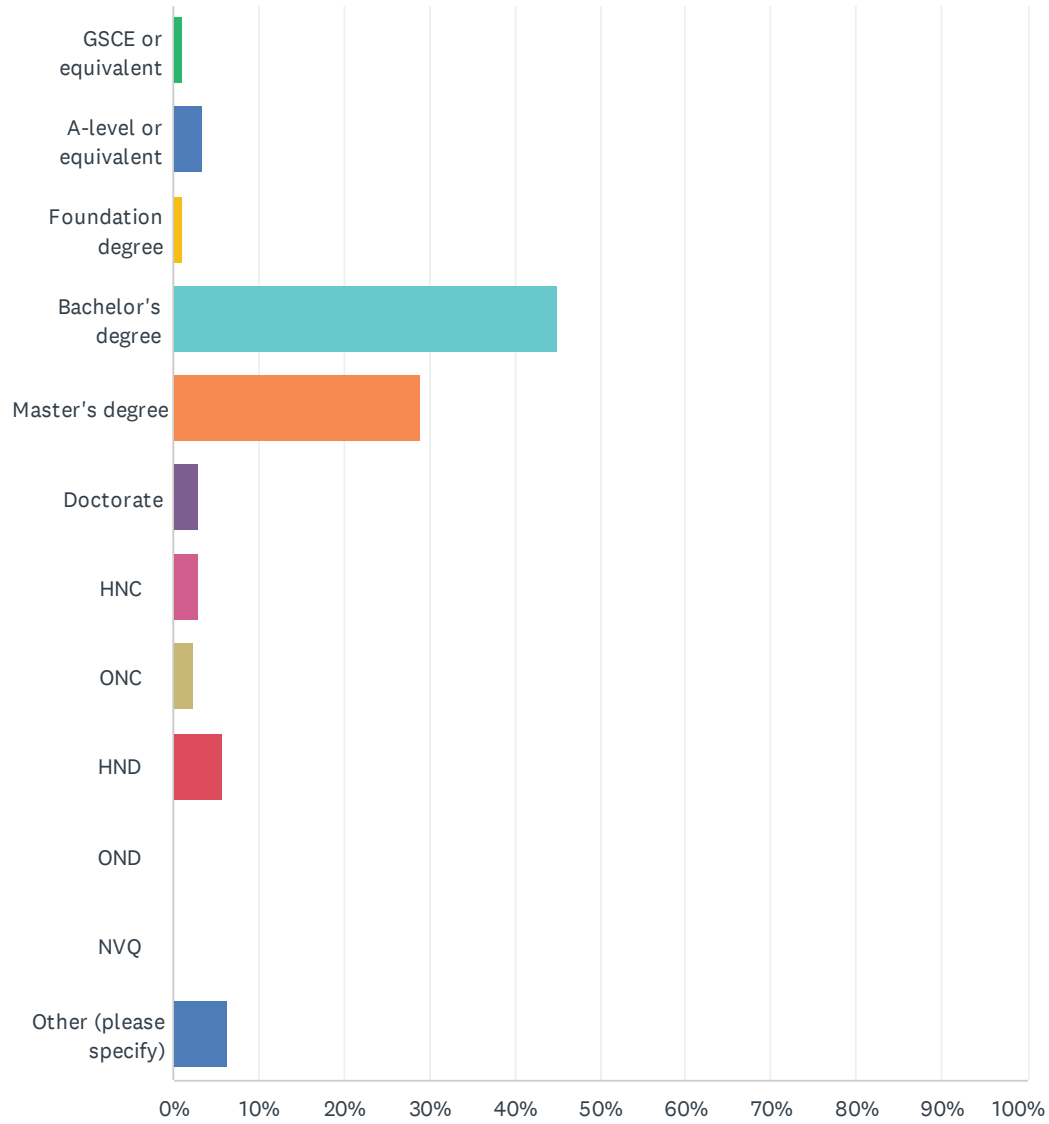# ISTC Survey 2022

www.istc.org.uk

Q1 What is your highest academic qualification?

Answered: 173   Skipped: 1

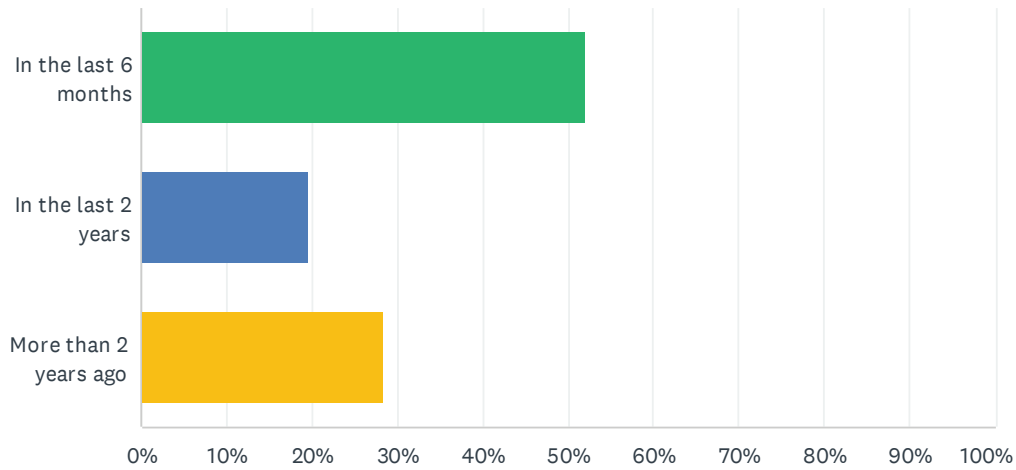| ANSWER CHOICES	RESPONSES	
GSCE or equivalent	1.16%	2
A-level or equivalent	3.47%	6
Foundation degree	1.16%	2
Bachelor's degree	45.09%	78
Master's degree	28.90%	50
Doctorate	2.89%	5
HNC	2.89%	5
ONC	2.31%	4
HND	5.78%	10
OND	0.00%	0
NVQ	0.00%	0
Other (please specify)	6.36%	11
TOTAL		173

	OTHER (PLEASE SPECIFY)	
	Post Graduate Certificate	3
	Post Graduate Diploma	2
	City and Guilds	2
	PGCE	1
	English literature	1
	BTEC	1
	CertHE	1

Q2 What is the subject of your highest qualification?

Answered: 170   Skipped: 4

Q3 When did you last take part as a learner in a training activity related to your work (either online or classroom-based)?

Answered: 173   Skipped: 1
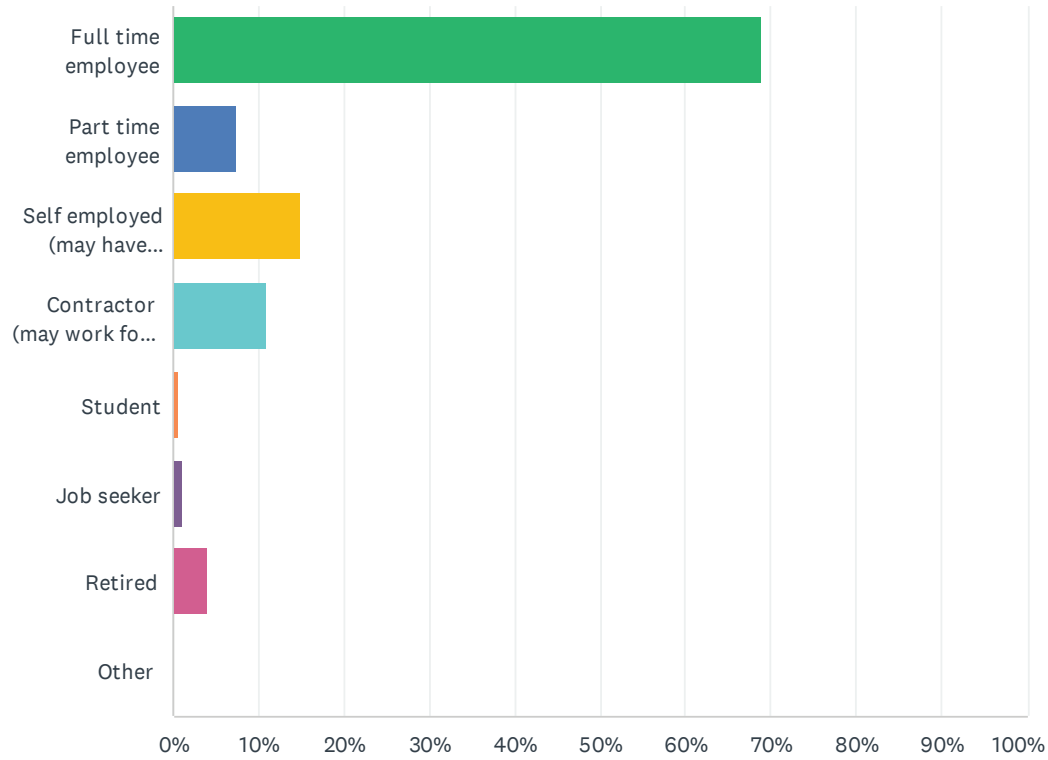

ANSWER CHOICES	RESPONSES	
In the last 6 months	52.02%	90
In the last 2 years	19.65%	34
More than 2 years ago	28.32%	49
TOTAL		173

Q4 What is your employment status? Please select all that apply.

