



# **2010 National Utilization and Compensation Survey Report**

## **Section 2 Firm Environment And Utilization**

**October 2010**

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**Section 2 -  
Firm Environment and Utilization**

**NALA  
2010 National Utilization and Compensation Survey Report**

**Section 2  
Firm Environment and Utilization**

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**Section 2  
Firm Environment and Utilization**

This section presents the findings of survey questions describing the duties and responsibilities of paralegals and their working environment.

**Table 2.1  
Type of Employer  
2010-2002**

Employer	2010 Responses	2010 Percent	2008 Percent	2004 Percent	2002 Percent
Private Law Firm	907	61%	64%	69%	71%
Insurance Company	30	2%	2%	2%	2%
Public Sector/Government	156	10%	8%	8%	7%
Self Employed	20	1%	1%	2%	2%
Health/Medical	19	1%	1%	1%	1%
Bank	11	1%	1%	1%	1%
Corporation	274	18%	18%	14%	12%
Court System	15	1%	1%	1%	1%
Non-profit corporation, foundation or association	22	1%	2%	1%	1%
Other	17	1%	0%	-	1%
Student	3	0%	0%	-	-
Unemployed	13	1%	0%	0	-

**Table 2.2 Kind of Secretarial Assistance Provided**

Secretarial Assistance	2010 Responses	2010 Percent	2008 Percent	2004 Percent	2002 Percent
Have personal secretary	23	2%	3%	4%	3%
Share secretary with one or more attorneys	365	26%	27%	28%	27%
Share secretary with one or more paralegals	62	4%	4%	4%	3%
Perform some of own secretarial duties with limited access to a secretary	229	16%	19%	21%	23%
Access to word processing staff or secretarial pool	58	4%	4%	6%	5%
No secretarial service	688	48%	43%	39%	39%

The next series of tables look at the issue of overtime and overtime compensation.

**Table 2.3**  
**Work in Excess of Normal Working Hours**

How frequently do you work in excess of employer's normal working hours?	2010 Responses	2010 Percent	2008 Percent	2004 Percent	2002 Percent	2000 Percent
Almost every day	320	22%	21%	26%	25%	27%
At least once weekly	386	27%	26%	27%	26%	26%
At least once monthly	271	19%	20%	19%	18%	19%
Never or rarely	443	30%	30%	27%	28%	27%
Not applicable	33	2%	2%	2%	3%	3%

**Table 2.4**  
**Overtime Compensation**

Do you receive overtime compensation?	2010 Responses	2010 Percent	2008 Percent	2004 Percent	2002 Percent	2000 Percent
Always paid	588	44%	50%	38%	34%	34%
Sometimes paid	77	6%	7%	7%	6%	7%
Never paid	410	31%	25%	37%	38%	39%
Compensatory time	260	19%	18%	19%	22%	21%

The data of Table 2.4 report the findings of all respondents regarding overtime compensation. To analyze this data further, Table 2.5 reports the findings for salaried employees.

**Table 2.5**  
**Overtime Compensation for Salaried Employees (N=780)**

Do you receive overtime compensation?	2010 Responses	2010 Percent	2008 Percent	2004 Percent	2002 Percent	2000 Percent
Always paid	199	26%	32%	22%	21%	21%
Sometimes paid	39	5%	7%	6%	5%	6%
Never paid	357	46%	39%	50%	48%	49%
Compensatory time	185	24%	22%	23%	25%	24%

In the following table, the analysis puts together the two factors of overtime compensation and overtime frequency. The table reports, for example, that of all who work overtime almost every day, 39% always receive compensation; 42% never receive compensation.

**Table 2.6**  
**Overtime Compensation**  
**by Overtime Worked - Number of Responses and % of Total Shown**

Row: Frequency Percent	Do you receive overtime compensation?				
	Always Receive Compensation	Sometimes Receive Compensation	Never Receive Compensation	Comp Time	Comb
<b>Almost every day</b>	116 39%	22 7%	125 42%	35 12%	298
<b>Once a week</b>	154 42%	22 7%	119 33%	70 19%	365
<b>Once a month</b>	119 47%	16 6%	69 27%	70 19%	255
<b>Never or rarely</b>	191 48%	15 4%	91 23%	99 25%	396
<b>Not applicable</b>	4 27%	2 13%	5 33%	4 27%	15
<b>Frequency</b>	584 44%	77 6%	409 31%	259 19%	1330

Another area of general study is that of employer provided continuing education. The data reports that very few firms offer an in-house training program for paralegals. Respondents generally spend 3 days attending law related seminars outside their place of employment.

