



**APPLIED CLINICAL TRIALS**  
YOUR PEER-REVIEWED GUIDE TO GLOBAL CLINICAL TRIALS MANAGEMENT

# CLINICAL RESEARCH INDUSTRY SALARY AND EMPLOYEE SATISFACTION SURVEY REPORT



## OVERVIEW

Compensation is an essential element in determining job satisfaction, but it is not the only factor. Factors such as workload, opportunities for advancement, a professional and respectful work environment, interactions with peers and supervisors, and company culture can influence an individual's job satisfaction.

In conjunction with Applied Clinical Trials (ACT), SCORR Marketing conducted a survey of ACT subscribers to determine salary levels and job satisfaction for individuals involved in clinical research.

Survey participant demographics:

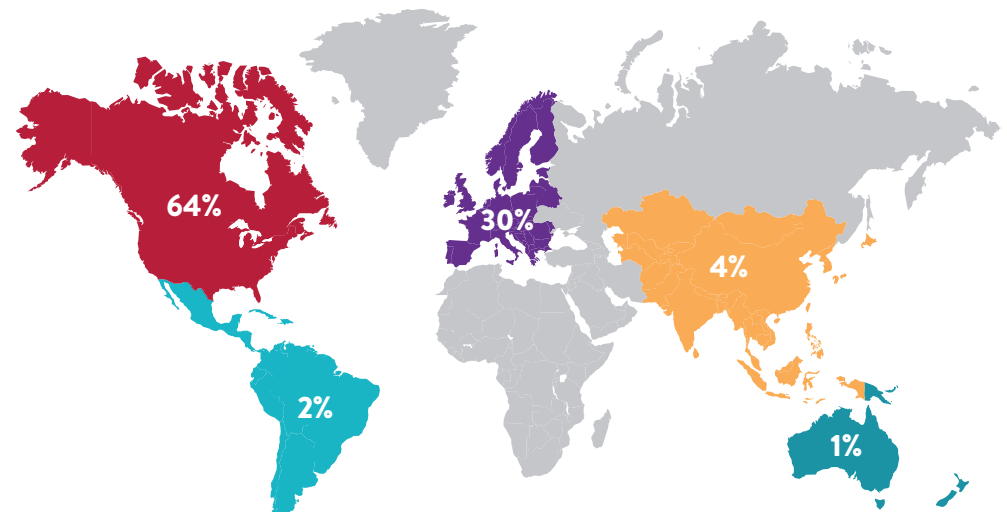
- Organization types – Most of the respondents work for pharmaceutical and biotech companies, contract research organizations (CROs), research sites and academic institutions.
- Job functions – This survey includes those who work in clinical operations, research and development (R&D), project management and a few other positions in the industry.
- Levels of responsibility – Respondents range from C-suite company leaders to directors, managers, associates or coordinators, consultants, nurses and scientists.
- Locations – Almost two-thirds of respondents are in North America and almost one-third are in Europe, but there are respondents from five continents.

Demographics regarding company size, education levels, gender and employment status were also noted, and as most 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.

In this report, you will learn about:

- Ranges of salary, supplemental income and non-cash compensation received
- Satisfaction levels with training/continuing education, career development and overall job
- Most challenging parts of the job
- The extent to which respondents are seeking to change jobs and, if so, which resources will be used in a job search
- Association and membership affiliations

### Percentages of respondents from each continent



# KEY RESULTS

**How much money you make is determined in large part by the type, size and location of the organization you work for. As expected, demographic characteristics such as years of experience and gender are positively correlated with higher levels of compensation.**

Respondents who work for pharmaceutical or biopharmaceutical companies or for CROs have a higher annual base salary than those who work for research sites or academic institutions as exemplified below in the highest and lowest salary ranges used in the survey.

	Salary of \$150,000 or more	Salary of less than \$50,000
Pharma/biopharma	25%	4%
CRO	16%	10%
Academic institution	4%	21%
Research site	4%	30%



## Higher salaries found at bigger companies

Survey participants from larger companies (more than 1,000 employees) have higher salaries than those from smaller companies (1,000 employees or fewer).

