

Scheduling Stability: The Landscape of Work Schedules and Potential Gains from Fairer Workweeks in Illinois and Chicago

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The Project for Middle Class Renewal’s mission is to investigate the working conditions of workers in today’s economy and elevate public discourse on issues affecting workers with research, analysis and education in order to develop and propose public policies that will reduce poverty, provide forms of representation to all workers, prevent gender, race, and LGBTQ+ discrimination, create more stable forms of employment, and promote middle-class paying jobs.

Each year, the Project will be dedicated to a number of critical research studies and education forums on contemporary public policies and practices impacting labor and workplace issues. The report that follows, along with all other PMCR reports, may be found by clicking on “Project for Middle Class Renewal” at illinoislabored.org

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EXECUTIVE SUMMARY

A new survey of 1,717 workers throughout the state of Illinois workers was conducted between October, 2017 – March, 2018 (over 90 percent of whom were employed in the last 7 days, the rest sometime within the last 6 months). The sample was 79 percent gathered online; 21 percent in person (conducted in English and Spanish). By location, 44 percent of surveyed workers are employed in the City of Chicago; 24 percent work in Cook County outside of Chicago; 32 percent work in Illinois outside of Cook County.

By demographics, 61 percent of sample self-identify as white; 25 percent as Black or African-American; 9 percent as Latino or Hispanic; and 3 percent as Asian. Slightly more than half of respondents were female and their median age is 42. A majority (roughly 61 percent) of surveyed workers are parents and a little less than one-third of respondents are financially responsible for other non-children dependents living in the U.S. or abroad. All live in households with annual household incomes less than \$150K. One-quarter of workers surveyed report having no private health insurance; another quarter receive Medicaid/Medicare; 10 percent receive SNAP/food stamp benefits.

The survey includes full-time (69 percent), part-time (23 percent), and temporary workers plus independent contractors (8 percent). Almost 80 percent were paid by the hour and the remainder were salaried or paid in some other way. Surveyed workers are clustered in all 21 of the intermediate level standard industry classifications – representative of all sectors, with the largest concentrations appearing, in order, in the retail trade, educational services, manufacturing, health services, food services and professional/technical services sectors.

Key Findings

On-call work frequency

- Over 40 percent of hourly paid workers, and 30 percent of salaried workers, have at least occasional on-call working (only 63 percent “never” worked an on-call shift).
- One in every five hourly paid workers are scheduled for on-call shifts regularly or often.
- Among the quarter of the sample who had worked an on-call shift some time in the last 30 days, as much as 86 percent of them had advance notice of only 24 or fewer hours – 70 percent had no more than 8 hours – of that shift.

Variable and unpredictable schedules

- Over a third of all workers – 35 percent – have less than one week’s (seven or fewer days) advance notice of their schedule, demonstrating how common this practice is.
- 22 percent of respondents have only 3 days or fewer advance notice, and over 10 percent receive less than one day (24 hours) notice of their upcoming schedule.
- Posted schedules change for a quarter of all workers often or sometimes.
- More than one-quarter of workers are required to keep schedule “open” without a guarantee of work.
- Almost 20 percent must travel to their workplaces to receive their work schedules.
- The average gap in the sample between the most and least amount of weekly hours worked, during the previous 6 months, was 14 hours – suggesting marked fluctuation for a significant share of the sample.

Irregular shift times

- The incidence of unpredictable or varying shift times (outside of regular daytime, evening or night shifts) falls disproportionately on part time workers—12 percent of part timers experience irregular shift times, in contrast to only 3 percent among full time workers in this sample. An additional 12 percent of respondents work nights or evenings; 7 percent on rotating shifts and 4 percent on split shifts.
- Irregular shift times are associated with less advance notice—35 percent of workers that report no regular shift time get their schedules 3 or fewer days in advance of the shift,

Lack of input into one's daily work schedule

- Part-time workers appear to have no more input into their schedules than full timers, despite the notion that such jobs have more flexible schedules.
- Temporary workers have the least input while independent contractors have the greatest ability to influence their own start and end times of daily work.
- Almost half – 48 percent – of hourly paid workers have *little to no* input into their daily work schedule times. In contrast, 31 percent of salaried workers have no voice in determining their schedules.
- While irregular shift workers have somewhat less unilateral determination of their work schedules by employers than those on regular day shifts, day workers more commonly do have some input into their schedules than those whose shift times are irregular.

Underemployment

- Hours inadequacy impacts 48 percent of the sample. Almost half the sample state a preference for more hours of work for more income, despite the sacrifice of time.
- Almost 40 percent of surveyed workers have no guaranteed minimum weekly hours.
- Underemployment is highest, at over 60 percent, in Food Services, Entertainment /Arts/Recreation, in Personal care and Commercial services, and Construction.
- 58 percent of the sample was sent home early before the end of their shift at least once in past 30 days.

Consequences: 4 Aspects of Work/Life Conflict, Household Well Being

- Unpredictable work schedules interfere with time for family and home lives for over 70 percent of sample.
- 40 percent of surveyed workers experience issues with childcare, parenting or direct caregiving obligations.
- Over half of surveyed workers who are enrolled in educational programming miss classes due to their unpredictable work schedules.
- Part time working reduces time conflicts, but not much for those with irregular shifts.
- Having little or no input into daily work schedules clearly lifts the frequency of conflict with family and personal time (always), and lowers the number of people who “never” have this time conflict.
- Similarly, having little or no input into scheduling results in almost identical findings for workers facing challenges with caregiving and child care.

- Almost 17 percent of the survey sample paid their rent or mortgage late or lost their housing in the past year due to unpredictable work schedules.
- **Multiple Job Holding:** Almost a quarter (23 percent) did another job or work for income, within the last 6 months (part time, evening, weekend, including “gig” work).

Recommendations

- Workers receive **advance scheduling notice** of at least 7 days.
- **Reporting pay** (e.g., up to half the originally scheduled shift time, or half the full pay for what was scheduled for all reduced hours) is provided to workers whose shifts are cut.
- **Predictability pay** is given at a rate of at least one hour of pay at the regular rate of pay for schedule changes made with less than a week’s notice. Two to four hours of pay are mandated for schedule changes made with less than, 24 hours’ notice.
- Workers maintain a **right to request changes** in work hours, schedules, or location, with protection from retaliation.
- Workers maintain a **right to request a flexible work arrangement** for any reason (not just parenting duties).
- **Protections regarding discrimination** against workers on part-time hours are implemented, requiring employers to offer comparable starting pay rate, access to time off, and promotion opportunities to part-time employees with skills and responsibilities comparable to those otherwise similar.
- **Additional hours or promotion opportunities for part-time workers** to full-time work are offered before hiring additional part timers from outside or temporary help agencies.
- **Employers are required to secure employees’ consent to work with less than 11 hours rest** between work shifts and employees must be compensated at a time-and-a-half pay rate if the employee agrees to work such hours.

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I. INTRODUCTION

Fair Workweek legislation has sprung up organically in parts around the country in response to the prevalence and consequence of work schedules that may be erratic, unstable unpredictable or unreliable. The venerable Fair Labor Standards Act (FLSA), which governs the workweek and overtime in the United States, was established to stabilize and standardize work hours for employees, and incentivize employers to curb excessive reliance on long hours from their employees. To that end it has largely succeeded, for those covered by the FLSA. It was not equipped, however, to deal with the widespread use of last minute, on-call or inadequate work hours, which might have equally, if not worse, consequences for workers.

The new laws and rules grant certain workers more advanced notice of their schedule and some compensation for being treated as effectively on-call, sometimes even on-demand workers. These policy reforms were the result not only of political and grass-roots campaigns, but were informed by thorough, reliable and ultimately persuasive research for both the advocates and policy-makers. This has culminated in the adoption of minimum standards and protections regarding work scheduling in big cities such as San Francisco, Seattle and New York, and now one state, Oregon (and New York on its way). Second, Chicago has joined the field with the introduction of the Fair Workweek Ordinance.

In 2015 *Chicago's Working Families Task Force Report* recommended further “reviewing research and data, to better understand the impact that scheduling practices have had on workers and their families,” before adopting. The State of Illinois is now considering a bill HB 5046, and a companion bill in the state senate, to address the most egregious case of scheduling – altering schedules within 72 hours of a scheduled work shift. At the Federal level, the *Schedules that Work Act* – to amend the FLSA – continues to

languish in the US Congress, and will until a new majority emerges.

While several recent studies debate the impact of boosts in local minimum wages, too few of these have explored the interface with work hours and especially, schedules. Thus, it is urgent that we begin to establish a baseline regarding workers’ schedules and scheduling practices, not only for upcoming minimum wage increases, but to illustrate the wider landscape in Chicago and Illinois regarding our working citizens’ actual and preferred work hours and schedules, their unpredictability and instability, and some of the potential consequences of them – on their work-life balance, job and life satisfaction and ability to make ends meet. With employment rebounding in the state, we can now focus our attention on the working conditions that affect the quality of jobs and work in Illinois that contribute to the general well-being of its working population and the state as a whole (Golden, 2017; Dickson, Bruno and Twarog, 2015).

The crux of this report is the findings from a new survey issued in late 2017 and early 2018, via both in-person and online collection, in Illinois, with an oversample of those employed in Chicago, of workers who are paid hourly and from non-wealthy households. Similar surveys have been conducted in Oregon (King, 2016), Seattle (Vigdor et al 2016), New York (Stolper, 2016), Emeryville CA (Smalley 2016), District of Columbia (Jobs with Justice, 2017), and Los Angeles (CLASP, 2016). The sample sizes were, in Oregon 744, in Seattle 776, in Emeryville, 304, and Los Angeles is 559. Two surveys of workers employed in the Retail trade industry gathered samples of 6 thousand (Scheider and Harknett, 2017) and 1,100 (CPD, 2017). The influential Oregon (mostly Portland) survey found significant use of irregular scheduling, varying work schedules, short advance notice and on-call with “open availability” required.

Our total sample size is larger than other local or state surveys, at 1,717, and a somewhat more representative sample than these previous surveys. It contains the industry in which the respondent is employed, their hourly-paid or salaried job status, part time, full time or non-employee job, etc. The findings illustrate the landscape of work scheduling in the labor market— in particular the presence of on-call, irregular and short advance notice scheduling – and imply its consequences for workers’ well-being, given how well the local labor market is matching workers’ hours preferences, including the extent of time conflict and (dis-)satisfaction associated with such practices.

Opponents of laws that propose to curb such practices maintain that that workers actually desire such “flexibility.” The findings will contrast the type of flexibility favored by employers – variable and last-minute schedules – with the type of flexibility favored by employees – having input into their daily schedules and work hours. Moreover, it will measure the current availability, as a more informal arrangement, of what the ordinances propose to formalize – a protected right to request not just fewer but also more hours, regularity to daily shift times, shift swapping among employees, etc. The extent to which such supportive or disruptive practices are prevalent, at least for some workers, will help inform the features of the eventual law, without skirting its possible risk of side effects. The results regarding both the sources and reduction of adverse consequences on employees, such as time conflicts, not only reinforce the existing “business case” in employers own long term interest (e.g., Williams and Lambert, 2018; Golden, 2012; Bloom, Kretschmer and Van Renen, 2011; Boushey and Mitukiewicz. 2014; Ben-Ishai, 2014a; Kesavan 2015)—but underscores the need to adopt preventative public policy measures as well (Bernhardt et al 2009; Ansel and Boushey, 2017).

The results herein support efforts to adopt new policy measures to address the new developments in workplaces and labor markets, which would attempt to temper fluctuations in the daily and weekly work hours, particularly of hourly paid employees. Scheduling stabilization efforts are actually quite unique to the US. Other countries have adopted a more general, legally protected “right to request,” such as in the United Kingdom (U.K.), Australia, New Zealand, the Netherlands, and Germany, with largely positive experiences for employees, without no documented harm to employers (Cooper and Baird, 2015). So far, this more general, individualized approach, has been adopted in two US states and in a few cities, though remains largely in the proposal phase.

II. IRREGULARITY AND INSTABILITY OF WORK SCHEDULES AND ITS CONSEQUENCES: EVIDENCE

Work shifts or schedules that are irregular are consistently found to be associated with assorted adverse outcomes. There are four main areas of concern – worker health, safety and subjective well-being; chronic time conflicts with family, personal and educational time; income volatility and inadequacy; adverse feedback effects on employers that come back to offset shorter term gains of just-in-time scheduling. The plight of employees with unstable or unpredictable work schedules has become well-documented in the media and trade journals (Cauthen, 2011; Kantor 2014; Covert 2014, Aarons-Mele 2014, Andersen et al 2015), as well as in the academic research literature.

There are drawbacks of erratic and uncontrollable work schedules for any employee, particularly when the work spills into nonstandard work times (Glauber 2013; Wood, Michaelides, and Totterdell 2013; Jacobs and Padavic 2015). On balance, there is ample evidence of its net negative consequences on workers’ health and safety (Akerstedt, et al 2015; Cho, 2018; Costa et

al 2006; Heisz and LaRochelle-Cote 2006; Haley-Lock and Ewert 2011). They can be particularly acute among hourly paid workers, especially with lower incomes (Henly and Lambert 2014; Correll, Trimble-O'Connor, and Williams 2014; Swanberg, Watson, and Eastman 2014; Alexander and Haley-Lock 2013; Watson and Swanberg 2013; Lambert, Haley-Lock, and Henly 2012; Martin et al. 2012; Scott et al. 2004). Work times are most irregular for those hourly workers on part-time employment arrangements (Yildirim and Aycan 2008; Kalleberg 2011). As many as the majority of hourly part-time workers (83%) have unstable work schedules (Ruan and Reichman 2014).

Generally, fluctuation in workloads or job demands tends to negatively affect workers' well-being, all else constant, both when it is routine or transient (Wood, et al 2013; Schneider and Hartnett, 2017). Having to be constantly available for work creates a daily struggle for workers to reconcile competing caregiving and workplace demands (Correll et al. 2014). This is mainly because fluctuation creates interference of work with non-work activity and undermines the effort-recovery process, time needed for rest in between shifts in order to perform effectively. Even when work hours are positively related to indicators of well-being, variability of work diminishes well-being (Basner, Spaeth, and Dinges 2014; Wood, Michaelides, and Totterdell 2013; Finnigan and Hale, 2017). The extent to which irregular work schedules are related to work-family conflict (Beutell and O'Hare, 2018; Iskra-Golic, 2016), and reduced job and general life satisfaction, is significant in the case of nurses (Yildirim and Aycan 2008). Indeed, workers are very averse to working outside of the typical daily work schedules, and are willing to sacrifice at least 20 percent of pay, in jobs such as in call centers, to avoid this (Mas and Pallais, 2017). Mismatches with one's preferred hours, especially when too short, adversely affects subjective well-being (Wooden, Warren and Drago 2009; Luce,

Hammad, and Sipe, 2014; Haley-Lock and Ewert (2011).