49% (713) of respondents have participated in on-line programs; of these, 93% (666) found the experience beneficial.

**Table 2.7**  
**Participation in Continuing Education (N=1444)**

Does your employer provide in-house training programs?	Responses	Percentage
<b>Yes</b>	176	12%
<b>No</b>	1036	72%
<b>Sometimes</b>	231	16%

The following tables describe the various ways paralegals are supervised in their work. We find little variation in the data in these areas. Most paralegals (75%) are supervised by one or more attorneys or by an office administrator. In the 2008 study 77% reported this structure for supervision.

**Table 2.8**  
**Overall Supervision of Support Staff (N=1448)**

Supervision by:	Responses	Percentage
One or more attorneys	645	45%
Office Administrator/manager	441	30%
Paralegal administrator	401	7%
A management committee	23	2%
Department head	96	7%
General Counsel	69	5%
Other	35	2%
No overall supervision	35	2%

**Table 2.9**  
**Work Assignments (N=1442)**

Primarily available for assignments:	Responses	Percentage
From within specific departments	187	13%
From one or more specific attorneys	549	38%
From attorneys at large	193	13%
For certain types of matters	211	15%
No definite assignment structure	217	15%
Other	40	3%
Not applicable	44	3%

51% of the respondents indicated they receive their work assignments from one or more specific attorneys or from specific departments.

**Size of Firm**

The following tables present data related to the size of the firm, defined by the number of attorneys, and the ratio of attorneys to paralegals.

**Table 2.10**  
**Number of Attorneys in Firm**

Number of Attorneys	2010 Responses	2010 Percent	One Year Ago Percent
Sole	141	11%	12%
2-5 Attorneys	414	33%	32%
6 - 10	214	17%	17%
11 - 15	129	10%	11%
16 - 20	93	7%	6%
21 - 25	53	4%	4%
26 - 30	31	2%	2%
31 - 35	35	3%	3%
36 - 40	18	1%	2%
41 - 45	11	1%	1%
46 - 50	27	2%	2%
51 - 55	16	1%	1%
56 - 60	17	1%	1%
61 - 65	5	0%	1%
66 - 70	6	0%	10%
71 - 75	7	1%	0%
76 - 80	4	0%	0%
81 - 85	1	0%	0%
86 - 90	7	1%	1%
91 - 95	4	0%	0%
96 - 100	13	1%	1%
More than 100	35	3%	3%

**Section 2**

**Firm Environment and Utilization**

Reported increase of attorneys from last year:

	<b>Increase</b>	<b>Decrease</b>	<b>No Change</b>	<b>Total</b>
Frequency	306	268	711	1285
Percent	24%	21%	55%	

Reported increase of paralegals from last year:

	<b>Increase</b>	<b>Decrease</b>	<b>No Change</b>	<b>Total</b>
Frequency	192	223	851	1266
Percent	15%	18%	67%	

**Table 2.11  
Ratio of Attorneys to Paralegals**

<b>Number of Attorneys</b>	<b>Number Attorneys per Paralegal</b>	<b>Number of Responses</b>	<b>Summary</b>
<b>Sole</b>	.7	141	
<b>2-5 Attorneys</b>	1.4	414	
<b>6 - 10</b>	2	214	1.3 attorneys to paralegal (2-10 size)
<b>11 - 15</b>	2.6	129	
<b>16 - 20</b>	2.4	93	
<b>21 - 25</b>	3	53	
<b>26 - 30</b>	2.4	31	2.6 attorneys to paralegal (11-30 size)
<b>31 - 35</b>	3.5	35	
<b>36 - 40</b>	3.8	18	
<b>41 - 45</b>	1.7	11	
<b>46 - 50</b>	4	27	
<b>51 - 55</b>	4.7	16	
<b>56 - 60</b>	4.6	7	3.7 attorneys to paralegal (31-60 size)
<b>61 - 65</b>	2.4	5	
<b>66 - 70</b>	6.3	6	