Answered: 174   Skipped: 0

ANSWER CHOICES	RESPONSES	
Full time employee	68.97%	120
Part time employee	7.47%	13
Self employed (may have multiple concurrent clients, often work for clients directly)	14.94%	26
Contractor (may work for one client at a time on a fixed contract, often through agencies)	10.92%	19
Student	0.57%	1
Job seeker	1.15%	2
Retired	4.02%	7
Other	0.00%	0
Total Respondents: 174		

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

Answered: 174   Skipped: 0
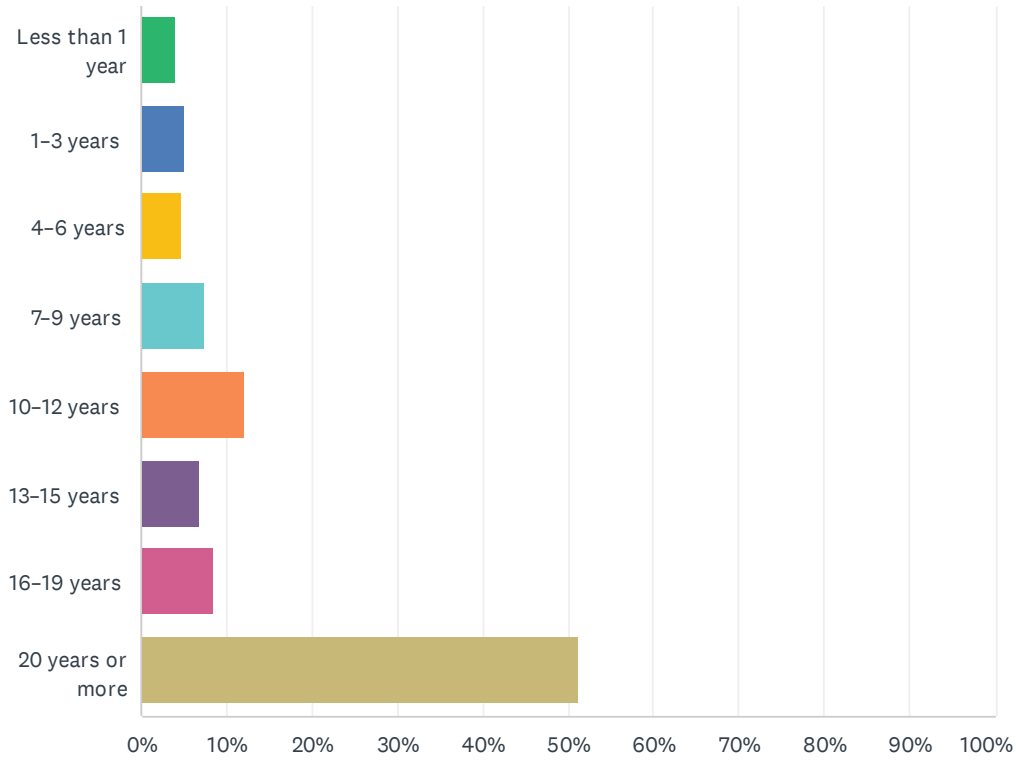
ANSWER CHOICES	RESPONSES	
Less than 1 year	4.02%	7
1–3 years	5.17%	9
4–6 years	4.60%	8
7–9 years	7.47%	13
10–12 years	12.07%	21
13–15 years	6.90%	12
16–19 years	8.62%	15
20 years or more	51.15%	89
TOTAL		174

Q6 What is your job title? Please select all that apply.
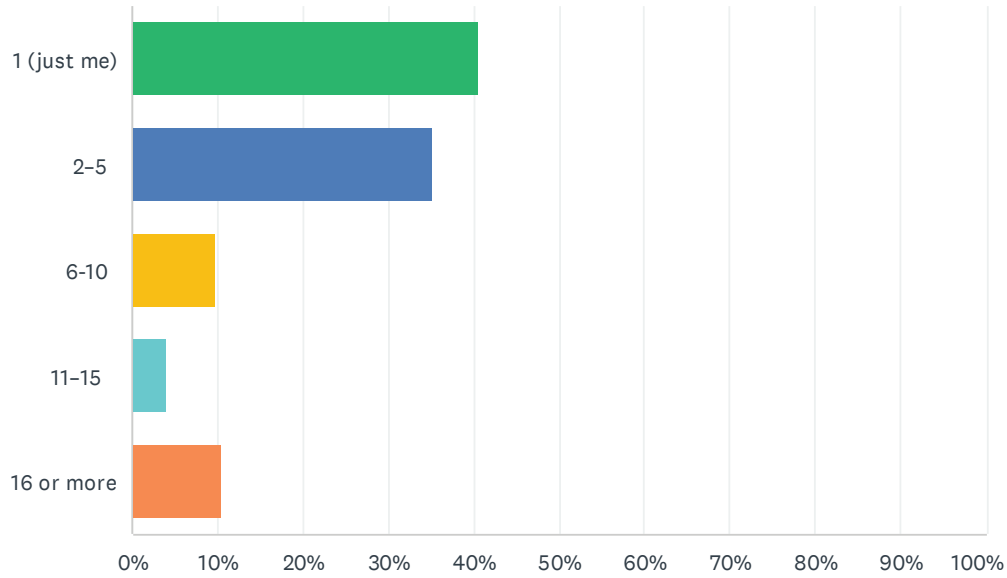
Answered: 174   Skipped: 0
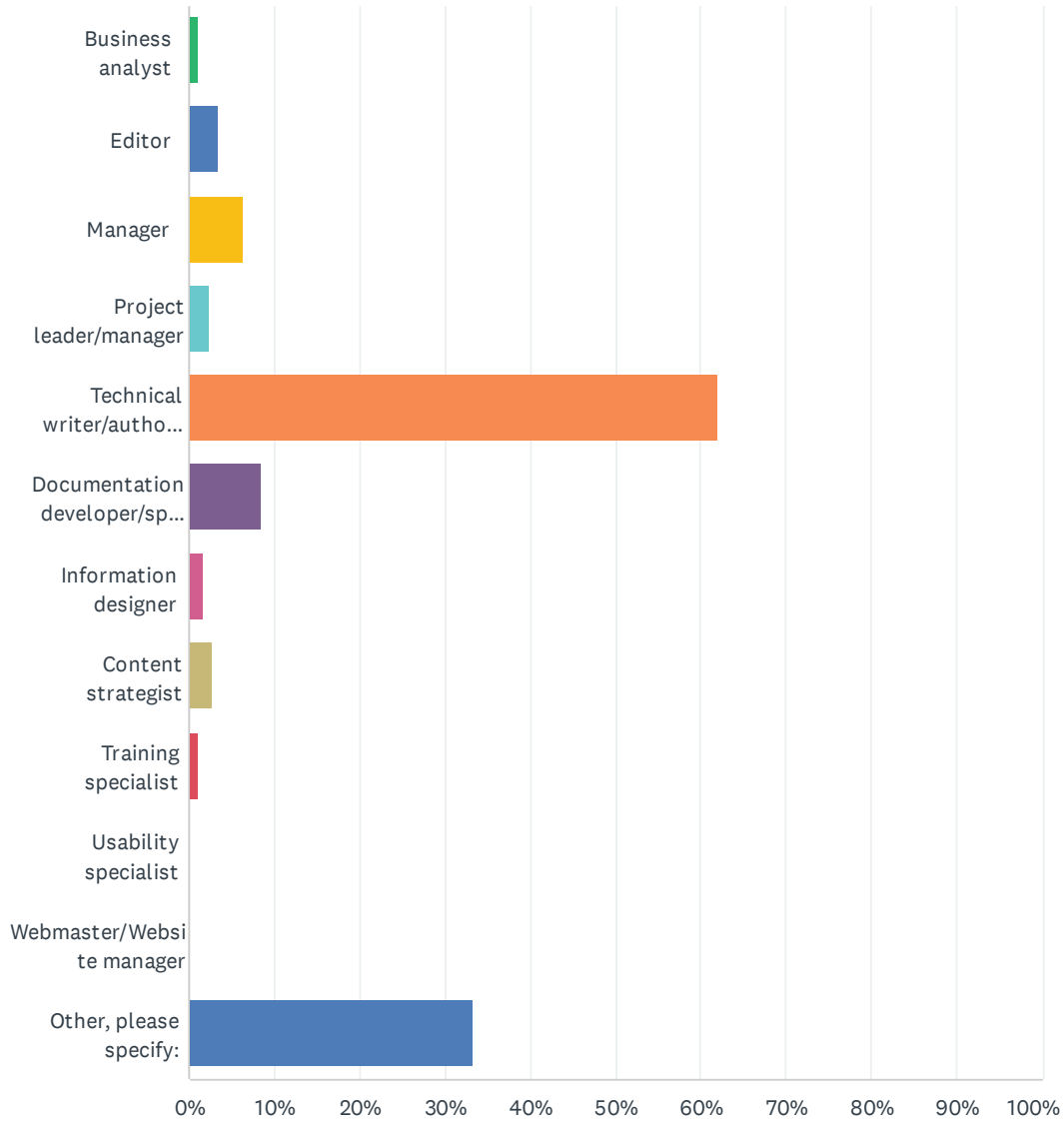
ANSWER CHOICES	RESPONSES	
Business analyst	1.15%	2
Editor	3.45%	6
Manager	6.32%	11
Project leader/manager	2.30%	4
Technical writer/author/communicator	62.07%	108
Documentation developer/specialist; Documentation consultant	8.62%	15
Information designer	1.72%	3
Content strategist	2.87%	5
Training specialist	1.15%	2
Usability specialist	0.00%	0
Webmaster/Website manager	0.00%	0
Other, please specify:	33.33%	58
Total Respondents: 174		

#	OTHER, PLEASE SPECIFY:
1	Document and Knowledge Manager
2	Publications and Training Specialist
3	Information development lead
4	Content Manager
5	Training Designer
6	Content architect
7	Content designer, UX writer
8	Senior Documentation Manager
9	Senior CAD/Visualisation Technician
10	Principal User Assistance Consultant (though I tend to use Principal Technical Writer)
11	Information Developer
12	Senior Technical Communicator
13	Technical Illustration
14	Senior Director
15	pubs manager
16	Engineering Standards Policy
17	Product Communications Manager
18	Senior Technical Author
19	Lead Researcher
20	Engineering Plans - Lead
21	Organisational Lead SME for Technical Documentation Policy, Advice & Guidance

| 22 | Systems Support Anaylst |
23	Documentation Manager
24	Principal Technical Writer
25	IT Manager
26	Language specialist, localisation
27	Lead Technical Writer
28	Content Management Specialist
29	Content designer
30	Information developer
31	Bid Manager
32	Information developer
33	Information Architect
34	Information Developer
35	Nuclear Safety Case Lead
36	Content Marketing Manager
37	Reporting & editorial lead
38	Publications and Training Consultant
39	aircraft engineering course design and illustrator
40	Director
41	UX writer
42	Technical copywriter
43	IT Services Manager
44	Director - Business Services
45	Techincal Publications Manager
46	If I answer this question I will lose anonymity!
47	Director
48	Content Developer
49	Lecturer
50	Information Architect
51	Programme lead, technical standards
52	Junior ILS Technician
53	Content designer or UX writer
54	content manager
55	Information Developer
56	Principle User Assistance Consultant (aka Principal Technical Writer!)
57	Documentation Manager
58	Communications specialist

Q7 How many technical communicators do you typically work with?

