

2024

US PCS: Compensation and Benefits Survey

Survey Report



welcome to brighter

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Overview

1. About the Survey

Mercer is pleased to present the 2024 United States Pharmacy Compensation Survey (PCS). As shown in the following table, this year 307 organizations submitted data for the survey.

2024 United States Pharmacy Compensation Survey Profile	
Number of participating organizations submitting data to the survey	307
Number of incumbents represented in the survey results	397,368
Number of Positions Surveyed	230
Data Effective Date	01 April 2024

1.1. If You Have Questions

If you have questions regarding the survey or the report, call us or e-mail us at:

800 333 3070 Mercer’s customer services line

surveys@mercer.com

1.2. Resources

We’re making it easy to access learning and information resources - anything you may need or want to know while working with Mercer surveys. Whatever your goal is - be it to understand how to create a report in [Mercer WIN®](#), upload a file in [Mercer Data Connector](#) or learn why survey participation matters - [Mercer Resources Center](#) provides the knowledge you can rely on! Available 24/7 in English, French, Spanish, Portuguese and Chinese.



1.3. Mercer Skills-Edge Suite

Mercer Skills-Edge Suite is an integrated service offering of consulting, technology and data that gives you the information and insight you need to advance skills-based talent and pay practices across your company.



Skills Library

A skills taxonomy based on market data, curated by Mercer and mapped to the Mercer Job Library.



Skills Pricer

This self-service web application reports which skills influence the pay of a selected job.

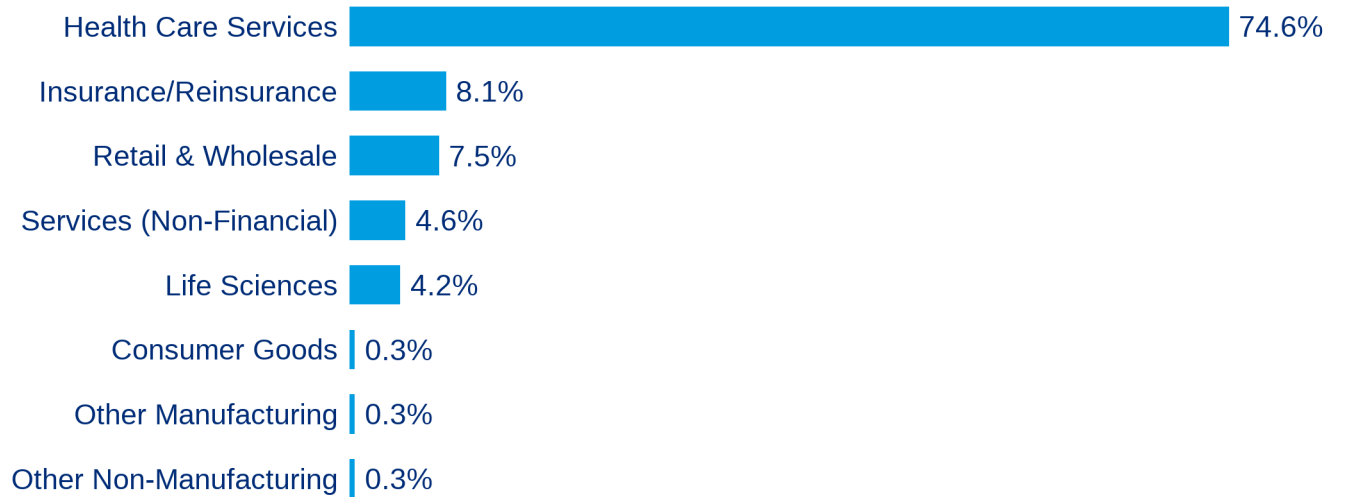


Skills Pay Planner

An AI-driven tool designed to arm organizations with intelligent pay at the employee level.

2. Participant Profile

Primary Industry - Survey participants are categorized by super sector and sector types. As shown below, 74.6% of the organizations are from Health Care Services super sector.



