

International Association of Administrative Professionals

Administrative Professional Skills Benchmarking Survey

Insights From IAAP Members

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2011

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Introduction

In 2011, members of the International Association of Administrative Professionals were asked to participate in a benchmarking survey designed to gather current data on job titles, key responsibilities, average salaries, job satisfaction, technology usage, training needs and other key issues relating to today’s administrative professionals. A total of 3,376 members submitted their survey answers, a seven percent increase over the 2009 survey.

Key Findings

Administrative professionals continue to face real challenges as a result of the Great Recession. In 2005, IAAP started noting a significant increase in its members’ job responsibilities. The 2011 survey suggests that trend may have transitioned into a new normal. At the same time, however, administrative professionals report a high level of satisfaction with their work and employers. There’s evidence that compensation rates stunted by the economy may be on the mend. Certainly, being an administrative professional has proven to be an economically steady career choice over the last two decades. And there’s reason to believe that administrative professionals will be vital for corporations and organizations well into the foreseeable future. Admins remain the pulse of the office.

Job Responsibilities and Workload

This year marked a resurgence of the “secretary” job title in IAAP after decades of decline. Though the top two job titles for IAAP members were “executive assistant” (29 percent) and “administrative assistant” (25 percent), the third most common job title was “administrative secretary” (seven percent). That’s the first time in several years that “administrative secretary” has made it into the top three job titles. In fact, the number of admins with “secretary” in their titles jumped from eight percent in 2009 to nearly 15 percent in 2011.

The return of the ‘secretary’ ... may be due to a ‘Mad Men Effect.’

Exactly why there are more admins with “secretary” job titles is unclear, though it may be due to a “Mad Men Effect.” It’s possible the popular AMC series could be stoking a certain nostalgia for 1950’s-era culture in general and the classic image of the American corporate secretary in particular.

Regardless of their titles, IAAP members certainly weren't relegated to the steno pool and coffee makers. Their work has become more complicated, demanding and technical. Admins are integral and professional members of their office team.

In 2011, administrative professionals were expected to support an increasing number of executives or managers. Fifty-two percent of the survey respondents indicated they support three or more. That's a slight uptick from the 2009 survey and a continuation of a decade-long trend. In 2002, 57 percent said they support just one or two executives or managers; that figure is now 45 percent.

Nearly half of the respondents said the number of support staff at their companies has decreased since 2008. The number of admins who reported support staff cuts increased six percent compared to the 2009 survey. Fifty-four percent of admins who work for companies that have reduced support staff said their workload has increased, and a plurality of the survey takers blame the economy. It's worth noting that most of this year's respondents work at companies or organizations with more than 1,000 employees, which could be an indication of how the economy has impacted large corporations.

*Admins
continue to
'juggle
multiple
priorities'*

Admins are definitely feeling more pressure at work as a result of the economy. "Juggling multiple priorities" was listed as the most significant daily challenge. That was followed by "dealing with difficult people and personalities" and "not having enough time to complete work."

The trend towards fewer admins doing more work is likely to continue. When asked to rank the most significant issues facing admins in the next five to 10 years, they said (in order of importance):

- Keeping up with changing technology
- Increased workload
- Doing more with less resources/cost reductions
- Balancing work and family
- Corporate downsizing

This list is largely the same as that compiled in 2009, though it's noteworthy that "corporate downsizing" moved from third to fifth place. "Changing technology" and "increased workload" have been the top two since 2005.


On the upside, an increased workload has also meant that admins are having a greater impact on their employers. Approximately two-thirds report that their level of workplace autonomy and authority has increased in the last five years. About 80 percent say their overall contribution at work has also increased during the same period. Only three percent of IAAP members say they want to change careers.

About 77 percent of respondents recommend purchases and/or make purchasing decisions for their employers, and they spend about \$15,000 annually on average. In addition, 52 percent said they at least sometimes receive and organize email addressed to their supervisors.

Survey results suggest that administrative professionals are more important than ever before. The respondents listed “general office management, coordination and supervision” as the area where they’ve seen their responsibilities increase the most since 2006. That was followed by “travel planning,” “meeting planning” and “long-term project management.”

Compensation/Benefits

Salaries for administrative professionals appear to be rebounding after taking a hit over the course of the recession. There are, though, some mixed signals. Admins may have to adjust to a long-term decline in overall compensation and benefits as a result of the new economic normal. All in all, though, it remains a career where people can make a decent living.



*80% of
admins got a
pay raise in
the last 2
years*

Fifty-three percent of IAAP members make \$35,000 to \$55,000 as their annual base salary, with \$45,000 as the median average for all survey respondents. Roughly 80 percent received a pay raise in the last two years, and the vast majority reported raises of less than five percent, which is in line with national averages. About 56 percent are hourly wage earners, and 80 percent work a standard 37- to 42-hour week.

