State of the Administrative Profession

FINDINGS FROM THE 2018 BENCHMARKING SURVEY CONDUCTED BY IAAP

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The International Association of Administrative Professionals (IAAP), as a first-of-its-kind organization, has been collecting data through benchmarking surveys since the early 1990s. Though the questions have changed slightly throughout the years to reflect the changing workplace, IAAP has decades worth of data tracking everything from job responsibilities to demographic details.

In 2018, a survey was sent to over 7,000 members as well as some 23,000 nonmembers. New to 2018, and embracing the interconnectedness of today’s world, IAAP took advantage of their social media channels (Twitter, Facebook, and LinkedIn) in the hopes of getting a well-represented group of respondents. A total of 3,634 surveys were completed, the highest number in a decade.

During a 3-month window in 2018, respondents answered 62 questions regarding demographics, their work and workplace, compensation, and professional development. IAAP collects this data in order to identify trends in today’s workplace as well as getting a clearer snapshot of the profession according to those who fill this most integral of roles. Most importantly, this information helps tailor programs and services offered by IAAP to the administrative profession and administrative professionals.
This survey more than most before it gives a much rounder picture of the profession rather than just IAAP’s membership. As such, the demographic data collected in 2018 shows a shift in age and gender that is much more in line with workforce demographics. For gender identification, those who identified as male made up slightly over 18 percent of respondents, a huge increase from under 2 percent in 2015 and 2013. This number may be an anomaly; however, it could signal a shift in thinking from a largely female occupation to one that can be equally well-perceived regardless of gender.

The numbers for age, too, showed a shift from years previous, when respondents reported an age range of 40+ more than 80 percent of the time. In 2018, these numbers have skewed much more evenly, with over 32 percent 40 and under. It is fair to speculate that the 2015 survey’s numbers, especially in age and gender, reflects IAAP’s membership rather than the profession as a whole.

Though the data is starting to suggest an influx of younger workers, reported experience data suggests that those who are younger have still spent significant time in an office/administrative support position. Less than 15 percent reported that they have worked in an office/administrative support position 10 years or less. In fact, the majority report being in a related position for more than 20 years.

While 2015’s survey stands out in that over 91 percent reported being a member of IAAP, the 2018 data has normalized to the 2/3 number that was reported in 2013. Of those who reported that they had been a member, the No. 1 reason for the lapse was that their employer no longer pays for their membership (38.79 percent), followed by “I plan on renewing soon” (20.34 percent).

Going forward, IAAP intends on making the benchmarking survey open to any in an office/administrative support position, regardless of membership standing, in order to get a better picture of the profession. Because of this focus on the profession, the membership number is anticipated to stay around 60 percent.

It’s also worth noting that respondents came from across the globe. While still heavily North American, a little over 95 percent, 55 countries were represented in 2018. That’s a significant increase from the 17 reported countries in 2015.
What is your age range?

- Under 25: 0.61%
- 26-40: 30.85%
- 41-55: 38.55%
- 56-70: 28.78%
- Over 70: 1.21%

To what gender do you most identify?

- Female: 81.22%
- Male: 18.07%
- Prefer Not to Answer: 0.58%
- Not Listed: 0.08%
- Transgender Female: 0.03%
- Gender Variant/Non-Conforming: 0.03%
- Transgender Male: 0.00%

What is your racial/ethnic origin:

- White (Not of Hispanic origin): 77.41%
- African American or Black (not of Hispanic origin): 8.96%
- Hispanic/Latino: 4.67%
- I prefer not to answer this question: 3.49%
- Asian: 2.47%
- Two or More Races: 2.17%
- American Indian or Alaskan Native: 0.36%
- Native Hawaiian/Pacific Islander: 0.33%
- Race and/or Ethnicity Unknown: 0.14%

In what state, territory, province, or country do you reside?

- United States
  - Alabama
  - Alaska
  - Arizona
  - Arkansas
  - California
  - Colorado
  - Connecticut
  - Delaware
  - District of Columbia
  - Florida
  - Georgia
  - Hawaii
  - Idaho
  - Illinois
  - Indiana
  - Iowa
  - Kansas
  - Kentucky
  - Louisiana
  - Maine
  - Maryland
  - Massachusetts
  - Michigan
  - Minnesota
  - Mississippi
  - Missouri
  - Montana
  - Nebraska
  - Nevada
  - New Hampshire
  - New Jersey
  - New Mexico
  - New York
  - North Carolina
  - North Dakota
  - Ohio
  - Oklahoma
  - Oregon
  - Pennsylvania
  - Rhode Island
  - South Carolina
  - South Dakota
  - Tennessee
  - Texas
  - Utah
  - Vermont
  - Virginia
  - Washington
  - West Virginia
  - Wisconsin
  - Wyoming

- Canada
  - Alberta
  - British Columbia
  - Manitoba
  - New Brunswick
  - Newfoundland and Labrador
  - Nova Scotia

- Outside North America
  - Australia
  - Bahamas
  - Bangladesh
  - Barbados
  - Belgium
  - Bermuda
  - Brazil
  - China
  - Colombia
  - Costa Rica
  - Cuba
  - Egypt
  - Ethiopia
  - Europe
  - Fiji Islands
  - France
  - Germany
  - Greece
  - Guyana
  - India
  - Indonesia
  - Ireland
  - Israel
  - Italy
  - Jamaica
  - Japan
  - Lesotho
  - Macedonia
  - Mauritius
  - Mexico
  - Kenya
  - Namibia
  - New Zealand
  - Nigeria
  - Northern Ireland
  - Norway
  - Peru
  - Philippines
  - Portugal
  - Puerto Rico
  - Qatar
  - Samoa
  - Saudi Arabia
  - Scotland
  - Singapore
  - South Africa
  - Spain
  - St. Croix
  - St. Kitts
  - St. Vincent and the Grenadines
  - Sweden
  - Trinidad and Tobago
  - Tunisia
  - Uganda
  - United Arab Emirates
  - United Kingdom
  - Zimbabwe

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

- 5 or less: 5.31%
- 6-10: 7.50%
- 11-15: 13.85%
- 16-20: 13.63%
- 21 or more: 59.70%

Are you a member of IAAP (International Association of Administrative Professionals)?

- Yes: 66.33%
- No: 20.18%
- I was a member, but my membership has lapsed: 9.84%
- I am unaware of this organization: 3.66%

If your membership has lapsed, why have you decided not to renew?

- My employer no longer pays for my membership: 38.79%
- The membership is too expensive: 11.08%
- The association did not meet my professional needs: 9.97%
- I am no longer employed: 9.91%
- I have achieved my personal/professional goals: 4.37%
- I have retired: 2.87%
- I am no longer in the profession: 2.67%
Departing from years past, where the job title question was generic and a “best-fit,” in 2018 the job title was requested as a fill-in. IAAP received a total of 520 different job titles with variations on many of the titles (Junior, Senior, Level-I, etc.). It confirms IAAP’s belief that the administrative profession is vast and various, from top-down and in a variety of fields.

