Q1 What is your highest academic qualification?

Answered: 203   Skipped: 0
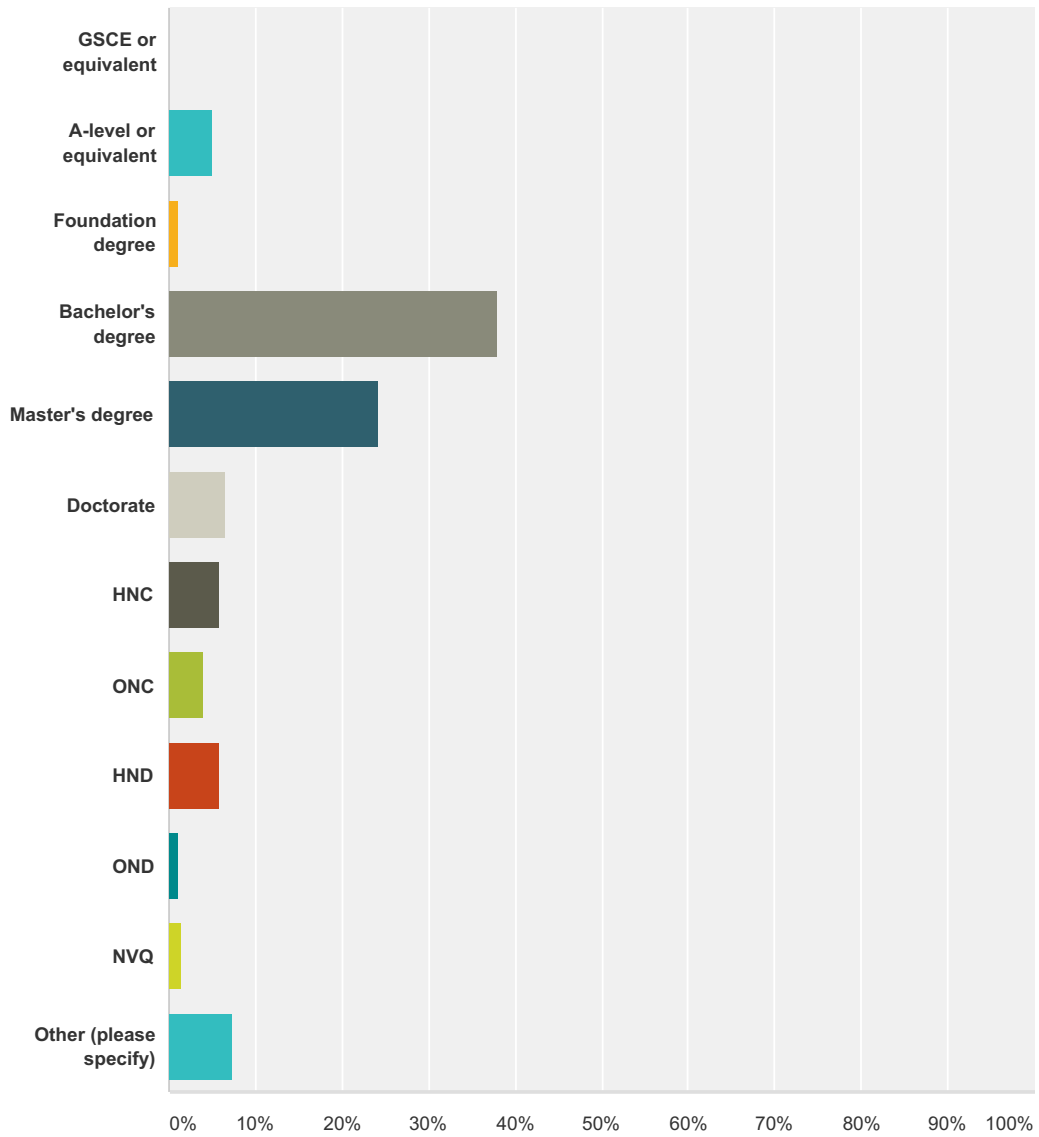
Answer Choices	Responses	
GSCE or equivalent	0.00%	0
A-level or equivalent	4.93%	10
Foundation degree	0.99%	2
Bachelor's degree	37.93%	77
Master's degree	24.14%	49
Doctorate	6.40%	13
HNC	5.91%	12
ONC	3.94%	8
HND	5.91%	12
OND	0.99%	2

NVQ	**1.48%**	3
Other (please specify)	**7.39%**	15
Total		**203**

Q2 What is the subject of your highest qualification?

Answered: 199   Skipped: 4

	Q2 - What is the subject of your highest qualification?
1	Accountancy and Computer Science
1	Accounting, Advanced Mathematics, Economics, Psychology
2	Aeronautical engineering
1	Agricultural Economics
1	Air traffic
1	Aircraft Engineering
1	American & Canadian Studies and English Literature
1	Applied Chemistry
1	Applied languages (English/French/German), Literature (En/G) and History of Art
1	Biochemistry
1	Biochemistry and Molecular Biology
1	Biology, Chemistry, Maths
1	Business & Engineering (2 degrees)
1	Business & IT
1	Business Administration
2	Business management
3	Business Studies
1	Business Studies, Chemistry and Maths
2	Chemical Physics
4	Chemistry
1	Chemistry (inorganic)
1	City & Guilds LCGI in Technical Authorship / OU Module in UI Design and Evaluation
2	Communication
1	Communications (radio/radar etc) and Electronic Engineering
1	Communications and Electronic Communications
1	Computational fluid dynamics
1	Computer aided design and engineering
6	Computer Science
1	Computer Science & Psychology
1	Computer Studies
2	Computing
1	Creative Writing
1	Creative Writing and New Media
1	Ecology
1	Economics
2	Education
1	Educational Studies with Art
8	Electrical and Electronic Engineering
2	Electrical Engineering
1	Electronic and software
6	Electronic Engineering
1	Electronic Instructional Media
1	Electronics and Electrical Engineering
3	Engineering
1	Engineering (majoring in Mechanical Engineering)
5	English
1	English and American Literature
1	English Language
2	English Language & Literature
1	English Lit & Sociology

2	English Literature
1	English studies (literature and linguistics)
2	Environmental Studies
1	Fashion/Textiles
1	French and German
1	Geography
1	Geology
1	German
1	Graducate certificate in technical writing
1	Graphic Design & Illustration
1	History of Science
1	Humanities
1	In IT development
1	Information Science
1	Information Studies
1	IT
1	Journalism
1	Language (BA Hons)
2	Law
1	Life Sciences
1	Linguistics
1	Linguistics, Physiology
1	Literature and Philosophy
1	Maintenance and operations
1	Management
1	Management Studies
1	Management Studies & French
1	Master of Business Administration
1	Materials Science
2	Mathematics
1	Mechanical and Manufacturing Engineering
7	Mechanical Engineering
1	Mechanical engineering design and production
1	Mining Geology
1	Modern Language Studies
1	MSc (Human Computer Interaction)
1	Multi-Skilled Engineering
1	Music
1	Natural and electrical sciences
1	Natural resource management
1	Operational Research with Computing
1	Organisation studies
1	Organizational Behaviour
2	Philosophy
9	Physics
1	Physics Education
1	Physics, Maths, Chemistry
1	Physiology
1	Physiotheraphy
1	Plant Science
1	Primary education

1	Psychology and Computer Science
1	Publishing
1	Pure Mathematics
1	Robotics and Automated Systems
1	Scientific and Technical Photography
1	Semantic markup languages
1	Social & Cultural Studies
1	Software Development and Networking
1	Software Engineering
1	Software Technology
1	Statistics
1	Teaching
1	Teaching English to Speakers of Other Lanugages (TESOL)
1	Team Leading
1	Technial communication (distance learning via Sheffield Hallam)
1	Technical Authoring
1	Technical Authorship
1	Technical Authorship and Markering Communications
8	Technical Communication
1	Technical Communication_and_Online and Distance Education
2	Technical Illustration
1	Technical translation
1	Technical Writing
1	Technology
2	Telecommunications
2	Translation
1	Translation & Technical Communication
1	Usability and human-computer-interaction
2	Zoology
3	Responses excluded as they were irrelevant
199	**TOTAL SUM**

