

# CLINICAL RESEARCH INDUSTRY SALARY & EMPLOYEE SATISFACTION SURVEY REPORT

## OVERVIEW

Job satisfaction within the life sciences industry is not determined by salary as much as it is by other factors. Career development and on-the-job challenges are both at least as important. In fact, many with higher salaries are often less satisfied with their job than those with lower salaries.

Salaries and job satisfaction levels are spotlighted in this report. SCORR Marketing, in conjunction with Applied Clinical Trials (ACT), conducted a survey in late 2019 of ACT subscribers to determine salary and job satisfaction levels for individuals who work in clinical research. This is a follow-up to a similar survey conducted and published in 2017.

All survey participants work in the life sciences industry. Their demographics include:

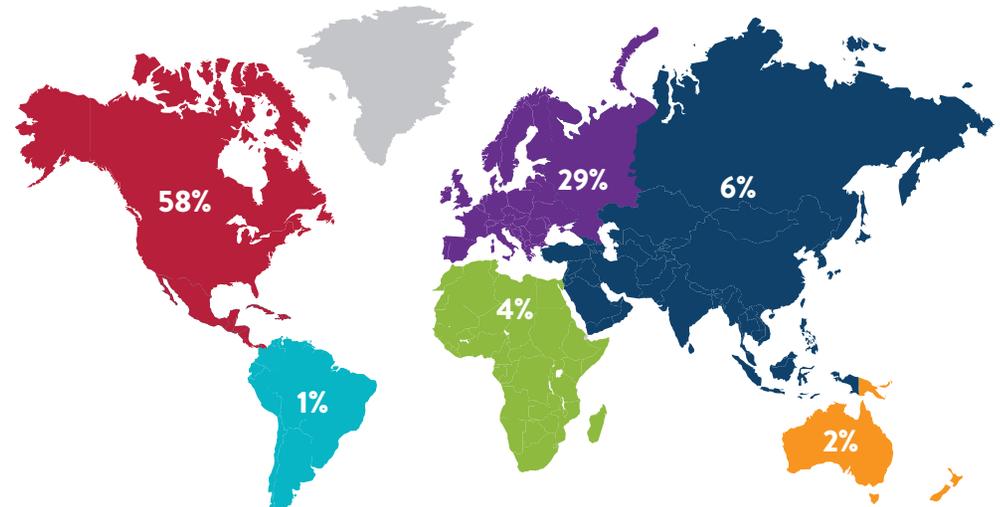
- Organization types – Survey participants work for a variety of company types: service providers, sponsors, academic institutions, and research sites.
- Job functions – Respondents include those who work in clinical operations, project management, research and development (R&D), quality assurance and control (QA/QC), and a few other industry positions.
- Levels of responsibility – Respondents range from C-suite company leaders to directors, managers, and associates or coordinators.

Those surveyed also provided information such as company size, years of industry experience, gender, and employment status. Since most of the respondents work as full-time employees (instead of part-time, contract, or consultants), only the responses from full-time employees are analyzed and used in this report.

Information covered in this report includes:

- Salary, supplemental income, and non-cash compensation ranges
- Overall job satisfaction levels and satisfaction with training/ continuing education and career development
- The extent to which respondents are seeking to change jobs and the resources they use in a job search
- Membership affiliations
- Comparisons to results when this survey was last conducted in 2017

### Percentages of respondents from each continent



# KEY RESULTS

**Years of industry experience and the type of organization employees work for greatly impact salary and compensation level. Location, company size, and gender also influence compensation.**

Respondents who work for sponsors or service providers reported a higher annual base salary than those who work for academic institutions or research sites.

	Salary of \$150,000 or more	Salary of less than \$50,000	Difference
Sponsor	44%	3%	+41%
Service provider	25%	26%	-1%
Academic institution	8%	25%	-17%
Research site	0%	33%	-33%



## Better salaries in North America

- For North American residents, 29% have salaries of \$150,000 or more. Just 6% have salaries of less than \$50,000.
- For European residents, 12% have salaries of \$150,000 or more while 37% have salaries of less than \$50,000.



## Higher salaries for those with more experience

- For those with 20+ years of experience, 42% make \$150,000 or more. Just 6% bring in salaries less than \$50,000.
- None of the respondents with 10 or fewer years of experience have salaries of \$150,000 or more, while 55% have salaries of less than \$50,000.



