



LEO J. SHAPIRO & ASSOCIATES LLC.

Survey on Professionalism

A Study of Illinois Lawyers

December 2007

Conducted on behalf of the
Illinois Supreme Court
Commission on Professionalism

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BACKGROUND, OBJECTIVES AND METHODOLOGY

Background and Objectives

In late 2005, the Illinois Supreme Court established the Commission on Professionalism (Commission), whose mission is to “create a forum in which lawyers, judges and legal educators can explore the meaning and aspirations of professionalism in contemporary legal practice.”

To advance this mission, the Commission sponsored a study to measure perceptions of and experiences with professionalism and civility in the legal profession among Illinois lawyers. The study was conducted in September and October 2007. A random sample of 1079 Illinois lawyers participated in the study.

The study explored the following topic areas:

- The types of uncivil or unprofessional behavior that lawyers most frequently encounter;
- Lawyers' perceptions of the seriousness of the problem and whether they feel it has changed over time;
- How lawyers deal with unprofessional behavior when they encounter it;
- Lawyers' perceptions of the potential causes and consequences of uncivil behavior;
- Lawyers' perceptions of the potential actions that can be taken to improve civility and professionalism;
- General attitudes about their career and the practice of law;
- Practice characteristics and demographic characteristics of participants.

The study was designed by the Commission in collaboration with the American Bar Foundation (ABF) and Leo J. Shapiro & Associates (LJS), a Chicago-based behavior and opinion research firm. LJS conducted the study and independently compiled the results.

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Methodology

The Illinois Attorney Registration and Disciplinary Commission (ARDC) provided a random sample of 3,000 practicing lawyers statewide. The administration of the study involved two waves of data collection:

- **Wave One:** In early September 2007, questionnaires were mailed to the full list of 3,000 lawyers provided by the ARDC. The mailing included a cover letter from the Commission describing the purpose of the study as well as a self-addressed stamped return envelope. In addition, participants were given the option of completing the study online and were provided with a URL address and dedicated PIN number in order to do so.
- **Wave Two:** In early October 2007, four weeks after the first mailing, those who had not yet completed the questionnaire were sent a reminder letter from the Commission. The cover letter included a URL address and dedicated PIN number to complete the study online, along with contact information to request another hard copy of the questionnaire, if needed.

Response Rate

- Of the 3,000 practicing lawyers from the original ARDC list, 88 mailings were returned as undeliverable; 20 recipients indicated that they are currently inactive (e.g., raising children, medical leave, retired). An additional 23 questionnaires were unusable for various reasons (see below).

Returned Questionnaires	
	Total Sample <u>3,000</u>
Returned Undeliverable	88
Returned Inactive	20
<u>Other Unusable Returns</u>	<u>23</u>
Late	13
Incomplete	7
Refused	3

- A total of 1,079 lawyers completed the survey within the data collection period. Of the 2,892 lawyers contacted (excluding the 88 undeliverable and 20 inactive returns), 656 lawyers responded to the first wave and additional 423 responded to the second wave, yielding a total response rate of 37% (23% to the first wave and 14% to the second wave). This is a high response rate for a mail survey.

Response Rate		
	Total Sample Excluding Undeliverable and Inactive Returns	
	(2,892)	<u>100%</u>
<u>Completed Questionnaire</u>	<u>1,079</u>	<u>37%</u>
First Wave	656	23
Second Wave	423	14

- First wave responders report slightly more exposure to uncivil behaviors than second wave responders. First wave responders are also more involved in professional activities than second wave responders. Despite these differences, first wave and second wave responders are substantially similar in terms of their practice and personal characteristics, how they view the problem of incivility and unprofessionalism, and their perceptions of its causes, consequences, and potential solutions.

First and Second Wave Responders

- Of the 1,079 lawyers who completed the study, 665 (62%) returned a hard copy questionnaire, and 414 (38%) completed the study online.
- First wave responders were more likely to complete the hard copy of the questionnaire, while second wave responders were more likely to complete the study online.

	Responded To:		
	Total (1079) 100%	First Wave (656) 100%	Second Wave (423) 100%
<u>Completed Study</u>			
By Mail	62%	78%	37%
Online	38	22	63

NOTE: Unweighted percentages

- This is likely due to the fact that the first wave invitation included a hard copy questionnaire, while the second wave only included a link to the online survey, with an invitation to contact LJS if the recipient needed another hard copy questionnaire.
- Online participants are younger than those who filled out a hard copy of the questionnaire. Together, the two methods yield a more representative sample of Illinois lawyers based on age than either method would alone (see next page).

	Responded By:		
	Total (1079) 100%	Mail (665) 100%	Online (414) 100%
<u>Age</u>			
Under 35	18%	12%	29%
35-44	21	17	27
45-54	26	28	25
55-64	21	26	13
65 and Over	11	14	6
Not Answering	3	4	--
Mean Age	48.1	51.1	43.5
Median Age	48.0	51.5	42.0

NOTE: Unweighted percentages

Respondent Characteristics and Weighting

- The first column in the table below shows the distribution of Illinois lawyers according to the Lawyers' Statistical Report, 2000, the most recent census of Illinois lawyers available. The second column shows the distribution of survey participants. Survey participants are largely representative of the Illinois lawyer population in terms of practice setting, gender, and age. However, the raw survey data under-represent solo and large firm practitioners and over-represents government lawyers. Therefore, the survey data in this report are weighted based on practice setting to represent the distribution of Illinois lawyers according to the Lawyers' Statistical Report, 2000. The weighting does not affect any of the study's conclusions. A more detailed description of the respondent characteristics is included in the Appendix.

	Illinois Lawyers ¹ (n=31969) <u>100%</u>	Survey (unweighted) (n=1079) <u>100%</u>
Practice Setting		
<u>Private Practice (Net)</u>	<u>74%</u>	<u>65%</u>
Solo Practitioner	28	17
Small firm (2-20)	21	25
Medium firm (21-50)	5	5
Large firm (51+)	20	14
Not answering firm size	0	5
Corporate/in-house counsel/ industry	11	12
Government or Government agency	5	14
<u>Other (Net)</u>	<u>5</u>	<u>5</u>
Legal services/non-profit	2	2
Judiciary	2	2
Law School/education	1	1
Retired/inactive	5	4
Not answering Practice Setting	0	*
Gender		
Male	74	69
Female	26	30
Not answering	0	1
Age		
Under 35	17	18
35-44	25	21
45-54	28	26
55-64	15	21
65 and over	15	11
Not answering	--	3
Median	47	48

¹Source: Lawyers' Statistical Report, 2000
(American Bar Foundation)



SUMMARY OF FINDINGS

Summary of Findings

Unprofessional Behaviors

- Unprofessional behavior is commonplace among Illinois lawyers. Nearly all Illinois lawyers say that they have encountered some type of unprofessional behavior by another lawyer in the course of their career, with the vast majority encountering unprofessional behavior in the past year. In fact, half have experienced incivility in the past month.
 - There is little difference in exposure to unprofessional behavior based on geography. It is just as prevalent in central and southern Illinois as it is in Cook County.
- The findings suggest that lawyers who behave unprofessionally are conscious of what they can get away with. The most common uncivil behaviors are rather subtle (e.g., sarcastic or condescending attitude, misrepresenting or stretching the facts, inappropriate interruption of others, playing hardball). More blatant discriminatory comments (e.g., sexist or racist comments, or comments about a lawyer's age or experience) are much less common.

The Venues

- Lawyers who behave unprofessionally are selective about where and when they act uncivilly, again suggesting that lawyers who behave unprofessionally are aware when they are acting unprofessionally and can turn it on and off when they choose.
 - Unprofessional behavior most often takes place between opposing counsel on a case. It is relatively rare among lawyers in the same firm, in social situations, or at bar association functions.
 - Unprofessional behavior is more likely to occur behind the scenes than in venues where it might be witnessed or documented.
 - Unprofessional behavior is more prevalent in litigation than in transactions.

Summary of Findings (continued)

Types of Incivility

- The study identified three broad types of unprofessional behavior:
 - **Prejudice** is the least common type, but is experienced disproportionately by women, minorities and young lawyers.
 - **Rudeness** encompasses general poor behavior, such as swearing, sarcasm, condescension, and inappropriate interruption of others. It is common in the legal profession and is not directed at any specific group. As some participants commented:

“Some people are just jerks and would be jerks whether they were lawyers, doctors, laborers, unemployed, etc..”

“Some individuals have general bad manners not related to the practice of law.”
 - **Strategic Incivility** is widespread and more deliberate. It includes misrepresenting or stretching the facts, playing hardball, indiscriminate use of pleadings or motions, etc. Strategic incivility is a tactic used by some lawyers to gain an advantage over their opponent. It is found throughout the profession, but is most prevalent in litigation – especially during discovery.