Three in four respondents work full time and much of the remainder reports working full time via a temporary agency (19.08 percent). It follows, then, that over 75 percent report working more than 37 hours per week. 2018 marks a continuation of the shift away from the traditional office setting. In the 2011 Benchmarking Survey, almost 75 percent reported not telecommuting at all. In 2018, 68.48 percent reported working in a traditional office setting, with over 30 percent working at least part time away from the office. Most jarring is the transition to independent contracting, which saw a jump from .8 percent in 2013 to 15.15 percent in 2018. This suggests that there is real validity to the virtual admin career path.

Government, Education, and Health Care/Medical continue to be the top industries, however Government has overtaken the Education and Health Care sectors by a wide margin, at 25.77 percent. The next closest, Health Care/Medical, reported in at 15.26 percent. This is a statistic worth monitoring in the future, as budgets get tighter and private sector doing much more with less. A little over 60 percent report working for a parent company that employs 1,000 or more, with the majority of that number (34.89 percent) reporting 10,000 or more.

Respondents are being asked to support more people, with almost 59 percent being asked to support 3 or more managers or executives. Most alarming, though, 18.39 percent of respondents reported supporting 11+ in 2018, an increase of 12 percent from 2015. It remains to be seen whether this is a trend that will continue or if it was an outlier, as the highest reported percentage of supporting 11+ recently was only 5.3 percent in 2013. Supervisory responsibility has remained consistent over the last several years, with approximately ¼ reporting overseeing at least one full-time staff member.

With the increase of mobile technology, admins have increasingly been expected to be available after business hours, with just over half reporting yes to question 18—up from 34.5 percent in 2015 and 31 percent in 2013. Though they are increasingly expected to be available after regular business hours, admins are increasingly dissatisfied with the level of communication between themselves and their immediate manager/ supervisor/executive. In 2013, 87.6 percent reported as being satisfied with the level of communication, while in 2018 that number dropped to 69.36 percent. Even worse, in 2013 only 4.7 percent reported with “not at all satisfied,” and in 2018 that number increased more than three-fold (17.08 percent). Regardless of availability, there seems to be a disconnect in the communication channels.

Oddly, regardless of communication problems, admins report that their skills are being utilized at least somewhat (46.73 percent), with 34.69 saying their skills are very utilized. And, in general respondents report being provided with sufficient tools and resources to allow them to do their job effectively (92.39 percent). These factors may contribute to the overall job satisfaction rating, of which 70 percent report at least some level of satisfaction.

For the third consecutive survey, admins report their No. 1 significant challenge at work is juggling multiple priorities. Also, for the third consecutive survey, respondents report that keeping up with changing technology will be the most significant issue affecting the office/administrative profession in the next 5 years. Unlike years past, however, the No. 2 issue is generational differences within the workplace. This result reflects the shifting demographics in today’s workplace, with Gen Z entering the workforce and Boomers still representing a large portion of workers.