- For larger companies, 24 percent have salaries of \$150,000 or more, while just 9 percent have salaries of less than \$50,000.
- For smaller companies, 12 percent have salaries of \$150,000 or more, while 25 percent have salaries of less than \$50,000.



## Salaries highest in North America

- For those who live in North America, 22 percent have salaries of \$150,000 or more, while only 8 percent of Europeans have salaries of \$150,000 or more.
- For those who live in North America, just 7 percent have salaries of less than \$50,000, while 32 percent of Europeans have salaries of less than \$50,000.
- The average salary level in Europe is partly driven by the relatively lower salaries from those located in Eastern Europe. However, more than two-thirds of the European sample are from Western European countries such as the U.K. or Germany.



## Better salaries for those with more experience

- For those with 20+ years of experience, 27 percent have salaries of \$150,000 or more, while just 7 percent have salaries of less than \$50,000.
- For those with 10 or fewer years of experience, none have salaries of \$150,000 or more, while 41 percent have salaries of less than \$50,000.



## Gender factors

- For men, 21 percent have salaries of \$150,000 or more and 13 percent have salaries of less than \$50,000.
- For women, 12 percent have salaries of \$150,000 or more and 18 percent have salaries of less than \$50,000.

## KEY RESULTS (CONT)

**Employees with lower salaries receive fewer bonuses and less commission, and they also are less likely to have non-cash compensation such as a car, stock options or a mobile phone.**

Just as those in life science industry groups (sponsors, CROs) have higher salaries, they also have higher levels of supplemental income and non-cash compensation. Specifically, pharmaceutical/biopharmaceutical company respondents, who are the least likely to have lower salaries, are the most likely to receive supplemental income or non-cash compensation. On the other hand, research site personnel, who are the most likely to have lower salaries, are the least likely to receive non-cash compensation and the second-least likely to receive any supplemental income.

	Salary of \$150,000 or more	Received supplemental income in 2016	Received non-cash compensation in 2016
Pharma/biopharma	25%	89%	51%
CRO	16%	55%	32%
Academic institution	4%	21%	18%
Research site	4%	26%	15%

### Financial perks to those with more experience

- For survey participants with 20+ years of experience, 61 percent receive supplemental income and 43 percent receive non-cash compensation.
- For respondents with 10 or fewer years of experience, 44 percent receive supplemental income and 15 percent receive non-cash compensation.

### Gender factors into non-cash compensation

- 72 percent of men in the survey receive supplemental income and 46 percent of them receive non-cash compensation.
- In comparison, 46 percent of women receive supplemental income and 30 percent of them receive non-cash compensation.

## KEY RESULTS (CONT)

**Money and job satisfaction do not necessarily go hand-in-hand. Those who work in places where they get paid more are more satisfied with their pay but less satisfied with other aspects of their job.**

### Better pay not an indicator of overall job satisfaction

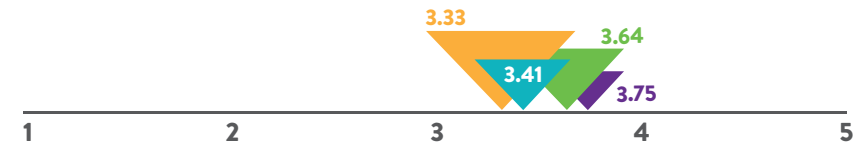
Survey participants who work for pharmaceutical or biopharmaceutical companies are the highest paid and the most satisfied with their salary and compensation, but only the third-most satisfied with their current position. Conversely, those who work for research sites are the lowest paid; though they are not especially happy with this part of their job, they are by far the most satisfied with their job overall.

	Salary of \$150,000 or more	Overall satisfaction with salary/compensation	Overall satisfaction with current position*
Pharma/biopharma	25%	3.47	3.21
CRO	16%	3.33	3.11
Academic institution	4%	3.00	3.46
Research site	4%	3.07	3.71

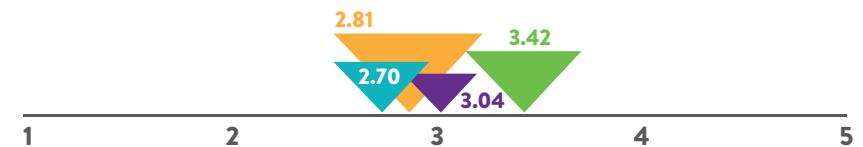
\*On a 1-5 scale, with 5 being the best

Specifically, research site employees are more satisfied with their job responsibilities and the training and continuing education that they receive.