“There is a general view that zealous representation means doing whatever it takes (legally) to win or promote a client’s position.”
- These three types of incivility have different sources. Prejudice and rudeness are found throughout society. Such behavior tends to reflect on the individual lawyer rather than the legal profession.

“We live in different times and the general attitudes of society have obviously transferred over into the legal profession, to its detriment.”
- Strategic incivility, though, appears to be a systemic and endemic problem in the legal profession. The study suggests that strategic incivility is a byproduct of the adversarial system in general, and of the litigation process in particular.

“The only complaint I have with unprofessional behavior is the time lost in litigation instead of resolving the issues, things such as filing redundant motions...In many cases the lawyers know they will fail, but file them anyway hoping that the judge will somehow agree with them or that the prolongation of litigation will be to their client’s advantage.”

Summary of Findings (continued)

Lawyer Characteristics

- Although nearly all lawyers are subject to unprofessional behavior, some lawyers encounter more unprofessional behavior than others:
 - Lawyers who experience more unprofessional behavior generally interact with more lawyers – increasing the odds that they will encounter some lawyers who behave unprofessionally.
 - Unprofessional behavior is more often experienced by lawyers in group practices and in the public sector. It is least often experienced by solo practitioners and corporate counsel. However, solos and corporate counsel also tend to interact with fewer lawyers.
 - Women, minorities and young lawyers encounter relatively high levels of unprofessional behavior.
 - Women are more likely to encounter sexist comments; minorities are more likely to experience racially or culturally insensitive comments; and young lawyers are more likely to experience inappropriate comments about a lawyer's age or experience.

Summary of Findings (continued)

Perceptions of and Response to Unprofessional Behavior

- The degree of exposure to unprofessional behavior affects lawyers' perception of the problem.
 - Almost two-thirds of the lawyers who have a high exposure to unprofessional behavior rate it as a serious problem. Slightly over one third of all the lawyers surveyed rate it as a serious problem.
 - Although virtually everyone encounters unprofessional behavior, most lawyers estimate that 10% or less of the lawyers they encounter habitually behave unprofessionally.

"I feel that the majority of lawyers, whether young or old, have a great deal of respect for others – clients, judges and opponents."

"Based on my experience, the majority of attorneys act civilly and professionally. A small minority of attorneys consistently do not."

- Nearly all Illinois lawyers say that they disapprove of unprofessional behavior – with most of them saying they disapprove under any circumstances.
- Currently, there appear to be very few, if any, penalties for behaving unprofessionally in Illinois. Lawyers themselves say that they ignore, rather than confront, unprofessional behavior. Further, many lawyers say that judges tend to turn a blind eye to the problem and even contribute to the problem by behaving unprofessionally themselves. Some say the ARDC is also ineffectual.

"Those who behave unprofessionally are rarely called to task for it, even when it occurs in front of a judge."

"There is a lack of judicial control in the courtroom. The judges are becoming very lax, unwilling to push either side, unwilling to punish contemptible behavior."

"Judges contribute to the mess by being biased and nasty themselves."

"The ARDC could be helpful, but a lot of lawyers won't report unprofessional or unethical conduct because they do not feel the ARDC will do anything anyway, so why face the scorn of the bar for turning in a fellow member?"

Summary of Findings (continued)

The Causes of Unprofessional Behavior

- Lawyers most often attribute unprofessional behavior to a “win at all costs” mentality, suggesting that lawyers perceive unprofessional behavior to be, at least in part, a strategy for winning (whether effective or not).

“To most lawyers, litigation is a game. Most of these lawyers measure their success by whether the evidence supports a win or not. It becomes about them, not the clients.”

“Unprofessional behavior is caused by a desperate need to win.”

“Utterly incompetent lawyers who confuse incivility with zealous advocacy.”

- A number of other factors are believed to contribute to unprofessional behavior, including poor morals and ethics, the stresses of practicing law, poor mentoring, client demands, the rise in the profit orientation of law, etc.

“I think that social pressures are the biggest cause, and ‘win at all costs,’ along with poor or non-existent training and poor morals/ethics in general.”

“Unprofessional behavior arises out of the hourly billing issue coupled with the high stakes of litigation.”

“It is mostly driven by client pressure, plus the pressure to win, plus competition with other lawyers.”

“The erosion and breakdown of the recognition of the importance of professionalism and a belief that uncivil behavior is essential to effective representation.”

“Small practitioners are under too much financial pressure to be professional – you do not have a clue how bad things are.”

“Law is not a profession anymore. It is just a business designed to generate as much profit as possible.”

- Relatively few lawyers attribute unprofessional behavior to the rise in email communications, the rise in class action lawsuits, racism or sexism. However, women are more likely to attribute it to sexism and minorities to racism.

“Perhaps because it’s still a male-dominated profession.”

“Old boys network mentality.”

Summary of Findings (continued)

The Consequences of Unprofessional Behavior

- When asked about the consequences of unprofessional behavior, participants say that it impacts the practice of law in many significant ways. The overwhelming majority of lawyers say that unprofessional behavior:
 - Makes it more difficult to resolve a matter
 - Leads to an increase in litigation/transaction costs
 - Tends to prolong discovery and/or negotiations
 - *“It greatly increases the cost of litigation and unnecessarily prolongs litigation that might otherwise be settled. The mentality of ‘fighting just to fight’ is widespread in the legal profession.”*
 - Harms public confidence in the justice system
 - *“Cheapening of the profession; loss of professionalism and honor in the community.”*
 - Makes the practice of law less satisfying
 - Lawyers who encounter more unprofessional behavior tend to be less satisfied with their careers.
 - Contributes to lawyers leaving the practice of law
 - *“The stress associated with the daily grind of having to deal with unprofessional and unreasonable lawyers certainly makes one think about early retirement or about leaving the profession.”*
- About half of lawyers say that unprofessional behavior discourages diversity in the profession and deters young people from entering the profession.
 - Women and minorities are more likely to feel that it discourages diversity in the profession.
 - Older lawyers are more likely to believe that unprofessional behavior deters young people from entering the profession.

Summary of Findings (continued)

Potential Actions to Improve Civility and Professional Behavior

- When asked how helpful alternative actions might be to improve civility or professional behavior, Illinois lawyers gravitate toward top-down solutions, such as training and educating judges to deal with incivility, the imposition of court or judicial sanctions, and law firm discipline of their own lawyers who act unprofessionally.
- First and foremost, Illinois lawyers are looking for **judicial leadership** on the problem of incivility and unprofessional behavior. In particular, they want the judiciary to lead by example and to take a proactive stance to detect and prevent unprofessional behavior and to impose the sanctions they have at their disposal.

“Frankly, until the Illinois Supreme Court steps in and places greater restrictions on the discovery process, lawyers will continue to take advantage of the system and continue to get away with it.”

“Encourage judges not to tolerate negative behavior in the courtroom. Impose real sanctions for discovery abuse.”

“The best suggestion is to have judges demand more of a civil presence. As long as judges continue to tolerate such behavior, the minority of attorneys who engage in the behavior will not change.”

“Judges should impose 137 sanctions [rule directed at false and frivolous pleadings]. They rarely do.”

“Unprofessional behavior occurs primarily during discovery. I believe that judges can do a lot to prevent this kind of abusive practice by informing counsel at the outset that they will not tolerate this type of behavior and by imposing consequences on attorneys who fail to act in a civil and professional manner.”

- Illinois lawyers are also looking for law firms to take a leadership role by disciplining their own lawyers who act unprofessionally. Some feel that firms can help by alleviating some of the pressures of practicing law.

“Firms have to control their partners.”

“Reduce pressures, billable hour requirements, workloads.”

Summary of Findings (continued)

- After top-down solutions, the next most helpful solutions relate to training and mentoring, including mentoring of young lawyers, law school training on civility, and continuing legal education on civility and professionalism.

“Older lawyers should be setting better examples.”

“In-firm mentoring is the best solution.”

“I think law schools should encourage civility not just in an ethical manner, but in a practical nature.”

“Make civility a part of continuing legal education.”

- Lawyers expect less progress to be made through the establishment of formal reporting mechanisms and state standards.

“Establishing a mechanism to report uncivil behavior seems tough because sometimes uncivil behavior might be subjective.”

“A reporting system for incivility will merely result in an abuse of the system, with aggressive attorneys using it as a tool against other counsel.”

“It is a national standard of conduct that is lowering the bar. Legislation does not cure such ethos.”

- Encouraging more bar association involvement, changing the selection method for judges, and diversity training are considered to be the least helpful solutions. However, women and minorities place greater weight on diversity training than males and whites.

Summary of Findings (continued)

Action Implications for the Commission

- While the potential solutions are many and varied, the survey does suggest some starting points for the Commission:

- 1) **Raise awareness**, among the bench, the bar, bar associations, and law schools about the nature and extent of the problem and its many costs and consequences.