Overall, respondents feel confident in their value. The survey reports that over 81 percent think their contribution to their organization has increased in the last five years. In looking forward, career goals in the next 2-5 years are fairly split between advancing within the office/administrative profession (30.84 percent), changing careers and working outside the office/administrative profession (21.63 percent), and staying in their current role (23.73 percent). Reflecting the age demographics of the survey, in the next 5-10 years respondents goals start to shift to retirement (22.23 percent), culminating in a high of 55.61 percent of respondents reporting retirement as their No. 1 goal in 11+ years.
<table>
<thead>
<tr>
<th>Job Title</th>
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<td>OSS IV</td>
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<tr>
<td>2-1-1 Community Partnerships Coordinator</td>
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<td>Academic &amp; Student Affairs Specialist</td>
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<td>Academic Affairs Coordinator</td>
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<td>Academic Assistant</td>
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<td>Academic Department Associate</td>
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<td>Academic Program Coordinator</td>
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<td>Account Executive</td>
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<td>Accountant (I, II)</td>
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<td>Accounting Associate</td>
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<td>Accounting Specialist (I, II, III)</td>
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<td>Accounting, Warranty &amp; Service Administrator</td>
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<td>Accounts Receivable Coordinator</td>
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<td>Accounts Receivable Supervisor</td>
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<td>Adjunct Instructor</td>
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<td>Administrative Operations Manager</td>
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<td>Administrative Pastor</td>
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<td>Administrative Services Associate</td>
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<td>Administrative Services Coordinator (I, II, III)</td>
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<td>Administrative Support Aide (I, II)</td>
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<td>Administrative Support Assistant (I, II, III, IV)</td>
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<td>Administrative Support Coordinator (I, II, III, IV)</td>
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<td>Aerospace Administrative Assistant</td>
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<td>Associate</td>
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<td>Associate Director, Facilities Services</td>
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<td>Associate Project Management Analyst</td>
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<td>Auto Claims Adjuster</td>
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<td>AVP, Executive Assistant</td>
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<td>Benefit Analyst</td>
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<td>Board Administrator</td>
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<td>Board Coordinator</td>
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<td>Board of Directors Secretary</td>
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<td>Board Services Specialist</td>
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<td>Branch Administrative Assistant</td>
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<td>Brand Ambassador</td>
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<td>Budget &amp; Contract Analyst</td>
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<td>Business &amp; Events Coordinator</td>
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<td>Business &amp; Industry Administrative Support Staff</td>
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<td>Business Administrator</td>
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<td>Business Assistant</td>
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<td>Business Change Manager</td>
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<td>Business Operations Analyst</td>
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<td>Business Operations Manager</td>
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<td>Business Professional</td>
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<td>Business Support Lead</td>
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<td>Business Technology Instructor</td>
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<td>Catering Sales Manager</td>
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<td>Chief Administrative Officer</td>
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<td>Chief Executive Assistant</td>
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<td>Chief Executive Officer</td>
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<td>Chief of Staff</td>
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<td>City Clerk</td>
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<td>Claims Agent</td>
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<td>Claims Manager</td>
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<td>Clerk (I, II, III)</td>
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<td>Clerk Specialist (I, II)</td>
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<td>Corporate Affairs Administrator</td>
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<td>Corporate Secretarial Specialist</td>
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<td>Corporate Secretary</td>
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<td>Corporate Security Associate</td>
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<td>Corporate Support Assistant</td>
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<td>Corporate Support Coordinator</td>
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<tr>
<td>Credentialing Assistant</td>
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<td>Credentialing Specialist</td>
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**What is your current job title?**
Executive & Corporate Secretary
Executive & Personal Assistant
Executive Admin
Executive Admin Support
Executive Administrative Assistant (I, II, III, Senior)
Executive Administrative Coordinator
Executive Administrative Professional
Executive Administrative Secretary & Marketing Assistant
Executive Administrative Support Specialist
Executive Administrator (I, II)
Executive Affairs Liaison
Executive Aide
Executive Assistant (I, II, III, Specialist, Senior)
Executive Assistant & Administrative Manager
Executive Assistant & Office Manager
Executive Assistant Support Services
Executive Assistant Team Lead
Executive Associate
Executive Communications & Scheduling
Executive Coordinator
Executive Director
Executive Legal Assistant
Executive Legislative Assistant
Executive Liaison
Executive Management Assistant
Executive Office Administrator
Executive Office Assistant
Executive Office Manager
Executive Office Supervisor
Executive Operations Assistant
Executive Personal Assistant
Executive Professional Assistant
Executive Secretary
Executive Specialist
Executive Staff Assistant
Executive Support Specialist (I, II)
Executive Support Supervisor
Executive Team Assistant
Executive/Office Administrator
Facilities & Administrative Support Manager
Facilities Manager
Facilities/Office Manager
Family Support Specialist (I, II, III)
Farm Resources Administrative Coordinator
Federal Contracts Specialist
Field Placement
Field Services Administrator
Field Worker
Finance Assistant
Finance Secretary
Financial & Management Administrator Coordinator
Financial Administrative Coordinator
Financial Analyst
Fiscal Assistant
Fiscal Support
Fiscal Support Supervisor
Fiscal Technician
Fleet Program Coordinator
Foreman
Founder & CEO
Franchise Relations Coordinator
Front Desk Coordinator
Front Desk Specialist
Generation Management Administrative Assistant (I, II, III)
GIS Analyst
GME Administrative Assistant
Governance & Operations Manager
Governance & Policy Leader
Governance Officer
Grants Database Manager & Administrative Assistant
Grants Manager
Group Administrator
Head Finance & Administration
Head of Administration
Health Sciences Department Assistant I
Helpdesk Data Clerk
HR AC/Project Coordinator
HR Administrative Assistant
HR Administrator
HR Executive Assistant
HR Generalist
HR Generalist Employment Coordinator
HR Manager
HR Supervisor
Human Resource Generalist
Human Resources Analyst
Human Resources Assistant
Human Resources Manager
Human Resources Specialist
Information Services Coordinator
Instructor of Business Education
Instructor/Trainer
Intake Coordinator
Intermediate Administrative Assistant
Internal Accountant
Investment Administration Associate
Investment Team Coordinator
Investor Relations Coordinator
