



The

State

OF THE Deskless
Workforce

US Report



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Introduction

Benchmarking the Deskless Workforce

Each year there are thousands of surveys conducted on the workplace, assessing how workers in office environments socialize, commute and maintain their health and happiness.

Unfortunately, the same can't be said for the deskless workforce – the 2.7 billion workers worldwide who keep us healthy, make sure the shelves of our grocery stores are stocked and are critical to the day-to-day functions of our global society.

It's time to change the conversation.

At Quinyx, we are taking the lead by introducing the first edition of the **State of the Deskless Workforce**, an annual report that will grow over time into an index that gauges how this section of the workforce is evolving in light of new regulations, technologies and global challenges.

This annual report reviews key core areas that impact deskless workers.

Salaries

How satisfied are deskless workers with their current salaries?

Career Progression

How do workers value benefits versus career progression when deciding whether to stay in a job?

Workforce Communication

How effective are employers at providing information and hearing their workforce's concerns?

Schedule Flexibility

How do flexible working hours improve employees' ability to maintain balance between work and personal lives?

Government Regulations

How do new regulations, shifts in government and global challenges impact the deskless workforce?



Survey Overview

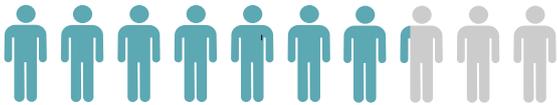
To launch the report, we asked deskless workers what businesses can do to support them, keep them happy and stay in their jobs longer.

In February 2020 we polled 1,200 Americans, identifying themselves as a deskless worker, on topics related to scheduling, sick time, wages and communication. With businesses now managing four or more generations in the workplace, we analyzed how results differed between Gen Z, Millennials, Gen X and Baby Boomers. Moreover, we took a look at how results varied across industries including retail, hotel and food services, healthcare, transportation and logistics.

Initial results showed major struggles with work-life balance:

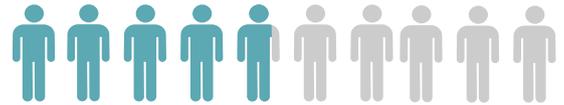
74%

Go to work when they are sick.



47%

Worry switching shifts could get them fired



Then the world faced a global pandemic, which completely shifted the needs of the deskless workforce.

To understand how the pandemic has changed the deskless workforce, we polled the same target audience in late April 2020. The results were disheartening.

14%

still went into work sick during COVID-19



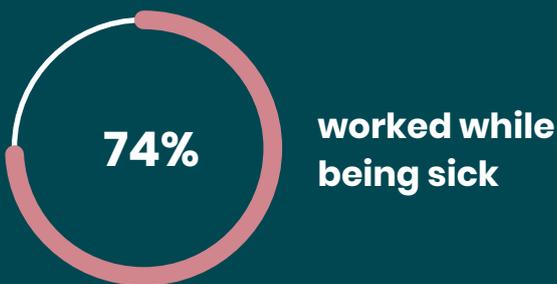
24%

Lost their job during COVID-19

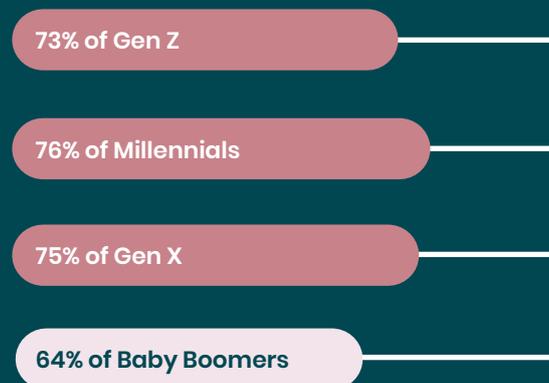


1. The Deskless Workforce, Scheduling & Sick Leave

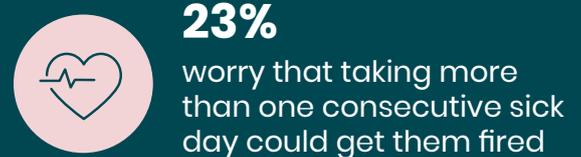
Millions of deskless workers in the U.S. don't have access to affordable health insurance for themselves or their families, and just a small portion have the ability to earn paid sick days. Moreover, most of these workers aren't able to work from home and are required to regularly interact with the public, which makes the deskless workforce vulnerable to illness.