Discourse is needed regarding the persistent problem of prejudice in the profession and how it affects women, minorities and young lawyers, as well as the manner in which some lawyers engage in unprofessional behavior as a case strategy.

- 2) **Train the judiciary** to identify unprofessional behavior and empower and encourage the judiciary to **use the tools** already at its disposal.

Strategic incivility might be best addressed through judicial intervention. Many of the behaviors that constitute strategic incivility are overt (e.g., inflammatory writings in briefs or motions, indiscriminate or frivolous use of pleadings or motions). Judges are well positioned to detect when a lawyer is engaging in strategic incivility.

Prejudice and rudeness require a different kind of education that might be best addressed by law schools, law firms, and bar associations.

- 3) **Recruit and train law firm leaders** to detect, prevent and sanction bad behavior and to model good behavior.
- 4) **Work with bar associations, CLE providers, and law schools** to develop training on professionalism and how to deal with unprofessional behavior – so that lawyers themselves can learn how to contain, rather than ignore or perpetuate, unprofessional behavior when they encounter it.

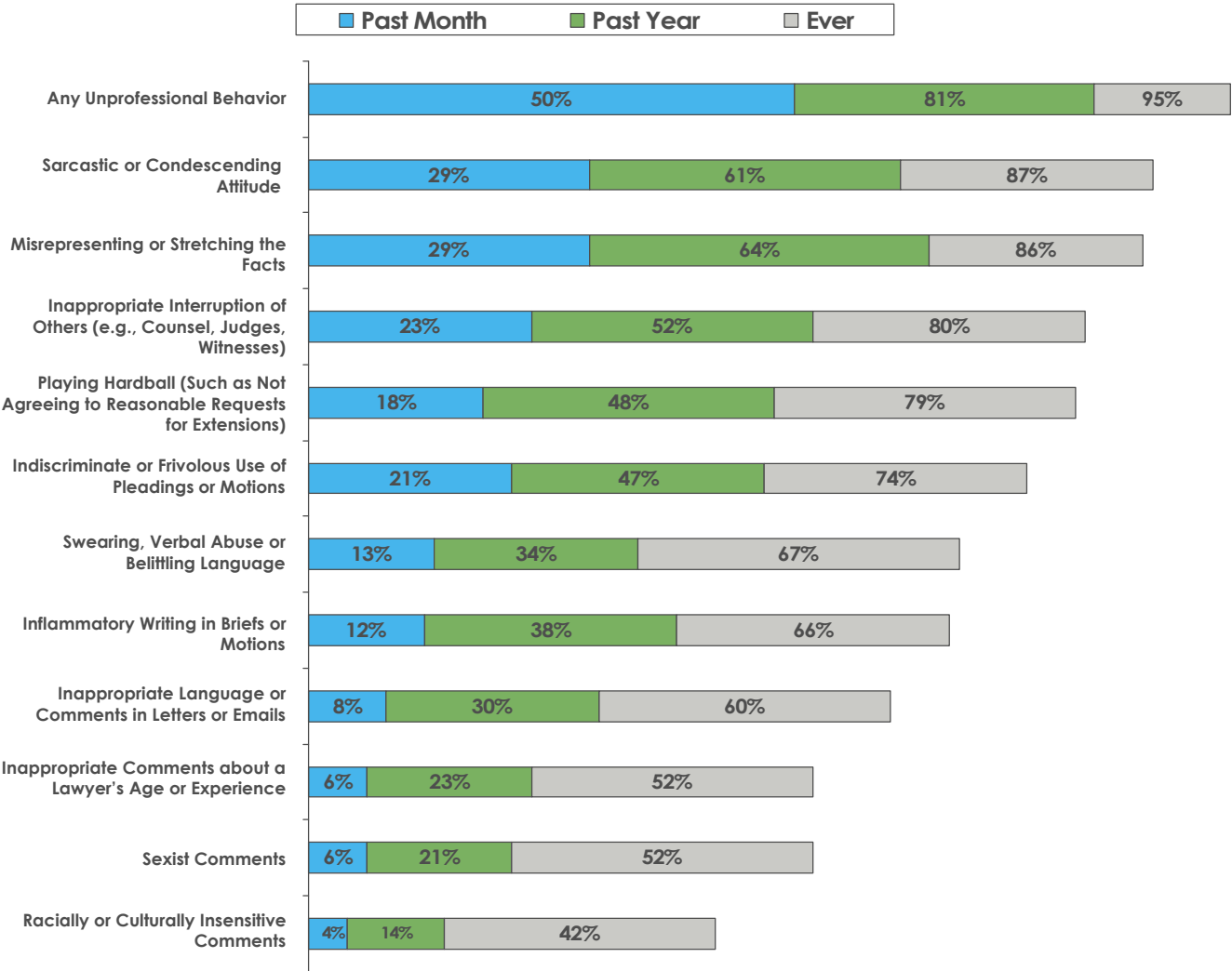
FINDINGS IN DETAIL

Unprofessional Behaviors

All Participants

- Survey participants were asked about the frequency with which they encounter various types of unprofessional behavior by another lawyer. Nearly all lawyers (95%) have experienced or witnessed some unprofessional behavior in the course of their careers. The vast majority (81%) have encountered it in the past year and 50% in the past month. Lawyers who behave uncivilly push the limits of good behavior and are aware when they are crossing the line. The most common uncivil behaviors are rather subtle (e.g., sarcastic or condescending attitude, misrepresenting or stretching the facts, inappropriate interruption of others). More blatant discriminatory behaviors (e.g., sexist or racist comments, or comments about a lawyer's age or experience) are cited among the least common uncivil behaviors that lawyers encounter.

"First, for each item below, please indicate the last time that you personally experienced or witnessed this kind of behavior by another lawyer."



Types of Unprofessional Behavior

- LJS performed a statistical analysis (cluster analysis) of the various types of unprofessional behavior in order to determine which types of behavior tend to cluster together. This analysis distinguished three different types of unprofessional behavior.
 - 1) **Prejudice.** This includes sexist, racist, or culturally insensitive comments, along with inappropriate comments about a lawyer's age or experience. While this type of incivility is less common, it is more likely to be experienced by women, minorities, young lawyers and lower income lawyers. Lawyers who encounter prejudice are more likely to attribute unprofessional behavior to racism, sexism and generational differences.
 - 2) **Rudeness.** This includes behavior such as displaying a sarcastic or condescending attitude, swearing, verbal abuse or belittling language, and inappropriate interruption of others (e.g., counsel, judges, witnesses). This is a common type of incivility that is not directed at any specific group. As many participants noted, "some people are just jerks."
 - 3) **Strategic Incivility.** This type of unprofessional behavior is just as widespread as general rudeness, but is much more deliberate. It encompasses such behavior as misrepresenting or stretching the facts, playing hardball (such as not agreeing to reasonable requests for extensions), indiscriminate or frivolous use of pleadings or motions, inflammatory writing in briefs or motions, and inappropriate language or comments in letters or emails. Strategic incivility is just that – a strategy designed to give a lawyer a leg up over opposing counsel in a case. Strategic incivility is found everywhere, but is particularly prevalent in civil or commercial litigation – especially during discovery.

	<u>Type of Incivility</u>			
	<u>Any Type</u>	<u>Prejudice</u>	<u>Rudeness</u>	<u>Strategic</u>
Percent of Lawyers Who Have Experienced or Witnessed...				
Ever	95%	69%	93%	92%
Past Year	81	35	71	75
Past Month	50	10	37	42

Discriminatory Comments

- While blatant discriminatory comments are less common in general, these behaviors are more often experienced or witnessed by women and minorities and younger lawyers.