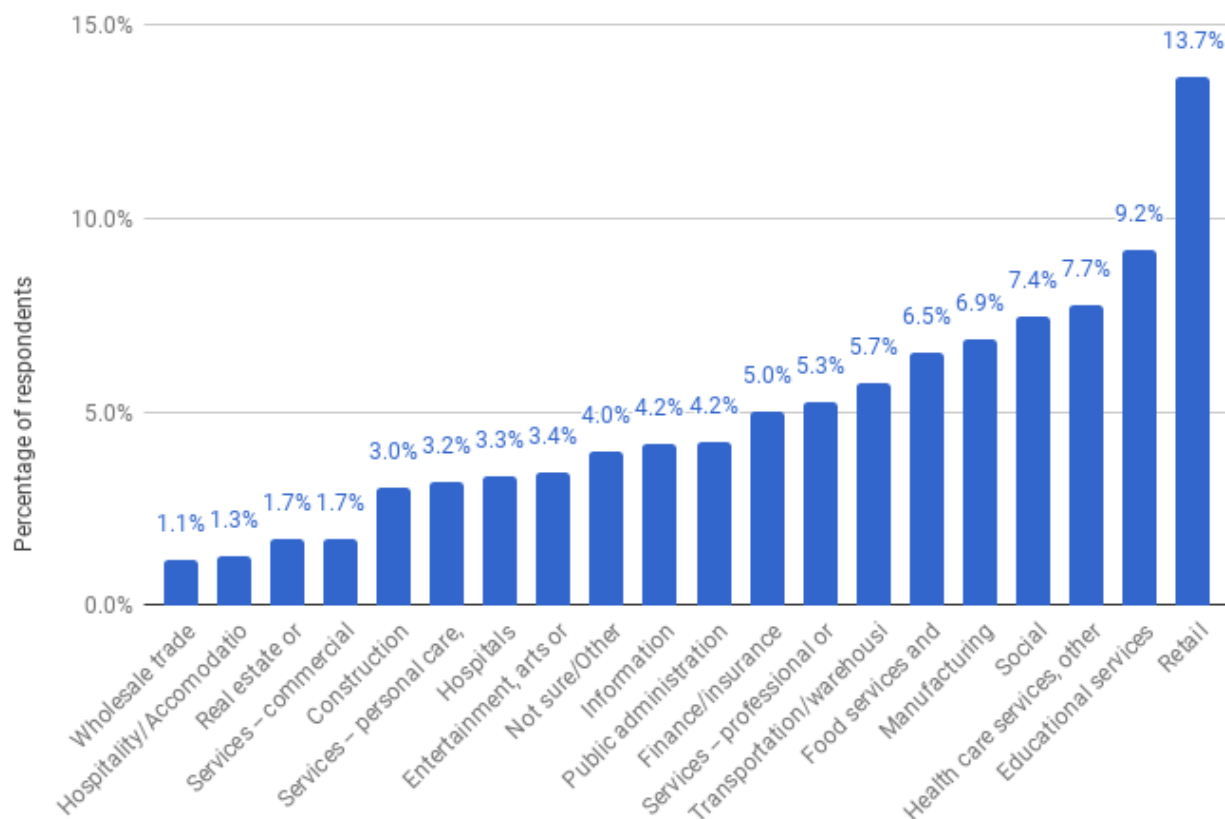
Income volatility for individuals and households, stemming from the periodic hours inadequacy, is traced to fluctuations and involuntary shortened hours, particularly in cases that are chronic more than one-time, cyclical responses (Schneider & Harknett, 2017; Scott, et al 2004; Shin, 2012; Dynan, Elmendorf, and Sichel. 2012; Enchautegui, 2013; EPIC, 2016; Gottschalk and Moffitt, 2009; Heisz and LaRochelle-Côté, 2006; Koo, 2016; McCrate, Lambert & Henly, 2015; Messenger and Wallot, 2015; Murdoch and Schneider, 2014; Rohwedder and Wenger, 2015; Ziliak, et al, 2011; Zukin and van Horn, 2015).

By far the most common underlying cause – almost half – of households' income volatility month to month was workers having irregular work schedules (Federal Reserve Board 2016; 2017, SHED data). Moreover, irregular work scheduling has adverse consequences in the longer term, such as on educational outcomes and children's cognitive development, such as older children's test scores inversely associated with parents working irregular, nontraditional shift times (Morsy and Rothstein, 2015; Boushey and Mitukiewicz 2014; Carillo et al, 2017; Gennetian et al 2018). Thus, reducing or minimizing instability in hours, schedules, and workloads may improve workers' well-being – both subjective and financial – for a given level of daily or weekly hours and income.

III. SURVEY AND METHODOLOGY

A 73-item survey was issued to anyone employed in the 6 months prior to their participation (most of whom who were employed in the last 7 days). The questions were derived from a variety of sources, including the GSS's Quality of Worklife supplement (NIOSH, 2010), the US Current Population Survey of Households and other

Figure 1: Industry Classification for Survey Respondents



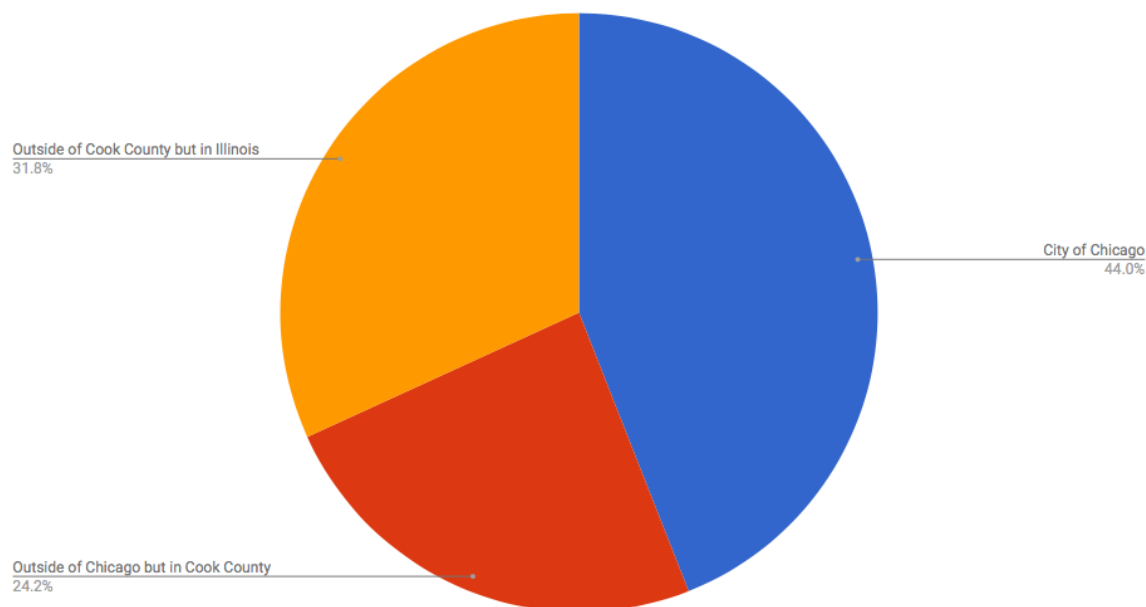
reliable measures, such as those used by the Employment Instability Network (EINet) measurement group and Spiller et al (2010), and other surveys used in surveyed States and cities in the US. This study includes findings from a survey sample of 1717 workers throughout Illinois.

In order to qualify for the study, all workers had to have been employed in Illinois in the past six months prior to survey participation. Survey respondents represent employment in 21 industry clusters, closely reflecting the composition of the workforce in Illinois (Figure 1). Respondents also reflect varying employment relationships: roughly 65 percent of the sample were employed full-time at the time of their participation in the survey; 24 percent were employed part-time; four percent were employed as temporary workers; seven percent worked as independent contractors, consultants or freelance workers; less than one

percent worked for a contractor (or contract firm) that provides workers/services; and less than one percent were employed purely in on-call jobs, meaning they only worked when called to work.

Survey respondents participated by either filling out a written questionnaire in-person that was administered by a trained survey interviewer or online using the Qualtrics survey platform. Roughly 21 percent of surveys were conducted in-person and the remaining 79 percent were completed online using Qualtrics. With both platforms, surveys were offered in English and Spanish, reflecting the primary languages spoken by workers in Illinois. Approximately 7 percent of surveys were taken in Spanish. All surveys were conducted between October 2017 and March 2018.

Figure 2: Location of Survey Respondents' Workplaces



As can be seen in Figure 2, roughly 44 percent of survey respondents are employed within the City of Chicago. An additional 24 percent of workers surveyed work in Cook County yet outside of Chicago. The remaining 32 percent work outside of Cook County elsewhere in Illinois.

IV. SAMPLE CHARACTERISTICS

Worker Characteristics

Roughly 46 percent of survey respondents were male, 54 percent were female, and 0.6 percent self-identified as transgender or other gender identity. Approximately 61 percent of surveyed workers considered themselves White, 25 percent characterized themselves Black or African-American, 9 percent identified as Latino/a or Hispanic, and 3 percent considered themselves Asian (Figure 3). The median age for survey respondents was 42 years.

A majority (roughly 61 percent) of surveyed workers were parents and a little less than one-third of respondents were financially responsible for other non-children dependents living in the

U.S. or abroad. Roughly 32 percent of respondents resided with a partner who was employed full-time, while an additional 11 percent of survey participants lived with a partner working part-time. Approximately 17 percent of workers surveyed reported months in the previous year when they were unable to pay for their rents or mortgages, or lost their housing, because their incomes from work were unusually low.

Additionally, a relatively large percentage of surveyed workers relied on public assistance for survival (Figure 4). Almost 24 percent of respondents received Medicaid/Medicare, more than 10 percent received SNAP/food stamp benefits, almost 5 percent resided in subsidized housing, and over 5 percent had SSI or SSDI benefits. Almost one-quarter of workers surveyed reported having no private health insurance, while almost 15 percent received their health insurance through the Affordable Care Act. Thus, the sample includes only somewhat disproportionately lower income respondents (and has further implications for those whose assistance might depend on more stable hours (e.g., Romich and Hill, 2017; Lambert et al 2012; Gennetian et al 2018).

