

# Experience with Pharmacy Drug Benefits and Pharmaceutical Benefit Managers: 2026 Employer Survey

Conducted by Healthsperien  
 Funded by The Pharmaceutical Care Management Association (PCMA)  
 Interview dates: January 09 – January 21, 2026  
 Number of interviews: 1,035

## Topline Results

### SCREENER.

**Q1. SCR\_1. Which of the following best describes your primary department or functional area at your organization?**

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Human Resources / Employee Benefits / Total Rewards	606	59%
Finance / Procurement	55	5%
Executive leadership (e.g., CFO, COO, CHRO)	254	25%
Administration / Operations (benefits administration)	120	12%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q2. SCR\_2. Does your organization offer health insurance coverage to at least some of its employees?**

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	1035	100%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q3. SCR\_3. Does your organization offer prescription drug (pharmacy) benefits to at least some of its employees?**

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	1035	100%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q4. SCR\_4. How involved are you in decision-making and/or ongoing oversight for your organization's employee health benefits?**

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>

I have primary responsibility (final sign-off and/or day-to-day oversight)	513	50%
I have significant responsibility (make recommendations, influence decisions, and/or oversee vendors/plan performance)	392	38%
I am moderately involved (provide input and/or support oversight activities)	130	13%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q5. SCR\_5. In the past 12 months, which of the following have you personally been involved in for your organization's employee health benefits? *Select all that apply.***

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Reviewing health and/or pharmacy benefit spend/utilization reports or dashboards	845	82%
Participating in renewal planning or benefit strategy discussions	837	81%
Meeting with or communicating with the health plan/carrier, TPA, PBM, or purchasing coalition about benefit performance or issues	739	71%
Supporting vendor evaluation/selection	624	60%
Supporting contract review or negotiating terms (directly or via consultant/broker)	606	59%
<b>Sigma</b>	<b>1035</b>	<b>353%</b>

**Q6. SCR\_6. Which statement best describes how your organization's prescription drug (pharmacy) benefit is administered today? *If more than one applies, please select the arrangement that covers the largest share of employees.***

*A PBM (pharmacy benefit manager) is a company that administers prescription drug benefits (e.g., CVS Caremark, Express Scripts, Optum Rx).*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Our organization contracts directly with a PBM (we select the PBM and have a direct agreement with the PBM)	484	47%
We participate in a purchasing coalition/pool/association, and that group contracts with a PBM on our behalf	172	17%
Our prescription drug benefit is managed through our health plan/carrier or third-party administrator (TPA), and they select/manage the PBM on our behalf	379	37%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

**Q7. SCR\_7a. Which PBM does your organization contract with directly to administer your prescription drug (pharmacy) benefit? *If more than one applies, choose the primary PBM for your organization.***

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Abarca Health	9	2%
BeneCard BPF	4	1%
Judi Health (formerly Capital Rx)	3	1%
CarelonRx (formerly IngenioRx)	3	1%
CVS Caremark	184	38%
Envolve Pharmacy Solutions	5	1%
Express Scripts/Cigna	49	10%
Humana Pharmacy Solutions	67	14%
Kroger Prescription Plans	14	3%
LucyRx (also Cerpass Rx)	0	NaN%
Maxor Plus (or VytlOne)	2	0%
MC-Rx (aka ProCare Rx)	3	1%
MedImpact (also Elixer)	4	1%
Navitus	6	1%
OptumRx/UnitedHealthcare	84	17%
PerformRx	4	1%
Prime Therapeutics	3	1%
ProAct	0	NaN%
RxAdvance	14	3%
Rx Benefits	23	5%
ServeYou Rx	0	NaN%
WellDyneRx	2	0%
A PBM not listed here (please specify)	1	0%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q8. SCR\_7b. Which PBM administers your organization's prescription drug (pharmacy) benefit through your purchasing coalition/pool/association? *If more than one applies, choose the primary PBM for your organization.***

<b>Base: Participate in a purchasing coalition/pool that contracts with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Abarca Health	2	1%
BeneCard BPF	1	1%
Judi Health (formerly Capital Rx)	3	2%
CarelonRx (formerly IngenioRx)	2	1%

