

2021



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APPLIED
CLINICAL TRIALS

Clinical Research Industry Salary & Employee Satisfaction Survey Report



OVERVIEW

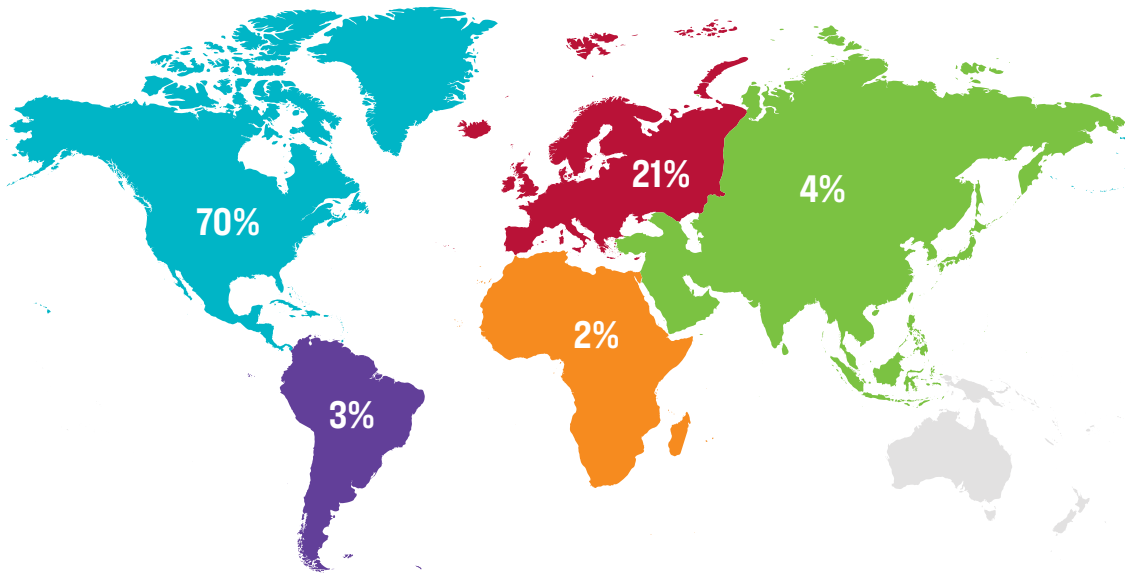
SCORR Marketing, in conjunction with Applied Clinical Trials (ACT), conducted a survey in late 2021 of ACT subscribers to gauge salary and job satisfaction levels for individuals who work in clinical research. This is a follow-up to a survey first conducted in 2017 and then repeated in 2019.

The survey respondents, all of whom are in the life sciences industry, come from a variety of organizations with different job functions and levels of responsibility.

- Job functions – Their job functions include those who work in clinical operations, research and development (R&D), project management, quality assurance and control (QA/QC), regulatory affairs, and some other positions
- Levels of responsibility – Survey participants range from C-suite and vice presidents to directors, managers, associates, and coordinators

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 respondent companies are experiencing a “turnover tsunami,” individuals are seeking to change jobs, and the impact of COVID-19 on both
- Comparisons to results when this survey was first conducted in 2017 and more recently conducted in 2019



Percentages of respondents from each continent

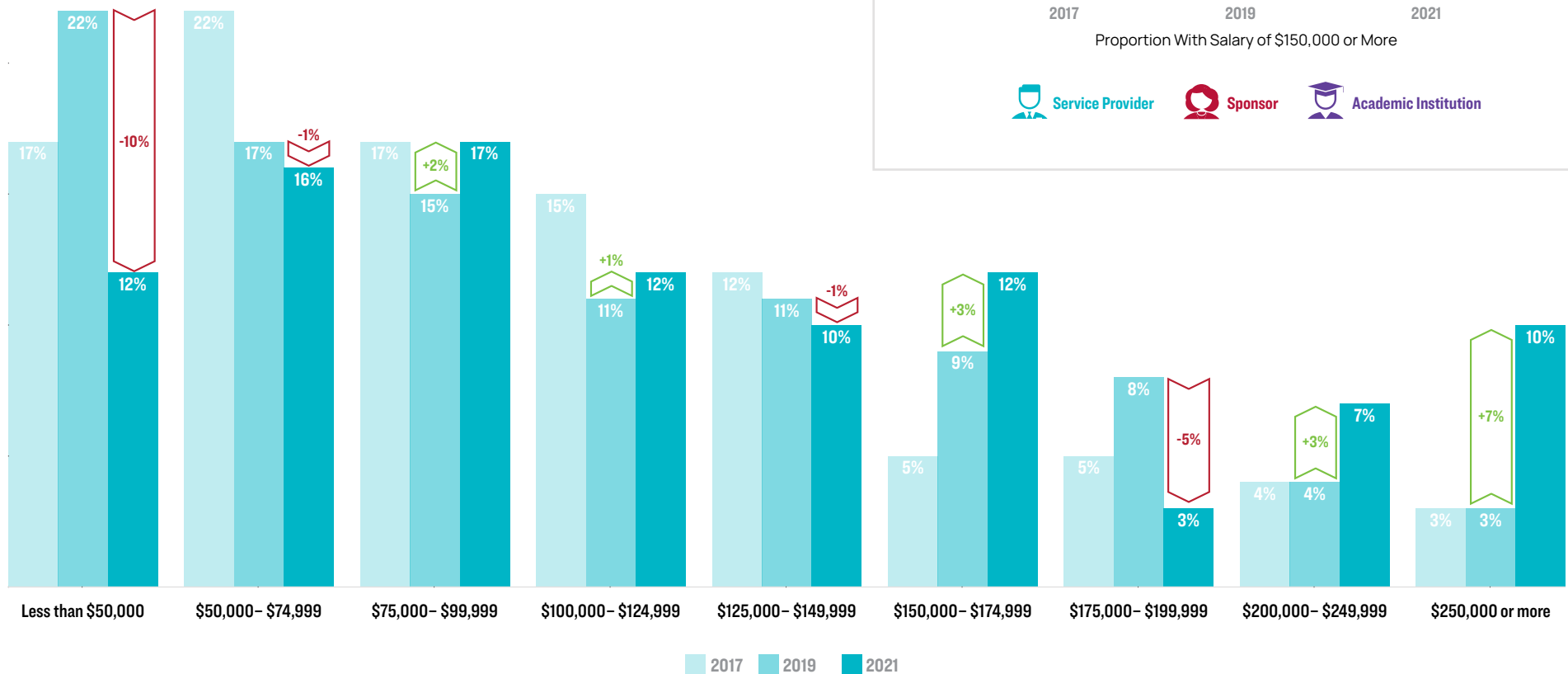
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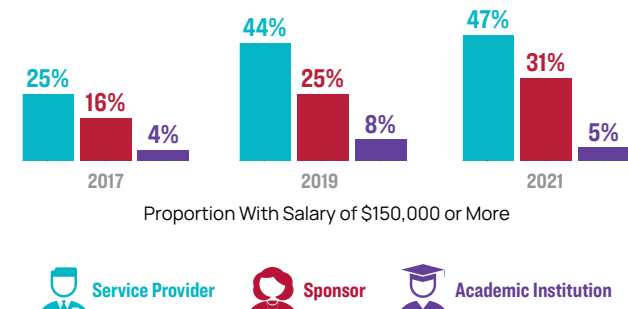
KEY RESULTS