Figure 3: Race/Ethnicity of Survey Respondents

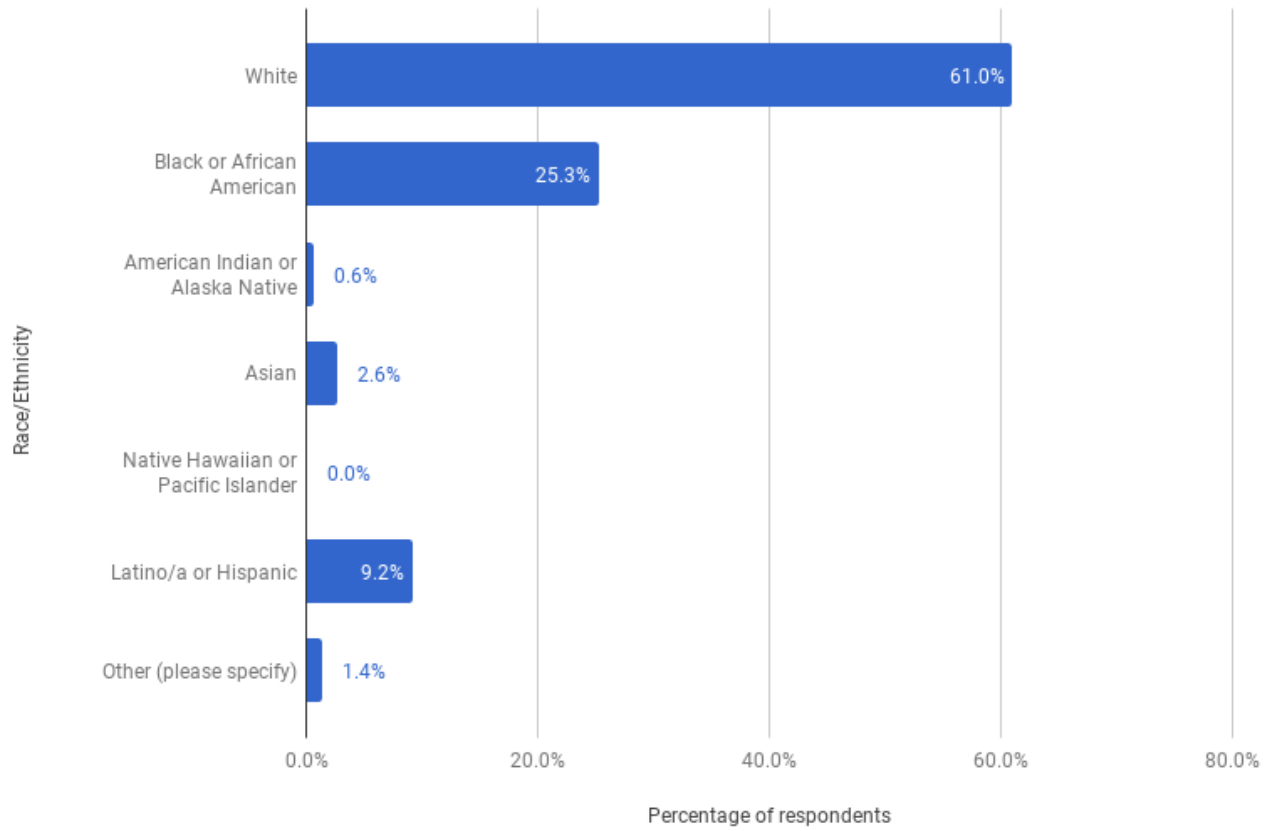


Figure 4: Usage of Government Assistance by Survey Respondents

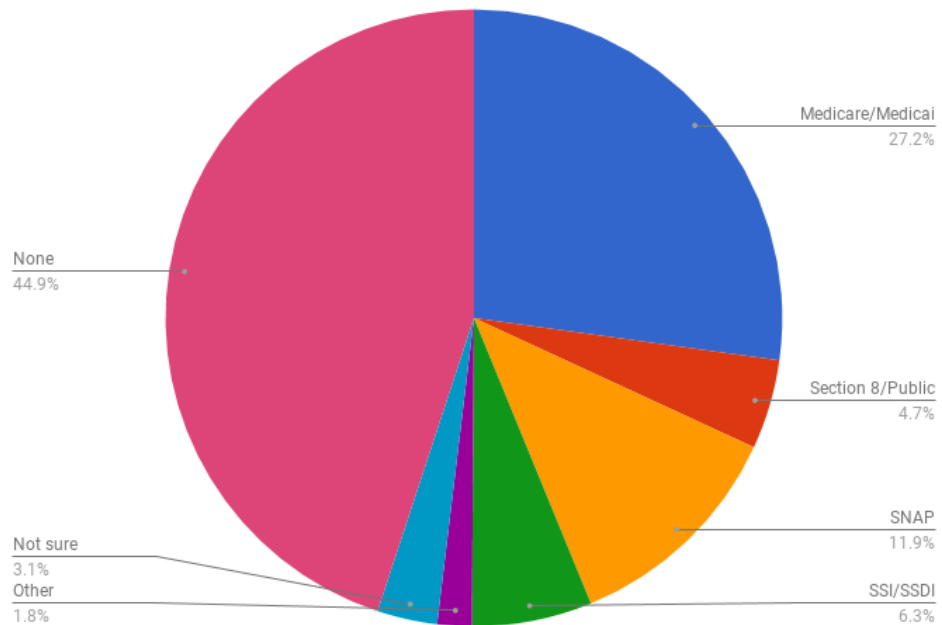
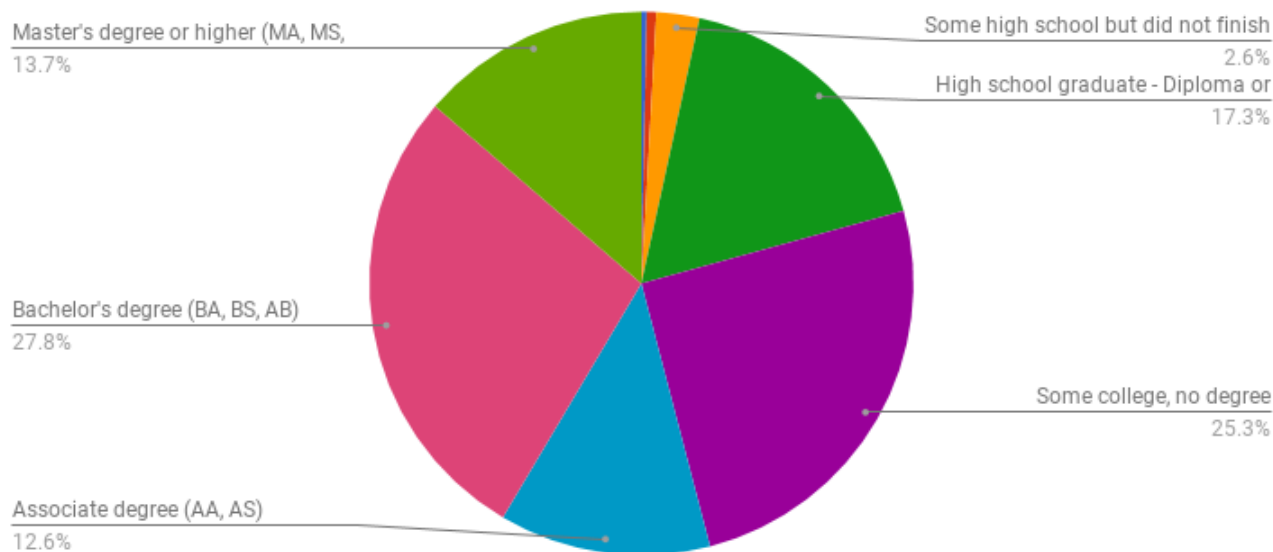


Figure 5: Education Level of Survey Respondents



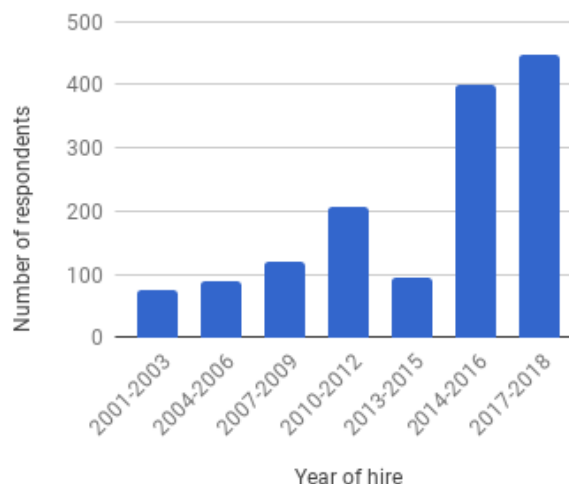
As can be seen in Figure 5, surveyed workers possessed varying levels of educational attainment. Approximately 21 percent of respondents had less than a high school degree, while 42 percent had completed high school or an equivalency program and had pursued some college courses. Almost 28 percent of workers maintained a Bachelor's degree and an additional almost 14 percent of respondents had received Graduate level degrees.

The median start date for surveyed workers at their current place of employment was 2013, representing average employment tenure of over five years. Figure 6 displays the year of initial hire at surveyed workers' current place of employment. Roughly one quarter of surveyed workers maintained between one and two years of employment at their current employer at the time of the survey. Another 29 percent had two to four of tenure at their current job. Almost 30 percent of respondents worked at their current job five years or more. A little more than 11 percent of surveyed workers did not work in the seven days prior to their participation in the study, though they were employed in the previous six months. Roughly 18 percent of survey respondents reported to be members of labor unions, slightly

higher than the Illinois statewide average of 15 percent, in 2017 (US BLS, 2018).

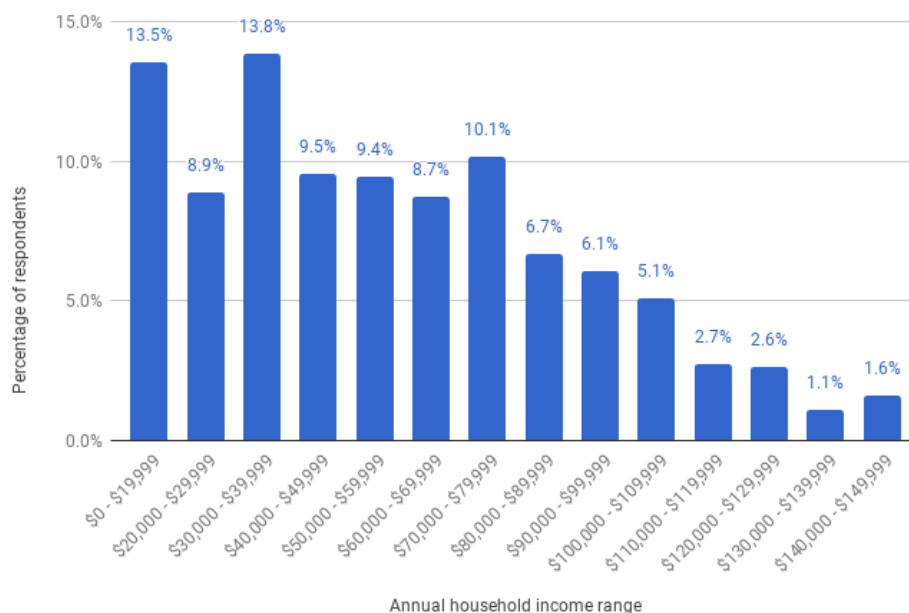
As of the writing of this report the minimum wage in the State of Illinois was \$8.25/hour. In the City of Chicago the minimum was \$11.00 per hour, scheduled to increase to \$12.00/hour on July 1 2018. The minimum wage in Cook County was \$10.00 per hour, though a majority of municipalities located within the county have opted out of the minimum wage increase. For the

Figure 6: Survey Respondent's Year of Hire



77 percent of surveyed workers who were paid by the hour, their average rate of pay at the time of survey participation was \$15.00 per hour. The remaining 23 percent of households received an average annual salary of \$55,000 per year. Figure 7 displays workers' annual household income ranges for 2017.

Figure 7: Annual Household Income of Respondents (2017)



In the seven days prior to their participation in the survey project, survey respondents worked an average of 40 hours per week. 69 percent of surveyed workers described their usual work schedule as a regular day shift. Almost 12 percent of respondents described their typical schedule as a night, late afternoon or evening shift. An additional four percent reported they typically worked split shifts, while almost 7 percent generally worked rotating shifts. Over eight percent of surveyed workers described their normal schedules as irregular or on-call. Among those who worked on-call hours, almost 18 percent claimed to regularly or often work on-call shifts, while an additional almost 21 percent sometimes or occasionally worked on-call shifts.

V. Study Findings

Upwards of 30 percent of respondents worked at least one on-call shift in the month prior to their survey participation. Close to 60 percent of surveyed workers were sent home early from work at least one day in the previous 30 days. More than 35 percent receive less than seven days' notice of their work schedules, including almost 11 percent who receive less than one day's notice of their future schedules. Almost 20

percent of respondents have to physically travel to their workplaces to receive their upcoming work schedules. More than one-quarter of surveyed workers report their work schedules "often" or "sometimes" change after they have been posted.

Lack of Flexibility for Workers in Their Schedules

About 43 percent of workers reported that their work starting and finishing times are determined by their employer, with little to no input from the employee. Also, 36 percent of respondents felt that after their work schedules were assigned it was somewhat to very difficult to request changes. Similarly, almost 40 percent of workers claimed to be unable to choose which specific days and times they were unavailable to work. In the year prior to survey participation, close to 26 percent of workers were asked by their employers to keep their schedules "open" without any guarantee of a work shift. Upwards of 40 percent of respondents are not guaranteed any minimum number of hours per week. Almost two-thirds of

workers can never or only *sometimes* alter their start and end times of work.

Work/Life Conflict

Surveyed workers reported considerable impacts caused by unpredictable schedules. Over 70 percent of respondents report that their work schedules *always, most of the time, about half of the time, or sometimes* interfere with their family and home lives. Over 40 percent of workers surveyed felt that their unpredictable schedules cause issues with their childcare, parenting or other direct caregiving obligations. Over 43 percent of workers claimed to be currently enrolled in some sort of education programming. Among those workers, almost 54 percent have been unable to attend class at some point because of their unpredictable work schedules. Almost one-fifth of surveyed workers experienced issues

paying their rents or mortgages late or lost their housing in the past year due to the unpredictable nature of their schedules and income.

Instability, Unpredictability and Inflexibility by Characteristics of Work and Workers— Incidence, Distribution and Consequences Associated with Work Scheduling

We explore with cross tabulations the characteristics of workers and jobs that tend to be associated with several aspects of scheduling – on-call working, changing schedules, advance notice, and hours inadequacy.

Figure 8: Frequency of On-Call Work by Employment Type

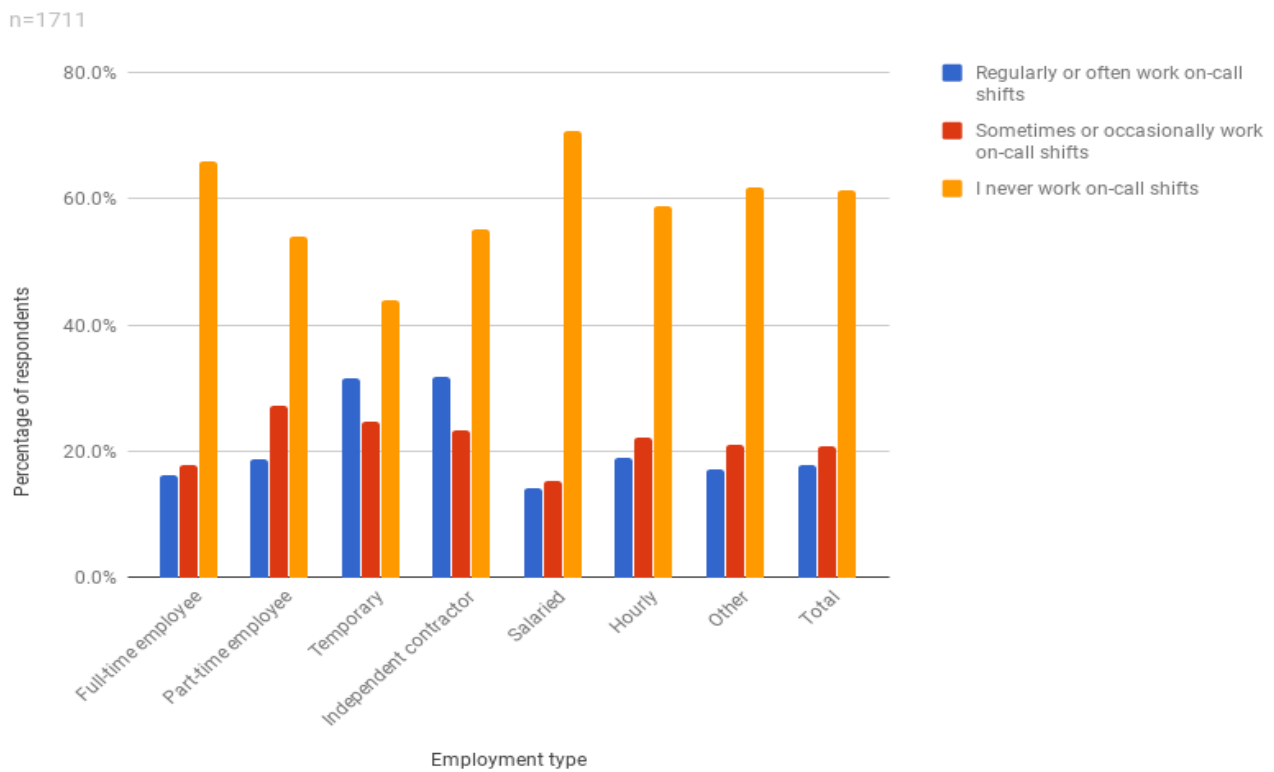
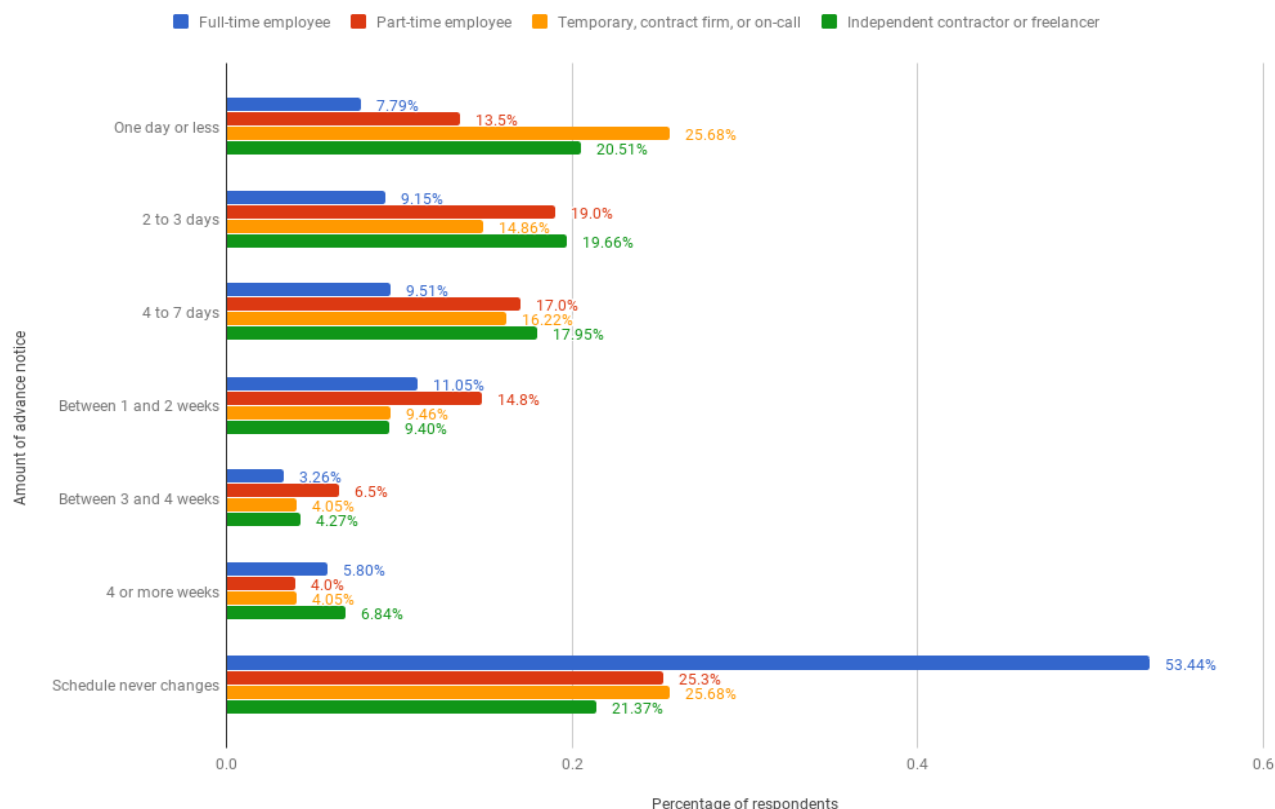