Based on responses from 307 organizations
Note: The total does not equal 100% due to rounding.

Primary Industry - Super Sector	Primary Industry - Sector	Percentage of Organizations
Health Care Services	Health Care Providers & Services	100.0%

Based on responses from 229 organizations

Primary Industry - Super Sector	Primary Industry - Sector	Percentage of Organizations
Insurance/Reinsurance	Health & Medical Insurance	100.0%

Based on responses from 25 organizations

Primary Industry - Super Sector	Primary Industry - Sector	Percentage of Organizations
Retail & Wholesale	Grocery, Pharmacy & General Merchandise Retail	73.9%
	Wholesale Distribution	21.7%
	Specialty Retail	4.3%

Based on responses from 23 organizations
Note: The total does not equal 100% due to rounding.

Primary Industry - Super Sector	Primary Industry - Sector	Percentage of Organizations
Services (Non-Financial)	Government/Public Administration & Other Civic, Social Political or Religious Organizations	50.0%
	Education	42.9%
	Services Combination or Other	7.1%

Based on responses from 14 organizations

Primary Industry - Super Sector	Primary Industry - Sector	Percentage of Organizations
Life Sciences	Pharmaceutical	30.8%
	Contract Organizations (Life Sciences)	23.1%
	Medical Devices & Equipment	23.1%
	Life Sciences Combination	15.4%
	Biotechnology	7.7%

Based on responses from 13 organizations

Note: The total does not equal 100% due to rounding.

Primary Industry - Super Sector	Primary Industry - Sector	Percentage of Organizations
Consumer Goods	Food	100.0%

Based on response from 1 organization

Primary Industry - Super Sector	Primary Industry - Sector	Percentage of Organizations
Other Manufacturing	Other Manufacturing	100.0%

Based on response from 1 organization

Primary Industry - Super Sector	Primary Industry - Sector	Percentage of Organizations
Other Non-Manufacturing	Other Non-Manufacturing Combination	100.0%

Based on response from 1 organization

Organization Type – As shown in the chart below, 52.8% of survey participants are parents/corporates.

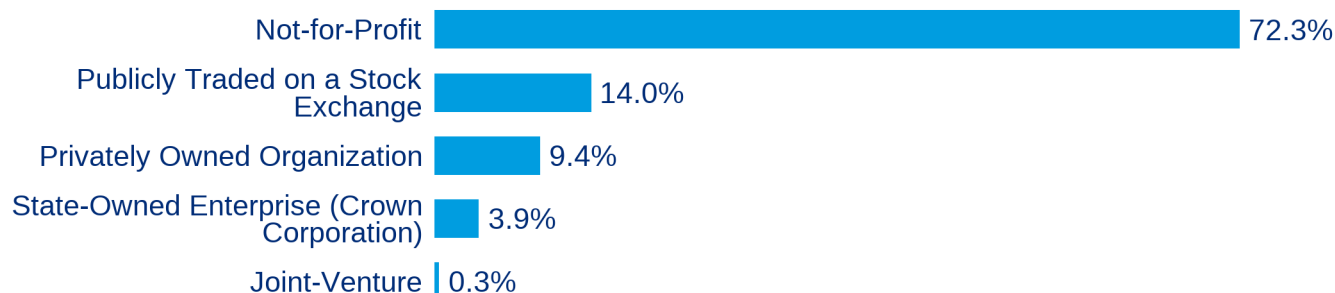


Based on responses from 307 organizations

Note: The total does not equal 100% due to rounding.

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Parent Organization Ownership – As shown in the chart below, 72.3% of survey participants are not-for-profit.



Based on responses from 307 organizations

Note: The total does not equal 100% due to rounding.

Stock Exchange Location – As shown in the chart below, 93% of survey participants are listed on the Stock Exchange in the United States.