Number of Attorneys	Number Attorneys per Paralegal	Number of Responses	Summary
71 - 75	5.8	7	
76 - 80	5	4	
81 - 85	3.5	1	
86 - 90	6.1	7	
91 - 95	3.5	4	
96 - 100	6.8	13	5.5 attorneys to paralegal (61-100 size)
More than 100	22.8	35	

To read this table, the data presented is the average number of attorneys per paralegal based on size of the firm. For example, in small firms (solo to 10 attorneys) there is generally 1 or two attorneys per paralegal. In firms of 11 - 30 attorneys there are usually 2 or 3 attorneys per paralegal.

In comparing this data with previous surveys, we find that in larger firms the number of attorneys per paralegal is falling. In 1995, the average number of attorneys to paralegal in firms of 31-60 attorneys was 5.4. This number has decreased with every report for firms of the same size. By 2008, the table above shows this number has dropped to 3 attorneys per paralegal. The 2010 figure shows this ratio grew somewhat to almost 4 attorneys per paralegal. This could be reflecting the sluggish economy that business was experiencing when this survey was undertaken.

**Duties and Responsibilities**

The next series of tables report findings regarding legal assistant duties and responsibilities.

**Table 2.12  
Participation in Attorney Meetings (N=1433)**

Frequency	Responses	Percentage
Always	192	13%
Never	206	14%
Invited Occasionally	860	60%
Not applicable	174	12%

**Table 2.13**  
**Participation in Attorney/Client Meetings (N=1424)**

Frequency	Responses	Percentage
Always on my cases or with assigned attorney	204	14%
Occasionally depending on the case or client	879	62%
Never	146	10%
Not applicable	194	14%

**Table 2.14**  
**Attendance at hearings or trials on cases on which you work? (N=1444)**

Frequency	Responses	Percentage
Always attend with attorney or on cases worked on	132	9%
Sometimes, depending on case	428	30%
Seldom accompany	171	19%
Never	231	42%
Not applicable	481	33%

**Table 2.15**  
**Do you appear before administrative hearings? (N=1453)**

Frequency	Responses	Percentage
Yes	47	3%
No	813	56%
Occasionally	60	4%
Not applicable to my work	532	37%

The following tables present data describing the duties and responsibilities of paralegals.

The survey form presented a list of 23 general duties and asked respondents to rate each one from 1-4 based on the following scale: 1 = Rarely; 2=Monthly; 3=Weekly; 4=Daily. Respondents were asked to skip the item if their work does not require the duty.

**Table 2.16**  
**Functions and Duties/Frequencies**  
**Number of Responses and % of Responses Shown**

Duties	Rarely	Monthly	Weekly	Daily	Total Responses
Assist at trial	76%	20%	2%	2%	719
Assist with client contact	17%	17%	27%	39%	1109
Automation systems/computers	15%	11%	20%	54%	910
Calendaring deadlines	11%	8%	21%	60%	1129
Case management	5%	6%	16%	73%	1084
Cite checking	49%	26%	17%	8%	788
Client/Witness interviews	40%	26%	23%	10%	831
Court filings	20%	15%	32%	33%	984
Deposition summaries	61%	25%	10%	4%	714
Document analysis/summary	15%	19%	30%	36%	1072
Draft correspondence	4%	7%	21%	68%	1274
Draft pleadings, etc.	10%	15%	29%	46%	999
Fact checking	14%	15%	31%	39%	997
General, factual research	12%	21%	33%	34%	1198
Investigation	23%	22%	31%	23%	885
Law library management	78%	11%	4%	6%	501
Office matters	21%	15%	19%	45%	955
Personnel management	52%	9%	14%	25%	569
Prepare/attend depositions	45%	36%	16%	3%	644
Prepare/attend closings	66%	20%	9%	6%	482
Assist/attend mediations	59%	32%	7%	0%	549
Train employees	53%	24%	13%	11%	681
Other	22%	12%	10%	56%	281

An easy way to analyze this data is to look at it in response to two questions - how many duties did the paralegals select, and which areas consumed the most time of the respondents (on a scale of 1-4). The findings are summarized below in Table 2.17, by the number of duties selected.