Q3 When did you last take part as a student in a training activity related to your work (either online or classroom-based)?
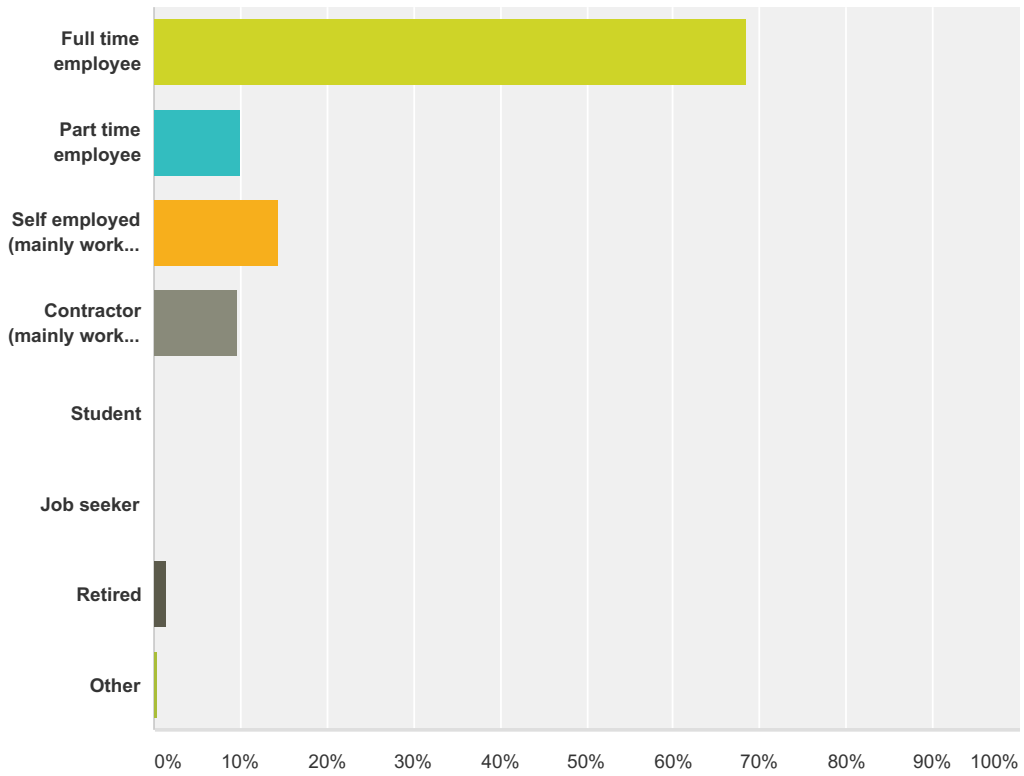
Answered: 201   Skipped: 2
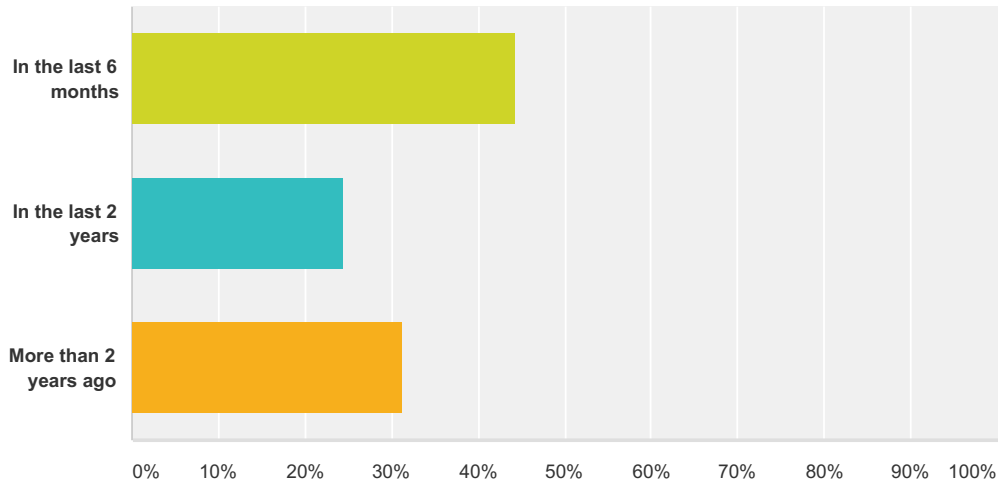
Answer Choices	Responses	
In the last 6 months	**44.28%**	89
In the last 2 years	**24.38%**	49
More than 2 years ago	**31.34%**	63
Total		**201**

Q4 What is your employment status?

Answered: 200   Skipped: 3

Answer Choices	Responses	
Full time employee	**68.50%**	137
Part time employee	**10.00%**	20
Self employed (mainly work for clients directly)	**14.50%**	29
Contractor (mainly work through agencies or companies)	**9.50%**	19
Student	**0.00%**	0
Job seeker	**0.00%**	0
Retired	**1.50%**	3
Other	**0.50%**	1
Total Respondents: 200		

Q5 How many years have you worked as a technical communicator?

Answered: 201   Skipped: 2
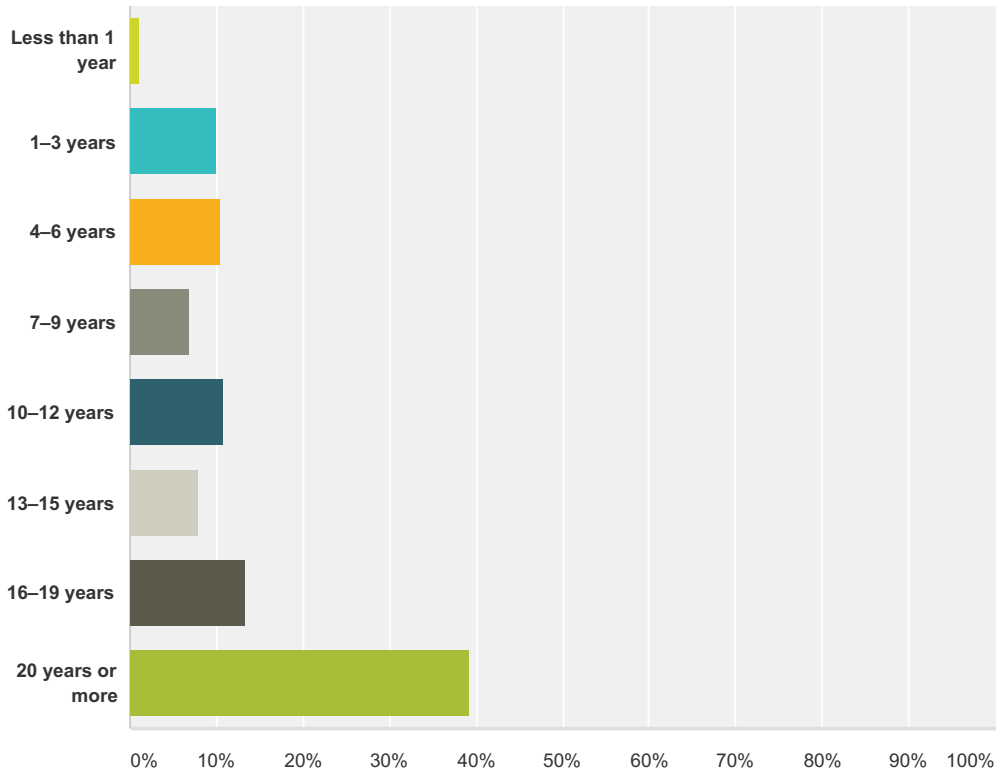
Answer Choices	Responses	
Less than 1 year	**1.00%**	2
1–3 years	**9.95%**	20
4–6 years	**10.45%**	21
7–9 years	**6.97%**	14
10–12 years	**10.95%**	22
13–15 years	**7.96%**	16
16–19 years	**13.43%**	27
20 years or more	**39.30%**	79
Total		**201**

Q6 What is your job title?

