




The 2022 State of Shift Work Report



This report is for any manager of shift workers or any business owner who wants to better understand trends in their workforce, what their team members are most concerned about, and how they can better motivate, manage, and retain their staff. 2021 was another year of unexpected changes, and shift workers had a lot to say.

Nurses attend to their patients and deliver the best quality of care during a staff shortage. Retail associates ensure customers have the best buying experience possible while keeping them safely distanced. Baristas and cashiers work together to fulfill contactless pickup orders at light speed and take care of morning commuters' caffeine fixes.

In 2021, shift workers all over the globe experienced another year of evolving safety and health protocols, changes in their schedules, and job insecurity. But what lies ahead for 2022?

In this report, you'll unlock what is top of mind for shift workers this year, how COVID-19 has continued to change the way we work, and how managers can stay in touch with their employees in 2022. Based on survey responses from more than 3,000 shift workers across the world, this data represents an extensive range of industries and business sizes.

Continue reading to learn what employees are saying — and get tips on how to support, retain, and motivate your team in the year ahead.

METHODOLOGY

The results of the 2021/22 State of Shift Work Report are based on responses from more than 3,000 shift workers around the world. These shift workers are part of all industries, with the majority working in hospitality, retail, and healthcare.



WHAT YOU'LL LEARN

01 —————

Workplace wellbeing tips

02 —————

Effective strategies to retain staff

03 —————

2022 shift work trends you can't ignore

Shift workers at a glance!

72%

consider themselves
an “essential worker”

86%

can identify ways to improve
their work environment

56%

said their workplace
has had difficulty hiring

From your favourite local boutiques, restaurants, and cafes to your children’s primary care provider, shift workers keep businesses alive and drive their success.

Whether earning income for their household, or advancing their careers, shift workers worked through another year of ever-changing safety and health protocols, risking their physical and mental health to make sure patients had the best care, diners had a phenomenal meal, and customers had an enjoyable shopping experience.