Number of workers – split per generation – who have worked while being sick.

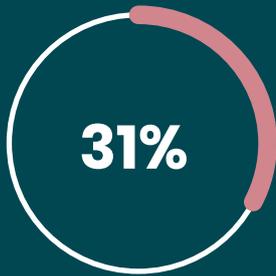


Most common reasons deskless workers go to work while being sick



Lack of flexibility in schedules is a problem

Deskless workers admitted they were stressed about their schedules and the lack of flexibility. So much that one in four would choose having a flexible work schedule over making more money.



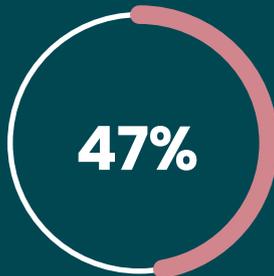
left a job because their employer didn't provide schedules in advance



have called out of work because they could not find a coworker to cover their shift



say system restrictions prevented them from switching shifts with a co-worker

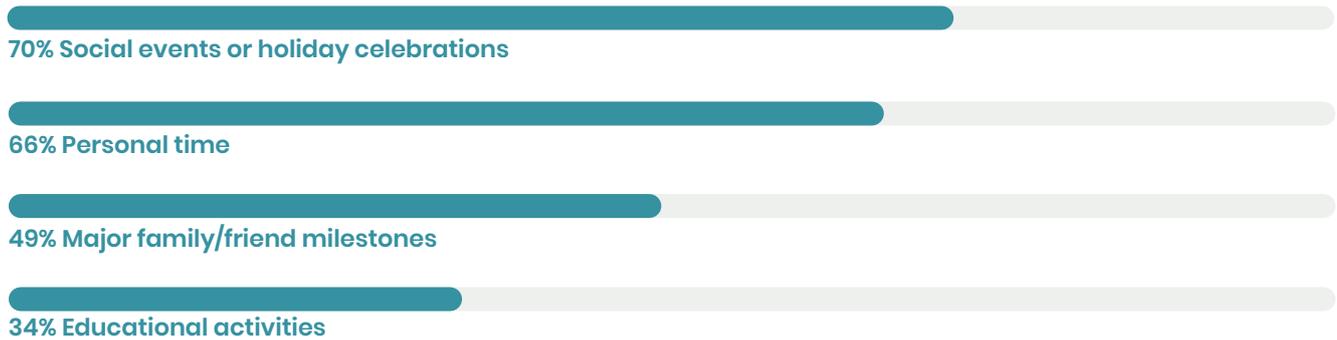


believe switching a shift would be perceived negatively by their employer



1.1 General Findings

Inflexible schedules create work-life imbalance. Results show, the majority of deskless workers had missed a social event or a major milestone due to inflexible schedules. Rigid schedules also caused over half of the workers we polled to miss out on sleep, meals and personal time.



Inflexible schedules cause burnout in Gen Z & Millennials

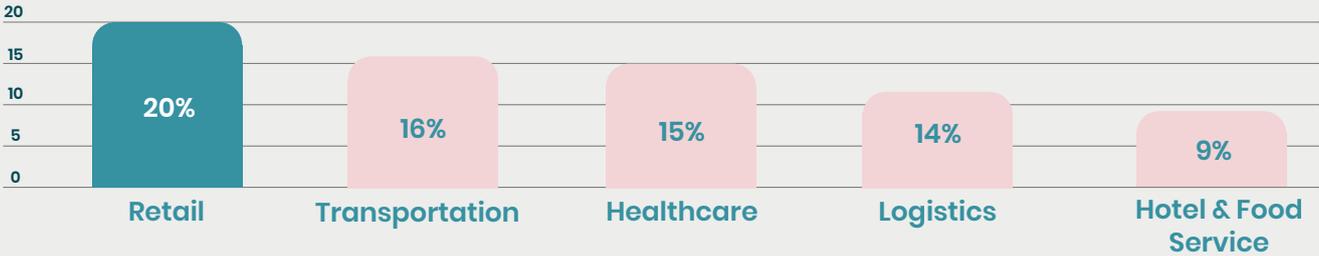
Compared to other age groups of the US workforce, Gen Zers and Millennials are more likely to prioritize work over health and personal time. Inflexible schedules in addition to longer work hours and stagnant wages, could see Millennials and Gen Zers suffer from higher rates of burnout.