The most important factor which contributed to their most recent salary increase was merit. That was followed by “annual/automatic” raises and “greater responsibility.”

As with their workload, the recession has also had a negative impact on compensation for many administrative professionals. Nearly half of all admins had their salaries frozen at some point during the economic downturn. Another third worked for companies that reduced expenses for things like holiday parties and other amenities. Most admins seem convinced that this marks a long-term shift in how their companies operate. Less than 20 percent predict their companies will reinstate even a portion of pre-recession salaries and benefits. The rest believe compensation will get worse or remain the same.

Sixty percent of IAAP members have been administrative professionals for at least 19 years. At the same time, there seems to have been a significant shift in employee tenure at individual companies. When asked how long they’ve worked for their present employer, 20 percent said three or fewer years. That was a 17 percent increase for that number of years compared to the 2009 survey. Plus, all of the categories for 15 or more years saw large drops in the number of admins who checked that response. In other words, there’s been a major jump in employee turnover among administrative professionals. It appears the recession has forced many experienced admins to pick up their stakes and relocate to new companies.

Years at Employer	Percent	Change v. 2009
0-3	20.02%	+17%
4-6	19.28%	+13%
7-10	16.94%	+7%
11-14	14.57%	+4%
15-18	8.65%	-5%
19-25	10.72%	-13%
26+	8.98%	-25%

IAAP members do have reason for hope when it comes to salary and benefits, according to the survey results. There was a five percent increase in the percentage of members who reported salaries in the upper end of the pay scale, \$50,000 to \$70,000 or more annually, compared to the 2009 survey. That suggests that companies are rewarding valuable employees.

Over the long term, being an administrative professional has proven to be a financially steady career. In 1992, only six percent of IAAP members made \$40,000 or more annually. That number has risen steadily over the last 20 years, so that 67 percent of IAAP members now make \$40,000 or more annually. Another way to look at this progress is by comparing it to annual inflation. The average salary of an admin in 1992 was about \$27,000. Adjusted for inflation, that same salary should be about \$44,000 in today's dollars (www.usinflationcalculator.com). That means that this year's average of \$45,000 actually beat the rate of inflation.

Professional Development

Professional development has been a core mission of IAAP since the association's birth in 1942, and 2011 was no different. Administrative professionals actively seek the training they need to stay sharp and to cultivate their own careers. Eighty percent of IAAP members work for companies that provide employee training. Those companies averaged five to 10 hours of annual training. Those figures are little changed from the previous survey.

IT dominates the training needs for most admins

Technology tops the list of areas where admins say they need the most training, as it did in 2009. "Computer software applications" was the number one choice, followed by "technology applications, such as Web conferencing" and "IT systems/hardware/system networks." IAAP members also expressed a need for more management-level training. Rounding out the top six were "supervisory/management skills," "time management" and "public speaking/presentation skills."

The fact that technology and management training dominates the training wish list is an indication of how the profession has changed. Their jobs demand these skills. Admins commonly use word processing, spreadsheet, database management, scheduling, presentation and email software at work. Almost 60 percent are also responsible for troubleshooting those applications and training co-workers how to use them. So admins have become not just lifelong learners, but also teachers.

Administrative professionals have a very admirable record in formal post-secondary education. Forty-two percent hold an associate's, bachelor's or graduate-level degree. Only 10 percent have no post-secondary education at all. About 36 percent plan to attain a college degree. Two-thirds of the respondents said they're interested in online education and training. Developing and providing access to that type of e-learning could help a significant number of admins achieve their educational goals.

Companies seeking to attract and retain highly-skilled administrative professionals should note that respondents listed "opportunity to learn, grow" as one of the top factors they consider when looking for a new job.

Workplace Culture

IAAP members represent virtually every major type of business and industry. The top three, representing 39 percent of the total, are "education/training," "government" and "healthcare." "Manufacturing," "non-profit," "finance/banking," "insurance," "utilities," "engineering/architecture" and "technology" rounded out the top 10. The remainder were distributed across 15 other choices. Nearly half work for national or international companies. The rest work for local, state or regional employers. There are few, if any, parts of the economy not impacted by admins.

Given the economy and the financial pressures of modern life, it's no surprise that "salary/benefits" was the most important factor for administrative professionals looking for a new job. A near second, though, was "good working relationship with my supervisor and co-workers."

*80% of
admins are
satisfied with
their jobs*

Given those parameters, it appears most admins are working for companies that treat them well. Nearly 80 percent say they're satisfied in their current positions. In addition, about 70 percent give their immediate managers and supervisors good marks. Finally, 82 percent are happy with the level and effectiveness of communication between themselves and their supervisors. Being an effective communicator was the most important quality for a manager or supervisor. Being approachable, having a vision for success and giving clear directions were also highly valued traits for supervisors.

