

# How Hourly Employees Are Changing the Way Work is Scheduled



How strategic is your employee scheduling process? Innovative organizations are improving staff retention and optimizing their workforces through worker-centric scheduling strategies. Shiftboard's "2019 State of the Hourly Worker" report provides insight into why effectively addressing employee scheduling preferences is key to optimizing workforce operations in 2020 and beyond.



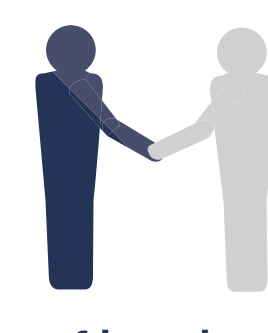
## Hourly Worker Turnover Comes Down to Basic Psychology

Maslow taught that every human has a hierarchy of needs. The same goes for hourly employees. These needs include work-life balance, flexibility, predictability, and consistency. What does this have to do with scheduling? Everything.



**85%**

of hourly workers surveyed reported that scheduling impacts their overall job satisfaction



**73%**

of hourly workers feel their work schedule impacts their relationship with their boss



Could shifting the priorities of your company to meet the needs of hourly employees reduce your turnover?

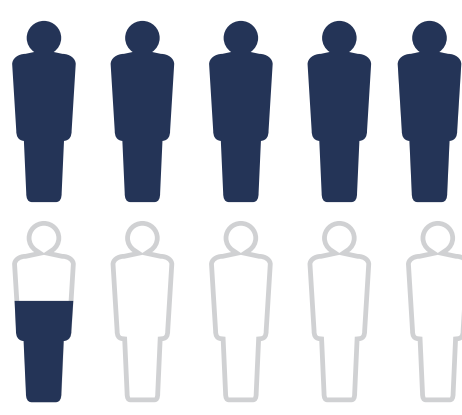
## The Real Meaning of Flexibility

Flexible work schedules are more important to hourly employees than pay and benefits.

The U.S. Department of Labor defines the "flexible work schedule" as "an alternative to the traditional 9-to-5, 40-hour workweek. It allows employees to vary their arrival and/or departure times. Under some policies, employees must work a prescribed number of hours a pay period and be present during a daily 'core time.'"

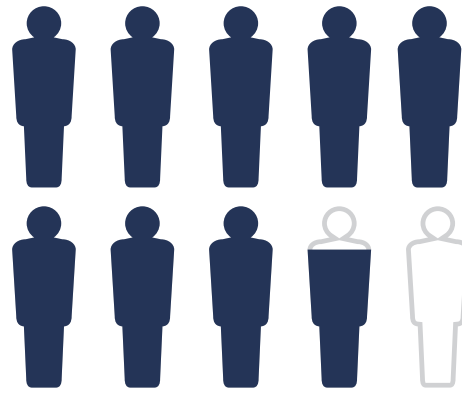


almost half of the hourly workers surveyed said they would take a pay cut in exchange for more control over their schedules.



**55%**

said they would leave their jobs if they lacked control over scheduling



**89%**

said they preferred to work longer days in order to have more time off between shifts



Flexibility is key to productivity and retention of hourly workers.

## Puzzled about What Employees Really Want?

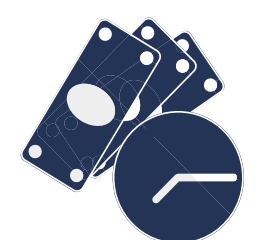
Let us put it into perspective:

### Most Valuable to Employees?

The option of having some say in the schedule creation process. Hourly workers need more control of their work schedules to better manage work with life. If Sally's daughter has a dentist appointment on Thursday - she wants to feel assured she can be scheduled on a different shift than usual to accommodate.

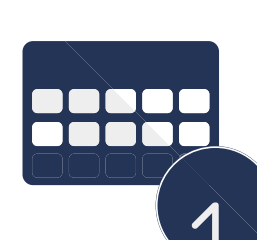
### Want to Trade?

Fred is scheduled to work on Tuesday, but needs to travel out of town for a family funeral, so he trades shifts with Bruce in order to be able to take the trip, and keep his hours.



**88%**

of hourly workers want to have the option of overtime for more pay



**78%**

want a set number of hours with no overtime required



**93%**

said they would be willing to work overtime when needed, but didn't want to be required to do so



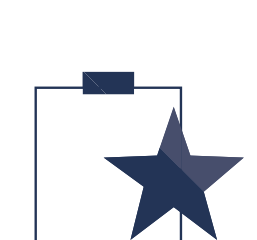
### Don't Underestimate Predictability

Organizations with predictable scheduling are 53% more likely to experience lower turnover than the industry average. (Aptitude Research Partners)



Employee turnover is 174% more likely without real-time shift work scheduling capabilities. (Bersin by Deloitte)

## What's Your Relationship with Your Employees Costing You?



**80%**

say their work schedule impacts the quality of work they do and their productivity levels



**79%**

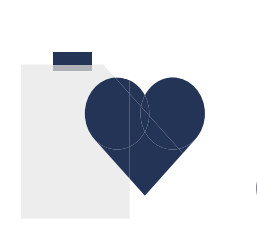
say schedules impact their ability to do a good job



**77%**

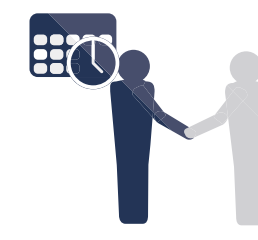
reported that scheduling impacts their ability to maximize income

## How Does Scheduling Affect Relationships within the Company?



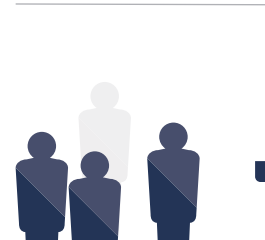
**85%**

reported their work schedule impacts their happiness on the job



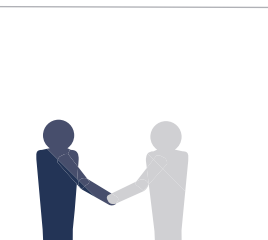
**80%**

stated that work schedules impact their likelihood to search for other employment opportunities



**74%**

expressed that their relationships with co-workers were impacted by scheduling



**73%**

said the work schedule also impacted the relationship with their boss