Answered: 202   Skipped: 1
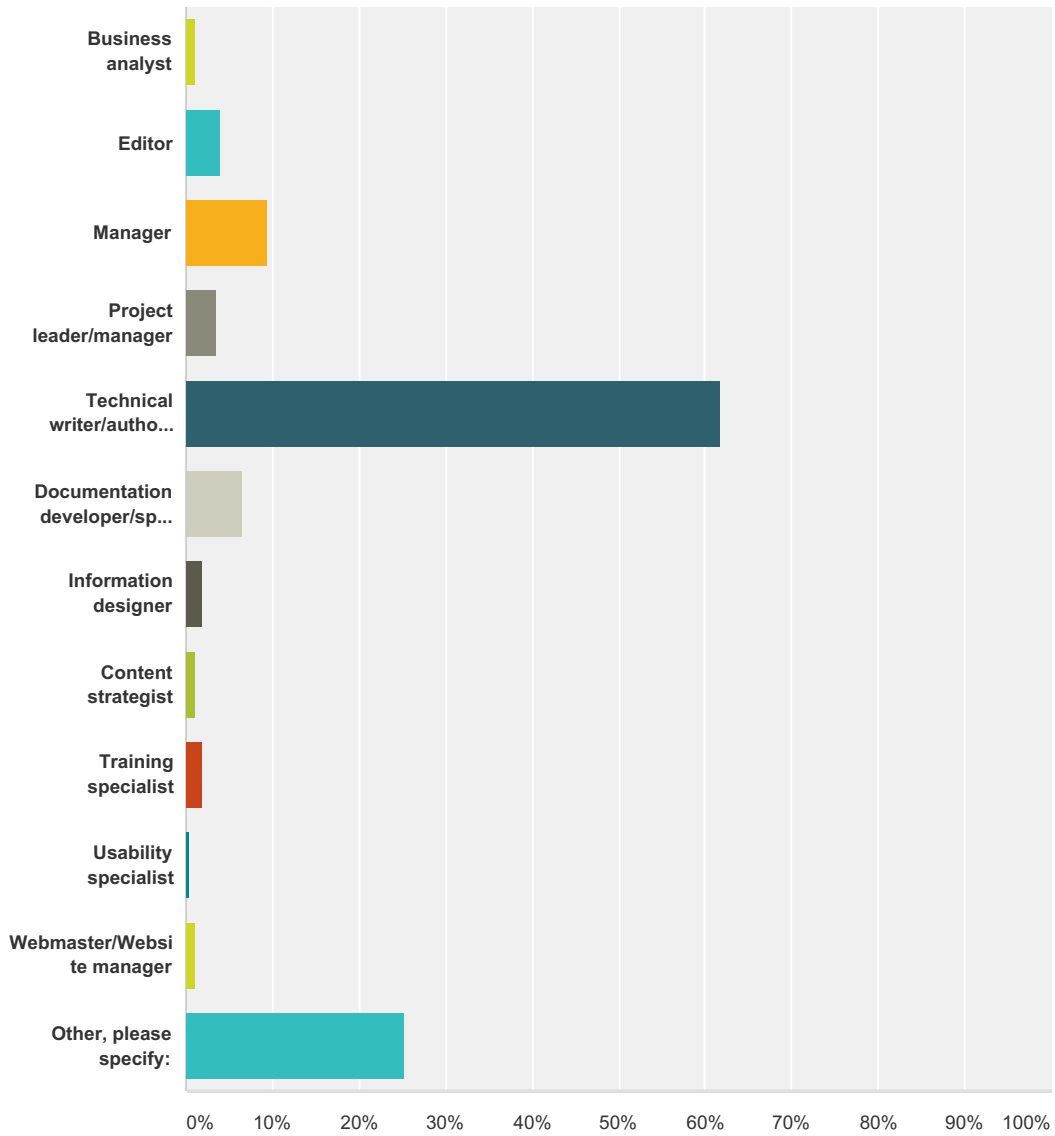
Answer Choices	Responses	
Business analyst	**0.99%**	2
Editor	**3.96%**	8
Manager	**9.41%**	19
Project leader/manager	**3.47%**	7
Technical writer/author/communicator	**61.88%**	125
Documentation developer/specialist; Documentation consultant	**6.44%**	13
Information designer	**1.98%**	4
Content strategist	**0.99%**	2
Training specialist	**1.98%**	4
Usability specialist	**0.50%**	1

Webmaster/Website manager	**0.99%**	2
Other, please specify:	**25.25%**	51
Total Respondents: 202		

Q7 How many technical communicators do you typically work with in your organisation?

Answered: 199   Skipped: 4
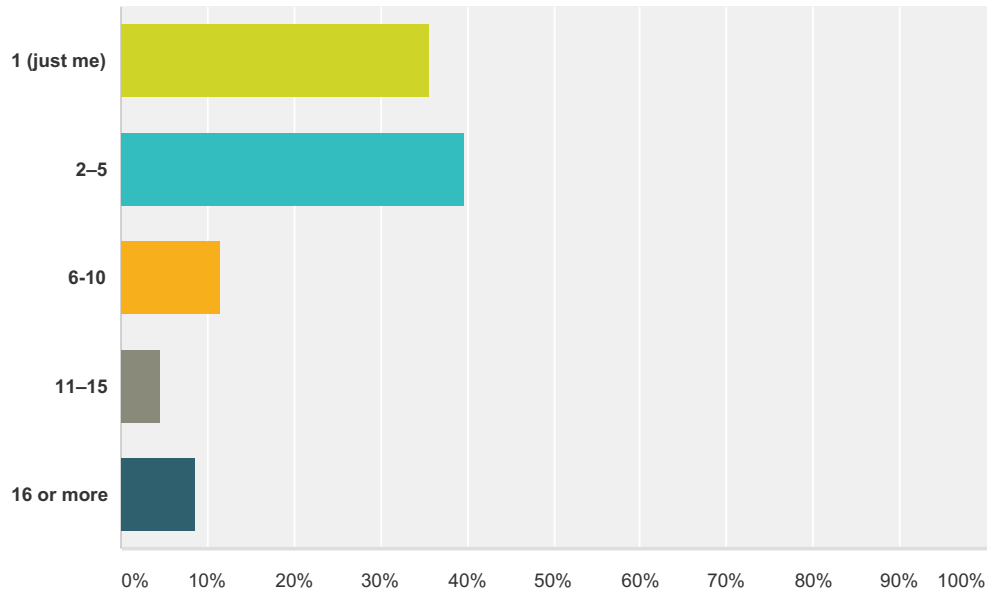
Answer Choices	Responses	
1 (just me)	35.68%	71
2–5	39.70%	79
6-10	11.56%	23
11–15	4.52%	9
16 or more	8.54%	17
Total		199

Q8 What type of work do you do? (select all that apply)

Answered: 201   Skipped: 2
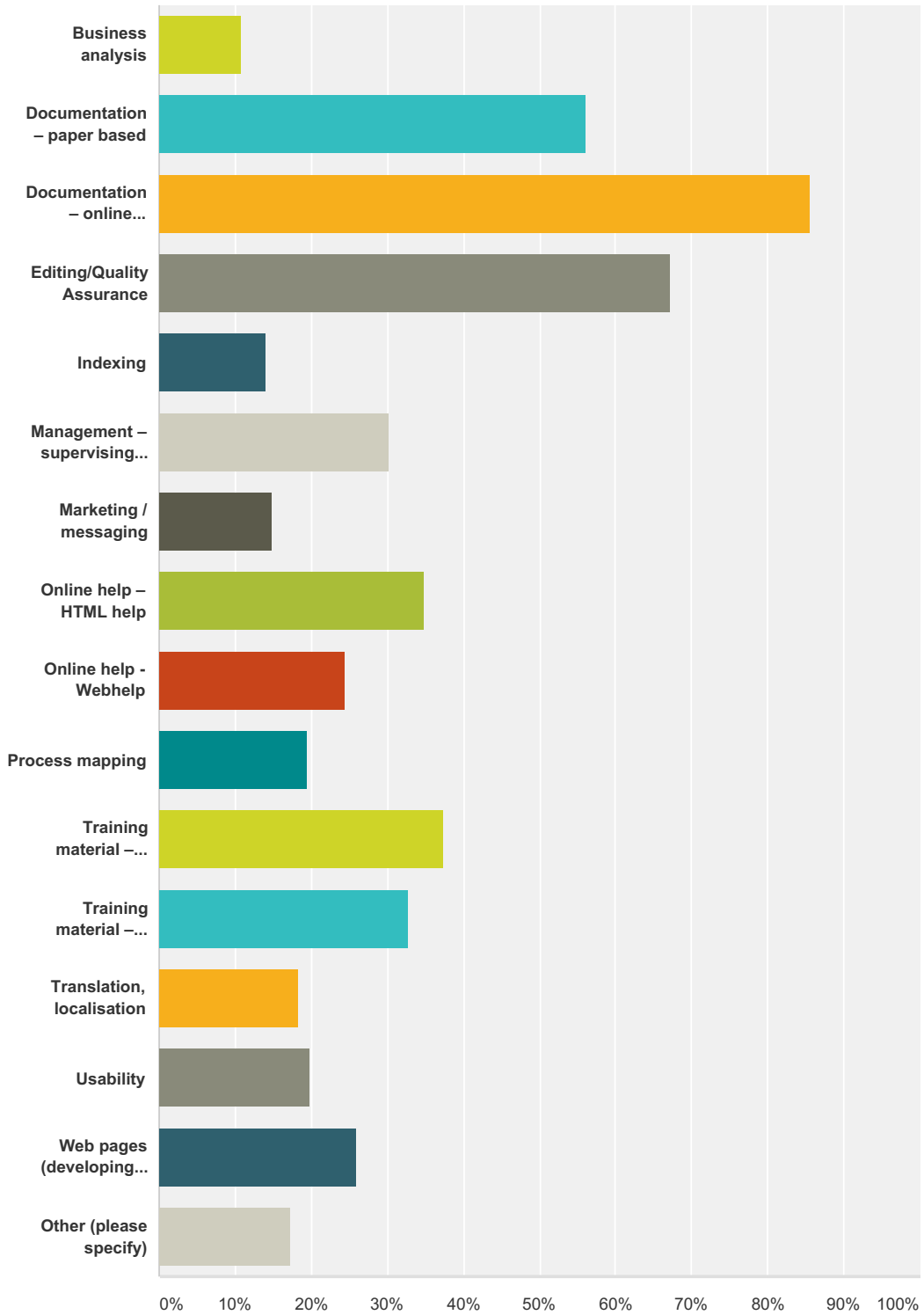
Answer Choices	Responses	
Business analysis	**10.95%**	22
Documentation – paper based	**56.22%**	113
Documentation – online (intranet content; PDFs etc.)	**85.57%**	172