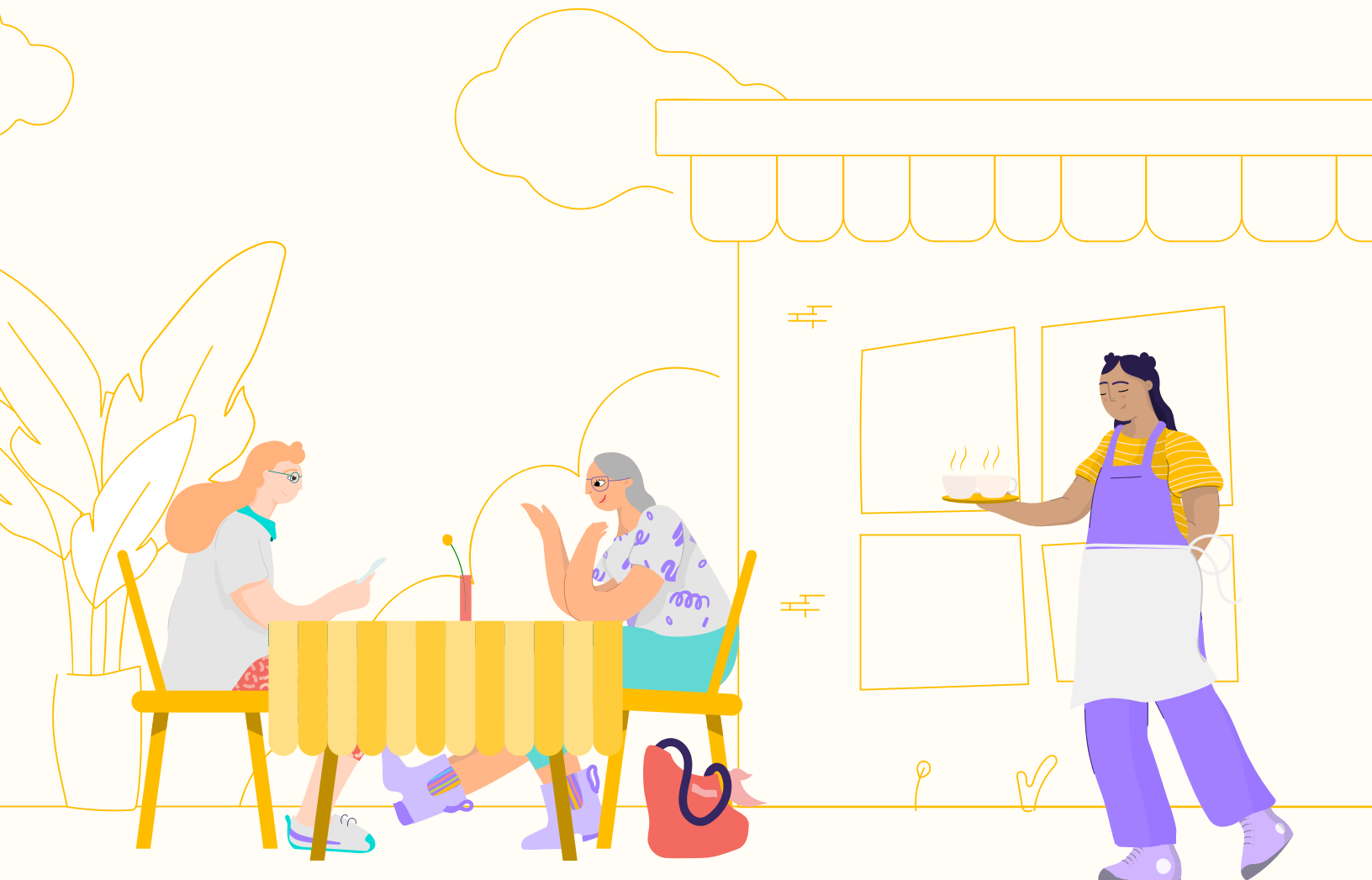
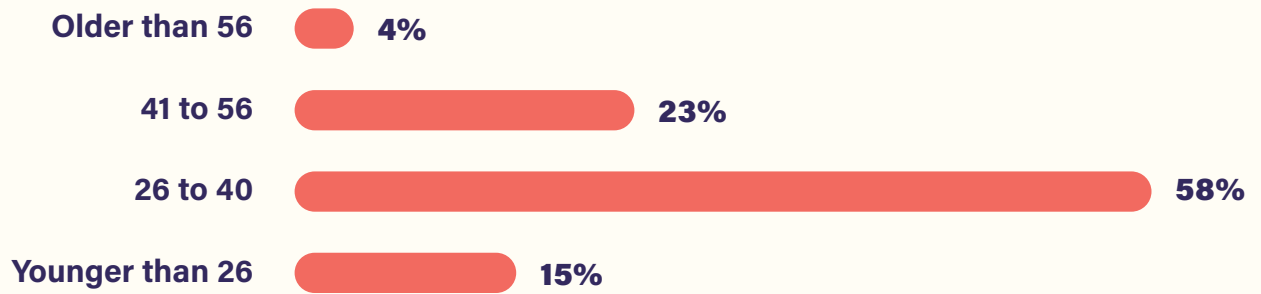
2021 was also a year of [record-breaking job resignations](#), where over 4 million people quit their jobs in search of higher-paying ones. Money is a big motivator, with over 50% of shift workers working for more than minimum wage at their jobs.



Industries worked



Age of shift workers



Job satisfaction: the highs and lows of shift work in 2021

88%
feel like they
contribute to the
organisation's success

94%
feel consistently
supported by
their managers

64%
have plans to stay
or move up at their
company

Working on the front lines became second nature to many shift workers as they continued to work throughout the COVID-19 pandemic in 2021. Not only were they making sure shelves were stocked and takeout orders were fulfilled, but they were also checking temperatures, reviewing vaccination proof, and making sure customers were social distancing.

Regardless of the unpredictability of another unexpected furlough, business closure, or schedule change, their resilience made them aware of their contributions to their workplace's success in an ever-changing work landscape.