#1: Salaries

Respondents to the 2021 survey have higher salaries than do respondents to the 2017 and 2019 surveys. The proportion of those making \$250,000 or more tripled (from 3% in 2017 and 2019 to 10% in 2021) and approached the proportion of those making less than \$50,000 (12%).

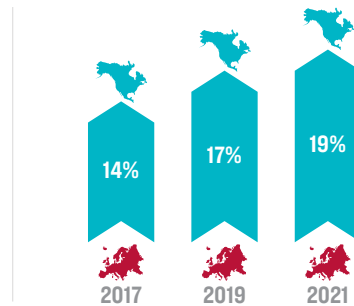
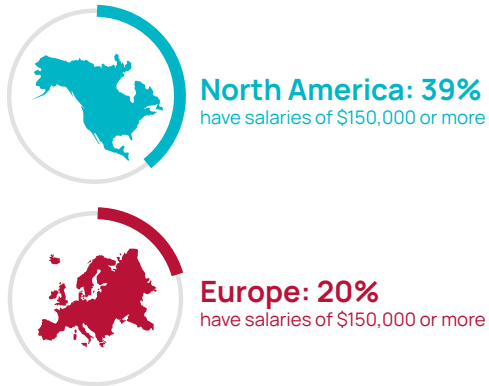


Respondents who work for sponsors or service providers reported a higher annual base salary than those who work for academic institutions. And the proportion of those making more than \$150,000 is increasing for both sponsors and service providers (but remaining low for academicians).



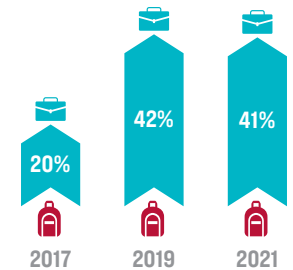
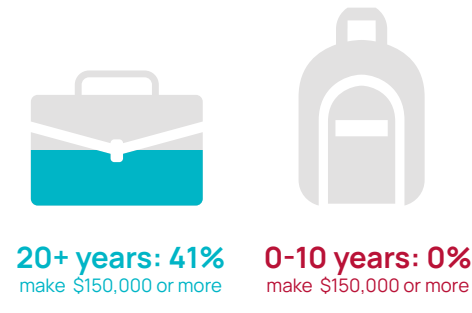
KEY RESULTS (CONT)

North American ➤ Higher Salaries



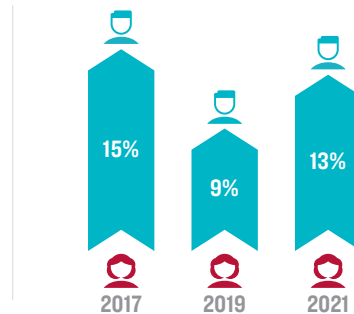
The difference in salaries between North America and Europe has **increased** since 2017

More Experience ➤ Higher Salaries



The difference in salaries between more and less experienced employees has **doubled** since 2017

More Men ➤ Make More Money



The difference in salaries between men and women has **fluctuated** since 2017

Smaller Companies ➤ Higher Salaries (Now)

Smaller companies = 1,000 employees or less. Larger companies > 1,000 employees.

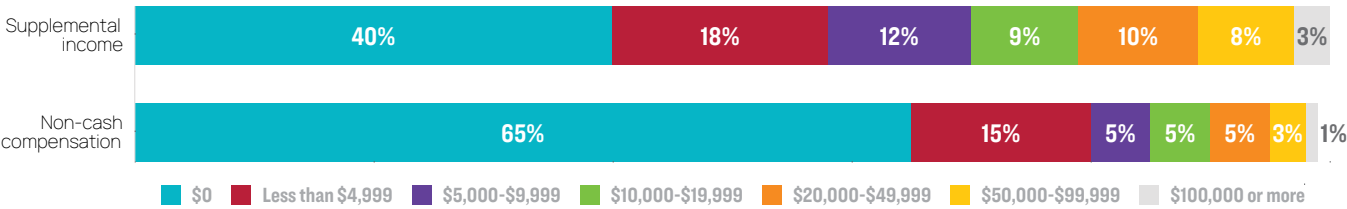


The difference in salaries between smaller and larger companies has **reversed** since 2017, with respondents from larger companies having higher salaries in 2017 but those from smaller companies enjoying higher salaries in 2021

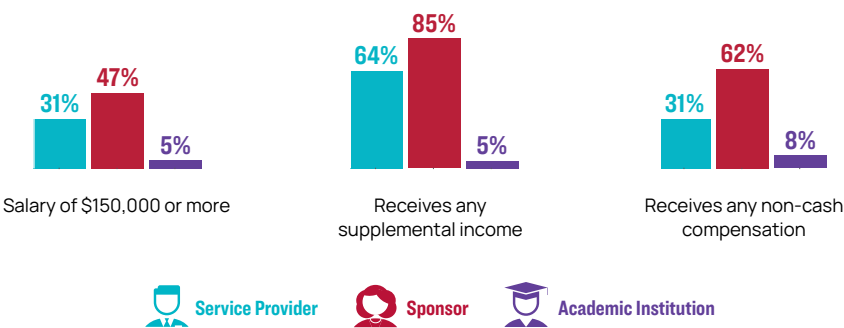
KEY RESULTS (CONT)