Editing/Quality Assurance	**67.16%**	135
Indexing	**13.93%**	28
Management – supervising other technical communicators	**30.35%**	61
Marketing / messaging	**14.93%**	30
Online help – HTML help	**34.83%**	70
Online help - Webhelp	**24.38%**	49
Process mapping	**19.40%**	39
Training material – printed manuals, workbooks etc.	**37.31%**	75
Training material – online content (demonstrations, videos, simulations etc.)	**32.84%**	66
Translation, localisation	**18.41%**	37
Usability	**19.90%**	40
Web pages (developing content)	**25.87%**	52
Other (please specify)	**17.41%**	35
Total Respondents: 201		

ISTC Survey 2017

Q9 **What sector(s) do you typically work in?**

Answered: 202   Skipped: 1
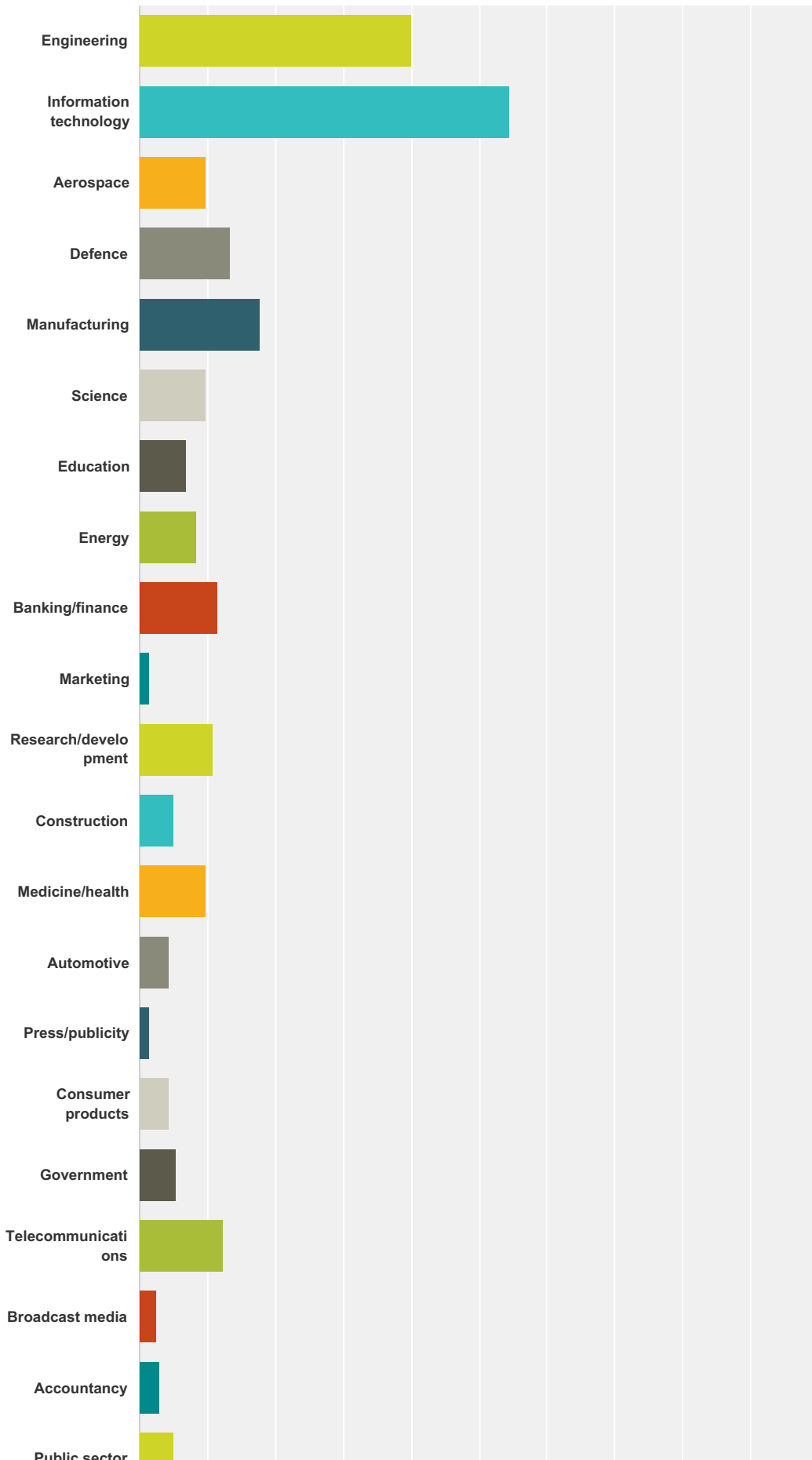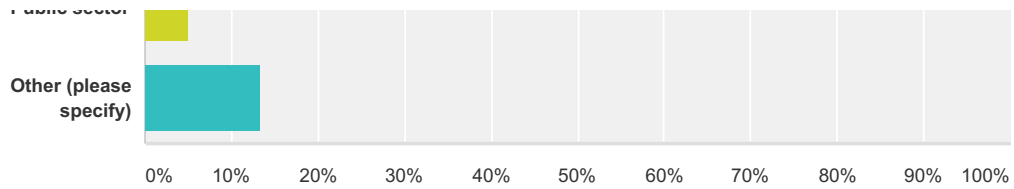
Answer Choices	Responses	
Engineering	**40.10%**	81
Information technology	**54.46%**	110
Aerospace	**9.90%**	20
Defence	**13.37%**	27
Manufacturing	**17.82%**	36
Science	**9.90%**	20
Education	**6.93%**	14
Energy	**8.42%**	17
Banking/finance	**11.39%**	23
Marketing	**1.49%**	3
Research/development	**10.89%**	22
Construction	**4.95%**	10
Medicine/health	**9.90%**	20
Automotive	**4.46%**	9
Press/publicity	**1.49%**	3
Consumer products	**4.46%**	9
Government	**5.45%**	11
Telecommunications	**12.38%**	25
Broadcast media	**2.48%**	5
Accountancy	**2.97%**	6
Public sector	**4.95%**	10
Other (please specify)	**13.37%**	27
Total Respondents: 202		

Q10 Where do you generally work?

Answered: 202   Skipped: 1
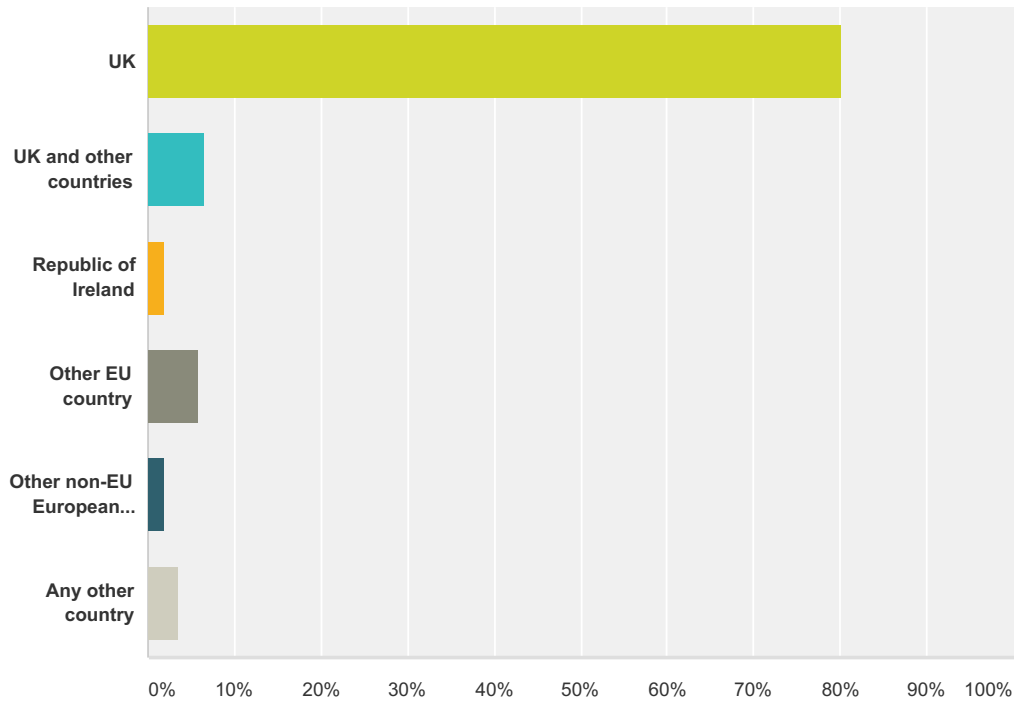
Answer Choices	Responses	
UK	**80.20%**	162
UK and other countries	**6.44%**	13
Republic of Ireland	**1.98%**	4
Other EU country	**5.94%**	12
Other non-EU European country	**1.98%**	4
Any other country	**3.47%**	7
Total		**202**

Q11 If you answered "UK" to the previous question, please indicate the region of the UK where you generally work.

