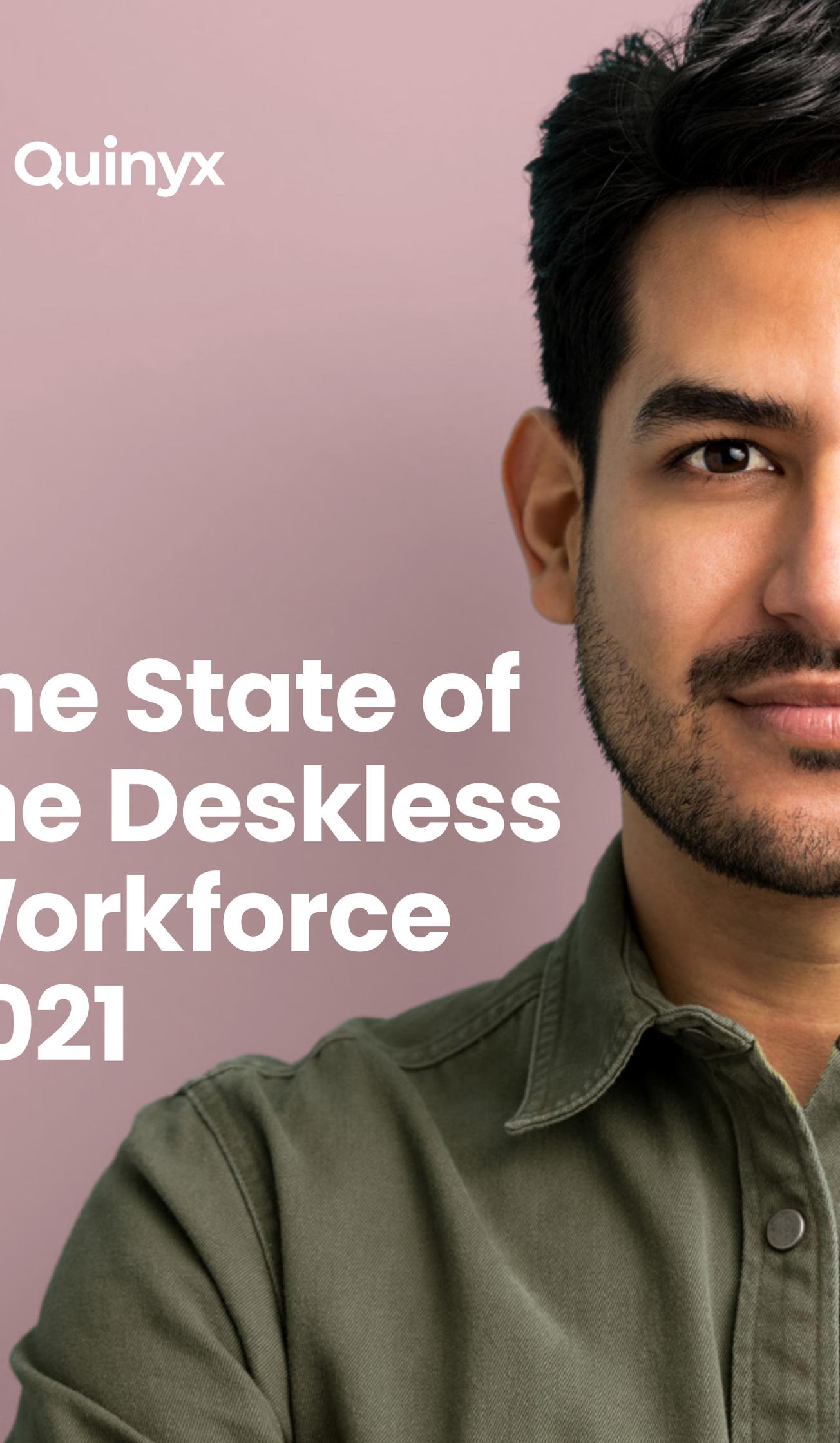




The State of the Deskless Workforce 2021



2.7 billion is a **big** number.

To emphasize how **BIG** it really is, imagine that you were walking along the equator. 2.7 billion steps would have taken you 8 laps around the world. That's a whole lot of walking.

Why does this number matter? Because that same number represents the deskless workforce and nearly 80% of the entire global workforce.