#2: Supplemental Income and Non-Cash Compensation*

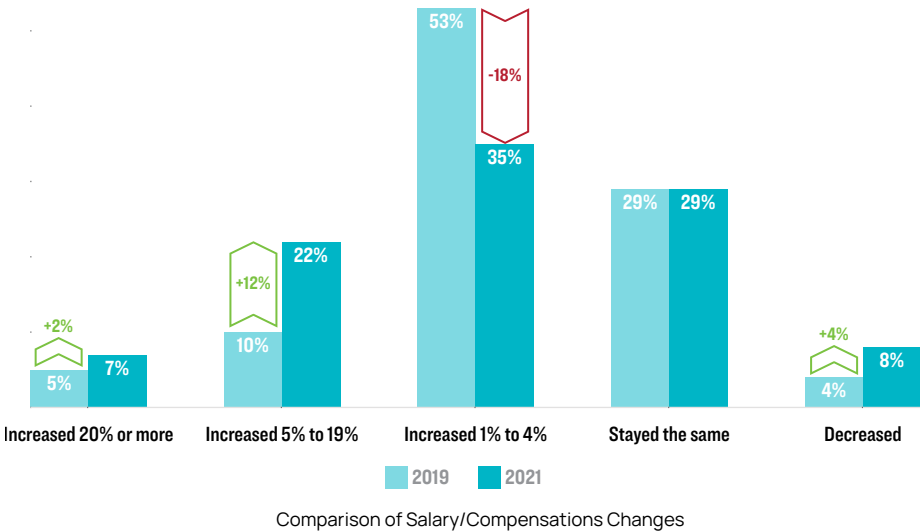
Survey participants are more likely to receive supplemental income (e.g., a bonus) than non-cash compensation (e.g., use of a company car) for most of the income categories. This finding is consistent with the results from the 2019 survey.



Not only are respondents who work for sponsors and service providers the most likely to enjoy higher salaries, they are also more likely to receive supplemental income or non-cash compensation.



Almost one-third (29%) of survey participants received a salary/compensation increase of 5% or more. This is almost double the percentage that received such a raise in the 2019 survey (15%).



*Supplemental income includes bonuses or commission. Non-cash compensation includes a car, stock options, or a mobile phone.

KEY RESULTS (CONT)

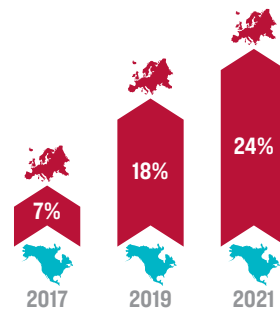
Europe ➤ Greater Utilization of Supplemental Income and Non-cash Compensation



Europe: 65%
receive supplemental income
and **53%** receive non-cash
compensation



North America: 60%
receive supplemental income
and **29%** receive non-cash
compensation

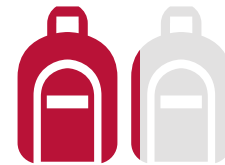


The difference in utilization of non-cash compensation between Europe and North America has **more than tripled** since 2017

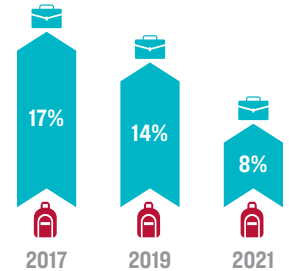
More Experience ➤ More Supplemental Income and Non-cash Compensation



20+ years: 62%
receive supplemental income
and **39%** receive non-cash
compensation



0-10 years: 54%
receive supplemental income
and **23%** receive non-cash
compensation



The difference in utilization of supplemental income between those more and less experienced has **decreased** since 2017

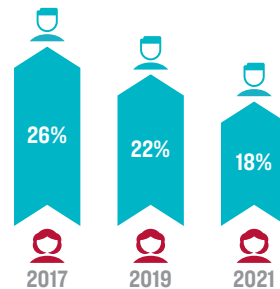
Men ➤ More Likely to Receive Supplemental Income and Non-cash Compensation



Men: 71%
receive supplemental
income and **43%** receive
non-cash compensation



Women: 53%
receive supplemental
income and **30%** receive
non-cash compensation



The difference in utilization of supplemental income between men and women, while still substantial, has **decreased** since 2017

Larger Companies ➤ Greater Utilization of Supplemental Income and Non-cash Compensation

Smaller companies = 1,000 employees or less. Larger companies > 1,000 employees.



Larger: 71%
receive supplemental income and
41% receive non-cash compensation



Smaller: 66%
receive supplemental income and
28% receive non-cash compensation

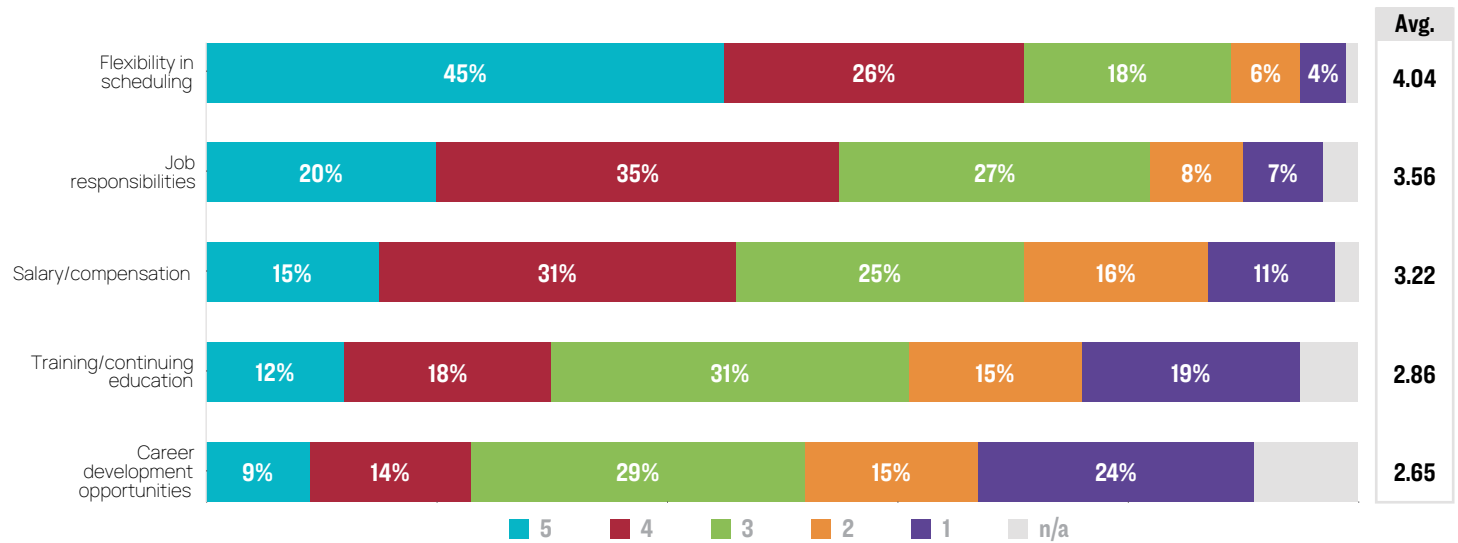


The difference in utilization of non-cash compensation between larger and smaller companies has **fluctuated** since 2017

KEY RESULTS (CONT)

#3: Satisfaction

Respondents were most satisfied with the company's flexibility in scheduling and least satisfied with their career development opportunities.



