

Life Sciences Industry
**Employee Engagement
Report 2018**



United States of America

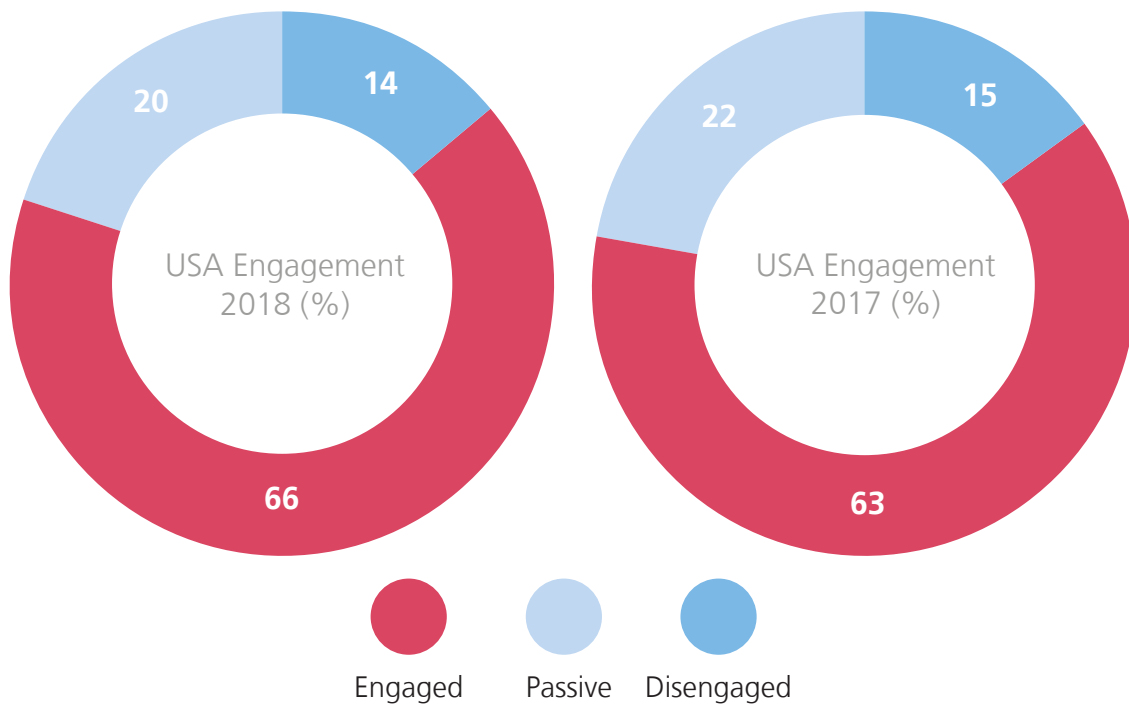
The USA life science industry is currently the best in the world, employing over 1 million workers across pharmaceutical, biotechnology, medical device and health technology sectors, and many more millions indirectly. Life science companies in the USA are thriving during today's technological revolution due to generous government and venture capital funding, R&D incentives and a high concentration of highly skilled professionals.

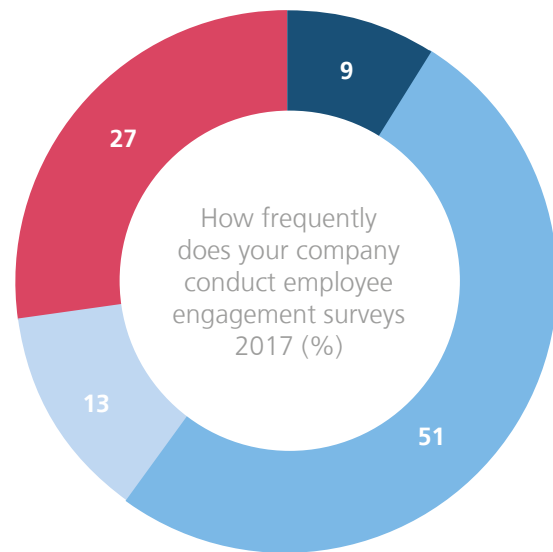
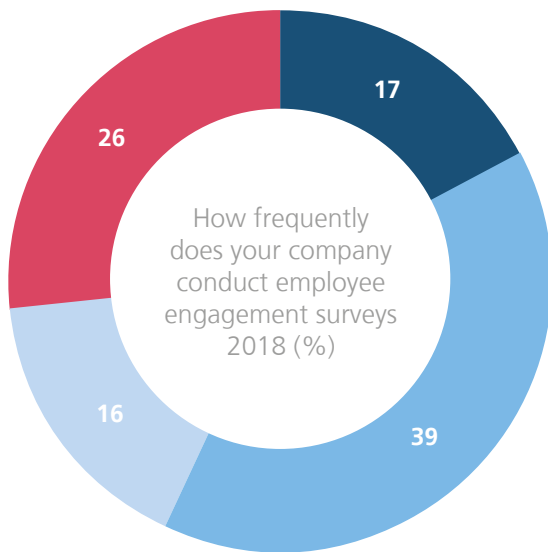
These life science companies must, therefore, be able to attract and retain skilled employees to sustain a high level of innovation. As many are realising, investing in employee engagement is the best way to foster an emotional commitment towards a company's values and goals. The end result is happy employees who are more focused, motivated and productive.