### Overall satisfaction with job responsibilities\*



### Overall satisfaction with training/continuing education\*



Legend: Research Site (purple), Academic Institution (green), CRO (teal), Pharma/Biopharma (orange)

\*On a 1-5 scale, with 5 being the best

Consistent with the findings above where salary is negatively correlated with job satisfaction for organization types, these findings also hold for experience level and gender.

- For those with more experience (64% of whom have salaries of \$100,000 or more), their overall job satisfaction is 3.31.
- For those with less experience (3% of whom have salaries of \$100,000 or more), job satisfaction is 3.61.
- While 55 percent of men have salaries of \$100,000 or more, men's overall job satisfaction is 3.17.
- Thirty-five percent of women have salaries of \$100,000 or more, but women's job satisfaction is higher: 3.38.

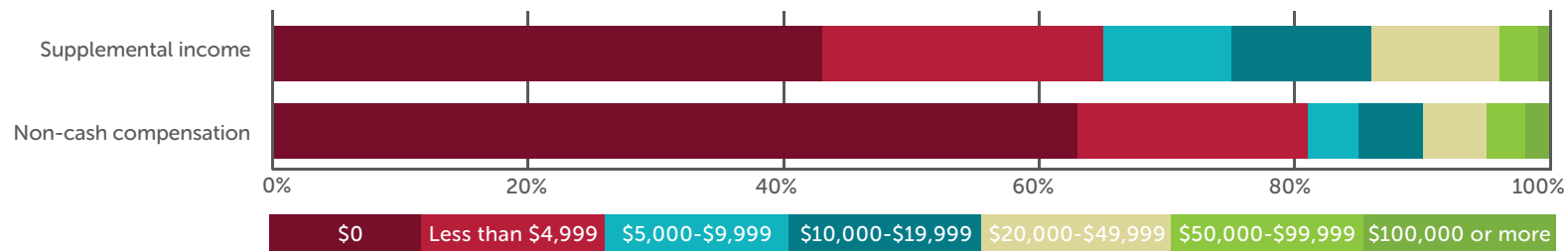
## OTHER KEY TAKEAWAYS

### Annual base salary by years of experience in life sciences industry

	All	0-10 Years	11-20 Years	20+ Years
Less than \$50,000	16%	41%	15%	7%
\$50,000 - \$74,999	23%	44%	26%	13%
\$75,000 - \$99,000	17%	12%	19%	18%
\$100,000 - \$124,999	15%	0%	19%	19%
\$125,000 - \$149,999	12%	3%	8%	18%
\$150,000 - \$174,999	4%	0%	0%	8%
\$175,000 - \$199,999	5%	0%	8%	6%
\$200,000 - \$249,999	5%	0%	6%	7%
\$250,000 or more	3%	0%	0%	6%

More respondents make greater than \$150,000/year (18%) than make less than \$50,000/year (16%).