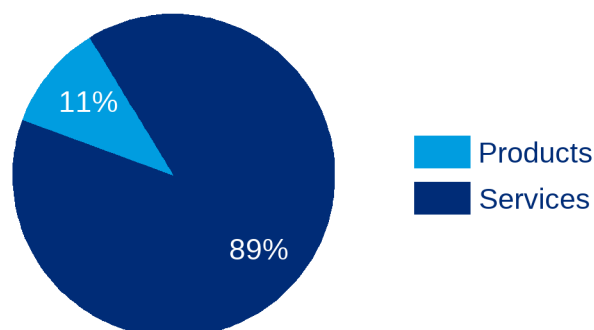
Based on responses from 43 organizations

Note: The total does not equal 100% due to rounding.

Organization Size – The following table provides information about the size of organizations participating in the survey based on their reported net sales revenue, assets, gross premiums (for insurance companies), operating expenses/budget (in million USD) and total employment (FTEs).

	25th Percentile	Median	Average	75th Percentile	No. of Responses
Net Sales Revenue	6	15	74	84	44
Assets	1	8	54	103	12
Gross Premiums (For Insurance Companies)	2	3	11	24	5
Operating Expenses/Budget	1	3	7	7	64
Full-time Equivalents (FTEs) – Most Recent Completed Fiscal Year	1,386	5,323	27,195	17,069	271

Organization Activities – The following chart and tables provide information about the types of activities undertaken by the participating organizations.



Based on responses from 299 organizations

Products	Percentage of Organizations
Distribution	59.4%
Sales	59.4%
Service	40.6%
Production	34.4%
Procurement/Inbound Logistic	28.1%
Applied Research & Development	25.0%
Marketing	25.0%
Basic Research & Development	21.9%
Engineering	21.9%
Application/Assembly	18.8%

Based on responses from 32 organizations

Note: Some organizations indicated more than one type of activity; therefore the total exceeds 100%.

Services	Percentage of Organizations
Customer Service	81.3%
Generate Application	21.7%
Distribution	15.0%
Marketing	14.6%
Sales	14.6%
Apply Solutions	12.4%
Idea & Concept Origination	10.9%

Based on responses from 267 organizations

Note: Some organizations indicated more than one type of activity; therefore the total exceeds 100%.

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3. Year over Year Trends – Executive Summary

3.1. Introduction

This section presents an overview of market annual salary change from the previous survey results, including a discussion about challenges in measuring market pay trends, followed by overall market pay trends for this survey. Detailed Year over Year (YoY) change results, from both an overall market perspective and for individual benchmark positions and IPE Position Classes, are in a separate Excel report called Year over Year Trends. For an explanation of Mercer's YoY Market Trend methodology, see the Methodology and Definitions document.

3.2. Challenges in Measuring Market Pay Trends

The primary challenge in measuring pay trends is isolating “real” market pay trends when many other factors work to distort them. For example:

Survey Sample Composition Changes – Organizations in a survey database tend to change from year to year. New participants are likely to have different pay policies than the organizations participating the previous year. Similarly, the composition of the sample can change if some organizations do not participate each year. Finally, an organization itself can change substantially from one survey year to another due to reorganization, acquisition or divestiture.

Job Matching Changes – Organizations may participate in both survey years but match jobs differently in each year, which will impact benchmark positions' market pay levels and distort the ability to isolate real trends. This situation can occur if the organization has restructured/reconfigured or outsourced/off-shored jobs.

Incumbents Shift In and Out of Benchmark Positions – Through promotions and other career moves, incumbents may move between benchmark positions within an organization that participates in both survey years. For example, a relatively highly paid employee in an experienced level benchmark position may be promoted to a senior level of another benchmark position. This change could lower the pay trends in both the experienced level position (due to removing a highly paid incumbent) and the senior level position (due to adding a lower salary incumbent relative to the other senior level incumbents).

Salary Budget vs. Survey Market Changes – The survey market results do not always align with organizations' salary budget changes and forecasts for the reasons cited above. Salary budget change data also tends to use a subset and/or different sample than the survey market results. Additionally, the salary budget represents what an organization is expected to spend on organization pay (i.e. policy) while the survey results reflect how organizations actually pay overall and for individual jobs, including spending on promotions, additional retention increases, and so on.