ProClinical's annual Employment Engagement reports aims to provide life science companies with the most-up-to-date data on the feelings and motivations of their employees to act as a benchmark with competitors and assist with their engagement strategy, with the key metrics being engagement, commitment and advocacy.

Engagement in the USA has increased from 63% to 67% since 2017, and commitment and advocacy are also on the rise, with commitment levels rising to 50% and advocacy levels at 64%. Notably, the number of employees undergoing employee engagement surveys more than once a year increased from 9% to 17%, and fewer employees reported that they were never surveyed at all by their company.

Among the most interesting finds in the 2018 engagement report was that CRO & CMO employees were the most engaged of all the types of life science companies (67%), with employees at pharma companies having the lowest levels of engagement (60%). Also, perm employees were more engaged (69%) than contract employees (65%) and there was also some disparity in engagement levels of management and non-management employees, with senior and middle management reporting higher engagement than non-management.





Never



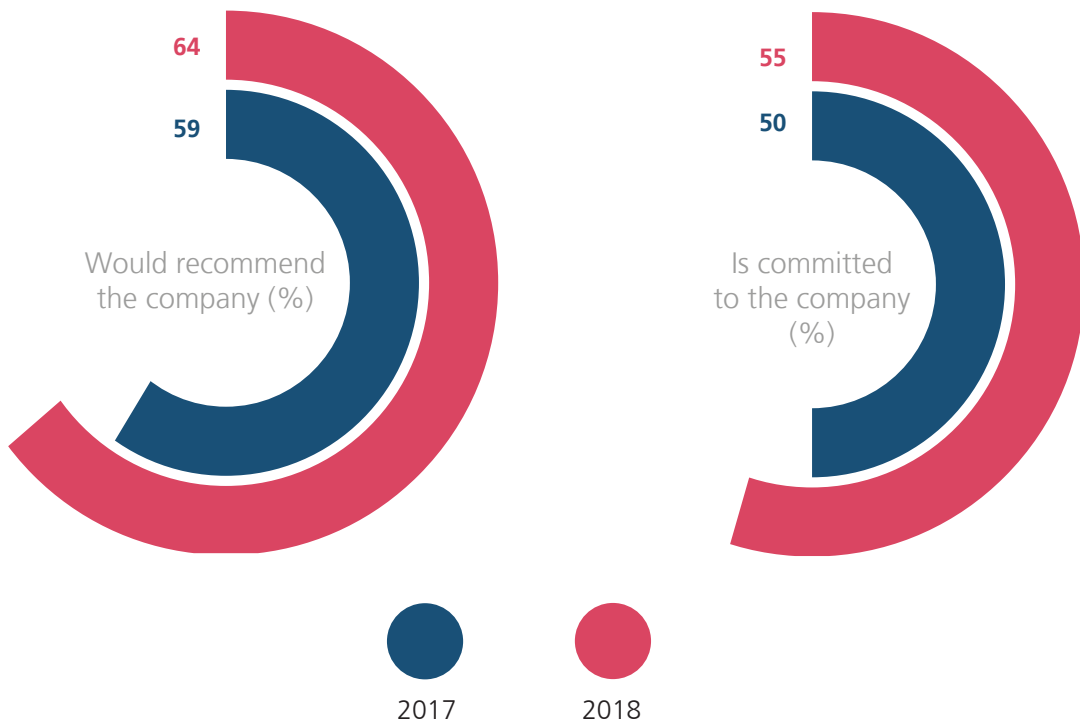
Less than
once a year



Once a year



More than
once a year

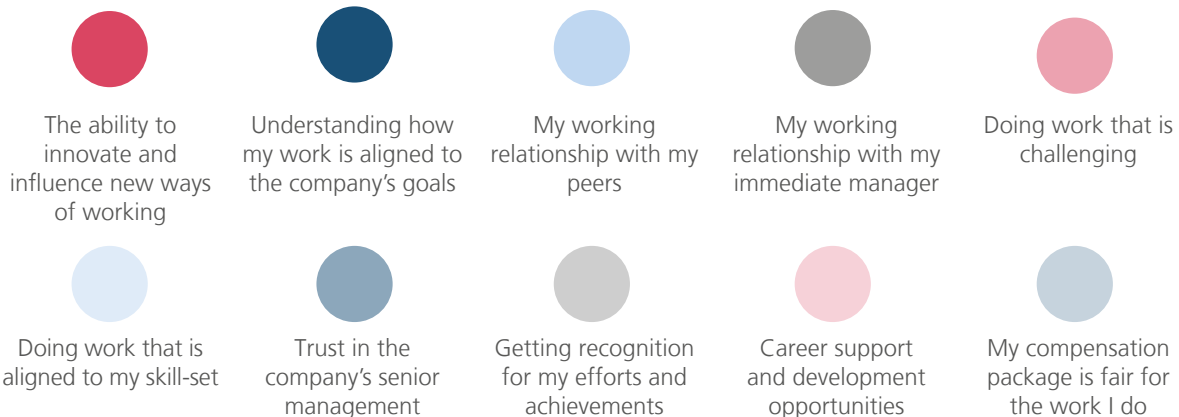


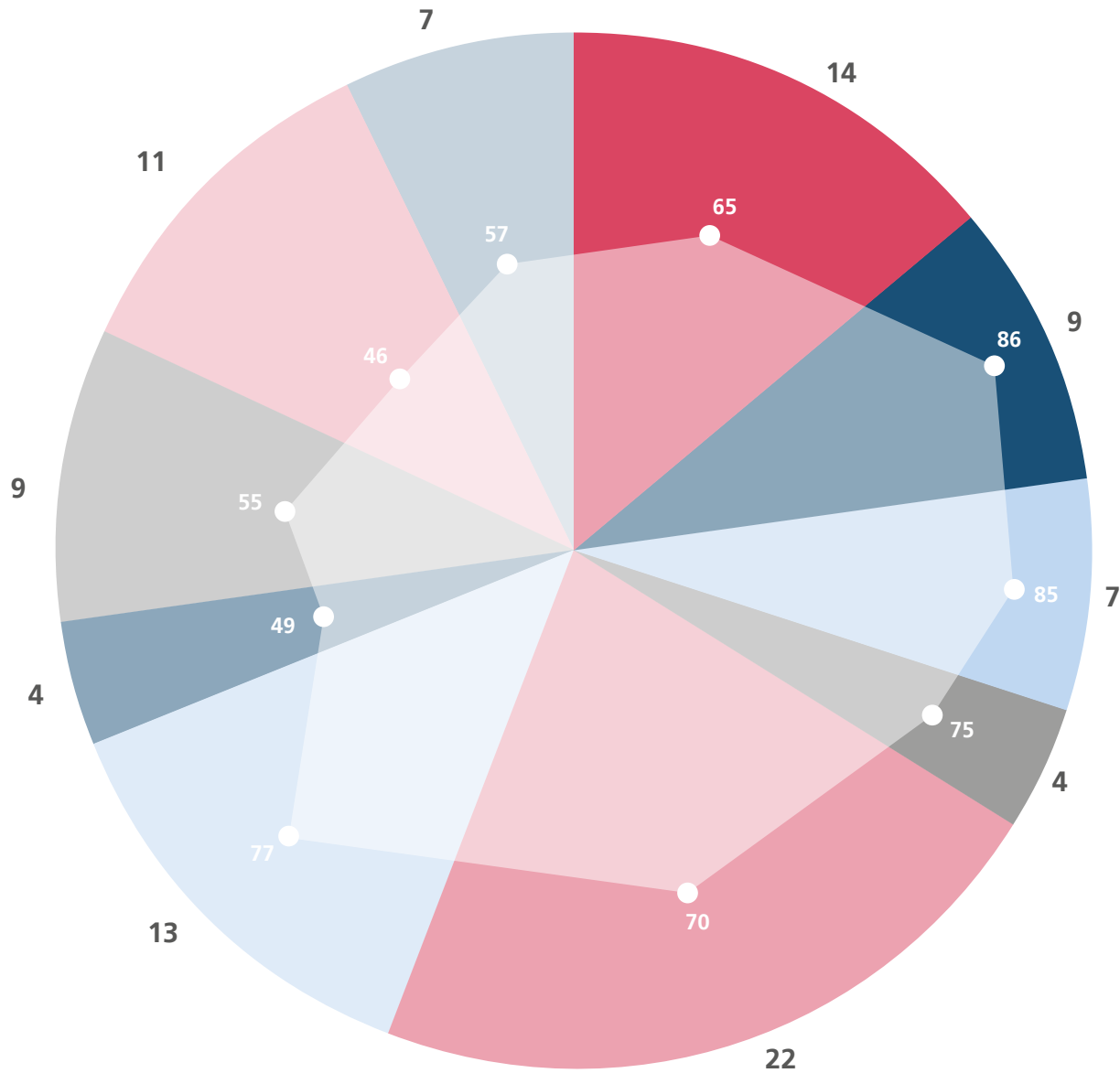
Respondents were asked which factors most influence their level of engagement compared with what they actually experience at their current company. The below pie chart maps the biggest influencers and to what extent life science companies in the USA are delivering.