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

CVS Caremark	56	33%
Envolve Pharmacy Solutions	3	2%
Express Scripts/Cigna	10	6%
Humana Pharmacy Solutions	36	21%
Kroger Prescription Plans	5	3%
LucyRx (also Cerpass Rx)	1	1%
Maxor Plus (or VytlOne)	0	NaN%
MC-Rx (aka ProCare Rx)	2	1%
MedImpact (also Elixer)	1	1%
Navitus	2	1%
OptumRx/UnitedHealthcare	22	13%
PerformRx	2	1%
Prime Therapeutics	1	1%
ProAct	1	1%
RxAdvance	9	5%
Rx Benefits	10	6%
ServeYou Rx	1	1%
WellDyneRx	1	1%
A PBM not listed here (please specify)	1	1%
<b>Sigma</b>	<b>172</b>	<b>100%</b>

**Q9. SCR\_7c. Which PBM is used to administer your organization's prescription drug (pharmacy) benefit through your health plan/carrier or third-party administrator (TPA)? If more than one applies, choose the primary PBM for your organization.**

<b>Base: Prescription drug benefit is managed through their health plan/carrier or TPA</b>		
	<b>Frequency</b>	<b>Percent</b>
Abarca Health	2	1%
BeneCard BPF	0	NaN%
Judi Health (formerly Capital Rx)	2	1%
CarelonRx (formerly IngenioRx)	1	0%
CVS Caremark	133	35%
Envolve Pharmacy Solutions	3	1%
Express Scripts/Cigna	40	11%
Humana Pharmacy Solutions	48	13%
Kroger Prescription Plans	9	2%
LucyRx (also Cerpass Rx)	0	NaN%
Maxor Plus (or VytlOne)	0	NaN%
MC-Rx (aka ProCare Rx)	1	0%
MedImpact (also Elixer)	2	1%

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

Navitus	5	1%
OptumRx/UnitedHealthcare	86	23%
PerformRx	4	1%
Prime Therapeutics	4	1%
ProAct	1	0%
RxAdvance	12	3%
Rx Benefits	25	7%
ServeYou Rx	0	NaN%
WellDyneRx	1	0%
A PBM not listed here (please specify)	0	NaN%
<b>Sigma</b>	<b>379</b>	<b>100%</b>

#### DECISION-MAKING APPROACH FOR DRUG BENEFITS.

**Q10. DECISION \_1. Thinking about annual decision-making for benefit categories, how confident do you feel in your organization's ability to make these decisions correctly?**

##### *Confident (NET) Summary*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Medical benefits	1000	97%
Prescription drug benefits	981	95%
Vision benefits	976	94%
Retirement savings and planning	975	94%
Leave benefits	955	92%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q10R1. DECISION \_1. Thinking about annual decision-making for benefit categories, how confident do you feel in your organization's ability to make these decisions correctly?**

##### *Medical benefits*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Confident (NET)	1000	97%
Very confident	688	67%
Somewhat confident	312	30%
Not confident (NET)	35	3%
Not very confident	26	3%
Not at all confident	9	1%

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

Not applicable	0	NaN%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q10R2. DECISION \_1. Thinking about annual decision-making for benefit categories, how confident do you feel in your organization's ability to make these decisions correctly?**

*Leave benefits*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Confident (NET)	955	92%
Very confident	549	53%
Somewhat confident	406	39%
Not confident (NET)	73	7%
Not very confident	64	6%
Not at all confident	9	1%
Not applicable	7	1%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q10R3. DECISION \_1. Thinking about annual decision-making for benefit categories, how confident do you feel in your organization's ability to make these decisions correctly?**

*Vision benefits*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Confident (NET)	976	94%
Very confident	613	59%
Somewhat confident	363	35%
Not confident (NET)	52	5%
Not very confident	44	4%
Not at all confident	8	1%
Not applicable	7	1%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q10R4. DECISION \_1. Thinking about annual decision-making for benefit categories, how confident do you feel in your organization's ability to make these decisions correctly?**

*Prescription drug benefits*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

Confident (NET)	981	95%
Very confident	636	61%
Somewhat confident	345	33%
Not confident (NET)	54	5%
Not very confident	46	4%
Not at all confident	8	1%
Not applicable	0	NaN%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q10R5. DECISION \_1. Thinking about annual decision-making for benefit categories, how confident do you feel in your organization's ability to make these decisions correctly?**