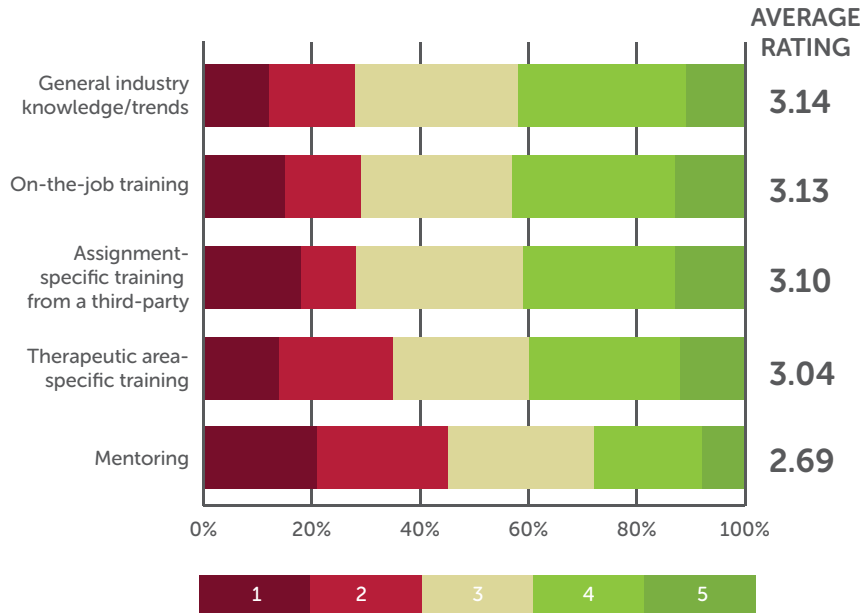
### Supplemental income and non-cash compensation



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

## OTHER KEY TAKEAWAYS (CONT)

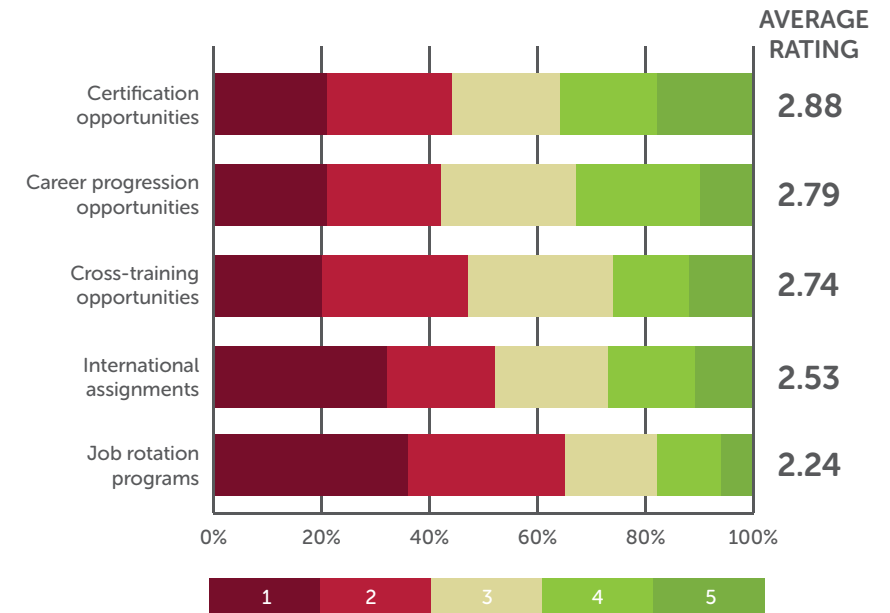
On a 1-5 scale (with 5 being the highest or best), please rate your satisfaction with the level of training/continuing education you've received in each of the following areas in the past year.



With the highest average satisfaction rating being 3.14, there is room for improvement in the performance of company training programs.

These findings are consistent with those reported in the April 2016 ACT-SCORR Project Management in Clinical Trials survey report. In that survey, the range of average satisfaction ratings were between 2.49 and 3.25, and mentoring was also the aspect of training that received the lowest average rating. Survey participants were also asked to rate the importance of each of these types of training/continuing education; the average rating for importance of each was much higher than the average satisfaction rating. This underscores a disparity between what people wanted and what they felt they received.

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.