Answered: 173   Skipped: 1

ANSWER CHOICES	RESPONSES	
1 (just me)	40.46%	70
2–5	35.26%	61
6-10	9.83%	17
11–15	4.05%	7
16 or more	10.40%	18
TOTAL		173

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

Answered: 174   Skipped: 0
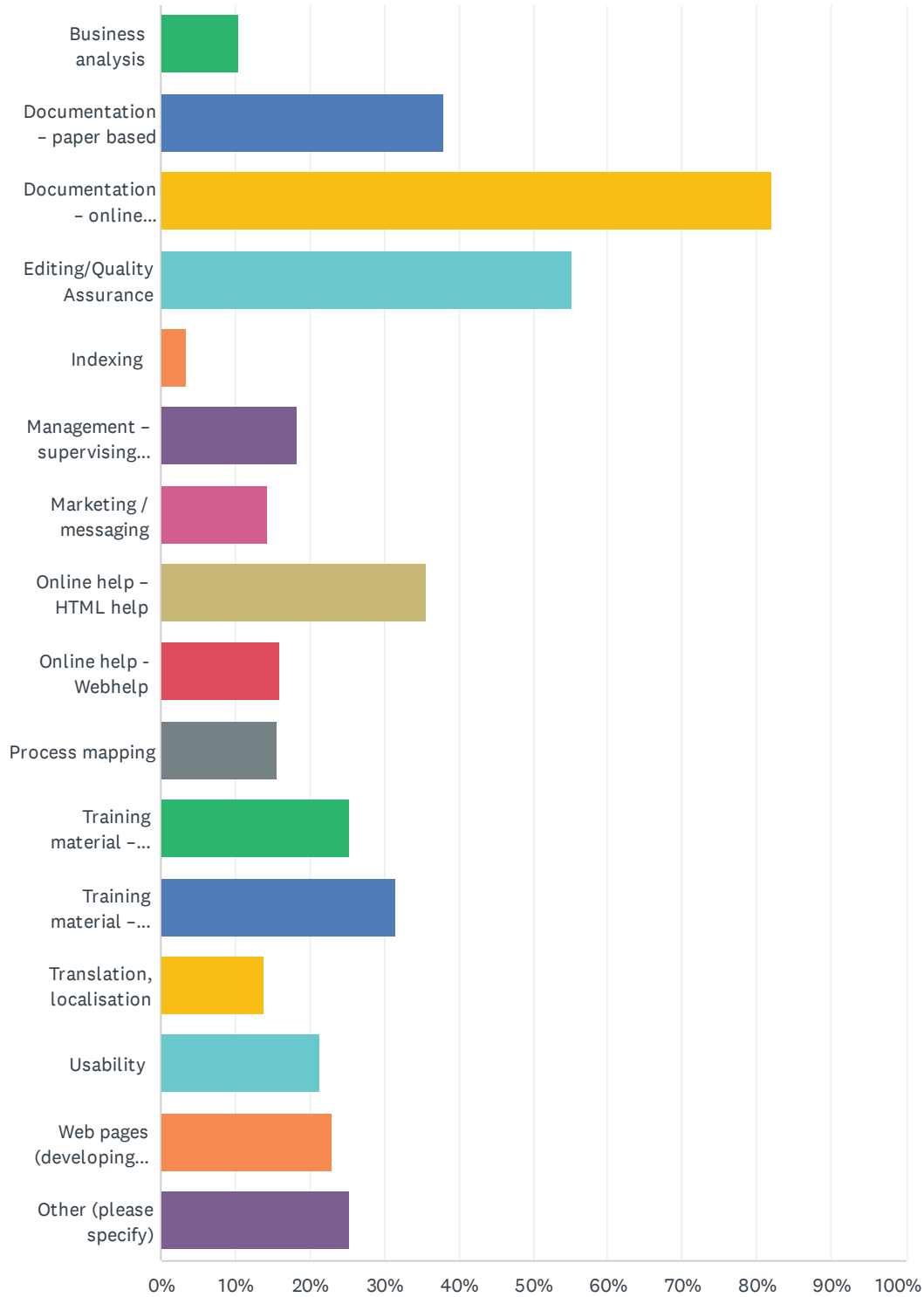
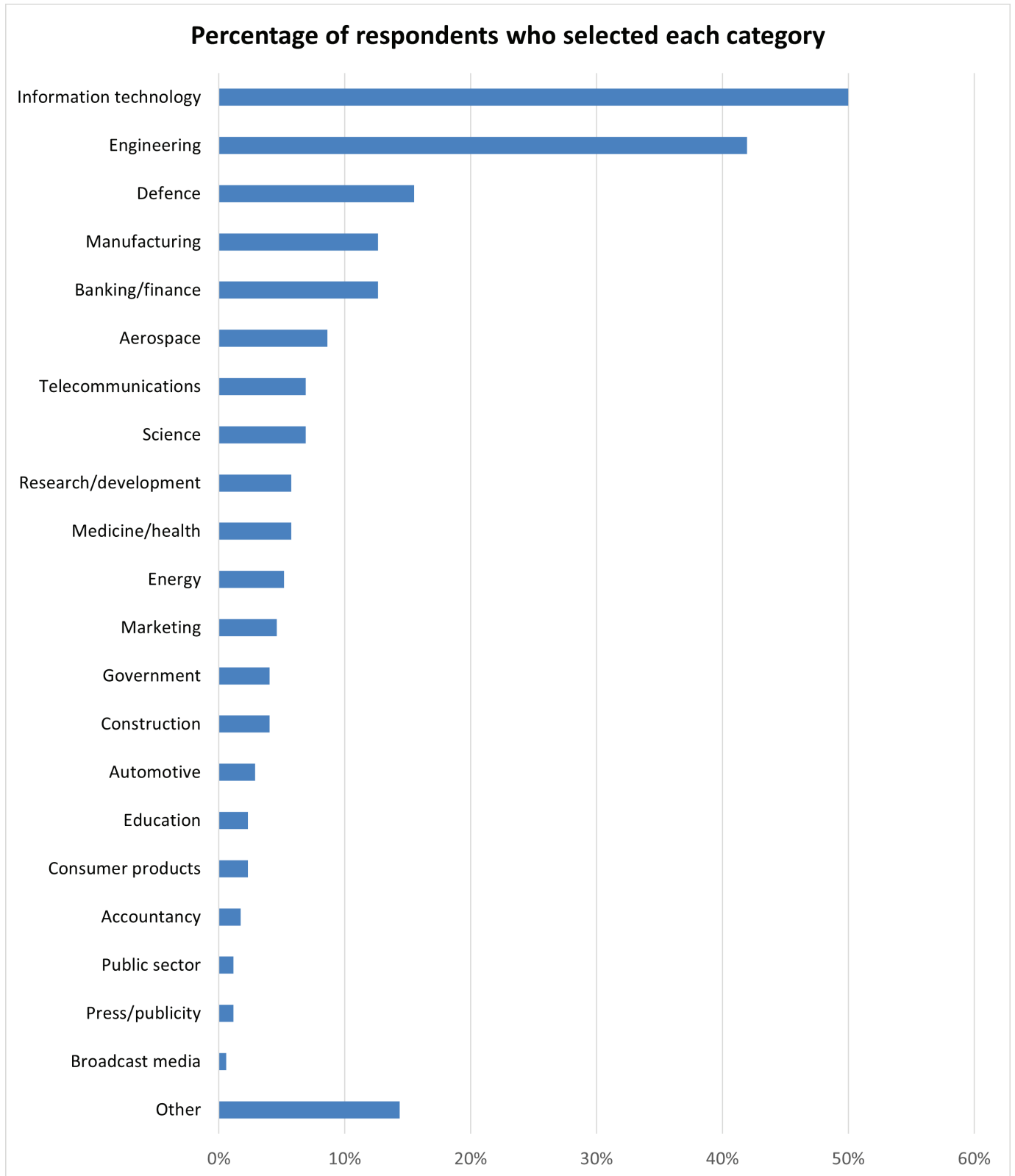| ANSWER CHOICES	RESPONSES	
Business analysis	10.34%	18
Documentation – paper based	37.93%	66
Documentation – online (intranet content; PDFs etc.)	82.18%	143
Editing/Quality Assurance	55.17%	96
Indexing	3.45%	6
Management – supervising other technical communicators	18.39%	32
Marketing / messaging	14.37%	25
Online help – HTML help	35.63%	62
Online help - Webhelp	16.09%	28
Process mapping	15.52%	27
Training material – printed manuals, workbooks etc.	25.29%	44
Training material – online content (demonstrations, videos, simulations etc.)	31.61%	55
Translation, localisation	13.79%	24
Usability	21.26%	37
Web pages (developing content)	22.99%	40
Other (please specify)	25.29%	44
Total Respondents: 174		

#	OTHER (PLEASE SPECIFY)
1	Bid management
2	Video-based learning/training material
3	UX writing, knowledge management
4	YouTube videos to support help content
5	Content architecture (for effective re-use, especially but not only in the DITA XML model)
6	Specialised in UX writing.
7	knowledge base
8	3D Visualisations, Scientific & Technical Illustrations, CAD/GIS
9	Computer systems validation
10	Digital adoption content
11	Creative content to include glossies, illustrations and videos
12	Requirements analysis and UML modelling in my current contract. I have a background in software and IT systems engineering.
13	Organisational Lead SME for Technical Documentation Policy, Advice & Guidance
14	Application configuration
15	UX microcopy
16	Content Management