## Men have higher salaries

- For men, 32% make at least \$150,000.
- For women, 17% have salaries of \$150,000 or more.



## Fewer smaller salaries for those who work for larger companies

- For survey participants who work at companies that have more than 1,000 employees, 16% have salaries of less than \$50,000.
- For those who work at smaller companies, 20% have salaries of less than \$50,000.
- While our previous salary report, released in December 2017, clearly showed that employees of larger companies had higher salaries, this result was not repeated in this 2019 salary survey.

## KEY RESULTS (CONT)

### Employees with higher salaries are more likely to receive supplemental income (e.g., a bonus) and non-cash compensation (e.g., use of a company car).

Respondents who work for sponsors and service providers are not only the most likely to enjoy higher salaries, they are also more likely to receive supplemental income or non-cash compensation. Among those who work in academia and for research sites — the two lowest-income categories in our survey — academics are slightly more likely to receive higher salaries, but those who work at research sites are twice as likely to receive supplemental income.

	Receives a salary of \$150,000 or more	Receives any supplemental income	Receives any non-cash compensation
Sponsor	44%	72%	50%
Service provider	25%	74%	33%
Academic institution	8%	29%	12%
Research site	0%	58%	8%

### Europeans more likely to receive supplemental income and non-cash compensation

- For European survey participants, 69% receive supplemental income and 43% receive non-cash compensation.
- For North American respondents, 53% receive supplemental income and 25% receive non-cash compensation.
- These results indicate that while North Americans have higher salaries than Europeans, respondents in Europe make up at least some of the discrepancy with greater supplemental income and non-cash compensation.

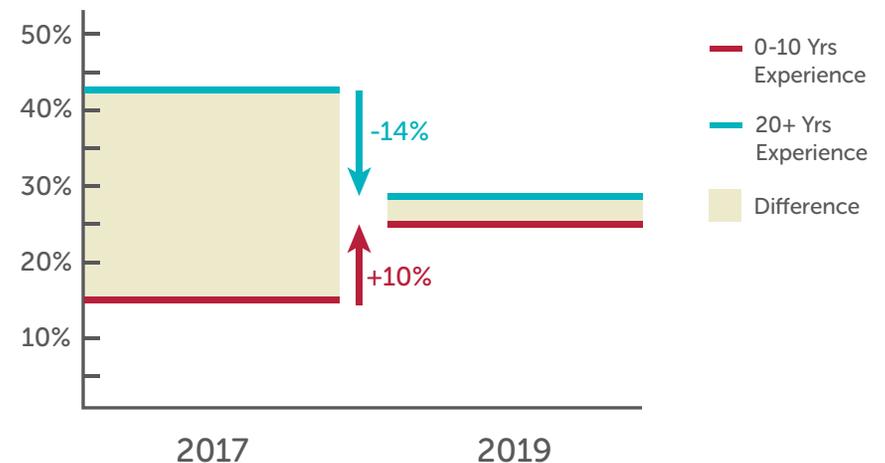
### Men more likely to receive supplemental income and non-cash compensation

- For male respondents, 71% receive supplemental income and 38% receive non-cash compensation.
- For female respondents, 49% receive supplemental income and 23% receive non-cash compensation.
- These results are similar to our findings in our 2017 salary survey.

### More experienced employees more likely to receive supplemental income and non-cash compensation, but less so than in 2017

- For those with 20+ years of experience, 69% receive supplemental income and 29% receive non-cash compensation.
- For those with 10 or fewer years of industry experience, 55% receive supplemental income and 25% receive non-cash compensation.
- Having experience made little difference in whether our respondents gained non-cash income. In our similar survey two years ago, those with more experience (43%) were much more likely than those with less experience (15%) to receive non-cash compensation.

### Percent Receiving Non-Cash Compensation



## KEY RESULTS (CONT)

**Money and job satisfaction do not always correlate. Survey participants who get paid more are more satisfied with their pay but not necessarily more satisfied with their job.**

**Overall job satisfaction is not just the result of higher pay.**

Respondents who work for sponsors are the highest paid, the most satisfied with their salary and compensation, and the most satisfied with their current position. But those who work for research sites, though they are the lowest paid, are the second-most satisfied with their jobs.