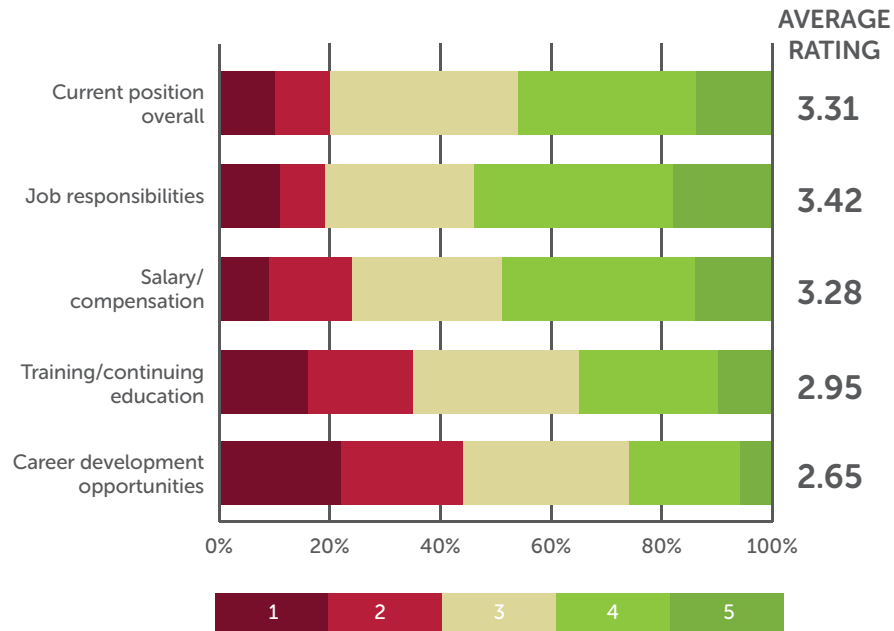


With average ratings of below 3.00, each of the five career development categories have subpar satisfaction ratings. Job rotation programs, with six times as many respondents assigning a rating of "1" as a "5", has an especially woeful rating.

These findings are also in line with the April 2016 Project Management survey report. There, when asked to rate the level of company support for career progression and development opportunities, the average rating was 2.69. Also, when asked about the availability of certification, career progression, and cross-training opportunities, the average rating for each fell within a range of 2.74 to 2.86.

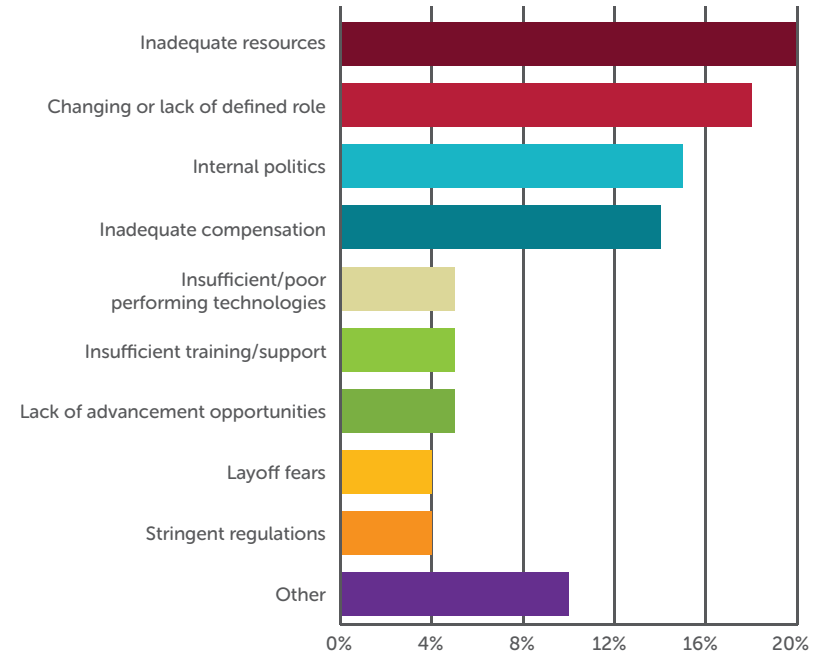
## OTHER KEY TAKEAWAYS (CONT)

On a 1-5 scale (with 5 being the highest or best), please rate your overall satisfaction with the following.



Respondents appear generally satisfied with their job responsibilities. They are also more satisfied than not with their current position despite their relative unhappiness with their companies' training/continuing education programs and career development opportunities offered.

