

Life Sciences Industry
**Employee Engagement
Report 2018**



United Kingdom

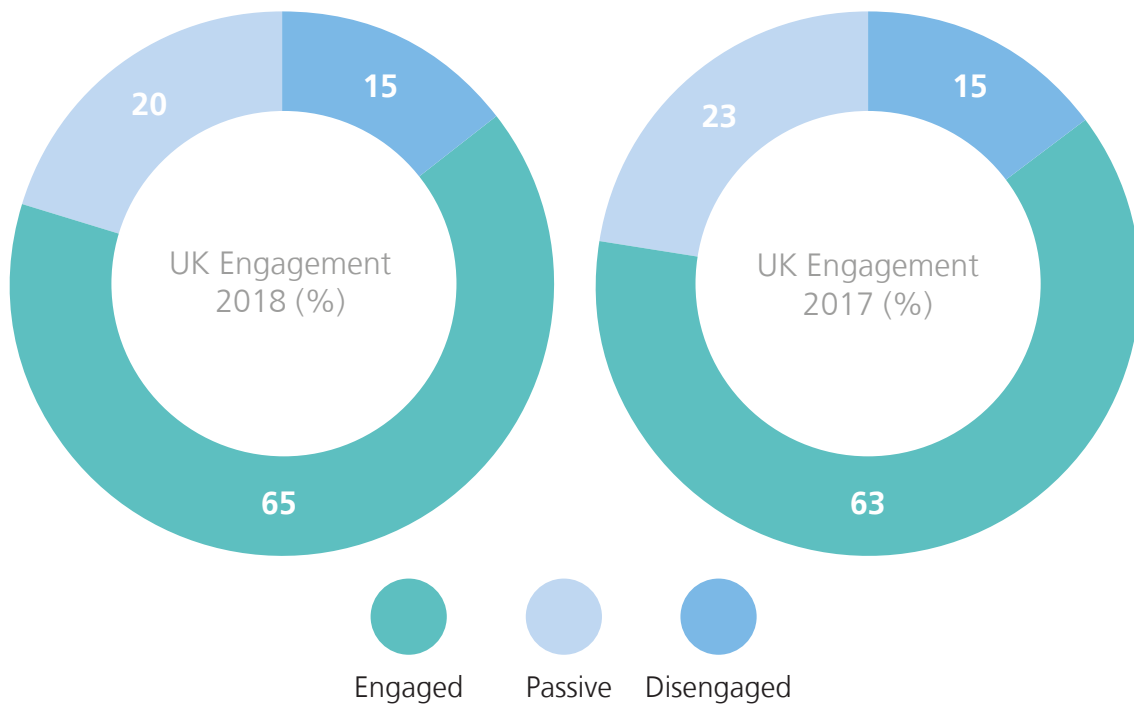
The UK is a thriving life science hub, home to around 5,000 life science companies that provide over 233,000 jobs across the pharma, biotech, medical devices and CRO industries. Life science employees enjoy world-leading innovation as the UK is positioned to lead in new therapeutic approaches to treating disease.