	<u>Total</u>	Gender	
		<u>Male</u>	<u>Female</u>
ALL RESPONDENTS	(1079) 100%	(766) 100%	(299) 100%
Experienced or Witnessed Sexist Comments			
Ever	52%	48%	64%
Past Year	21	17	33
Past Month	6	5	10

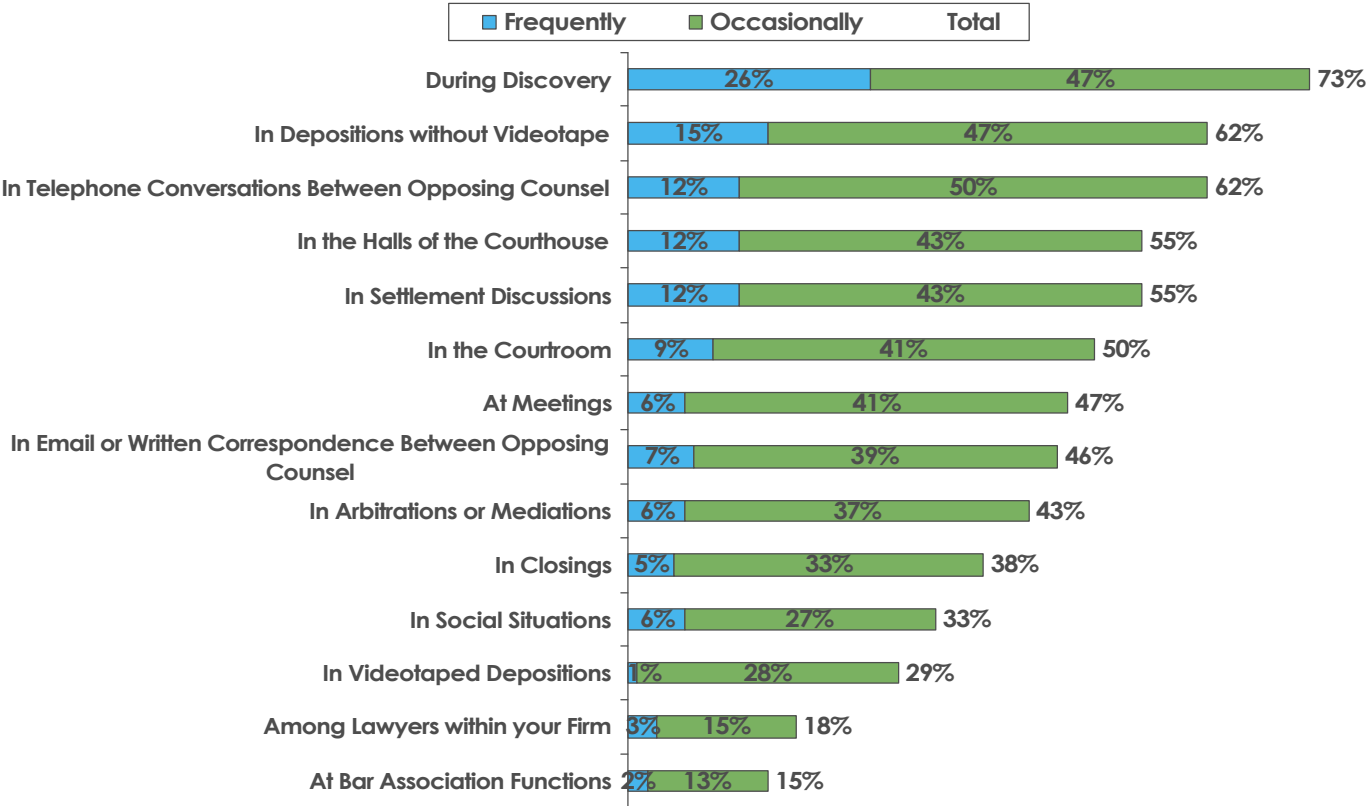
	<u>Total</u>	Race	
		<u>White</u>	<u>Minority</u>
ALL RESPONDENTS	(1079) 100%	(979) 100%	(95) 100%
Experienced or Witnessed Racially or Culturally Insensitive Comments			
Ever	42%	41%	52%
Past Year	14	13	24
Past Month	4	3	7

	<u>Total</u>	Years Since Bar Exam			
		<u>< 10</u>	<u>10-19</u>	<u>20-29</u>	<u>30+</u>
ALL RESPONDENTS	(1079) 100%	(276) 100%	(249) 100%	(260) 100%	(295) 100%
Experienced or Witnessed Inappropriate Comments about a Lawyer's Age or Experience					
Ever	52%	50%	53%	57%	49%
Past Year	23	36	23	16	16
Past Month	6	10	7	3	3

The Venues

- The venues in which uncivil and unprofessional behavior most often occur support the finding that some lawyers are selective, and even strategic, about when and where they act unprofessionally.
- When asked about the different venues in which lawyers interact, respondents reported that uncivil behavior is most likely to occur behind the scenes (e.g., in depositions without videotape or in telephone conversations between opposing counsel) than in venues in which their behavior might be witnessed or documented (e.g., in written correspondence or in videotaped depositions). Unprofessional behavior is more prevalent in litigation (e.g., during discovery, in depositions) than in transactions (e.g., meeting or closings). Unprofessional behavior occurs most often between opposing counsel on a case. It is relatively uncommon among lawyers within the same firm, in purely social situations, or at bar association functions. However, large firm (101+) and public sector lawyers are more likely to encounter unprofessional behavior among lawyers within their firm or organization.

“Please think about the different venues in which lawyers interact. For each below, please indicate how prevalent you find incivility or unprofessional behavior in that venue.”



NOTE: Percentages are based on those answering the item.



Lawyer Interaction

- Survey participants were classified according to the frequency with which they encounter unprofessional behavior. This analysis finds that lawyers who encounter more unprofessional behavior simply interact with more lawyers in the course of a year – increasing the odds that they will encounter some lawyers who behave unprofessionally.

	Total (1079)	Exposure to Unprofessional Behavior		
		<u>Low</u> (368)	<u>Medium</u> (351)	<u>High</u> (360)
ALL RESPONDENTS	<u>100%</u>	<u>100%</u>	<u>100%</u>	<u>100%</u>
Number of Lawyers Interacted with in Past Year				
Less than 25	27%	44%	24%	11%
26-75	38	29	45	40
76 or More	32	22	28	47
Not Answering	3	4	2	1
Mean Number	65.8	48.1	63.1	85.8
Median Number	38.0	38.0	38.0	63.0

Practice Characteristics

- In terms of practice setting, lawyers in group practices and in the public sector experience more than their share of unprofessional behavior. Solo practitioners and corporate/in house counsel experience the lowest levels of unprofessional behavior. However, it is important to note that solo practitioners and corporate counsel interact with the fewest number of lawyers in a year's time.
- Younger lawyers experience the highest levels of unprofessional behavior, while senior lawyers experience the lowest levels. Lawyers across the state experience relatively comparable levels of exposure to unprofessional behavior.

	Total (1079) <u>100%</u>	Exposure to Unprofessional Behavior		
		Low (368) <u>100%</u>	Medium (351) <u>100%</u>	High (361) <u>100%</u>
ALL RESPONDENTS				
Practice Setting				
Private Practice (Net)	<u>75%</u>	<u>65%</u>	<u>78%</u>	<u>81%</u>
Solo	26	31	26	22
Small Firm (2-20)	20	11	22	28
Medium Firm (21-100)	9	7	10	10
Large Firm (101+)	15	12	17	17
Not Answering Firm Size	5	4	4	5
Corporate/In-House Counsel/Industry	10	14	10	7
Public Sector	10	8	10	12
Retired/Inactive	5	13	2	--
Years Practicing Law				
Under 6 Years	13%	11%	12%	17%
6-9 Years	12	10	12	15
10-19 Years	23	21	23	25
20-29 Years	24	26	24	22
30 or More Years	26	30	26	20
County Practices In				
Northern Illinois (Net)	<u>81%</u>	<u>79%</u>	<u>82%</u>	<u>83%</u>
Cook County	64	61	65	65
Other Northern Illinois	18	18	17	18
Central/Southern Illinois	12	10	12	13

Professional Activities

- Bar Association membership and professional activities do not reduce a lawyer's exposure to unprofessional activities. In fact, lawyers with greater exposure to unprofessional behavior are more likely to belong to various bar associations and are more involved in the profession than lawyers who report less exposure to unprofessional behavior. A number of factors may contribute to this relationship. As noted earlier, lawyers with higher exposure to unprofessional behavior interact with more lawyers in their work. This may lead them to take a more active role in the profession, and vice versa. Additionally, bar association membership and professional activity may actually sensitize lawyers to unprofessional behavior.

	Total (1079) 100%	Exposure to Unprofessional Behavior		
		Low (368) 100%	Medium (351) 100%	High (361) 100%
ALL RESPONDENTS				
Bar Association Membership				
Any (Net)	82%	76%	84%	84%
Illinois Bar Association	53	46	53	60
Your Local Bar Association	53	46	56	56
American Bar Association	32	31	35	31
A Specialty Bar Association	20	16	22	23
An Industry Association	8	7	10	8
National Minority Bar Association	1	1	3	--
Professional Activities – Past 12 Months				
Any (Net)	84%	76%	87%	89%
Attended a Bar Association Conference or Seminar	58	50	58	66
Provided Pro Bono Legal Services	56	46	60	63
Contributed to a Political Campaign	38	32	39	43
Participated in a Course or Seminar on Civility or Professionalism	22	18	22	26
Presented at a Conference or Seminar	20	15	23	22
Served on a Bar Association Committee	17	13	18	21
Written a Law-Related Article or Publication	16	10	18	19
Chaired a Bar Association Committee	5	2	5	7
Lobbied on Behalf of the Profession	3	2	3	3

Personal Characteristics

- Women, minorities, and young lawyers are more likely to encounter high levels of unprofessional behavior than males, Whites, or older lawyers. Of course, women and minorities concentrate in the younger age groups.
- Interestingly, higher income lawyers experience a disproportionate level of unprofessional behavior, likely reflecting their concentration in higher-paying private practice settings.