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

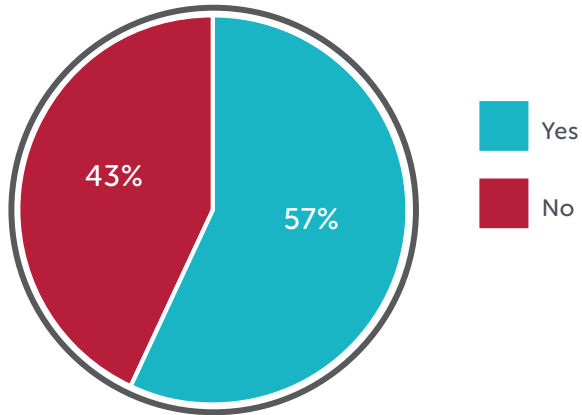


From the wide variety of issues that survey participants face in their jobs, inadequate resources and a lack of a defined role are the two challenges identified most often.

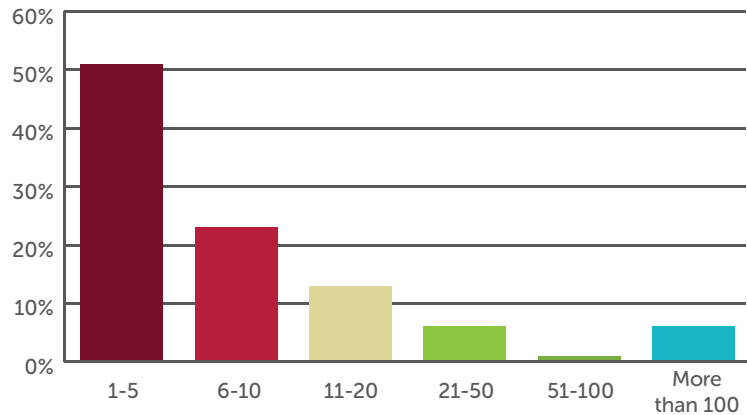


## OTHER KEY TAKEAWAYS (CONT)

Do you serve in a management position?



If yes, how many people do you oversee?

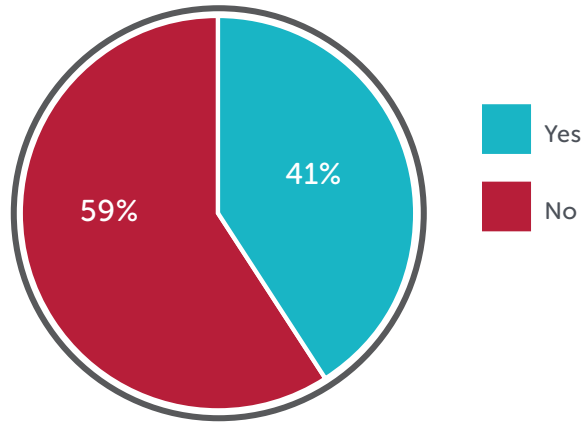


Have you had to lay off anyone in the past year?