	Salary of \$150,000 or more	Overall satisfaction with salary/compensation*	Overall satisfaction with current position*
Sponsor	44%	3.41	3.38
Service provider	25%	3.18	3.21
Academic institution	8%	2.50	3.18
Research site	0%	2.64	3.27

\*On a 1-5 scale, with 5 being most satisfied

Those who work at research sites might derive some of their overall satisfaction from other factors, such as from training/continuing education and career development opportunities.

	Overall satisfaction with training/continuing education*	Overall satisfaction with career development opportunities*
Research site	3.00	2.55
Academic institution	2.67	2.25
Service provider	2.52	2.64
Sponsor	2.69	2.41

\*On a 1-5 scale, with 5 being most satisfied

**Salary is also correlated with job satisfaction vs. experience level and positively correlated with male gender. The positive correlation between men and job satisfaction is a reversal of findings from the 2017 survey.**



- For those with more than 20 years of life science industry experience (58% of whom have salaries of \$150,000 or more), their overall job satisfaction is 3.27.



- For those with 10 or fewer years of industry experience (none of whom have salaries of \$150,000 or more), job satisfaction is 3.42.



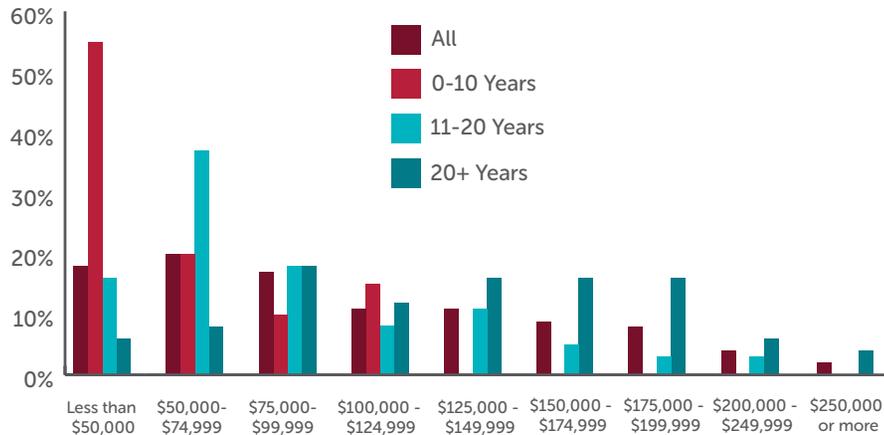
- 32% of men have salaries of \$150,000 or more, and men's overall job satisfaction is 3.46.



- Seventeen percent of women have salaries of \$150,000 or more, and women's job satisfaction is also lower: 3.16.

# OTHER KEY TAKEAWAYS

## Annual Base Salary by Years of Experience in Life Sciences Industry



More respondents make greater than \$150,000/year (23%) than make less than \$50,000/year (18%). In our 2017 survey, we found that 18% made at least \$150,000/year while 16% made less than \$50,000/year.

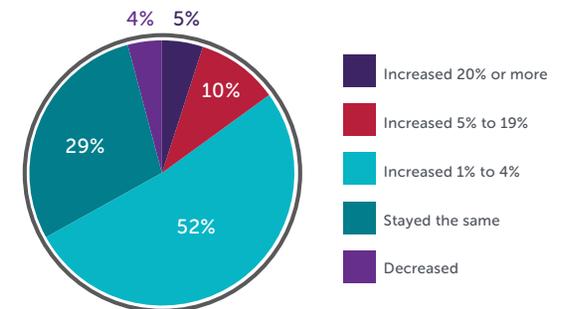
Annual Base Salary			
	2017 Survey	2019 Survey	Change
Less than \$50,000	16%	18%	+2%
\$50,000 - \$74,999	23%	20%	-3%
\$75,000 - \$99,999	17%	17%	--
\$100,000 - \$124,999	15%	11%	-4%
\$125,000 - \$149,999	12%	11%	-1%
\$150,000 - \$174,999	4%	9%	+5%
\$175,000 - \$199,999	5%	8%	+3%
\$200,000 - \$249,999	5%	4%	-1%
\$250,000 or more	3%	2%	-1%

## Supplemental Income and Non-Cash Compensation



Survey participants are more likely to receive supplemental income than non-cash compensation for most of the income categories.