*Retirement savings and planning*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Confident (NET)	975	94%
Very confident	605	59%
Somewhat confident	370	36%
Not confident (NET)	53	5%
Not very confident	43	4%
Not at all confident	10	1%
Not applicable	7	1%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q11. DECISION \_2. When your organization evaluates PBMs for a potential contract, which of the following financial considerations is most important in your decision-making?**

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
The PBM's ability to provide detailed data, reporting, and analytics tools to track drug spending and utilization pattern	140	29%
The PBM's ability to manage risk by accurately predicting our organization's prescription drug benefit costs	96	20%
The PBM's utilization management offerings for controlling costs (e.g., prior authorization, step therapy)	90	19%
The PBM's ability to negotiate discounts from drug manufacturers	87	18%
The PBM's ability to negotiate price concessions from pharmacies	68	14%
None of the above	3	1%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

**Q12. DECISION \_3. When your organization is evaluating different PBM contract options, which of the following factors has the greatest impact on your decision-making?**

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Flexibility to choose between different contract structures (e.g., traditional vs. pass-through)	127	26%
Transparency of administrative fees (e.g., claims processing fees, network access fees, etc.)	114	24%
Transparency of contract terms	101	21%
Flexibility to choose between various drug rebate structures	93	19%
Ability to choose how rebates are used	47	10%
None of the above	2	0%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q13. DECISION \_4. When your organization considers partnering with a PBM, how important are the following plan design features in the decision-making process?**

*Important (NET) Summary*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Access to a wide variety of formulary options, including a diverse selection of drugs at different price points	477	99%
Ability to choose from a range of employee cost-sharing options (e.g., copays, coinsurance, coinsurance maximums/minimums)	475	98%
Flexibility to modify the formulary as needed based on your organization's specific needs and preferences	474	98%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q13R1. DECISION \_4. When your organization considers partnering with a PBM, how important are the following plan design features in the decision-making process?**

*Access to a wide variety of formulary options, including a diverse selection of drugs at different price points*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Important (NET)	477	99%
Very important	339	70%
Somewhat important	138	29%
Not Important (NET)	7	1%

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

Not very important	6	1%
Not at all important	1	0%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q13R2. DECISION \_4.** When your organization considers partnering with a PBM, how important are the following plan design features in the decision-making process?

*Flexibility to modify the formulary as needed based on your organization's specific needs and preferences*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Important (NET)	474	98%
Very important	320	66%
Somewhat important	154	32%
Not Important (NET)	10	2%
Not very important	9	2%
Not at all important	1	0%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q13R3. DECISION \_4.** When your organization considers partnering with a PBM, how important are the following plan design features in the decision-making process?

*Ability to choose from a range of employee cost-sharing options (e.g., copays, coinsurance, coinsurance maximums/minimums)*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Important (NET)	475	98%
Very important	337	70%
Somewhat important	138	29%
Not Important (NET)	9	2%
Not very important	9	2%
Not at all important	0	NaN%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q14. DECISION \_5.** When your organization considers partnering with a PBM, how important are the following additional services and offerings in the decision-making process?

*Important (NET) Summary*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

A wide network of easily accessible pharmacies for employees	474	98%
Specialty pharmacy services for managing complex, high-cost medications	472	98%
Clinical programs aimed at improving patient health outcomes and medication adherence (e.g., adherence programs, medication therapy management)	459	95%
Mail-service pharmacy options for convenient prescription delivery	429	89%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q14R1. DECISION \_5. When your organization considers partnering with a PBM, how important are the following additional services and offerings in the decision-making process?**

*A wide network of easily accessible pharmacies for employees*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Important (NET)	474	98%
Very important	351	73%
Somewhat important	123	25%
Not Important (NET)	10	2%
Not very important	7	1%
Not at all important	3	1%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q14R2. DECISION \_5. When your organization considers partnering with a PBM, how important are the following additional services and offerings in the decision-making process?**

*Specialty pharmacy services for managing complex, high-cost medications*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Important (NET)	472	98%
Very important	284	59%
Somewhat important	188	39%
Not Important (NET)	12	3%
Not very important	11	2%
Not at all important	1	0%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

**Q14R3. DECISION\_5.** When your organization considers partnering with a PBM, how important are the following additional services and offerings in the decision-making process?

