

REPORT

Shift Worker Happiness Index

Insights from the UK shift work economy

The Shift Worker Happiness Index measures the feelings shift workers (hourly workers) from industries such as healthcare, hospitality, retail, and services have towards their work.

Tight labour markets and the rising cost of living 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.

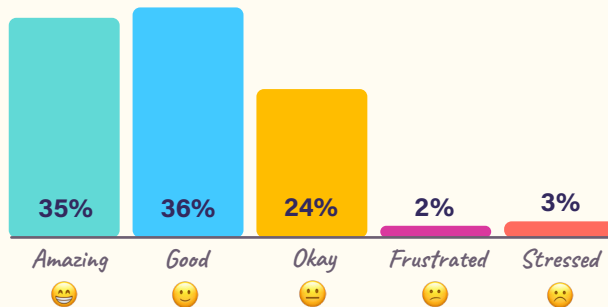
Percentages are rounded to the nearest whole number.

171,185 Shift Pulse Survey responses were analysed for this report.

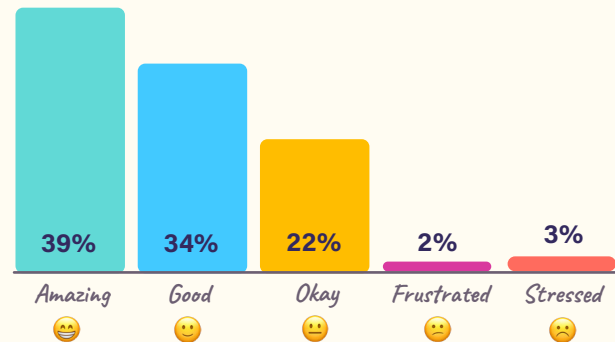
A screenshot of a mobile phone displaying a survey titled "How did you feel during your shift today?". The phone's status bar at the top shows the time as 12:22 and battery level. The survey interface includes a red logo, a close button (X), and a reassuring message: "Don't worry, your response is anonymous". There are five emoji-based response options: "Amazing" (happy face), "Good" (neutral smile), "Okay" (neutral face), "Frustrated" (frowny face), and "Stressed" (frowny face with sweat drops). Below the options is a text input field labeled "Tell us why (optional)" and a prominent blue "Send feedback" button.

The happiest shift workers in the UK work in Hospitality

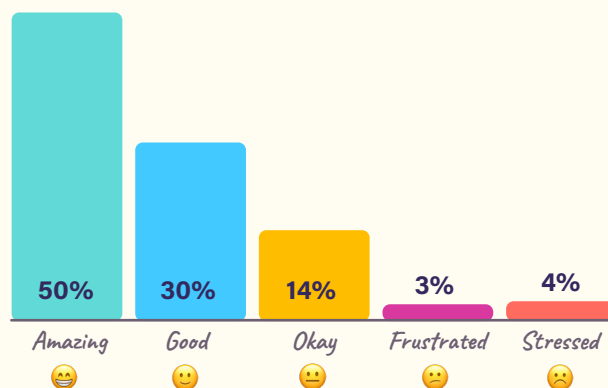
Healthcare



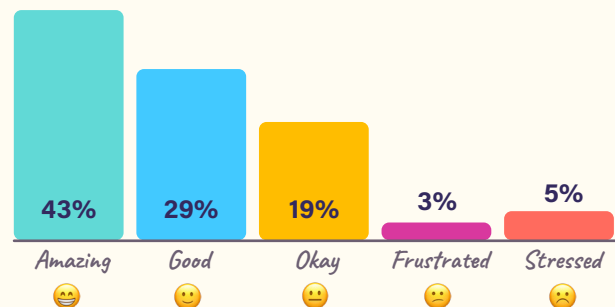
Services



Hospitality



Retail



Hospitality workers are still the happiest at work. 50% reported having “amazing” shifts compared to 48% in 2022. 30% reported having “good” shifts compared to 28% in 2022.