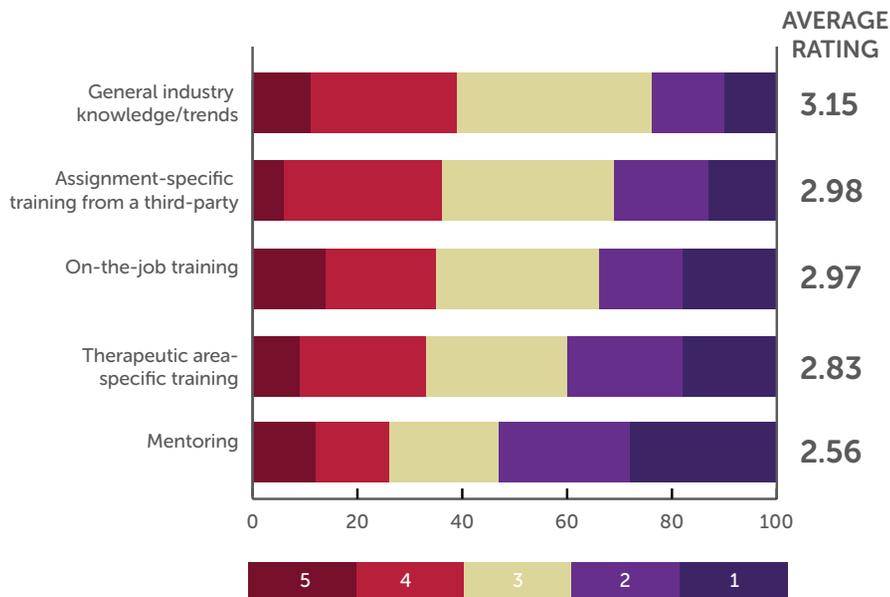
## In the past year, how has the combined total of your salary, supplemental income, and non-cash compensation changed?



More than half of survey participants received an increase in total compensation of between 1% and 4%.

## OTHER KEY TAKEAWAYS (CONT)

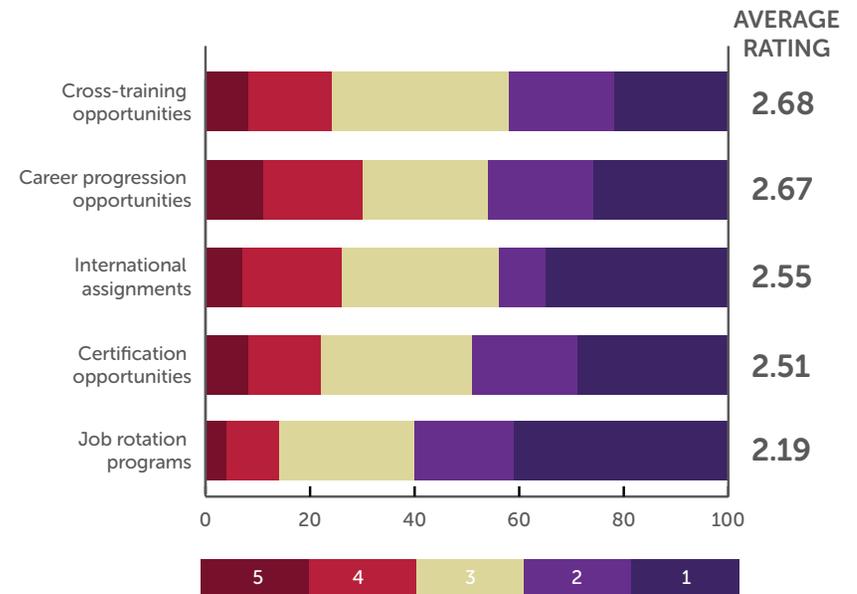
On a 1-5 scale (with 5 being most satisfied), please rate your satisfaction with the level of training/continuing education you've received in each of the following areas in the past year.



There is significant opportunity to improve the performance of company training programs. Four of the five categories have average satisfaction ratings of below 3.00 on a 5-point scale. Mentoring, with an average rating of 2.56, has the most room for improvement.

These findings are in line with those reported in our 2017 salary survey: The range of average satisfaction ratings hovered around 3.00 and mentoring received the lowest rating.

On a 1-5 scale (with 5 being the highest or best), please rate the extent to which your company makes available each of the following career development opportunities.