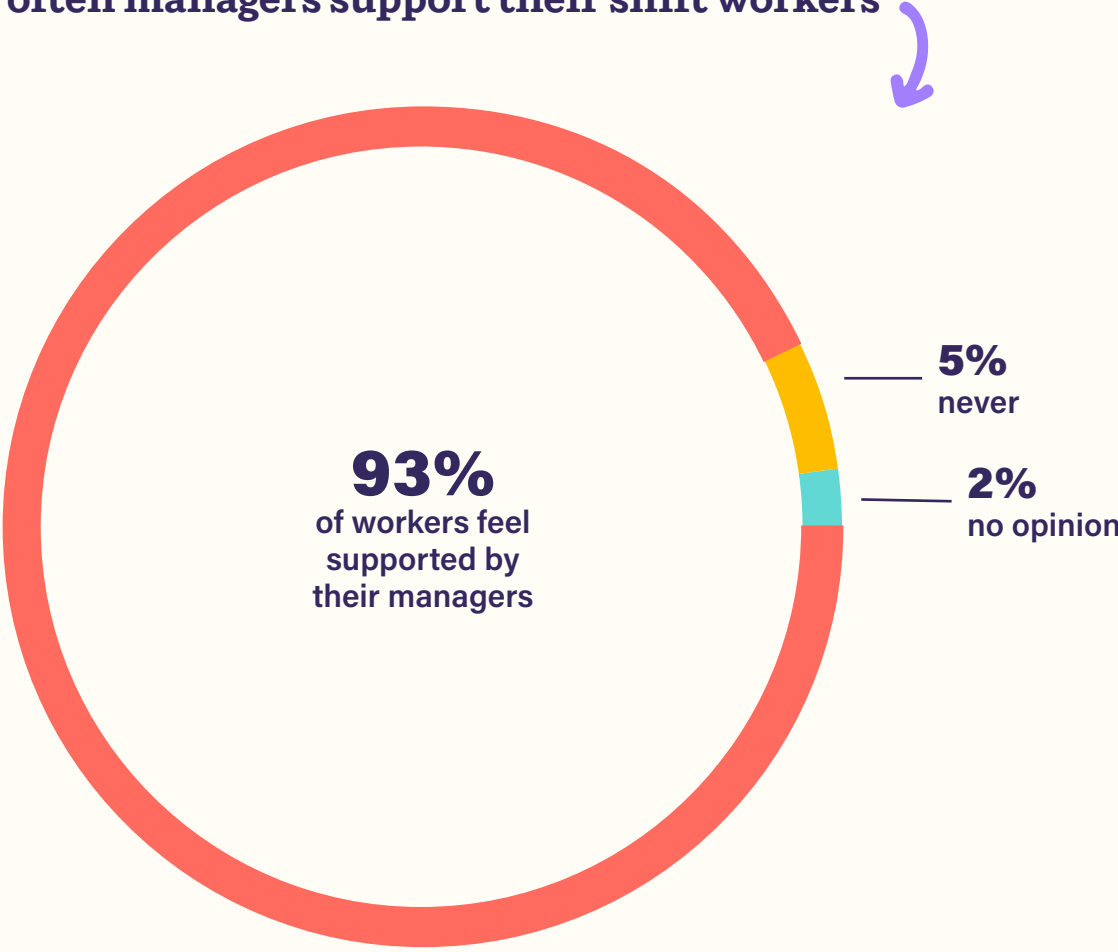
Almost 90% of shift workers feel like they played a part in their organisation's success, compared to 64% last year. However, this varies slightly by industry. Among the industries, employees in hospitality and healthcare feel strongly that they contribute to their organisation's success, whereas workers in retail are less likely to feel like they contribute.

If you were dealing with staff shortages, you weren't alone. In fact, staff retention became an issue in shift work in 2021, with over 50% workers saying that their workplace has difficulty hiring.

While most shift workers feel supported by their managers, over two thirds of shift workers still hold back in sharing their opinions at work at least some of the time. With lingering [labour shortages](#) into 2022, it's time for managers to change the way they support their teams.

There's always room for improvement. And if businesses want to keep their employees, they'll need to focus on receiving feedback and addressing their concerns at work.

How often managers support their shift workers



BOTTOM LINE!!