	Total (1079) 100%	Exposure to Unprofessional Behavior		
		Low (368) 100%	Medium (351) 100%	High (361) 100%
Gender				
Male	71%	72%	74%	68%
Female	28	26	25	32
Not Answering	1	2	1	1
Age				
Under 35	18%	12%	19%	23%
35-44	20	18	19	23
45-54	26	28	27	24
55-64	22	22	24	19
65 and Over	12	17	11	8
Not Answering	2	3	1	3
Mean Age	48.8	51.2	48.8	46.2
Median Age	49.0	51.0	49.0	46.0
Race				
White Only	89%	91%	88%	88%
Minority	9	6	12	10
Refused	2	3	--	2
Income				
Under \$100,000	35%	37%	32%	35%
\$101-200,000	31	29	34	31
\$201,000 or More	20	14	25	23
Mean Income (\$1,000s)	\$145	\$129	\$157	\$147
Median Income (\$1,000s)	\$127	\$110	\$140	\$130

Perceptions of and Responses to Unprofessional Behavior

Perceptions of Unprofessional Behavior

- When asked to rate how serious a problem incivility is in the legal profession today, one in three (31%) rate it a "7" or higher. Four in ten (41%) consider it a moderate problem (4-6 rating) and one in four (27%) consider it to be a relatively minor problem (1-3 rating). All in all, lawyers gave an average rating of 5.2 on a nine point scale. There is little difference in perceptions of the civility problem based on practice setting, career stage, geography, or gender. Minority lawyers, though, are more likely than White lawyers to perceive it as a serious problem.
- Illinois lawyers say that the problem has worsened over the past twenty years, and, to a lesser extent, over the past five years.
- Further, as noted on page 39, Illinois lawyers say that there are many significant consequences of unprofessional behavior.

"Using a nine-point scale, where '9' means a 'very serious problem' down to '1' meaning 'not a problem at all,' how serious a problem do you believe incivility is in the legal profession?"

"Over the past twenty years/five years, has the practicing bar in your county become more or less professional in their behavior, or has it stayed about the same?"

	Total (1079) <u>100%</u>
ALL RESPONDENTS	
How serious a problem is incivility in the legal profession today?	
Serious (7-9 Rating)	31%
Moderate (4-6 Rating)	41
Not Very Serious (1-3 Rating)	27
Mean Rating	5.2
Over past twenty years, practicing bar in your county has become...	
About the Same	44%
Less Civil	40
More Civil	16
Over past five years, practicing bar in your county has become...	
About the same	61%
Less Civil	27
More Civil	12

Perceptions of Unprofessional Behavior by Exposure

- Perceptions of incivility relate to lawyers' personal experience. Lawyers who experience more unprofessional behavior are more likely to describe it as a serious problem than lawyers who encounter less unprofessional behavior.

“Using a nine-point scale, where ‘9’ means a ‘very serious problem’ down to ‘1’ meaning ‘not a problem at all,’ how serious a problem do you believe incivility is in the legal profession?”

“Over the past twenty years/five years, has the practicing bar in your county become more or less professional in their behavior, or has it stayed about the same?”

	Total	Exposure to Unprofessional Behavior		
		Low	Medium	High
ALL RESPONDENTS	(1079)	(368)	(351)	(361)
	100%	100%	100%	100%

How serious a problem is incivility in the legal profession today?

Serious (7-9 Rating)	31%	14%	21%	59%
Moderate (4-6 Rating)	41	39	51	33
Not Very Serious (1-3 Rating)	27	45	27	8
Mean Rating	5.2	4.1	5.0	6.5

Over the past twenty years, practicing bar in your county has become...

About the Same	44%	54%	48%	30%
Less Civil	40	27	35	56
More Civil	16	19	17	14

Over the past five years, practicing bar in your county has become...

About the Same	61%	72%	66%	46%
Less Civil	27	14	23	42
More Civil	12	14	11	12

A Few Bad Apples

- While most lawyers have experienced or witnessed unprofessional behavior, they say this kind of behavior is the exception rather than the rule. Illinois lawyers say that only a small percent of the lawyers they interact with habitually behave in an uncivil manner. In fact, three in four lawyers (75%) say that ten percent or less of lawyers they interact with habitually behave uncivilly, and six in ten (60%) say that 5% or fewer routinely behave unprofessionally. Only 1% say that over half of the lawyers they face are routinely uncivil.
- Regardless of practice setting, career stage, geographic location, gender, or race, Illinois lawyers say that habitual unprofessional behavior is limited to a small percent of lawyers.
- Lawyers who encounter more unprofessional behavior, though, estimate that a higher percent of the lawyers they interact with behave unprofessionally (mean of 15%).

“Approximately what percent of the lawyers you personally interact with habitually behave in an unprofessional manner?”

ALL RESPONDENTS	Total (1079) <u>100%</u>
<u>0-10% (Net)</u>	<u>75%</u>
0%	16
1-4%	24
5%	20
6-9%	2
10%	13
11-30%	15
31-50%	4
Over 50%	1
Not Answering	4
Mean	9.1
Median	5.0

Feelings about Unprofessional Behavior

- Nearly all Illinois lawyers (96%) say that they disapprove of unprofessional behavior, with most of these (80%) saying that they disapprove of unprofessional behavior under any circumstances, and 16% saying that they disapprove of unprofessional behavior but feel that it is necessary on rare occasions. Only four respondents (less than 1%) say that they disapprove of unprofessional behavior but feel that it is often necessary, and, only 1 respondent admits to being comfortable with unprofessional behavior when it helps to win a case or satisfy the client.
- Older lawyers tend to disapprove of unprofessional behavior under any circumstances. Younger lawyers, women, and minorities, are more likely to feel that unprofessional behavior is necessary on rare occasions.
- As some participants commented, it appears that incivility begets incivility. Lawyers with high exposure to unprofessional behavior are also more likely to say that it is necessary on rare occasions (23%).

“One lawyer’s incivility will often cause other lawyers working on the same case to respond in an unprofessional manner. Incivility is contagious.”

“Which of the following best describes your feelings about unprofessional behavior?”

	<u>Years Since Bar Exam</u>					<u>Gender</u>		<u>Race</u>	
	<u>Total</u> (1079)	<u>Under 10</u> (276)	<u>10-19</u> (249)	<u>20-29</u> (260)	<u>30+</u> (295)	<u>Male</u> (767)	<u>Female</u> (298)	<u>White</u> (980)	<u>Minority</u> (94)
ALL RESPONDENTS	<u>100%</u>	<u>100%</u>	<u>100%</u>	<u>100%</u>	<u>100%</u>	<u>100%</u>	<u>100%</u>	<u>100%</u>	<u>100%</u>
I disapprove of unprofessional behavior under any circumstances	80%	74%	78%	82%	86%	82%	75%	81%	69%
I disapprove of unprofessional behavior but feel it is necessary on rare occasions	16	24	21	13	8	14	23	16	25
I disapprove of unprofessional behavior but feel that it is often necessary	*	*	1	*	*	*	1	*	2
I am comfortable with unprofessional behavior when it helps me win a case or satisfy my clients	*	--	--	--	*	*	--	*	--
Not Answering	3	1	1	4	5	3	1	3	4

* 0.5% or fewer mentions but not zero.



Response – All Participants

- By and large, Illinois lawyers say that they try to ignore unprofessional behavior (62%) rather than confront it (25%). Only 4% say that they tend to be uncivil in return. A few give another explanation (9%) saying that it depends on the circumstances (4%) or that they react by being overly civil in return (3%).

“If there is intentional misrepresentation of facts or authority, I address such, but otherwise ignore incivility.”