According to the report's findings, life science companies in the USA perform well in a number of areas. For instance, companies were rated highly on motivators such as good relationships within the workplace, having work relevant to their skill set and doing challenging work. The highest percentage went to the employees' understanding of how their role was aligned to the company's goals, showing they feel relatively well connected to the business.

The top influence on engagement was having challenging work (22%) which was matched with a respectable 70% of employees who were satisfied with this at their company. The second biggest influencer was having the ability to innovate and influence (14%) and was met with a 65% approval rate from employees. Companies also scored highly when respondents were asked if their work was aligned to their skill set (77%) showing that most employees have a strong sense of purpose.

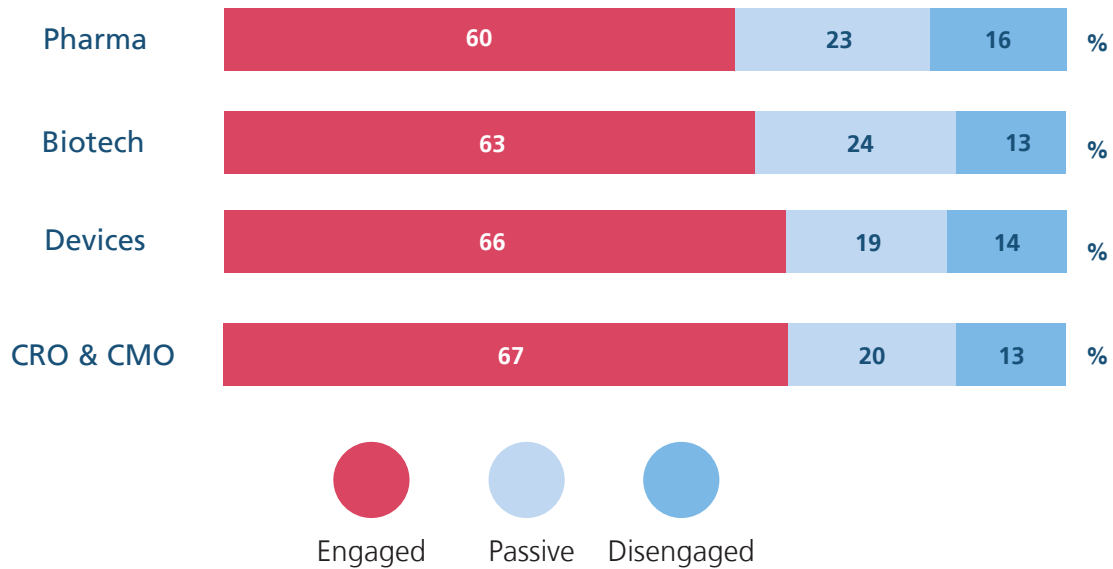
However, the responses highlighted some potential areas of improvement for life science companies. On the whole, they were good at giving their employees recognition for their efforts and achievements (57%) which was one of the top 5 motivators, although there is certainly opportunity here to make employees feel more valued. Also, career support and development opportunities were reported as a relatively significant influencer (11%) yet only 46% of employees said that they received adequate opportunities at their current company.