This 2.7 billion is made up of amazing healthcare workers who take care of our loved ones, delivery drivers making sure we get our latest online orders on time, bartenders serving us a drink after a long day, and grocery store workers restocking the shelves. This is the deskless workforce and the heroes who keep the world alive and kicking.

In this report, we look into what these incredible workers need and want, and what their everyday challenges are. Because they deserve to have the best managers, fair schedules and a good work-life balance.

This is the reality for deskless workers in 2021:

51%

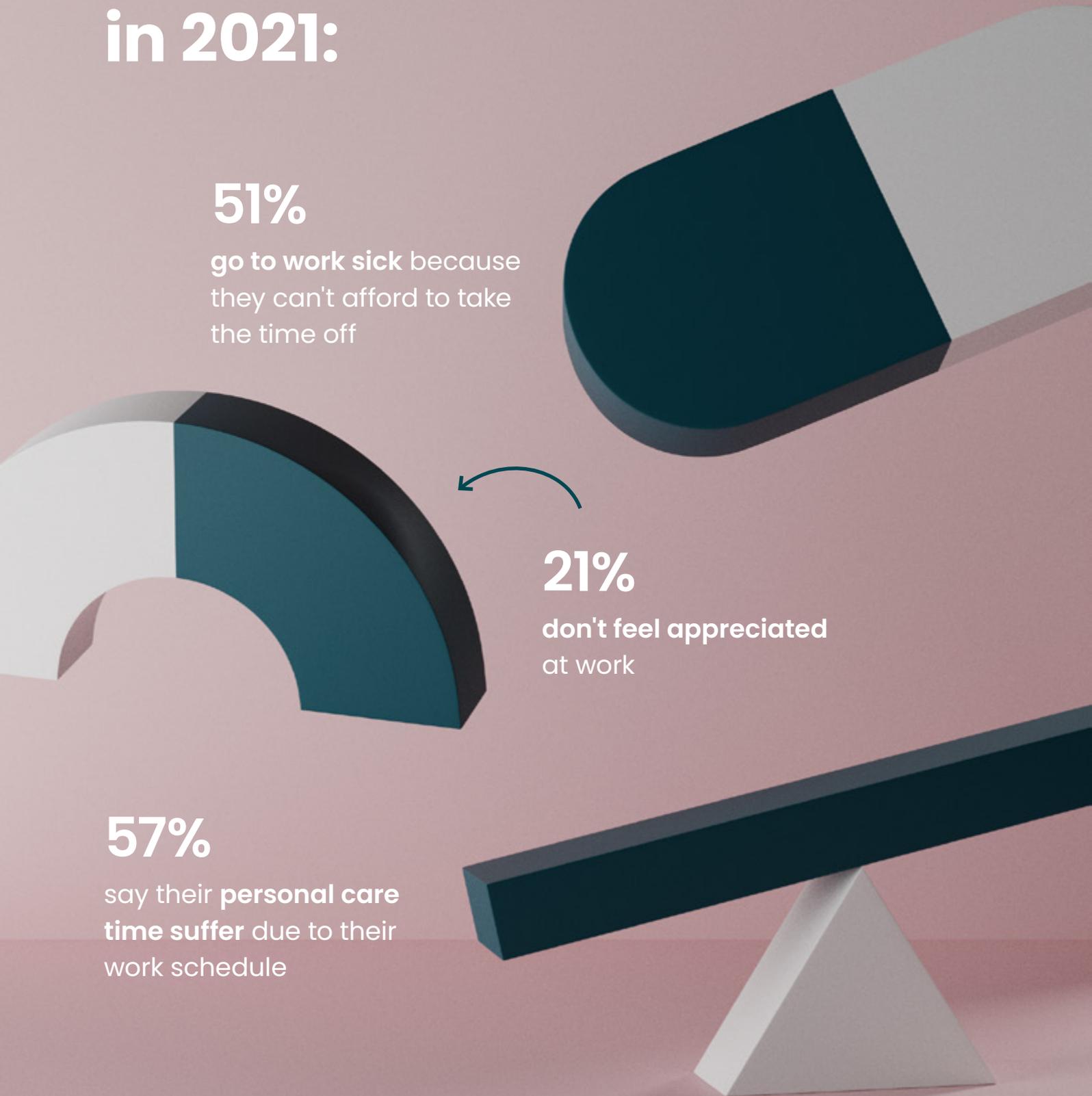
go to work sick because they can't afford to take the time off

21%

don't feel appreciated at work

57%

say their personal care time suffer due to their work schedule



**50% have
noticed
understaffing
issues.**

Help!