*Mail-service pharmacy options for convenient prescription delivery*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Important (NET)	429	89%
Very important	226	47%
Somewhat important	203	42%
Not Important (NET)	55	11%
Not very important	49	10%
Not at all important	6	1%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q14R4. DECISION\_5.** When your organization considers partnering with a PBM, how important are the following additional services and offerings in the decision-making process?

*Clinical programs aimed at improving patient health outcomes and medication adherence (e.g., adherence programs, medication therapy management)*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Important (NET)	459	95%
Very important	301	62%
Somewhat important	158	33%
Not Important (NET)	25	5%
Not very important	25	5%
Not at all important	0	NaN%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**CURRENT PBM CONTRACT.**

**Q15. CONTRACTING\_1.** Which type of contract does your organization primarily use with its current PBM?

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Traditional spread PBM contract	397	82%
Pass-through contract	78	16%
Not sure	9	2%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

**Q16. CONTRACTING\_2. How long has your organization been working with its current PBM?**

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Less than 1 year	9	2%
1-3 years	147	30%
4-6 years	230	48%
7-10 years	65	13%
More than 10 years	28	6%
Not sure	5	1%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**REBATES.**

**Q17. REBATES\_1. Does your organization receive rebates from its PBM?**

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	357	74%
No	101	21%
Not sure	26	5%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q18. REBATES\_1.1. Which type of rebate arrangement does your organization have with its PBM?**

<b>Base: Received rebates from its PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Flat dollar guaranteed amount	79	22%
Percentage share of rebates, no guarantee	86	24%
Percentage share of rebates, minimum guarantee	141	40%
100% of rebates, no guarantee	16	5%
100% of rebates, minimum guarantee	33	9%
Not sure	2	1%
<b>Sigma</b>	<b>357</b>	<b>100%</b>

**Q19. REBATES\_1.2. Did your organization allocate the rebates received from its PBM in the last plan year to lower employees' out-of-pocket costs for prescription drugs?**

<b>Base: Received rebates from its PBM</b>		
	<b>Frequency</b>	<b>Percent</b>

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

Yes	316	89%
No	33	9%
Not sure	8	2%
<b>Sigma</b>	<b>357</b>	<b>100%</b>

**Q20. REBATES\_1.3. Did your organization allocate the rebates received from its PBM in the last plan year to reduce employees' premium contributions for health insurance?**

<b>Base: Received rebates from its PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	298	84%
No	55	15%
Not sure	4	1%
<b>Sigma</b>	<b>357</b>	<b>100%</b>

**Q21. REBATES\_2. Do you believe rebates are an effective way to distribute savings to employers and their employees?**

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	418	86%
No	39	8%
Not sure	27	6%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q22. REBATES\_3. Which of the following arrangements would you prefer to reduce your annual drug benefit costs?**

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Lower upfront costs (e.g., reduced premiums)	212	44%
Higher retrospective reimbursement (e.g., higher rebates)	145	30%
Lower patients out of pocket cost (e.g., what they pay at the pharmacy)	127	26%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

**SATISFACTION WITH CURRENT PBM.**

**Q23. SATISFACTION\_1. Has your organization switched PBMs within the last two plan years?**

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	91	19%
No	386	80%
Not sure	7	1%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q24. SATISFACTION\_1.1a. What were the main reasons your organization decided to switch PBMs?**

<b>Base: Switched PBMs</b>		
	<b>Frequency</b>	<b>Percent</b>
To reduce overall prescription drug benefit costs	41	45%
To improve member experience (e.g., customer service, ease of use, mail order, specialty support)	41	45%
To improve transparency of pricing and contract terms	38	42%
To better align our PBM with changes in our medical benefits or broader benefits strategy	36	40%
To obtain better rebate or discount arrangements	35	39%
To gain more flexibility or control over formulary and plan design	35	39%
Recommendation from a consultant, broker, or advisor	28	31%
Not sure	1	1%
Other (please specify)	0	NaN%
<b>Sigma</b>	<b>91</b>	<b>280%</b>

**Q25. SATISFACTION\_2. Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their performance in the following financial areas?**

***Satisfied (NET) Summary***

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
The PBM's ability to provide detailed data, reporting, and analytics tools to track drug spending and utilization patterns	458	95%
The PBM's ability to negotiate price concessions from pharmacies and generate savings for our organization	455	94%
The PBM's ability to manage risk by accurately predicting our organization's prescription drug benefit costs	452	93%

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

The PBM's ability to negotiate discounts from drug manufacturers and generate savings for our organization	450	93%
The PBM's utilization management offerings for controlling costs (e.g., prior authorization, step therapy)	447	92%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q25R1. SATISFACTION\_2.** Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their performance in the following financial areas?