Answered: 172   Skipped: 31
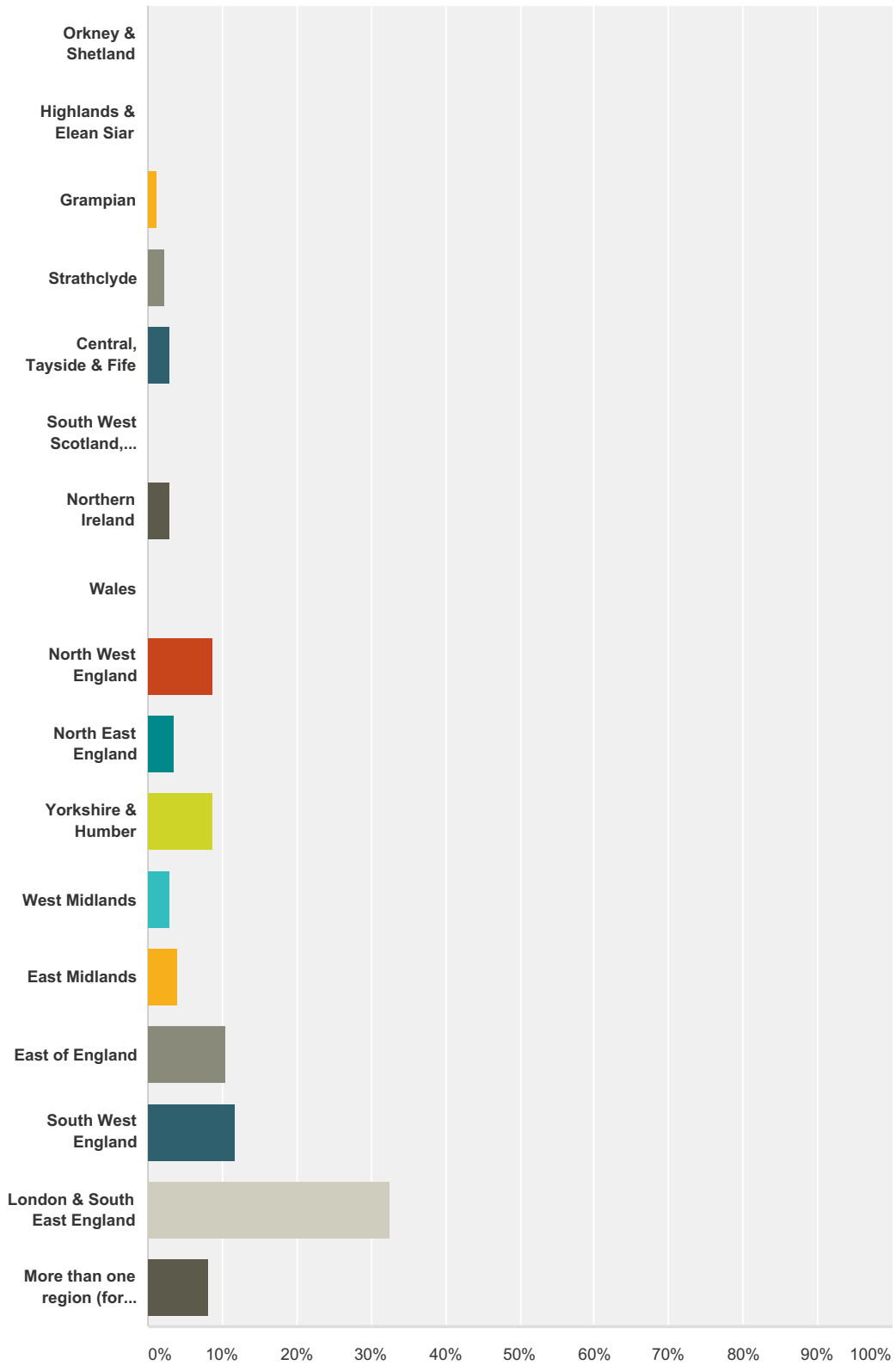
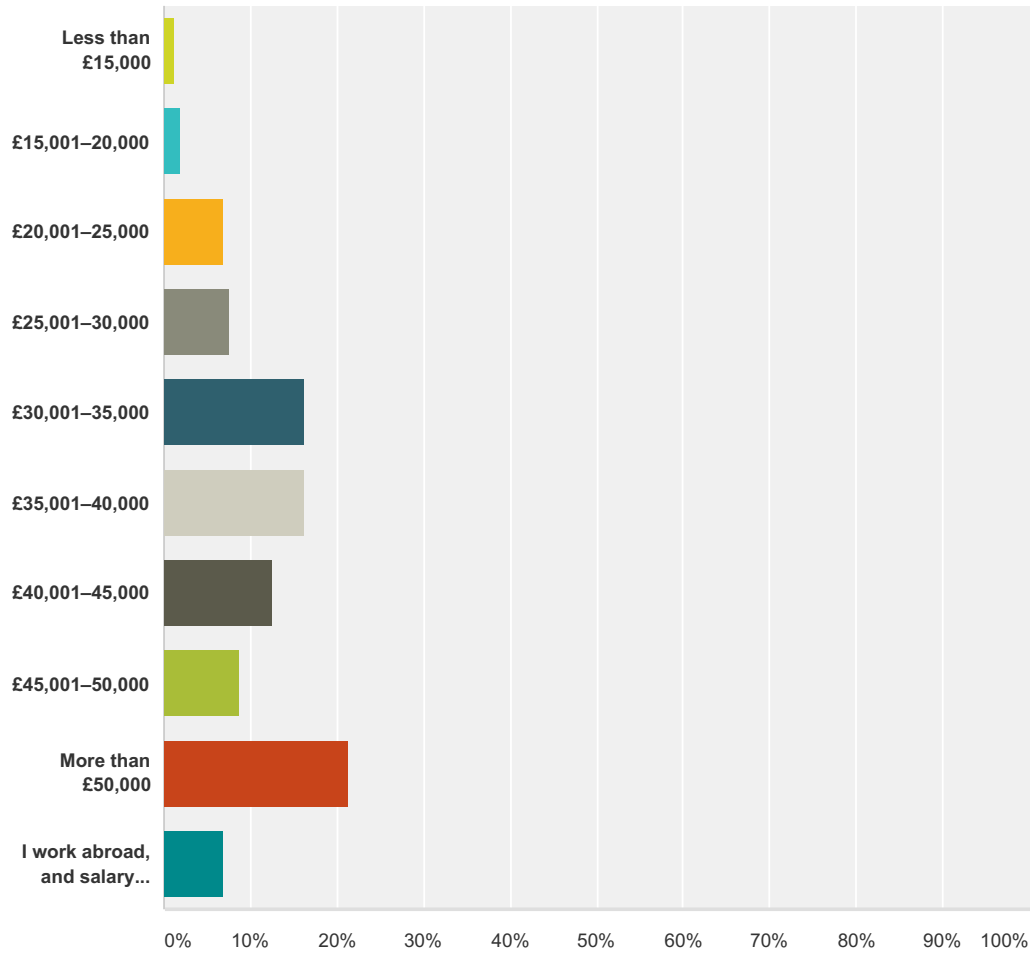
Answer Choices	Responses	
Orkney & Shetland	**0.00%**	0

Highlands & Elean Siar	**0.00%**	0
Grampian	**1.16%**	2
Strathclyde	**2.33%**	4
Central, Tayside & Fife	**2.91%**	5
South West Scotland, Lothian Borders	**0.00%**	0
Northern Ireland	**2.91%**	5
Wales	**0.00%**	0
North West England	**8.72%**	15
North East England	**3.49%**	6
Yorkshire & Humber	**8.72%**	15
West Midlands	**2.91%**	5
East Midlands	**4.07%**	7
East of England	**10.47%**	18
South West England	**11.63%**	20
London & South East England	**32.56%**	56
More than one region (for example, a contractor working on multiple projects, or an employee of a national organisation with projects in different locations)	**8.14%**	14
Total		**172**

Q12 For employees only: What is your annual gross salary?

