

Frontline employees call for flexible working rights as 88% struggle to manage work and caregiving duties

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Frontline workers are facing increasing challenges in balancing their work and personal responsibilities, according to research from [UKG](#). The findings from over 12 thousand frontline employees and managers, published in UKG's [Perspectives from the Frontline Workers report](#), show that 53% of frontline workers are also primary caregivers for children, while 13% care for elderly parents. Of those, 88% find it challenging to manage both work and caregiving duties.

While caregivers are impacted the most, nearly half (46%) of all UK frontline workers want flexible hours, self-scheduling, or the ability to adjust shift start and stop times. 31% prefer a compressed workweek (four 10-hour days) and nearly a third (30%) want part-time work without losing benefits.

Despite the growing demand for flexibility, many frontline workers are locked into shift patterns that make it difficult to adjust schedules for personal needs. With 38% of workers mandated to work overtime weekly and 57% required to work overtime monthly, many struggle to find the work-life balance they need. Two thirds (60%) feel they don't have enough time off to enjoy life.

According to Avichal Kulshrestha, Principal Industry Insights Manager at UKG, "Those working in shift-based sectors, such as manufacturing, retail, hospitality, distribution and logistics, don't have the luxury of hybrid or remote working - compared to office-based colleagues. Shift patterns are set to ensure that production can meet demand or services can be delivered against opening hours. Organisations need to redefine flexibility to make it work for the hundreds of thousands of frontline workers on whom our economy relies. Providing easier access to smarter technology that lets managers and employees manage

and change schedules around work-life events is critically needed to unlock better employee engagement and higher levels of productivity.”

While flexible shift patterns would support the growing needs of frontline workers, there is also a clear demand for greater change to support a better work/life balance. The research also found that 54% of workers would rather have more time off than a pay rise.

Continuing, Avichal added: “For businesses looking to support employee wellbeing and morale without impacting the bottom line, technology such as workforce management systems offers an effective solution. Automated scheduling systems allow workers to swap shifts, split shifts, and select their own working hours without the need for managerial intervention. By implementing these systems, businesses can maintain productivity while providing employees with the flexibility they need to manage their personal responsibilities.”