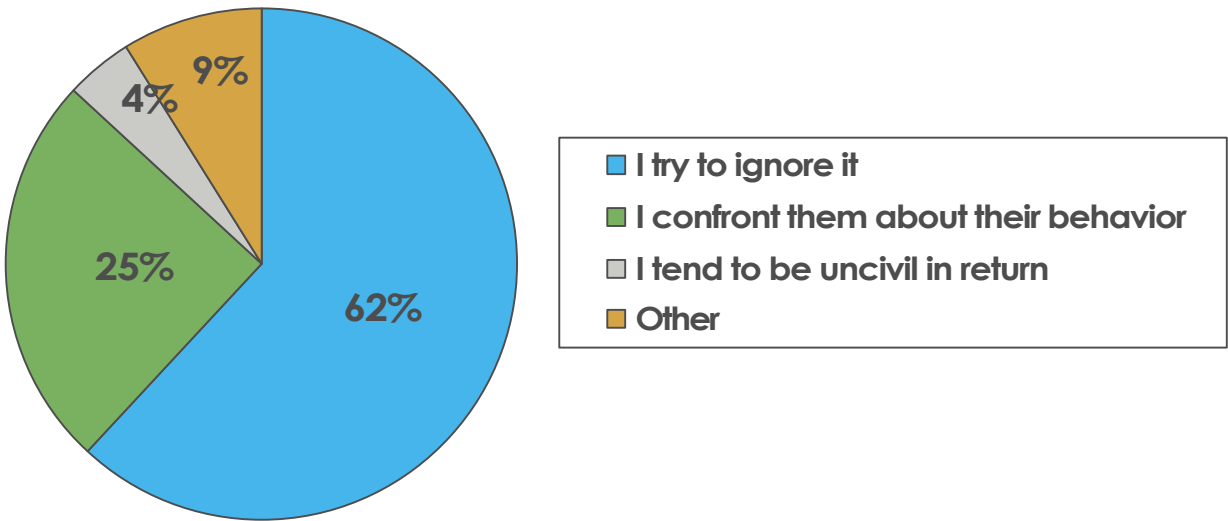
“It depends upon what is in the best interest of my client in any given situation. If it won’t negatively impact the client, I tend to confront the other attorney, but not in an aggressive way so as to allow them to alter their behavior without ‘losing face’ so to speak.”

“I generally turn up the heat in the litigation, while at the same time attempting to be overly professional and friendly.”

- There is little difference in the response to unprofessional behavior based on practice setting, career stage, gender, or race.

“When another lawyer acts unprofessionally or uncivilly toward you, what is your typical reaction?”

BASE: All who are answering (n=974)



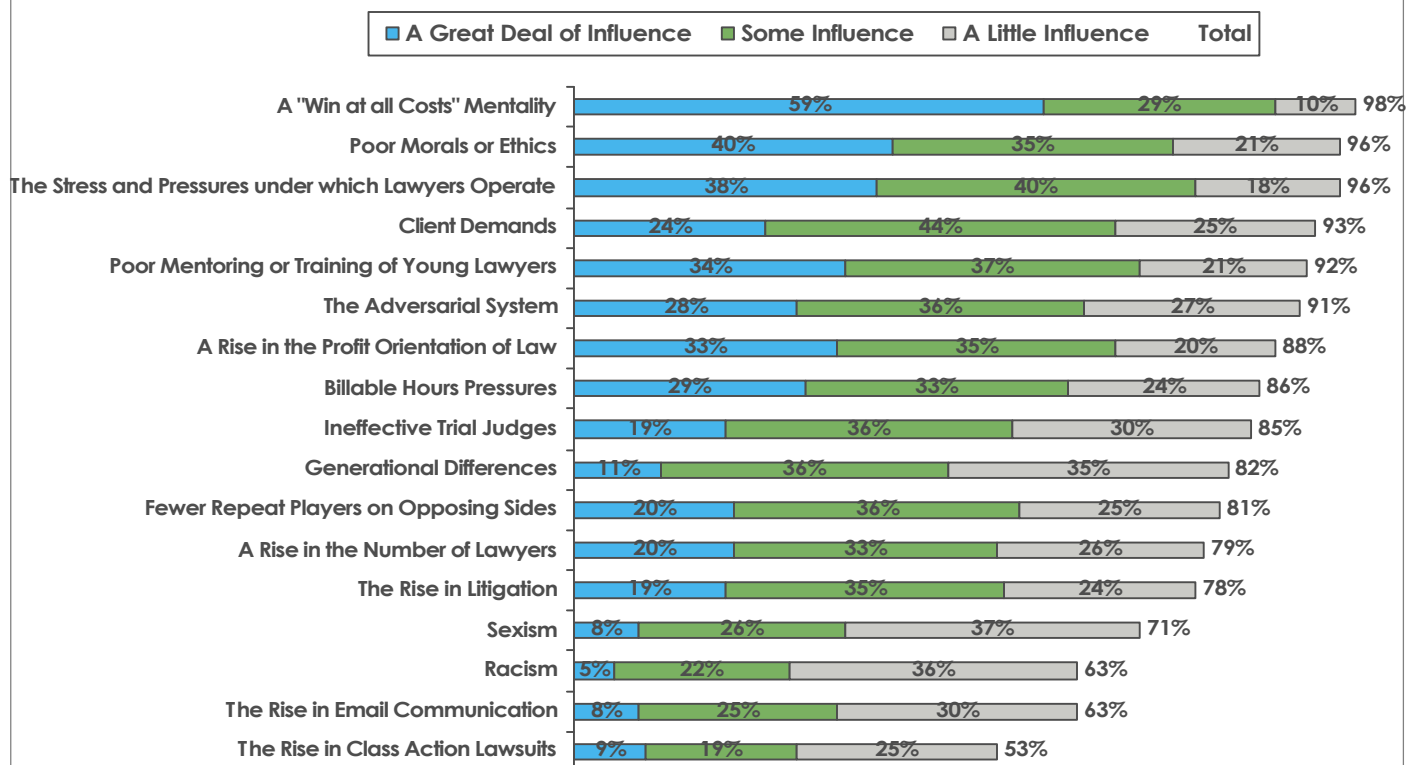


The Causes of Unprofessional Behavior

All Participants

- Illinois lawyers attribute a number of causes to unprofessional behavior. When asked to rate how much various factors contribute to unprofessional behavior, respondents say that a “win at all costs” mentality has the greatest influence. Other high ranking causes include poor morals or ethics, the stress and pressure under which lawyers operate, poor mentoring of young lawyers, and the adversarial system. Lawyers assign the least influence to sexism, racism, the rise in email communication, and the rise in class action lawsuits. Yet, women are more likely than men to attribute uncivil behavior to sexism and minorities are more likely than Whites to attribute it to racism. In-house counsel are more likely than lawyers in other practice settings to attribute it to a rise in litigation in general and a rise in class action lawsuits specifically.

“Lawyers have discussed many possible causes of incivility or unprofessional behavior. For each below, please indicate how much you feel that this contributes to unprofessional behavior.”



NOTE: Percentages are based on those answering the item.



Other Causes of Unprofessional Behavior

- Just under half of participants (43%) discussed other potential causes of unprofessional behavior. Although most of their answers reiterated or expanded upon causes previously asked about (e.g., pressures of practicing law, client pressures), a few additional causes were identified. Specifically, a number of respondents (11%) say that “lawyers tend to have large egos/some are just jerks.” Some respondents explain that unprofessionalism in the law is symptomatic of larger trends in society (6%). A few participants (3%) also said that there are no consequences for bad behavior (e.g., no enforcement of rules, weak disciplinary process, too few sanctions) and a few feel that judges themselves exhibit the worst behavior (2%).

“What other possible causes, if any, do you believe contribute to unprofessional behavior?”

ALL RESPONDENTS	Total (1079) 100%
<u>Other Causes (Net)</u>	<u>43%</u>
Lawyer's Egos/ Arrogance/Some People are Jerks/Poor Upbringing	11
Culture/Society/General Rudeness/Dishonesty	6
Pressures of Practicing Law/Time Pressures/Pressures to Bill/Business Pressures/Attorney Stress	4
No Consequences for Bad Behavior/ Weak Disciplinary Process/No Enforcement of Rules	3
The Desire to Get Ahead/Unbridled Ambition/Win at All Costs Mentality/ Power/Competitiveness	3
Decline in Quality of Attorneys/Poor Screening of Law Schools/Bar Exam/Poor Training at Law School/ Inexperience	3
Client Pressure/Inability to Control Clients/Clients Expect Incivility	3
Judges Too Lenient/Too Few Sanctions	3
Judges Exhibit the Worst Behavior/Judges' Arrogance/Rude Court Personnel	2
Young Lawyers/Baby Boomers/Generational Differences	1
Some Lawyers Take on Too Many Cases/Cases They're Not Qualified For/Not Prepared/Caseload	1
Belief (Whether True or False) that Incivility Is an Effective Tool	1
Perceptions of Lawyers in Media, TV and Film	1
Lawyers Don't Call Other Lawyers on Bad Behavior	1
Focus on Rules and Courtroom Procedure Encourages Discovery Abuses	1
Addictions/Alcoholism/Chemical Dependency/Mental Health	1
General Perception that Unprofessional Behavior is Typical of the Legal Profession/Legal Profession is Naturally Immature and Uncivil	1
Attorneys' Personal Problems at Home	1
Lack of Emphasis on Ethics/No Ethical Training	1
Senior Attorneys Set Bad Example/Condone Bad Behavior/Lack of or Poor Mentoring	1
Firm Culture	1
Adversarial System/Law School Emphasis on Being Adversarial	1
Other	7
Don't Know/Not Answering	57

NOTE: Figures may add to more than total due to multiple mentions by some respondents.