While respondents who work for sponsors have the highest salaries, respondents who work for service providers are more satisfied with their current position.



Those who work for service providers might be more satisfied with their current position in part because of their higher satisfaction with their training/continuing education and their career development opportunities.



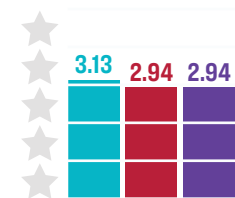
Service Provider



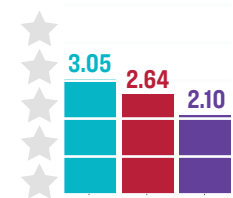
Sponsor



Academic Institution



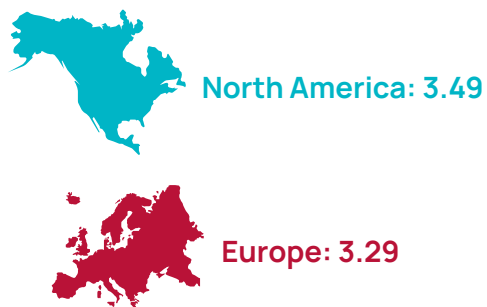
Overall satisfaction with training/continuing education



Overall satisfaction with career development opportunities

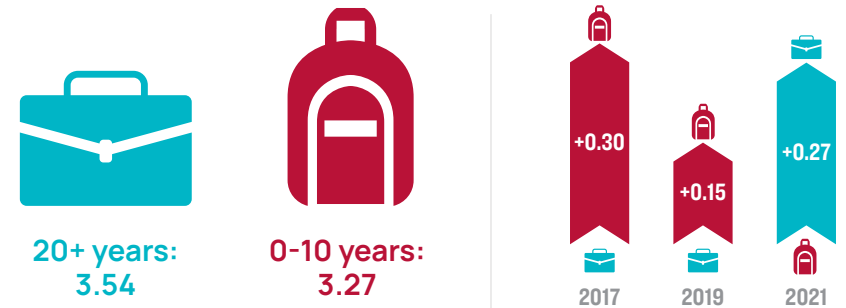
KEY RESULTS (CONT)

North America ➤ Greater Overall Job Satisfaction



The difference in overall job satisfaction between North America and Europe has **fluctuated** since 2017, but satisfaction in North America has been higher every year

More Experience ➤ Higher Overall Job Satisfaction (Now)



The difference in overall job satisfaction between more and less experienced has **reversed** since 2017, from employees with less experience being more satisfied with their current position in 2017 to more experienced employees being more satisfied in 2021

Men ➤ Greater Overall Job Satisfaction



The differences in overall job satisfaction between men and women has **reversed** since 2017, from women who have higher levels of job satisfaction in 2017 to men having higher levels of job satisfaction in 2021

Smaller Companies ➤ Greater Overall Job Satisfaction

Smaller companies = 1,000 employees or less. Larger companies > 1,000 employees.

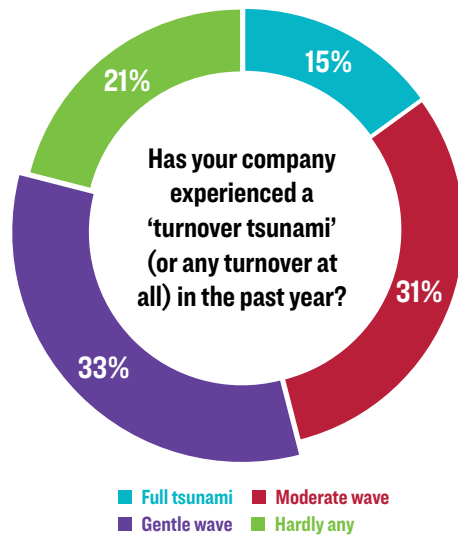


The difference in overall job satisfaction between larger and smaller companies has **reversed** since 2017, from larger companies being more satisfied in 2017 to smaller companies being more satisfied in 2021

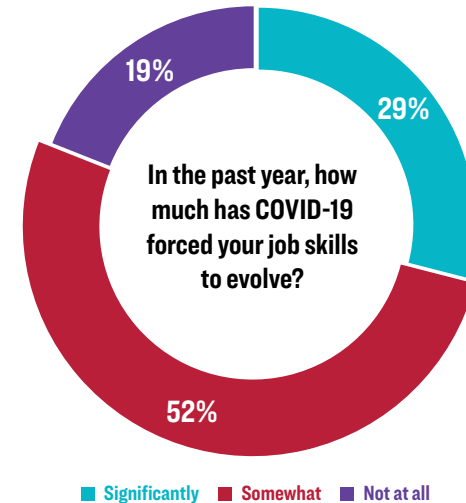
KEY RESULTS (CONT)

#4: Turnover/Job Seeking/Covid

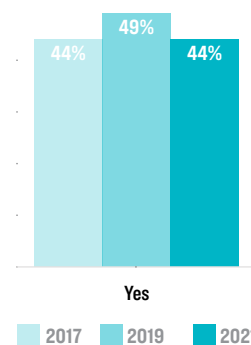
While some companies have experienced a “full tsunami” of employee turnover, about two-thirds have experienced a more moderate or gentle “wave.”



More than one-fourth of respondents say COVID forced them to significantly evolve their job skills. More than one-half said COVID forced them to somewhat evolve their job skills.

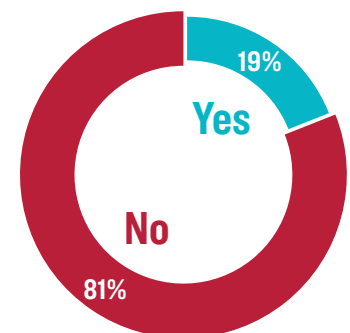


Are You Currently Seeking to Change Jobs? (% Yes)



The proportion of respondents seeking new jobs has fallen within a tight range since 2017 and actually dropped slightly from 2019 to 2021.

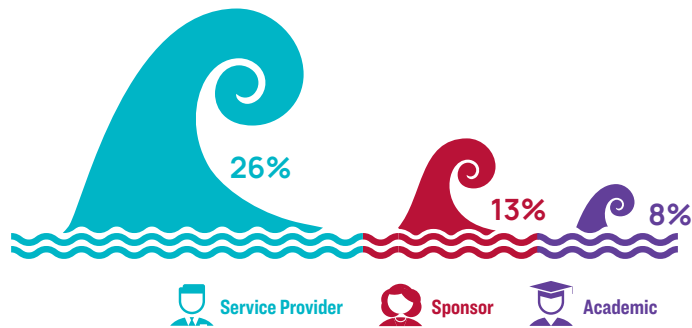
Did COVID-19 play a role in your decision to seek another job?



