



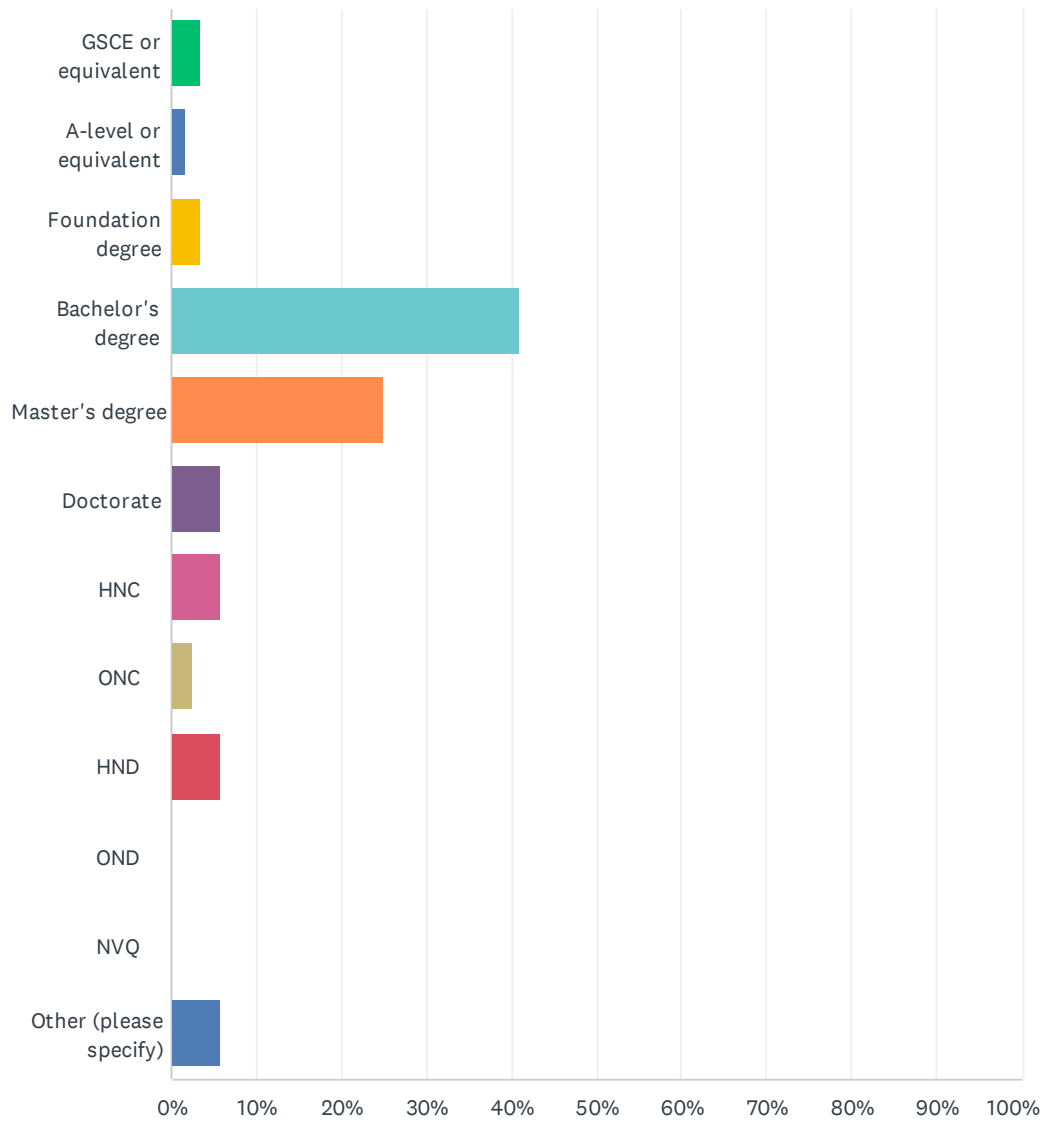
# **ISTC** **RESOURCES**

## **ISTC Survey 2023**

**[www.istc.org.uk](http://www.istc.org.uk)**

# Q1 What is your highest academic qualification?

Answered: 120 Skipped: 0



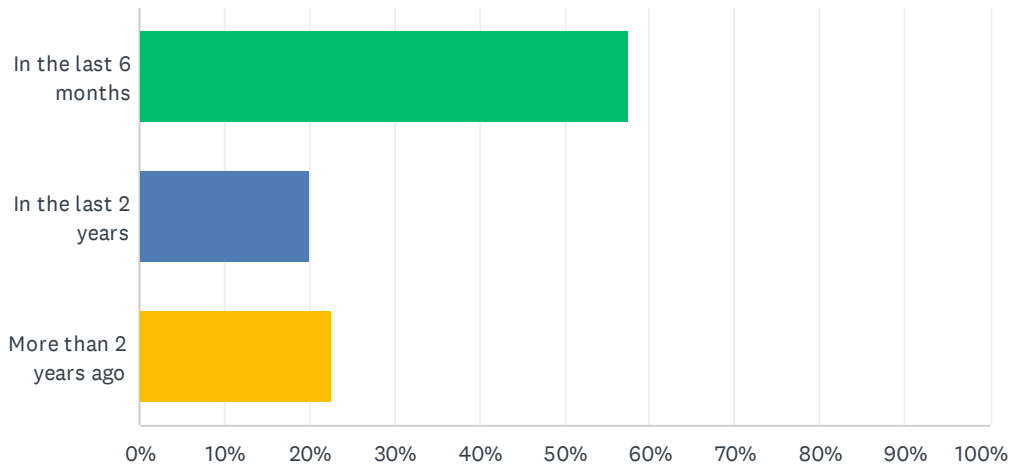
ANSWER CHOICES	RESPONSES	
GSCE or equivalent	3.33%	4
A-level or equivalent	1.67%	2
Foundation degree	3.33%	4
Bachelor's degree	40.83%	49
Master's degree	25.00%	30
Doctorate	5.83%	7
HNC	5.83%	7
ONC	2.50%	3
HND	5.83%	7
OND	0.00%	0
NVQ	0.00%	0
Other (please specify)	5.83%	7
<b>TOTAL</b>		<b>130</b>