When it comes to technology in the office, administrative professionals are expected to master a wide range of cutting-edge software and hardware. About a quarter of IAAP members at least sometimes telecommute, a number in line with national averages for all workers. Plus, nearly 90 percent said their employer provides sufficient tools and resources for them to do their jobs effectively. Finally, 85 percent say their companies are highly or somewhat innovative.

There are signs that admins may be lagging in the digital economy, particularly when it comes to mobile tools. While more than 80 percent have access to the basics (networked PC, scanner and color printer), only 46 percent are provided with a laptop computer and 54 percent have wireless Internet access. A tiny two percent have access to a tablet computer through work.

The top three technological tools admins would like to have at work are a “faster, more powerful computer” (38 percent), “additional software/upgraded software” (34 percent) and a “larger computer monitor.” These are all fairly fundamental in any office. It suggests that companies have delayed spending on new equipment and upgrades as a result of the recession. Admins may simply be playing catch-up when it comes to their technology in the next couple of budget cycles.

Results from the 2011 Survey

What best describes your current job title?

Response	Percent
Administrative assistant (ex: Sales assistant, Project assistant...)	25.44%
Administrative secretary	7.41%
Administrative coordinator	6.19%
Office administrator	4.53%
Administrative specialist (ex: Staffing specialist, Legal specialist...)	5.60%
Assistant to [exec title]	6.25%
Executive assistant	28.88%
Executive secretary	3.61%
Office manager or supervisor	7.29%
Secretary	3.88%

How many years have you been in an office/administrative support position?

Response	Percent
0-3	2.28%
4-6	5.54%
7-10	8.98%
11-14	10.69%
15-18	11.05%
19-25	23.34%
26+	37.00%

How many years have you worked for your present employer?

Response	Percent
0-3	20.02%
4-6	19.28%
7-10	16.94%
11-14	14.57%

Response	Percent
15-18	8.65%
19-25	10.72%
26+	8.98%

My number one career goal is to:

Response	Percent
Remain in the administrative professional field	43.31%
Move into management	7.23%
Advance career within my company	18.22%
Change careers	3.05%
Work as self-employed virtual assistant	3.88%
Own my own business outside of admin support field	3.38%
Retire	10.22%
Other:	6.25%

What is the most significant issue affecting the admin profession in the next five to 10 years (10 being most significant; 1 being least)

	1	2	3	4	5	6	7	8	9	10
Keeping up with changing technology	2.28%	1.66%	1.69%	2.90%	6.75%	6.49%	8.86%	11.97%	13.27%	40.11%
Need for more managerial training	3.05%	4.32%	7.02%	11.76%	19.99%	13.00%	12.68%	10.01%	6.78%	3.08%
Increased workload	1.21%	2.16%	2.96%	4.68%	7.32%	10.84%	14.96%	18.84%	18.84%	12.35%
Balancing work and family	2.43%	2.93%	4.30%	9.72%	13.66%	13.63%	14.25%	12.03%	12.17%	7.43%
Doing more with less resources/cost reductions	1.16%	2.07%	3.55%	5.12%	6.99%	13.42%	15.91%	17.71%	16.74%	11.20%
Corporate downsizing	2.25%	4.44%	6.13%	9.89%	15.97%	13.48%	11.43%	9.48%	9.09%	8.86%
Corporate offshoring/outsourcing	14.45%	9.36%	8.47%	20.73%	8.74%	6.69%	6.04%	4.09%	4.27%	2.87%

How many executives or managers do you support?

Response	Percent
0	2.90%
1-2	44.91%
3-4	29.09%
5-10	18.01%
11+	4.59%

What best describes the industry where you are employed?

Response	Percent
Accounting	2.37%
Advertising/public relations	0.24%
Agricultural	0.92%
Construction	1.60%
Education/training	13.68%
Engineering/architecture	4.00%
Environmental	0.95%
Finance/banking	5.81%
Government	12.56%
Healthcare	12.29%
Insurance	5.75%
Legal	1.93%
Media/publishing	0.65%
Manufacturing	6.99%
Non-profit	6.22%
Pharmaceutical	2.64%
Real estate	1.69%
Retail	1.90%
Service	2.96%
Sales/marketing	2.10%
Personnel/human resources	0.80%
Technology	3.55%
Telecommunications	1.10%
Transportation	1.18%
Utilities (oil/gas/electric...)	5.33%

Which one of the following best describes the scope of your company?