*The PBM's ability to negotiate discounts from drug manufacturers and generate savings for our organization*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	450	93%
Very satisfied	253	52%
Somewhat satisfied	197	41%
Dissatisfied (NET)	33	7%
Somewhat dissatisfied	29	6%
Very dissatisfied	4	1%
Not Applicable	1	0%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q25R2. SATISFACTION\_2.** Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their performance in the following financial areas?

*The PBM's ability to negotiate price concessions from pharmacies and generate savings for our organization*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	455	94%
Very satisfied	247	51%
Somewhat satisfied	208	43%
Dissatisfied (NET)	27	6%
Somewhat dissatisfied	21	4%
Very dissatisfied	6	1%
Not Applicable	2	0%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

**Q25R3. SATISFACTION\_2.** Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their performance in the following financial areas?

*The PBM's utilization management offerings for controlling costs (e.g., prior authorization, step therapy)*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	447	92%
Very satisfied	264	55%
Somewhat satisfied	183	38%
Dissatisfied (NET)	35	7%
Somewhat dissatisfied	28	6%
Very dissatisfied	7	1%
Not Applicable	2	0%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q25R4. SATISFACTION\_2.** Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their performance in the following financial areas?

*The PBM's ability to manage risk by accurately predicting our organization's prescription drug benefit costs*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	452	93%
Very satisfied	237	49%
Somewhat satisfied	215	44%
Dissatisfied (NET)	29	6%
Somewhat dissatisfied	22	5%
Very dissatisfied	7	1%
Not Applicable	3	1%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q25R5. SATISFACTION\_2.** Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their performance in the following financial areas?

*The PBM's ability to provide detailed data, reporting, and analytics tools to track drug spending and utilization patterns*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	458	95%
Very satisfied	267	55%
Somewhat satisfied	191	40%

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

Dissatisfied (NET)	24	5%
Somewhat dissatisfied	21	4%
Very dissatisfied	3	1%
Not Applicable	2	0%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q26. SATISFACTION\_3. Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following aspects of the PBM contracting process?**

*Satisfied (NET) Summary*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Transparency of contract terms	456	94%
Flexibility to choose between various drug rebate contracting structures	453	94%
Flexibility to choose between different contract structures (e.g., traditional vs. pass-through)	450	93%
Transparency of administrative fees	446	92%
Ability to choose how rebates are used	423	87%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q26R1. SATISFACTION\_3. Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following aspects of the PBM contracting process?**

*Transparency of contract terms*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	456	94%
Very satisfied	282	58%
Somewhat satisfied	174	36%
Dissatisfied (NET)	26	5%
Somewhat dissatisfied	19	4%
Very dissatisfied	7	1%
Not Applicable	2	0%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

**Q26R2. SATISFACTION\_3. Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following aspects of the PBM contracting process?**

*Transparency of administrative fees*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	446	92%
Very satisfied	261	54%
Somewhat satisfied	185	38%
Dissatisfied (NET)	35	7%
Somewhat dissatisfied	29	6%
Very dissatisfied	6	1%
Not Applicable	3	1%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q26R3. SATISFACTION\_3. Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following aspects of the PBM contracting process?**

*Flexibility to choose between different contract structures (e.g., traditional vs. pass-through)*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	450	93%
Very satisfied	249	51%
Somewhat satisfied	201	42%
Dissatisfied (NET)	31	6%
Somewhat dissatisfied	29	6%
Very dissatisfied	2	0%
Not Applicable	3	1%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q26R4. SATISFACTION\_3. Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following aspects of the PBM contracting process?**

*Flexibility to choose between various drug rebate contracting structures*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	453	94%
Very satisfied	252	52%
Somewhat satisfied	201	42%

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

Dissatisfied (NET)	21	4%
Somewhat dissatisfied	16	3%
Very dissatisfied	5	1%
Not Applicable	10	2%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q26R5. SATISFACTION\_3.** Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following aspects of the PBM contracting process?