#	OTHER (PLEASE SPECIFY)
1	PGcert Biomedical Science, PGcert Technical Communication
2	Postgraduate certificate



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

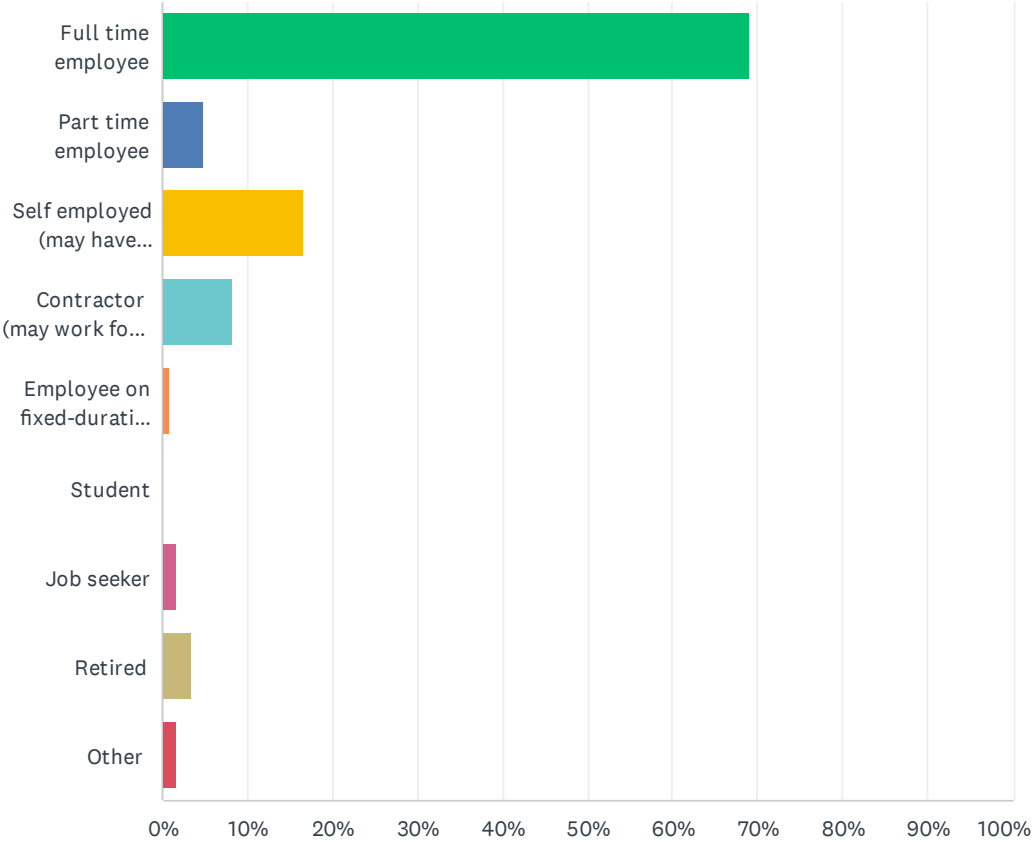
Answered: 120 Skipped: 0



ANSWER CHOICES	RESPONSES	
In the last 6 months	57.50%	69
In the last 2 years	20.00%	24
More than 2 years ago	22.50%	27
TOTAL		120

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

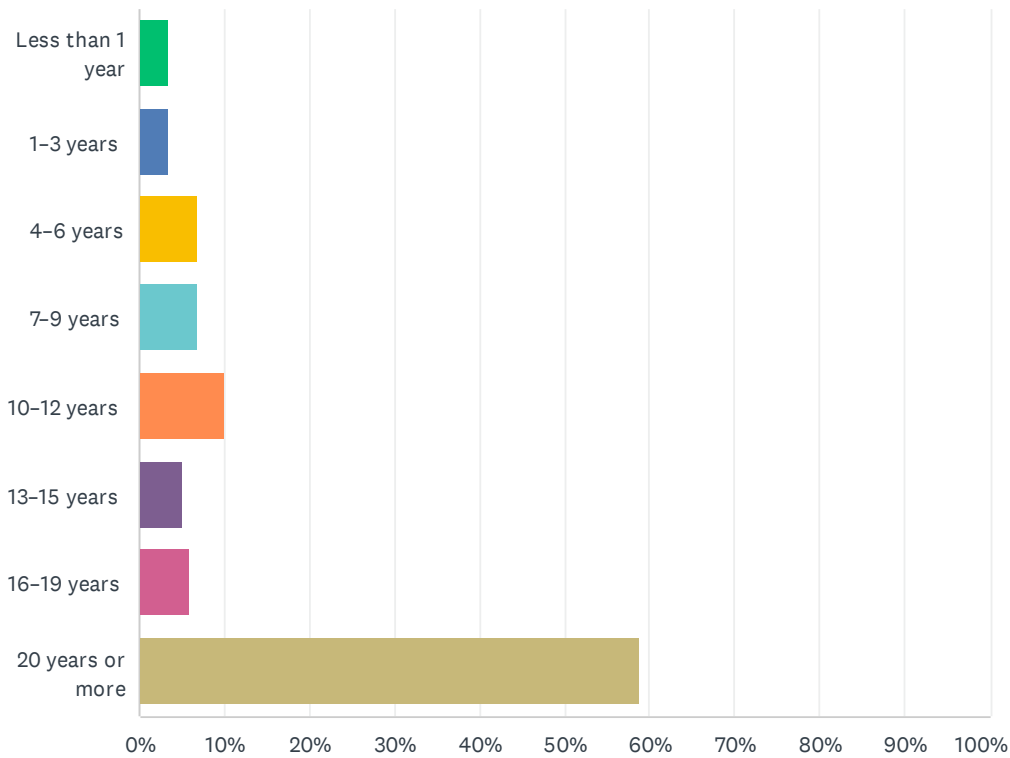
Answered: 120 Skipped: 0



ANSWER CHOICES	RESPONSES	
Full time employee	69.17%	83
Part time employee	5.00%	6
Self employed (may have multiple concurrent clients, often work for clients directly)	16.67%	20
Contractor (may work for one client at a time on a fixed contract, often through agencies)	8.33%	10
Employee on fixed-duration contract	0.83%	1
Student	0.00%	0
Job seeker	1.67%	2
Retired	3.33%	4
Other	1.67%	2
Total Respondents: 120		