IT Administrative Coordinator
IT Project Coordinator
IT Senior Administrator
Junior Administrative Officer
Law Clerk
Lead Administrative Assistance IV
Lead Administrative assistant
Lead Administrator
Lead Executive Assistant
Lead Medical Transcriptionist/ Administrative Coordinator
Lead Sheriff’s Record Specialist
Learning Coordinator
Legal Administrative Assistant
Legal Assistant (I, II, III)
Legal Executive Assistant
Legal Practice Assistant
Legal Records Management Associate
Legal Research Aide
Legal Research Manager
Legal Secretary
Legislative Assistant
Legislative Executive Assistant
Loan Officer
Loan Processor
Location Manager
Logistics Coordinator
Maintenance & Engineering Administrative Assistant
Management Analyst
Management Assistant
Management Support Specialist
Management Technician
Manager
Market Research Analyst
Marketing & Operations Manager
Marketing Administrative Assistant
Marketing Analyst
Marketing Assistant
Marketing Coordinator (I, II)
Marketing Director
Marketing Manager
Medical Administrative Assistant
Medical Records Specialist
Medical Staff Coordinator
Medical Transcriptionist
Membership Specialist
Mobility Advisor
Move Ambassador
Non Clinical Support Specialist
Office & Administrative Assistant
Office & Compliance Manager
Office Administrative Assistant
Office Administrator
Office Administrator (I, II, III, IV)
Office Administrator Coordinator
Office Assistant (I, II, III, IV, V)
Office Associate (I, II, III)
Office Coordinator
Office Manager
Office Manager Lead
Office Operations Manager
Office Services
Office Services Coordinator
Office Services Manager
Office Supervisor
Office Support Specialist (I, II, III, IV, Senior)
On-call Branch Office Administrator
Operations Admin
Operations Administrator
Operations Coordinator
Operations Manager
Operations Officer
Operations Specialist
Operations Supervisor
Operations Support Representative
Outreach Coordinator
Owner
Paralegal
Parish Secretary
Partner
Patent Administrator
Payroll Accountant
Payroll Admin
Payroll Specialist
Pension Investments Research & Reporting Specialist
Pension Specialist
Perioperative Secretary
Personal Assistant
Personnel & Administration Manager
Planning Specialist
Police Administrative Coordinator
Portfolio Supervisor
Practice Line Executive Assistant
President
President & CEO
Principal
Principal Administrative Assistant
Principal’s Confidential Administrative Professional
Process Improvement & Special Projects
Process Owner II
Procurement Administrative Assistant
Production Administrative Manager
Professor
Program Administrator
Program Assistant
Program Assistant Support
Program Coordinator
Program Development & Special Projects Coordinator
Program Manager
Program Manager’s Assistant
Program Specialist
Program Technician
Project Administrative Lead
Project Administrator
Project Assistant
Project Coordinator (I, II)
Project Lead
Project Lead Administrative Assistant
Project Management Assistant
Project Manager
Project Manager Assistant
Project Specialist
Project Support Specialist
Project Technician
Project/Admin (I, II, III, IV)
Project/Program Coordinator
Property Administrator
Protection & Control Support Administrator
PSM Administrative Assistant
Public Works Administrator
Purchasing Clerk
Pursuit Manager
Quality Assurance Coordinator
Quality Data Analyst
Rate Analyst Assistance
Receptionist
Records Manager
Records Specialist
Region Administrative Assistant
Regional Administration Officer
Regional Facilities Manager
Registrar
Registration & Records Assistant
Registration Coordinator
Regulatory Compliance Manager
Research Administrative Assistant
Research Analyst
Residency/Fellowship Coordinator
RIM Analyst
Risk Management Technician
Risk Specialist
Safety Manager
Sales & Marketing Coordinator
Sales Administrator
Sales Agent
Sales Assistant
Sales Coordinator
Sales Manager
Sales Support Assistant
Scheduling Coordinator
School Secretary
Seasonal Admin
Secretary (I, II, III)
Secretary E-9
Senior Academic Program Coordinator
Senior Accounting Technician
Senior Admin
Senior Admin Specialist
Senior Administrative Assistant (I, II, III)
Senior Administrative Assistant  
Senior Administrative Coordinator  
Senior Administrative Officer  
Senior Administrative Partner  
Senior Administrative Professional  
Senior Administrative Services Assistant  
Senior Administrative Specialist (I, II)  
Senior Administrative Support Assistant  
Senior Administrator  
Senior Analyst  
Senior Assistant  
Senior Associate  
Senior Clerk Stenographer  
Senior Clinical Trial Associate  
Senior Communications Coordinator  
Senior Corp Communications  
Senior Development Administrator  
Senior Development Coordinator  
Senior Director  
Senior EAA  
Senior Executive Admin  
Senior Executive Administrative Assistant  
Senior Executive Administrator  
Senior Executive Assistant (I, II)  
Senior Executive Associate  
Senior Executive Coordinator  
Senior Executive Staff Assistant  
Senior Financial Analyst  
Senior HR Assistant  
Senior Lead Executive Assistant  
Senior Legal Secretary  
Senior Management Administrative Assistant  
Senior OD Administrator  
Senior Office Assistant  
Senior Office Coordinator  
Senior Office Manager  
Senior Operations Associate  
Senior Pricing Analyst  
Senior Program Assistant  
Senior Project Administrator  
Senior Project Coordinator  
Senior Re-Underwriting Specialist/Event Planner  
Senior Regional Coordinator  
Senior Research Associate  
Senior Secretary  
Senior Specialist  
Senior Supervisor  
Service Planner  
Servicing Agent  
Site Administrative Assistant  
Site Worker  
Special Education Administrative Assistant  
Special Operations Assistant  
Special Projects Coordinator  
Special Projects Manager  
Specialist  
Staff Assistant  
Staff Development Coordinator  
Station Manager  
Statistical Specialist  
Store Clerk  
Strategic Partner Services Manager  
Student Affairs Professional  
Student Support Specialist  
Support  
Supervisory Administrative Assistant  
Support Specialist  
Support Staff  
Surgery Scheduler  
Talent Acquisition Coordinator  
Tax & Facility Administrator  
Tax Administrative Assistant  
Tax Specialist  
Teacher  
Team Assistant  
Technical Assistant  
Technical Assistant Specialist  
Technical Clerk  
Technician  
Temp. Facilities Coordinator  
Testing Center Administrative Assistant  
Testing Coordinator  
Timekeeper  
Training Assistant  
Training Coordinator  
Special Projects Coordinator  
Special Projects Manager  
Specialist  
Staff Assistant  
Staff Development Coordinator  
Station Manager  
Statistical Specialist  
Store Clerk  
Strategic Partner Services Manager  
Student Affairs Professional  
Student Support Specialist  
Support  
Supervisory Administrative Assistant  
Support Specialist  
Support Staff  
Surgery Scheduler  
Talent Acquisition Coordinator  
Tax & Facility Administrator  
Tax Administrative Assistant  
Tax Specialist  
Teacher  
Team Assistant  
Technical Assistant  
Technical Assistant Specialist  
Technical Clerk  
Technician  
Temp. Facilities Coordinator  
Testing Center Administrative Assistant  
Testing Coordinator  
Timekeeper  
Training Assistant  
Training Coordinator  
Special Projects Coordinator  
Special Projects Manager  
Specialist  
Staff Assistant  
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Statistical Specialist  
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Strategic Partner Services Manager  
Student Affairs Professional  
Student Support Specialist  
Support  
Supervisory Administrative Assistant  
Support Specialist  
Support Staff  
Surgery Scheduler  
Talent Acquisition Coordinator  
Tax & Facility Administrator  
Tax Administrative Assistant  
Tax Specialist  
Teacher  
Team Assistant  
Technical Assistant  
Technical Assistant Specialist  
Technical Clerk  
Technician  
Temp. Facilities Coordinator  
Testing Center Administrative Assistant  
Testing Coordinator  
Timekeeper  
Training Assistant  
Training Coordinator  
Special Projects Coordinator  
Special Projects Manager  
Specialist  
Staff Assistant  
Staff Development Coordinator  
Station Manager  
Statistical Specialist  
Store Clerk  
Strategic Partner Services Manager  
Student Affairs Professional  
Student Support Specialist  
Support  
Supervisory Administrative Assistant  
Support Specialist  
Support Staff  
Surgery Scheduler  
Talent Acquisition Coordinator  
Tax & Facility Administrator  
Tax Administrative Assistant  
Tax Specialist  
Teacher  
Team Assistant  
Technical Assistant  
Technical Assistant Specialist  
Technical Clerk  
Technician  
Temp. Facilities Coordinator  
Testing Center Administrative Assistant  
Testing Coordinator  
Timekeeper  
Training Assistant  
Training Coordinator  
Special Projects Coordinator  
Special Projects Manager  
Specialist  
Staff Assistant  
Staff Development Coordinator  
Station Manager  
Statistical Specialist  
Store Clerk  
Strategic Partner Services Manager  
Student Affairs Professional  
Student Support Specialist  
Support  
Supervisory Administrative Assistant  
Support Specialist  
Support Staff  
Surgery Scheduler  
Talent Acquisition Coordinator  
Tax & Facility Administrator  
Tax Administrative Assistant  
Tax Specialist  
Teacher  
Team Assistant  
Technical Assistant  
Technical Assistant Specialist  