Answered: 159   Skipped: 44

Answer Choices	Responses	
Less than £15,000	**1.26%**	2
£15,001–20,000	**1.89%**	3
£20,001–25,000	**6.92%**	11
£25,001–30,000	**7.55%**	12
£30,001–35,000	**16.35%**	26
£35,001–40,000	**16.35%**	26
£40,001–45,000	**12.58%**	20
£45,001–50,000	**8.81%**	14
More than £50,000	**21.38%**	34
I work abroad, and salary levels are not comparable	**6.92%**	11
Total		**159**

Q13 For contractors/self-employed only: In the last 3 months, what has been your average hourly rate for technical communication work?"
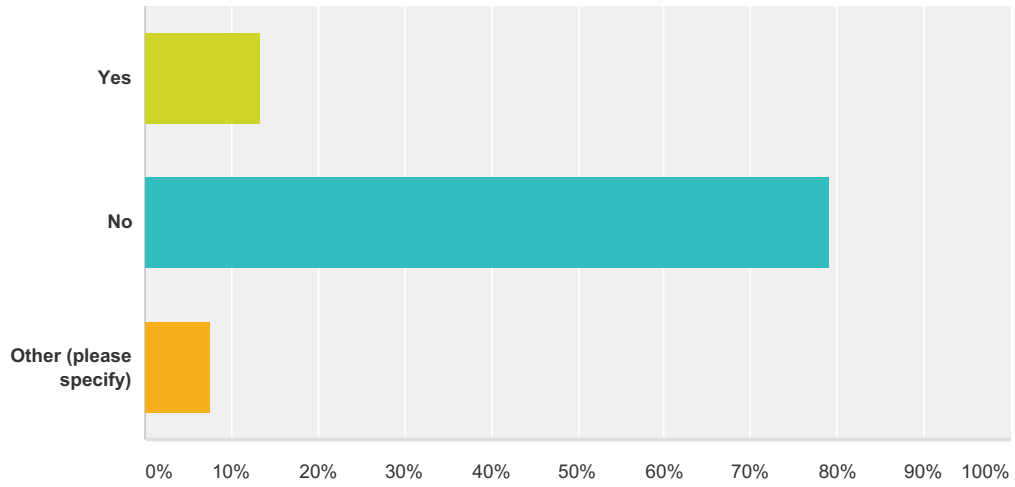
Answered: 45   Skipped: 158
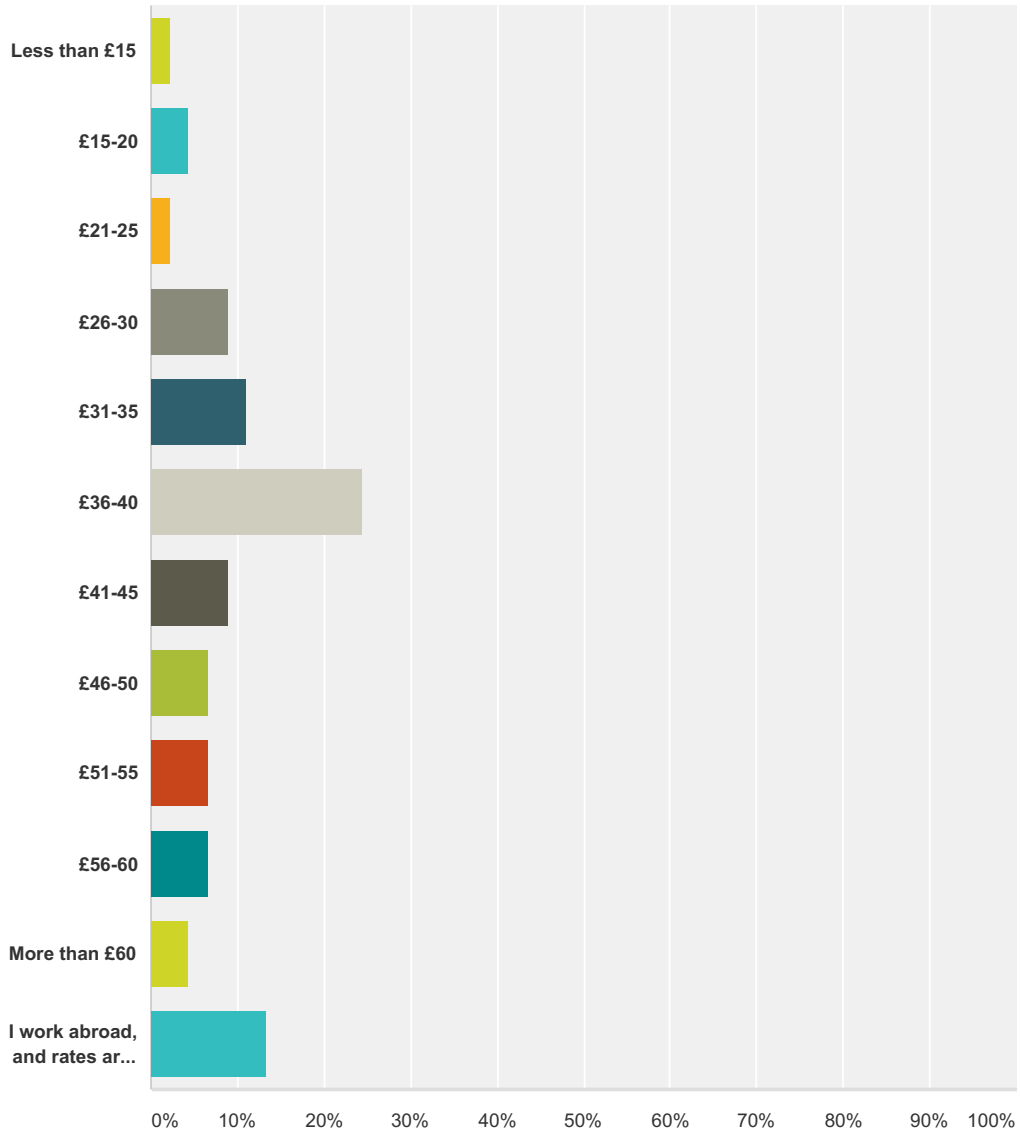
Answer Choices	Responses	
Less than £15	**2.22%**	1
£15-20	**4.44%**	2
£21-25	**2.22%**	1
£26-30	**8.89%**	4
£31-35	**11.11%**	5
£36-40	**24.44%**	11
£41-45	**8.89%**	4
£46-50	**6.67%**	3

£51-55	**6.67%**	3
£56-60	**6.67%**	3
More than £60	**4.44%**	2
I work abroad, and rates are not comparable	**13.33%**	6
Total		**45**

Q14 For employees only: Are you paid for overtime worked?

Answered: 158   Skipped: 45

Answer Choices	Responses	
Yes	**13.29%**	21
No	**79.11%**	125
Other (please specify)	**7.59%**	12
Total		**158**