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

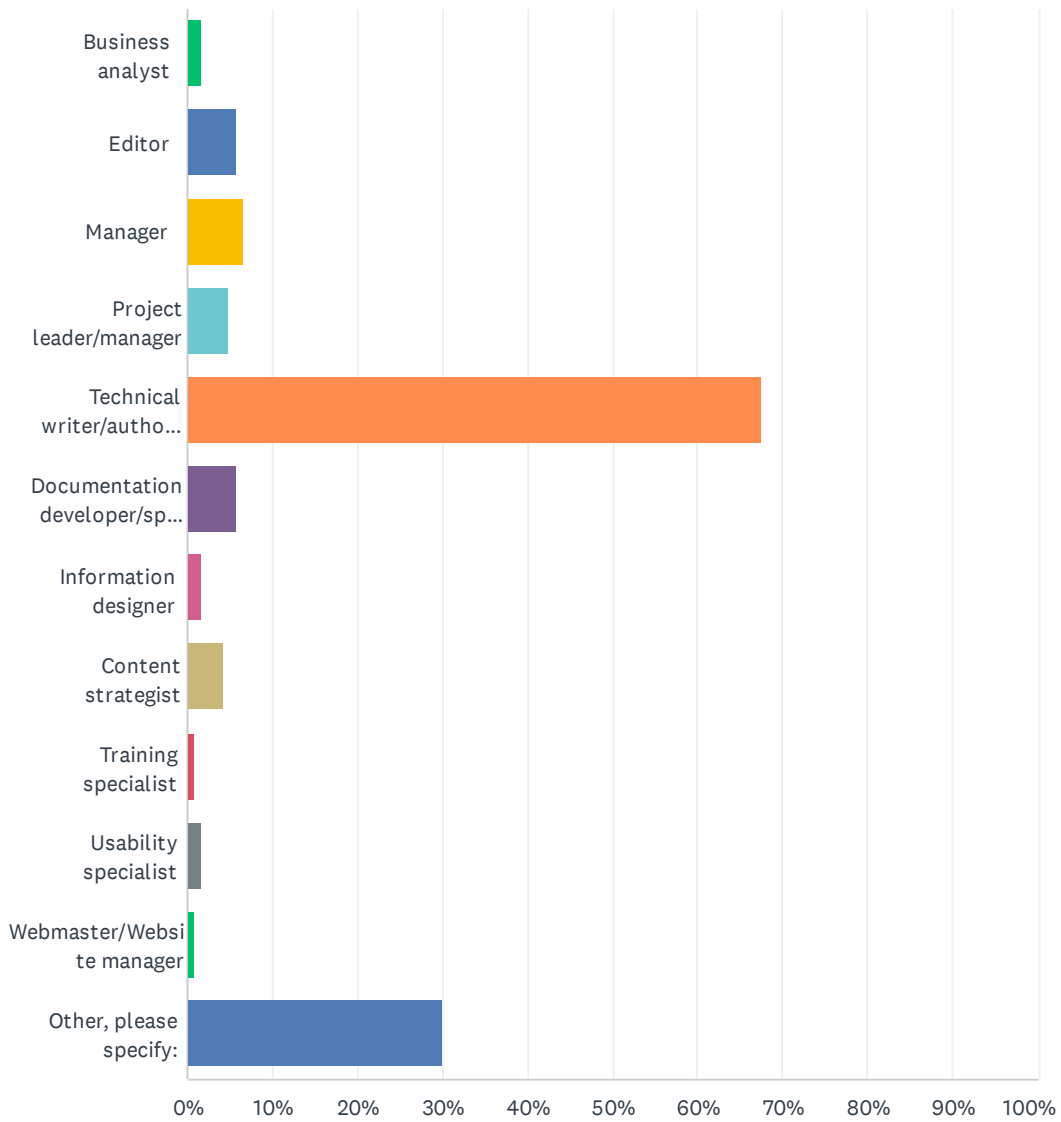
Answered: 119 Skipped: 1



ANSWER CHOICES	RESPONSES
Less than 1 year	3.36% 4
1-3 years	3.36% 4
4-6 years	6.72% 8
7-9 years	6.72% 8
10-12 years	10.08% 12
13-15 years	5.04% 6
16-19 years	5.88% 7
20 years or more	58.82% 70
<b>TOTAL</b>	<b>119</b>

# Q6 What is your job title? Please select all that apply.

Answered: 120 Skipped: 0





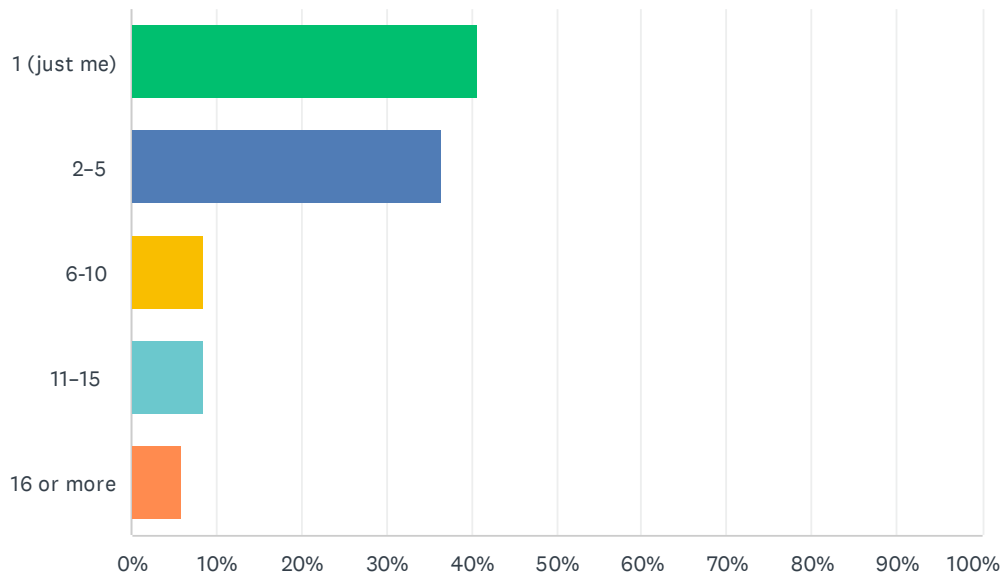
ANSWER CHOICES	RESPONSES	
Business analyst	1.67%	2
Editor	5.83%	7
Manager	6.67%	8
Project leader/manager	5.00%	6
Technical writer/author/communicator	67.50%	81
Documentation developer/specialist; Documentation consultant	5.83%	7
Information designer	1.67%	2
Content strategist	4.17%	5
Training specialist	0.83%	1
Usability specialist	1.67%	2
Webmaster/Website manager	0.83%	1
Other, please specify:	30.00%	36
Total Respondents: 120		