**Table 2.17**  
**Number of Duties and Responsibilities Selected**

Number Selected	Responses	Percentage	Cumulative Percentage
1	16	1%	1%
2	21	1%	3%
3	42	3%	6%
4	39	3%	8%
5	61	4%	13%
6	45	3%	16%
7	75	5%	21%
8	74	5%	26%
9	66	5%	31%
10	73	5%	36%
11	66	5%	41%

12	66	5%	46%
13	55	4%	49%
14	55	4%	53%
15	56	4%	57%
16	55	4%	61%
17	56	4%	65%
18	57	4%	69%
19	58	4%	73%
20	57	4%	77%
21	71	5%	82%
22	185	13%	95%
23	65	5%	100%

The next table presents each duty in descending order of popularity. For example, “draft correspondence” was selected by most respondents. Next to the duty is the average value of the estimate of time spent on the scale of 1-4 where 1=Rarely and 4=Daily.

**Table 2.18**  
**Duties and Responsibilities In Order of Popularity**  
**Average Ranking**

2008 Rank	Duty and 2010 Rank	Average Estimate of Time
1	1. Case management	3.6
2	2. Draft correspondence	3.5
3	3. Calendaring deadlines	3.3
5	4. Automation systems/computerized support	3.1
4	4. Draft pleadings/document responses/discovery	3.1
6	5. Assist with client conference/client contact	2.9
6	5. Document analysis/summary	2.9
6	5. Fact checking	2.9
6	5. General, factual research	2.9
	5. Office matters	2.9
7	6. Court filings	2.8
8	7. Investigation	2.6
9	8. Personnel Management	2.1
9	9. Client/witness interviews	2
10	10. Cite checking	1.8
12	10. Prepare for/attend depositions	1.8
11	10. Training employees	1.8
13	11. Deposition summaries	1.6

	12. Prepare for/attend closings	1.5
	13. Assist/attend mediations	1.4
14	13. Law library management	1.4
15	14. Assist at trial	1.3

### Specialty Area of Practice

The next area of the survey requested information about the respondents specialty area of practice. The survey presented a list of 43 practice areas and asked respondents to indicate all the areas that apply to their work. The question also asked respondents to estimate how much time they spend working in the practice area based on the following scale:

- 1= less than 20% of the time
- 2= more than 20% of the time, less than 40%
- 3= more than 40% of the time, less than 60%
- 4= more than 60% of the time, less than 80%
- 5= from 80% to 100% of the time

On the first level of analysis, we were interested in the number of specialty areas selected, and found:

**Table 2.19**  
**Frequency of Specialty Areas Selected (N=1433)**

Number of Specialties Selected	Number of Respondents	Percentage of Respondents	Cumulative Percent
1	239	17%	
2	268	19%	36%
3	206	14%	50%
4	186	13%	63%
5	100	7%	70%
6	101	7%	77%
7	81	6%	83%
8	48	3%	86%
9	32	2%	88%
10	34	2%	90%
11	14	1%	91%
12	23	2%	93%
13	8	1%	94%
14	5	1%	95%

In looking at the individual practice areas selected, the percentage of responses is shown below. This table reports the percent of the respondents selecting each of the specialty areas, ordered from high to low:

**Table 2.20**  
**Specialty Areas of Practice**  
**by Number of Responses**  
**2000-2010**

Specialty Area	2010 Number of Respondents	2010 Percent of Respondents	2008 Percent of Respondents	2004 Percent of Respondents	2002 Percent of Respondents	2000 Percent of Respondents
Civil Litigation	647	45%	51%	45%	50%	51%
Corporate	500	35%	32%	29%	35%	33%
Contracts	428	31%	29%	24%	28%	26%
Real Estate	364	25%	27%	23%	29%	30%
Personal Injury	328	23%	26%	26%	32%	34%
Administrative/ Government/Public	326	23%	23%	19%	23%	25%
Probate	279	19%	19%	18%	26%	26%
Trusts & Estates	269	19%	19%	18%	24%	23%
Insurance	268	19%	20%	17%	19%	21%
Employment/Labor Law	245	17%	20%	17%	20%	20%
Collections	239	17%	15%	13%	20%	n/a
Bankruptcy	230	16%	14%	15%	20%	19%
Office Management	230	16%	18%	17%	19%	21%
Intellectual Property	228	16%	13%	12%	16%	15%
Family Law	226	16%	15%	13%	21%	21%
Commercial	217	15%				
Criminal	201	14%	13%	10%	16%	17%
Banking/Finance	197	14%	14%	11%	17%	14%
Products Liability	194	14%	13%	13%	18%	n/a
Construction	189	13%				
Medical Malpractice	183	13%	15%	16%	21%	21%

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## Firm Environment and Utilization

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Specialty Area	2010 Number of Respondents	2010 Percent of Respondents	2008 Percent of Respondents	2004 Percent of Respondents	2002 Percent of Respondents	2000 Percent of Respondents
Workers Compensation	172	12%	13%	12%	17%	17%
Mergers Acquisitions	164	11%	11%	9%	14%	n/a
Tax	134	9%	9%	8%	13%	13%
Employee Benefits	130	9%	11%	12%	11%	13%
Securities/Antitrust	127	9%	9%	12%	11%	11%
Civil Rights	124	9%				
Oil & Gas	120	8%	7%	10%	11%	11%
Mass Tort Litigation	120	8%	10%	n/a	n/a	n/a
Environmental Law	119	8%	9%	13%	13%	14%
Non Profit	118	8%				
Elder Law	116	8%	9%	12%	11%	12%
Multi-state Litigation	113	8%	7%	n/a	n/a	n/a
Immigration	106	7%	8%	10%	9%	14%
Energy/Utility	104	7%	7%	10%	9%	10%
Legislative Lobbying	96	7%	6%	9%	n/a	n/a
Social Security	82	6%	6%	10%	n/a	n/a
Admiralty/Maritime	76	5%	5%	10%	10%	10%
Aviation	74	5%	5%	9%	n/a	n/a
Tele- communications	72	5%	5%	9%	n/a	n/a
Native American/Tribal	64	4%	5%	9%	9%	9%
Entertainment	60	4%	5%	8%	8%	9%
Veterans Law	59	4%				

There are several factors at work here which result in the fairly large differences in percentages of respondents selecting the various specialty areas through the years. In this report 77% select 1-6 areas. In comparing responses of previous years, keep in mind that the list of areas changes somewhat from year to year.

Another way of looking at this data is by looking at the percentage of time respondents estimate they work in the practice area. For example, while over 50% of respondents indicated they work in the area of litigation, how much time do they spend on litigation matters?

**Table 2.21 Specialty Practice Area by Time Spent  
Percentage of Respondents**

*Scale of 1-5 to estimate average time; 1 is less than 20%; 5 is 80 to 100% of time*