*Ability to choose how rebates are used*

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	423	87%
Very satisfied	226	47%
Somewhat satisfied	197	41%
Dissatisfied (NET)	40	8%
Somewhat dissatisfied	34	7%
Very dissatisfied	6	1%
Not Applicable	21	4%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q27. SATISFACTION\_4.** Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their ability to offer the following plan design features?

*Satisfied (NET) Summary*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Range of employee cost-sharing options	953	92%
Access to a wide variety of formulary options	946	91%
Flexibility to modify the formulary as needed	920	89%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q27R1. SATISFACTION\_4.** Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their ability to offer the following plan design features?

*Access to a wide variety of formulary options*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	946	91%

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

Very satisfied	532	51%
Somewhat satisfied	414	40%
Dissatisfied (NET)	86	8%
Somewhat dissatisfied	72	7%
Very dissatisfied	14	1%
Not Applicable	3	0%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q27R2. SATISFACTION\_4. Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their ability to offer the following plan design features?**

*Flexibility to modify the formulary as needed*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	920	89%
Very satisfied	494	48%
Somewhat satisfied	426	41%
Dissatisfied (NET)	109	11%
Somewhat dissatisfied	92	9%
Very dissatisfied	17	2%
Not Applicable	6	1%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q27R3. SATISFACTION\_4. Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their ability to offer the following plan design features?**

*Range of employee cost-sharing options*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	953	92%
Very satisfied	493	48%
Somewhat satisfied	460	44%
Dissatisfied (NET)	79	8%
Somewhat dissatisfied	60	6%
Very dissatisfied	19	2%
Not Applicable	3	0%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

**Q28. SATISFACTION\_5. Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following services?**

*Satisfied (NET) Summary*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Network of easily accessible pharmacies	976	94%
Specialty pharmacy services	937	91%
Clinical programs for improving health outcomes	912	88%
Mail-service pharmacy options	899	87%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q28R1. SATISFACTION\_5. Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following services?**

*Network of easily accessible pharmacies*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	976	94%
Very satisfied	657	64%
Somewhat satisfied	319	31%
Dissatisfied (NET)	58	6%
Somewhat dissatisfied	45	4%
Very dissatisfied	13	1%
Not Applicable	1	0%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q28R2. SATISFACTION\_5. Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following services?**

*Specialty pharmacy services*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	937	91%
Very satisfied	512	50%
Somewhat satisfied	425	41%
Dissatisfied (NET)	85	8%
Somewhat dissatisfied	72	7%
Very dissatisfied	13	1%

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

Not Applicable	13	1%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q28R3. SATISFACTION\_5. Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following services?**

*Mail-service pharmacy options*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	899	87%
Very satisfied	489	47%
Somewhat satisfied	410	40%
Dissatisfied (NET)	103	10%
Somewhat dissatisfied	82	8%
Very dissatisfied	21	2%
Not Applicable	33	3%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q28R4. SATISFACTION\_5. Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following services?**

*Clinical programs for improving health outcomes*

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Satisfied (NET)	912	88%
Very satisfied	474	46%
Somewhat satisfied	438	42%
Dissatisfied (NET)	95	9%
Somewhat dissatisfied	82	8%
Very dissatisfied	13	1%
Not Applicable	28	3%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

**POLICY.**

**Q29. POLICY\_1. Proposed regulations would require all employers to use 100% rebate “Pass-Through” contracts with their PBMs, reducing the number of contract options with PBMs available to employers. How concerned, if at all, are you about this potential loss of choice?**

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Concerned (NET)	731	71%
Very concerned	215	21%
Somewhat concerned	516	50%
Not concerned (NET)	280	27%
Not very concerned	222	21%
Not at all concerned	58	6%
Not sure	24	2%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q30. POLICY\_2. Proposed regulations would mandate that PBMs be paid only via flat fees, effectively prohibiting contracts where compensation is tied to savings percentages or performance. How concerned, if at all, are you about losing the option to pay PBMs based on performance?**

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Concerned (NET)	727	70%
Very concerned	251	24%
Somewhat concerned	476	46%
Not concerned (NET)	290	28%
Not very concerned	232	22%
Not at all concerned	58	6%
Not sure	18	2%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q31. POLICY\_3. Proposed regulations would require PBMs to take on specific legal and financial fiduciary decision-making obligations. This would replace the current practice where you, the employer, are the decision maker. How concerned, if at all, are you about transferring control of this to your PBM?**