#	OTHER, PLEASE SPECIFY:	
1	Director	
2	Director of construction maintenance business	
3	As agreed with client	
4	Director	
5	Director of my own company t/o £100K, and Non Executive Director of another t/o £3M	
6	Retired Technical Writer	
7	Lead Technical Writer	
8	Bid Writer	
9	UX writer	
10	Editorial project manager	
11	Senior Content Management Specialist	
12	UX writer	
13	Lead Technical Writer	
14	Senior Section Leader and Senior Technical Author	
15	Technical Publications Supervisor	
16	Technical Editor	
17	Translator / Editor	
18	Documentation lead	
19	Content Designer	
20	Technical illustrator	
21	Director	
22	Technical Compliance Officer	
23	Senior Information Engineer	
24	I'm actually an "IT Services Manager"	

25	MOD Technical Documentation Lead SME
26	Policy writer (cybersecurity)
27	Senior Technical Writer
28	Lead Operations Consultant
29	Information Developer
30	Content architect
31	Manager, Technical Communications
32	Principal Technical Author
33	Content Design and Strategy Consultant or other title relevant for client
34	ILS Publications and Training Consultant
35	Senior Technical Author
36	Technical Illustrator

# Q7 How many technical communicators do you typically work with?

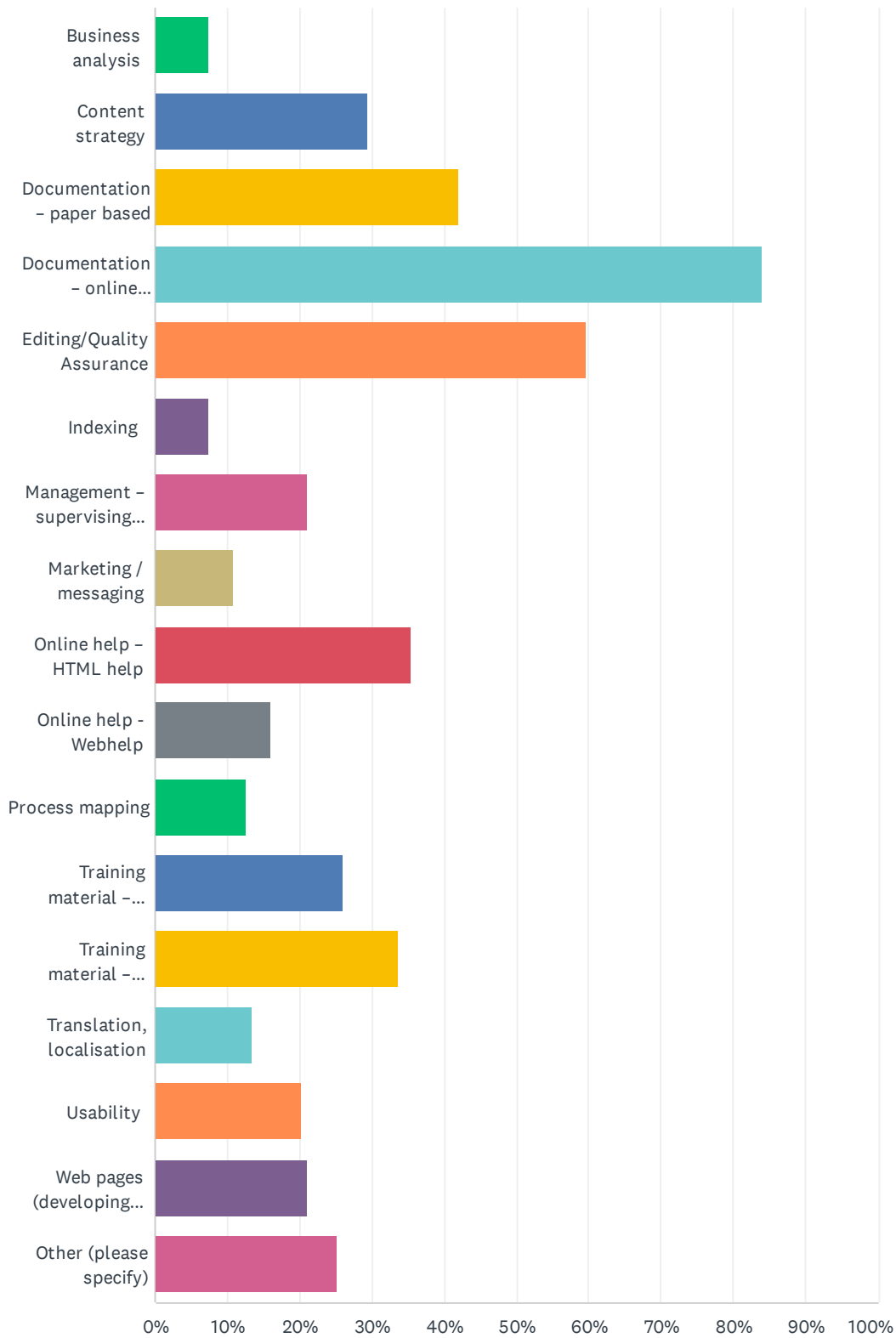
Answered: 118 Skipped: 2



ANSWER CHOICES	RESPONSES	
1 (just me)	40.68%	48
2-5	36.44%	43
6-10	8.47%	10
11-15	8.47%	10
16 or more	5.93%	7
<b>TOTAL</b>		<b>118</b>