Response	Percent
One location	22.51%
State/province-wide	14.75%
Regional	13.92%
Nationwide	13.74%
International	33.44%

Approximately how many employees does your parent company have?

Response	Percent
25 or less	7.26%
26-100	8.26%
101-500	15.28%
501-999	9.12%
1,000-4,999	21.56%
5,000-9,999	11.55%
10,000 or more	25.21%

Approximately how many administrative support employees are employed at your particular branch or office?

Response	Percent
5 or less	37.29%
6-10	16.08%
11-25	14.07%
26-50	9.21%
51-100	8.12%
101-250	6.58%
251-500	3.38%
501-1,000	1.95%
1,001 or more	2.07%

How has the number of support staff changed in your company in the last three years?

Response	Percent
Increased	13.83%
Decreased	46.42%
Stayed the same	32.20%
Unsure	6.01%

If staff decreased, how has the workload changed for admin staff?

Response	Percent
Increased	54.30%
Decreased	1.66%
Stayed the same	18.16%

If staff decreased, do you believe it's due to the current economy?

Response	Percent
Yes	46.45%
No	13.00%
Unsure	11.73%

Do you telecommute?

Response	Percent
Yes, frequently work from home (avg. 20 or more hours per week)	1.87%
Yes, but only occasionally (avg. less than 20 hours per week)	22.69%
No	74.64%

Please indicate your current annual base salary income (in US \$).

Response	Percent
Less than \$15,000	1.18%
\$15,000 - \$24,999	3.14%
\$25,000 - \$29,999	4.80%
\$30,000 - \$34,999	9.54%
\$35,000 - \$39,999	12.11%
\$40,000 - \$44,999	14.22%
\$45,000 - \$49,999	14.31%
\$50,000 - \$54,999	13.15%
\$55,000 - \$59,999	8.47%
\$60,000 - \$64,999	6.46%
\$65,000 - \$69,999	4.00%
\$70,000 +	6.75%

If you included other sources of compensation (overtime pay, bonuses, etc.), what is your estimated average annual total cash compensation?

Response	Percent
Less than \$15,000	8.83%
\$15,000 - \$24,999	2.31%
\$25,000 - \$29,999	3.41%
\$30,000 - \$34,999	6.25%
\$35,000 - \$39,999	7.82%
\$40,000 - \$44,999	9.45%
\$45,000 - \$49,999	9.27%

Response	Percent
\$50,000 - \$54,999	11.14%
\$55,000 - \$59,999	7.52%
\$60,000 - \$64,999	6.31%
\$65,000 - \$69,999	4.18%
\$70,000 +	9.57%

When was your last salary increase?

Response	Percent
Less than one year ago	47.33%
One to two years ago	28.61%
More than two years ago	17.21%
Have not received an increase	5.51%

The amount of your last salary increase was?

Response	Percent
Less than 5%	78.73%
5 to 10%	14.40%
More than 10%	2.46%

Rate the following factors which may have contributed to your last salary increase (10 being greatest; 1 being least).

	1	2	3	4	5	6	7	8	9	10
Merit	3.41%	1.33%	1.60%	1.30%	2.70%	1.93%	3.32%	7.38%	13.42%	34.60%
Cost of living	7.73%	5.36%	4.44%	3.47%	4.41%	2.70%	3.94%	5.54%	9.51%	11.37%
Greater responsibility	1.72%	4.59%	3.38%	2.93%	4.41%	4.38%	6.90%	9.15%	12.29%	5.66%
Promotion	6.78%	4.62%	4.35%	2.52%	2.84%	2.16%	1.90%	2.58%	2.61%	5.48%
New technical skills	0.86%	3.55%	4.83%	6.72%	6.84%	5.92%	6.31%	4.65%	2.40%	0.30%
CPS or CAP certification attainment	7.70%	5.04%	4.27%	3.14%	3.17%	2.52%	2.07%	1.95%	1.48%	1.36%
Other certification attainment	3.52%	6.19%	4.71%	3.67%	2.19%	2.75%	1.60%	1.18%	0.74%	0.18%
Annual/automatic	2.73%	2.40%	2.34%	2.78%	2.99%	3.47%	4.92%	6.69%	9.66%	19.61%
Continuing education	1.72%	2.90%	3.82%	4.92%	4.62%	5.92%	4.86%	4.50%	2.37%	0.68%

Your wages are paid...?

Response	Percent
Hourly	55.86%
Salary	42.80%

Do you work...?

Response	Percent
Full time (minimum 37 hours per week)	94.88%
Part time (less than 37 hours per week)	3.50%
Full time via temporary agency	0.39%
Part time via temporary agency	0.06%

Your established work hours per week are...?