About one-fifth of respondents say that COVID-19 played a role in their decision to seek another job.

KEY RESULTS (CONT)

Service Providers ➤ Got Hit the Hardest



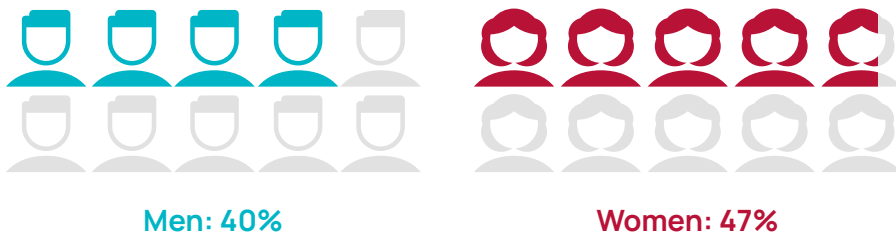
Respondents from service providers were **twice as likely** to say their companies experienced a "turnover tsunami" in the past year

Less Experience ➤ More Likely Looking to Change Jobs



Respondents with less experience are **slightly more** likely to be currently seeking to change jobs

Women ➤ More Likely Looking to Change Jobs



Women are **slightly more** likely to be currently seeking to change jobs

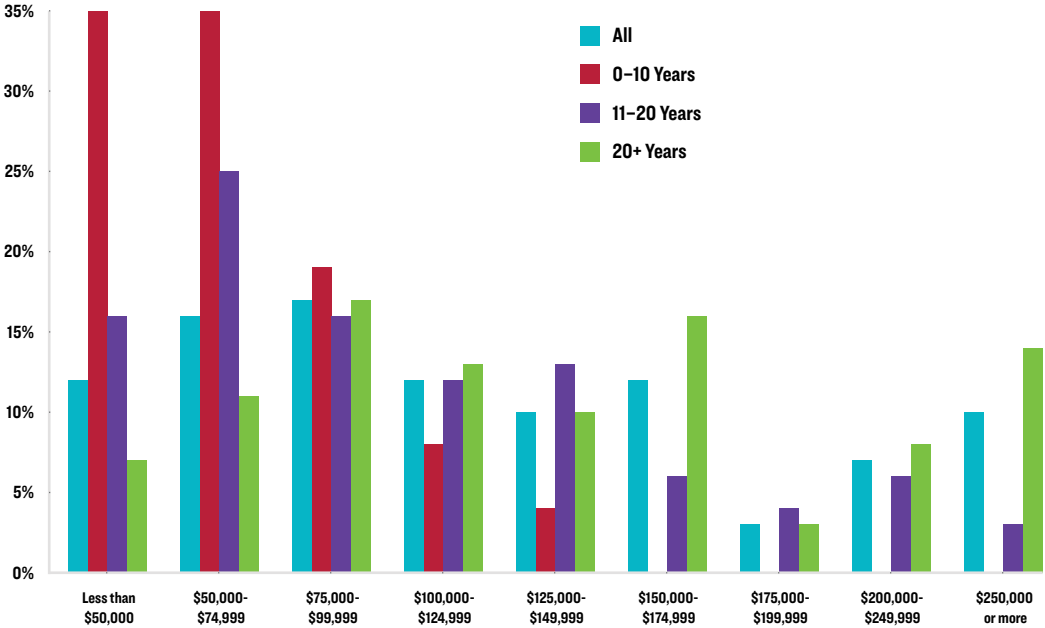
Larger Companies ➤ More Tsunami

Smaller companies = 1,000 employees or less. Larger companies > 1,000 employees.

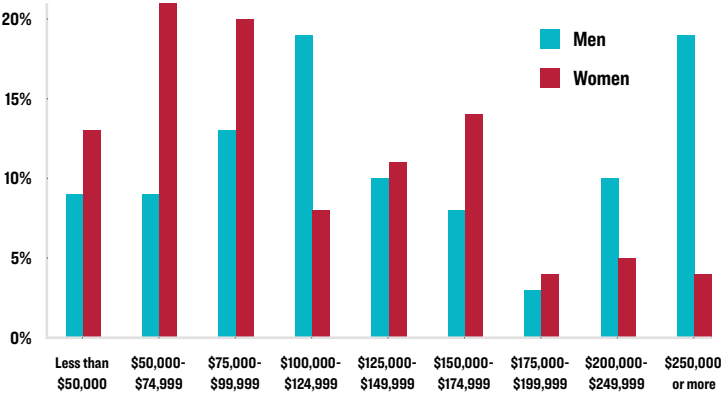


Respondents from larger companies were **three times** more likely than respondents from smaller companies to report that their companies experienced a "turnover tsunami"

OTHER KEY TAKEAWAYS



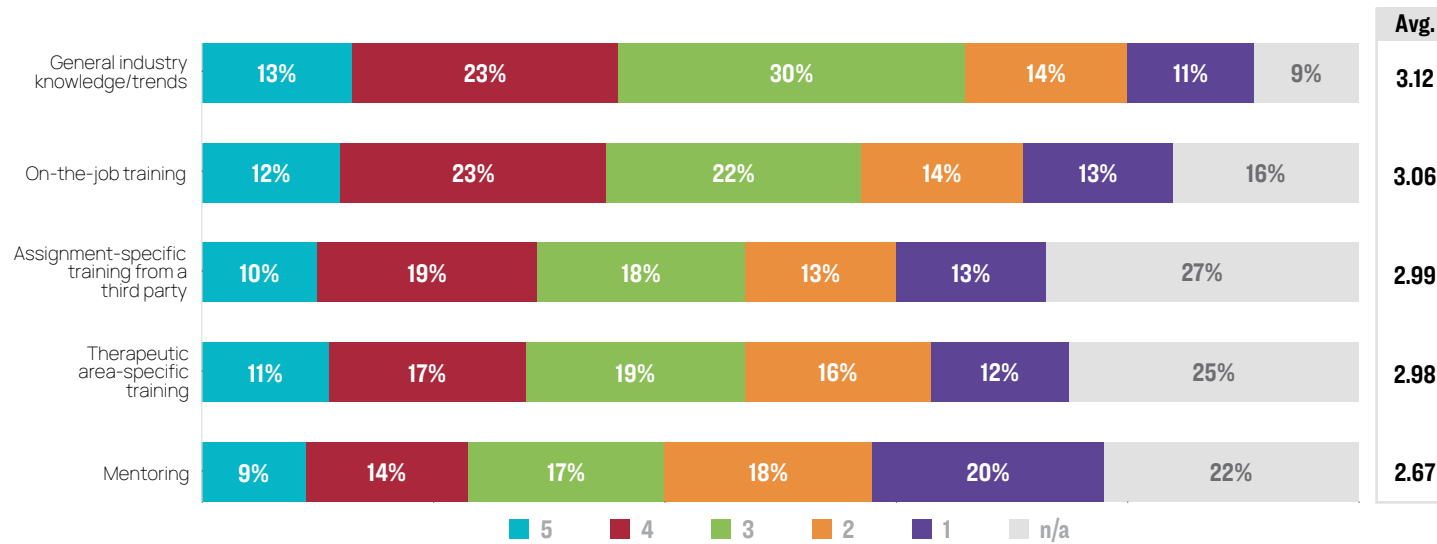
Annual Base Salary by Years of Experience in the Life Sciences Industry