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

Answered: 119 Skipped: 1



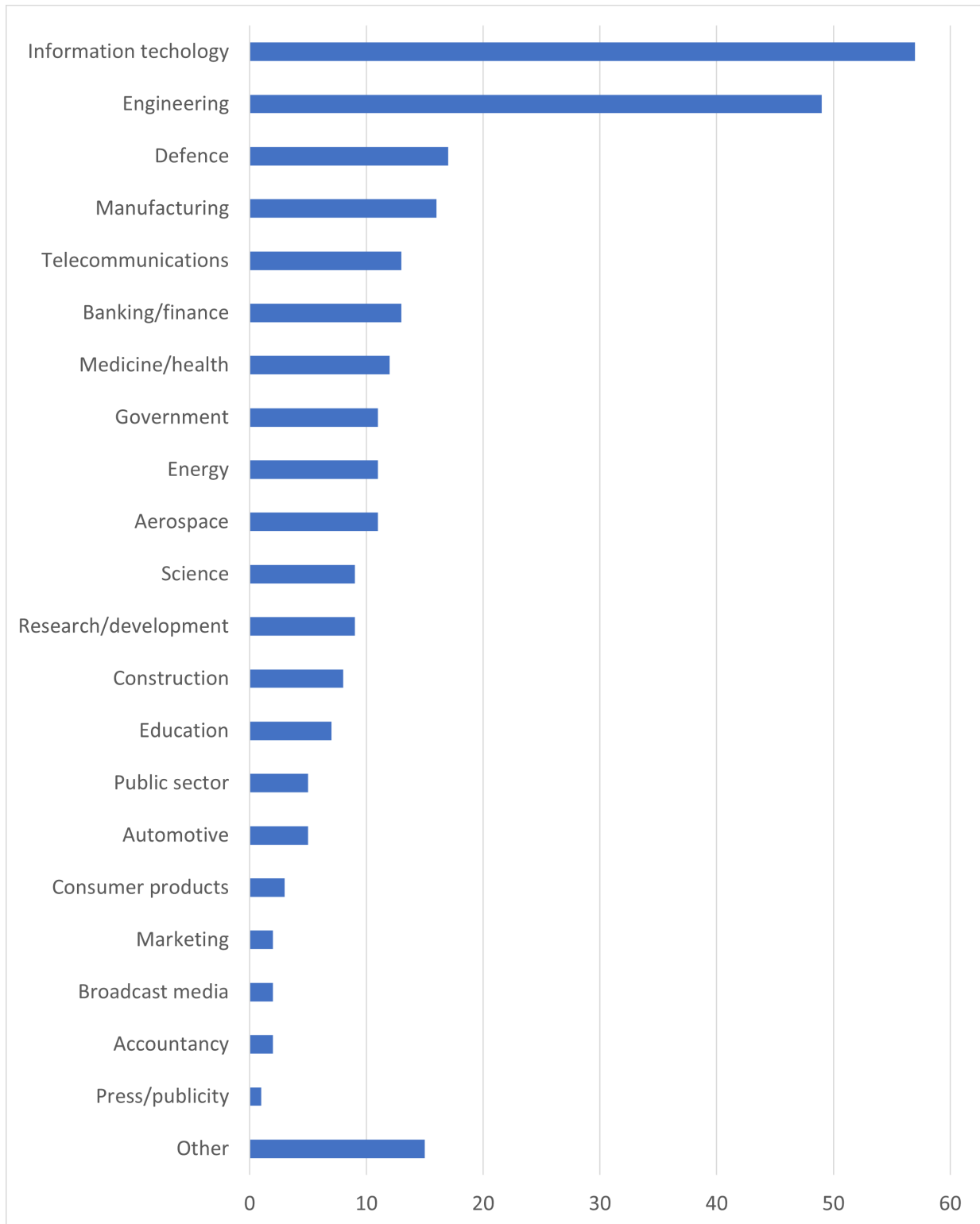
ANSWER CHOICES	RESPONSES	
Business analysis	7.56%	9
Content strategy	29.41%	35
Documentation – paper based	42.02%	50
Documentation – online (intranet content; PDFs etc.)	84.03%	100
Editing/Quality Assurance	59.66%	71
Indexing	7.56%	9
Management – supervising other technical communicators	21.01%	25
Marketing / messaging	10.92%	13
Online help – HTML help	35.29%	42
Online help - Webhelp	15.97%	19
Process mapping	12.61%	15
Training material – printed manuals, workbooks etc.	26.05%	31
Training material – online content (demonstrations, videos, simulations etc.)	33.61%	40
Translation, localisation	13.45%	16
Usability	20.17%	24
Web pages (developing content)	21.01%	25
Other (please specify)	25.21%	30
Total Respondents: 119		

#	OTHER (PLEASE SPECIFY)
1	Adjusting existing work to manage online content
2	Illustrations, tool optimisation, UX writing, training employees, strategy and planning
3	Research, design, delivery of business development Funding initiatives + Sales campaigns
4	None - retired
5	Mentoring, planning, strategising
6	Supporting other authors with tools and IT
7	Reviewing content
8	Writing work winning tender documents for major contracts in strategically-important business sectors
9	Standards development, project management, governance
10	S1000D IETP DEVELOPMENT
11	UI text
12	Technical manuals
13	White papers
14	Migrations and information architecture
15	Video
16	Most of my communication is showing 500 staff how to use computers, and how not to break them or cause a security incident.
17	Project planning and sales development

18	I Provide Advice & Guidance (A&G) iaw MOD/domain specific Policy to MOD Delivery Teams (DT) who are looking to incorporate Technical Documentation (TD) into their Product Support Solution. I, with the help of MOD/Industry stakeholders, produce and manage MOD TD Policy that DT are to adhere to when producing their TD / TD through-life strategy (Technical Documentation Management Plan (TDMP)).
19	YouTubes as part of online help (rather than as training)
20	Information architecture
21	Help desk/support (occasional, to cover the person who usually does it)
22	Pendo
23	Information architecture
24	content design
25	Operations, process improvement, teaching other technical communicators or design professionals
26	ILS and Bid content prep
27	Supporting sales-enablement activity such as editing RFPs, coordinating bids for tender, creating SOW templates.
28	SharePoint document centre first line support.
29	YouTubes
30	IETPs