Mercer Job Library is the job classification and coding system used in this survey. This unique, global job catalog provides consistent data collection, enhanced job content, intuitive results analysis and, ultimately, more relevant data. This also includes a globally consistent and applied set of Mercer International Position Evaluation (IPE) standard evaluations.

The IPE standard evaluations take into account implications of the constantly evolving nature of jobs. The standard evaluations have factor scores aligned with the nature of work and career stream and level structure used in Mercer Job Library. Standard evaluations have been created for every job in Library resulting in standard reference evaluations being used as starting points for organization specific evaluations.

The above mentioned are aimed at increasing confidence in the availability and quality of survey results.

In order to increase understanding of real market trends, we are providing additional summaries of year-over-year trends calculated in “Year over Year Trends - Executive Summary” chapter of survey Overview.

3.3. Overall Market Pay Trends

This section provides an overview of how market Annual Base Salary has changed from the previous year survey.

Table 1 presents an overview of market change by broad employee groups, contrasting salary increase budget with overall market Annual Base Salary change measured by changes in benchmark positions for same incumbents. Inflation statistics are also provided for context.

Together, Tables 1 and 2 help organizations understand the extent to which the survey results represent market change in the following discussion.

Table 1 – Overall Year over Year Percentage Changes by Career Stream

	Executives	Management	Professional	Para-Professional
2024 Inflation Forecast*	2.9%			
2024 Salary Increase Budget**	3.5%			
Benchmark Positions — Same Incumbents (Median)	4.0%	3.8%	3.6%	3.6%
Benchmark Positions –Same Incumbents (Average)	4.5%	4.4%	4.4%	4.6%

*Source: Global Compensation Planning Report (June 2024).
**Source: US Compensation Planning Survey (March 2024). Represents the percentage that participant organizations budgeted for salary increases during the year.

Table 2 – Survey Participation Changes

	2024	2023	Percentage Change
Number of Organizations*	307	315	-2.5%
Number of Incumbents	397,368	351,565	13.0%

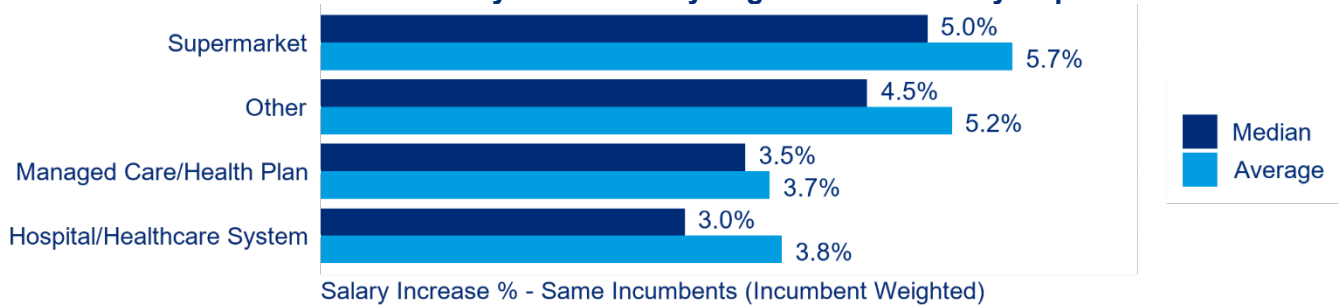
*Representing number of organizations submitting incumbents

Note: 226 (74%) of participants are the same as the previous year.

Salary increase rates may be also affected by relative demand and supply of different types of skills in the market. Higher demand for some jobs may lead to larger salary increases to attract and retain talent.

Another important factor determining potential salary increase can be situation in particular industry sector. Well performing companies and industries may be more incentivized to provide employees with increases higher than general market. In some industries salaries can be also regulated or impacted by industrial relations. Below we present a comparison of salary increases awarded in different industry sectors, career streams and job families.