What is your employment status?

- Full time (minimum of 37 hours per week) 75.96%
- Full time via temporary agency 19.08%
- Part time (less than 37 hours per week) 2.07%
- Retired 1.05%
- Unemployed 0.88%
- Contract 0.54%
- Part time via temporary agency 0.27%
- Student 0.14%

How many hours per week do you work on average?

- 15-20 1.19%
- 21-26 0.92%
- 27-31 19.73%
- 32-36 2.83%
- 37-42 52.75%
- 43+ 22.57%
### Which best describes your working situation?

<table>
<thead>
<tr>
<th>Working Situation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traditional office setting</td>
<td>68.48%</td>
</tr>
<tr>
<td>Work virtually (Independent contractor who works remotely)</td>
<td>15.15%</td>
</tr>
<tr>
<td>Telecommute (Work mostly at employer’s office and spend a portion of time working from home)</td>
<td>13.86%</td>
</tr>
<tr>
<td>None of the above</td>
<td>1.36%</td>
</tr>
<tr>
<td>Work remotely (Always work from a location other than employer’s office)</td>
<td>1.15%</td>
</tr>
</tbody>
</table>

### What best describes the industry where you are employed?

<table>
<thead>
<tr>
<th>Industry</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government</td>
<td>25.77%</td>
</tr>
<tr>
<td>Health Care/Medical</td>
<td>15.26%</td>
</tr>
<tr>
<td>Education</td>
<td>12.85%</td>
</tr>
<tr>
<td>Not-for-profit</td>
<td>6.17%</td>
</tr>
<tr>
<td>Financial/Accounting</td>
<td>6.00%</td>
</tr>
<tr>
<td>Insurance</td>
<td>5.43%</td>
</tr>
<tr>
<td>Manufacturing/Industrial</td>
<td>4.41%</td>
</tr>
<tr>
<td>Science/Technology (not originally listed)</td>
<td>3.53%</td>
</tr>
<tr>
<td>Engineering/Architecture</td>
<td>2.61%</td>
</tr>
<tr>
<td>Hospitality/Service</td>
<td>2.48%</td>
</tr>
<tr>
<td>Utilities</td>
<td>2.14%</td>
</tr>
<tr>
<td>Construction</td>
<td>2.00%</td>
</tr>
<tr>
<td>Oil/Gas/Agriculture/Mining</td>
<td>1.83%</td>
</tr>
<tr>
<td>Legal</td>
<td>1.53%</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>1.39%</td>
</tr>
<tr>
<td>Other</td>
<td>1.15%</td>
</tr>
<tr>
<td>Real Estate (not originally listed)</td>
<td>1.05%</td>
</tr>
<tr>
<td>Sales and Marketing</td>
<td>0.95%</td>
</tr>
<tr>
<td>Media/Communications/Entertainment</td>
<td>0.92%</td>
</tr>
<tr>
<td>Transportation (not originally listed)</td>
<td>0.88%</td>
</tr>
<tr>
<td>Personnel/Human Resources</td>
<td>0.75%</td>
</tr>
<tr>
<td>Retail (not originally listed)</td>
<td>0.71%</td>
</tr>
<tr>
<td>Advertising/Public Relations</td>
<td>0.20%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Number of Employees</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 or less</td>
<td>30.64%</td>
</tr>
<tr>
<td>6-10</td>
<td>13.06%</td>
</tr>
<tr>
<td>11-25</td>
<td>12.25%</td>
</tr>
<tr>
<td>26-50</td>
<td>7.23%</td>
</tr>
<tr>
<td>51-100</td>
<td>6.45%</td>
</tr>
<tr>
<td>101-250</td>
<td>4.51%</td>
</tr>
<tr>
<td>251-500</td>
<td>2.58%</td>
</tr>
<tr>
<td>501-1,000</td>
<td>20.90%</td>
</tr>
<tr>
<td>More than 1,000</td>
<td>2.38%</td>
</tr>
</tbody>
</table>

### How many executives or managers do you support?

<table>
<thead>
<tr>
<th>Number of Executives</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2</td>
<td>37.39%</td>
</tr>
<tr>
<td>3-4</td>
<td>27.62%</td>
</tr>
<tr>
<td>5-10</td>
<td>12.75%</td>
</tr>
<tr>
<td>11+</td>
<td>18.39%</td>
</tr>
<tr>
<td>None</td>
<td>3.85%</td>
</tr>
</tbody>
</table>

### Do you have supervisory responsibilities?

<table>
<thead>
<tr>
<th>Supervision</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>74.43%</td>
</tr>
<tr>
<td>Yes</td>
<td>25.57%</td>
</tr>
</tbody>
</table>

### How many full-time staff members do you supervise?

<table>
<thead>
<tr>
<th>Number of Staff</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2</td>
<td>29.95%</td>
</tr>
<tr>
<td>3-4</td>
<td>3.23%</td>
</tr>
<tr>
<td>5+</td>
<td>3.78%</td>
</tr>
<tr>
<td>None</td>
<td>63.04%</td>
</tr>
</tbody>
</table>

### Are you normally expected to be available for your employer outside of regular office hours?

<table>
<thead>
<tr>
<th>Availability</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>50.32%</td>
</tr>
<tr>
<td>No</td>
<td>49.68%</td>
</tr>
</tbody>
</table>

### Has this expectation changed over the past five years?

<table>
<thead>
<tr>
<th>Expectation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stayed the same</td>
<td>73.45%</td>
</tr>
<tr>
<td>Increased</td>
<td>19.56%</td>
</tr>
<tr>
<td>Decreased</td>
<td>6.99%</td>
</tr>
</tbody>
</table>
What is your current level of job satisfaction in your current position?

- Somewhat satisfied: 35.96%
- Very satisfied: 34.88%
- Not at all satisfied: 16.24%
- Not very satisfied: 6.87%
- Neutral: 6.06%

How do you feel your current job skills and abilities are utilized?

- Somewhat utilized: 46.73%
- Very utilized: 34.69%
- Neutral: 8.83%
- Not very utilized: 8.66%
- Not at all utilized: 1.08%

How do you feel your current job skills and abilities are utilized?

- Somewhat satisfied: 40.89%
- Somewhat satisfied: 28.47%
- Not at all satisfied: 17.08%
- Neutral: 7.37%
- Not very satisfied: 6.19%

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

- Yes: 92.39%
- No: 7.61%

What is your current level of job satisfaction in your current position?

- Somewhat satisfied: 35.96%
- Very satisfied: 34.88%
- Not at all satisfied: 16.24%
- Not very satisfied: 6.87%
- Neutral: 6.06%

What are the most significant challenges you currently face at work? (Answers ranked by respondents in order from 1-9)

- Juggling multiple priorities: 66.68%
- Receiving and directing visitors: 65.20%
- Managing schedules/calendars of others: 63.62%
- Event planning: 61.61%
- Word processing: 61.20%
- Filing: 58.38%
- Creating expense reports: 57.88%
- Ordering supplies: 57.68%
- Customer service: 56.70%
- Coordination of support services: 55.39%
- Supporting multiple executives: 54.92%
- Supporting a senior executive: 54.79%
- Booking travel: 54.11%
- Data entry: 50.79%
- Processing invoices: 50.39%
- Preparing presentations: 47.26%
- Preparing financial data: 45.31%
- Maintaining common spaces such as a reception area or conference room: 42.56%
- Minute taking: 38.97%
- Representing executive internally and/or externally: 35.47%
- Coordinating vendors: 32.85%
- Training support staff: 31.47%
- Maintaining employee records: 26.27%
- Strategic planning: 26.23%
- Accounts payable: 25.33%
- HR administration: 24.29%
- Supporting executives virtually: 20.99%
- Supporting a board of directors: 8.73%
- Sales support: 0.60%

What do you anticipate will be the most significant issues affecting the office/administrative profession in the next five years? (Answers ranked by respondents in order from 1-10)

- Generational differences within the workplace: 66.68%
- Supporting multiple executives or department needs: 65.20%
- Keeping up with changing technology: 63.62%
- Artificial Intelligence: 61.61%
- Need for more managerial training: 61.20%
- Increased workload: 58.38%
- Balancing work and family: 57.88%
- Doing more with less resources/cost reductions: 57.68%
- Outsourcing: 56.70%
-artificial intelligence: 55.39%
- Increased workload: 54.92%
- Supporting multiple executives: 54.79%
- Supporting a senior executive: 54.11%
- Booking travel: 50.79%
- Data entry: 50.39%
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- Accounts payable: 25.33%
- HR administration: 24.29%
- Supporting executives virtually: 20.99%
- Supporting a board of directors: 8.73%
- Sales support: 0.60%
Which of the following tasks that you perform have become more important in the previous two years? (Respondents checked all that applied)