Who are the deskless workers?

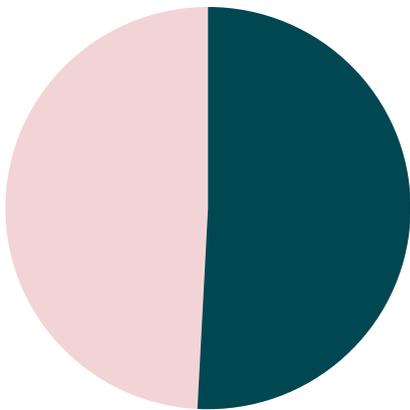
The deskless workforce are often seen as hourly or shift employees. They don't always sit in front of a computer and can't necessarily access their mobile phone. Communication between managers, staff and colleagues can therefore suffer.

When the global pandemic hit the world last year, businesses were also forced to change the way they operate. For office workers, this meant working from home and adapting to new hybrid office models. For the deskless workers, working safely from home wasn't an option.

Now more than ever, it's time to look into the needs and safety of your deskless workforce.

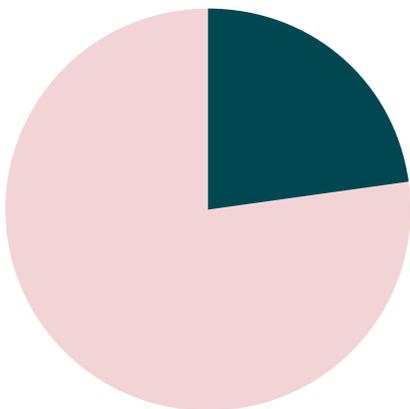
No time for health and recovery

During a global health crisis, it's an exceptionally poor statistic that a full 52% of deskless workers come into work when they are sick. A contributing factor is, of course, that the vast majority don't have paid sick time. This showcases a scenario that can put others at risk, but also trigger employee burnout and high staff turnover.



51%

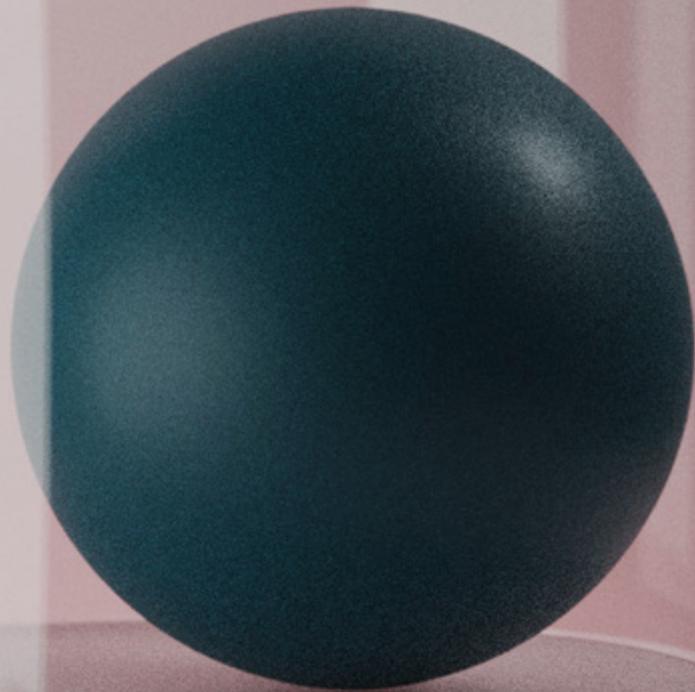
go to work sick because they can't afford to take the time off