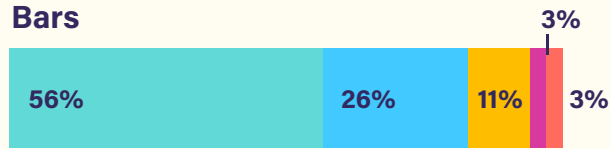
Healthcare and Services had the highest percentage of workers who were just “ok”. Workers in pharmacies recorded 40% of shifts as “ok” and had the highest amount of “frustrated” workers out of all industries at 18%. Postal and delivery workers recorded 28% of shifts as “ok”.

Compared to last year, care workers are in higher spirits. 38% reported they felt “good” compared to 28% in Q1 of 2022. 26% reported feeling “amazing” compared to 23% in Q1 2022.

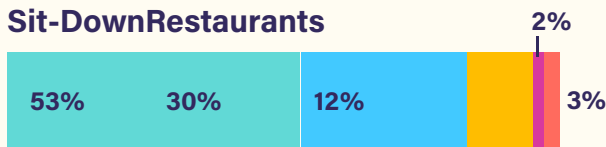
Retail is a bit of a mixed bag. Those working at garden centres and DIY stores were the happiest shift workers (65% feeling “amazing”). Those working in auto, electronics and appliance stores felt the most “frustrated” or “stressed” (14%).

Happiest Industries

Bars



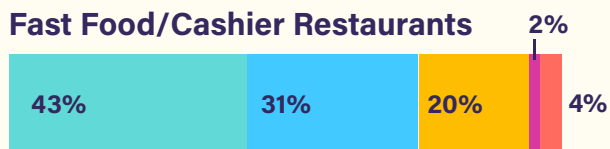
Sit-Down Restaurants



Cafes & Coffee Shops



Fast Food/Cashier Restaurants



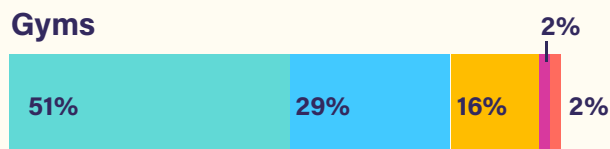
Care Facilities



Home, Hardware & Garden Stores



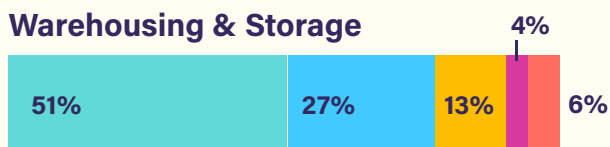
Gyms



Logistics, Distribution & Freight



Warehousing & Storage



Hospitality Workers

Despite the cost of living crisis and the ongoing challenges in recruitment and retention, those in hospitality are still the happiest at work. 50% of hospitality workers report they felt “amazing” at the end of their shift, and 30% as “good”.

56% of those working in bars and pubs said they felt “amazing”, ahead of 52% of those working in sit-down restaurants. Only 20% of hospitality workers recorded their feelings as just ‘ok’, ‘frustrated’ or ‘stressed’.

Care Workers

Care workers are happier than they were 12 months ago. 64% reported they felt “good” or “amazing” compared to 51% for the same period last year.

Advanced planning of shifts has improved from an average of 21.5 days in 2022 to more than 28 days in 2023.

Garden Centre Workers

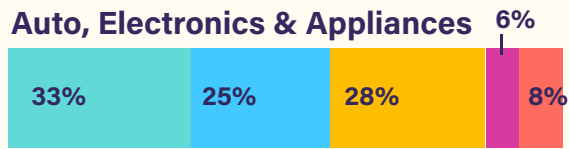
If you want to be happy at work in the UK, get a job at a garden centre. 89% of those working in garden centres said they felt “amazing” (65%) or “good” (24%) at the end of their shift. That’s 23% more garden centre workers feeling “amazing” than the UK average across all shift workers (42%).

Gym Workers

51% of those working in gyms recorded feeling “amazing” and 29% felt “good” at the end of their shifts. Making workers in the sector 5% happier than the UK average.