Annual Base Salary by Gender in the Life Sciences Industry

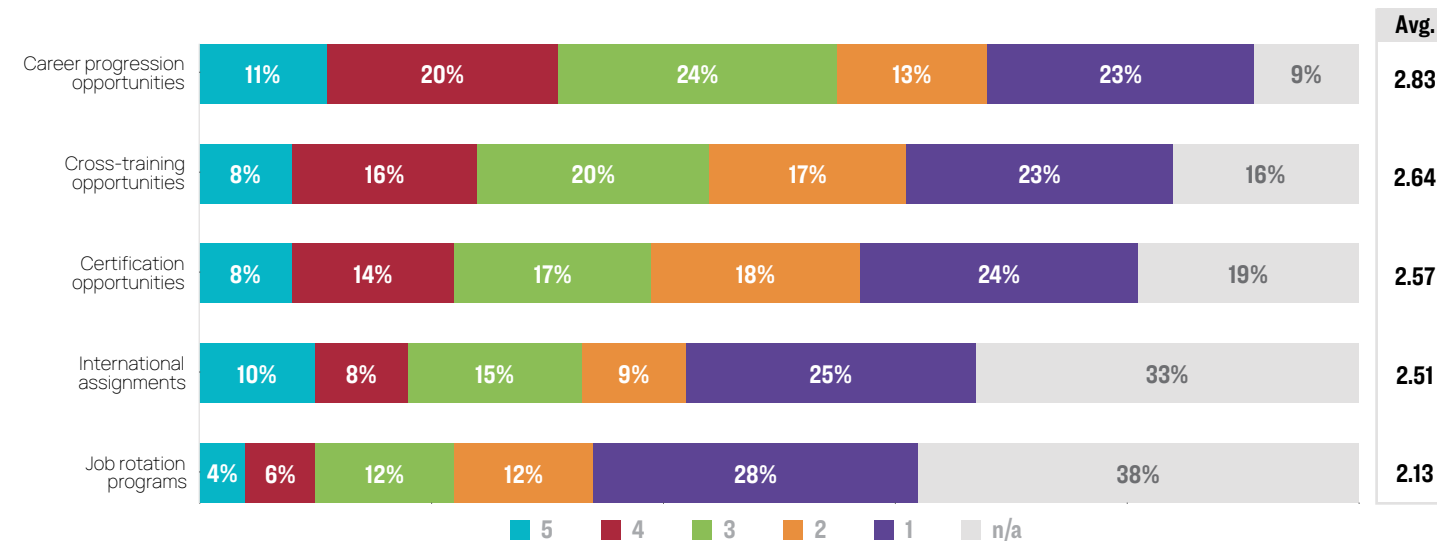
OTHER KEY TAKEAWAYS (CONT)

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.



Mentoring, with an average rating of 2.67, is the lowest rated area. These findings are consistent with those reported in our previous survey reports where the range of average satisfaction ratings are around 3.00 with mentoring receiving the lowest rating.

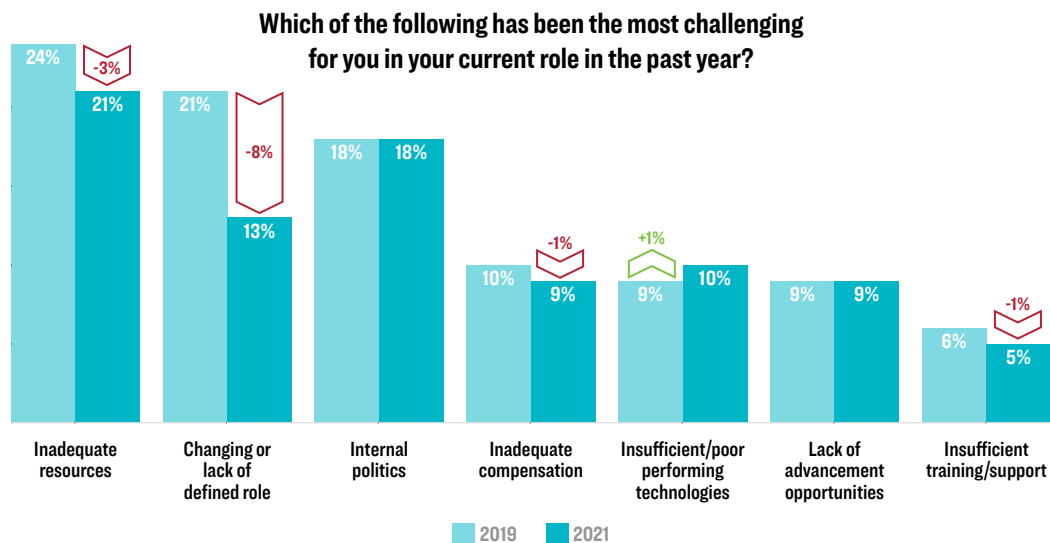
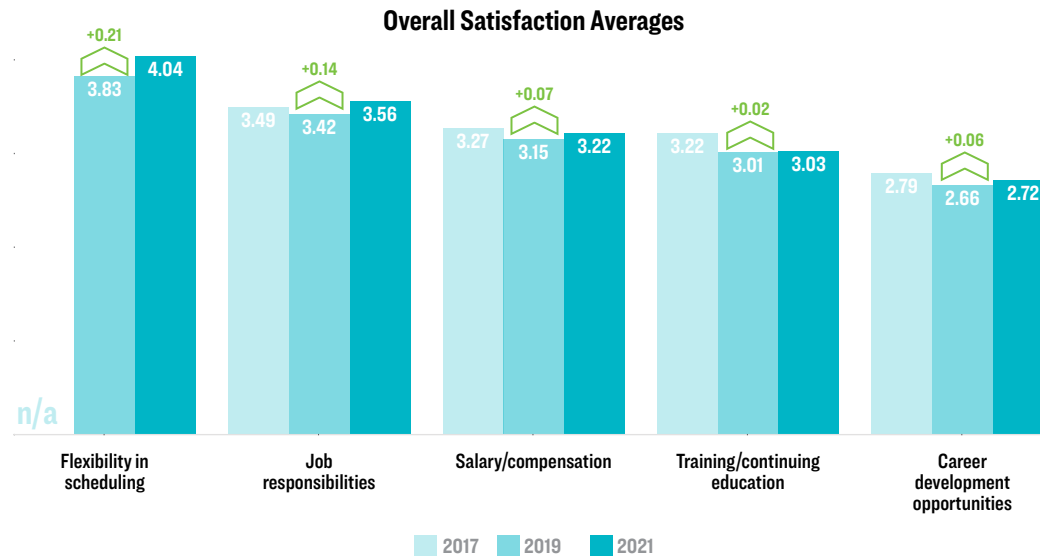
On a 1-5 scale (with 5 being the highest or best), please rate the extent to which your company makes available each of the following career development opportunities.