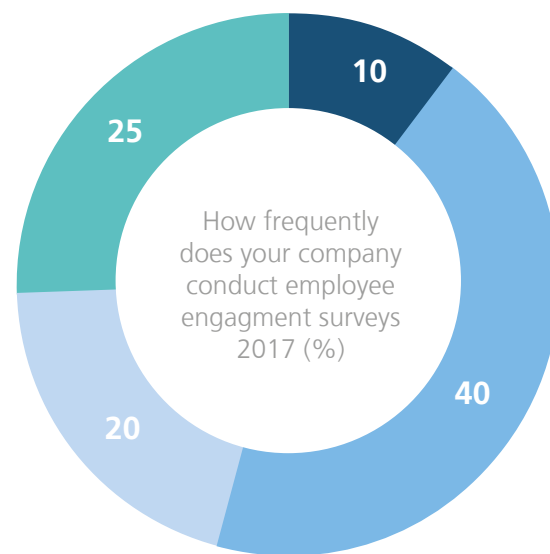
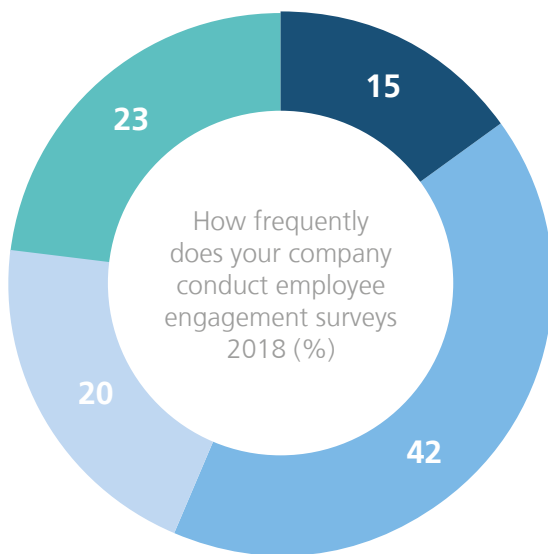
To continue innovating, UK life science companies must be able to attract and retain a highly skilled workforce, much of which comes down to the management of employee engagement. Employee engagement goes beyond satisfied workers and aims to foster an emotional commitment towards a company's values and goals. The end result is happy employees who are more focused, motivated and productive.

ProClinical's annual Employment Engagement reports aim to provide life science companies with the most-up-to-date data on what it takes to retain life science employees. The key metrics used to measure performance are engagement, commitment and advocacy.

Since 2017, employee engagement has increased from 63% to 65% across the UK life science industry. Similarly, commitment and advocacy are on the rise as commitment levels increased from 44% to 50%, and advocacy from 59% to 63%. Also, employees reported that they were being surveyed more frequently, as those surveyed more than once a year rose from 10% to 15%.

Employees working for CROs, CMOs and pharma companies showed higher levels of engagement than those in medical devices and biotechnology. Also, permanent employees were marginally more engaged than contractors. Senior management and senior non-management were noticeably more engaged (70% and 72%) than middle management and non-management (62% and 61%). With that in mind, life science companies should be aware of trends in employees' top 3 influences on engagement: the ability to influence & innovate (19%), having challenging work (17%), and receiving recognition (17%).