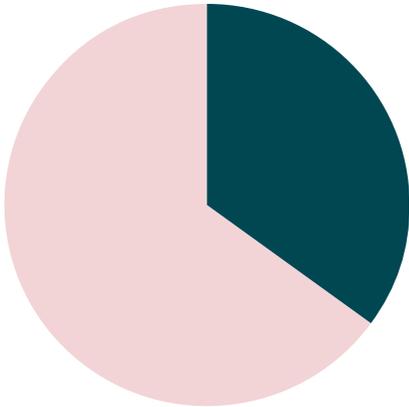


Only 23%

has paid sick time

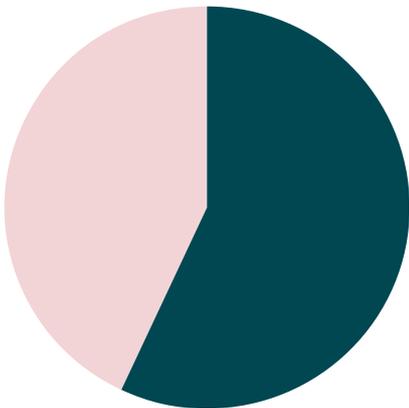
**22% do not feel
safe at work due
to the COVID-19
restrictions.**





35%

would rather have a **flexible schedule** than higher pay



57%

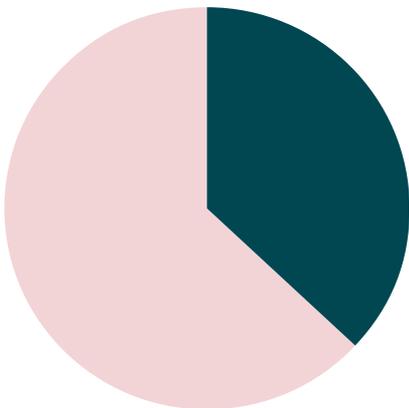
say their **personal care time suffers** due to their work schedule



These statistics paint a clear picture of the scheduling issues facing deskless workers. Inflexible schedules that don't enable employees to have a healthy work-life balance, risk having low employee satisfaction.

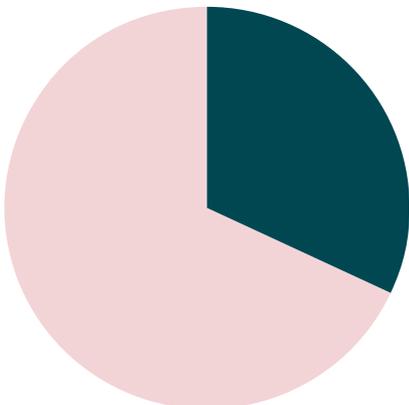
Last minute Schedules

Not only do inflexible schedules cause headaches for deskless workers, last-minute changes have a huge impact on stress levels and can contribute to low job satisfaction.



37%

feel pressured to **take shifts they don't want**



32%

are unable to **swap shifts** with coworkers



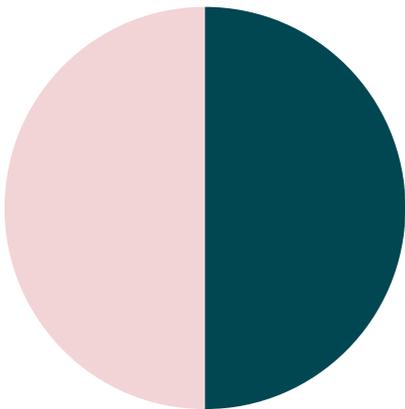
27% think asking for a scheduling change will be viewed negatively by the employer.

Difficulty in swapping shifts poses a problem for many deskless workers, with 29% feeling that asking for a change based on personal reasons will be viewed negatively by their boss. One way to avoid this problem is to create an open and transparent culture where employees aren't afraid to change shifts.

**Inflexible
schedules
cause
headaches
for deskless
workers.**

Lack of Staff Causes Stress

Half of the deskless workers indicate that they have noticed understaffing issues, especially when employees need to cover for missing staff members, often with no extra pay.