Q15 For employees only: What additional benefits do you receive, if any? (select all that apply)
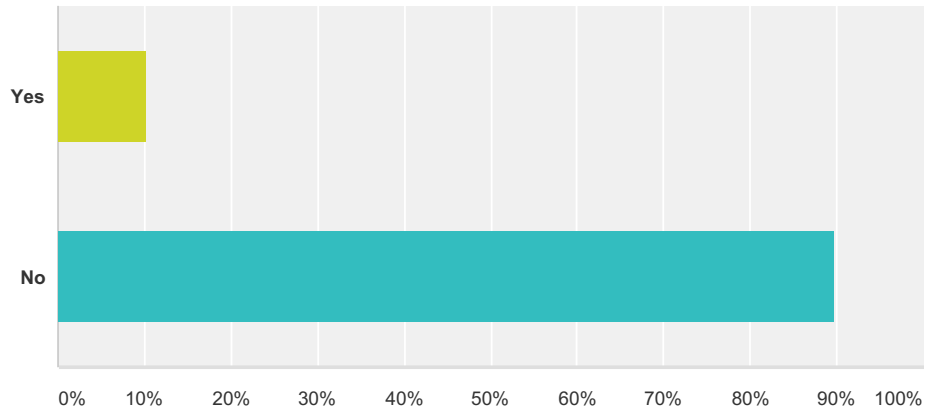
Answered: 157   Skipped: 46
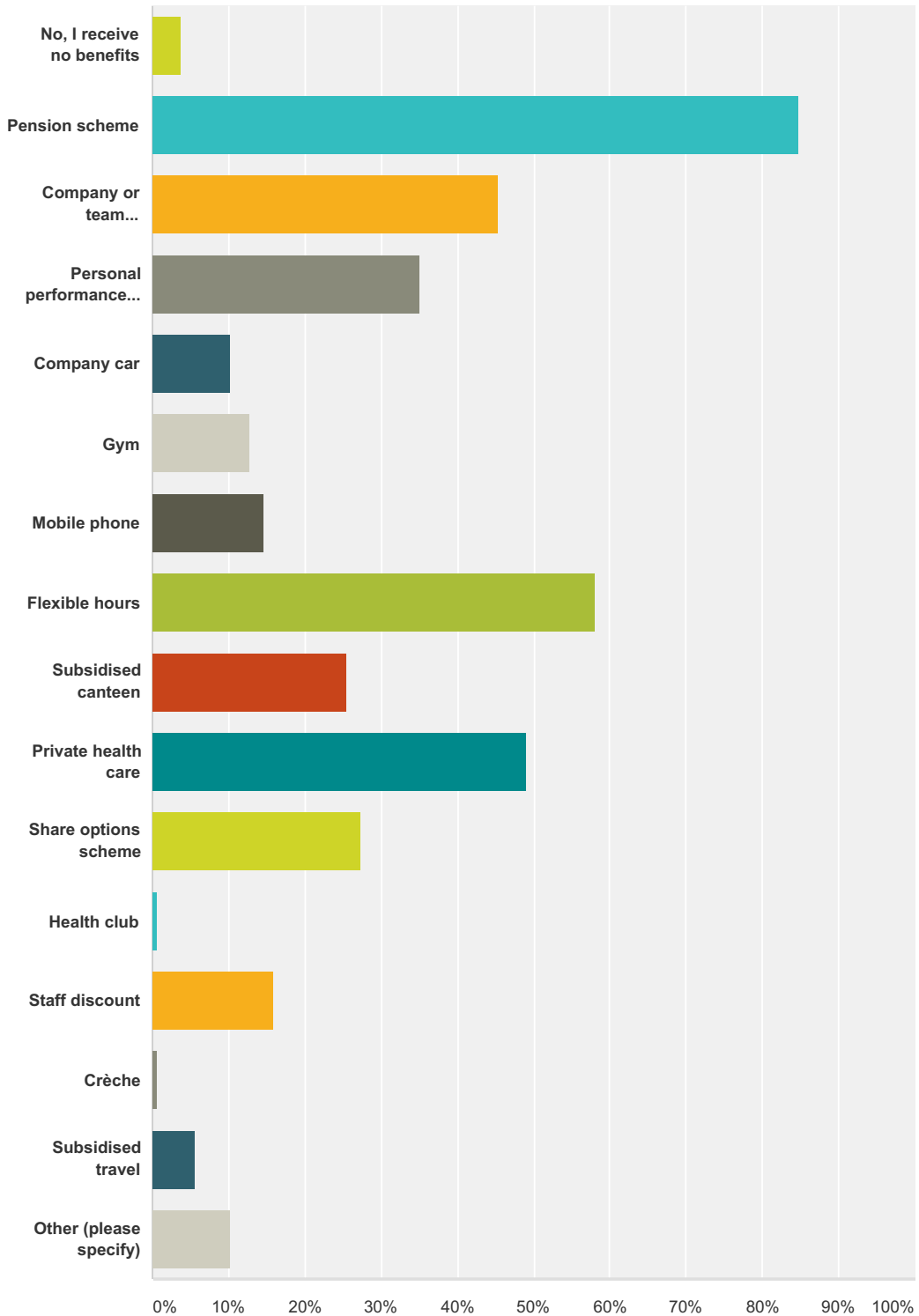
Answer Choices	Responses	
No, I receive no benefits	**3.82%**	6
Pension scheme	**84.71%**	133

Company or team performance bonus	**45.22%**	71
Personal performance bonus	**35.03%**	55
Company car	**10.19%**	16
Gym	**12.74%**	20
Mobile phone	**14.65%**	23
Flexible hours	**57.96%**	91
Subsidised canteen	**25.48%**	40
Private health care	**49.04%**	77
Share options scheme	**27.39%**	43
Health club	**0.64%**	1
Staff discount	**15.92%**	25
Crèche	**0.64%**	1
Subsidised travel	**5.73%**	9
Other (please specify)	**10.19%**	16
Total Respondents: 157		

Q16 For employees only: Have you changed jobs in the past 12 months?

Answered: 155   Skipped: 48

Answer Choices	Responses	
Yes	**10.32%**	16
No	**89.68%**	139
Total		**155**

Q17 For employees only: Have you had a pay rise in the last 12 months?

Answered: 155   Skipped: 48
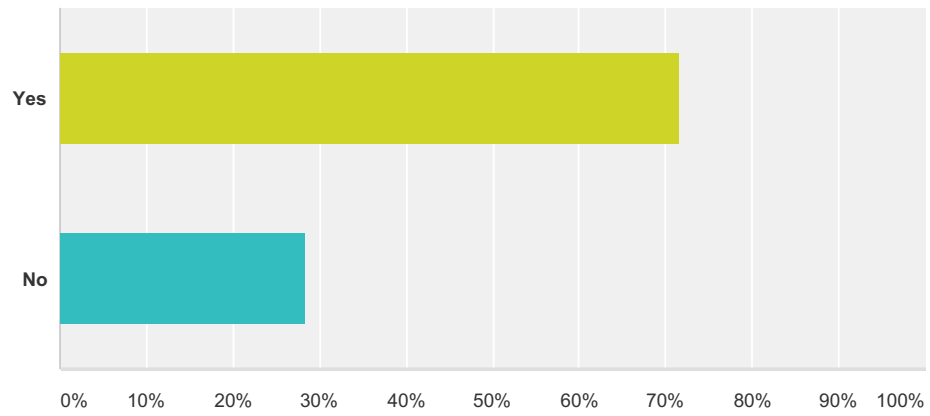
Answer Choices	Responses	
Yes	**71.61%**	111
No	**28.39%**	44
Total		**155**

Q18 Where did you hear of this survey?

Answered: 202   Skipped: 1
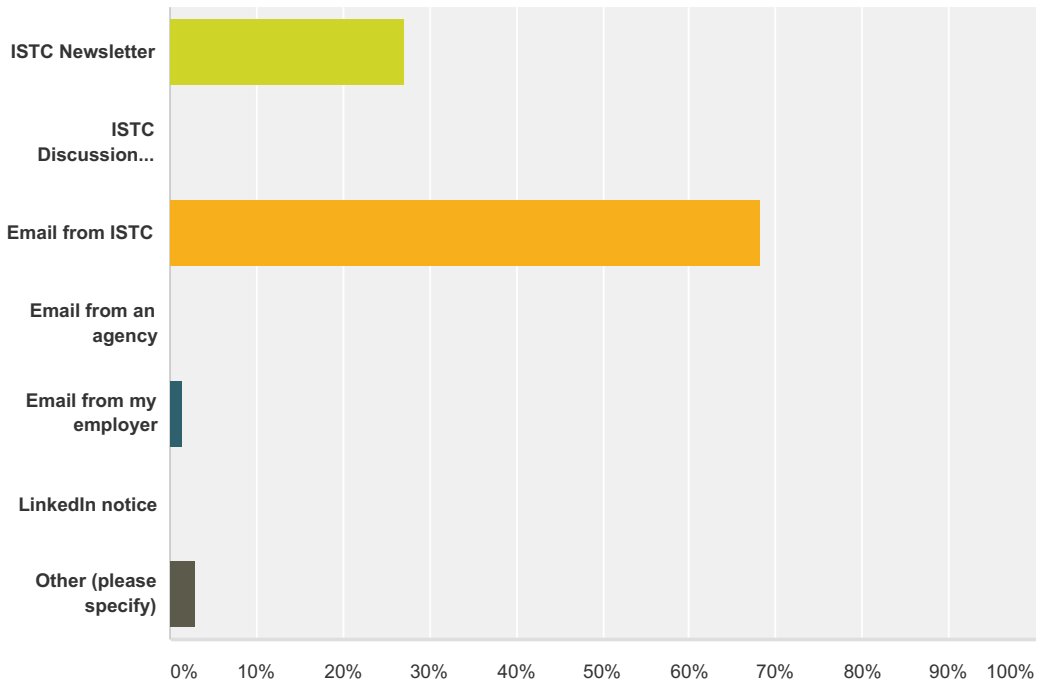
Answer Choices	Responses	
ISTC Newsletter	**27.23%**	55
ISTC Discussion forum	**0.00%**	0
Email from ISTC	**68.32%**	138
Email from an agency	**0.00%**	0
Email from my employer	**1.49%**	3
LinkedIn notice	**0.00%**	0
Other (please specify)	**2.97%**	6
Total		**202**

Q19 Sex

Answered: 200   Skipped: 3
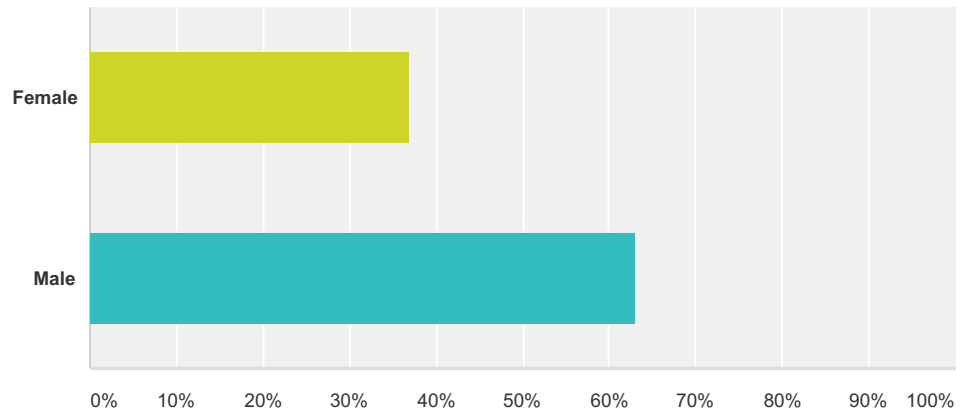
Answer Choices	Responses	
Female	**37.00%**	74
Male	**63.00%**	126
Total		**200**