17	Leadership: running workshops, mentoring, developing strategies for our documentation & work processes
18	Tenders
19	UX writing
20	Nuclear Safety Reviews
21	Corporate reporting
22	Management and administration of tools and facilities (e.g. SharePoint sites)
23	graphic illustrations
24	Document management, proposal management
25	All of the above - copyediting for Communicator and National Motorcycle Museum
26	Journey mapping, documrntimg value propositions
27	I lead the IT Department apart of which includes the training of staff in IT, system documentation, Intranet content etc
28	Military support publications
29	High level nuclear
30	Operation and Maintenance Manuals
31	API documentation and other collaborative authoring with developers
32	DMS
33	Occasional copywriting
34	content services
35	UX writing
36	Maintaining and improving documentation CI workflow
37	API Product Design
38	Managing CMS
39	Research for public sector body in Ireland
40	Reports
41	Animation
42	UX
43	S1000D interactive electronic technical publications
44	Instructions

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

Answered: 174   Skipped: 0

Percentage of respondents who selected each category

ANSWER CHOICES	RESPONSES	
Engineering	41.95%	73
Information technology	50.00%	87
Aerospace	8.62%	15
Defence	15.52%	27
Manufacturing	12.64%	22
Science	6.90%	12
Education	2.30%	4
Energy	5.17%	9
Banking/finance	12.64%	22
Marketing	4.60%	8
Research/development	5.75%	10
Construction	4.02%	7
Medicine/health	5.75%	10
Automotive	2.87%	5
Press/publicity	1.15%	2
Consumer products	2.30%	4
Government	4.02%	7
Telecommunications	6.90%	12
Broadcast media	0.57%	1
Accountancy	1.72%	3
Public sector	1.15%	2
Other (please specify)	13.79%	24
Total Respondents: 174		

	OTHER (PLEASE SPECIFY)
1	Travel technology
2	Packaging
3	HR and Payroll
4	Insurance
5	Mining
6	Semi conductor
7	Commodities Market (Trading)
8	E-assessment
9	Integrated Logistics Support (ILS) / Integrated Product Support (IPS)
10	Test and measurement
11	Nuclear
12	Transport
13	Fire and security systems
14	Travel
15	Travel IT
16	Scientific Software
17	Integrated Systems
18	Exhibitions & Events
19	Video games
20	Rail
21	On-line development
22	EHealth research
23	Crafts
24	Charity

Q10 What are the 3 software applications you have used most over the previous year to do your work as a technical communicator? We are interested in applications used to do your job - to develop and publish your technical communication output, the documents you write, the videos you edit and so on - and not the general office applications you use to communicate with others (such as Outlook, Skype or Slack) or to manage time and tasks.

Answered: 168   Skipped: 6

The chart on the next page shows the percentage of respondents who listed a particular application. Version numbers were ignored in collating the lists.

If you read the chart clockwise, starting with Microsoft Word, and the legend horizontally (again, starting with Microsoft Word) the key is easier to follow.

All applications selected by only one person have been included in 'Other' (78 people, or 44.83% of the respondents specified an application not specified by anyone else).
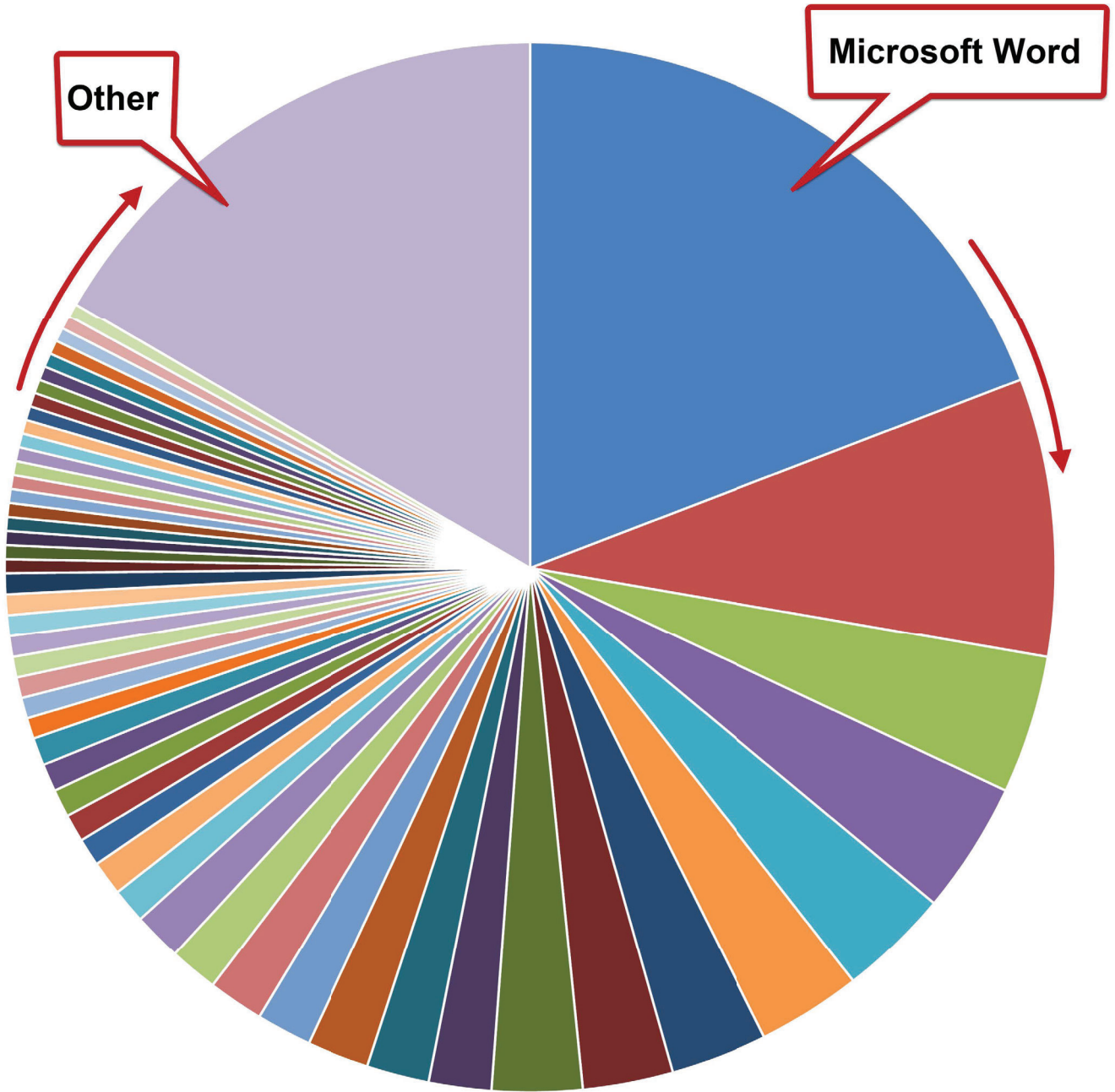
Other

Microsoft Word

■ Microsoft Word	■ MadCap Flare	■ TechSmith Snagit	■ Adobe Acrobat
■ Adobe Framemaker	■ Atlassian Confluence	■ TechSmith Camtasia	■ Microsoft Powerpoint
■ Visual Studio Code	■ Adobe RoboHelp	■ Microsoft Excel	■ Microsoft Visio
■ Adobe Illustrator	■ Microsoft Office	■ Adobe InDesign	■ GitHub
■ Adobe Photoshop	■ Oxygen XML Editor/Author	■ Arbortext	■ AuthorIT
■ Microsoft Outlook	■ paint.net	■ SharePoint	■ Adobe Captivate
■ Annotate	■ AsciiDoctor	■ Git	■ Google Docs
■ Microsoft Teams	■ PTC Arbortext IsoDraw	■ WordPress	■ Adobe Creative Suite
■ Adobe Technical Communication Suite	■ Atom	■ Audacity	■ Eclipse SDK
■ EdrawMax	■ Helpdocs	■ Inkscape	■ Ixiasoft
■ Knowledge Owl	■ Madcap Central	■ MadCap Lingo	■ ownCloud/Nextcloud
■ Paligo	■ PDF	■ Skype	■ SolidWorks
■ SourceTree	■ Visual Studio	■ Xara Photo and Graphic Designer	■ Other

The percentages are the percentages of respondents who specified the application as one of their 3 most used to create their content.

Application	Percentage	Application	Percentage
Microsoft Word	51.72%	Git	1.72%
MadCap Flare	22.99%	Google Docs	1.72%
TechSmith Snagit	11.49%	Microsoft Teams	1.72%
Adobe Acrobat	10.92%	PTC Arbortext IsoDraw	1.72%
Adobe Framemaker	9.20%	WordPress	1.72%
Atlassian Confluence	8.62%	Adobe Creative Suite	1.15%
TechSmith Camtasia	8.05%	Adobe Technical Communication Suite	1.15%
Microsoft Powerpoint	7.47%	Atom	1.15%
Visual Studio Code	7.47%	Audacity	1.15%
Adobe RoboHelp	5.17%	Eclipse SDK	1.15%
Microsoft Excel	5.17%	EdrawMax	1.15%
Microsoft Visio	5.17%	Helpdocs	1.15%
Adobe Illustrator	4.60%	Inkscape	1.15%
Microsoft Office	4.60%	Ixiasoft	1.15%
Adobe InDesign	4.02%	Knowledge Owl	1.15%
GitHub	4.02%	Madcap Central	1.15%
Adobe Photoshop	2.87%	MadCap Lingo	1.15%
Oxygen XML Editor/Author	2.87%	ownCloud/Nextcloud	1.15%
Arbortext	2.30%	Paligo	1.15%
AuthorIT	2.30%	PDF	1.15%
Microsoft Outlook	2.30%	Skype	1.15%
paint.net	2.30%	SolidWorks	1.15%
SharePoint	2.30%	SourceTree	1.15%
Adobe Captivate	1.72%	Visual Studio	1.15%
Annotate	1.72%	Xara Photo and Graphic Designer	1.15%
AsciiDoctor	1.72%	Other	44.83%

The applications on the following page were each specified by one person only, and are included in the category of 'Other' above and in the chart.