Never



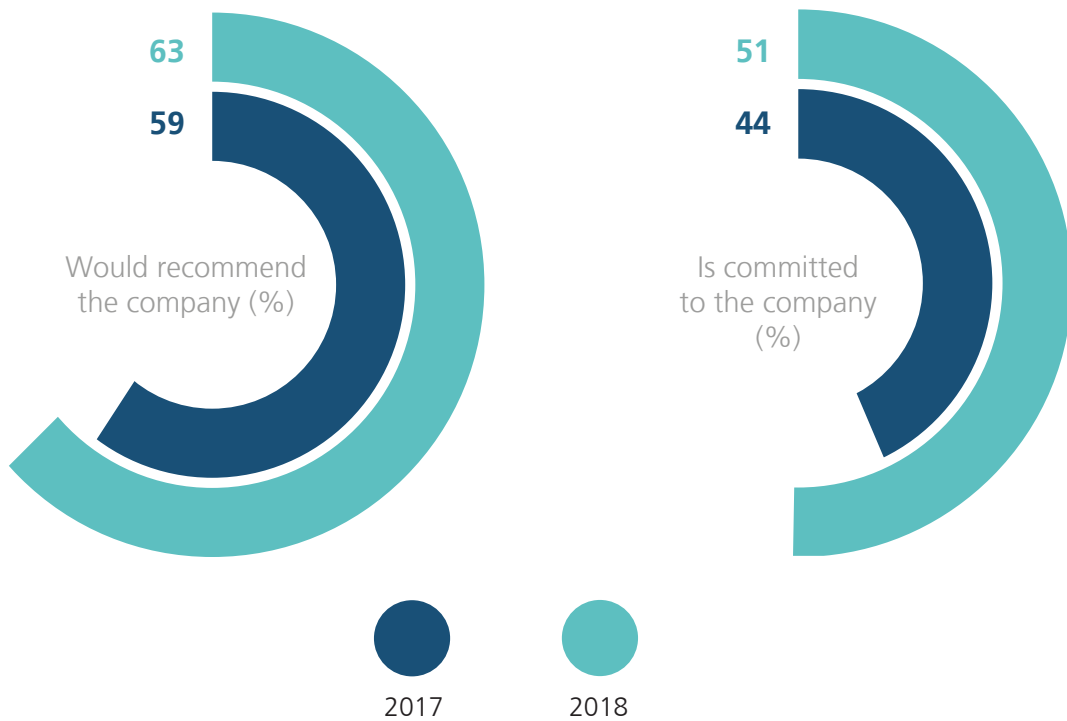
Less than once a year



Once a year



More than once a year

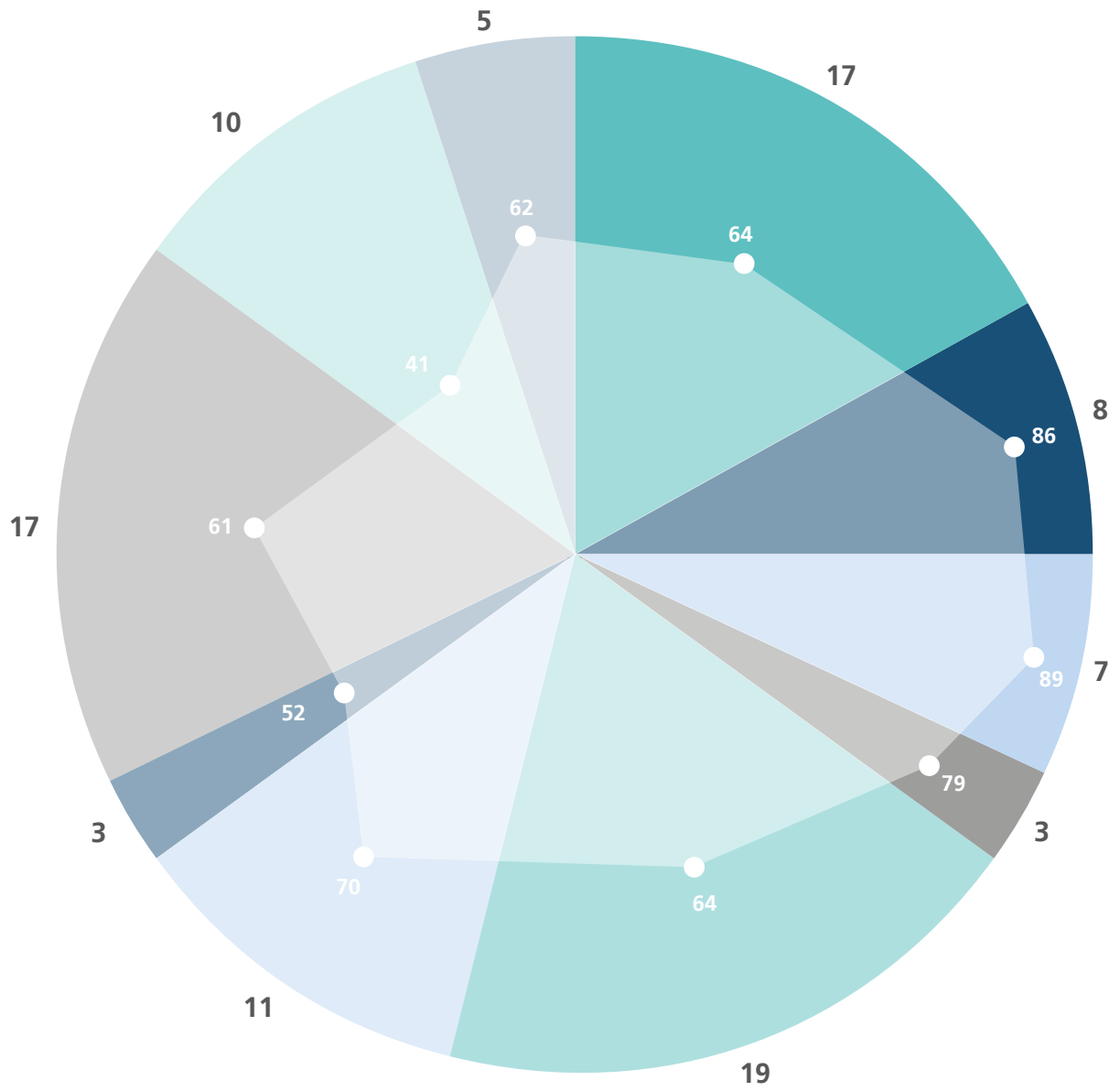


Respondents were asked which factors most influence their level of engagement and what they actually experience at their current company. The below pie chart maps the biggest influencers and to what extent life science companies are delivering.

We can see from the chart that life science companies in the UK excelled in certain areas such as quality of relationships, challenging work and encouraging innovation. Some of the highest percentages of what employees receive currently from their companies were related to high quality relationships at work; with 89% having a good working relationship with their peers, and 79% having a good working relationship with their immediate manager. One of the biggest