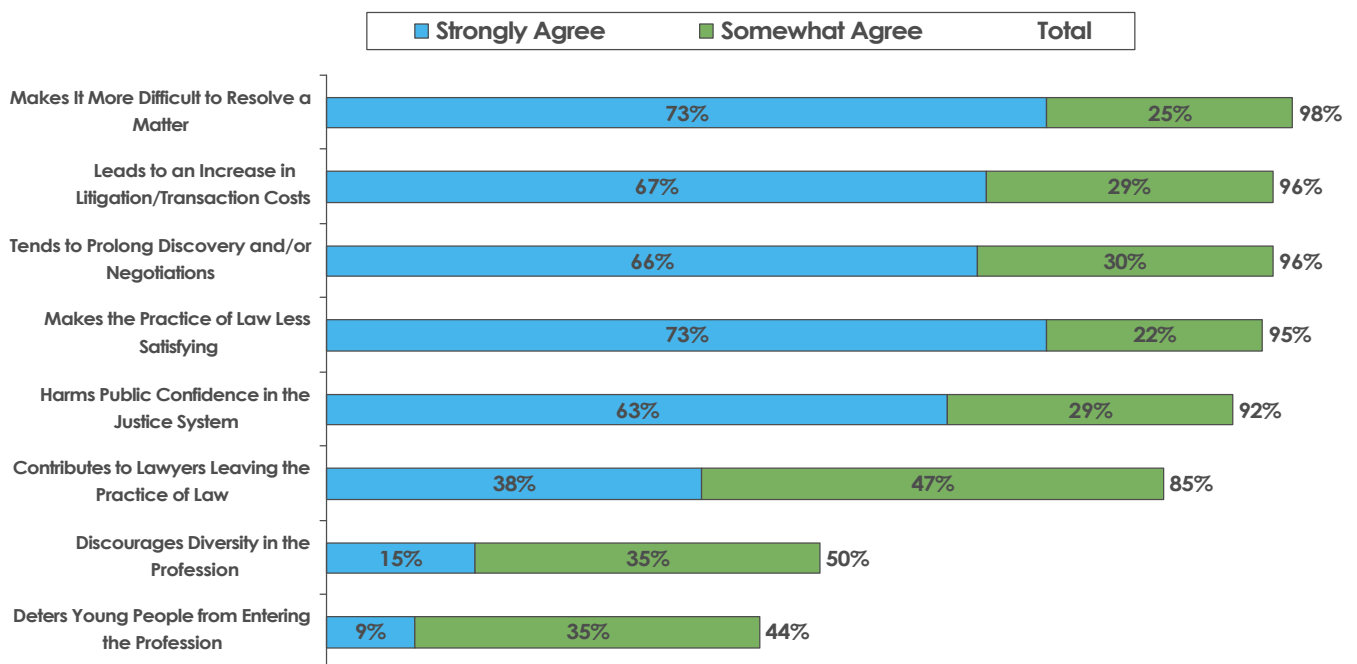
The Consequences of Unprofessional Behavior

All Participants

- Illinois lawyers say that unprofessional behavior impacts the practice of law in significant ways. Specifically, the overwhelming majority of lawyers say that uncivil or unprofessional behavior:
 - Makes it more difficult to resolve a matter (98%).
 - Leads to an increase in litigation/transaction costs (96%).
 - Tends to prolong discovery and/or negotiations (96%).
 - Makes the practice of law less satisfying (95%).
 - Harms public confidence in the justice system (92%).
 - Contributes to lawyers leaving the practice of law (85%).
 - Though less common, roughly half also say that unprofessional behavior discourages diversity in the profession (50%) and deters young people from entering the profession (44%).

- There is little difference in perceptions of the consequences of unprofessional behavior based on practice setting, career stage, geography, gender, or race. However, older lawyers are more likely than younger lawyers to believe that unprofessional behavior deters young people from entering the profession, and women and minorities are more likely to say that it discourages diversity in the profession.

“Please think about the consequences of incivility or unprofessional behavior. For each below, please indicate how much you agree or disagree with the following statements.”



NOTE: Percentages are based on those answering the item.



Feelings about Their Career

- Survey participants were asked about their general feelings about their careers. Unprofessional behavior impacts lawyers' feelings about their careers. Lawyers who encounter higher levels of unprofessional behavior express lower levels of career satisfaction. This finding persists even when controlling for the practice setting, age and gender of the respondent. Lawyers who encounter more unprofessional behavior also are less likely to feel respected by opposing counsel, and feel less control over their personal life (work/life balance). They are also less likely to say that they would recommend a legal career to a young person.

"Thinking about the state of your career and the legal profession in general, please indicate below how much you agree or disagree with the following statements."

	Exposure to Unprofessional Behavior			
	<u>Total</u> (1079) <u>100%</u>	<u>Low</u> (368) <u>100%</u>	<u>Medium</u> (351) <u>100%</u>	<u>High</u> (360) <u>100%</u>
% "Strongly/Somewhat Agree"				
Opposing counsel generally takes me seriously	97%	98%	98%	94%
I find the practice of law to be intellectually stimulating	93	95	95	91
My firm or organization values my contribution	91	91	93	90
I have an equal opportunity for advancement in my firm or organization	84	87	86	80
I am satisfied with my career	81	86	82	74
I am satisfied with my work/life balance	75	84	77	65
I would recommend a legal career to a young person	64	70	67	55
The income of lawyers in my firm should directly reflect the amount of business they bring to the firm	64	66	69	59
I must sacrifice my personal life for my career	61	54	59	68
Law school debt influenced my career choices	33	28	34	36

NOTE: Percentages are based on those answering the item.



Other Consequences of Unprofessional Behavior

- About one-third of survey participants (31%) identified other consequences of unprofessional behavior and/or expanded on the consequences already discussed. In addition to the consequences already mentioned, these participants said that encountering unprofessional behavior contributes to personal problems such as alcoholism and addiction (6%), reduces client satisfaction (4%), creates poor collegial relations (4%), and begets more incivility (4%).

“What other consequences, if any, do you believe result from incivility or unprofessional behavior?”

ALL RESPONDENTS	Total (1079) 100%
<u>Other Consequences (Net)</u>	<u>31%</u>
Promotes Negative Public Perceptions of Lawyers/It Diminishes the Profession	7
Adds to Stress/Personal Health Problems/Alcoholism/Depression	6
Increases Cost of Litigation/Drags Out Litigation/Promotes Inefficiency	4
Client Dissatisfaction/Is Not Served/Perception Diminished	4
Less Trust Among Colleagues/Adversaries/Promotes Ill Will/Poor Working Relationships	4
Incivility Begets Incivility/Behavior is Repeated Because It Is Effective	4
Dissatisfaction with the Profession/System/Bitterness/Anger/Wears People Down/ Discouraging/Lose Motivation	3
Promotes Injustice	2
Deterioration of Civility in Society at Large	1
Good Lawyers Leave the Profession	1
Hurts Lawyers' Family/Personal Life	1
Bad Role Models/Poor Mentoring/Training/Education of Young Lawyers	1
Increases Conflict	1
Other	3
Don't Know/Not Answering	69