- 360Learning
- Adobe Experience Manager
- Adobe Inventor
- Adobe Premiere Rush
- Antora
- Autodesk InfraWorks
- Common Source Database System, and associated XML editor
- Contents suite
- Corel WordPerfect
- CorelDesigner
- CorelDraw
- Cortona 3D
- Creo 2
- Design Repository (DR) / Technical Documentation Online (TDOL)
- DITA
- draw.io
- EAGLE / EAGLE EPS
- Eclipse DITA CMS
- EditPlus
- eDraw Max
- Enterprise Architect
- Figma
- FreshDesk
- G Suite
- Gimp 2.8
- Gitlab
- Global Mapper
- GNU GIMP
- Google Suite
- Heretto (formerly easyDITA)
- HTML
- HTML editors
- HTML5
- Hubspot
- Hugo (static site generator)
- IBM in-house digital content services
- Innovasys Document! X and Help Studio Bundle
- IntelliJ
- Jekyll
- Jira
- Keyshot
- Kofax Power ODF
- Kontent by Kentico
- LibreOffice
- MadCap Capture
- Mahara
- MarkdownMonster
- MediaWiki
- Microsoft Azure API Management
- Microsoft Publisher
- Miro
- Moodle
- Mosaic 2
- Notepad++
- Nuance PDF
- Octopus Cloud
- Pages (Mac)
- PDF Expert
- PDF Writer
- Phrase
- Power PDF
- Quark Xpress
- R4i suite
- Scribus
- SDL Tridion Docs CMS
- Siemens Team Centre
- SimLab Composer
- Sitecore
- ST4DocuManager
- Stoplight
- Sublime Text
- TeamCity
- Techsmith IMovie
- Walkme
- word processing applications to pdf, odt, doc formats
- XMetal
- Zendesk
- Zsh

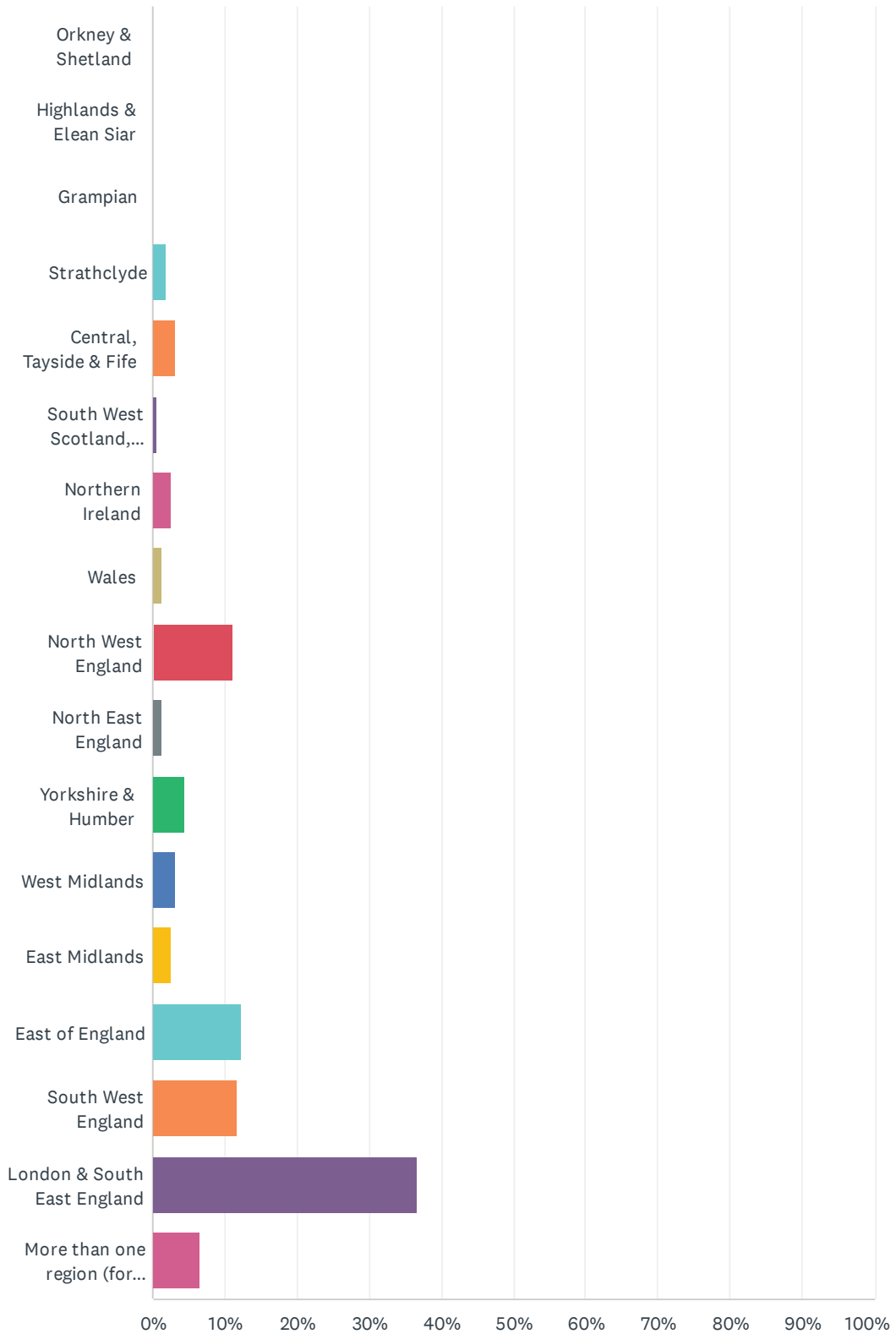# Q11 Where do you generally work?

Answered: 173   Skipped: 1
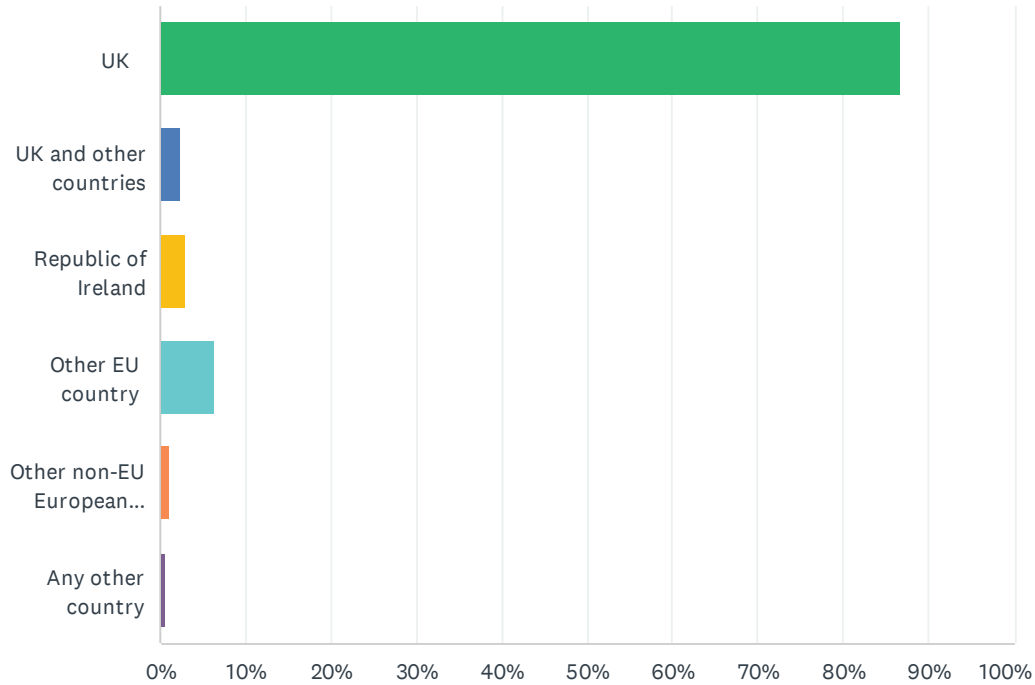
ANSWER CHOICES	RESPONSES	
UK	86.71%	150
UK and other countries	2.31%	4
Republic of Ireland	2.89%	5
Other EU country	6.36%	11
Other non-EU European country	1.16%	2
Any other country	0.58%	1
TOTAL		173

# Q12 If you answered "UK" to the previous question, please indicate the region of the UK where you generally work.

Answered: 153   Skipped: 21

ANSWER CHOICES	RESPONSES	
Orkney & Shetland	0.00%	0
Highlands & Elean Siar	0.00%	0
Grampian	0.00%	0
Strathclyde	1.96%	3
Central, Tayside & Fife	3.27%	5
South West Scotland, Lothian Borders	0.65%	1
Northern Ireland	2.61%	4
Wales	1.31%	2
North West England	11.11%	17
North East England	1.31%	2
Yorkshire & Humber	4.58%	7
West Midlands	3.27%	5
East Midlands	2.61%	4
East of England	12.42%	19
South West England	11.76%	18
London & South East England	36.60%	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)	6.54%	10
TOTAL		153

Q13 For employees only: What is your annual gross salary? If you work part-time, please select the full-time equivalent salary.