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Concerned (NET)	769	74%
Very concerned	330	32%
Somewhat concerned	439	42%

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

Not concerned (NET)	248	24%
Not very concerned	193	19%
Not at all concerned	55	5%
Not sure	18	2%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

## DEMOGRAPHICS.

### Q32. DEMO\_1. How many employees does your organization have (across all US locations)?

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
50 or fewer employees	9	1%
51-99 employees	38	4%
100-199 employees	131	13%
200-499 employees	222	21%
500-999 employees	242	23%
1,000-4,999 employees	254	25%
5,000+ employees	139	13%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

### Q33. DEMO\_2. Where is your organization's headquarters?

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Alabama	18	2%
Alaska	1	0%
Arizona	22	2%
Arkansas	11	1%
California	93	9%
Colorado	17	2%
Connecticut	12	1%
Delaware	9	1%
District of Columbia	6	1%
Florida	58	6%
Georgia	44	4%
Hawaii	1	0%
Idaho	3	0%
Illinois	34	3%

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

Indiana	19	2%
Iowa	6	1%
Kansas	6	1%
Kentucky	17	2%
Louisiana	10	1%
Maine	3	0%
Maryland	19	2%
Massachusetts	29	3%
Michigan	40	4%
Minnesota	16	2%
Mississippi	5	1%
Missouri	19	2%
Montana	2	0%
Nebraska	4	0%
Nevada	6	1%
New Hampshire	5	1%
New Jersey	37	4%
New Mexico	5	1%
New York	92	9%
North Carolina	25	2%
Ohio	42	4%
Oklahoma	7	1%
Oregon	8	1%
Pennsylvania	41	4%
South Carolina	8	1%
South Dakota	3	0%
Tennessee	28	3%
Texas	106	10%
Utah	5	1%
Virginia	33	3%
Washington	40	4%
West Virginia	7	1%
Wisconsin	11	1%
Wyoming	2	0%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

**Q34. DEMO\_3. Which industry best describes the type of work your organization does?**

<b>Base: Total Respondents</b>		
	<b>Frequency</b>	<b>Percent</b>
Agriculture and Natural Resources	14	1%
Arts, Media, Fashion and Entertainment	7	1%
Building and Construction	89	9%
Business and Finance	132	13%
Education, Child Development, and Family Services	87	8%
Energy, Environment, and Utilities	24	2%
Engineering	19	2%
Health Science and Medical Technology	174	17%
Hospitality, Tourism, and Recreation	53	5%
Information and Communication Technology	96	9%
Manufacturing and Product Development	140	14%
Marketing, Sales, and Service	52	5%
Public Services	34	3%
Transportation	24	2%
Other	90	9%
<b>Sigma</b>	<b>1035</b>	<b>100%</b>

**Q35. DEMO\_4. Do you use a consultant or advisor to help with PBM contract negotiations?**

<b>Base: Contract directly with a PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	348	72%
No	136	28%
<b>Sigma</b>	<b>484</b>	<b>100%</b>

**Q36. DEMO\_4.1. How does your consultant or advisor assist with PBM contract negotiations?**

<b>Base: Those who use a consultant or advisor to help with PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
Provides market insights and benchmarking data	220	63%
Analyzes and interprets complex contract terms	195	56%
Helps identify potential cost-saving opportunities	188	54%
Evaluates PBM proposals and recommends the best options	178	51%
Assists in developing negotiation strategies	173	50%
Conducts ongoing monitoring and auditing of PBM performance	146	42%
Directly participates in negotiations with PBMs	143	41%

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

Provides guidance on performance guarantees and service level agreements	141	41%
Offers education and training on PBM contracting best practices	124	36%
Provides support in resolving disputes with the PBM	123	35%
Assists with the implementation of the new contract	118	34%
Assists in drafting and reviewing the Request for Proposal (RFP)	82	24%
Other	2	1%
<b>Sigma</b>	<b>348</b>	<b>527%</b>

**Q37. DEMO\_4.2. Which of the following statements best describes how long you have been working with your current PBM consultant or advisor?**