Number Response	Av. Time	Specialty Area	Less than 20% of Time	More than 20% of time; less than 40%	More than 40% of time; less than 60%	More than 60% of time; less than 80%	More than 80 to 100% of time
646	3.3	Litigation-civil	22%	17%	13%	12%	37%
500	2.4	Corporate	39%	23%	15%	9%	15%
438	2.1	Contract	44%	26%	13%	6%	10%
364	2.2	Real estate	49%	18%	12%	9%	12%
328	2.8	Personal injury	33%	16%	15%	7%	29%
326	2.6	Administrative/government/public	41%	16%	11%	8%	24%
279	2.1	Probate	50%	19%	13%	6%	12%
269	2.4	Trusts & estates	45%	15%	13%	11%	16%
268	2.5	Insurance	41%	18%	10%	9%	22%
245	2	Employment/labor law	57%	18%	11%	3%	12%
239	1.8	Collections	62%	17%	7%	5%	9%
230	2	Bankruptcy	63%	13%	4%	3%	17%
230	1.6	Office management	69%	17%	7%	3%	6%
228	2.2	Intellectual property	56%	15%	6%	6%	18%
226	2.5	Family law/domestic relations	46%	16%	8%	8%	23%
217	1.9	Commercial	55%	22%	11%	4%	8%
201	2.6	Criminal	50%	7%	9%	6%	28%
197	1.9	Banking/finance	63%	14%	9%	3%	12%
194	1.9	Product liability	61%	11%	10%	8%	10%
189	1.8	Construction	63%	14%	8%	4%	10%
183	2.4	Medical malpractice	50%	11%	10%	7%	22%
172	1.8	Workers compensation	64%	13%	9%	2%	12%
164	1.6	Mergers/acquisitions	65%	23%	5%	2%	4%
134	1.6	Tax	70%	11%	9%	4%	6%
130	1.6	Employee benefits	71%	16%	4%	4%	5%
127	1.7	Securities/antitrust	66%	16%	9%	2%	7%
124	1.6	Civil rights	70%	19%	2%	3%	6%
120	1.6	Oil & gas	75%	6%	7%	5%	8%
120	2.1	Mass tort litigation	60%	10%	7%	5%	18%
119	1.7	Environmental law	71%	11%	7%	3%	8%
118	1.5	Non-profit	79%	9%	4%	1%	7%
116	1.6	Elder law	73%	9%	6%	3%	8%
113	1.8	Multi-state litigation	64%	17%	6%	4%	10%
106	1.5	Immigration	81%	5%	2%	4%	8%
104	1.7	Energy/utility	64%	18%	9%	1%	8%
96	1.7	Legislation/lobbying	72%	6%	10%	1%	10%
82	1.4	Social security	83%	5%	7%	1%	4%
76	1.5	Admiralty/maritime	82%	5%	5%	0%	8%
74	1.3	Aviation	88%	4%	1%	1%	5%
72	1.3	Telecommunications	88%	4%	3%	3%	3%
64	1.2	Native American/tribal	91%	3%	3%	3%	0%
60	1.3	Entertainment	92%	0%	3%	0%	5%
59	1.2	Veterans law	93%	3%	0%	0%	3%

In analyzing this table, it is interesting to see the variations in estimates of time spent working in the practice area. For example, of those who work in the area of litigation, selected by over half of the respondents, 37% indicate that they

spend almost all of their time working on litigation matters. Contrasting that with the findings of those who report they work in the area of real estate. 12% of those who report that they work in the area of real estate estimate that they spend almost 100% of their time working on real estate matters. This is quite a difference among these two specialty areas of practice. Survey results of previous years have shown the same patterns.

Since the first survey in 1986, the findings have consistently reported that paralegals spend time working in several specialty areas of practice. Another way of analyzing Table 2.21 is by looking at the percentage of those who indicate they spend 80 to 100% of their time working in a particular area. Most of the values in this column are well under 20% of the respondents, with some exceptions such as those working in the area of litigation or family law.

The data reporting salary levels also looks at specialty areas of practice as one of the variables influencing compensation levels.

**Duties and Responsibilities**

Beginning in 2000, we added a few more questions related to duties and responsibilities of paralegals. Specifically, we are looking at the utilization of paralegals in supervision of other employees and steps paralegals are taking to increase their responsibilities. We further analyzed the findings in relation to years of experience to see if there are differences related to this factor.

**Table 2.22  
Supervision of Other Employees**

Does your work involve supervision of other employees?		
Responses	Frequency	Percent
Yes	476	33%
No	950	67%
If so, what employees are under your supervision?		
Support staff only	283	62%
Legal assistants and others	53	12%
Both	122	27%

**Table 2.23  
Does your work involve supervision of other employees?  
Grouped by: Years Total Legal Experience**

Years legal experience	Supervise other employees	Percent	Does not supervise others	Percent	Total
1-5 years	41	24%	128	76%	169
6-10 years	70	31%	157	69%	227
11-15 years	66	32%	138	68%	204
16-20 years	97	36%	173	64%	270
21-25 years	55	33%	112	67%	167
Over 25 years	138	37%	235	63%	373