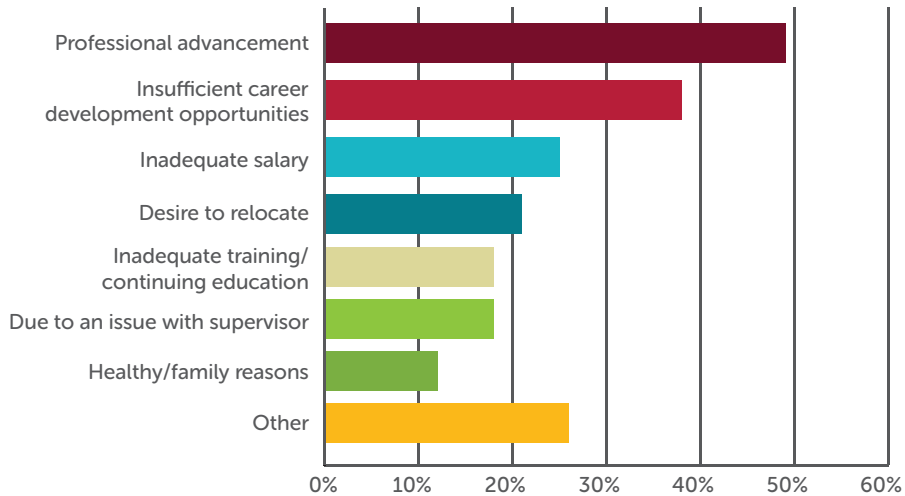


## OTHER KEY TAKEAWAYS (CONT)

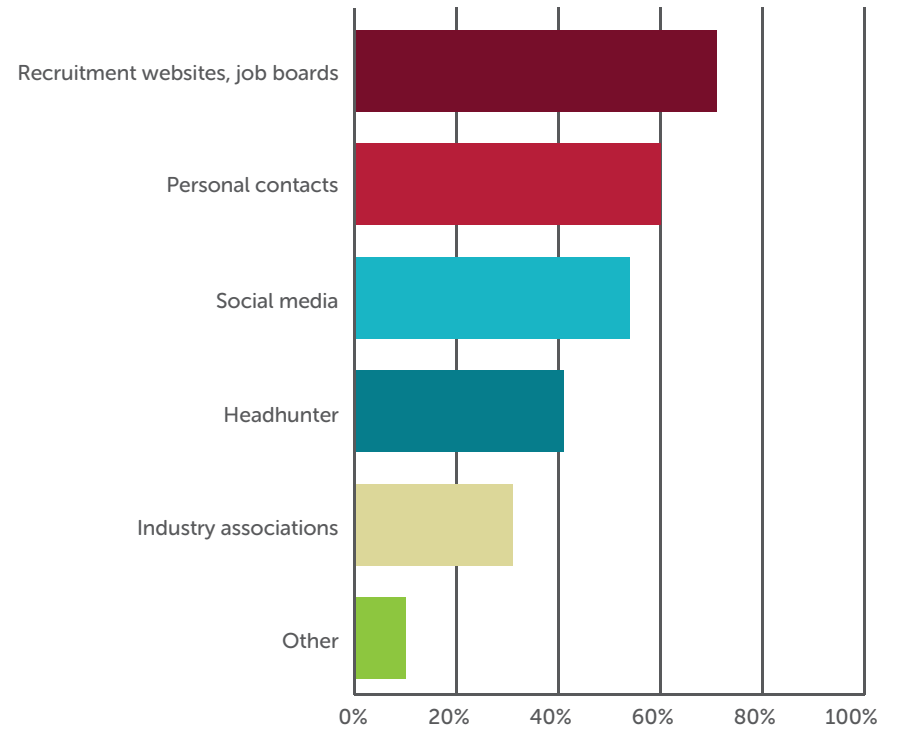
Are you currently seeking to change jobs?



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

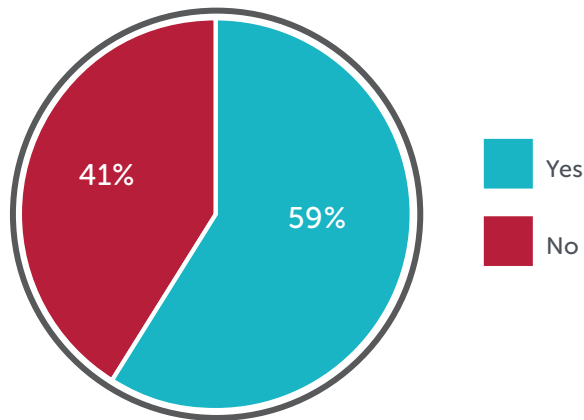


Which of the following resources will you use in search of a new job? (Select all that apply.)