Figure 9: Amount of Advance Notice of Schedule by Employment Type

n=1711



Frequency of On Call Working and its Consequences

Figure 8 shows that about one third of all full time workers, plus another 46 percent of part time workers work on-call, at least occasionally. More than one in six workers regularly work on call. The frequency with which workers are asked to do on-call working is significantly greater for part time workers than for full timers. On call jobs obviously also work on call more frequently, as do temporary jobs and those working on independent contracts.

Figure 8 also shows that over 40 percent of hourly paid workers, and 30 percent of salaried workers, have at least occasional oncall working. One in every five hourly paid workers do on call work regularly or often.

Figure 9 shows that 43 percent of workers’ schedules never change. This means that almost 6 in 10 workers receive schedules that may not be

the same as before. In addition, only 5 percent get their work schedules 4 weeks or more ahead of time. Meanwhile, almost a quarter – over 23 percent get their schedule within only 3 days or fewer advance notice. Among part time workers, as many as one third get their schedules within only 3 days of having to work that next shift. For notice within 7 days, this proportion rises to half among the part time work force. Moreover, only 25 percent of part timers have schedules that never change – less than half the rate among the full time workers. This all suggests that part time workers, are more likely to receive their schedules with less advance notice time – more on par with workers who are external to the firm, such as contractors and temps.

Figures 10 and 11 show the contrast of union to nonunion workers – their amount of advance notice generally and also advance notice if and when they worked an on-call shift. For the former, largely because nonunion workers are 7

Figure 10: Advance Noticing for On-Call Shifts by Union Status

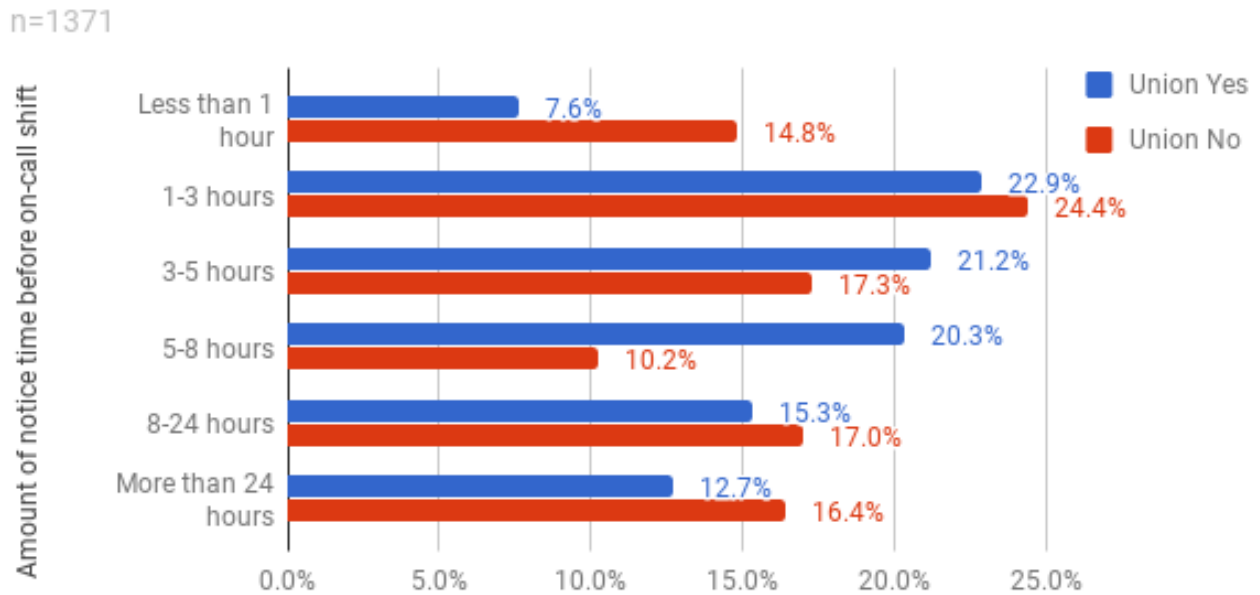
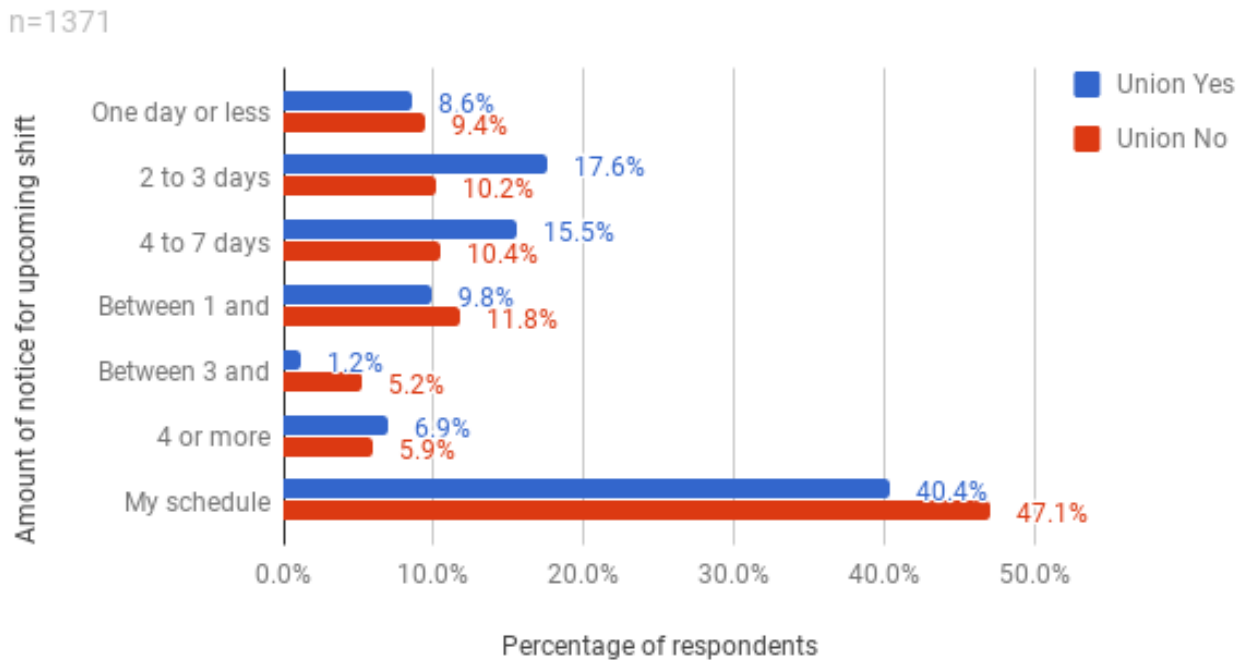


Figure 11: Advance Noticing for Upcoming Shifts by Union Status



percent more likely to have schedules that never change, union workers have somewhat shorter notice times. This despite contracts at least in some sectors (such as supermarkets) which have lengthened duration before scheduling. Interestingly, just among those that do work an

on-call shift, nonunion workers are twice more commonly requested to do so within one hour. Whereas union workers have closer to 8 hours to come in. Additional information about differences by Union vs. Nonunion job status may be found in Appendix A.

Table 1: Schedule Change Frequency, Full Time vs. Part-Time and Nonstandard Employment

		Is your job classified as a regular full-time or part-time employee, or something else?							
		Regular (standard) full-time employee	Regular part-time employee	Temporary, such as a direct hire temp, paid by a temp agency, or day labor	Independent contractor, consultant or freelance worker	Work for a contractor (or contract firm) that provides workers/ services	On-call job (only when called to work)	Self-employed, such as independent contractor, consultant or freelance worker	Total
How often does your schedule change after it has been posted?	Often	8.1%	8.4%	10.9%	13.0%	28.6%	20.0%	22.4%	9.0%
	Sometimes	14.1%*	20.0%	21.8%	23.2%	0.0%	20.0%	24.5%	16.4%
	Occasionally	12.1%*	18.2%	30.9%	21.7%	0.0%	20.0%	18.4%	14.8%
	Rarely	65.7%*	53.4%	36.4%	42.0%	71.4%	40.0%	34.7%	59.8%
T-Test significance at the .10 level	Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 1 shows that the frequency with which workers experience changes to their posted work schedule often depends on their job status. One third of full timers and 46 percent of part timers have their schedules change more often than “rarely.” While only one in 12 full time and part time workers have this happen “often,” part timers are more apt to report such changes occurring either “sometimes” or “occasionally.” The temp and contract workers in the sample report this even more frequently than the part time work force. Regular full time employees enjoy more schedule stability than part timers and all other job classifications. Part timers get less frequent changes than the self-employed independent contractors.

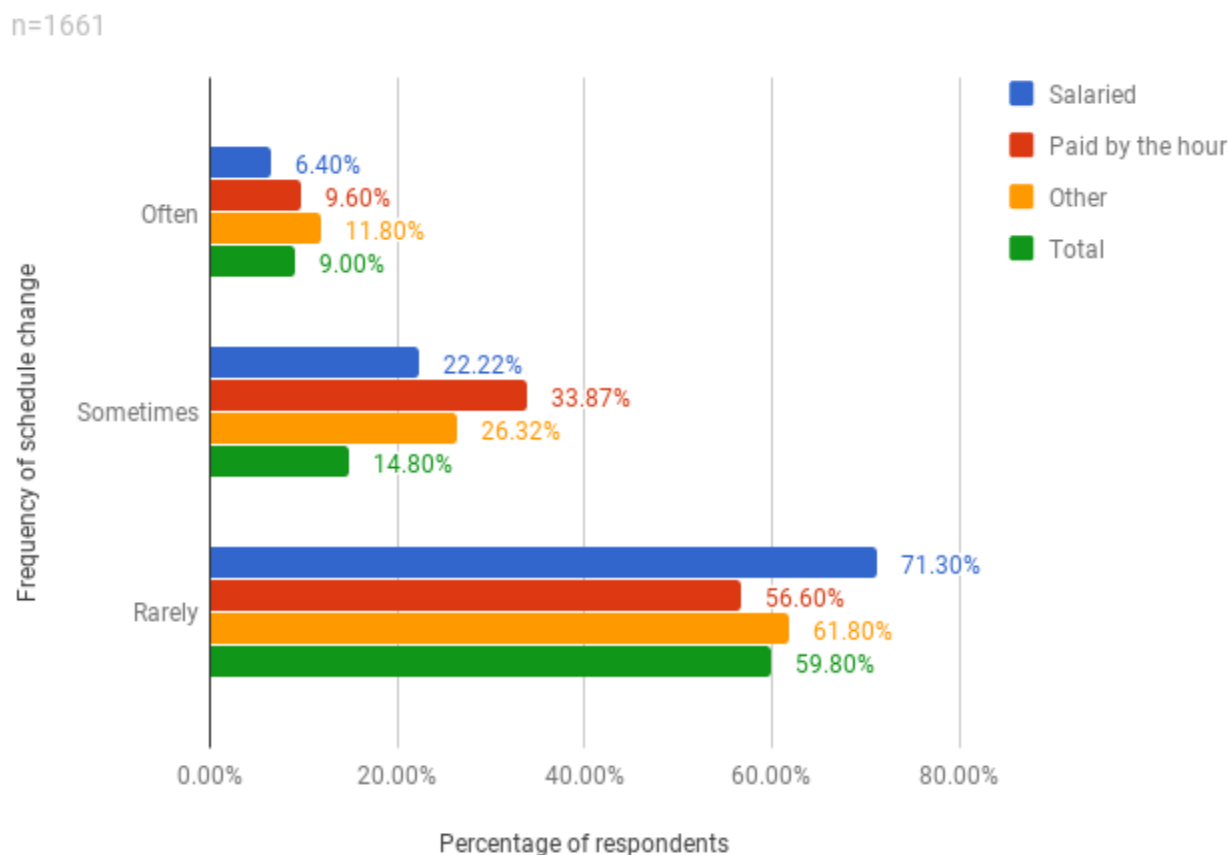
Figure 12 shows that about a quarter of all workers often or sometimes have their posted schedules changed. Among the hourly paid workers, this is a notably higher, 28 percent. About one in 10 hourly workers have this happen to them “often.” Including those to whom this happens, “occasionally,” 44 percent of hourly

workers have their posted schedules altered before working it. Among salaried workers, the corresponding proportion is 29 percent. Those who are paid differently than by the hour or a salary, fall somewhere in the middle, at 38 percent.