**Table 2.24**  
**If so, what employees are under your supervision?**

Years legal experience	Support staff	Percent	Legal assistants and others	Percent	Both	Percent	Total
1-5 years	27	71%	5	13%	6	16%	38
6-10 years	38	59%	11	17%	15	23%	64
11-15 years	40	62%	9	14%	16	25%	65
16-20 years	60	63%	6	6%	29	31%	95
21-25 years	34	63%	7	13%	13	24%	54
Over 25 years	80	60%	12	9%	41	31%	133

**Table 2.25**  
**Duties and Responsibilities Change**

If you have been employed as a legal assistant over 5 years, have the duties and responsibilities of your job increased throughout your employment history? (N=1409)		
Responses	Frequency	Percent
Yes	1104	78%
No	113	8%
Not applicable	192	14%
If yes, please indicate the areas in which your duties and responsibilities have increased. (N=1104)		
Increase in work which involves independent judgment	553	50%
Increase in the level of sophistication of the work, i.e., more complex cases	964	87%
More client involvement	843	76%
Increase in case management responsibilities	362	33%
More specialization - either area of law or assigned to one attorney	628	57%
More supervisory duties/ administrative duties	369	33%
Other	74	7%

**Table 2.26**  
**Duties and Responsibilities Change**  
**Grouped by Years of Experience**

<b>1 - More client involvement</b>
<b>2 - Increase in work which involves independent judgment</b>
<b>3 - Increase in the level of sophistication of the work, i.e., more complex cases</b>
<b>4 - More supervisory duties/administrative duties</b>
<b>5 - Increase in case management responsibilities</b>
<b>6 - More specialization - either area of law or assigned to one attorney</b>
<b>7 - Other</b>

Total Years		1	2	3	4	5	6	7	Total
1-5 Years	Frequency	22	34	31	8	23	20	2	140
	Percent	16%	24%	22%	6%	16%	14%	1%	
6-10 Years	Frequency	80	146	133	58	105	55	16	593
	Percent	25%	22%	10%	18%	9%	3%	25%	
11-15 Years	Frequency	74	145	132	60	92	59	16	578
	Percent	13%	25%	23%	10%	16%	10%	3%	
16-20 Years	Frequency	120	207	171	73	136	76	12	795
	Percent	15%	26%	22%	9%	17%	10%	2%	
21-25 Years	Frequency	77	132	118	51	83	46	12	519
	Percent	15%	25%	23%	10%	16%	9%	2%	
Over 25 Years	Frequency	173	293	250	108	184	111	16	1135
	Percent	15%	26%	22%	10%	16%	10%	1%	

The last two tables of this section look at tools and techniques that paralegals use to demonstrate professional growth. This data is useful to see several factors at work within the profession. Most are involved in some program that helps them professionally (almost all respondents answered this question) and they stick with these programs. We present the general findings of this question, and the same responses broken down by years of experience. The data in terms of years of experience is interesting in that it shows few differences related to experience.

**Table 2.27**  
**Tools and Techniques for Professional Growth**  
**General Findings (1335)**

<b>Responses</b>	<b>Frequency</b>	<b>Percent</b>
Attend continuing legal education seminars	1211	87%
Ask/seek more complex work in your practice area	842	60%
Seek the CP, ACP, or state certification credential	761	54%
Become involved in your professional association	666	48%
Change in practice areas	470	34%
Switch work environments, such as move from large to small firm	407	29%
Attend work-related courses at community colleges or online	315	23%
Become involved in other law related professional organizations	298	21%
Serve as a speaker at continuing legal education seminars	252	18%
Develop opportunities for freelance work	142	10%
Teach course in paralegal program	116	8%
Author educational article for a law related publication	103	7%

Table 2.28 appears on the next page. This looks at the tools for professional growth used based on years of experience.