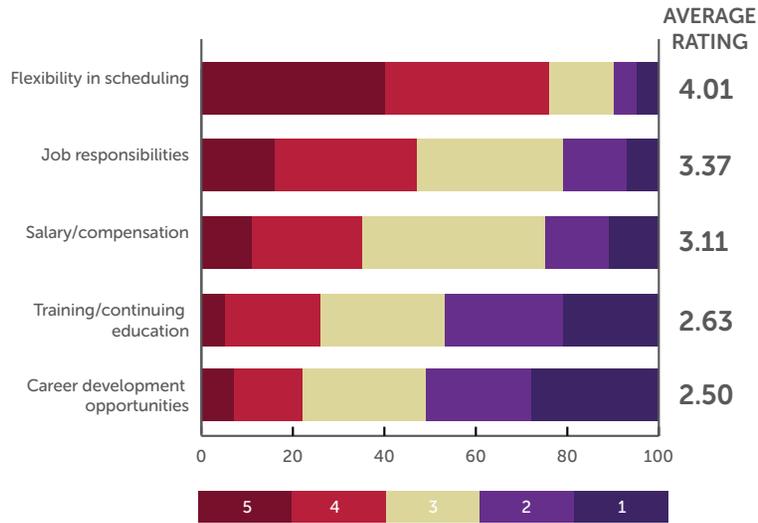


The career development opportunities offered by companies in the industry leave much to be desired. The average ratings for each of the five career development categories are below 3.00. Job rotation programs are viewed in an especially negative light, with 10 times as many respondents assigning a rating of 1 versus a 5.

These findings are consistent with those reported in our 2017 salary survey. The average rating for overall career development opportunities in that survey was 2.69. In this survey, the rating is 2.68. Job rotation programs were also the lowest rated category of career development opportunities in the previous salary survey report.

## OTHER KEY TAKEAWAYS (CONT)

On a 1-5 scale (with 5 being most satisfied), please rate your overall satisfaction with the following.

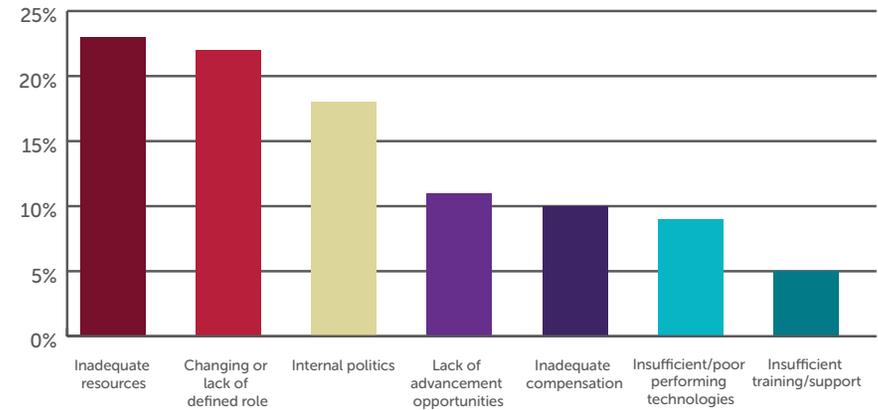


Survey participants are quite satisfied with the flexibility in scheduling available at their places of work. They are generally content with their job responsibilities and compensation, but they express some dissatisfaction with their companies' training/continuing education programs and career development opportunities.

These findings are in line with those from the 2017 salary survey report.

Overall Satisfaction Average Rating			
	2017 Survey	2019 Survey	Change
Job responsibilities	3.42	3.37	-0.05
Salary/compensation	3.28	3.11	-0.17
Training/continuing education	2.95	2.63	-0.32
Career development opportunities	2.65	2.50	-0.15

Which of the following has been the most challenging for you in your current role in the past year?

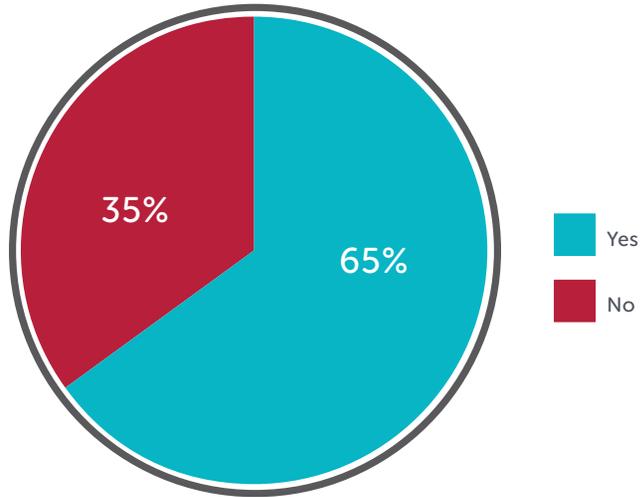


When respondents were asked to identify their biggest challenges in their current roles, inadequate resources and a changing or lack of a defined role were identified most often.

