



United States

The State of the Deskless Workforce 2021



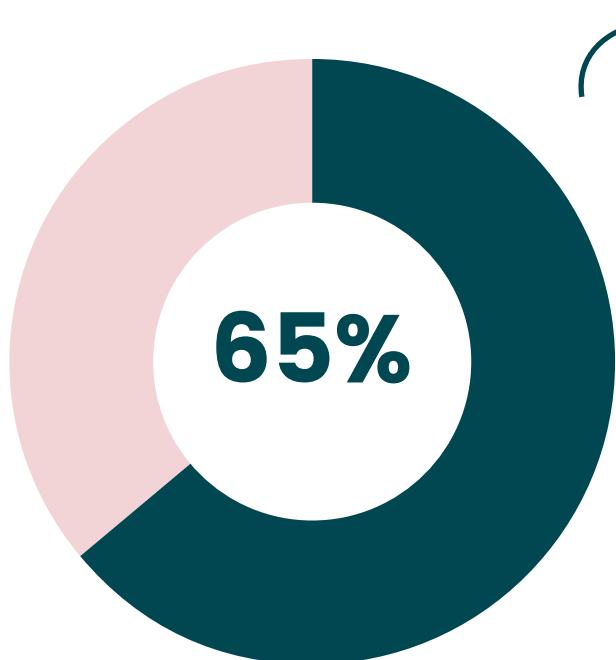
US State of the Deskless Workforce 2021

2.7 billion is an astounding big number. For perspective, 2.7 billion steps takes you 8 laps around the world. Why does this number matter? Because that same number represents the deskless workers making up nearly 80% of the entire global workforce.

The deskless workforce are often categorized as hourly or shift employees. They are the lifeblood of our economy and often front line workers. When the global pandemic hit last year, for the deskless workers, working safely from home wasn't an option.

In this annual report, we look into what this section of the American workforce needs and wants, and what their everyday challenges are. Because, now more than ever, businesses need an engaged and productive deskless workforce to succeed.

No time for health and recovery



A baffling 65% had to go to work sick (in the midst of a global pandemic) because they couldn't afford time off.

The lack of paid sick time is the main contributor. This number showcases a scenario that can put others at risk, but can also trigger employee burnout and high turnover.

39%

indicate they'd rather have a flexible schedule than higher pay

61%

say their personal care time suffer from inflexible schedule

Painting a clear picture of the scheduling issues facing deskless workers. Inflexible schedules that don't enable workers to have a healthy work-life balance, risking low employee satisfaction and retention rate.

Last minute schedules

Last-minute schedule changes have a huge impact on job satisfaction.

43%

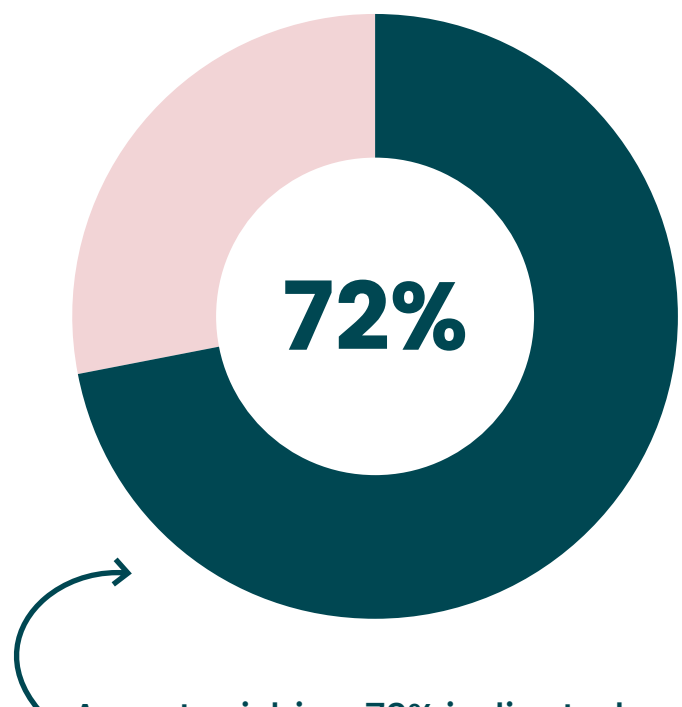
felt pressured to take shifts they didn't want

35%

were unable to swap shifts with coworkers

37%

thought asking for a scheduling change would be **viewed negatively** by their manager



An astonishing 72% indicated that **employers contact them off-hours** on personal channels due to scheduling issues – an overreach that many employees find disrespectful of their personal time and for companies, often leading to compliance issues.

Lack of Staff Causes Stress



A Struggle to Change Shifts

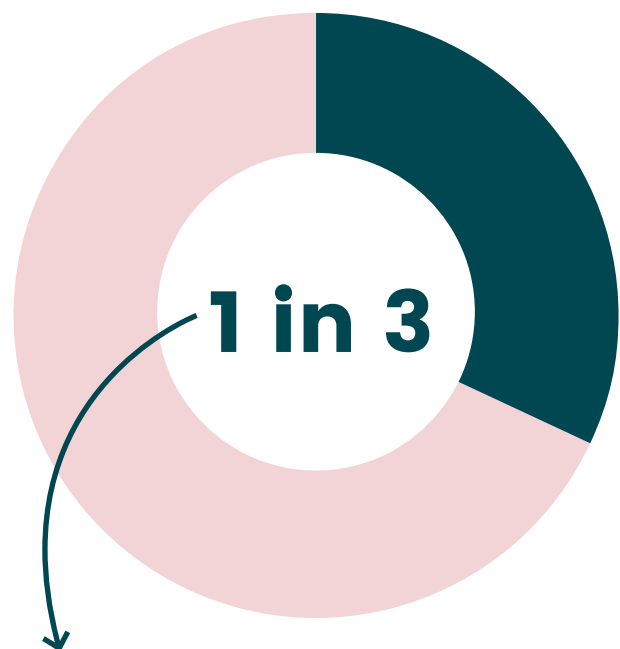


Stats Impacting Employee Retention

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

A positive work environment is also important. 1 in 3 deskless workers indicated that this would lead them to consider quitting their job.

Half of the polled workforce (50%) feel confident that there are many opportunities for them, meaning that dissatisfaction in the workplace should be taken seriously.



do not feel appreciated at work

63%

of those indicate that employers view them as disposable

Wrapping Up

For all managers and companies, it's increasingly important to make deskless and frontline workers satisfaction a priority. This can be achieved by using tools that allow deskless employees better access

to communication and schedule transparency .

Companies can decrease employee turnover by paying attention to issues that undervalue their workforce, such as a disregard for their personal time and lack of flexibility in scheduling.

Our methodology

We polled 1500 deskless workers across the US in industries such as hospitality, logistics, retail, and healthcare.

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