Job rotation programs, with an average rating of 2.13, is the lowest rated category. These findings are in line with the findings from previous survey reports where the average satisfaction ratings are below 3.00 with job rotation programs being by far the lowest rated.

OTHER KEY TAKEAWAYS (CONT)

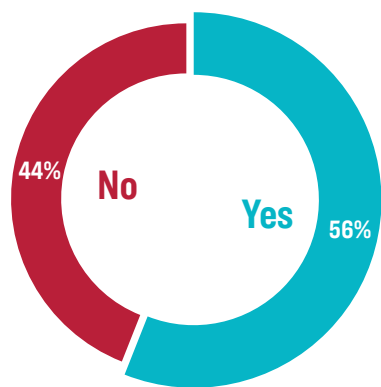
Survey participants are most satisfied with their workplace's flexibility in scheduling and least satisfied with the available career development opportunities. These findings are consistent with those from the 2019 salary survey report.



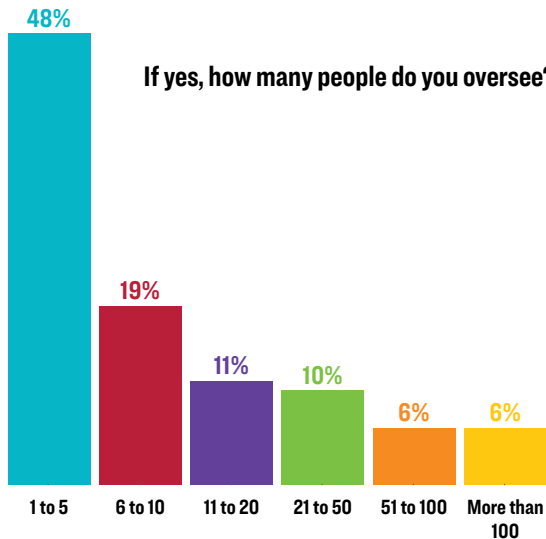
Inadequate resources was identified as the biggest challenge in both 2019 and 2021.

OTHER KEY TAKEAWAYS (CONT)

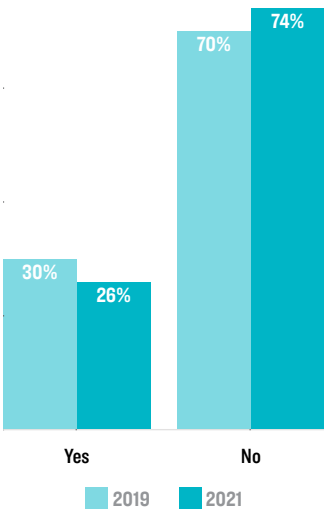
Do you serve in a management position?



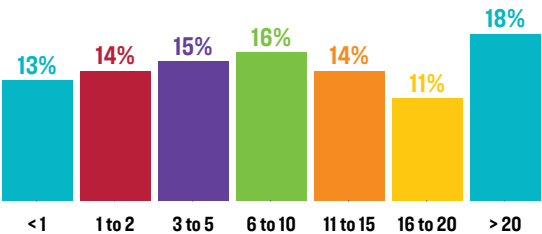
If yes, how many people do you oversee?



Has your company reduced its workforce in the past year?



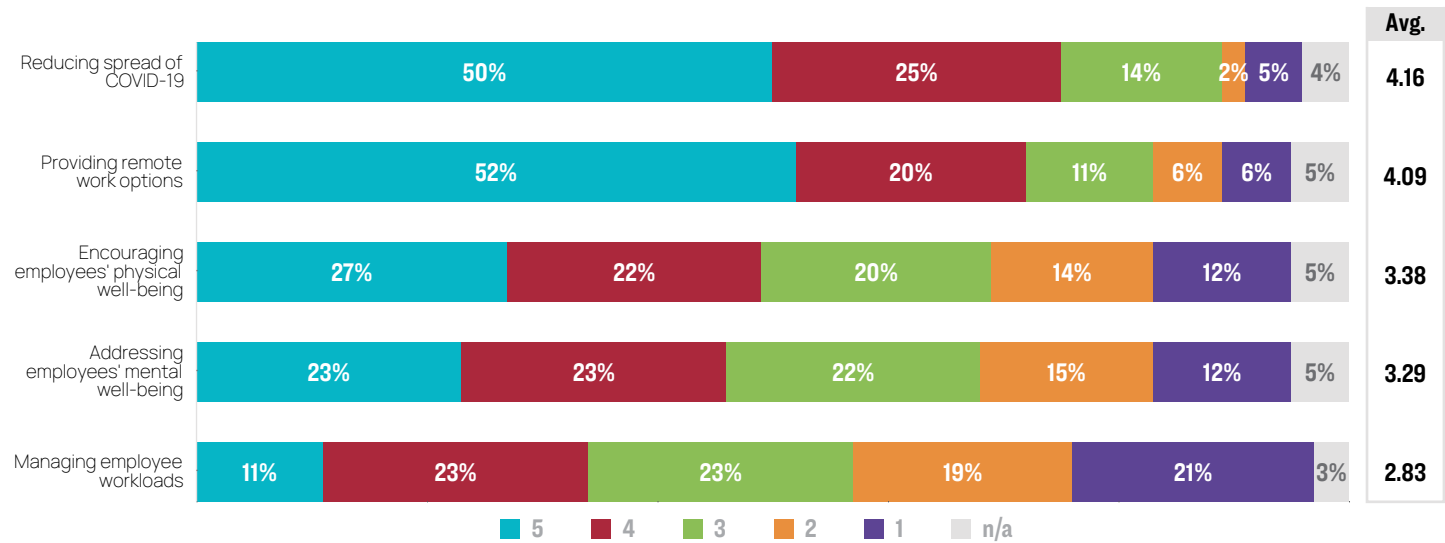
How many years have you worked for your current employer?



