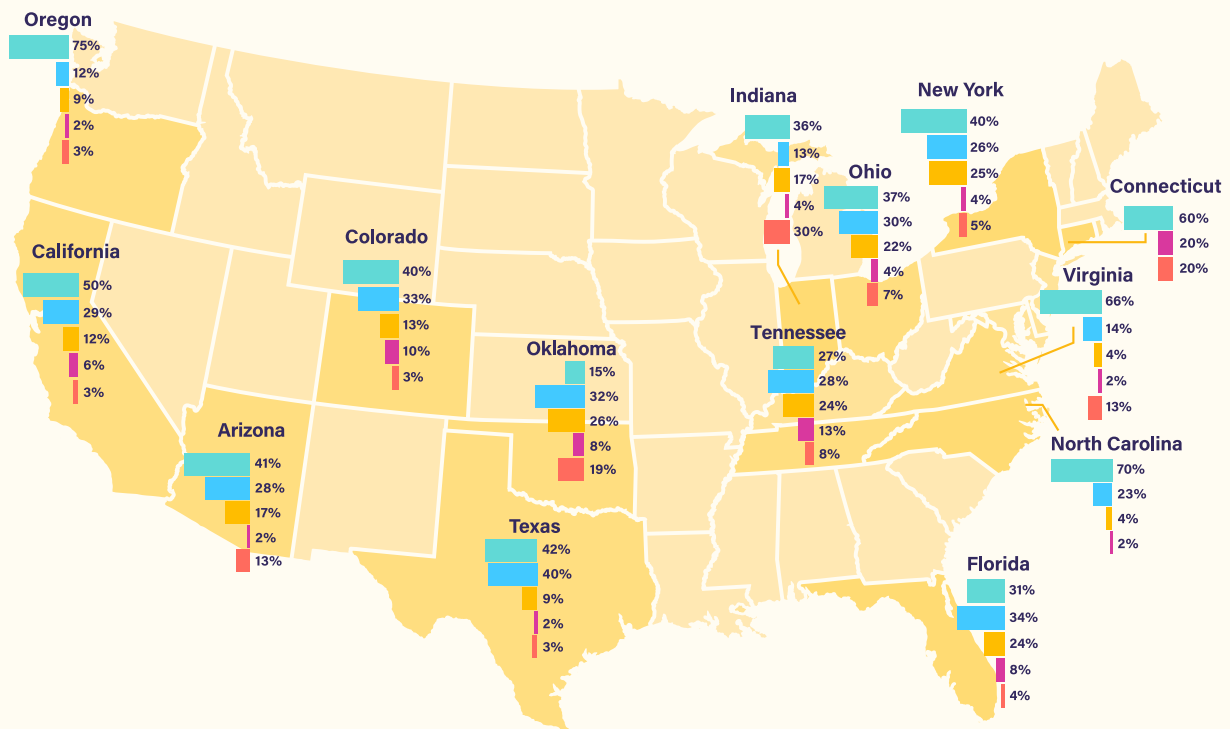
## Stress in Essential Services

Sectors like warehousing, delivery, and critical services, crucial for everyday functioning, show significant stress and frustration, highlighting the need for better support systems and working conditions in these vital industries.

## Animal Health



# Happiest States



## Most Happy States

### Oregon

With 75% feeling "amazing," Oregon demonstrates a significantly positive work environment, suggesting high job satisfaction and favorable working conditions.

### North Carolina

North Carolina shows a high satisfaction level at 70% feeling "amazing".

### Virginia

66% of employees feel "amazing," despite the less progressive labor laws in the state.

### Connecticut

With 60% rating their sentiment as "amazing," reflects a positive employment atmosphere, potentially due to a balanced work-life environment and smaller work communities in some industries at least.

## Least Happy States

### Connecticut

Exhibits significant stress (20%) and frustration (20%), indicating the rest of the workers in this state face a challenging work environment that high job demands or economic pressures might influence in certain sectors.

### Indiana

With high-stress and frustration levels at 34% suggests a particularly stressful work setting, potentially due to weaker wage policies and worker protections.

### Oklahoma

With stress at 19% and frustration at 8%, the work environment in Oklahoma appears to be more challenging than in many other states, possibly due to weaker wage policies and worker protections also.

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

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