<b>Base: Those who use a consultant or advisor to help with PBM</b>		
	<b>Frequency</b>	<b>Percent</b>
We have used the same consultant or advisor for greater than two plan years, but less than five	133	38%
We have used the same consultant or advisor for less than two plan years	110	32%
We use a different consultant or advisor every plan year	53	15%
We have used the same consultant or advisor for more than five plan years	52	15%
<b>Sigma</b>	<b>348</b>	<b>100%</b>

## **Methodology**

This survey was conducted online by Healthsperien from January 9–21, 2026, among 1,035 U.S. employers. The survey was funded by the Pharmaceutical Care Management Association (PCMA).

**Sample and Recruitment:** Respondents were recruited through a convenience sample from the Dynata online panel. To qualify for the survey, respondents were required to:

- Work for an organization that offers health insurance coverage to at least some employees
- Work for an organization that offers prescription drug (pharmacy) benefits to at least some employees
- Work for an organization that administers their prescription drug benefits through a pharmacy benefit manager (PBM)
- Be involved in decision-making and/or ongoing oversight for their organization's employee health benefits
- Have been personally involved in health benefits activities in the past 12 months (such as reviewing reports, participating in renewal planning, or communicating with health plans/PBMs)

A total of 1,793 respondents were screened, with 1,035 qualifying and completing the full survey.

**Data Collection:** The survey was administered in English via web-based questionnaire accessible on all devices (desktop, tablet, and mobile).

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

**Sample Composition:** Among the 1,035 qualified respondents, participants represented three primary PBM administration routes:

- 484 (46.8%) contract directly with a PBM
- 172 (16.6%) participate in a purchasing coalition/pool that contracts with a PBM
- 379 (36.6%) have their prescription drug benefit managed through their health plan/carrier or third-party administrator (TPA)

**Data Analysis:** Results were not weighted and are reported as collected.

### **Study Limitations**

The following limitations should be considered when interpreting the study findings.

#### **Sample Composition and Generalizability**

- As with all convenience samples, the sample is not constructed to be representative and therefore it is difficult to generalize the results to the population as a whole.
- Respondents were recruited from the Dynata online panel, which may introduce panel-specific biases. Individuals who participate in online panels may differ from the broader employer population in terms of engagement, digital literacy, or attitudes toward surveys.
- The sample skews toward mid-size and larger employers, with approximately 82% of respondents representing organizations with 200 or more employees. Experiences with PBMs may differ meaningfully for smaller employers who have less negotiating leverage and fewer resources dedicated to benefits management.

#### **Variation in PBM Relationship Type and Question Routing**

- The sample includes employers with varying levels of direct PBM interaction: 47% contract directly with a PBM, 17% participate in a purchasing coalition or pool, and 37% have their PBM relationship managed through a health plan, carrier, or third-party administrator (TPA). Employers whose PBM is selected and managed by an intermediary may have limited direct visibility into PBM contracting, pricing, or performance, which could affect the accuracy of their reported experiences and perceptions.
- Certain survey questions, particularly those related to PBM contract evaluation, plan design feature priorities, financial considerations, and rebate arrangements, were asked only of the subset of employers who contract directly with a PBM (N=484), as these respondents are most likely to have firsthand experience with those aspects of the PBM relationship. Other questions, including those on satisfaction, decision-making confidence, and policy concerns, were asked of the full sample (N=1,035). As a result, base sizes vary across questions, and findings from the direct-contract subgroup should not be assumed to reflect the experiences of employers who access PBM services through intermediaries. Readers should note the applicable base size when interpreting individual results.

#### **Contract Type Concentration**

- Among employers who contract directly with a PBM, 82% reported using traditional spread contracts, while only 16% use pass-through contracts. This concentration may limit the extent to which the findings reflect the full range of PBM contracting experiences.

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

### **Response Context**

- Survey responses rely on employer recall and subjective perspectives, which can introduce response bias. It is important to consider survey responses contextually and as a directional indication of sentiments, not as an absolute measure of performance.
- Questions about satisfaction and confidence may be subject to acquiescence bias, where respondents tend toward agreement or positive responses. This is a common consideration for attitudinal survey research and should be kept in mind when interpreting results.

Percentages may not add up to 100 due to rounding or skipped questions.

Net responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.