Missed major milestone moments	Missed social events or holidays	Missed educational activities	Forfeited personal time	
38%	74%	38%	76%	Gen Z
52%	73%	37%	70%	Millennials
49%	64%	31%	63%	Gen X
41%	61%	20%	47%	Baby Boomers

1.2 Impact of COVID-19

Sick days have a stigma for the deskless workforce. Workers in retail and transportation were the most likely to go to work while sick during the pandemic. These workers are also most likely to have frequent contact with customers, creating new health risks for consumers.

Deep dive per sector



Deep dive per generation



Worked sick before Covid-19



Worked sick during Covid-19

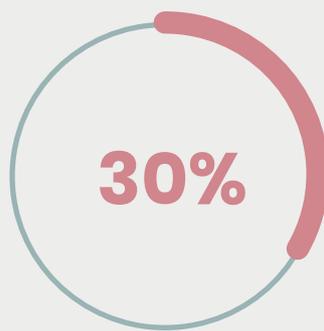
1.2 Impact of COVID-19

In the midst of the pandemic, Deskless Workers risked their health

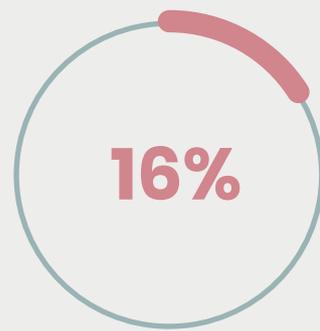
During the pandemic, deskless workers continued to work even though they experienced symptoms of illness. Why?



said they needed the money for household expenses

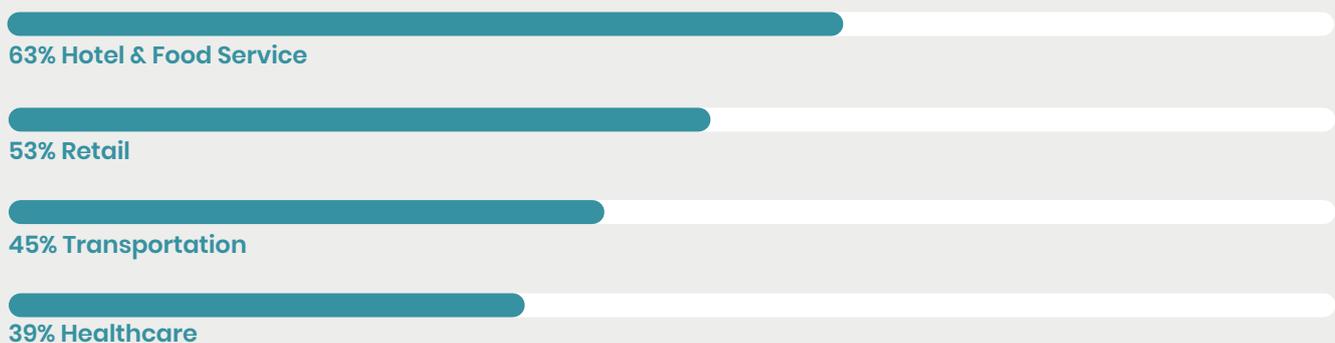


said there was no one to cover their shift



said they worried they would lose their job if they missed work

Pay was the top reason deskless workers in hotel and food service, retail, transportation and even healthcare choose to come into work sick.



2. The Deskless Workforce & Industry Retention

Contrary to general perception deskless workers want long-term jobs and career progression. Prior to COVID-19, the majority planned to stay in their job for up to three years, shedding the idea that deskless jobs are seen as temporary roles.