influencers on engagement was having challenging work (19%) and was matched with a respectable 64% of respondents who felt they got this from their company. Life science companies were also, on the whole, good at giving their employees recognition for their efforts and achievements (61%) which was the second biggest influencer on engagement (17%).

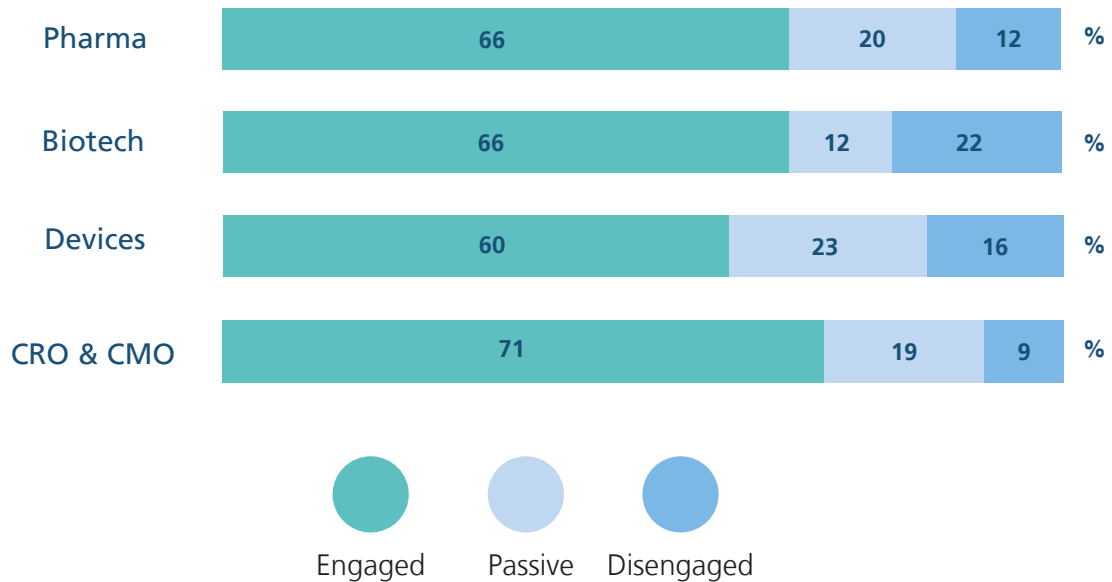
However, the responses highlighted some potential areas of improvement for UK life science companies. For example, career support and development opportunities were reported as a relatively significant influencer (10%) yet only 41% of employees said that they received adequate opportunities at their current company. Similarly, although trust in senior management wasn't listed as a major influence (3%), only 52% felt that they believed in their company's decision makers.