Answered: 138   Skipped: 36
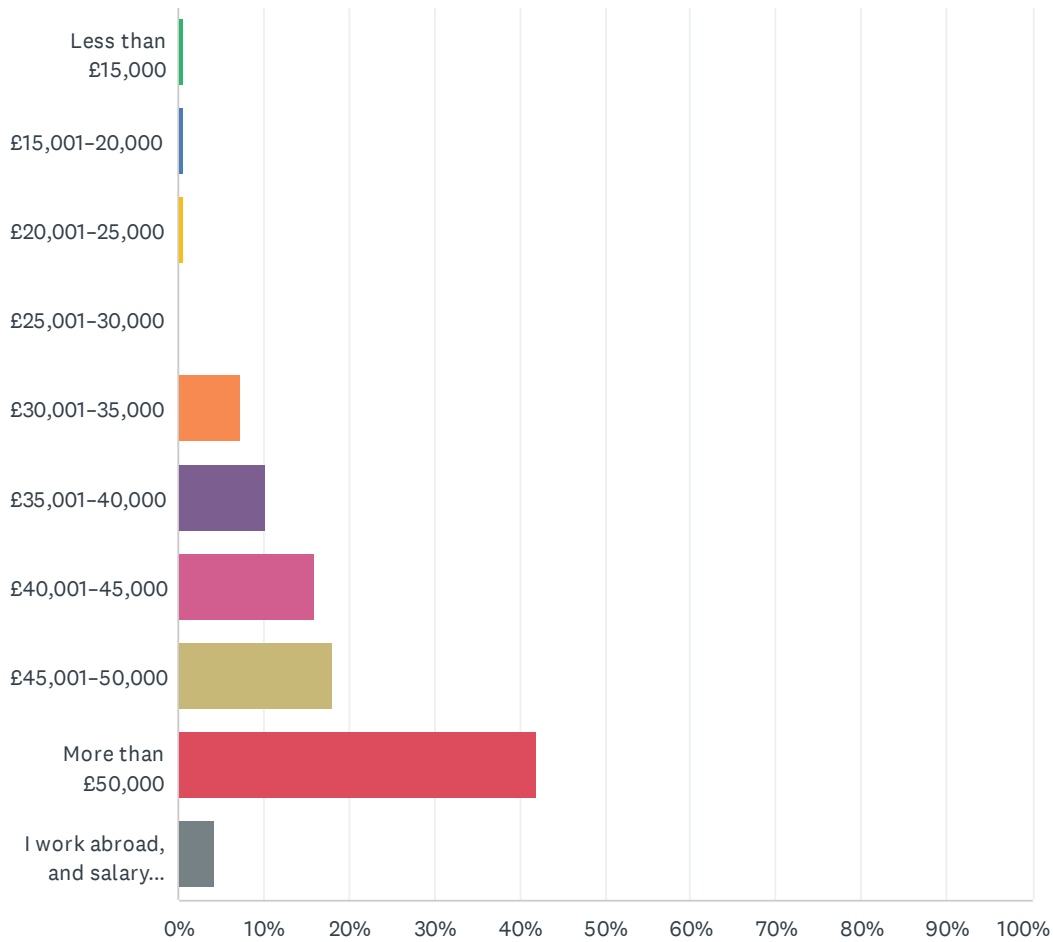
ANSWER CHOICES	RESPONSES	
Less than £15,000	0.72%	1
£15,001–20,000	0.72%	1
£20,001–25,000	0.72%	1
£25,001–30,000	0.00%	0
£30,001–35,000	7.25%	10
£35,001–40,000	10.14%	14
£40,001–45,000	15.94%	22
£45,001–50,000	18.12%	25
More than £50,000	42.03%	58
I work abroad, and salary levels are not comparable	4.35%	6
TOTAL		138

ANSWER CHOICES	RESPONSES	
Less than £15,000	0.72%	1

Q14 For contractors/self-employed only: In the last 3 months, what has been your average hourly rate for technical communication work?"

Answered: 39   Skipped: 135
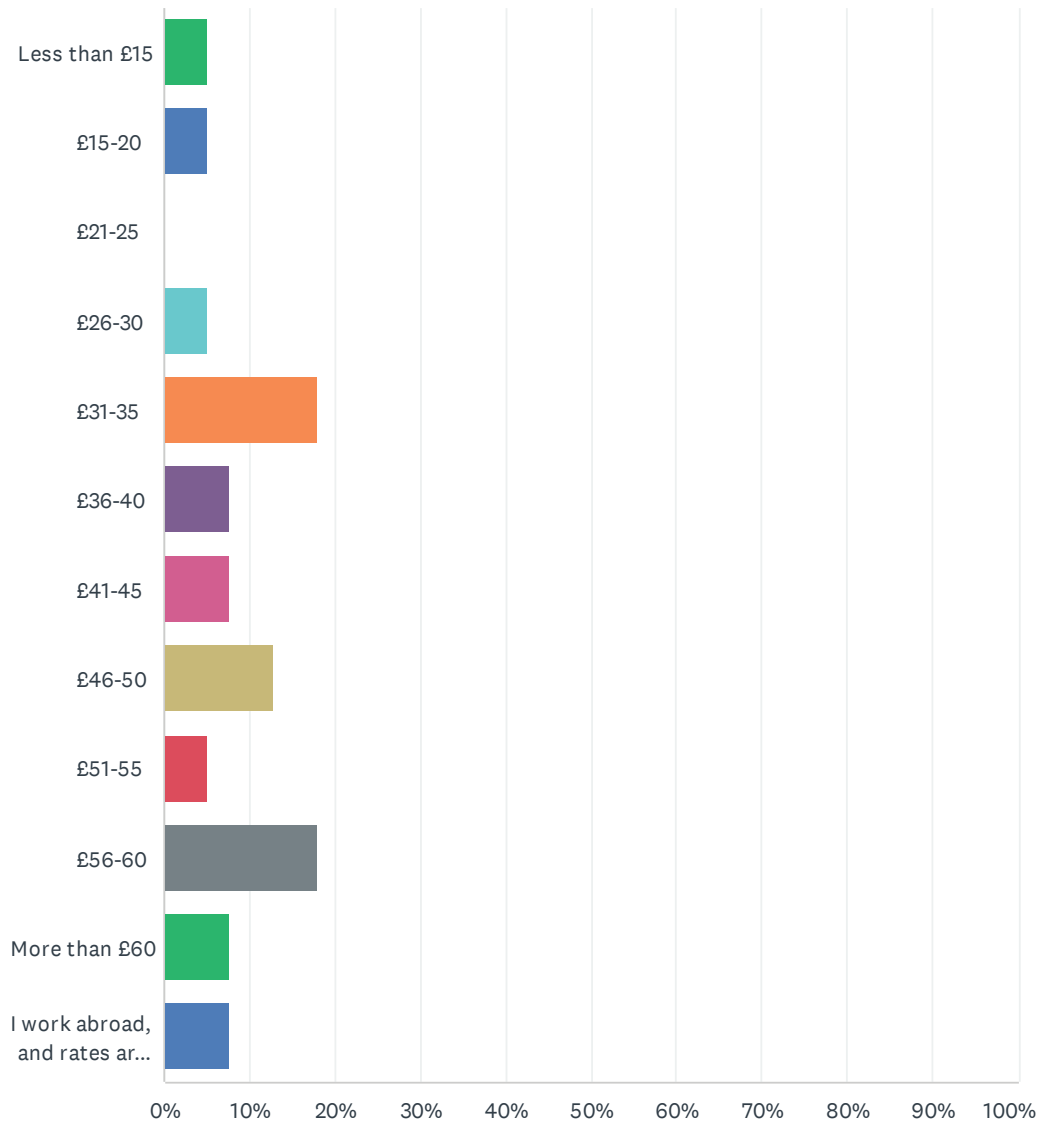
ANSWER CHOICES	RESPONSES	
Less than £15	5.13%	2
£15-20	5.13%	2
£21-25	0.00%	0
£26-30	5.13%	2
£31-35	17.95%	7
£36-40	7.69%	3
£41-45	7.69%	3
£46-50	12.82%	5
£51-55	5.13%	2
£56-60	17.95%	7
More than £60	7.69%	3
I work abroad, and rates are not comparable	7.69%	3
TOTAL		39

# Q15 For employees only: Are you paid for overtime worked?

Answered: 136   Skipped: 38
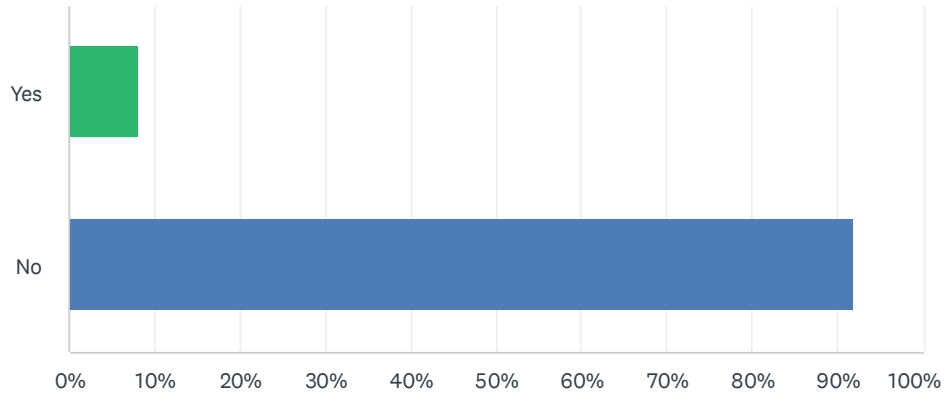
ANSWER CHOICES	RESPONSES	
Yes	8.09%	11
No	91.91%	125
TOTAL		136

#	IF YOU ARE ONLY PAID IN SOME CIRCUMSTANCES, OR THERE IS SOME OTHER ARRANGEMENT TO COMPENSATE YOU FOR OVERTIME (FOR EXAMPLE, TIME IN LIEU), PLEASE SPECIFY.
1	There is a 5-hour buffer which I do not get paid for - need to work over this to get OT at hourly wage or time in lieu as agreed.
2	Overtime is paid when working at a customer site
3	TOIL
4	Time in lieu.
5	TOIL
6	Sometimes can adjust working hours to compensate
7	In exceptional circumstances, TOIL may be granted
8	Time off in lieu might be offered if significant overtime. I hardly ever work overtime.
9	Unlimited annual leave, so this could be employed to make up for time that is worked extra.
10	Time in lieu unless I am actually ordered to work overtime, as regulated by national labour laws
11	None
12	Occasionally get time in lieu
13	lieu
14	unofficial flex time, but I rarely do overtime so haven't needed to push it.