Response	Percent
15-20	1.27%
21-26	0.77%
27-31	0.71%
32-36	4.53%
37-42	80.21%
43+	11.32%

You are eligible for...? (check all that apply)

Response	Percent
Overtime	52.49%
Comp time	29.53%
Bonus	33.53%
Flex time	34.09%
None	17.68%

Which of the following benefits do you currently receive? (check all that apply)

Response	Percent
Vacation	95.70%
Sick leave	86.23%
Life insurance	84.86%
Major medical	67.36%
Health care	80.60%
Dental	85.19%

Response	Percent
Pension plan	53.55%
401k	68.28%
Stock options	16.26%
Optical	59.69%
Flex time	32.43%
Tuition/educational assistance	63.95%
Health club membership	23.34%
Short-term disability	67.74%
Long-term disability	67.30%
Credit union	30.63%
Deferred income	10.66%
Profit sharing	11.58%
Child care	6.43%
Elder care	3.47%
None	1.69%

Is training provided to you by your employer?

Response	Percent
Yes	79.47%
No	19.19%

How many hours of training per year are provided by your employer? (On-site and off-site)

Response	Percent
1-4	19.22%
5-10	23.22%
11+	36.58%
None	17.92%

Rate your need for training in the following areas (10 being greatest; 1 being least)

	1	2	3	4	5	6	7	8	9	10
Computer software applications	2.64%	3.14%	3.08%	6.37%	4.98%	6.34%	8.35%	10.55%	30.72%	0.00%
IT systems/hardware/system networks	3.88%	3.29%	2.87%	3.85%	3.47%	3.79%	5.39%	9.51%	4.59%	0.00%
Technology applications, such as Web conferencing	4.41%	4.65%	4.32%	5.75%	5.78%	7.08%	13.12%	11.79%	6.34%	0.00%
Project management	4.27%	4.47%	5.07%	5.66%	6.93%	8.32%	6.78%	6.01%	5.51%	0.00%
Supervisory/management skills	3.11%	4.68%	5.15%	5.51%	6.31%	7.17%	5.75%	4.77%	5.27%	0.00%
Writing and grammar skills	5.51%	5.95%	5.78%	6.78%	5.42%	6.10%	4.98%	3.67%	1.95%	0.00%
Public speaking/presentation skills	5.07%	4.98%	6.69%	5.89%	5.66%	5.57%	4.89%	3.79%	2.96%	0.00%
Negotiating	3.94%	4.00%	4.32%	4.00%	4.62%	3.35%	2.99%	2.52%	1.69%	0.00%
Time management	4.32%	4.89%	5.39%	5.63%	6.64%	5.89%	5.66%	3.73%	2.99%	0.00%
Another language	2.34%	2.16%	1.90%	2.40%	1.69%	1.72%	1.60%	1.39%	2.55%	0.00%
Teamwork	4.41%	5.57%	4.74%	4.32%	4.12%	4.15%	3.26%	2.34%	1.42%	0.00%
Organizational skills	4.92%	4.35%	4.77%	5.07%	5.30%	4.83%	4.53%	5.42%	3.23%	0.00%
Meeting and special event planning	4.56%	4.56%	5.04%	4.30%	4.27%	4.38%	4.24%	3.50%	2.58%	0.00%

How do these factors rate when seeking a job (10 being greatest; 1 being least)

	1	2	3	4	5	6	7	8	9	10
Geographic location	3.91%	2.87%	3.32%	3.94%	5.21%	4.44%	6.37%	8.89%	11.52%	23.82%
Good working relationship with my supervisor and co-workers	1.04%	1.63%	2.67%	3.26%	4.89%	7.49%	10.43%	13.63%	19.61%	16.97%
Business hours	4.80%	5.81%	6.52%	6.90%	7.91%	7.82%	8.74%	10.84%	5.86%	1.18%
Self-satisfaction	2.40%	4.03%	5.72%	7.58%	8.89%	9.89%	11.37%	9.03%	6.93%	5.66%
Opportunity to learn, grow	1.39%	3.70%	5.54%	8.09%	10.16%	12.89%	10.87%	10.22%	6.43%	5.12%
Corporate culture, atmosphere	5.07%	5.89%	6.37%	7.91%	8.35%	7.88%	7.49%	5.63%	5.36%	4.21%
Good salary, benefits	0.65%	0.71%	1.27%	3.38%	5.36%	7.46%	10.63%	12.09%	18.48%	24.73%
Variety of duties, challenges	2.55%	4.00%	8.98%	9.86%	10.13%	10.72%	9.18%	7.23%	6.34%	2.99%
Status, recognition	12.86%	12.20%	7.58%	5.81%	3.70%	2.93%	1.95%	1.42%	0.95%	0.27%
Opportunity for advancement	7.43%	8.77%	8.15%	6.99%	6.66%	5.86%	5.48%	5.81%	4.98%	2.96%
Paid educational courses	12.86%	9.45%	7.61%	5.92%	4.83%	3.29%	2.16%	1.39%	0.95%	0.56%

Do you have supervisory responsibilities?