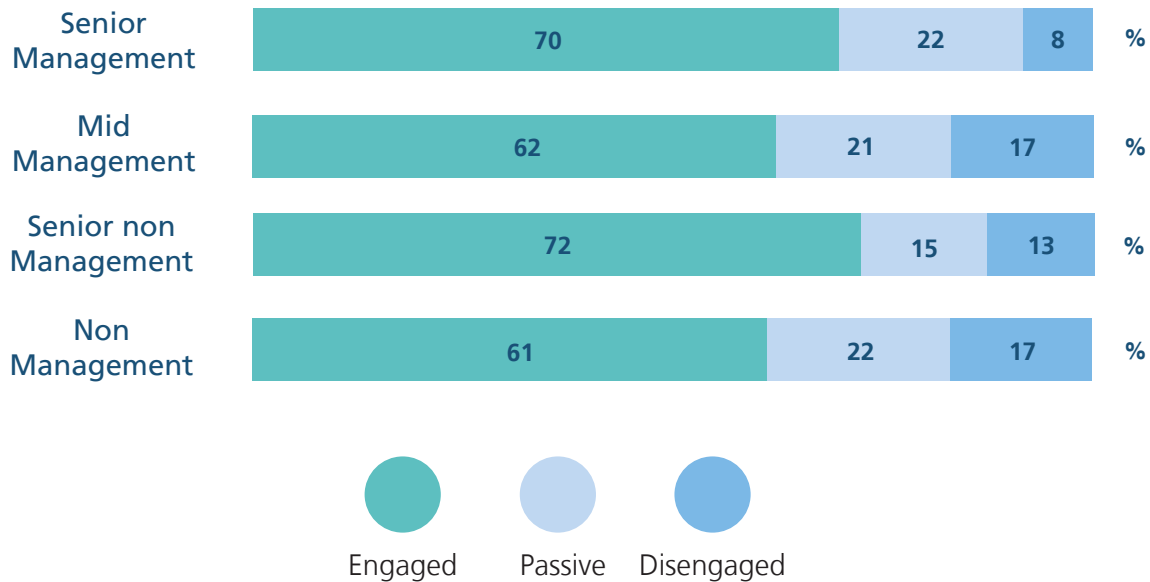
Pie: Has the biggest influence on engagement (%)