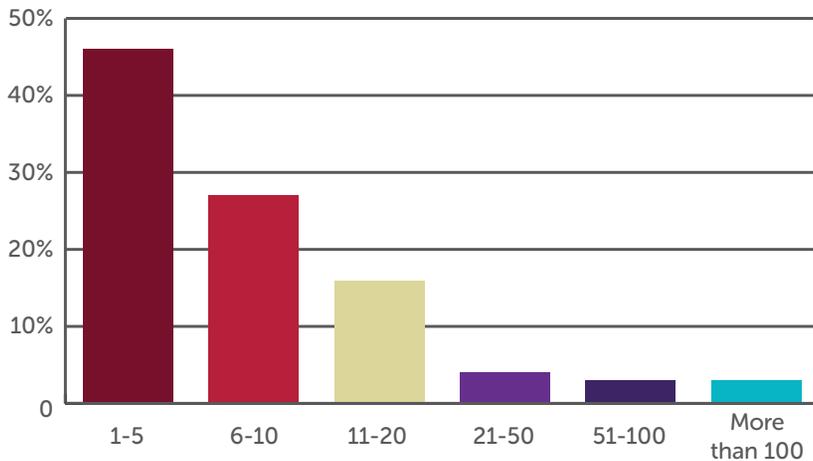
This year, respondents expressed stronger concern about a lack of advancement opportunities than 2017 survey participants. In 2017, 5% identified lack of advancement opportunities. In 2019, that number increased to 14%.

## OTHER KEY TAKEAWAYS (CONT)

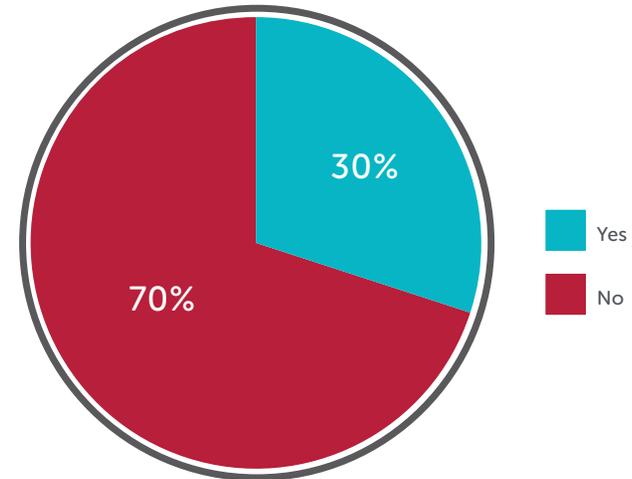
Do you serve in a management position?



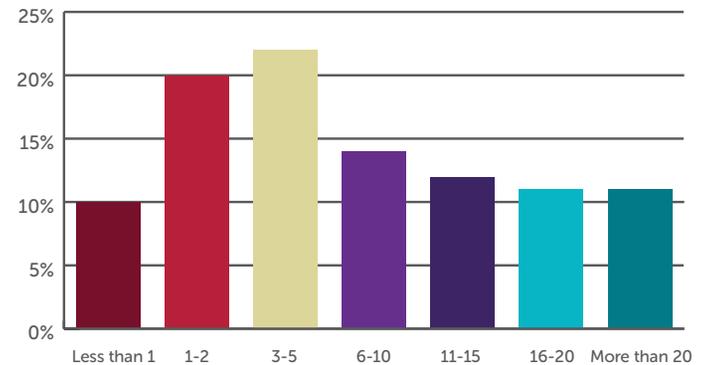
If yes, how many people do you oversee?



Has your company reduced its workforce in the past year?