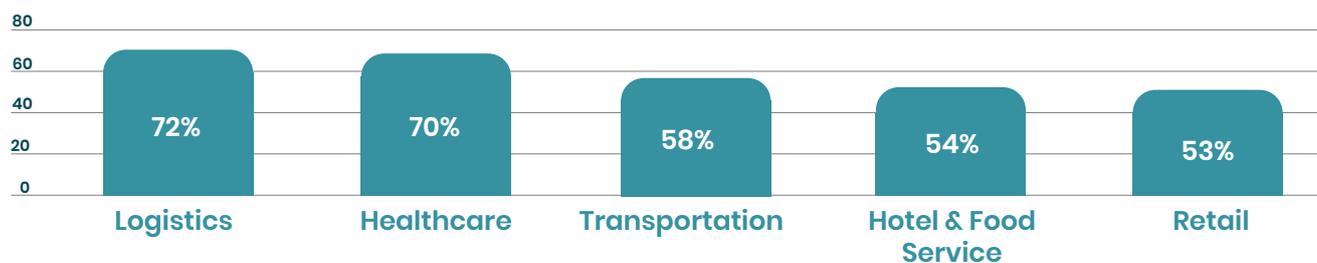


Millennial and Gen Z workers are the biggest flight risk. Younger generations are nearly twice as likely as older generations to be in the process of looking for another job.



2.1 General Findings

Across industries, workers don't want a job, they want a career. Even the majority of workers in industries that are viewed as "temporary," such as retail or hospitality, plan to stay at a job long-term (in this case 1 to 3 years). This table indicates how many workers across sectors view their job as a career.



Deskless workers don't "feel loved" by their employers

Many deskless workers, especially in industries such as logistics and retail, don't feel valued by their employer. Broken down by sector, the following statistics show what percentage of workers do not feel their employer sees them as disposable or temporary.



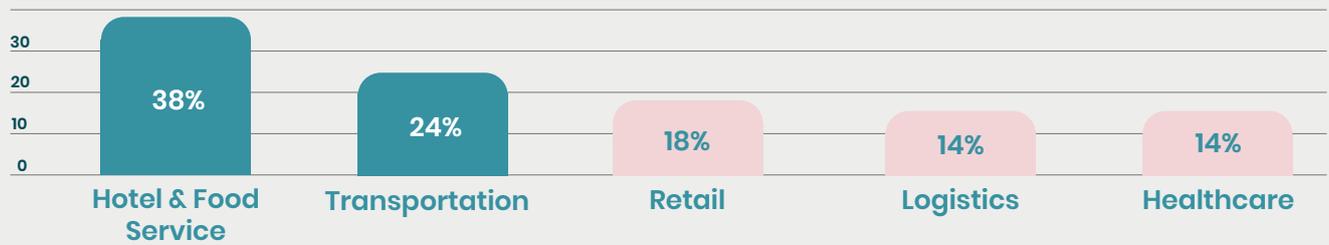
Negative work environments impact industries' ability to retain employees. Results show that the majority of workers have considered leaving their job.



2.2 Impact of COVID-19

For many American workers, the pandemic has meant losing income. The hospitality and transportation sectors have been hit the hardest by the crisis.

Lost their job



Lost hours



However, some sectors such as logistics, healthcare and grocery have seen a surge in hours worked as a direct result of the pandemic.

Worked over 40 hours



2.2 Impact of COVID-19

24% of deskless workers lost their job during COVID-19

A positive, despite job losses and cut hours, is that deskless workers feel more valued for their work now than before the pandemic. When asked if they believed that their employer values the work that they do, this is what they said:



said no before
Covid-19



said no after
Covid-19

This could be the result of increased communication and a more human approach to workplace engagement.