Q16 For employees only: What additional benefits do you receive, if any? (select all that apply)
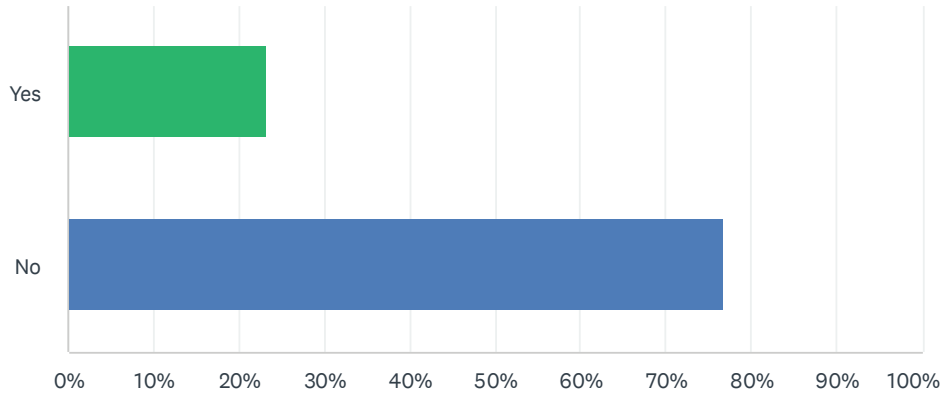
Answered: 139   Skipped: 35
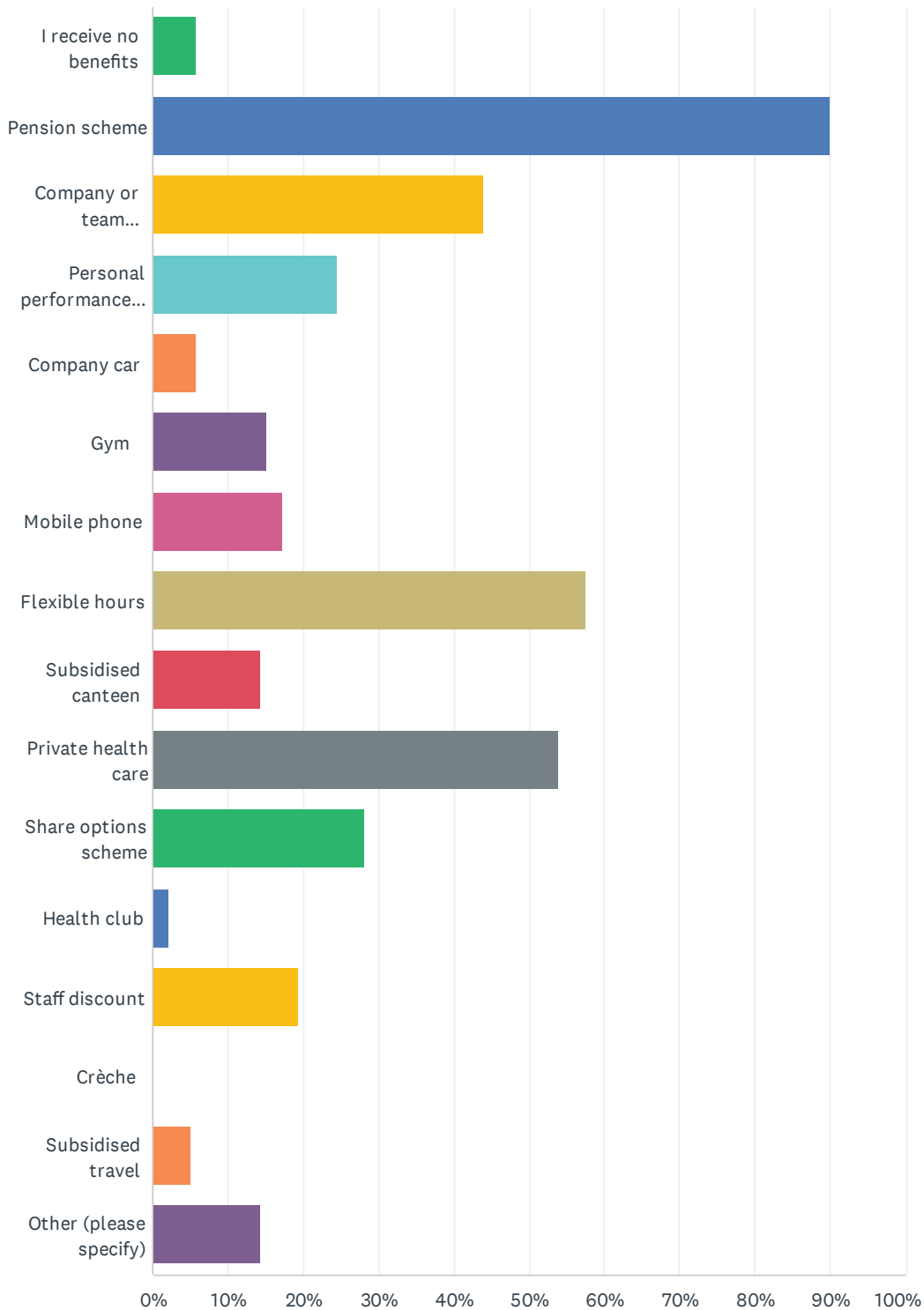
ANSWER CHOICES	RESPONSES	
I receive no benefits	5.76%	8
Pension scheme	89.93%	125
Company or team performance bonus	43.88%	61
Personal performance bonus	24.46%	34
Company car	5.76%	8
Gym	15.11%	21
Mobile phone	17.27%	24
Flexible hours	57.55%	80
Subsidised canteen	14.39%	20
Private health care	53.96%	75
Share options scheme	28.06%	39
Health club	2.16%	3
Staff discount	19.42%	27
Crèche	0.00%	0
Subsidised travel	5.04%	7
Other (please specify)	14.39%	20
Total Respondents: 139		

Other benefits listed include:
- Life assurance, health screening, dental cover (either provided or discounted)
- Car allowance
- Holiday trading, additional day off for birthday
- Electric car scheme, cycle to work scheme
- Remote working allowance, option to work abroad, ability to select equipment
- Social club discounts, fitness reimbursement
- Food and drink (including alcoholic beverages) during meetings/after work
- Gifts at Christmas and on other occasions, promotional materials
- Childcare vouchers

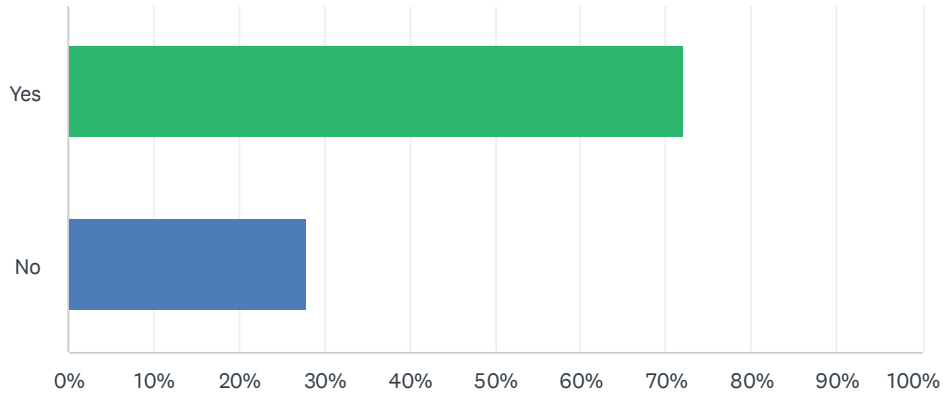# Q17 For employees only: Have you changed jobs in the past 12 months?

Answered: 138   Skipped: 36

ANSWER CHOICES	RESPONSES	
Yes	23.19%	32
No	76.81%	106
TOTAL		138

Q18 For employees only: Have you had a pay rise in the last 12 months?

Answered: 136   Skipped: 38

ANSWER CHOICES	RESPONSES	
Yes	72.06%	98
No	27.94%	38
TOTAL		136

Q19 Where did you hear of this survey?

Answered: 172   Skipped: 2
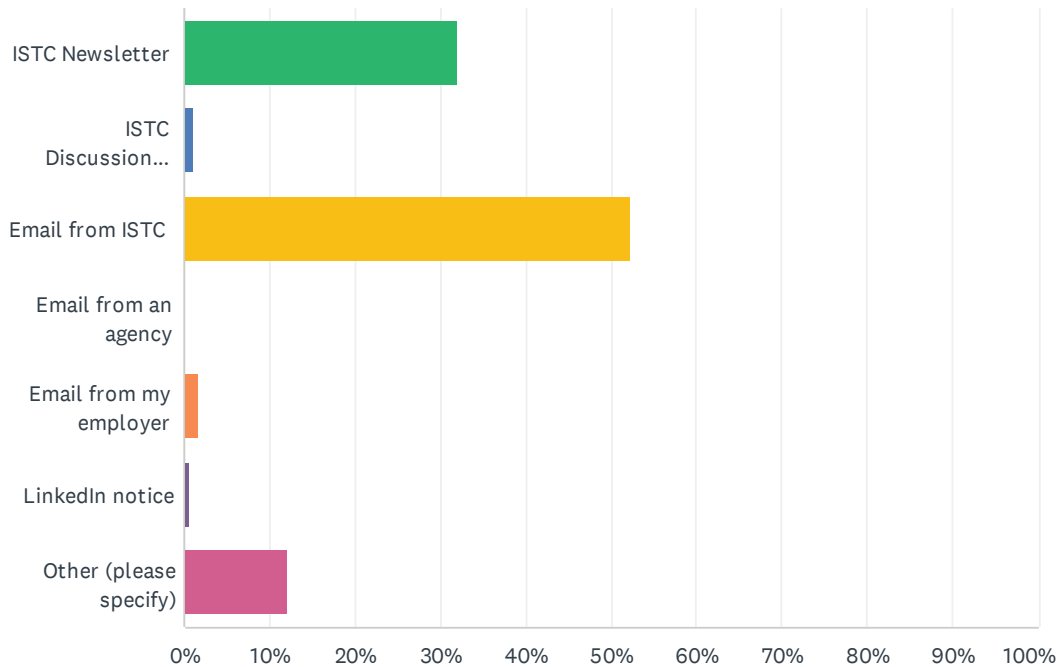
ANSWER CHOICES	RESPONSES	
ISTC Newsletter	31.98%	55
ISTC Discussion forum	1.16%	2
Email from ISTC	52.33%	90
Email from an agency	0.00%	0
Email from my employer	1.74%	3
LinkedIn notice	0.58%	1
Other (please specify)	12.21%	21
TOTAL		172