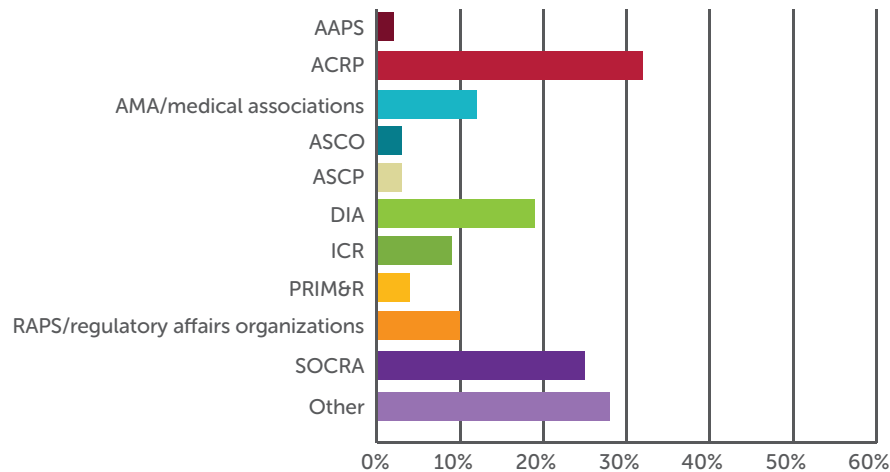


## OTHER KEY TAKEAWAYS (CONT)

Are you a member of an industry association or organization?

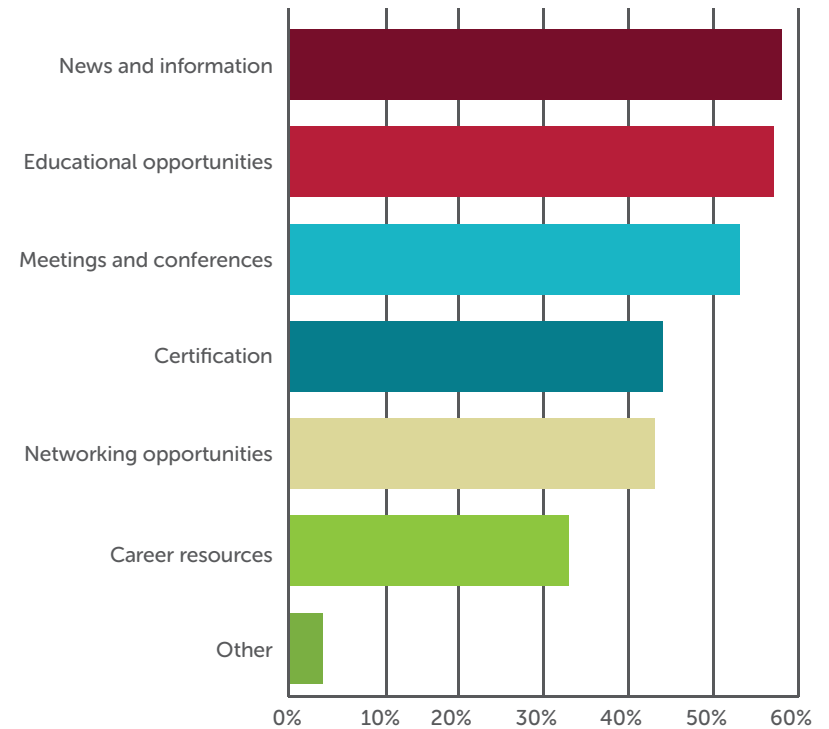


If yes, which of the following? (Select all that apply.)



Almost three in five respondents (59%) belong to an industry association or organization. Of those that are, about one-third (32%) belong to ACRP while one-fourth (25%) belong to SOCRA.

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



Industry professionals join associations and organizations for a number of reasons. The two most popular – the first being news and information and the second being educational opportunities – both have to do with what someone can learn about and for their profession. Only one-third (33%) join industry associations for career resources.

## SUMMARY



Those who work for industry groups such as pharmaceutical/biopharmaceutical companies or for CROs have a higher annual base salary than those who work for research sites or academic institutions. However, more money does not correlate with more job satisfaction. As it turns out, respondents in groups that make more money are less satisfied with their jobs than are those who make less money.



There is a general dissatisfaction with the level of training and continuing education received and career development opportunities. On a 5-point scale where 5 is best and 1 is worst, most aspects of training/education had average ratings of just over 3 and all aspects of career development had average ratings of below 3.



This general dissatisfaction leads to a disproportionately high percentage of people looking for new jobs. About two in five respondents (41%) were currently seeking to change jobs.



Gender bias norms that exist in many industries also exist in the life sciences. Men receive higher annual base salaries, more supplemental income and greater levels of non-cash compensation than women.



Organizations might consider both improving the training and continuing education programs and career development opportunities to improve employee satisfaction and possibly favorably impact employee retention.