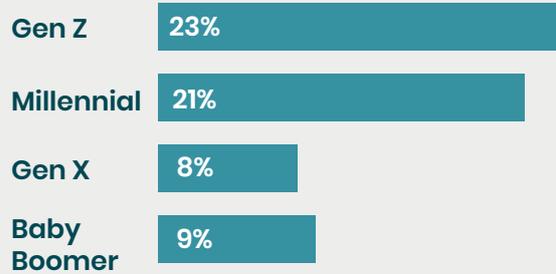


2.2 Impact of COVID-19

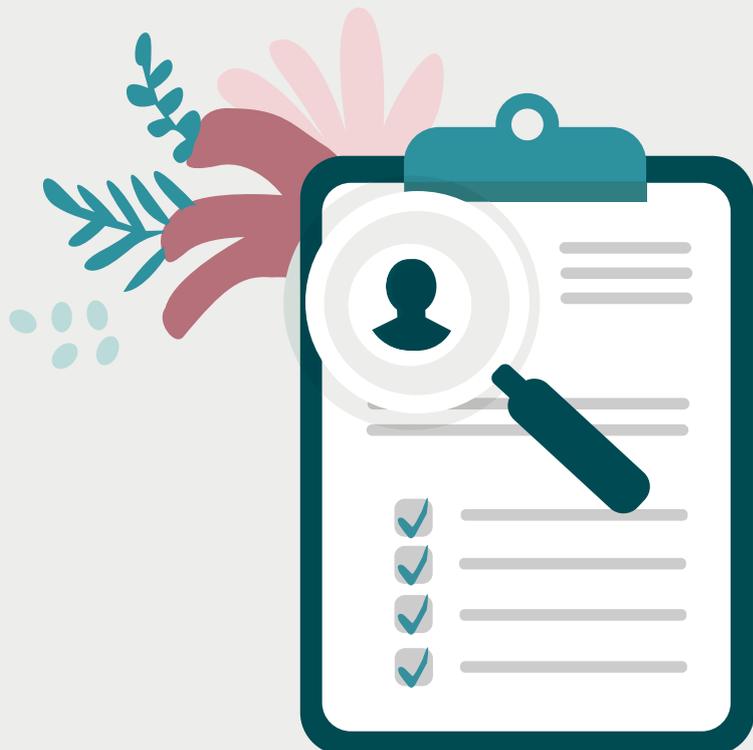
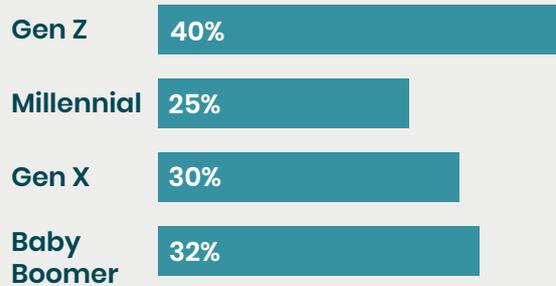
Pandemic caused workers to look for jobs with better benefits or security



who had a job during COVID-19, plan to leave for better benefits or job security.

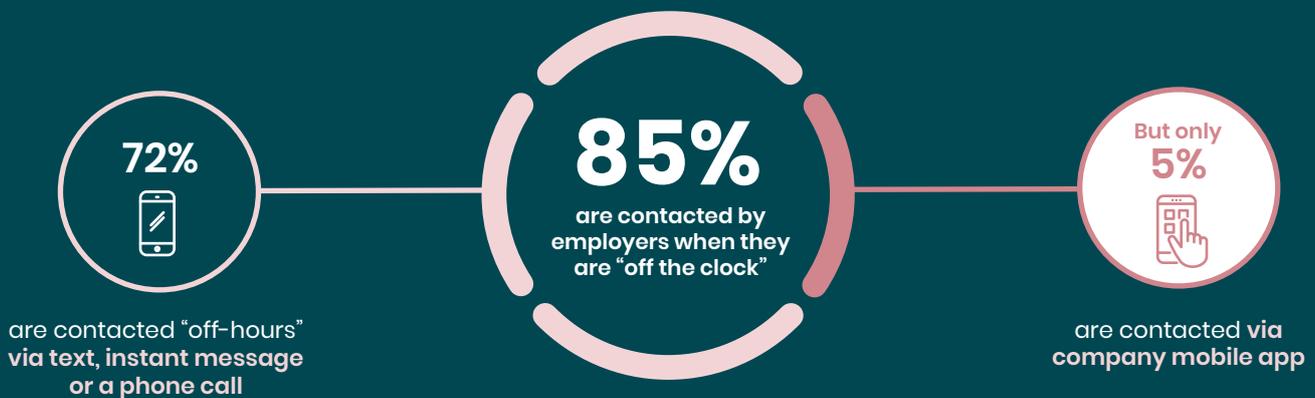


who lost a job during COVID-19, plan to find a job in a different industry for better benefits or job security.