Part time workers appear to have no more input into their schedules than full timers, despite the notion that such jobs have more flexible schedules. Temps have the least input and independent contractors, the most. Almost half – 48 percent – of hourly paid workers have no input into their daily work schedule times. In contrast, this is 31 percent among the salaried workers.

While irregular shift workers have somewhat less unilateral determination of their work schedules by employers than those who work on regular day shifts, those day shift workers not on fixed schedules actually have more input into their schedules than those whose shift times are not regular.

Figure 12: Frequency of Schedule Change and Type of Respondent Pay



Hours Adequacy – Underemployment

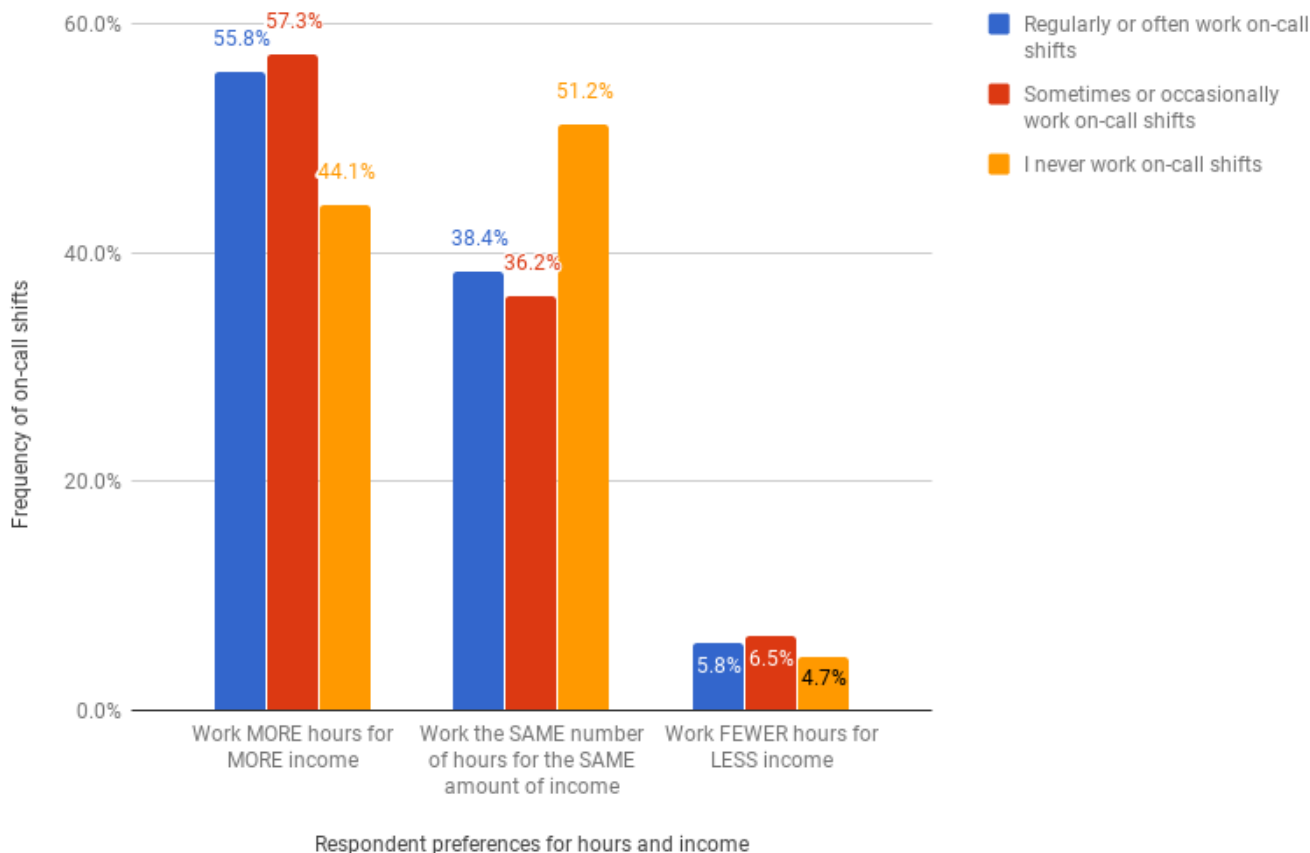
Over one third of the work force, and perhaps as many as half of those employed part time and/or in sectors such as Retail trade, are found to have a preference for more hours of work (Williams and Lambert, 2018). A recent national study found this at 35 percent of all workers, 49 percent of part timers (Board of Governors, Federal Reserve Bank 2015; 2016). Working part time for economic reasons, largely involuntarily, is just the tip of the underemployment iceberg (Glosser and Golden, 2017; Golden, 2016, 2017; Valletta et al 2018), but is representative of the well-being diminished by underemployment (Wooden et al 2009; Reynolds and Aletraris, 2010; Bell and Blanchflower, 2013).

Among all workers in the sample, 49 percent are underemployed. This is broadly consistent with

estimates in other surveys, depending on their sample selection. Another 5 percent are overemployed, mismatched with longer than preferred hours. Among those who regularly or sometimes work on-call shifts, the underemployment rate is a higher, 56 percent, versus 44 percent among those who never work on call shifts. Moreover, the rate of overemployment is a percentage point or two higher among those who work on-call versus those who never do. Thus, a statistically significantly greater proportion of those who at least occasionally on-call experience a mismatch between their preferred and actual number of work hours – in both directions, both less than preferred and more than preferred.

Moreover, 45 percent of the underemployed work an on-call shift at least occasionally. Quite

Figure 13: On Call Working and Work Hours Mismatches-Underemployment and Overemployment



similarly, about 46 percent of those overemployed, working beyond their preferred number of hours, are comprised of workers who had worked some on-call. In contrast, about 31 percent of those who feel matched with their preferred number of hours worked an on-call shift. Both cross tabulations suggest on-call working leaves many workers with inadequate hours, work and income that they would otherwise prefer. At the same time, its leads some workers to work additional, unwelcome hours, suggesting they do not have the luxury of refusing such extra work when they do not wish it.

Irregular Work Scheduling – Distribution, Associations and Consequences

We display below the distribution and incidence of irregular (and on-call) shift working – first the distribution and then cross tabulations by certain worker and job characteristics.

Table 2 shows that men make up 60 percent of such workers, so 4 in 10 irregular shift time workers are women. Part timers make up about 20 percent of regular daytime shift workers, but of all those who work on “irregular or on-call shifts,” one-third are part timers. Thus, part time jobs appear to be associated with less regularity in work schedules, as do the nonstandard types of employment.

Figure 14: Shift Type by Type of Employment

n=1711

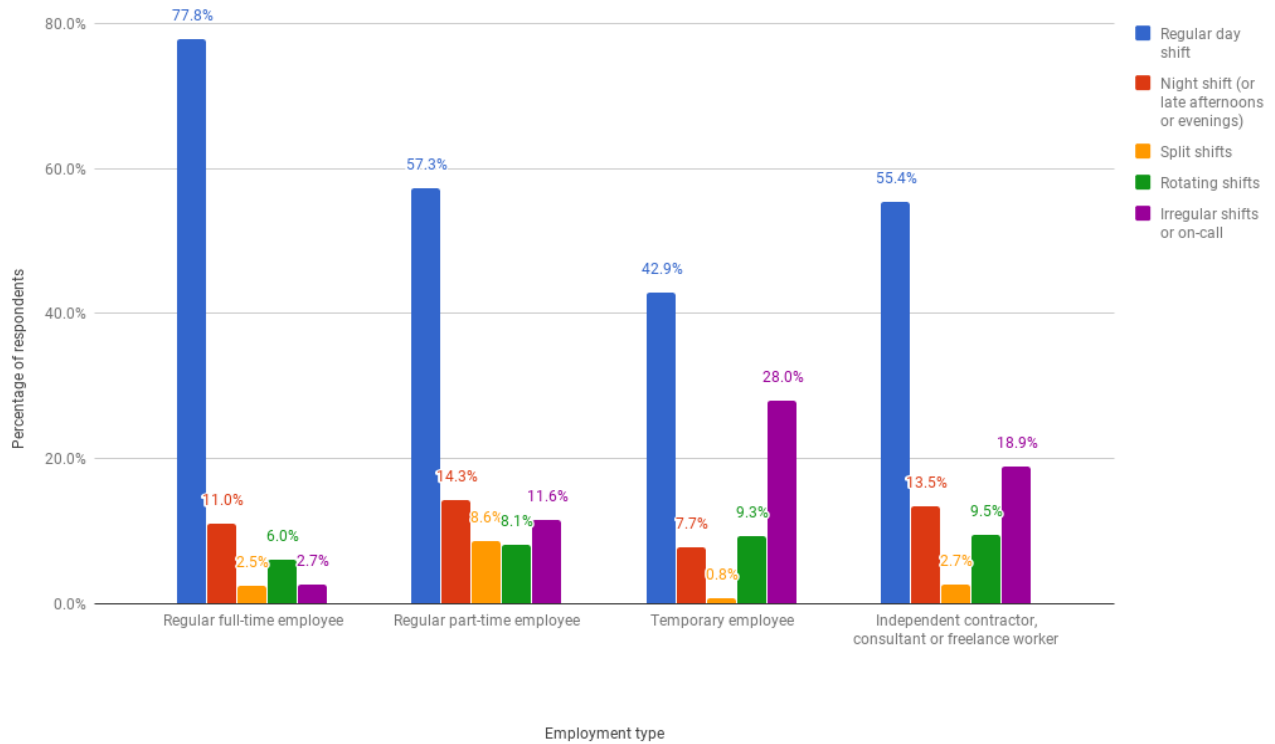


Table 2: Irregular Shift Work – Incidence and Distribution and Outcomes

		Which of the following BEST describes your usual work schedule?					
		Regular day shift	Night shift (or late afternoons or evenings)	Split shifts	Rotating shifts	Irregular shifts or on-call	Total
What is your gender identity?	Male	68.1%	11.3%	3.9%	5.7%	11.0%	100.0%
	Female	70.8%	11.7%	3.9%	7.6%	6.0%	100.0%
	Transgender	50.0%	30.0%	0.0%	10.0%	10.0%	100.0%
	Other (please specify)	67.1%	14.6%	4.4%	9.6%	4.4%	100.0%
	Total	69.5%	11.6%	3.9%	6.7%	8.2%	100.0%
Is your job classified as a regular full-time or part-time employee, or something else	Regular (standard) full-time employee	77.8%	11.0%	2.5%	6.0%	2.7%	100.0%
	Regular part-time employee	57.3%	14.3%	8.6%	8.1%	11.6%	100.0%
	Temporary, such as a direct hire temp, paid by a temp agency, or day labor	54.8%	16.1%	3.2%	9.7%	16.1%	100.0%
	Independent contractor, consultant or freelance worker	55.37%	7.2%	1.4%	5.8%	37.7%	100.0%
	Total	69.5%	11.6%	4.0%	6.7%	8.2%	100.0%

Table 2 (cont'd): Irregular Shift Work – Incidence and Distribution and Outcomes

		Which of the following BEST describes your usual work schedule?					
		Regular day shift	Night shift (or late afternoons or evenings)	Split shifts	Rotating shifts	Irregular shifts or on-call	Total
Typically, how far in advance do you find out your upcoming work schedule?	One day or less in advance	58.5%	10.4%	4.4%	7.1%	19.7%	100.0%
	2 to 3 days in advance	59.2%	13.3%	3.8%	9.0%	14.7%	100.0%
	4 to 7 days in advance	58.8%	12.3%	4.9%	12.3%	11.8%	100.0%
	Between 1 and 2 weeks in advance	51.3%	21.3%	6.6%	11.2%	9.6%	100.0%
	Between 3 and 4 weeks in advance	61.4%	8.6%	5.7%	12.9%	11.4%	100.0%
	4 or more weeks in advance	61.5%	16.5%	5.5%	7.7%	8.8%	100.0%
	My schedule never changes	84.4%	8.6%	2.7%	2.5%	1.8%	100.0%
	<i>Total</i>	69.3%	11.7%	4.0%	6.7%	8.2%	100.0%
How often does your schedule change after it has been posted?	Often	61.3%	13.3%	0.7%	7.3%	17.3%	100.0%
	Sometimes	57.0%	13.0%	6.7%	10.4%	13.0%	100.0%
	Occasionally	64.2%	10.7%	4.5%	8.6%	11.9%	100.0%
	Rarely	75.9%	10.9%	3.7%	4.8%	4.6%	100.0%
	<i>Total</i>	69.8%	11.4%	4.1%	6.5%	8.2%	100.0%
When you work extra hours (beyond your usual schedule) at your main job, is it mandatory (required)	Yes	69.5%	11.4%	4.3%	6.2%	8.6%	100.0%
	No	70.5%	10.7%	3.4%	6.0%	9.4%	100.0%
	<i>Total</i>	70.2%	10.9%	3.6%	6.0%	9.2%	100.0%
Thinking of your main job and the number of hours you are currently scheduled, at your same hourly rate of pay.	Work MORE hours for MORE income	64.0%	13.9%	5.0%	7.5%	9.7%	100.0%
	Work the SAME number of hours for the SAME amount of income	74.9%	9.3%	3.0%	5.8%	7.1%	100.0%
	Work FEWER hours for LESS income	71.6%	11.4%	3.4%	8.0%	5.7%	100.0%
	<i>Total</i>	69.3%	11.7%	4.0%	6.7%	8.3%	100.0%

Table 2 (cont'd): Irregular Shift Work – Incidence and Distribution and Outcomes

		Which of the following BEST describes your usual work schedule?					
		Regular day shift	Night shift (or late afternoons or evenings)	Split shifts	Rotating shifts	Irregular shifts or on-call	Total
How often are you allowed to change (alter) your daily starting and ending times of work?	Always	73.4%	4.9%	3.3%	3.7%	14.8%	100.0%
	Most of the time	74.2%	8.1%	3.2%	5.7%	8.8%	100.0%
	About half the time	68.6%	10.5%	5.8%	8.1%	7.0%	100.0%
	Sometimes	70.7%	11.3%	3.8%	7.3%	6.8%	100.0%
	Never	62.2%	18.2%	4.9%	7.9%	6.7%	100.0%
	Total	69.4%	11.6%	4.0%	6.7%	8.3%	100.0%
Do you have any other jobs or work for income besides your main job (in the last 6 months)	Yes	66.1%	13.2%	4.5%	4.8%	11.4%	100.0%
	No	70.3%	11.1%	3.8%	7.3%	7.4%	100.0%
	Total	69.4%	11.6%	4.0%	6.7%	8.3%	100.0%
Which of the following statements best describes how your work starting and finishing times or shift	Starting and finishing times are decided by my employer, with little or no input from me	77.9%	7.7%	1.9%	4.8%	7.7%	100.0%
	Starting and finishing times are decided by my employer, but with my input	58.4%	13.0%	10.4%	3.9%	14.3%	100.0%
	I can decide the time I started and finished work, within certain limits	51.9%	22.2%	3.7%	3.7%	18.5%	100.0%
	I am entirely free to decide when I started and finished work	65.6%	23.0%	0.0%	1.6%	9.8%	100.0%
	The starting and finishing times depended on things that are outside both my and my employer's control	61.9%	4.8%	14.3%	9.5%	9.5%	100.0%
	Total	65.3%	14.2%	4.7%	4.1%	11.7%	100.0%