Other ways in which respondents said they heard about the survey included:
- Email from a colleague, through a Working Group representative or internal distribution - in some cases, a member email had been forwarded
- LinkedIn
- Twitter (either the ISTC account or some other)
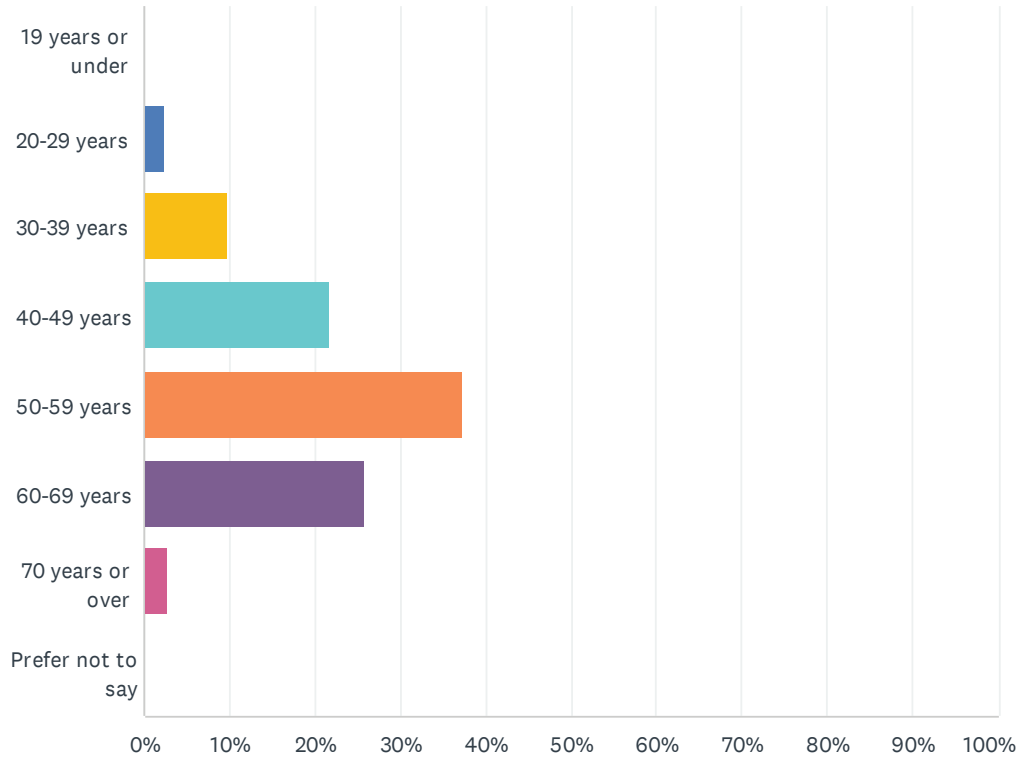- The ISTC website
- The Write the Docs Slack community

Q20 Sex

Answered: 171   Skipped: 3
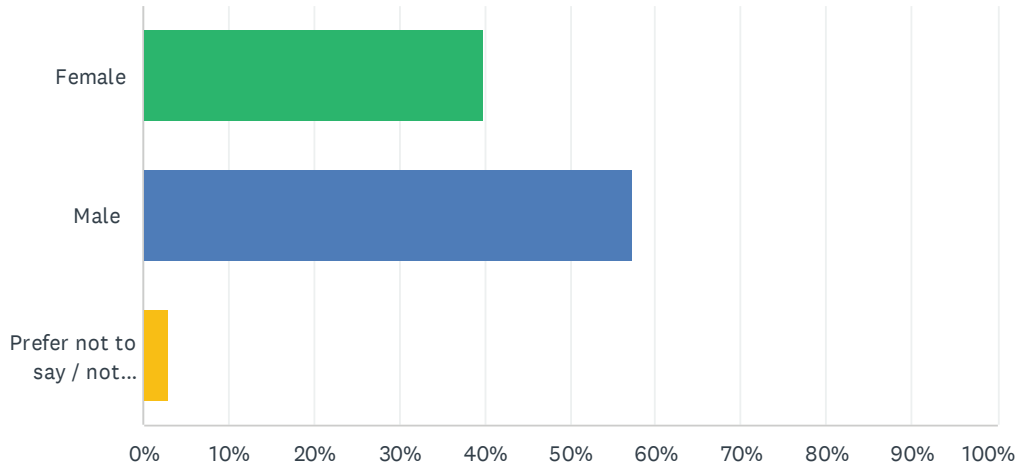
ANSWER CHOICES	RESPONSES	
Female	39.77%	68
Male	57.31%	98
Prefer not to say / not comfortable with either option	2.92%	5
TOTAL		171

Q21 Age

Answered: 174   Skipped: 0

ANSWER CHOICES	RESPONSES	
19 years or under	0.00%	0
20-29 years	2.30%	4
30-39 years	9.77%	17
40-49 years	21.84%	38
50-59 years	37.36%	65
60-69 years	25.86%	45
70 years or over	2.87%	5
Prefer not to say	0.00%	0
TOTAL		174

Q22 Are you a member of the ISTC, and if so, what is your membership grade?

Answered: 174   Skipped: 0
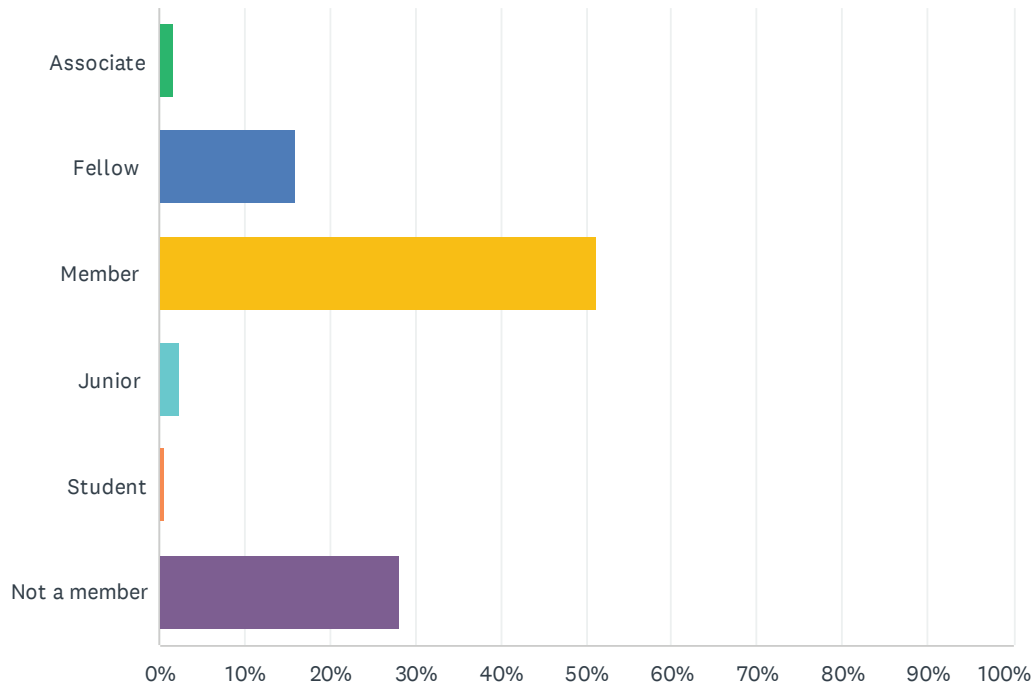
ANSWER CHOICES	RESPONSES	
Associate	1.72%	3
Fellow	16.09%	28
Member	51.15%	89
Junior	2.30%	4
Student	0.57%	1
Not a member	28.16%	49
TOTAL		174

Q23 If you are a Member or Fellow of the ISTC, do you ever use MISTC or FISTC after your name?
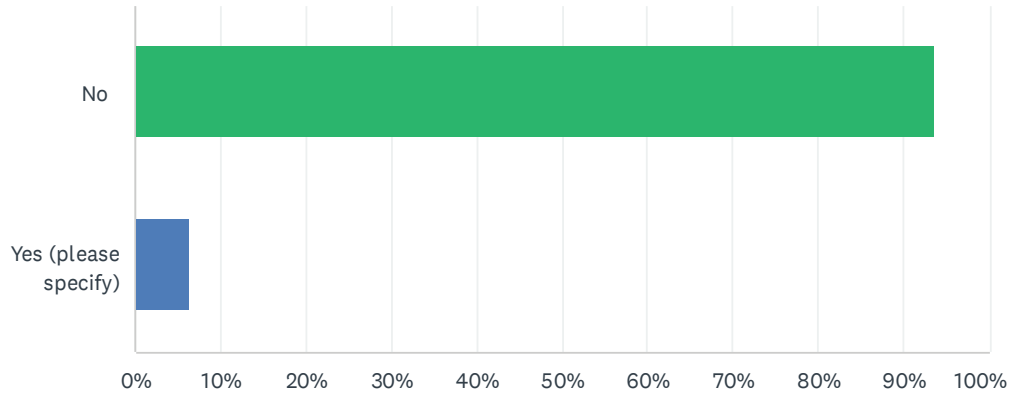
Answered: 127   Skipped: 47
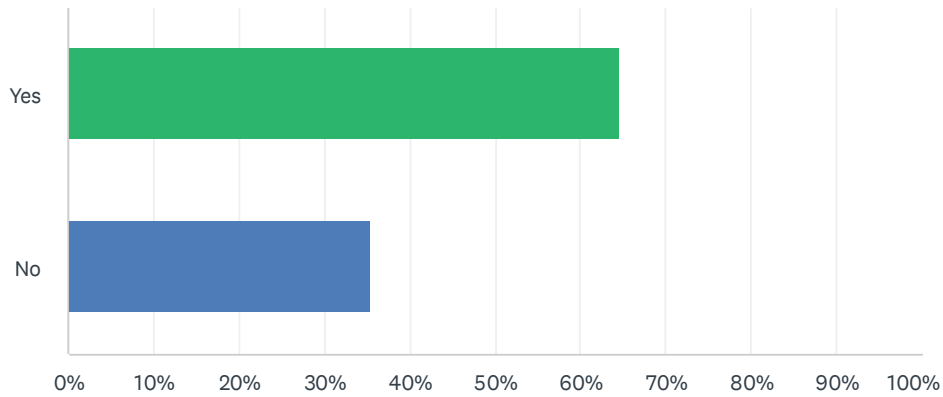
ANSWER CHOICES	RESPONSES	
Yes	64.57%	82
No	35.43%	45
TOTAL		127

Q24 Do you belong to any other technical communication association?

Answered: 171   Skipped: 3

ANSWER CHOICES	RESPONSES	
No	93.57%	160
Yes (please specify)	6.43%	11
TOTAL		171

#	YES (PLEASE SPECIFY)	
1	Tekom	
2	STC	
3	tekom (student member soon to expire)	
4	Write the docs	
5	IET	
6	STC	
7	STC	
8	Write the Docs	
9	IET	
10	WritetheDocs.org	
11	Tcworld	