Response	Percent
Yes	26.75%
No	71.21%

How many full-time equivalents do you supervise?

Response	Percent
1-2	15.17%
3-4	4.59%
5+	4.21%
None	67.03%

Which of the following software do you use at work? (check all that apply)

Response	Percent
Word processing	94.67%
Spreadsheet	93.90%
Database management	51.81%
Accounting	30.72%
Scheduling/calendaring	89.66%
Desktop publishing	39.75%
Web design	13.86%
Presentation	63.06%
Authoring	9.54%
E-mail	96.59%
Project management	19.96%
Voice recognition	4.30%

Do you troubleshoot and/or train co-workers in computer applications?

Response	Percent
Yes	56.31%
No	41.53%

Do you recommend or are you responsible for making purchasing decisions?

Response	Percent
Recommend	22.33%
Purchase	20.02%
Neither	23.40%

Response	Percent
Both	32.94%

What type of office equipment, supplies, and/or services do you recommend or initiate purchasing? (check all that apply)

Response	Percent
Desk supplies (staplers, pens, etc.)	81.46%
Filing equipment/supplies	73.37%
Airline, travel, hotel reservations	60.31%
Paper supplies	64.48%
Printing/mailing services	45.62%
Desks, chairs, office furniture	39.31%
Copiers, supplies	40.25%
Personal computers/computer supplies	27.16%
Temporary help	20.68%
Computer software/hardware	26.48%
Telephone equipment, services	21.48%
Equipment leasing	10.31%
Wireless equipment	14.54%
Videoconferencing	11.76%
Peripherals (scanners, digital cameras, printers)	25.68%
Vending items	9.45%
Business meeting and special event expenses	48.96%
Training	24.23%
Flowers/gift baskets/corporate gifts	56.16%
Courier services	26.39%

What is the approximate total value of the products/services you purchase for your company annually? (includes office supplies, travel, meeting expenses, temporary staffing, etc.)

Response	Percent
Under \$5,000	28.94%
\$5,000 - \$24,999	32.35%
\$25,000 - \$49,999	12.09%
\$50,000+	14.93%

Gender:

Response	Percent
Male	0.98%
Female	97.33%

Age:

Response	Percent
18-24	0.27%
25-34	6.16%
35-44	17.95%
45-54	37.74%
55-64	32.11%
65+	4.12%

Post-secondary education achieved

Response	Percent
None	9.69%
Business/Technical School/College - Certificate (9-12 month program)	6.28%
Business/Technical School/College - 1-year program	3.64%
Business/Technical School/College - 2-year program	7.52%
Junior/Community College - Some credit classes	11.40%
Junior/Community College - Associate degree	16.17%
College/University - Some credit classes	18.13%
College/University - Bachelor's degree	19.16%
College/University - Some post-graduate	3.41%
College/University - Master's degree	3.14%
College/University - Doctorate	0.06%

Post-secondary education: Ultimate Goal

Response	Percent
None	38.36%
Business/Technical School/College - Certificate (9-12 month program)	3.26%
Business/Technical School/College - 1-year program	0.77%
Business/Technical School/College - 2-year program	2.40%
Junior/Community College - Some credit classes	1.54%
Junior/Community College - Associates degree	6.13%

Response	Percent
College/University - Some credit classes	3.50%
College/University - Bachelor's degree	19.14%
College/University - Some post-graduate	2.22%
College/University - Master's degree	9.48%
College/University - Doctorate	1.42%

Are you currently enrolled in educational courses that will satisfy obtaining an academic degree?

Response	Percent
Yes	11.20%
No	87.06%

Are you interested in online education/training?

Response	Percent
Yes	65.76%
No	32.41%

What best describes what you enjoy most about being an administrative professional?

Response	Percent
Representing my manager(s)	7.08%
Organizing and coordinating	22.96%
Making decisions	1.01%
Using my technical skills	7.55%
Producing quality documents, reports, etc.	5.54%
Dealing with people	10.25%
Playing an important role in the organization	38.74%
Managing projects	5.15%

Please indicate your current level of job satisfaction in your current position? (10 being greatest; 1 being least)

1	2	3	4	5	6	7	8	9	10
1.75%	1.87%	2.07%	2.46%	5.98%	5.57%	11.17%	21.98%	26.24%	19.11%

How would you rate your immediate manager/supervisor on how well he or she utilizes your current job skills and abilities. (10 being greatest; 1 being least)