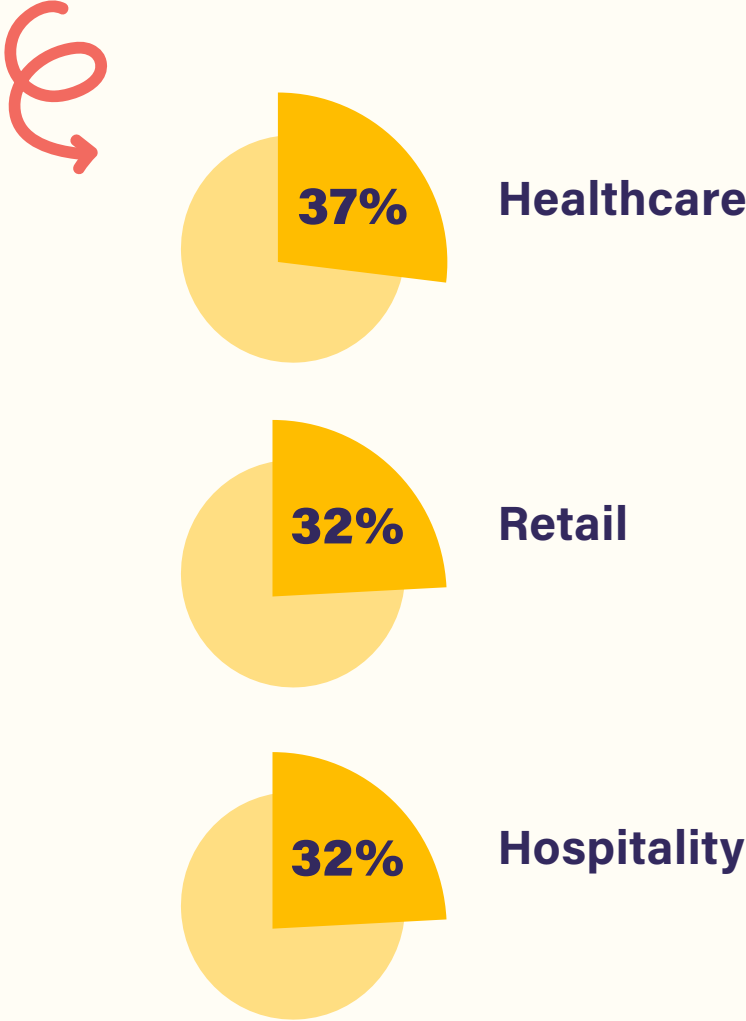
Shift workers
consistently
report that they're
contributing to the
'success' of their
organisation. *YAY!*



Employers need to reconsider their staff retention efforts moving forward. In the year ahead, think of ways you can help your team members [learn and grow](#). Over a third of shift workers have plans to move up at their workplace, and offering them opportunities will not only help them achieve their career goals, but it can also give them more reason to stay part of your team.

Healthcare workers are much more likely to want to move forward at their current workplace with 37% of respondents agreeing, compared to retail (32%) and hospitality (32%).

How many staff want to progress at their current job?



Support employee career development, build trust, and improve feedback

Need a few tips to engage your staff? It actually doesn't cost any money. Here are three ways successful managers support their staff.

- **Be transparent.** Be upfront with any safety and health protocol updates, changes in company policies, and new team members. Being transparent with your employees builds trust, and it helps your team members feel more comfortable bringing up any issues they may be having at work.

If you have changed vendors, or a new time clock system, let your employees know as soon as you decide to. The faster your employees are in the know, the faster they'll be able to learn about new products to educate your customers and easily use any new tools you're integrating.

- **Schedule star players with new hires.** This is one of the easiest ways for staff members to grow at your organisation. Let veteran team members take roles in future staff training and allow them to show you how much they've learned while working at your business.

When your star players are helping onboard new staff, they're also learning management and leadership skills that can help them progress faster in their careers.

- **Check in frequently.** Show your employees you care by scheduling weekly 1:1's with them. Use your communication app to reach out to them to see when they have a spare 15-25 minutes during their shift. During your check in, ask them about how they think they can grow at your company — and communicate ways you can work together to provide those opportunities.

COVID-19, shift workers, and 2021

77%

concerned about
job security

#1

cause of concern
is COVID-19

35%

dislike health impacts
of shift work

It can be hard to remember what your workplace was like before the pandemic. But you probably reminisce about it at times. Seeing the smiling faces of your favourite commuters at your cafe, diners eating indoors without getting their temperature taken at the host stand, and welcoming customers into your store without asking them to sanitise their hands as they enter.

As workplace protocols constantly changed, so did your work environment. Your staff took additional roles as health and safety champions in order to keep each other — and your customers — from getting sick. Along with that came business closures and struggles to remain fully staffed. And don't forget the influxes of furloughs and layoffs in the last two years.