Table 2 (cont'd): Irregular Shift Work – Incidence and Distribution and Outcomes

		Which of the following BEST describes your usual work schedule?					
		Regular day shift	Night shift (or late afternoons or evenings)	Split shifts	Rotating shifts	Irregular shifts or on-call	Total
How often does your work schedule at your MAIN JOB interfere with performing your other job(s)?	Always	77.5%	7.5%	5.0%	2.5%	7.5%	100.0%
	Most of the time	70.5%	9.1%	6.8%	9.1%	4.5%	100.0%
	About half the time	48.1%	37.0%	3.7%	3.7%	7.4%	100.0%
	Sometimes	67.0%	9.3%	4.1%	5.2%	14.4%	100.0%
	Never	64.2%	14.2%	5.2%	7.8%	8.6%	100.0%
	Total	65.5%	13.4%	5.0%	6.7%	9.2%	100.0%
How often do demands of work or your job(s) interfere with your family, home or personal life?	Always	68.6%	12.8%	2.3%	4.7%	11.6%	100.0%
	Most of the time	59.0%	10.4%	3.5%	13.9%	13.2%	100.0%
	About half the time	61.2%	15.1%	3.9%	12.5%	7.2%	100.0%
	Sometimes	70.9%	11.8%	3.8%	5.9%	7.6%	100.0%
	Never	72.7%	10.6%	4.4%	4.6%	7.8%	100.0%
	Total	69.4%	11.7%	3.9%	6.7%	8.3%	100.0%
How often does your work schedule create challenges with childcare, parenting or direct caregiving	Always	73.2%	8.5%	3.7%	7.3%	7.3%	100.0%
	Most of the time	61.7%	14.2%	3.3%	10.8%	10.0%	100.0%
	About half the time	61.4%	18.8%	5.0%	7.9%	6.9%	100.0%
	Sometimes	71.8%	11.1%	3.4%	7.2%	6.5%	100.0%
	Never	69.8%	11.1%	4.2%	5.8%	9.1%	100.0%
	Total	69.3%	11.6%	4.0%	6.7%	8.3%	100.0%
How often does your work schedules interfere with school (education), such as your ability to attend classes	Always	70.7%	18.7%	2.7%	4.0%	4.0%	100.0%
	Most of the time	71.4%	10.4%	1.3%	10.4%	6.5%	100.0%
	About half the time	56.3%	19.7%	2.8%	11.3%	9.9%	100.0%
	Sometimes	73.2%	10.1%	3.6%	7.7%	5.4%	100.0%
	Never	65.2%	11.6%	6.5%	8.0%	8.6%	100.0%
	I do not have any classes	70.7%	10.9%	3.6%	5.8%	9.1%	100.0%
	Total	69.3%	11.6%	4.0%	6.8%	8.3%	100.0%

Table 2 (cont'd): Irregular Shift Work – Incidence and Distribution and Outcomes

		Which of the following BEST describes your usual work schedule?					
		Regular day shift	Night shift (or late afternoons or evenings)	Split shifts	Rotating shifts	Irregular shifts or on-call	Total
How often does your work schedules interfere with school (education), such as your ability to attend classes	Always	70.7%	18.7%	2.7%	4.0%	4.0%	100.0%
	Most of the time	71.4%	10.4%	1.3%	10.4%	6.5%	100.0%
	About half the time	56.3%	19.7%	2.8%	11.3%	9.9%	100.0%
	Sometimes	73.2%	10.1%	3.6%	7.7%	5.4%	100.0%
	Never	65.2%	11.6%	6.5%	8.0%	8.6%	100.0%
	I do not have any classes	70.7%	10.9%	3.6%	5.8%	9.1%	100.0%
	Total	69.3%	11.6%	4.0%	6.8%	8.3%	100.0%
On a scale of 1 to 10, on the whole, how satisfied are you with your life?	1 - Extremely dissatisfied	69.0%	10.3%	3.4%	6.9%	10.3%	100.0%
	2	57.1%	14.3%	0.0%	7.1%	21.4%	100.0%
	3	60.0%	12.0%	4.0%	12.0%	12.0%	100.0%
	4	54.9%	9.9%	8.5%	12.7%	14.1%	100.0%
	5 - Neither satisfied nor dissatisfied	59.0%	15.8%	5.0%	10.1%	10.1%	100.0%
	6	66.4%	10.7%	4.7%	6.0%	12.1%	100.0%
	7	69.3%	12.8%	5.4%	5.1%	7.4%	100.0%
	8	74.8%	11.1%	1.4%	6.1%	6.6%	100.0%
	9	76.2%	8.8%	4.2%	6.3%	4.6%	100.0%
	10 - Extremely satisfied	68.3%	13.2%	4.8%	5.7%	7.9%	100.0%
	Total	69.1%	11.8%	4.1%	6.7%	8.3%	100.0%
In the past year, were there any months where you (or your household) were unable to pay your hou...	Yes	61.0%	14.4%	6.4%	10.2%	8.0%	100.0%
	No	70.6%	11.3%	3.6%	6.1%	8.5%	100.0%
	Total	69.0%	11.8%	4.0%	6.8%	8.4%	100.0%

The cross tabulations show that 11 percent of men, and 6 percent of women, are working on irregular shift times. Irregular shift times occurs among 12 percent of part timers, in contrast to only 3 percent among the full time. Thus, the incidence falls largely on part time workers. A disproportionate share of those on irregular schedules are the self-employed or independent contractors. When it comes to relevant consequences of working irregular shift times, it is associated strongly with lesser amount of advance notice time. They are significantly more likely to have only one, two or three days advance notice of their schedules, and have schedules change more frequently once posted. However, they are no more likely to have their overtime work required by their employer (as opposed to voluntarily working overtime). Such workers are likely to have other jobs or work for income. The tradeoff is that workers on irregular shift times do display more discretion over their work schedules than those on regular day time schedules.

Those who work on irregular schedules on their main jobs are somewhat more likely to be working an additional job. They also make up a disproportionate share of those (a minority) who rate their satisfaction with life generally as low – in contrast to those on regular daytime work schedules. In terms of conflict with other aspects

of life, irregular work schedules seem to generate a bit higher conflict with schooling time – increasing time conflict especially about “half the time.” More clearly, it increases the chance of responding, “all the time,” to experiencing conflict “always” or “most of the time” to conflict with time for caregiving or parenting, and especially time for family, home or personal life.

There is some evidence that those with regular daytime schedules fare a bit better than others when it comes to being unable to pay regular, basic household expenses over the course of the last year – 71 percent did not versus only 60 percent who did. Finally, those with irregular schedules appear to be under-represented in the ranks of those who are highly satisfied with their lives generally, and overrepresented among those who rate their life satisfaction as low. Where the great plurality of respondents are found – at levels 7, 8 or 9 – is precisely where those with irregular shifts are less present. While it cannot be ruled out that less happy people sort into jobs with less regular schedule, this speaks to the possibility that such jobs play into their self-assessment of their overall life satisfaction (a commonly used measure of well-being).

The underemployment rate is identical for union and nonunion workers (nonunion are slightly more overemployed, by about 2 percent).

Table 3: Outcomes Differences Between Union Members and Nonunion Workers: Numbers and Proportions (sample only online, n = 1371)

		At your MAIN job, are you in a union?*		
		Yes	No	Total
Which of the following statements best describes how your work starting and finishing times or shift	Starting and finishing times are decided by my employer, with little or no input from me	135	392	534
		55.6%	39.7%	42.4%
	Starting and finishing times are decided by my employer, but with my input	58	216	286
		23.9%	21.9%	22.7%
	I can decide the time I start and finish work, within certain limits	24	223	251
		9.9%	22.6%	19.9%
	I am entirely free to decide when I start and finish work	7	81	91
		2.9%	8.2%	7.2%
	The starting and finishing times depend on things that are outside both my and my employer's control	19	75	98
		7.8%	7.6%	7.8%

Table 3 (cont'd): Outcomes Differences Between Union Members and Nonunion Workers: Numbers and Proportions (sample only online, n = 1371)

		At your MAIN job, are you in a union?***		
		Yes	No	Total
When you work extra hours (beyond your usual schedule) at your main job, is it mandatory (required by your employer)	Yes	104	233	343
		42.6%	23.6%	27.2%
	No	140	753	917
		57.4%	76.4%	72.8%
Thinking of your main job and the number of hours you are currently scheduled, at your same hourly pay rate?	Work MORE hours for MORE income	121	468	605
		49.6%	47.6%	48.1%
	Work the SAME number of hours for the SAME amount of income	117	466	591
		48.0%	47.4%	47.0%
	Work FEWER hours for LESS income	6	50	61
		2.5%	5.1%	4.9%
How difficult is it for you to take an hour or two off during working hours, to take care of personal or family matters?	Extremely easy	51	303	362
		20.8%	30.8%	28.8%
	Neither easy nor difficult	69	301	378
		28.2%	30.6%	30.0%
	Somewhat easy	42	170	220
		17.1%	17.3%	17.5%
	Somewhat difficult	35	122	162
		14.3%	12.4%	12.9%
Extremely difficult	48	88	137	
	19.6%	8.9%	10.9%	
How often are you allowed to change (alter) your daily starting and ending times of work?	Always	31	157	193
		12.7%	15.9%	15.3%
	Most of the time	39	186	233
		15.9%	18.9%	18.5%
	About half the time	13	48	66
		5.3%	4.9%	5.2%
	Sometimes	68	404	480
		27.8%	41.0%	38.1%
Never	94	191	289	
	38.4%	19.4%	22.9%	

Table 3 (cont'd): Outcomes Differences Between Union Members and Nonunion Workers: Numbers and Proportions
(sample only online, n = 1371)

		At your MAIN job, are you in a union?***			
		Yes	No	Total	
How often do demands of work or your job(s) interfere with your family, home or personal life?	Always	25	38	67	
		10.2%	3.8%	5.3%	
	Most of the time	36	70	110	
		14.7%	7.1%	8.7%	
	About half the time	18	87	111	
		7.3%	8.8%	8.8%	
	Sometimes	120	516	646	
		49.0%	52.1%	51.1%	
	Never	46	279	331	
		18.8%	28.2%	26.2%	
	How often does your work schedule create challenges with childcare, parenting or direct caregiving	Always	24	23	52
			9.8%	2.3%	4.1%
Most of the time		27	61	93	
		11.0%	6.2%	7.4%	
About half the time		13	58	76	
		5.3%	5.9%	6.0%	
Sometimes		73	239	317	
		29.8%	24.3%	25.2%	
Never		108	603	721	
		44.1%	61.3%	57.3%	
How often does your work schedules interfere with school (education), such as your ability to attend classes		Always	18	22	43
			7.3%	2.2%	3.4%
	Most of the time	27	32	64	
		11.0%	3.2%	5.1%	
	About half the time	13	29	49	
		5.3%	2.9%	3.9%	
	Sometimes	23	97	125	
		9.4%	9.8%	9.9%	
	Never	38	165	206	
		15.5%	16.8%	16.3%	
	I do not have any classes	126	640	773	
		51.4%	65.0%	61.3%	

Table 3 (cont'd): Outcomes Differences Between Union Members and Nonunion Workers: Numbers and Proportions
(sample only online, n = 1371)

		At your MAIN job, are you in a union?***		
		Yes	No	Total
How satisfied are you in your MAIN job?	Extremely satisfied	95	335	438
		38.8%	34.0%	34.8%
	Somewhat satisfied	92	389	493
		37.6%	39.5%	39.1%
	Neither satisfied nor dissatisfied	35	130	172
		14.3%	13.2%	13.7%
Somewhat dissatisfied	15	90	107	
	6.1%	9.1%	8.5%	
Extremely dissatisfied	8	41	50	
	3.3%	4.2%	4.0%	
On a scale of 1 to 10, on the whole, how satisfied are you with your life?	1 - Extremely dissatisfied	8	14	22
		3.3%	1.4%	1.8%
	2	1	21	22
		0.4%	2.1%	1.8%
	3	5	21	29
		2.1%	2.1%	2.3%
	4	5	48	54
		2.1%	4.9%	4.3%
	5 - Neither satisfied nor dissatisfied	15	82	99
		6.2%	8.4%	7.9%
	6	17	90	110
		7.1%	9.2%	8.8%
	7	38	181	225
		15.8%	18.5%	18.0%
8	66	239	308	
	27.4%	24.4%	24.6%	
9	47	153	204	
	19.5%	15.6%	16.3%	
10 - Extremely satisfied	39	131	178	
	16.2%	13.4%	14.2%	
Total***		246	987	1261

** Responses to Union membership, "I don't know," are omitted – about 1 percent of the sample.

***Some responses totaled 1252 to 1260, due to responses or un-responses to the specific answers.

Incidence and Outcomes Differences by Industry Type

With the limited sample of just the online respondents, the incidence of irregular shifts, on call work, short advance notice and inadequate hours is broken out by 21 industries. The proportion of the sample is denoted in parentheses (15 percent reported “unsure” or “other”). Irregular shift is highest in Construction (3%), Services Commercial (1.4%) and Wholesale Trade (1.7%). Somewhat less but elevated is Real Estate/Rentals (1.4%) and in Transportation/Warehousing (4.8%).

Doing some on call work, at least occasionally, is highest in Food and Drink Services (5.8%), Construction, Entertainment-Arts-Recreation (3.5%), Hospitality/Accommodations (1.0%), Info Technology/Media (4.2%). It is somewhat present more in Services that are Profession/Technical (5.9%) and Commercial. Perhaps surprisingly, it was no higher than about the average in Retail Trade (10.4%).

Sectors with the shortest amount of advance notice of workers’ work schedules are, in order: Construction, Food and Drinking Services, Personal care services (2.5%), Wholesale trade, and Retail trade. Industries where as many as a quarter of the employed currently get three days or fewer advance notice are Construction, Food Services, Services other than Professional, Entertainment/ Arts/Recreation, Hospitality/Accommodations and Wholesale trade. Retail trade is just slightly under a quarter, as is Information Tech/Media. For example, in Food services, 47 percent receive their schedules 3 days or less in advance, and even a bit higher in Commercial services and Construction.