3. The Deskless Workforce & Communication

There is a major communication gap between deskless workers and their employers. Deskless workers are expected to be “on-call” for employers. Yet companies often do not equip deskless workers with the means to separate personal communication and work communication.



Poor communication between managers and workers

Many deskless workers don't believe they can communicate effectively with their employer. Results show that a minority of the polled workers are comfortable talking to their employees about:

35%

working conditions and health

33%

salaries and issues with coworkers

25%

scheduling issues affecting their personal life

31%

believe lack of communication and advance notice about their work schedule is hurting their work/life balance.

Communication tends to go one way – in favor of managers.

3.1 General Findings

The level of communication and trust between workers and their employer differs among industries and generations.

65%

of Gen Xers feel comfortable discussing the impact their working conditions have on their health, which is more than other generations. 60% of Millennials, 59% of Baby Boomers and 51% of Gen Z stated they felt comfortable.

63%

of Baby Boomers and 60% of Gen X feel comfortable talking to their employer about a raise or pay disparity. This is a higher number compared to Millennials who scored 55% and Gen Zers 45%.



72%

of retail workers above all sectors feel the most comfortable discussing how scheduling issues affect their personal life.



72%

of healthcare workers speak up most about a loss or increase in work hours.



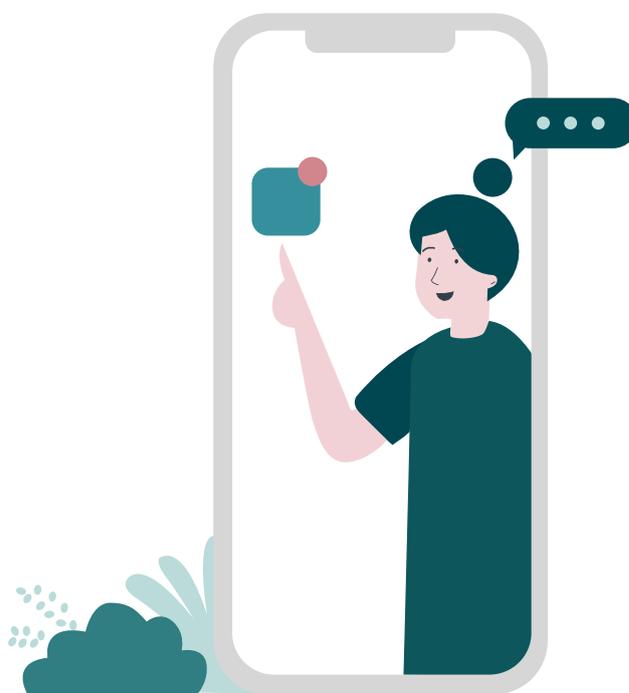
67%

of logistics workers state they are comfortable when it comes to discussing pay, which is the highest number across industries.



65%

of transportation workers feel comfortable talking about working conditions and the impact it has on their personal health, which is the highest number across industries.



3.1 General Findings

Millennials are contacted the most by employers “out of hours”

As a “mobile-first” generation, Millennial and Gen Z workers are receiving more “out of hours” contact than Baby Boomers. This could be a result of the “always connected” generations.

87% of Millennials are contacted by employers when they’re “off” compared to 74% of Baby Boomers.



