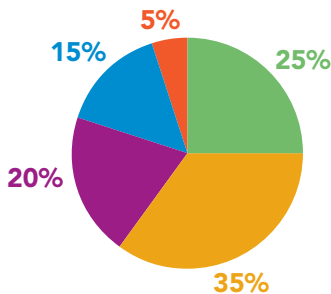


# snap survey

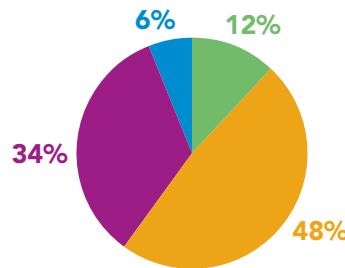
MARCH 2013

Overall, do you think community association management has improved or declined as a career option in recent years?



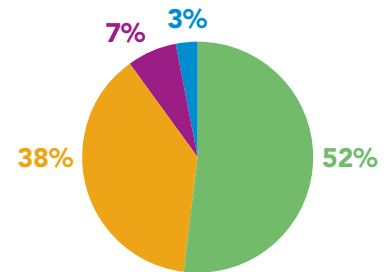
- IMPROVED A LOT
- IMPROVED SLIGHTLY
- REMAINED ABOUT THE SAME
- DECLINED SLIGHTLY
- DECLINED A LOT

To what degree do you feel you are fairly compensated for the knowledge, skills and workload required to fulfill your responsibilities?



- VERY WELL COMPENSATED
- ADEQUATELY COMPENSATED
- NOT WELL COMPENSATED
- GROSSLY UNDERCOMPENSATED

To what degree do you feel respected as a professional by your board member clients?



- VERY RESPECTED
- SLIGHTLY RESPECTED
- SLIGHTLY DISRESPECTED
- VERY DISRESPECTED

» **DEMANDS:** 62% of managers believe their own responsibilities have gotten much more demanding in recent years, while 30% say "slightly" more demanding. 6% say there has been no change, and 2% say their responsibilities have gotten less demanding.

» **CAREER PLANS:** 75% of managers say they intend to remain in the association management field, while 5% do not. 20% aren't sure.

» **STARTING OVER:** 57% of managers would enter the association management field if they could go back and select a profession, while 19% would not. 24% are not sure.

*Data based on responses from almost 900 community managers.*

"Pay scales and recognition are still not what they should be for the responsibility we carry."

"There are still too many managers and companies that don't operate in a professional manner."

"Rodney Dangerfield's famous statement, 'I don't get no respect,' is the ongoing theme, with many associations wanting cheap management but excellent service."

"It's become a more difficult industry, and not everyone can handle the stress."