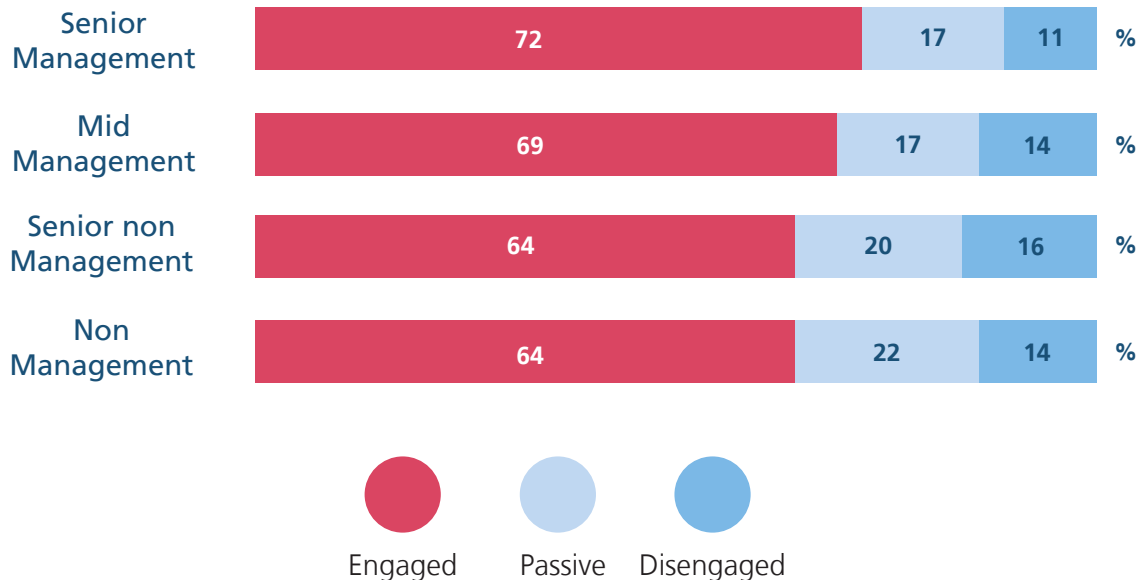
Pie: Has the biggest influence on engagement (%)

Radar: Employees get this from their current company (%)