85%

Gen Z



87%

Millennials



83%

Gen X



74%

Baby Boomers



3.2 Impact of COVID-19

During the pandemic and despite the fact that 85% of workers were contacted off-hours, one in four workers don't believe their employer provided clear communication.



say their employer didn't provide enough information during the pandemic



say their employer provided unclear or confusing information during the pandemic



say their employer didn't provide adequate training or direction on how to perform their job during the pandemic

Workers' discomfort talking to managers created potential health risks



19%

of deskless workers didn't know what to do if they felt sick or thought they may have contracted COVID-19

28%

of deskless workers didn't know what to do if a loved one had contracted COVID-19



25%

of deskless workers had concerns about compensation or job security during the pandemic

43%

of deskless workers didn't know if they would still receive a bonus or performance raise based on their 2019 work

4. The Deskless Workforce & Government

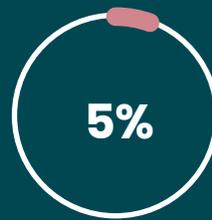
The 2020 U.S. presidential elections are coming up, but many deskless workers don't feel engaged by or connected with current candidates. With stagnant wages, limited paid sick leave and other protections, deskless workers are looking for policies that will improve their job and quality of life.



make just \$11-\$15 an hour at their job

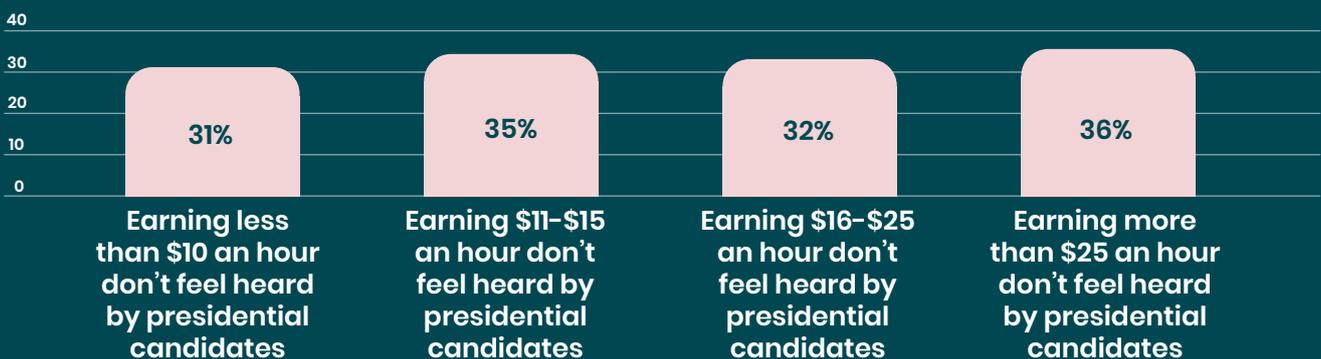


have a "side hustle" or second job



work three jobs to make ends meet

Deskless workers' need not heard by candidates



53% will vote for a presidential candidate that supports raising wages, versus lowering taxes.

34% don't believe the 2020 presidential candidates are focused on issues that impact them and their family.

4.1 General Findings

Regardless of industry, workers don't feel prioritized by 2020 presidential candidates.

How many workers feel unprioritized?



Deskless workers want candidates to prioritize wages, likely because many struggle to make ends meet with the salary of one job

Millennials (46%) and Gen Zers (40%) are more likely than Gen X (37%) or Baby Boomers (25%) to have a “side-hustle” to make ends meet.



Retail workers

are the most likely to make just \$11-\$15 an hour at their job and 42% have a “side-hustle” to make ends meet.



Healthcare workers

are the most likely to have a “side-hustle”, while 55% make \$16 or more an hour.



Hotel workers

are the most likely to make less than \$10 an hour, but just 36% have a “side-hustle”.



Transportation workers

are the least likely to have a “side-hustle,” while 41% make just \$11-\$15 an hour.



Logistic workers

are the most likely to make \$16-\$25 an hour and just 33% have a “side-hustle”.

4.2 Impact of COVID-19

The pandemic put financial strain on businesses and workers. What type of support mattered the most for deskless workers?



Disbelief in future improvements

33% of workers don't believe the 2020 presidential election is focused on issues that impact them and their family, the same as before COVID-19.



12% are voting for a different presidential candidate based on response during COVID-19

17% were undecided before COVID-19 and have now selected a presidential candidate to support



For more information about this
survey and Quinyx, please visit

www.quinyx.com