**Table 2.28**  
**Tools For Professional Growth**  
**Grouped by Years of Experience**

- |                                                                                    |
|------------------------------------------------------------------------------------|
| 1 – Change in practice area                                                        |
| 2 - Ask/seek more complex work in your practice area                               |
| 3 - Switch work environments, such as move from large to small firm                |
| 4 - Develop opportunities for free lance work                                      |
| 5 - Attend continuing legal education seminars                                     |
| 6 - Serve as a speaker at continuing legal education seminars                      |
| 7 - Author educational article for law related publication                         |
| 8 - Seek the CP or Advanced Certified Paralegal, or state certification credential |
| 9 - Become involved in your professional association                               |
| 10 - Attend work related courses at community college or on-line                   |
| 11- Teach course in paralegal program                                              |

Total Years		1	2	3	4	5	6	7	8	9	10	11	12	Total
<b>1-5 Years</b>	Frequency	35	84	22	13	103	6	3	93	57	36	7	25	459
	Percent	8%	18%	5%	3%	22%	1%	1%	20%	12%	8%	2%	5%	
<b>6-10 Years</b>	Frequency	81	150	68	27	179	20	6	123	92	44	9	43	799
	Percent	10%	19%	9%	3%	22%	3%	1%	15%	12%	6%	1%	5%	
<b>11-15 Years</b>	Frequency	81	125	66	19	166	29	9	116	104	36	19	44	770
	Percent	11%	16%	9%	2%	22%	4%	1%	15%	14%	5%	2%	6%	
<b>16-20 Years</b>	Frequency	80	148	80	24	237	59	31	146	130	65	23	62	1023
	Percent	8%	14%	8%	2%	23%	6%	3%	14%	13%	6%	2%	6%	
<b>21-25 Years</b>	Frequency	62	112	57	17	162	40	19	93	82	39	15	33	698
	Percent	9%	16%	8%	2%	23%	6%	3%	13%	12%	6%	2%	5%	
<b>Over 25 Years</b>	Frequency	126	216	112	42	351	94	34	182	194	92	42	87	1485
	Percent	8%	15%	8%	3%	24%	6%	2%	12%	13%	6%	3%	6%	

The data is based on analysis of the responses to the 2010 National Utilization and Compensation Survey report which was collected by a web based survey from May 30, 2010-September 15, 2010. There were 1451 responses received and utilized for this report. 5% of the population are males; 95% are females. The average age of survey participants is 46. 67% of the participants are members of NALA; 74% have received the Certified Paralegal credential.

Respondents are from a diverse geographical area. Forty-eight states, the Virgin Islands and the District of Columbia are represented by the population. Among the regions of the United States, the Southeast region was represented by 37% of the respondents; Southwest region was represented by 23%; Far West was represented by 11%; Plains States was represented by 12%; Great Lakes was represented by 5%; Rocky Mountain states were represented by 8%; and New England/Mid East was represented by 5% of the respondents. The average population of the cities represented is 597,588. The regions and states are defined in the table below.

The respondents have about 20 years of legal experience; 9 years with the same employer. Most (61%) of respondents work for a private law firm, and, of those, 71% work in firms of 1-15 attorneys; 18% of the respondents work for corporations. With reference to educational backgrounds, 48% of respondents have a bachelor's degree; 31% have an associate's degree.

The 2010 National Utilization and Compensation Survey presents information concerning the work environment, duties and responsibilities, billing rates and compensation levels of paralegals. Conducted bi-annually since 1986, the survey analysis includes a review of current findings in comparison with findings of previous surveys. Economic data is presented in terms of such factors as size of city, size of firm, educational backgrounds, years of experience, and specialty area of practice.

Region			Number	Percentage
<b>Region 1 - New England/Mid East</b>			67	5%
Connecticut Maine Massachusetts	Maryland New Hampshire New Jersey	New York Pennsylvania Rhode Island		
<b>Region 2 - Great Lakes</b>			71	5%
Illinois Indiana	Michigan Ohio	Wisconsin		
<b>Region 3 - Plains States</b>			173	12%
Iowa Kansas	Minnesota Missouri	Nebraska North Dakota South Dakota		
<b>Region 4 - Southeast</b>			538	37%
Alabama Arkansas Florida Georgia	Kentucky Louisiana Mississippi North Carolina	South Carolina Tennessee Virginia West Virginia		

<b>Region 5 – Southwest</b>			340	23%
Arizona New Mexico	Oklahoma	Texas		
<b>Region 6 - Rocky Mountains</b>			121	8%
Colorado Idaho	Montana Utah	Wyoming		
<b>Region 7 - Far West</b>			160	11%
Alaska California	Hawaii Nevada	Oregon Washington		

End of Section 2 of 4