Chart 1 – Year over Year Base Salary Movement by Organization Primary Super Sector



Note: The year-over-year comparison is presented only for primary industry super sectors where sufficient data was collected.

Chart 2 – Year over Year Base Salary Movement by Career Stream

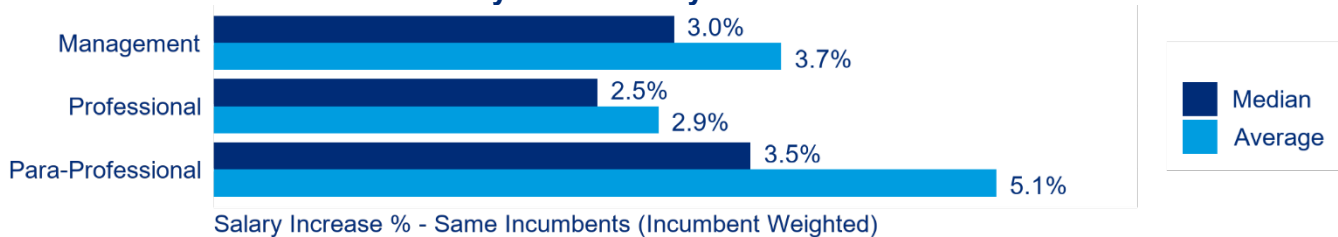
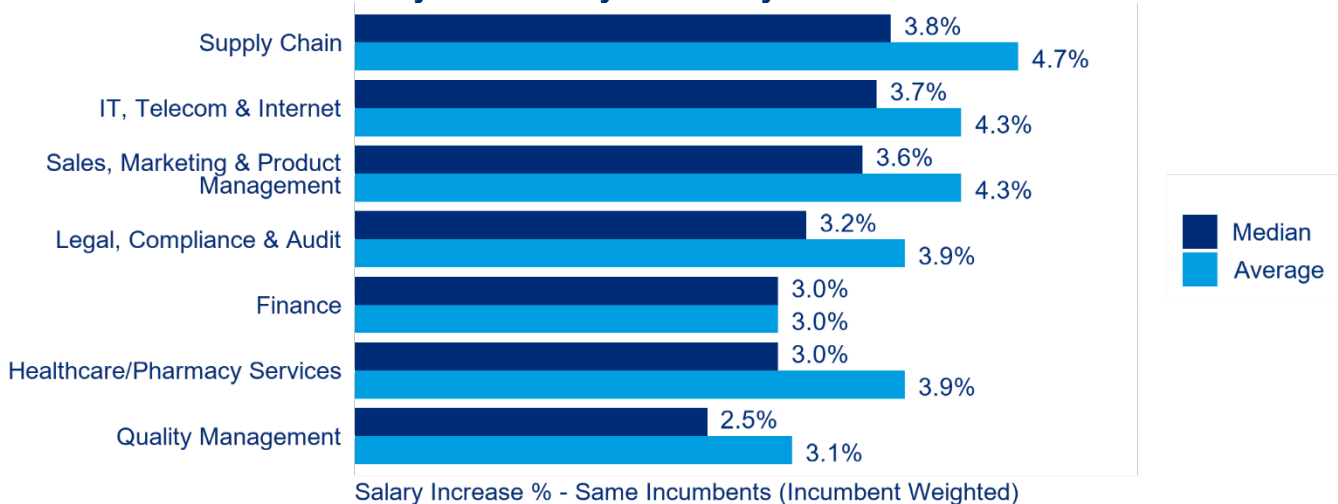


Chart 3 – Year over Year Salary Increases by Job Family



Note: The year-over-year comparison is presented only for job families where sufficient data was collected.

3.4. Detailed Market Year over Year Results

Separate Excel files present year over year trends for Base Salary, Total Guaranteed Cash, and Total Cash Compensation by individual Benchmark Positions and IPE Position Classes. See the [Share your experience with Mercer's surveys.](#)

Methodology and Definitions document for more detailed information on the Year over Year Market Pay Trends.