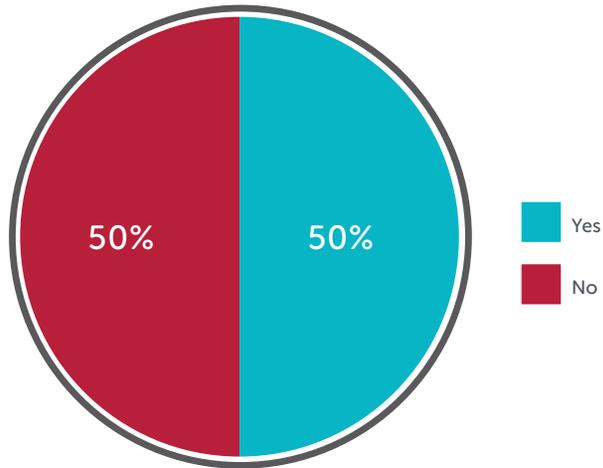
How many years have you worked for your current employer?



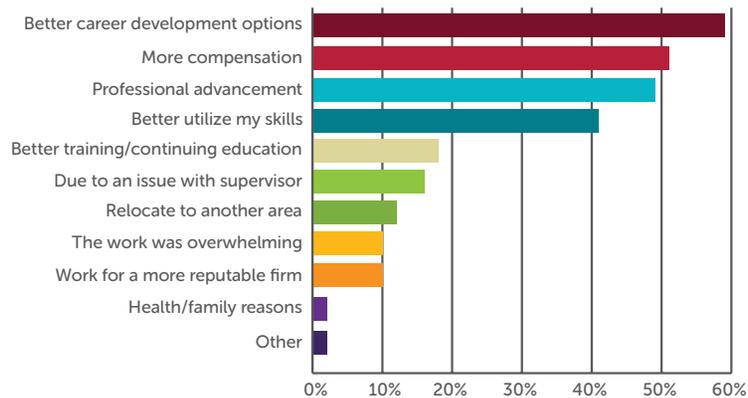
More than half of the respondents have worked for their current company for 5 years or less.

## OTHER KEY TAKEAWAYS (CONT)

### Are you currently seeking to change jobs?



### If yes, why? (Select all that apply.)

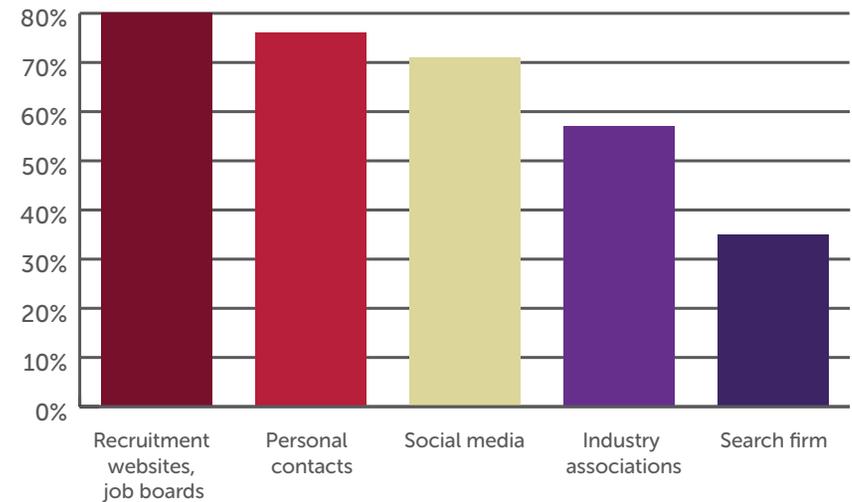


In 2017, 38% of those who said they were seeking to change jobs identified “insufficient career development options” as a reason. In 2019, 59% selected “better career development options.” Career development options appears to have become a more important factor.

### Percent Seeking to Change Jobs

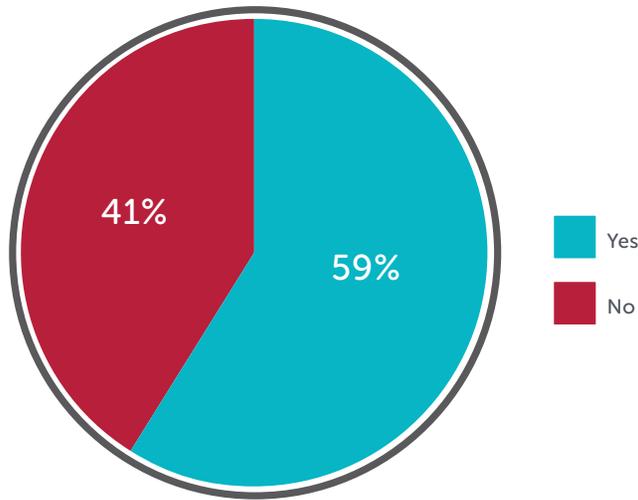
	2017 Survey	2019 Survey	Change
Yes	41%	50%	+9%
No	59%	50%	-9%