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

Answered: 120 Skipped: 0



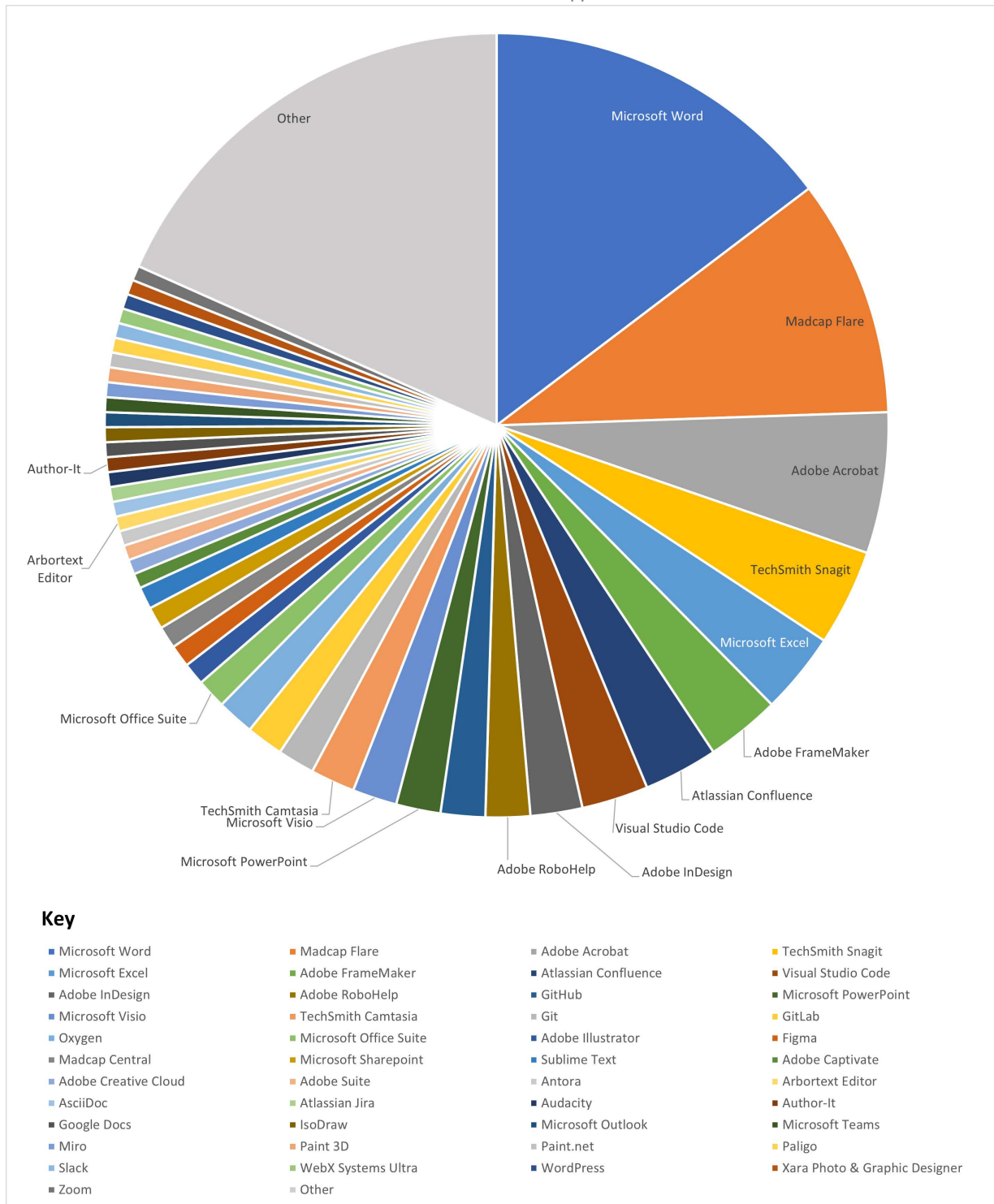
ANSWER CHOICES	RESPONSES	
Engineering	40.83%	49
Information technology	47.50%	57
Aerospace	9.17%	11
Defence	14.17%	17
Manufacturing	13.33%	16
Science	7.50%	9
Education	5.83%	7
Energy	9.17%	11
Banking/finance	10.83%	13
Marketing	1.67%	2
Research/development	7.50%	9
Construction	6.67%	8
Medicine/health	10.00%	12
Automotive	4.17%	5
Press/publicity	0.83%	1
Consumer products	2.50%	3
Government	9.17%	11
Telecommunications	10.83%	13
Broadcast media	1.67%	2
Accountancy	1.67%	2
Public sector	4.17%	5
Other (please specify)	12.50%	15
Total Respondents: 120		



#	OTHER (PLEASE SPECIFY)	
1	Events and Exhibitions	
2	University based building/maintenance on and off campus	
3	Commercial real estate, residential real estate, books (websites for authors)	
4	rail	
5	Gov.UK Regulatory	
6	None - retired	
7	Fire safety, accessibility, competence, environment, maritime	
8	Data science	
9	Fashion	
10	Software	
11	Support Engineering, Integrated Logistics/Product Support (ILS/IPS).	
12	Oil & gas	
13	Tools for creating automated communications and chatbots	
14	I work across sectors, not really in one specific domain.	
15	Sport	

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: 115 Skipped: 5



The numbers are the number of people who specified each application as one of their 3 most used. If more than 1 application was specified in a slot, they were separated for counting.

Application	Count	Application	Count	Application	Count
Microsoft Word	48	Microsoft Office Suite	4	Google Docs	2
MadCap Flare	32	Oxygen	4	IsoDraw	2
Adobe Acrobat	19	Adobe Illustrator	3	Microsoft Outlook*	2
TechSmith SnagIt	13	Figma	3	Microsoft Teams*	2
Microsoft Excel	11	Madcap Central	3	Miro	2
Adobe FrameMaker	10	Microsoft SharePoint	3	Paint 3D	2
Atlassian Confluence	10	Sublime Text	3	Paint.net	2
Visual Studio (Code)	9	Adobe Captivate	2	Paligo	2
Adobe InDesign	7	Adobe Creative Cloud	2	Slack*	2
Adobe RoboHelp	6	Adobe Suite†	2	WebX Systems Ultra	2
GitHub	6	Antora	2	Xara Photo & Graphic Designer	2
Microsoft PowerPoint	6	Arbortext Editor	2	Zoom	2
Microsoft Visio	6	AsciiDoc	2	Other	60
TechSmith Camtasia	6	Atlassian Jira	2		
Git	5	Audacity	2		
GitLab	5	Author-It	2		