1	2	3	4	5	6	7	8	9	10
3.17%	3.29%	3.97%	3.82%	7.23%	6.93%	11.34%	16.50%	19.55%	22.30%

Rate these workplace challenges in terms of significance to your day to day work responsibilities (10 being greatest; 1 being least)

	1	2	3	4	5	6	7	8	9	10
Juggling multiple priorities	1.51%	1.54%	1.84%	1.93%	3.35%	4.21%	6.61%	9.36%	16.11%	36.02%
Serving multiple supervisors	4.18%	4.44%	3.41%	3.14%	4.62%	4.56%	6.55%	9.00%	14.04%	6.28%
Dealing with difficult people and personalities	4.12%	5.84%	5.75%	6.28%	6.69%	7.05%	8.18%	10.22%	6.84%	7.55%
Working for difficult supervisor	11.43%	5.33%	3.88%	2.75%	2.84%	2.67%	3.70%	3.08%	3.58%	5.36%
Understanding and using technology	4.24%	5.07%	6.78%	5.60%	6.96%	7.26%	8.74%	9.77%	5.89%	2.93%
Volume of work - not enough time to complete	2.10%	4.12%	4.83%	4.83%	6.40%	6.96%	9.03%	10.13%	10.10%	8.95%
Lack of equipment/facilities to do job well	7.05%	7.08%	6.04%	6.25%	4.50%	3.94%	3.32%	2.46%	1.78%	1.16%
Adapting to organizational changes (downsizing, new management, business environment)	2.99%	3.47%	4.92%	5.04%	7.64%	7.32%	7.61%	8.00%	6.34%	5.69%

Rate the level of effective communication between you and your immediate supervisor/manager?

Very satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied - manager/supervisor is very poor communicator
47.19%	35.13%	8.29%	6.01%

Rate the following qualities that you think are most important in a manager/supervisor/boss. (10 being greatest; 1 being least)

	1	2	3	4	5	6	7	8	9	10
Effective communicator	0.98%	0.65%	2.96%	3.44%	5.04%	5.42%	8.65%	11.49%	15.97%	32.76%
Delegates meaningful tasks	0.77%	1.87%	13.00%	11.79%	10.87%	10.22%	9.66%	8.29%	8.95%	2.43%
Understands work processes	0.89%	1.42%	10.90%	11.34%	12.41%	10.87%	9.45%	10.13%	7.43%	3.44%
Is approachable	0.44%	0.56%	2.87%	4.89%	8.03%	10.07%	13.51%	14.19%	15.34%	16.80%
Gives feedback and praise when warranted	0.65%	1.07%	7.91%	10.99%	13.12%	15.05%	13.57%	11.08%	7.14%	2.40%
Stands up for employees	0.50%	1.27%	8.15%	9.60%	12.11%	12.14%	12.32%	11.91%	8.35%	5.42%
Well-organized; gives clear direction	0.68%	1.16%	5.48%	10.66%	9.30%	10.40%	11.61%	13.18%	13.03%	7.32%
Knows his/her job and has an effective vision for success	0.89%	1.33%	11.17%	7.49%	6.40%	7.29%	6.78%	8.06%	11.97%	19.46%

Do you received and organize e-mail that is addressed to your supervisor?

Response	Percent
Always	15.23%
Sometimes	33.83%
Seldom/Never	48.10%

Rate the following areas on how your responsibilities have grown most over the past five years. (10 being greatest; 1 being least)