### Which of the following resources will you use in search of a new job? (Select all that apply.)

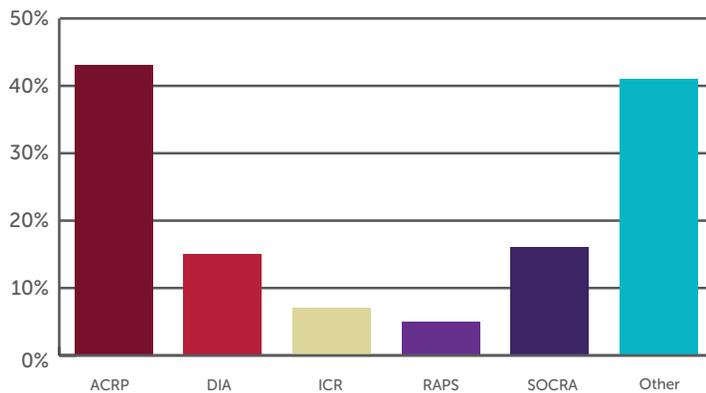


## OTHER KEY TAKEAWAYS (CONT)

Are you a member of an industry association or organization?

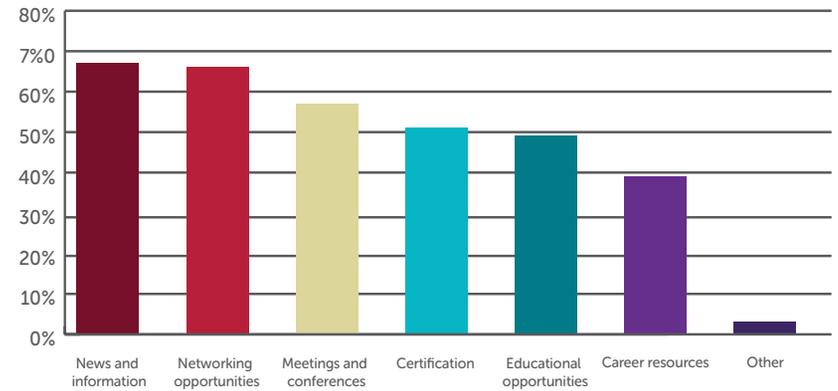


If yes, which of the following? (Select all that apply.)



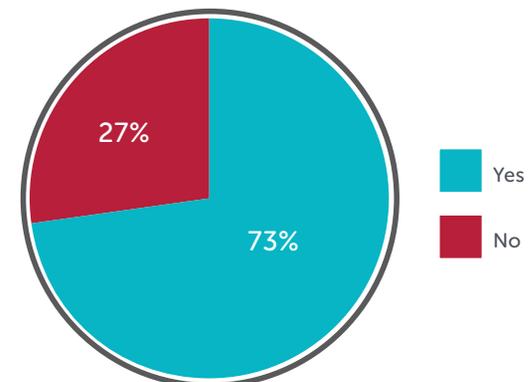
Almost three in five respondents (59%) belong to an industry association or organization.

What prompted you to join these associations/ organizations? (Select all that apply.)



News and information and networking opportunities are the two reasons most often identified by survey participants for why they joined an industry association or organization.

Has another company ever recruited you (without you contacting them first) while you've been working at your current place of employment?



## SUMMARY



Money talks. In the clinical research industry, North American employees have higher salaries than their European counterparts. Those with more industry experience have higher salaries than those with less. And men have higher salaries than women.



But money can't (always) buy love. Those who work for sponsors or for service providers are better compensated than those who work for academic institutions or research sites. And while those who work for sponsors have the highest job satisfaction overall, higher compensation does not correlate with higher job satisfaction.



There is dissatisfaction among those who work in clinical research. Half of the respondents were seeking to change jobs; the reason cited most often was to look for better career development options. On a 5-point scale where 5 is best and 1 is worst, the average ratings for each aspect of career development ranged from a high of 2.68 to a low of 2.19.



Companies can improve employee satisfaction and positively impact employee retention by providing better career development opportunities and by improving training and continuing education programs.