The following applications were each specified by one person only:

Abortext XML Family	Acrolinx checker	Adobe Premiere	Adobe Technical Communication Suite
Affinity Designer	Articulate	Asciidoctor	
Atom	Autodesk Inventor	Balsamic	Bluebeam
Canva	Corel Paintshop Pro	CrowdIn	Design Repository (DP)
Diverse development tools	Docfx	Docker desktop	Technical Documents Online (TDOL)
	Drupal, other CMS	Eagle EPS	
Eclipse DITA CMS	Elevio	Get Guru	Google Chrome‡
gvim	Help & Manual	Heretto	Inkscape
Internally developed KMS	Ixiasoft	Jekyll	Kontent.ai
	LaTex	Libre Office Suite	Loom
Macdowns	Mantis BT	MemoQ	M-Files
Mind Jet mindmanager	Newired	Notepad++	OCP converters (various)
Paint	PaintShop Pro	PDF§	Pendo
R4iWriter	Readdle PDF Expert	Schema ST4	SDL Trados
SolidWorks Composer	Source Tree	DocuManager	Synchro Soft Oxygen
Target Process	trilogy	Vim	Visual Factor
WindChill	Xmetal Author		

\* I'm unsure how these applications could be used for producing technical communication output (are technical authoring tools) but as they were specified as answers to a question that stated not to include tools for communicating within the team, they have been included here.

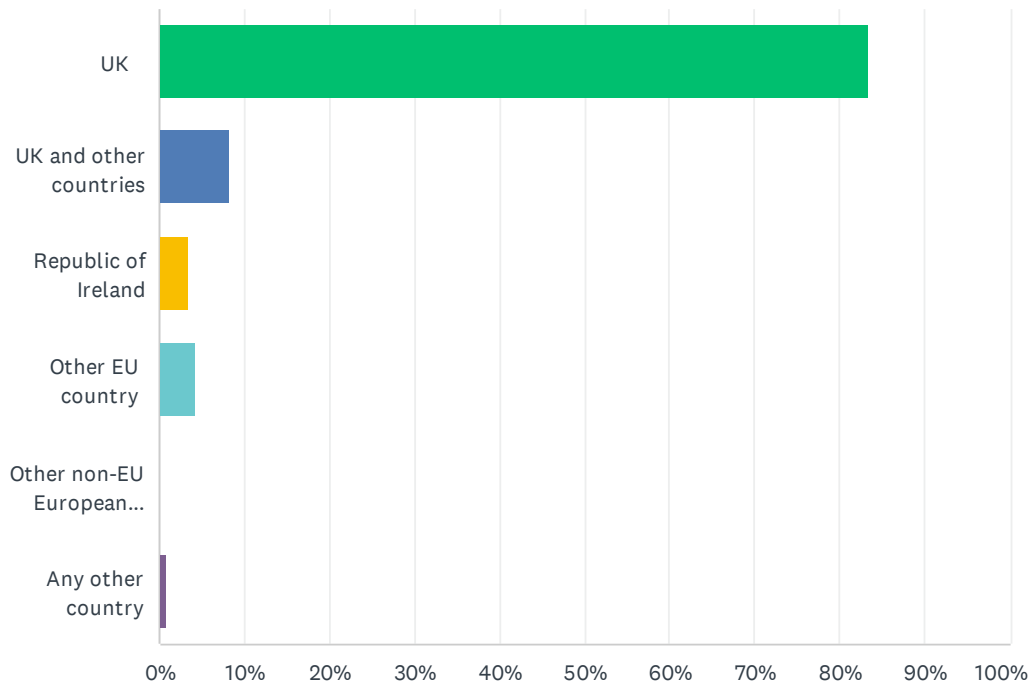
† Not specified whether this is the Technical Communication Suite or the Creative Suite (although the latter has been replaced for the most part by Creative Cloud).

‡ Again, unsure how this would be used as a technical authoring tool.

§ Unspecified – maybe Acrobat, maybe something else...