Irregular shift times occurs among 12 percent of part timers, in contrast to only 3 percent among the full time workers in this sample. Thus, the incidence falls largely on part time workers.

Irregular shift times is associated strongly with lesser advance notice time.

Such fixed schedules are over half the workforce in Utilities, Wholesale trade, and Social assistance. It is also in Manufacturing and Transportation/Warehousing, although at least 15 percent there also have 3 days or fewer notice. In a few sectors, fixed schedules are rare, such as in Retail, where only 12 percent have schedules that never change, and not much higher in Food services and Hospitality-Accommodations.

Some industries feature additional work beyond one’s usual number of weekly hours, largely in the form of mandatory overtime. This seems especially prevalent in certain sectors, although the overall rate of 27 percent facing this working condition is fairly even and spread throughout most industries. It is above 40 percent among the employed in Information/Media. It is almost a third or more in Public administration, Construction, Manufacturing, Food services, Real estate/Rentals, and Transportation/Warehousing.

Hours inadequacy is generally prevalent, at 48 percent of the sample. Such underemployment is highest rates – over 6 percent – in Food Services, Entertainment/Arts/Recreation, in both Personal care and Commercial type services, and in Construction. It is near that (overemployment is elevated in Hospitality and Accommodation and Finance/Insurance, which suggests that there is room to create more work hours for the underemployed within the industry). Underemployment is considerably below the average in Hospitals, Hospitality/Accommodation, Utilities and Public administration. These industries thus set a standard that could be reached in others, given more accommodating hours, scheduling and pay practices.

Such work scheduling conditions would be especially problematic for workers with at least two such conditions short advance notice or

Figure 15: On-Call Work Frequency by Industry

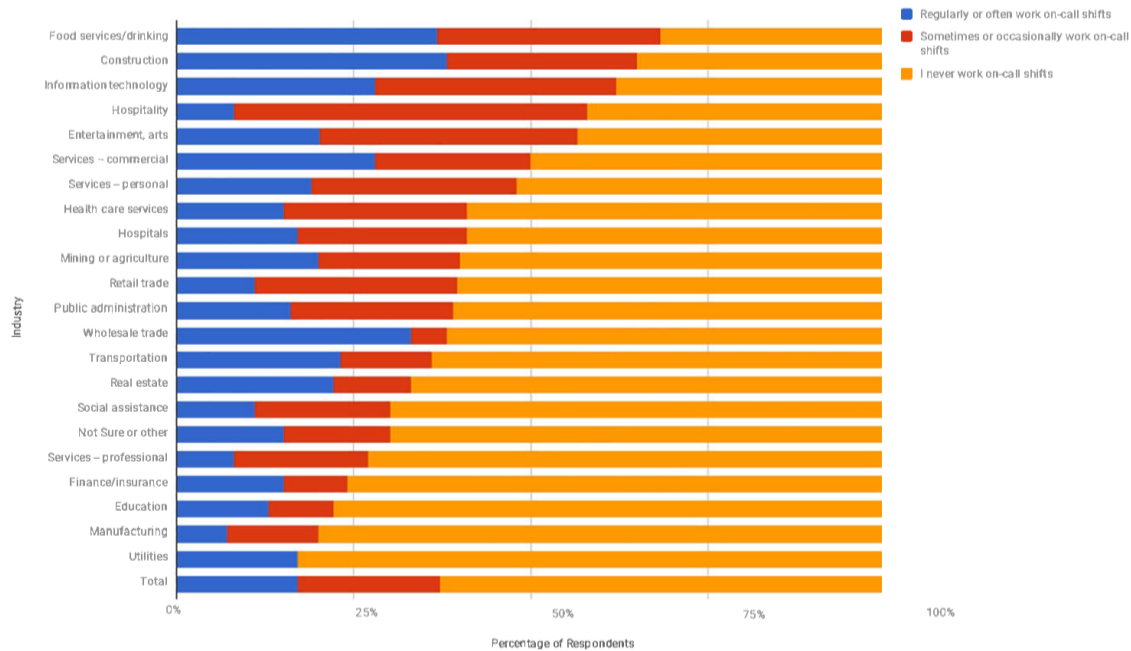


Figure 16: Shift Type by Industry

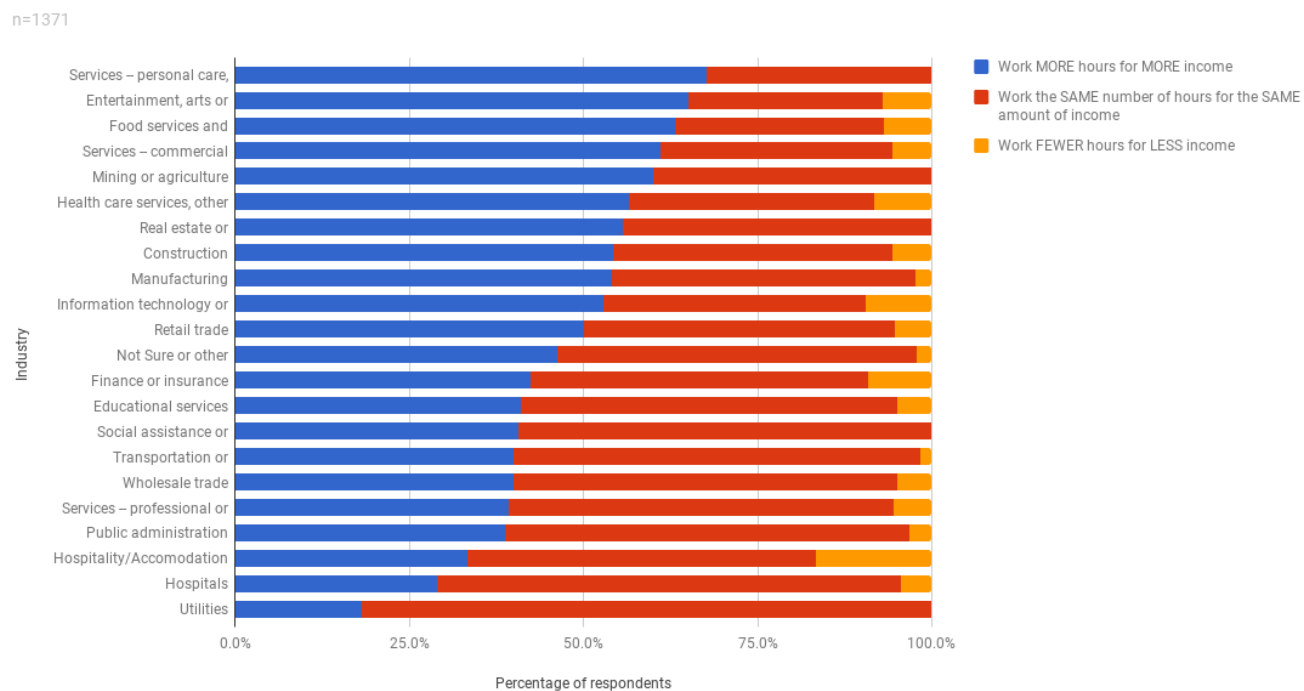


changing schedules, on-call work, overtime work that is mandatory or shorter than desired weekly hours. All in all, there are some egregious cases, but also some short advance notice across most industries. Targeting or starting with the most troublesome industries is understandable, but casting a wider net across all industries would deliver a considerable bigger boost to well-being of workers in Illinois regarding knowing their work schedules in advance. There is a case for both minimum standards/floors of predictability

in certain industries and some rights to request longer lead times and refuse short notice work across all industries.

While generally a third of surveyed workers have their schedule adjusted after they have been posted, and even more, 37 percent face on call work, it is particularly high in a few sectors – Construction, Personal and Commercial type support services, Info tech and Wholesale Trade. In Retail trade and in Food services, this occurs “sometimes,” although not necessarily “often.”

Figure 17: Incidence of Underemployment by Industry



Employee Input into Start and End Times of Work – Consequences

Having input into one’s own schedule is associated with how often employees experience the three main types of time conflict (Table 4). Whereas the average level in the sample is 43 percent who have little or no input, 59 percent of those who report “always” facing interference with family, home or personal life have this condition of lacking discretion over their daily schedules. The same discrepancy exists for those with direct caregiving responsibilities. The frequency of time conflict is even higher – two-thirds reporting “always,” – among those with student or schooling responsibilities.

Types of Positive, Employee-Friendly Schedule Flexibility: Incidence by Type of Job

Workplace practices, both formal and informal, may provide the type of flexibility to employees

that workers not only prefer and benefit from, but some might be willing to sacrifice pay for (Sweet, et al, 2014; Mas and Pallais, 2017). The question, “How difficult is it for you to take an hour or two off during working hours, to take care of personal or family matters...” finds that part time workers have no greater flexibility than full time workers, indeed, a bit less: 51 percent can take time off at least “somewhat easily” among part timers vs. 59 percent among full timers. More telling is that 28 percent of part timers find it at least “somewhat difficult” or more to take an hour or two off during the day, while among full timers, this is at 23 percent. Similarly, 6 percent more part timers than full timers in the sample say they “never” are able to alter their daily start and end times for work. However, in contrast, while 40 percent of full time workers have little to no input in determining their starting and ending times, this inflexibility is actually quite a bit lower for part timers, with about a quarter face this rigidity.

Table 4: Employee Input into Start and End Times of Work – Consequences

		Employer sets, little or no input	Employer sets with my input	I set, within limits	I am free to set	Neither employer or employee, outside forces	Total
How often do demands of work or your job(s) interfere with your family, home or personal life?	Always	59.0%	13.3%	13.3%	4.8%	9.6%	100.0%
	Most of the time	50.3%	27.3%	11.9%	5.6%	4.9%	100.0%
	About half the time	39.7%	26.5%	21.2%	7.3%	5.3%	100.0%
	Sometimes	40.9%	25.2%	19.1%	6.3%	8.6%	100.0%
	Never	41.6%	23.7%	17.7%	10.3%	6.6%	100.0%
	Total	42.7%	24.4%	18.0%	7.4%	7.4%	100.0%
How often does your work schedule create challenges with childcare, parenting or direct caregiving	Always	60.5%	13.6%	7.4%	7.4%	11.1%	100.0%
	Most of the time	46.6%	28.0%	16.9%	5.9%	2.5%	100.0%
	About half the time	46.5%	25.7%	13.9%	8.9%	5.0%	100.0%
	Sometimes	40.5%	23.4%	23.4%	6.0%	6.8%	100.0%
	Never	41.6%	25.0%	17.3%	7.9%	8.2%	100.0%
	Total	42.9%	24.3%	18.0%	7.4%	7.4%	100.0%
How often does your work schedules interfere with school (education), such as your ability to attend classes	Always	67.1%	16.4%	8.2%	1.4%	6.8%	100.0%
	Most of the time	37.7%	28.6%	16.9%	7.8%	9.1%	100.0%
	About half the time	33.3%	37.7%	20.3%	5.8%	2.9%	100.0%
	Sometimes	45.2%	23.8%	20.8%	4.2%	6.0%	100.0%
	Never	40.9%	25.4%	14.9%	10.4%	8.4%	100.0%
	I do not have any classes	42.3%	23.5%	19.3%	7.4%	7.6%	100.0%
	Total	42.8%	24.4%	18.0%	7.4%	7.4%	100.0%

Table 6 describes the incidence of positive flexibility, in its two types. It finds that hourly paid workers are far less likely to find it easy to take time off during the work day than salaried. Similarly, hourly workers are far more likely to report that this is extremely difficult. Irregular shift workers are also more likely to report that it is difficult to take time off and also that that they are less likely than regular daytime shift workers to find it “somewhat easy” to take time off. Similarly, hourly workers less likely to find it (often or always) easy to change their start and

end times and more likely to say, “never” than are salaried workers). However, those who work irregular shift times do get the benefit of being more able to vary the start or end times of work. This suggests that perhaps some employers, or occupations, recognize that providing some schedule control could offset the harmful side effects of unstable schedules (Golden and Kim, 2017; Gerstel and Clawson, 2015; Glynn et al 2016; Lambert et al 2012; McCrate 2012; Mitchell 2017; Reynolds, Golden and McCrate 2016; Stinger 2014; Swanberg et al 2014).

Table 6: Two Types of Positive Schedule Flexibility by Hourly vs. Salaried Status and Shift Types

		In your main job, are you salaried, paid by the hour, or what?			
		Salaried	Paid by the hour	Other (by the project, piece rate, flat rate)	Total
How difficult is it for you to take an hour or two off during working hours, to take care of personal matters.	Extremely easy	36.2%	24.2%	47.4%	27.7%
	Somewhat easy	34.2%	28.9%	18.4%	29.5%
	Neither easy nor difficult	15.9%	20.0%	11.8%	18.8%
	Somewhat difficult	10.4%	13.6%	11.8%	12.9%
	Extremely difficult	3.2%	13.3%	10.5%	11.1%
	Total	100.0%	100.0%	100.0%	100.0%

Which of the following BEST describes your usual work schedule?					
Regular day shift	Night shift , late afternoons, evenings)	Split shifts	Rotating shifts	Irregular shifts or on-call	Total
31.0%	15.9%	19.1%	13.3%	33.1%	27.8%
32.5%	24.1%	23.5%	28.3%	14.4%	29.4%
16.4%	24.1%	26.5%	23.9%	23.7%	18.8%
12.0%	13.8%	19.1%	15.9%	12.9%	12.9%
8.0%	22.1%	11.8%	18.6%	15.8%	11.2%
100.0%	100.0%	100.0%	100.0%	100.0%	1%

How often are you allowed to change (alter) your daily starting and ending times of work?	Always	18.3%	12.2%	34.2%	14.5%
	Most of the time	27.0%	14.0%	18.4%	16.8%
	About half the time	4.4%	5.2%	6.6%	5.1%
	Sometimes	33.4%	38.9%	26.3%	37.2%
	Never	16.9%	29.7%	14.5%	26.4%
	Total	100.0%	100.0%	100.0%	100.0%

15.3%	6.1%	11.8%	8.0%	25.7%	14.5%
17.9%	11.7%	13.2%	14.2%	17.9%	16.8%
5.0%	4.6%	7.4%	6.2%	4.3%	5.1%
38.0%	36.2%	35.3%	40.7%	30.7%	37.3%
23.7%	41.3%	32.4%	31.0%	21.4%	26.4%
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Future Work

Future analysis of this survey will report analyses excluded here due to space limitations. This includes exploring the household incomes and worker wage and salary levels associated with the types of scheduling instability; Hours instability among those outside vs. inside Chicago; a focus on workers' second jobs and the interface of instability of hours with underemployment and gig job working; and ask workers' workplace, staff or employer size. Future reporting includes analysis of General Social Survey, Quality of Worklife data for the 5-State East-North-Central census region, with nationally representative data that largely mirrors the findings of this survey.