Q20 Age

Answered: 202   Skipped: 1
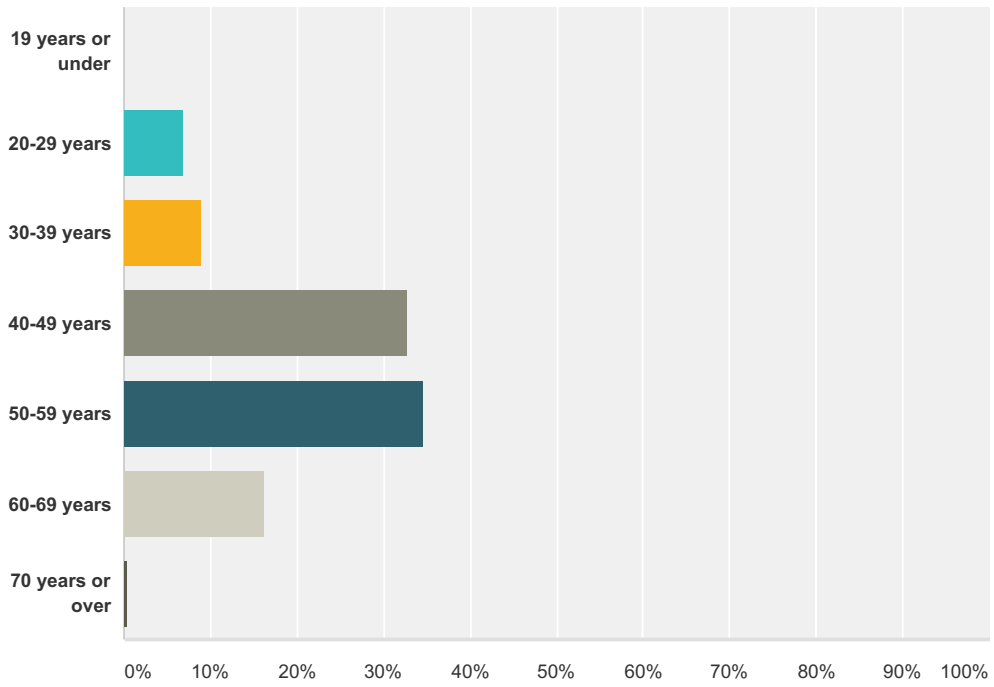
Answer Choices	Responses	
19 years or under	**0.00%**	0
20-29 years	**6.93%**	14
30-39 years	**8.91%**	18
40-49 years	**32.67%**	66
50-59 years	**34.65%**	70
60-69 years	**16.34%**	33
70 years or over	**0.50%**	1
Total		**202**

Q21 Are you a member of the ISTC, and if so, what is your membership grade?

Answered: 202   Skipped: 1
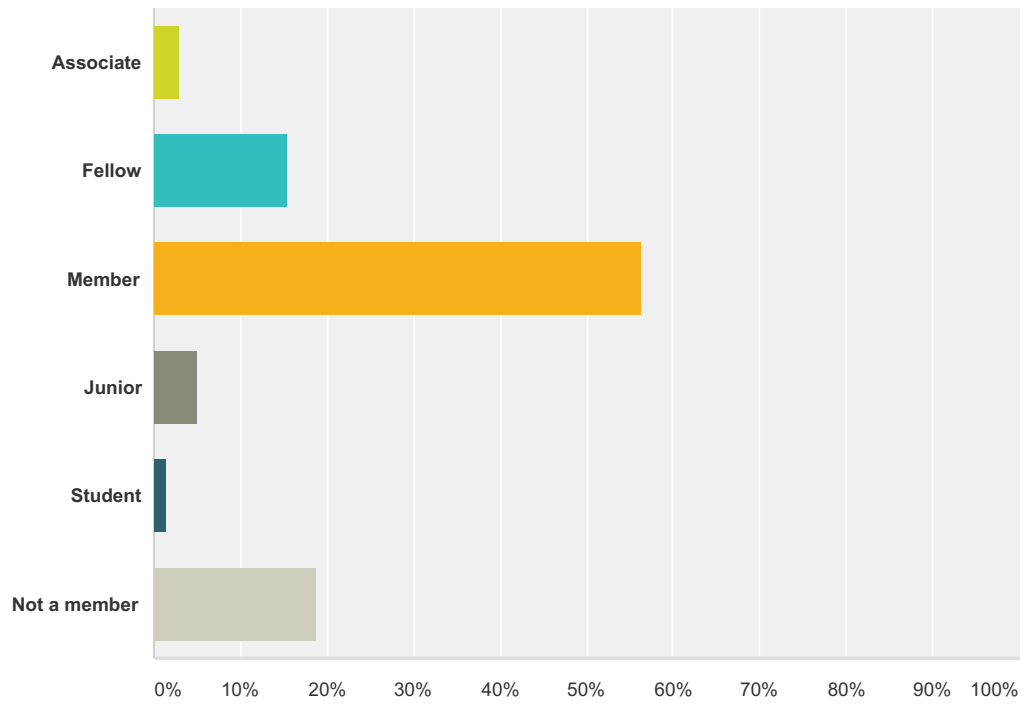
Answer Choices	Responses	
Associate	**2.97%**	6
Fellow	**15.35%**	31
Member	**56.44%**	114
Junior	**4.95%**	10
Student	**1.49%**	3
Not a member	**18.81%**	38
Total		**202**

Q22 If you are a Member or Fellow of the ISTC, do you use MISTC or FISTC after your name?

Answered: 152   Skipped: 51
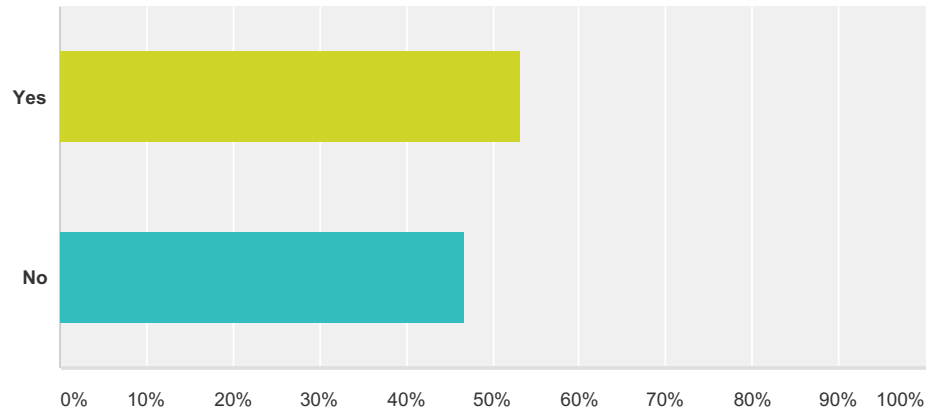
Answer Choices	Responses	
Yes	**53.29%**	81
No	**46.71%**	71
Total		**152**

29 / 31

Q23 Do you belong to any other technical communication association?
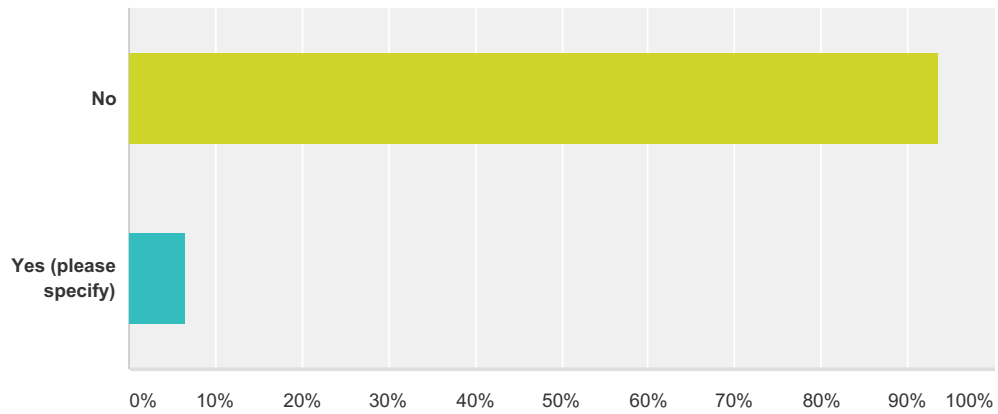
Answer Choices	Responses	
No	**93.43%**	185
Yes (please specify)	**6.57%**	13
Total		**198**