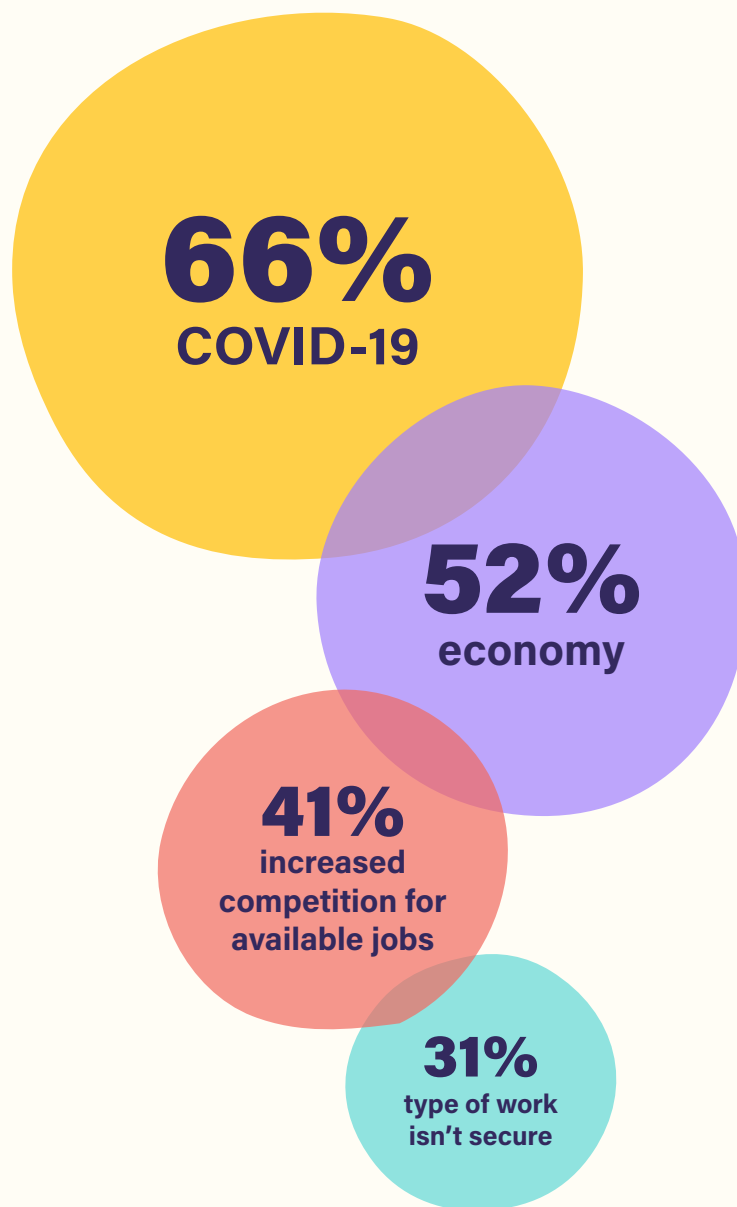
Over two-thirds of shift workers are concerned about job security, which is an 11% increase from last year. And two-thirds of workers had their work cut because of the pandemic. Millennials were the most affected with a reduction of hours (36%) with Gen Z following closely (33%).

Baby boomers were the least affected — 74% of them responded saying they were not affected as a result of COVID-19 economic or public health measures. But how much do shift workers actually worry about the pandemic impacting their jobs?

COVID-19 is the number one driver of this job security worry, with 66% of respondents saying it was their top concern.



Reasons shift workers are concerned about job security!!



Over a third of respondents dislike the health impacts of shift work. These impacts include poor sleep schedules and strains on both family and social life. Baristas had their hours cut due to labour shortages, store associates took on more shifts if their coworkers got sick, and the struggle to find a healthy work-life balance for healthcare workers was ongoing.

As vaccine rollouts all over the globe took place, a new COVID-19 variant threatened workplace health and safety for shift workers. In Australia, 74% of workers report that the Delta variant affected them the most.

Two-thirds of shift workers across all three industries globally were impacted by health measures put in place because of the Delta variant. While the Delta variant changed workplace protocols, vaccine requirements at work increased as well. Luckily, 61% of shift workers are fine with being required to provide proof of COVID-19 vaccine status at their workplace.

Almost half of shift workers affected by the pandemic didn't return to the same job before. However, 41% of shift workers say that their job feels more important as a result of COVID-19.



What shift workers experienced as a result of COVID-19 economic or public health measures!