VI. POLICY RECOMMENDATIONS FROM THE FINDINGS: FAIR WORKWEEK, ILLINOIS AND CHICAGO

There is a large proportion of survey respondents who at least occasionally work on call, have short advance notice times and experience schedule alterations in just the few days leading up to their scheduled work – and statistically significant differences in time conflict associated with these, for example, between "regularly or often" versus "never." This strongly suggests that many of Illinois' workers could benefit directly by some innovative, minimum standards regarding on-call and short notice work and scheduling stability. Indeed, the vast majority of workers have a preference generally for more stability and/or predictability in their hours. For example, in a survey of service and retail workers in the state of CT, three-quarters of workers "would like a more stable and predictable schedule" (Schneider and Harknett, 2018). Moreover, the benefits of more stability and predictability actually may be shared with employers (see Williams and Lambert, 2018).

Instead of prescribing specific policy steps for Illinois we offer an overview of measures adopted by other states. Our findings support any combination of the protective policies described below. We recommend that state lawmakers consider and draw from the following examples a set of laws that will reduce the hardships of irregular schedules for workers in Illinois. For comparison purposes we also present information on a proposed federal law and a few recent high profile voluntary corporate scheduling policies.

State Level Policy Innovations: Predictive/Fair Scheduling/Workweek

More states, like Illinois, are now taking the first minimal steps toward providing new protections, following the recent footsteps of a handful of other states and cities, such as San Francisco and Seattle. The scope of such legislation proposed varies. The state of Oregon provides advance notice of at least 7 days starting, with the notice period increasing to 14 days on July 1, 2020. It covers only Retail and Hospitality (including Food services) industries, with employer size of 500 or greater.

Some scheduling and related laws include provisions that are a bit less prescriptive or targeted. There are those that cover only very large employers, while others may cover employers with more than just five employees. Laws have focused on the "just-in-time" workforce, or all workers, including salaried (Vermont and New Hampshire's right to request). Measures come with on-call predictability or reporting pay requirements (which is already present in 8 states) for schedule changes. Often some minimal (e.g., one or two hours) pay is required, while others mandate compensation for half or more of the cancelled or reduced shift's scheduled hours. For example, workers might be required to receive either

“reporting pay” (e.g., up to half the originally scheduled shift time), or **“predictability pay.”** Compensation is required for at least one hour of pay at the regular rate of pay for schedule changes made with less than a week’s notice. Two to four hours of pay are mandated for schedule changes made with less than, 24 hours’ notice.

While employees may still be sent home from work, they are guaranteed one or more hours of pay, to at least in part offset the expenses associated with showing up at work (transportation, childcare, etc.). In the state of California, for non-exempt employees in the mercantile, public housekeeping, and amusement/recreation industries, employees reporting to work must be paid (at his/her regular rate of pay) for half of the usual/scheduled day’s work, but not less than two hours. In Connecticut, a non-exempt employee in the mercantile trade and restaurant industries who reports for duty must be paid a minimum of four hours of pay at her regular rate (only two hours for restaurant and hotel workers). In the District of Columbia must be paid for at least four hours not worked. In Massachusetts, non-exempt employees (except those in charitable organizations), who are both scheduled to work at least three hours and report on time must be paid for at least three hours at no less than the minimum wage even if no work is available.

In New Hampshire, non-exempt employees (except those working for counties or municipalities), must be paid not less than two hours’ pay at the regular rate of pay if an employee reports to work at the employer’s request. In New Jersey, the employee must be paid for at least one hour. In New York’s restaurant and hotel industries, those who report for duty must be paid at least three hours for one shift or the number of hours in the regularly scheduled shift, whichever is less. In Oregon, an employee younger than 18 years old who is required to report for work must be provided sufficient work to earn at least one-half of the

amount earned during the minor’s regularly scheduled shift. In Rhode Island, an employer who requests or permits a non-exempt employee to report for duty at the beginning of a shift must either provide three hours of work or three hours of pay to that employee (Alexander, Haley-Lock and Ruan 2014; CLASP 2014; Center for Law and Social Policy; Starosciak, 2013).

Vermont and New Hampshire provide an employee “right to request” changes in work hours, schedules, or location, with protection from retaliation. Versions of this right exist now in two other states—Montana protects an employee request for job sharing and Oregon protects a request for teleworking (Kulow 2012). The Vermont law establishes a process whereby an employee can request “a flexible work arrangement” for any reason (not just parenting duties), at least twice per calendar year, and the employer is required to discuss and consider such requests “in good faith.” California’s new law protects employees who request or use flexible work arrangements from retaliation or discrimination, a key component to prevent such arrangements from becoming a gender segregating practice (see Powell 2013). The law uses at least eight factors for which the employer may deny the request, either completely or partially, as long as the denial of the request is put in writing. It may be denied as “inconsistent with business operations or its legal or contractual obligations.” It includes factors such as the burden of additional costs on business quality, performance, or restructuring; the effect on aggregate employee morale; an inability to meet consumer demand, recruit new staff, or reorganize work among existing staff; or an insufficiency of work during periods an employee proposes to work instead. A bill in Minnesota has stronger protections regarding discrimination against workers on part-time hours, requiring employers to offer the same starting pay, access to time off, and promotion opportunities to part-time

employees with skills and responsibilities comparable to those of full-timers.

SeaTac (region of the Seattle-Tacoma International Airport, state of Washington, pending), as part of “Prop 1,” requires employers covered by the law to offer additional hours or to “promote” part-time workers to full-time work before hiring additional part timers from outside or temporary help agencies. States also have specific provisions designed to prevent situations of overwork— requiring employers to secure employees’ consent to work with less than 11 hours rest between work shifts and employees must be compensated at a time-and-a-half pay rate if the employee agrees to work such hours (Ben-Ishai et al., 2014).

US Congress: Schedules that Work Act

The Schedules That Work Act (STWA) federal bill (H.R. 5159 and S.B. 1386), would apply to all companies with 15 or more employees, with the overarching goal of setting a minimum floor standard for hours stability and predictability, with some additional targeting of three key industries and situations for employees. The measure incorporates the, “Flexibility for Working Families Act” (H.R. 2559, S.B. 1248), introduced in the 113th Congress, would give employees a right to request from their employer a change to part-time hours, flextime schedule and telework, and pertinently, a right to request some minimum time of notice for schedule changes. One, it grants an employee the right to request that the employer modify the number of hours or times the employee is required to work or be on call; the location of work; the amount of notification time he or she receives of work schedule assignments. There is an additional “right to receive” schedule changes for those employees with caregiving or education responsibilities, unless the employer has bona fide business reasons for not doing so.

In addition, the new right would target four key industries where irregular scheduling (and job growth) has been concentrated. It would require a minimum of 14 days advance notice for posting schedules. It also would mandate a minimum reporting payment for call-off and one hour’s pay for split-shifting practices. Specifically, the bill would require employers to inform workers in writing of their expected minimum hours and job schedule, on or before their first day of work. If the schedule and minimum hours happen to change, the employer would be required to notify the employee at least two weeks before the new schedule comes into effect. Employers would begin to have to compensate workers when they are sent home from work earlier than planned, paid at their regular rate for four hours or the total length of the workers’ shift if the shift is less than four hours., They would also need to compensate workers at their usual rate for schedule changes, on-call shifts, and split shifts, when the employer changes the schedule less than 24 hours prior to a scheduled shift; when the worker is scheduled for an “on-call” or a “call-in” shift, but is not called in; and when scheduled for a shift interrupted by a non-work period (Alexander and Haley-Lock 2013).

Second, it outlines employer requirements for providing sufficient advance notice time of work schedules for retail, food service, or cleaning employees (except for those in bona fide executive, administrative, or professional capacities who are “exempt”), such as posting 2-weeks in advance. Some professional and technical occupations, by their nature, have fluctuating, unpredictable or even on-call work required. However, this is an understood part of the occupation, and they are typically paid a steady salary that does not nose-dive when work hours are temporarily down, as would the hourly-paid, non-exempt employees. Importantly, an employer will have to disclose the minimum weekly hours for a job, upon hiring – not a specified minimum number, just any number – so

that the new hire is not misled into thinking they will always receive, say, at least 25 or 30 hours per week.

Third and finally, and most crucially from our economic standpoint, it puts a price tag on practices of cost-shifting to both disincentivize it and properly compensate employees who endure it, referred to as, “predictability pay.” If an employee is required to call in within 24 hours to find out if they are scheduled to work that day or not, the bill would entitle the employee to one hour’s worth of pay. One hour. When the employer alters their schedules within 24 hours of their next shift, they can do so but pay an extra hour. One hour. If they are scheduled two shifts in a day, with an unpaid, sustained gap of time in between (a “split shift”), the employer would pay one hour’s worth of pay.

Private Sector Initiatives

The public policy innovations could be built on voluntary arrangements implemented in private sector settings. These show that it is often in employers’ own best interest anyway. Also, they provide a starter model of practices that could become minimum standards that would curb the prevalence of on-call work and increase the regularity of hours by providing minimum advance notice for setting and changing work schedules. Some of the existing voluntary employer initiatives include the store Macy’s (at its unionized locations), which has agreed to set initially planned work schedules for their employees as far as six months in advance. At Ikea, the aim is at least three weeks.

Some companies, such as Whole Foods and Starbucks, let the employees determine their own minimum number of hours per week. This means working students could request just a few hours, even though other part-time workers might want a minimum of twenty, or as in Costco, a minimum of twenty-four hours per week, posted at least one

week in advance. Such workers are also empowered to engage in the key practice of shift-swapping. Other model practices include the home care staffing agency, Cooperative Home Care Associates, whose *Minimum Hours Program* features a mix of longer-term, higher-hour cases and shorter-term, lower-hour cases, providing sufficient hours to make ends meet. CHCA’s workers are guaranteed pay for thirty hours of work per week, even if thirty hours of work are not available (CLASP, 2014).

At Walmart, the *Access to Open Hours* initiative was a key demand of Making Change at Walmart, a campaign of the United Food and Commercial Workers union. Walmart finally agreed to curb the practice of limiting hours and opportunities for part-timers, and employees have reported marked improvements in their schedules and well-being generally. Similarly, Dollar General has decided to increase the weekly hours of those employees whose weekly hours were reduced somewhat when their hourly wage rates were raised. Thus, some private employers have recognized, perhaps under pressures of prospective unionization or new regulation, that scheduling stability is a low- to no-cost practice at worst, and more likely a win-win for any state, including Illinois.

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APPENDIX A

Union - Nonunion Differences in On-Call Working and Scheduling

		At your MAIN job, are you in a union?			
		Yes	No	I don't know (n=30)	Total
How often are you scheduled to work an "on-call" shift, that is, to check to see if you're needed	Regularly or often work on-call shifts	28.0%	13.0%	17.0%	
	Sometimes or occasionally work on-call shifts	20.0%	20.0%	20.1%	
	I never work on-call shifts	51.4%	66.0%*	62.9%	
If you ever worked an on-call shift at your job, typically how many hours in advance of your on-call?	Less than 1 hour	7.6%	14.8%	4.8%	12.5%
	1-3 hours	22.9%	24.4%	33.3%	24.4%
	3-5 hours	21.2%	17.3%	23.8%	18.6%
	5-8 hours	20.3%	10.2%	23.8%	13.4%
	8-24 hours	15.3%	17.0%	14.3%	16.4%
	More than 24 hours	12.7%	16.4%	0.0%	14.7%
Typically, how far in advance do you find out your upcoming work schedule?	One day or less in advance	8.6%	9.4%	16.7%	9.4%
	2 to 3 days in advance	17.6%	10.2%	23.3%	12.0%
	4 to 7 days in advance	15.5%	10.4%	23.3%	11.7%
	Between 1 and 2 weeks in advance	9.8%	11.8%	6.7%	11.3%
	Between 3 and 4 weeks in advance	1.2%	5.2%	0.0%	4.3%
	4 or more weeks in advance	6.9%	5.9%	0.0%	5.9%
	My schedule never changes	40.4%	47.1%	30.0%	45.4%
How often does your schedule change after it has been posted?	Often	12.3%	6.5%		7.8%
	Sometimes	14.8%	15.0%		15.1%
	Occasionally	13.6%	11.1%		11.8%
	Rarely	59.3%	67.3%		65.3%

APPENDIX B*Full Time, Part Time and Nonstandard Jobs: Who Decides Daily Schedule Times?*

		Which of the following statements best describes how your work starting and finishing times or shift					
		Starting and finishing times are decided by my employer, with little or no input from me	Starting and finishing times are decided by my employer, but with my input	I can decide the time I start and finish work, within certain limits	I am entirely free to decide when I start and finish work	The starting and finishing times depend on things that are outside both my and my employer's control	Total
Is your job classified as a regular full-time or part-time employee, or something else	Regular (standard) full-time employee	45.9%	24.5%	17.6%	5.2%	6.8%	100.0%
	Regular part-time employee	42.5%	27.6%	16.3%	5.0%	8.5%	100.0%
	Temporary, such as a direct hire temp, paid by a temp agency, or day labor	53.3%	21.7%	10.0%	6.7%	8.3%	100.0%
	Independent contractor, consultant or freelance worker	14.5%	15.9%	31.9%	30.4%	7.2%	100.0%
	Work for a contractor (or contract firm) that provides workers/services	14.3%	14.3%	71.4%	0.0%	0.0%	100.0%
	On-call job (only when called to work)	60.0%	0.0%	40.0%	0.0%	0.0%	100.0%
	Self-employed, such as independent contractor, consultant or freelance worker	8.3%	12.5%	18.8%	47.9%	12.5%	100.0%
	<i>Total</i>	<i>42.9%</i>	<i>24.4%</i>	<i>17.9%</i>	<i>7.4%</i>	<i>7.4%</i>	<i>100.0%</i>
In your main job, are you salaried, paid by the hour, or what?	Salaried	31.0%	23.7%	29.2%	10.2%	5.8%	100.0%
	Paid by the hour	47.7%	25.0%	15.1%	4.8%	7.4%	100.0%
	Other. Please specify (by the project, piece rate, flat rate, etc.)	14.5%	18.4%	14.5%	38.2%	14.5%	100.0%
	<i>Total</i>	<i>43.0%</i>	<i>24.3%</i>	<i>18.0%</i>	<i>7.5%</i>	<i>7.3%</i>	<i>100.0%</i>