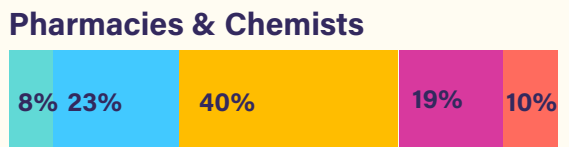
Pubs, Garden Centres and Delivery Vans are the happiest UK workplaces, according to data from Deputy.

Unhappiest Industries



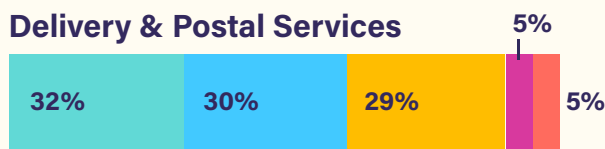
Retail Workers (Auto, electronics & appliances)

Auto, electronics and appliance store workers are the least happy, with 8% indicating they are “stressed” compared to 3-4% of workers indicating the same across other industries.



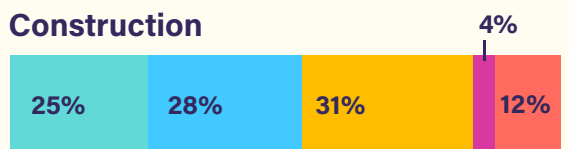
Pharmacy Workers

Pharmacy workers are the most unhappy of any industry sector, with 19% recording they felt “frustrated” at the end of their shift and 10% stating they felt “stressed” at the end of their shift.



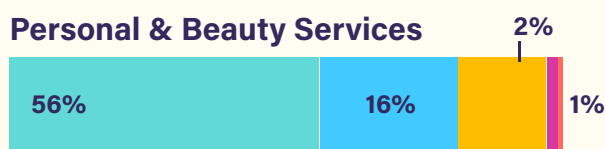
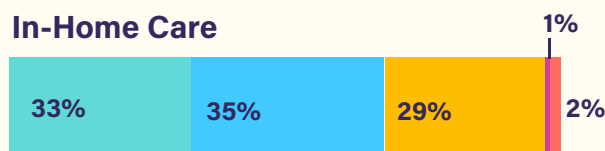
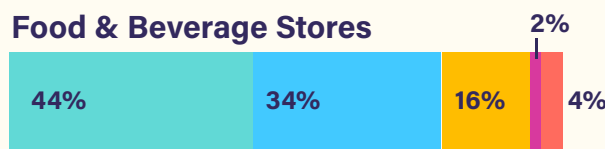
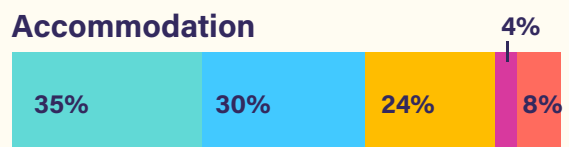
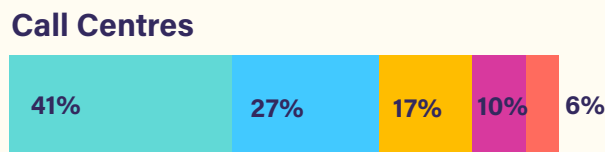
Delivery & Postal Workers

Following a boom in delivery and postal services since the pandemic, workers in this industry do not appear to be as happy as others with less than a quarter feeling “amazing” at the end of their shift and a third feeling “ok”.