	1	2	3	4	5	6	7	8	9	10
Project management - more long-term projects	2.64%	1.30%	1.81%	1.81%	2.99%	3.55%	3.29%	5.57%	4.98%	10.60%
Software training/troubleshooting	1.95%	2.61%	1.60%	2.34%	3.32%	3.14%	3.02%	4.24%	4.03%	3.32%
Software adaptor (adapting software to particular company needs)	0.89%	1.48%	1.57%	0.89%	1.13%	1.24%	1.72%	1.98%	2.07%	1.18%
Web site design or content management	1.24%	1.01%	0.95%	1.51%	1.36%	1.16%	1.66%	1.60%	1.42%	1.51%
Negotiator (with clients and vendors)	1.21%	1.42%	1.54%	1.87%	2.49%	2.04%	2.19%	1.90%	1.60%	1.18%
Online purchasing	1.48%	1.72%	2.43%	3.29%	4.38%	4.50%	4.95%	3.76%	2.87%	1.66%
Storage and retrieval of information, along with interconnecting its significance (could be e-info, tapes, digital files, videos, paper, multi-formats)	1.07%	1.30%	2.10%	2.19%	3.17%	3.32%	3.64%	3.73%	3.82%	3.32%
Meeting planning (includes negotiating hotel contracts, scheduling catering, preparing for Web and video conferencing)	0.80%	1.57%	1.69%	2.75%	3.97%	4.53%	6.66%	7.35%	7.35%	5.04%
Travel planning (includes online research, booking, tracking, preparing the traveler, securing needed info such as maps, phone numbers, alternatives, emergency numbers)	0.80%	1.60%	1.72%	2.73%	3.38%	4.30%	5.60%	8.35%	8.20%	5.95%
Desktop publishing (developing brochures, flyers, annual reports, and other items that are sent directly or electronically to the printer)	1.04%	1.27%	1.84%	1.63%	2.28%	3.23%	3.79%	2.99%	2.52%	1.84%
Web design and/or content management	0.89%	0.71%	0.89%	0.74%	0.86%	0.92%	1.13%	1.10%	1.10%	0.68%
Team leader dealing with virtual members (from other facilities, traveling execs, or with outside business partners)	0.77%	1.24%	1.07%	1.24%	1.36%	2.01%	2.93%	3.58%	2.67%	1.48%
General office management/coordination/supervision	0.74%	1.04%	1.04%	1.90%	3.05%	3.85%	4.80%	7.17%	10.01%	16.05%
Main liaison to corporate manager/VIP	1.07%	0.47%	1.16%	0.95%	1.87%	2.13%	2.70%	4.03%	6.13%	9.12%

Has the level of authority and autonomy to which you are assigned decision-making responsibility increased in the past five years?

Response	Percent
Increased significantly	21.48%
Increased some	45.20%
Stayed the same	22.39%

Response	Percent
Decreased	7.11%

In the past 10 years?

Response	Percent
Increased significantly	37.38%
Increased some	34.48%
Stayed the same	14.40%
Decreased	6.90%

Overall, has the contribution you make within your organization as an administrative professional increased or decreased over the last five years?

Response	Percent
Increased significantly	43.16%
Increased some	36.17%
Stayed the same	10.78%
Decreased	6.04%

In general, does your employer provide sufficient tools and resources to allow you to do your job effectively?

Response	Percent
Yes	88.45%
No	7.82%

Which of the following technological tools are provided by your employer for your access/use? (check all that apply)

Response	Percent
Networked PC	84.42%
Laptop computer	45.82%
Access to work e-mail from home	74.17%
Scanner	84.86%
Digital copier	65.91%
CD burner	56.22%
PDA	12.09%
Color printer	85.60%
Digital camera	33.98%
Wireless internet access	53.73%
Cell phone	22.19%

Response	Percent
Video conferencing system	42.80%
Teleconferencing system	57.14%
Voice recognition software	4.98%
Netbook computer	2.40%
Tablet computer	2.13%

What employer-provided technology tools would you most like to have at work that you don't currently have/utilize? (check all that would be useful in your current work role)

Response	Percent
Faster/more powerful computer	37.59%
Larger computer monitor	17.68%
Additional software/upgraded software	33.47%
Scanner	5.78%
Color printer	6.84%
Digital camera	3.70%
Laptop computer	15.85%
Wireless internet access	8.83%
Cell phone	12.59%
PDA	10.96%
CD burner	4.18%
Digital copier	2.81%
Corporate intranet	2.40%
Netbook computer	6.43%
Tablet computer	10.52%

Rate your organization in terms of adapting to industry change and level of innovation.

Response	Percent
Highly innovative - quickly adapts to changing industry trends	37.56%
Somewhat innovative	47.78%
Low innovation - mostly satisfied with status quo	10.75%

Estimate the annual level of turnover among administrative employees in your organization.

Response	Percent
0-5%	54.41%
6-10%	13.63%

Response	Percent
11-15%	4.98%
16-25%	3.08%
30% or higher	1.66%
Unsure	18.90%

Over the last year, temporary employees in my office have:

Response	Percent
Increased significantly	5.63%
Increased slightly	13.57%
Stayed the same	23.46%
Decreased significantly	10.07%
Decreased slightly	5.30%
We don't use temporary employees	37.71%

During the current economic downturn, my company has (check all that apply)

Response	Percent
Frozen salaries	44.11%
Cut salaries	10.01%
Cut health insurance benefits	14.43%
Required employees to pay for health insurance	12.32%
Eliminated/reduced a retirement plan (401k) match	12.00%
Required forced time off without pay	8.83%
Reduced vacation time	3.14%
Eliminated bonus pay	14.34%
Eliminated/reduced holiday parties	36.14%
Eliminated/reduced mileage reimbursement	6.01%

Over the next year I expect to see my company:

Response	Percent
Reinstate pre-recession benefits/salary	8.68%
Add back a portion of pre-recession benefits/salary	9.54%
Continue cutting	21.92%
Remain the same	54.41%