

## **AMA 2004 Administrative Professionals Survey**

Administrative professionals continue to assume more responsibilities in the workplace, including coaching, training and supervising other staff members. According to American Management Association's 2004 Administrative Professionals Survey, more than half of the respondents say more training is needed to improve their overall job performance.

AMA conducted the survey online in February and March 2004 among 204 administrative professionals from across the U.S. According to the results, 70% of respondents believe they have more work than before, up from 65% in 2002. More than a third of respondents also indicated that they work longer hours or more days than they did in the previous two years.

**Q. Over the past two years, what has changed for you in your job?  
(Multiple responses)**

	<b><u>2004</u></b>	<b><u>2002</u></b>
<b>I have more work than before</b>	<b>70%</b>	<b>65%</b>
I work longer hours/more days	35%	23%
Security has been tightened	29%	41%
I am less secure in my job	20%	19%
I report to more people	17%	19%
Mail procedures have changed	15%	17%
I supervise more people	15%	8%
I have less work than before	9%	8%

## Improving Performance

In spite of important gains in responsibilities, a significant proportion of administrative professionals say they need more support from senior management. Fifty-four percent of respondents believe that more training is the most important step that can be taken to improve their job performance.

**Q. Which of the following would help you to improve your performance?  
(Multiple responses)**

	<u>2004</u>	<u>2002</u>
<b>More training</b>	<b>54%</b>	<b>56%</b>
More information	37%	41%
More clarity in my job responsibilities	33%	29%
More support from senior management	31%	27%
More authority	31%	23%
More respect from colleagues	28%	22%
Updated technology	26%	23%
More staff	12%	13%

Administrative professionals think that the corporate culture in their workplace offers the greatest challenges to improving performance. Lack of respect and lack of management direction are other key challenges.

**Q. What challenges do you face in improving your performance?  
(Multiple responses)**

	<u>2004</u>	<u>2002</u>
Corporate culture	52%	37%
Lack of respect for administrative professionals	41%	36%
Lack of management direction	34%	21%
Budget restrictions	29%	52%
Insufficient training	28%	18%
Lack of collegial support	12%	12%
Boss rejects ideas	9%	6%

## Required Competencies

Administrative professionals believe that work traits, not necessarily work skills, are most important for success on the job. Flexibility, having a professional demeanor, diplomacy and showing initiative rank among the top six required competencies. Skill-based competencies, such as project management and budget tasks, while still valued, ranked lower, the survey showed.

Relative to a competency's importance, respondents rated themselves best at travel planning, meeting and event management and report and document design. Time management, diplomacy and problem solving were self-selected as areas in need of improvement.

Ranked by Perceived Importance	Competencies	Average Score	% Giving Highest Rating	Difference between Perceived Competency and Importance Rating
1	Flexibility	4.60	74%	(.11)
2	Professional Demeanor	4.53	70%	(.16)
3	Time Management	4.56	69%	(.37)
4	Diplomacy	4.50	63%	(.37)
5	Written/Verbal Communications	4.48	61%	(.29)
6	Initiative	4.46	65%	(.04)
7	Problem Solving	4.34	53%	(.30)
8	Meeting and Event Management	4.20	49%	.17
9	Assertiveness	4.11	39%	(.12)
10	Project Management	3.96	35%	(.06)
11	Ability to Handle Budgets and Figure-based Tasks	3.69	30%	.08
12	Travel Management	3.68	32%	.39
13	Report and Document Design	3.75	31%	.19
14	Supervisory and Management Skills	3.27	17%	.33

## Components of Job

Written correspondence, calendar management and meeting and event planning, as in 2002, remain the top three time-consuming tasks for administrative professionals. While the time spent on travel arrangements has diminished in the past two years. Budgeting, however, is now taking up more of their time.

Rank (by Time Spent)	Tasks	2004 % Times Included in Spent Most Time Top 5	2002 % Times Included in Spent Most Time Top 5
1	Correspondence/ Communication	68%	65%
2	Calendar Management	63%	68%
3	Meeting and Event Organization	57%	58%
4	Information Management and Budgeting	48%	32%
5	Making Travel Arrangements	39%	56%
6	Coaching/Training Others	31%	14%
7	Participating in Meetings	28%	27%
8	Project/Team Coordination	27%	26%
9	Project Management	25%	21%
10	Research	20%	16%
11	Designing Presentations	19%	20%
12	Taking Minutes	14%	19%
12	Writing Reports	14%	6%
13	Supervising Staff	12%	NA
14	Making Presentations	9%	7%
15	Manager's Non-company Business	5%	5%
16	Office Security	3%	3%
	Other	14%	16%

## Job Security

**Q. If your supervisor is laid off, would you assume his/her role?**

	<b><u>2004</u></b>	<b><u>2002</u></b>
Remain in current role	70%	66%
Likely to be reassigned	21%	25%
Likely to be terminated	6%	7%
Assume his/her role	3%	2%

## Profile Information

<b><u>Job Title</u></b>	<b><u>2004</u></b>	<b><u>2002</u></b>
Executive Assistant	30%	30%
Administrative Assistant	29%	42%
Coordinator	5%	5%
Secretary	4%	5%
Executive Secretary	3%	6%
Office Manager	2%	2%
Team Leader	2%	NA
Team/Division Secretary	1%	NA
Assistant to President	NA	1%

<b><u>Number of People Reporting to</u></b>	<b><u>2004</u></b>	<b><u>2002</u></b>
One Manager	69%	71%
Two Managers	15%	17%
Three to Five Managers	12%	8%
More than Five Managers	4%	4%

<b><u>Number of People Supported</u></b>	<b><u>2004</u></b>	<b><u>2002</u></b>
One	14%	17%
Two	8%	8%
Three to Five	21%	21%
Six to Ten	19%	14%
More than Ten	36%	39%