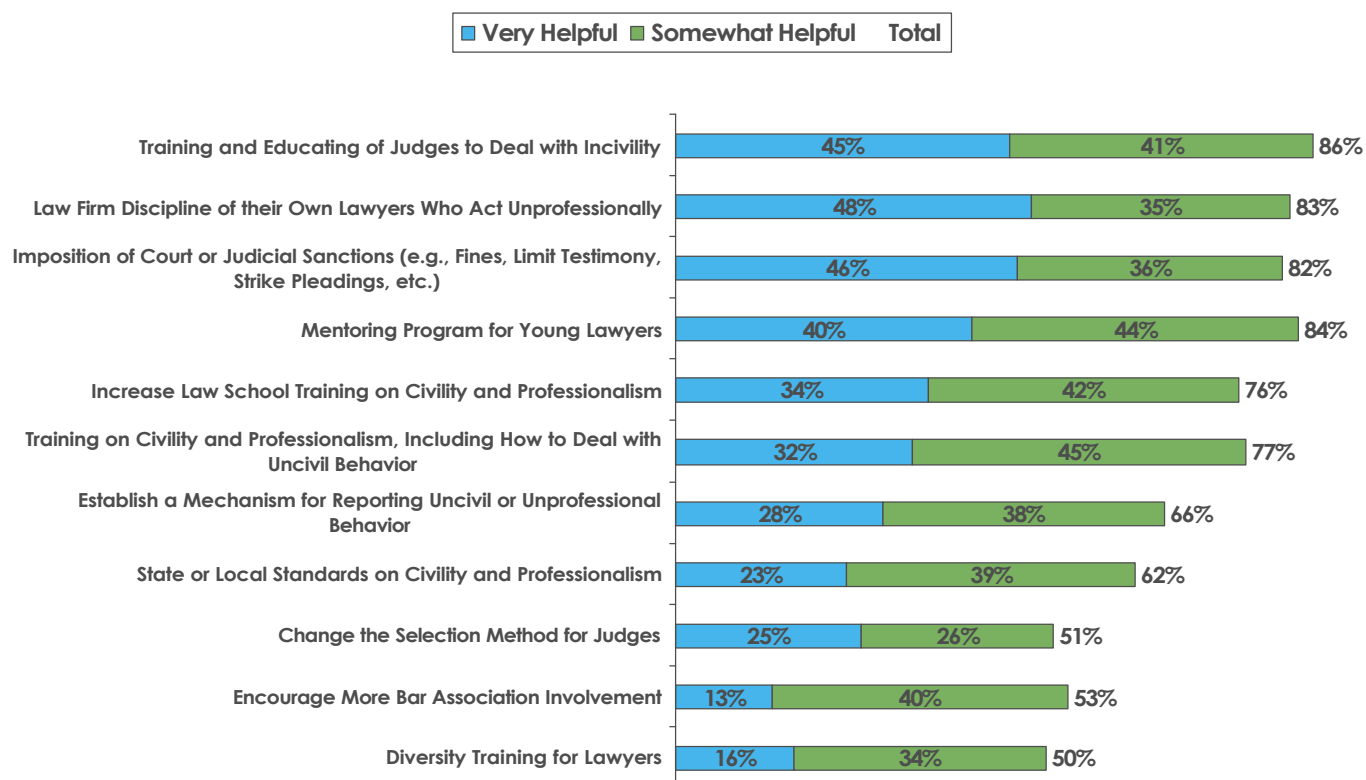
NOTE: Figures may add to more than total due to multiple mentions by some respondents.

Potential Actions to Improve Unprofessional Behavior

All Participants

- When asked to evaluate alternative actions to improve civility and professionalism, lawyers most often gravitate toward top-down solutions, including judicial intervention (training and educating of judges and judicial sanctions) and law firm discipline of their own lawyers. The top-down solutions are followed by those pertaining to training (mentoring, law school training and continuing education on professionalism). Establishing a mechanism for reporting unprofessional behavior and development of state and local standards are seen as less helpful. Changing the selection methods for judges, diversity training, and encouraging bar association involvement are also seen as less helpful solutions. However, women and minorities place greater weight on diversity training than men and Whites.

“Please think about potential actions for improving civility or professional behavior. Please rate the following in terms of how helpful you feel they would be in improving civility or professional behavior.”



NOTE: Percentages are based on those answering the item.

Other Actions

- When asked to suggest other potential solutions, fewer than one in four participants (23%) responded. Most of their answers expanded upon solutions previously suggested. Specifically, some participants talked about law school training/education (3%) while others discussed the need for judicial intervention (3%).

“What other actions, if any, can you suggest to improve civility or professional behavior?”

ALL RESPONDENTS	Total (1079) <u>100%</u>
<u>Other Actions (Net)</u>	<u>23%</u>
Judicial Intervention/Sanctioning/Judges Need to Demand Civility	3
Law School/Education Programs	3
ARDC/Better Disciplinary Process/Mechanism to Report Uncivil Behavior	2
Mentoring/Internships	2
Lawyers Need to Look at Themselves/Their Own Behavior	2
More Consequences/Accountability for Bad Behavior	2
Promote Professional Integrity/Promote Profession Over Business/Profit Orientation/Winning at All Costs	1
Judges Need to Behave Better Themselves/Set a Good Example	1
Public Reports of Uncivil Lawyers	1
Get Rid of Bad Judges/Better Judicial Appointments	1
Other	7
Don't Know/Not Answering	77

NOTE: Figures may add to more than total due to multiple mentions by some respondents.

Appendix

Respondent Characteristics

Respondent Practice Characteristics

	Unweighted (1079) 100%	Weighted (1079) 100%
ALL RESPONDENTS		
Practice Setting		
Private Practice (Net)	65%	75%
Solo Practitioner	17	26
Small Firm (2-20)	25	20
Medium Firm (21-100)	7	9
Large Firm (101+)	11	15
Not Answering Firm Size	5	5
Government or Government Agency	14	5
Corporate/In-House Counsel/Industry	12	10
Judiciary	2	2
Legal Services or Non-Profit	2	2
Law School/Education	1	1
Retired/Inactive	4	5
Years Practicing Law		
Under 6 Years	14%	13%
6-9 Years	12	12
10-19 Years	24	23
20-29 Years	24	24
30 or More Years	24	26
Don't Know/Not Answering	2	2
County Practices In...		
Northern Illinois (Net)	80%	81%
Cook County	62	64
Other Northern Illinois	18	18
Central Illinois	9	8
Southern Illinois	4	4
All of Illinois/Multiple Counties	1	1
All Over U.S./Nationwide	1	1
Other State/Jurisdiction	1	1
Don't Practice/Inactive/Retired	1	1
Other	*	1
Not Answering	3	3

* Less than 0.5% but not zero.



Areas of Concentration

ALL RESPONDENTS	All Areas of Concentration		Primary Area of Concentration	
	Unweighted (1079) 100%	Weighted (1079) 100%	Unweighted (1079) 100%	Weighted (1079) 100%
Area(s) of Concentration				
Civil and Commercial Litigation	35%	36%	14%	14%
Real Estate – Personal/ Residential/Landlord Tenant	27	30	4	5
Probate (Wills and Trusts)/Elder Law/Estate Planning	22	24	4	4
General Corporate	22	23	6	6
General Practice	22	23	8	9
Real Estate – Commercial/Land Use	20	21	4	4
Family Law (Divorce, Adoption) Child Advocacy/ Guardianship/Juvenile	17	17	7	7
Commercial Law (Banking, Consumer Law, Uniform Commercial Code)	14	14	3	3
Personal Injury – Plaintiffs	14	14	4	4
Insurance/Surety	14	14	3	3
Criminal Law – Defense	13	13	5	4
Employment Law – Management	13	12	3	3
Personal Injury – Defense	12	12	4	4
Tax	11	12	3	4
Worker's Compensation	9	9	3	3
Bankruptcy	8	9	2	2
Intellectual Property (Patents, Trademarks, Copyrights)	8	9	3	3
Municipal Law (Including Bond Issues)	8	7	2	2
Civil Rights/Liberties	8	6	1	1
Criminal Law – Prosecution	6	3	4	2
Securities (Mergers, Security Fraud)	6	6	1	1
Employment Law – Unions/ Employees	5	5	2	2
Environmental Law	5	5	1	1
Health Law	5	4	1	1
Immigration Law	4	3	1	1
Public Utilities, Administrative Law, and Regulated Industries	3	2	1	1
Antitrust	3	3	*	*
Other	9	8	5	5
Don't Know/Not Answering	10	9	2	2

Professional Activities

	Unweighted (1079) <u>100%</u>	Weighted (1079) <u>100%</u>
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Bar Association Membership

<u>Any (Net)</u>	<u>81%</u>	<u>82%</u>
Your Local Bar Association	53	53
Illinois Bar Association	52	53
American Bar Association	31	32
A Specialty Bar Association	21	20
An Industry Association	8	8
National Minority Bar Association	1	1

Professional Activities – Past 12 Months

<u>Any (Net)</u>	<u>83%</u>	<u>84%</u>
Attended a Bar Association Conference or Seminar	59	58
Provided Pro Bono Legal Services	52	56
Contributed to a Political Campaign	38	38
Participated in a Course or Seminar on Civility or Professionalism	23	22
Presented at a Conference or Seminar	20	20
Served on a Bar Association Committee	18	17
Written a Law-Related Article or Publication	14	16
Chaired a Bar Association Committee	5	5
Lobbied on Behalf of the Profession	3	3

Demographic Characteristics

ALL RESPONDENTS	Unweighted (1079) 100%	Weighted (1079) 100%
Gender		
Male	69%	71%
Female	30	28
Not Answering	1	1
Age		
Under 35	18%	18%
35-44	21	20
45-54	26	26
55-64	21	22
65 and Over	11	12
Not Answering	3	2
Mean Age	48.1	48.8
Median Age	48.0	49.0
Race		
White Only	88%	89%
Minority	10	9
Refused	2	2
Income		
Under \$50,000	10%	11%
\$50,000 - \$75,000	15	12
\$76,000 - \$100,000	12	12
\$101,000 - \$150,000	18	16
\$151,000 - \$200,000	14	15
\$201,000 - \$250,000	6	7
\$251,000 - \$300,000	4	4
Over \$300,000	8	9
Refused	13	14
Mean Income (1,000's)	\$138	\$145
Median Income (1,000's)	\$118	\$127