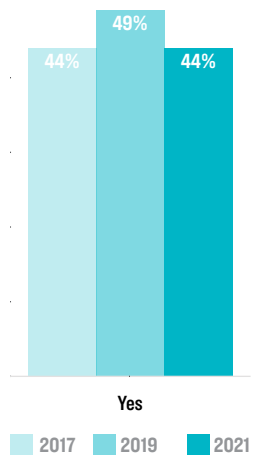
OTHER KEY TAKEAWAYS (CONT)

On a 1-5 scale (with 5 being the highest or best), please rate your company's performance for each of the following in dealing with COVID-19.

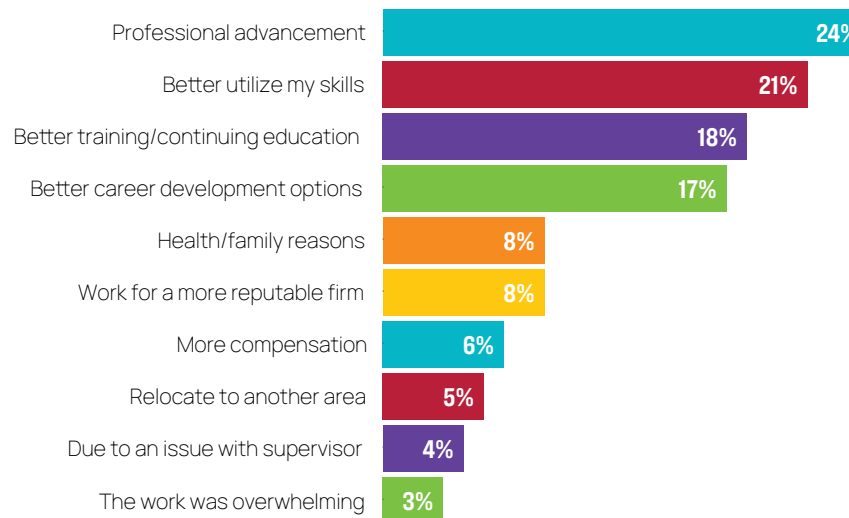
Respondents are generally satisfied with how their companies worked to reduce the spread of COVID and to provide remote work options. They are not satisfied with how employee workloads were managed.



Are you currently seeking to change jobs?



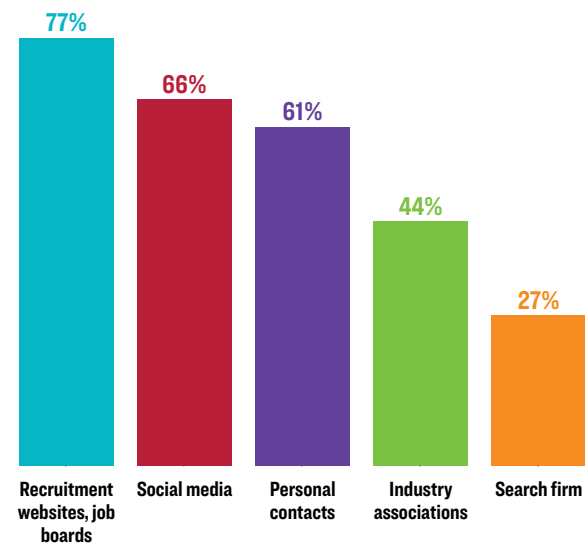
If yes, why? (Select all that apply.)



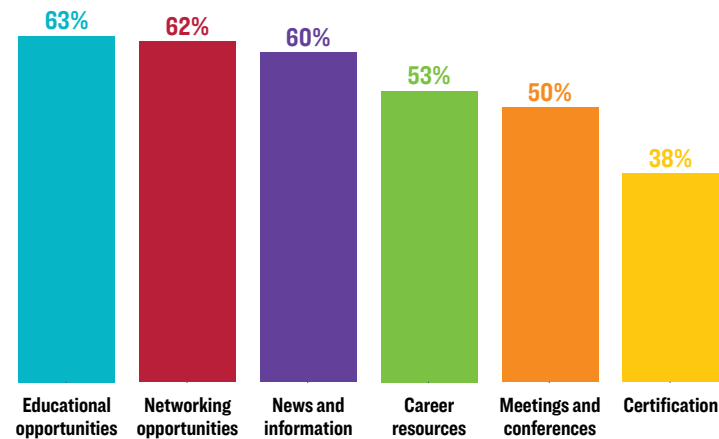
The main reasons why respondents seek to change jobs are professional advancement and better utilization of skills. While some seek more compensation, that reason is far down the list.

OTHER KEY TAKEAWAYS (CONT)

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



What prompted you to join an industry association?
(Select all that apply.)



SUMMARY



Lower Salaries > Higher Non-salary Compensation.

In the 2021 survey:

- > Larger company respondents had lower salaries, higher non-salary compensation
- > Europeans had lower salaries, higher non-salary compensation
- > Companies (and continents) appear to partially offset lower salaries with higher levels of supplemental income and non-cash compensation



Men Still Make More Money.

In the 2017 and 2019 surveys:

- > Men's salaries > Women's salaries
- > Men's non-salary compensation > Women's non-salary compensation
- > While gender bias norms in the life sciences that were apparent in 2017 continue in 2021, the gender differences in both salary and non-salary compensation have decreased slightly since 2017



Higher Salaries = Higher Satisfaction ... Usually.

In the 2021 survey:

- > Sponsor salaries > Service providers salaries > Academic institution salaries
- > Service provider job satisfaction > Sponsor job satisfaction > Academic institution job satisfaction



The “Turnover Tsunami” Happened ... Somewhat

In the 2021 survey:

- > Fifteen percent of respondents said their companies experienced a “full tsunami”
- > “Full tsunami” impact: Service providers > Sponsors > Academic institutions
- > The “turnover tsunami” hit some parts of the industry harder than others; service providers were twice as likely to get hit compared to sponsors



Widespread Dissatisfaction

In the 2017, 2019, and 2021 surveys:

- > Almost one-half of the respondents were seeking to change jobs, with the main reason to seek better career development options
- > In the 2021 survey, when ranking five distinct aspects of career development 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 2.83 to a low of 2.13



Opportunity

In a highly competitive and (at times) high-stress industry, there will always be a substantial turnover. In addition to offering/increasing higher compensation, companies can improve recruiting and retention by **providing better career development opportunities.**



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