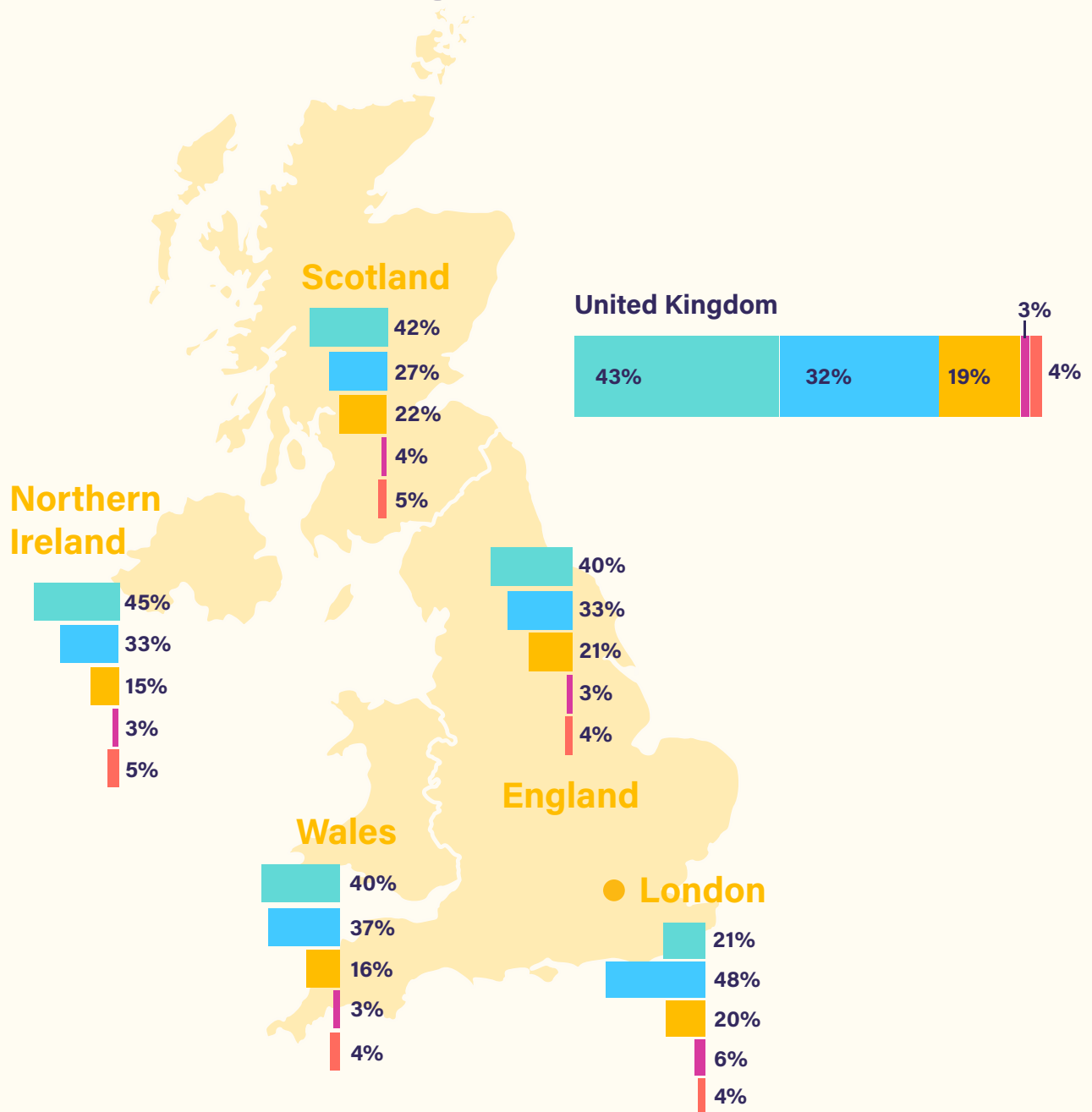


Construction & Call Centre Workers

Construction and Call Centre workers are two of the unhappiest industry sectors with 15% of workers stating they felt “stressed” or “frustrated” after their shifts.



Happiest Regions



75% of UK shift workers indicate they feel "amazing" / "good" after their shifts despite tough economic conditions and a tight labour market.

Northern Ireland recorded the highest percentage of "amazing" shifts (45%), followed by Scotland (42%).

Wales recorded the highest combined percentage for feeling "amazing" or "good" (76%).

London has a high percentage (10%) of workers who felt "frustrated" or "stressed".

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