- Meeting planning (includes negotiating hotel contracts, scheduling, catering, preparing for web and video conferencing) 55.51%
- Travel planning (includes online research, booking, tracking, preparing the traveler, securing needed information such as maps, phone numbers alternative, and emergency numbers) 42.51%
- General office management/coordination/supervision 41.81%
- Project management—more long-term projects 40.80%
- Software training/troubleshooting 32.94%
- Storage and retrieval of information and file security (could be e-info, tapes, digital files, videos, paper, multi-formats) 29.72%
- Team leader dealing with virtual members (from other facilities, traveling execs or with outside business partners) 28.95%
- Administrative liaison to corporate manager/VIP 27.60%
- Online purchasing 26.93%
- Planning virtual/remote meetings 25.12%
- Desktop publishing (developing brochures, flyers, annual reports, and other items that are either printed or distributed electronically) 21.22%
- Website design, social media, or content management 16.59%
- Software adaptor (adapting software to particular company needs) 15.95%
- Negotiating (contracts, clients and vendors) 15.28%
- A task not listed 6.51%
- None of these 4.33%

How has your level of decision making authority changed in the past five years?

- Increased some 30.77%
- Increased significantly 27.42%
- Stayed the same 20.68%
- Decreased significantly 16.79%
- Decreased some 4.33%

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

- Increased significantly 52.00%
- Increased some 29.92%
- Stayed the same 11.50%
- Decreased some 4.34%
- Decreased significantly 2.24%

Do you troubleshoot and/or train coworkers in software applications?

- Yes 67.11%
- No 32.89%

Approximately what portion of your tasks involve virtual and/or Cloud-based applications?

- 1-25% 36.24%
- 26-50% 17.92%
- 51-75% 8.28%
- 76-100% 19.95%
- None 17.61%

Approximately what portion of your tasks involve mobile hardware (iPhone, iPad, Tablet, etc.)?

- 1-25% 36.14%
- 26-50% 14.35%
- 51-75% 4.67%
- 76-100% 17.90%
- None 26.94%
Choose up to three of the following qualities that you believe is the most important in an immediate manager/supervisor/executive?

- Effective communicator 78.91%
- Stands up for employees 38.85%
- Is approachable 36.23%
- Well-organized, gives clear direction 31.77%
- Knows his/her job and has an effective vision for success 26.83%
- Gives feedback and praise when warranted 24.14%
- Delegates meaningful tasks 18.57%
- Understands work processes 17.73%

Do you recommend or are you responsible for making purchase decisions for your company or office?

- Both 36.24%
- Neither 36.04%
- Recommend 16.92%
- Purchase 10.80%

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

- Caterers 65.14%
- Desk supplies (staplers, pens, etc.) 60.51%
- Filing equipment/supplies 47.31%
- Flowers/gifts 44.02%
- Airline, travel, hotel reservations, and car rentals 43.69%
- Desks, chairs, office furniture 43.59%
- Paper supplies 39.96%
- Printing/mailing services 27.50%
- Wireless equipment 23.98%
- Copiers and supplies 23.71%
- Logistics 20.48%
- Scanners, digital cameras, printers 17.19%
- Training 17.16%
- Computer software/hardware 16.92%
- Personal computers/computer supplies 16.82%
- Courier services 16.45%
- Video conferencing/web-based remote meeting services 15.35%
- Telephone equipment and services 12.12%
- Temporary help 11.58%
- Does not apply 10.31%
- Vending items 8.26%
- Equipment leasing 5.78%
- Other 1.85%

What is the approximate total value of the products/services you purchase for your company annually? (Includes all items listed in previous question.)

- Under $5,000 23.86%
- $5,001 - $24,999 27.02%
- $25,000 - $49,999 8.70%
- Over $50,000 11.49%
- Does not apply 28.93%
Because of the variety of job titles that encompass the administrative profession, it’s very difficult to calculate an average salary range. It would be similar to averaging a hospital’s pay scale, including both manual labor and executives, and presenting the findings as average compensation. In spite of the nature of compensation variations in the administrative field, over 65 percent of respondents reported an income over $50,000 (U.S.), an increase of almost 10 percent from 2015 and an increase of over 20 percent from 2011.

While salary has increased, reported pay increases have actually dropped. Almost 72 percent of respondents reported a pay increase in the last two years, while 2015’s survey reported that 77 percent saw an increase over the same duration. It’s not all bad news, however. Those that did report a pay increase saw a larger increase, with over 35 percent reporting an increase of 5 percent or more and over 22 percent of those reporting an increase of over 10 percent (compared to just 2.6 percent receiving a more than 10 percent increase).

One of the largest divides between this survey and years past is on the subject of benefits. Almost across the board, respondents reported a much smaller percentage of traditionally basic benefits such as vacation, sick leave, and major medical. This is a trend that IAAP will monitor in the coming years, especially as issues like vacation and medical coverage become more important to the overall compensation picture.
Please indicate your current annual base income (in U.S. Dollars):

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $15,000</td>
<td>1.64%</td>
</tr>
<tr>
<td>$15,001 - $29,999</td>
<td>2.96%</td>
</tr>
<tr>
<td>$30,000 - $34,999</td>
<td>4.57%</td>
</tr>
<tr>
<td>$35,000 - $39,999</td>
<td>5.40%</td>
</tr>
<tr>
<td>$40,000 - $44,999</td>
<td>7.15%</td>
</tr>
<tr>
<td>$45,000 - $49,999</td>
<td>11.47%</td>
</tr>
<tr>
<td>$50,000 - $54,999</td>
<td>10.15%</td>
</tr>
<tr>
<td>$55,000 - $59,999</td>
<td>8.12%</td>
</tr>
<tr>
<td>$60,000 - $64,999</td>
<td>9.69%</td>
</tr>
<tr>
<td>$65,000 - $69,999</td>
<td>20.96%</td>
</tr>
<tr>
<td>$70,000+</td>
<td>17.89%</td>
</tr>
</tbody>
</table>

How are your wages paid?

- Hourly: 58.05%
- Salary: 41.95%

When was your last pay increase?

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than one year ago</td>
<td>56.08%</td>
</tr>
<tr>
<td>One to two years ago</td>
<td>15.80%</td>
</tr>
<tr>
<td>More than two years ago</td>
<td>20.38%</td>
</tr>
<tr>
<td>Have not received an increase</td>
<td>7.75%</td>
</tr>
</tbody>
</table>

What was the amount of your last pay increase?