50%

have noticed
understaffing issues

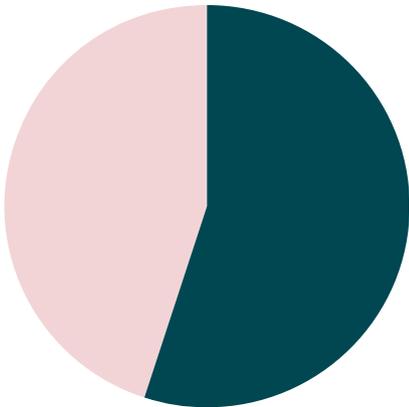
Of these:

83% indicate that it makes work
more stressful

39% say that it lowers customer
service performance

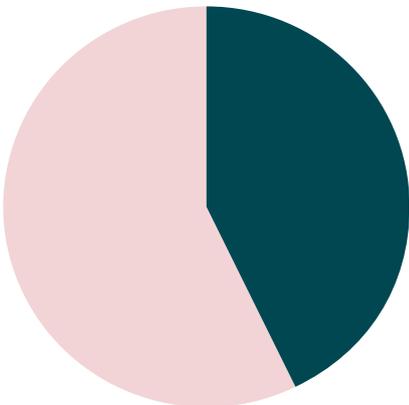
A Struggle to Change Shifts

Employee stress can be reduced by putting your workforce first, by respecting your frontline workers, understanding them and showing that you care. You can do this by giving them the right tools for smooth shift swapping and the autonomy to make their own decisions.



55%

have to call their manager
to **change shifts**

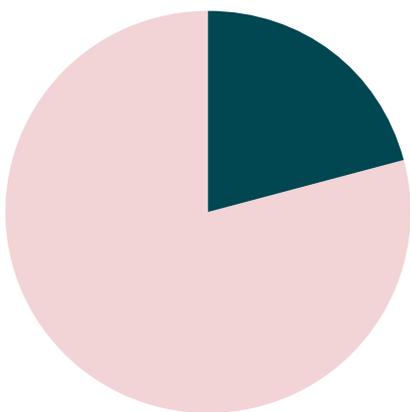


43%

indicate that their employer
don't have a tool or mobile app
that makes it easy to
swap shifts with colleagues

Impact on Employee Retention

Feeling appreciated at work plays a huge part in how loyal workers are and how high your company's employee turnover is.



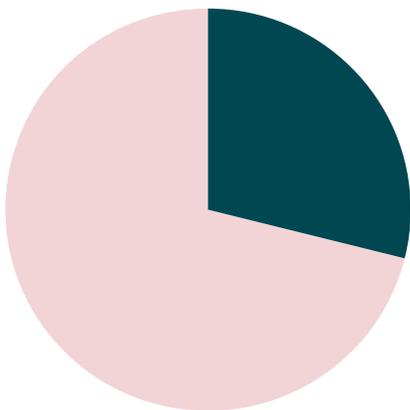
21%

do not feel appreciated
at work

Of those, **58%** indicate their
employer views them as
disposable

A positive work environment is crucial. 54% of the deskless workers indicated that a negative environment would lead them to consider leaving a position.

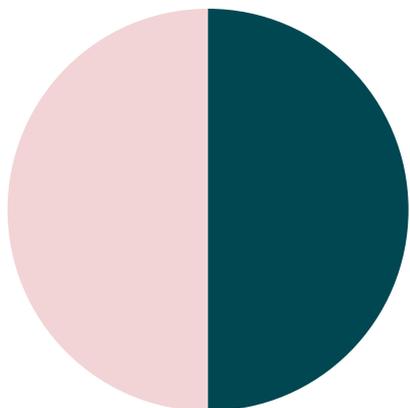
79% say that employers contact them off-hours for scheduling issues - an overreach that many find disrespectful of their personal time. It also makes employees feel like they are always on the clock and adds pressure.



29%

have left a job because a **lack of notice** in scheduling changes

Half of the polled workforce feel confident that there are many job opportunities for them, meaning that dissatisfaction in the workplace should be taken seriously by managers.



50%

think that there are **many new job opportunities**



Wrapping Up

For all managers and companies, it's increasingly important to make staff satisfaction a priority. We can do this by using tools that allow employees better access to communication and schedule transparency without sacrificing their work-life balance.

As we move forward, companies can decrease employee turnover by paying attention to issues that undervalue their staff, such as a disregard for their personal time and lack of flexibility in scheduling.

Our methodology

We polled 10,140* workers across ten countries and a range of industries, such as hospitality, logistics, retail, and healthcare.

***For reference, the following breakdown showcases the number of respondents polled from each market:** UK (1,500), US (1,500), Canada (1,500), Australia (1,200), Germany (1,500), Denmark (350), Finland (375), NL (1,200), Sweden (880), Norway (135)

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