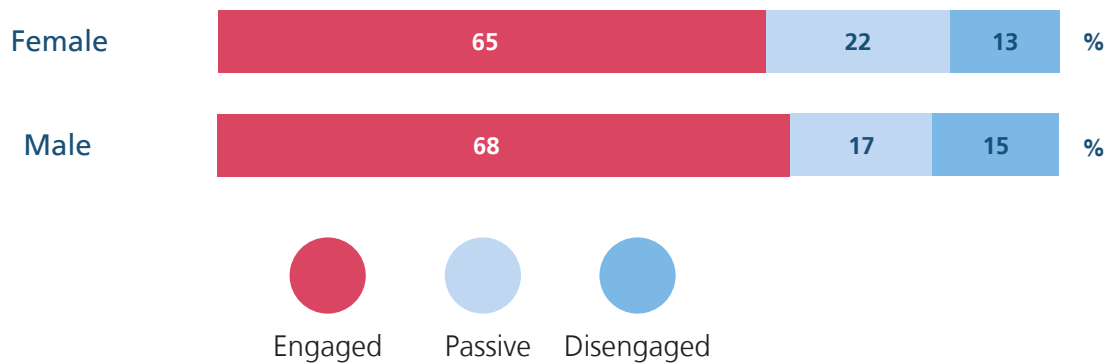


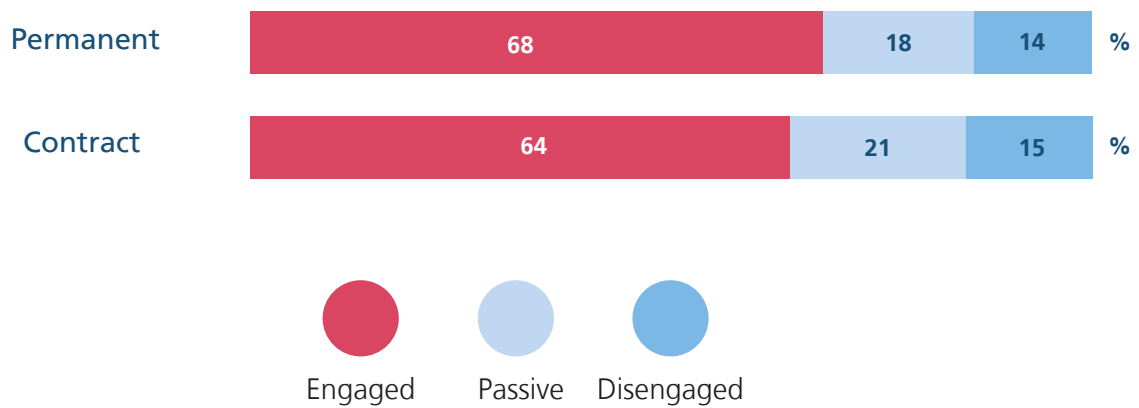
Pharma	Biotech	Devices & Med Tech	CRO & CMO
Doing challenging work (23%)	Doing challenging work (16%)	Doing challenging work (29%)	Work aligned to skill set & Career support and opportunities (both 24%)
Work's alignment to company goals (20%)	Work aligned to skill set / Career support & opportunities (both 14%)	Work aligned to skill set (13%)	
Work aligned to skill set (11%)		Fair compensation package (11%)	Doing challenging work / Able to influence & innovate (14%)

Senior Management	Mid Management	Senior non - Mgmt.	Non Management
Able to influence and innovate (28%)	Challenge (24%)	Challenge (27%)	Career (17%)
Doing challenging work (23%)	Work aligned to company goals (14%)	Innovate & influence (12%)	Work aligned to skill set (16%)
Relationship with peers / recognition (both 12%)	Work aligned to skill set (11%)	Work aligned to skill set and career support (11%)	Challenge (15%)



Top Motivations for Females	Top Motivations for Males
Doing challenging work (21%)	Doing challenging work (21%)
Career support / Work aligned to skill set (both 12%)	Able to influence & innovate (15%)
	Work aligned to skill set (12%)





Top Motivations for Permanent Employees	Top Motivations for Contract Employees
Doing challenging work (22%)	Doing challenging work (24%)
Able to influence and innovate (12%)	Doing work that is aligned to skill set (22%)
Doing work that is aligned to skill set (11%)	Able to influence and innovate (18%)

The 2018 employee engagement statistics suggest that engagement, commitment and advocacy are on the rise for life science companies in the USA. The increase could be a result of life science companies increasing the frequency of engagement surveys since 2017, which is likely due to the growing recognition that engagement can impact business objectives. Investing in employee engagement strategies has been proven to increase productivity, improve staff retention and create brand advocates within the workforce which all significantly contribute to a company's success.

However, the report has highlighted several noteworthy trends and areas of improvement that companies should be aware of. For example, the disparity between female and male engagement levels must be addressed, perhaps by focusing on what motivates women most and developing targeted strategies. Statistics suggest that fostering a more accessible environment that allows women to challenge themselves and innovate could be the key to strengthening their connection to a company.

Another significant trend was career and development, which was one of the top 5 influencers but received the lowest score in terms of what employees across all industries are currently receiving from their employers. Notably, female employees and biotech employees - who were among the least engaged - were the only groups to list career development as a top 3 influence on engagement. Therefore, could installing better learning and development programmes be the trick for hiking up engagement levels for these employees, and most likely, for other employees in general? The report certainly suggests so.

The key conclusion drawn from the engagement report is that life companies in the USA are, to a reasonable degree, fulfilling the wants and needs of their employees, but the report's findings have certainly provided direction for life science companies looking to better engage and retain their staff.

ProClinical conducted a global online survey to benchmark the engagement index for the life science industry and measure key drivers of engagement, commitment and advocacy among employees. 1,791 people from 64 countries completed the survey. All respondents stated that they were employed by a company in the life sciences industry. This particular report relates to the findings from respondents working within the USA of which there were 309 respondents.

The employee engagement index is determined by the mean average of positive response to the following questions:

- I understand how my work impacts the organization's business goals.
- My co-workers and I have a good working relationship.
- My immediate manager and I have a good working relationship.
- I find my job challenging.
- I feel that I am able to use my main skill set in performing my role.
- Senior management and employees trust each other.
- I feel that my efforts and achievements at work are recognized.
- I feel that my ideas and contributions are listened to.
- I am satisfied with my opportunities for professional growth.
- My salary is fair for the work that I do.
- I am inspired to meet my goals at work.
- I see myself still working for my current organization in a year from now.
- I would recommend my organization as a place to work.

Survey results and percentages on particular questions could be slightly above or below 100% due to rounding.

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