<table>
<thead>
<tr>
<th>Increase Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 5%</td>
<td>64.52%</td>
</tr>
<tr>
<td>5-10%</td>
<td>13.32%</td>
</tr>
<tr>
<td>More than 10%</td>
<td>22.16%</td>
</tr>
</tbody>
</table>

What is the most important factor that contributed to your last pay increase?

<table>
<thead>
<tr>
<th>Factor</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merit increase</td>
<td>34.83%</td>
</tr>
<tr>
<td>Continuing education</td>
<td>19.29%</td>
</tr>
<tr>
<td>Cost of living increase</td>
<td>17.09%</td>
</tr>
<tr>
<td>Annual/automatic increase</td>
<td>7.20%</td>
</tr>
<tr>
<td>Other</td>
<td>6.37%</td>
</tr>
<tr>
<td>Greater responsibility</td>
<td>4.55%</td>
</tr>
<tr>
<td>Does not apply</td>
<td>4.55%</td>
</tr>
<tr>
<td>Promotion</td>
<td>4.48%</td>
</tr>
<tr>
<td>New skills added</td>
<td>0.62%</td>
</tr>
<tr>
<td>CAP designation attained/recertification fulfilled</td>
<td>0.62%</td>
</tr>
<tr>
<td>Attending seminars, workshops, conferences</td>
<td>0.21%</td>
</tr>
<tr>
<td>Other certification attained</td>
<td>0.17%</td>
</tr>
<tr>
<td>Online course work/webinars</td>
<td>0.03%</td>
</tr>
</tbody>
</table>

Do you receive additional compensation for the extra time you work outside of regular office hours?

- Yes: 57.57%
- No: 42.43%

Are you eligible for any other types of compensation? (Respondents checked all that applied)

- Bonus: 45.10%
- Overtime: 38.67%
- Comp Time: 20.13%
- Flex Time: 19.16%
- None of the above: 17.40%

Which of the following employee benefits do you currently receive? (Respondents checked all that applied)

- Vacation: 76.00%
- Dental: 68.30%
- Sick leave: 68.27%
- Life insurance: 66.82%
- Short-term disability: 65.26%
- Vision: 63.16%
- Healthcare: 62.53%
- Major medical: 49.45%
- 401K: 49.00%
- Long-term disability: 48.83%
- Tuition/educational assistance: 42.71%
- Pension plan: 35.70%
- Flex time: 26.59%
- Deferred income: 24.62%
- Health club membership: 17.58%
- Credit Union: 14.40%
- Stock options: 9.63%
- 403 B: 9.43%
- Profit sharing: 6.56%
- Other: 4.21%
- Child care: 4.11%
- None: 2.21%
- Elder care: 2.07%
2018 saw a continuation of a trend toward education, with 51.7 percent reporting at least a two-year degree, an increase of about 9 percent from 2013. Bachelor’s-holders alone saw a 6 percent increase in just 5 years. This increase in Bachelor’s degrees might account for the small drop in respondents who wish to attain a Bachelor’s degree in 2018 (18.65 percent in 2018 compared to 19.6 in 2013) and also for the increase in those whose goal it is to acquire a Master’s (16.27 percent in 2018 compared to 10.8 in 2013). New to this question in 2018 is the option for job-specific certification (28.74 percent reported it as a goal), and it is an option that IAAP plans to keep a close eye on as we continue to refine our own certification credential, the CAP.

While training is still important to almost half of the workplaces represented by the respondents, employers who provide in-house professional development decreased in 2018, dropping over 16 percent compared to just 5 years ago. However, support for professional development from employers has remained steady, with a nominal drop in 2018 compared to 2013. It remains to be seen whether the trend for outside development, and a corollary decrease in in-house curriculum, continues in the future.

For professional development resources, respondents consult search engines and associations or trade organizations nearly equally as often. Leadership and project management are the two topics most interesting to respondents.
What is the highest level of education you have completed?

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some college, no degree</td>
<td>38.28%</td>
</tr>
<tr>
<td>Bachelor’s or four-year college degree</td>
<td>28.78%</td>
</tr>
<tr>
<td>Two-year college degree</td>
<td>17.99%</td>
</tr>
<tr>
<td>High school degree/GED</td>
<td>5.83%</td>
</tr>
<tr>
<td>Master’s or Professional degree (MA, JD, MBA, etc)</td>
<td>4.79%</td>
</tr>
<tr>
<td>Vocational school</td>
<td>4.09%</td>
</tr>
<tr>
<td>Doctorate degree (PhD)</td>
<td>0.14%</td>
</tr>
<tr>
<td>Less than high school degree</td>
<td>0.10%</td>
</tr>
</tbody>
</table>

What is your ultimate educational goal?

<table>
<thead>
<tr>
<th>Goal</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job-Specific Certification (MOS, CAP, SHRM, PMP, CAE, etc.)</td>
<td>28.74%</td>
</tr>
<tr>
<td>Two-year college degree</td>
<td>25.34%</td>
</tr>
<tr>
<td>Bachelor’s or four-year college degree</td>
<td>18.65%</td>
</tr>
<tr>
<td>Master’s or Professional degree (MA, JD, MBA, etc)</td>
<td>16.27%</td>
</tr>
<tr>
<td>Some college, no degree</td>
<td>5.96%</td>
</tr>
<tr>
<td>High school degree/GED</td>
<td>2.08%</td>
</tr>
<tr>
<td>Doctorate degree (PhD)</td>
<td>1.54%</td>
</tr>
<tr>
<td>Vocational school</td>
<td>1.43%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Enrollment Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>71.81%</td>
</tr>
<tr>
<td>Yes</td>
<td>28.19%</td>
</tr>
</tbody>
</table>

Why do you feel having a CAP is important to your career?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I do not feel the CAP is important to my career</td>
<td>27.58%</td>
</tr>
<tr>
<td>Sets me apart from the other office/administrative personnel within my company</td>
<td>22.63%</td>
</tr>
<tr>
<td>Demonstrates my professionalism</td>
<td>21.96%</td>
</tr>
<tr>
<td>Demonstrates that my skills are up-to-date</td>
<td>10.30%</td>
</tr>
<tr>
<td>I was not aware of the CAP program</td>
<td>9.70%</td>
</tr>
<tr>
<td>Looks good on my resume and makes me more attractive in a job search</td>
<td>7.84%</td>
</tr>
</tbody>
</table>

Does your employer provide in-house professional development seminars, conferences, and/or training?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>49.53%</td>
</tr>
<tr>
<td>No</td>
<td>47.85%</td>
</tr>
<tr>
<td>I don’t know</td>
<td>2.62%</td>
</tr>
</tbody>
</table>

Does your employer cover the cost of professional development seminars, conferences, and/or training from outside vendors?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>72.62%</td>
</tr>
<tr>
<td>No</td>
<td>20.75%</td>
</tr>
<tr>
<td>I don’t know</td>
<td>6.64%</td>
</tr>
</tbody>
</table>

The CAP is IAAP’s Certified Administrative Professional designation program. Which applies to you?