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

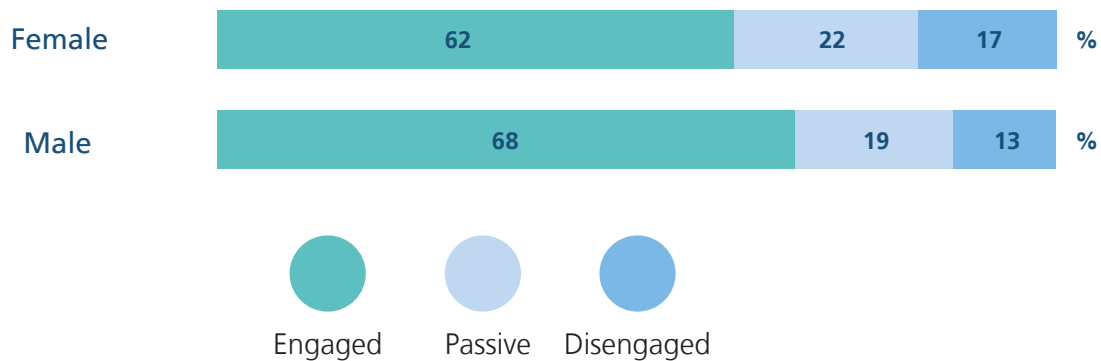


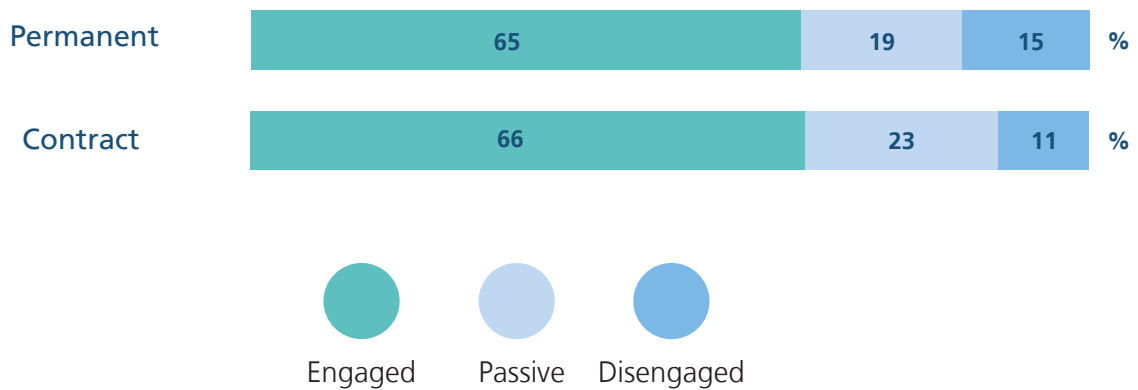
Pharma	Biotech	Devices & Med Tech	CRO & CMO
Able to influence & innovate (21%)	Able to influence & innovate / Receiving recognition / Work aligned to skillset / Doing challenging work / Understanding company goals (15%)	Doing challenging work (23%)	Receiving recognition (25%)
Receiving recognition (17%)		Understanding company goals (20%)	Doing challenging work (23%)
Doing challenging work (17%)		Work aligned to skillset (11%)	Able to influence & innovate (19%)

Senior Management	Mid Management	Senior non - Mgmt.	Non Management
Doing challenging work (18%)	Recognition (21%)	Innovate (20%)	Challenge (21%)
Receiving recognition (18%)	Innovate (18%)	Recognition (18%)	Career (18%)
Able to influence & innovate (14%)	Challenge (18%)	Work aligned to skillset (15%)	Recognition (15%)



Top Motivations for Females	Top Motivations for Males
Receiving recognition (18%)	Doing challenging work (21%)
Doing challenging work (16%)	Able to influence & innovate (17%)
Able to influence & innovate (15%)	Receiving recognition (14%)





Top Motivations for Permanent Employees	Top Motivations for Contract Employees
Doing challenging work (18%)	Able to influence & innovate (22%)
Receiving recognition (18%)	Doing challenging work (21%)
Able to influence & innovate (14%)	Doing work that is aligned to skillset / Receiving recognition (14%)

As the 2018 employee engagement statistics suggest, engagement, commitment and advocacy is on the rise among employees working for life science companies in the UK. The increase could be a result of life science companies increasing the frequency of engagement surveys since 2017, but it is most likely because employers are recognising the impact engagement has on 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 did highlight that there is still much room for improvement. For example, when respondents were asked about how their key motivators compared with their actual experience at their current workplace, life science companies in the UK performed reasonably well. However, their top three motivators did not receive the highest scores of satisfaction, suggesting that engagement strategies still need work. Most of all, there needs to be more focus on providing better career support and development opportunities for staff, which remains a principle differential year on year. Indeed, this was demonstrated by higher levels of engagement among senior management and senior non-management employees, and junior non-management reporting the lowest levels.

Another interesting finding from the report was that women are generally less engaged than men. Statistics showed that women in the UK are mostly motivated by receiving recognition, challenging work and being able to influence and innovate. This proves the importance of giving both male and female employees a space in which to challenge themselves and innovate, which could avoid frustration and help companies realise employees' full potential.

ProClinical conducted an 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 UK, of which there were 383 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 coworkers 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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