33%

reduction in hours

21%

temporary layoff

11%

permanent layoff

PRO TIP

5 strategies for managers to create a safe and healthy workplace

How you manage new protocols is vital to keep your staff and customers safe. Here are five helpful ways to create a safe working environment.

- **Keep up to date with vaccination mandates and testing requirements.** COVID-19 vaccine mandates throughout the world are on the rise. And a growing list of companies have required COVID-19 vaccines for in-office workers, including [Facebook and Google](#), as well as Delta Airlines, Walmart, and Netflix.

Before you implement new requirements at your business, make sure to check applicable laws to your business and local government area.w

- **Be aware of booster requirements in your area.** Vaccine requirements are also ever-evolving as booster shots have become available to the public.

Keep in touch with any updates to vaccination requirements provided by your local government as well.

- **Create new ways to support your team when it comes to vaccinations.** As these protocols change, make sure your team has time to get their vaccinations as well. Use a [scheduling app](#) to make it simple for employees to request time off to attend their vaccine appointments.

You can also work on giving your team more flexible schedules so they can [swap shifts](#) or make changes in their scheduled hours so they're able to attend their vaccination appointments.

- **Make PPE requirements.** [Research shows](#) that wearing a face mask can slow the spread of COVID-19. And it also shows that even fully vaccinated people can carry transmissible levels of the virus.

You don't want to risk another business closure. Look after your employees and create a mask rule to continue to operate your business safely.

Many retail stores and restaurants require wearing a mask indoors. If you also operate indoors, you may want to consider having both your staff and employees wear masks inside too.

- **Make sure you're prepared.** You need to adapt quickly to keep track of health and safety mandates as they evolve with every COVID-19 variant emergence. Remain flexible in your approaches to keep your team — and your customers — safe.

What employers can't ignore in 2022

over
50%
of staff want more focus
on employee wellbeing

21%
desire a culture of trust,
openness, and compassion

1 in 3
want a culture of diversity,
equity, and inclusion

Employers, shift managers, and supervisors spend a lot of time creating schedules, paying their team correctly, and staffing their business according to demand. They also want to ensure employee wellbeing and staff support. Finding the right amount of time to do it all can be overwhelming.



Thankfully, 86% of shift workers can identify ways to make their work environment more positive. Over a third of them want their employer to focus more on wellbeing, and others are seeking a culture with more trust, openness, and compassion. In the US, over half of respondents want their managers to focus more on wellbeing (51%).

Diversity, equity, and inclusion are among the most important issues in the workforce landscape in 2021. And over a third of shift workers want a culture that promotes it. However, only 14% of respondents say that nothing could improve their work environment.

It's time to focus on supporting your staff wellbeing, while being conscious of diversity and inclusion in shift work.

PRO TIP

How to prioritise your staff the right way in 2022

After two years of struggling to keep up with constantly shifting health and safety mandates, it's essential to give your team tools that give them a work-life balance, make them feel recognised and appreciated, and make their jobs easier. Continue reading for three tips to support your team in 2022.

- **Implement an easy-to-use scheduling app.** With a central platform to view schedules, [request time off](#), and cover any extra shifts, your employees will have more control over their work-life balance.

Scheduling apps also make life easier for managers by taking the headache out of creating, printing, and changing schedules. So you'll be saving time and giving your team a better experience.

- **Make payroll fast, accurate, and streamlined.** Connect your payroll software to your scheduling app and help ensure your employees are getting paid as accurately as possible.
- **Connect with your team members.** Communication is key, and it will continue to be as the workforce landscape evolves. Your staff members want to be [appreciated](#) and feel like they're adding value to your business — and they can't feel that way unless you tell them.

Use a central [communication app](#) that your employees can access using their phones so you can be in touch during their shifts.

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Looking forward

Your team heavily relies on you to make sure that they're safe at their job and avoid burnout.

Set your workplace up for success in the year ahead by being on top of pandemic protocols, staff wellbeing, and creating schedules your employees love.

The pandemic has caused a lot of unpredictability in your work environment, but you, your team, and your business can grow this year. By knowing these important shift work trends, you can better strategise to overcome staff shortages, keep staff morale high, retain your star players, and navigate another unprecedented year of change. [Contact us](#) and see just how much a new scheduling app can help power your team's success in 2022.

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Simplifying Shift Work.™