<table>
<thead>
<tr>
<th>Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have my CAP and it is current</td>
<td>31.70%</td>
</tr>
<tr>
<td>I am not familiar with the Certified Administrative Professional designation</td>
<td>23.71%</td>
</tr>
<tr>
<td>I haven’t decided if I wish to pursue</td>
<td>16.06%</td>
</tr>
<tr>
<td>I plan to get started on my CAP this year</td>
<td>10.86%</td>
</tr>
<tr>
<td>I’m not interested in obtaining on my CAP</td>
<td>9.74%</td>
</tr>
<tr>
<td>I have my CAP but have not recertified</td>
<td>4.09%</td>
</tr>
<tr>
<td>I’m currently working on obtaining my CAP</td>
<td>3.84%</td>
</tr>
</tbody>
</table>

How many hours of training per year does your employer provide? (On-site and off-site)

<table>
<thead>
<tr>
<th>Hours of Training</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-4</td>
<td>8.71%</td>
</tr>
<tr>
<td>5-10</td>
<td>11.72%</td>
</tr>
<tr>
<td>11+</td>
<td>21.48%</td>
</tr>
<tr>
<td>I don’t know</td>
<td>41.10%</td>
</tr>
<tr>
<td>None</td>
<td>17.00%</td>
</tr>
</tbody>
</table>
What areas of professional development are you most interested in? (Respondents checked all that applied)

<table>
<thead>
<tr>
<th>Area</th>
<th>Interest Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership</td>
<td>55.82%</td>
</tr>
<tr>
<td>Project management</td>
<td>45.10%</td>
</tr>
<tr>
<td>IT/Technology</td>
<td>35.57%</td>
</tr>
<tr>
<td>Organizational skills</td>
<td>35.08%</td>
</tr>
<tr>
<td>People management</td>
<td>31.85%</td>
</tr>
<tr>
<td>Written communication</td>
<td>29.46%</td>
</tr>
<tr>
<td>Time management</td>
<td>28.89%</td>
</tr>
<tr>
<td>Presentation skills</td>
<td>27.56%</td>
</tr>
<tr>
<td>Verbal communication</td>
<td>26.26%</td>
</tr>
<tr>
<td>Word processing (e.g., Microsoft Office)</td>
<td>26.19%</td>
</tr>
<tr>
<td>Financial management</td>
<td>18.73%</td>
</tr>
<tr>
<td>None</td>
<td>3.55%</td>
</tr>
<tr>
<td>Other</td>
<td>3.16%</td>
</tr>
</tbody>
</table>

Outside of the training your company provides, what, if anything, are you doing to help you achieve your career goals? (Respondents checked all that applied)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading articles online</td>
<td>50.90%</td>
</tr>
<tr>
<td>Reading industry publications (e.g., magazines, journals, newsletters, etc.)</td>
<td>42.46%</td>
</tr>
<tr>
<td>Attending workshops</td>
<td>36.70%</td>
</tr>
<tr>
<td>Attending conferences</td>
<td>36.52%</td>
</tr>
<tr>
<td>Participating in webcasts</td>
<td>34.52%</td>
</tr>
<tr>
<td>Reading books related to my career</td>
<td>34.34%</td>
</tr>
<tr>
<td>Attending internal training my company provides</td>
<td>34.27%</td>
</tr>
<tr>
<td>Attending networking events</td>
<td>31.56%</td>
</tr>
<tr>
<td>Taking online classes</td>
<td>31.00%</td>
</tr>
<tr>
<td>Taking classes in-person</td>
<td>30.58%</td>
</tr>
<tr>
<td>Listening to audiotapes</td>
<td>19.61%</td>
</tr>
<tr>
<td>Watching podcasts</td>
<td>16.70%</td>
</tr>
<tr>
<td>Nothing</td>
<td>5.10%</td>
</tr>
<tr>
<td>Other</td>
<td>3.27%</td>
</tr>
</tbody>
</table>

Where do you go for professional development resources? (Respondents checked all that applied)

<table>
<thead>
<tr>
<th>Resource</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associations or trade organizations</td>
<td>49.42%</td>
</tr>
<tr>
<td>Search online using a search engine (e.g., Google, Bing, etc.)</td>
<td>46.08%</td>
</tr>
<tr>
<td>Specific online sites</td>
<td>37.22%</td>
</tr>
<tr>
<td>Social media sites</td>
<td>32.83%</td>
</tr>
<tr>
<td>Colleagues</td>
<td>21.30%</td>
</tr>
<tr>
<td>Friends and/or family</td>
<td>8.30%</td>
</tr>
<tr>
<td>College career offices</td>
<td>5.62%</td>
</tr>
<tr>
<td>Local community centers</td>
<td>3.94%</td>
</tr>
<tr>
<td>Other</td>
<td>3.02%</td>
</tr>
</tbody>
</table>

What training expenses are specifically covered by your employer?

<table>
<thead>
<tr>
<th>Expense Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distance seminars &amp; training, covers fees, food, lodging and travel expenses</td>
<td>28.14%</td>
</tr>
<tr>
<td>Local seminars &amp; training, pays for fees plus limited food and out-of-pocket travel expenses</td>
<td>27.18%</td>
</tr>
<tr>
<td>Local seminars &amp; training, pays fees only (no travel expenses)</td>
<td>24.10%</td>
</tr>
<tr>
<td>I don’t know</td>
<td>20.59%</td>
</tr>
</tbody>
</table>

Does your employer cover the membership fees for joining professional associations such as IAAP?

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>58.75%</td>
</tr>
<tr>
<td>No</td>
<td>28.57%</td>
</tr>
<tr>
<td>I don’t know</td>
<td>12.68%</td>
</tr>
</tbody>
</table>

What areas of professional development are you most interested in? (Respondents checked all that applied)

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<tr>
<td>None</td>
<td>3.55%</td>
</tr>
<tr>
<td>Other</td>
<td>3.16%</td>
</tr>
</tbody>
</table>
The results of the benchmarking survey data validates the criticality of IAAP’s mission and vision to advance the administrative profession through advocacy and empowerment. One of our aspirational values is advocacy, and the data collected through the benchmarking survey is invaluable in that aim. This data will enable us to formulate relevant strategies, improve decision-making, and provide increasing value to the administrative profession and those served by them.

We are grateful for the time and thoughtful feedback provided by our survey respondents. Using this State of the Profession white paper, IAAP will refine our efforts to elevate the value of the profession specifically through diversity and inclusion, professional development, and commensurate pay. We look forward to an amazing future where administrative professionals and their community recognize the value and importance of this integral role.

If you share IAAP’s passion for the elevation of the administrative profession, please join us in our cause. Visit our website to learn more about our efforts, programs, and services.