## Q11 Where do you generally work?

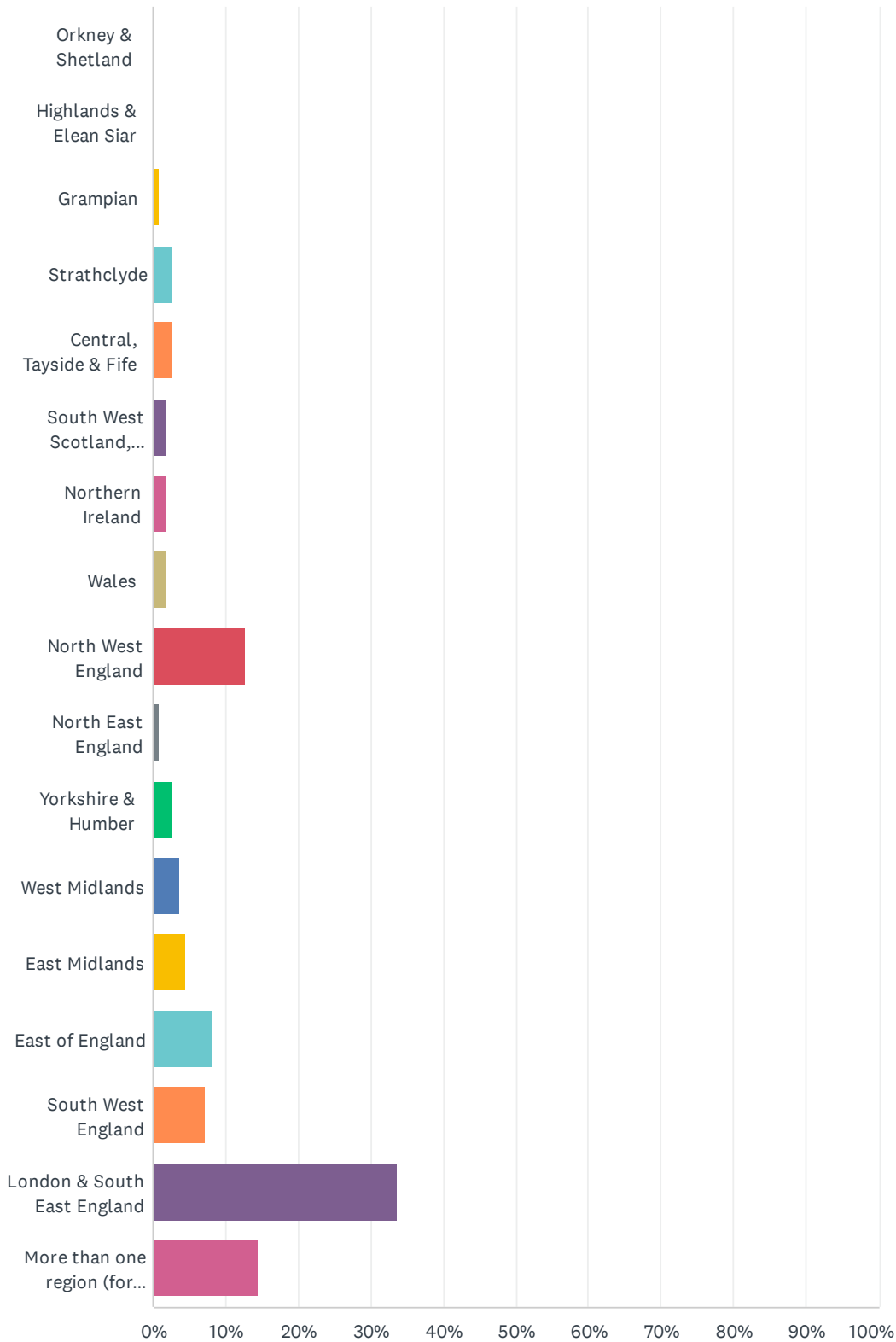
Answered: 120 Skipped: 0



ANSWER CHOICES	RESPONSES	
UK	83.33%	100
UK and other countries	8.33%	10
Republic of Ireland	3.33%	4
Other EU country	4.17%	5
Other non-EU European country	0.00%	0
Any other country	0.83%	1
<b>TOTAL</b>		<b>120</b>

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

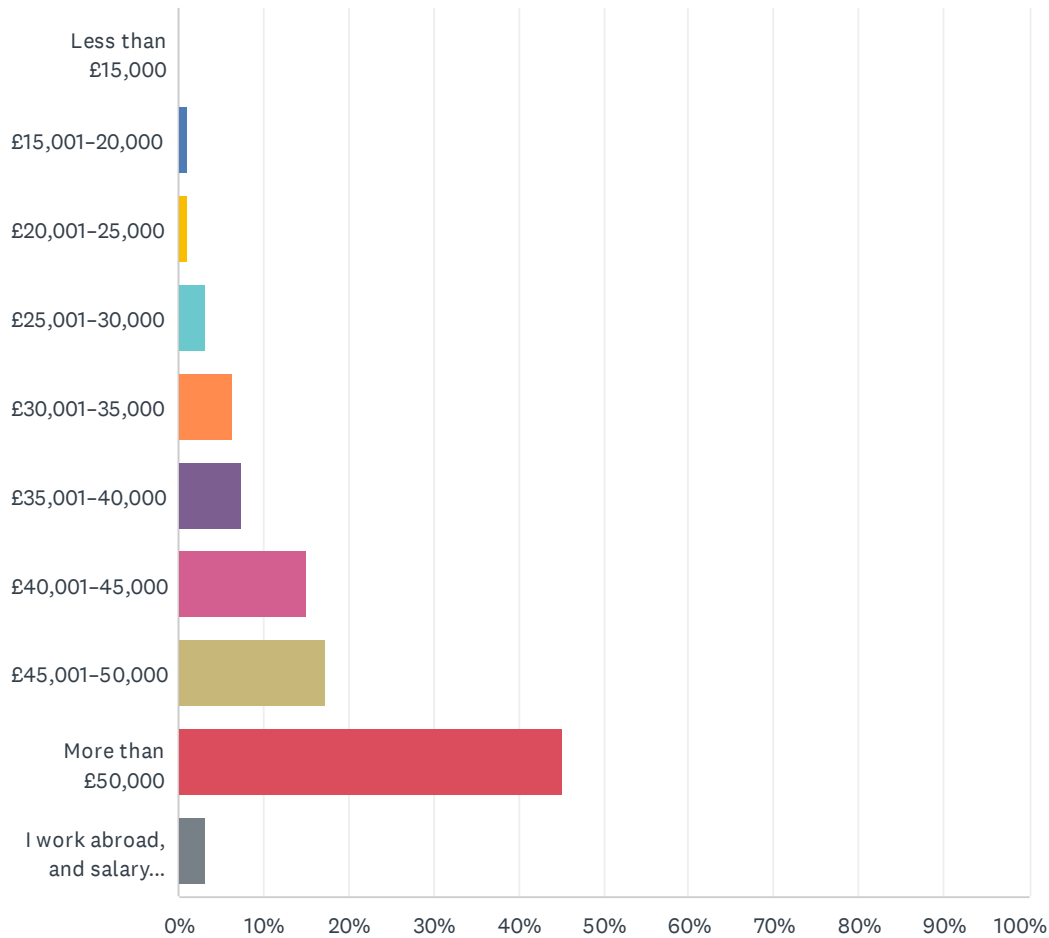
Answered: 110 Skipped: 10



ANSWER CHOICES	RESPONSES	
Orkney & Shetland	0.00%	0
Highlands & Elean Siar	0.00%	0
Grampian	0.91%	1
Strathclyde	2.73%	3
Central, Tayside & Fife	2.73%	3
South West Scotland, Lothian Borders	1.82%	2
Northern Ireland	1.82%	2
Wales	1.82%	2
North West England	12.73%	14
North East England	0.91%	1
Yorkshire & Humber	2.73%	3
West Midlands	3.64%	4
East Midlands	4.55%	5
East of England	8.18%	9
South West England	7.27%	8
London & South East England	33.64%	37
More than one region (for example, a contractor working on multiple projects, or an employee of a national organisation with projects in different locations)	14.55%	16
<b>TOTAL</b>		<b>110</b>

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

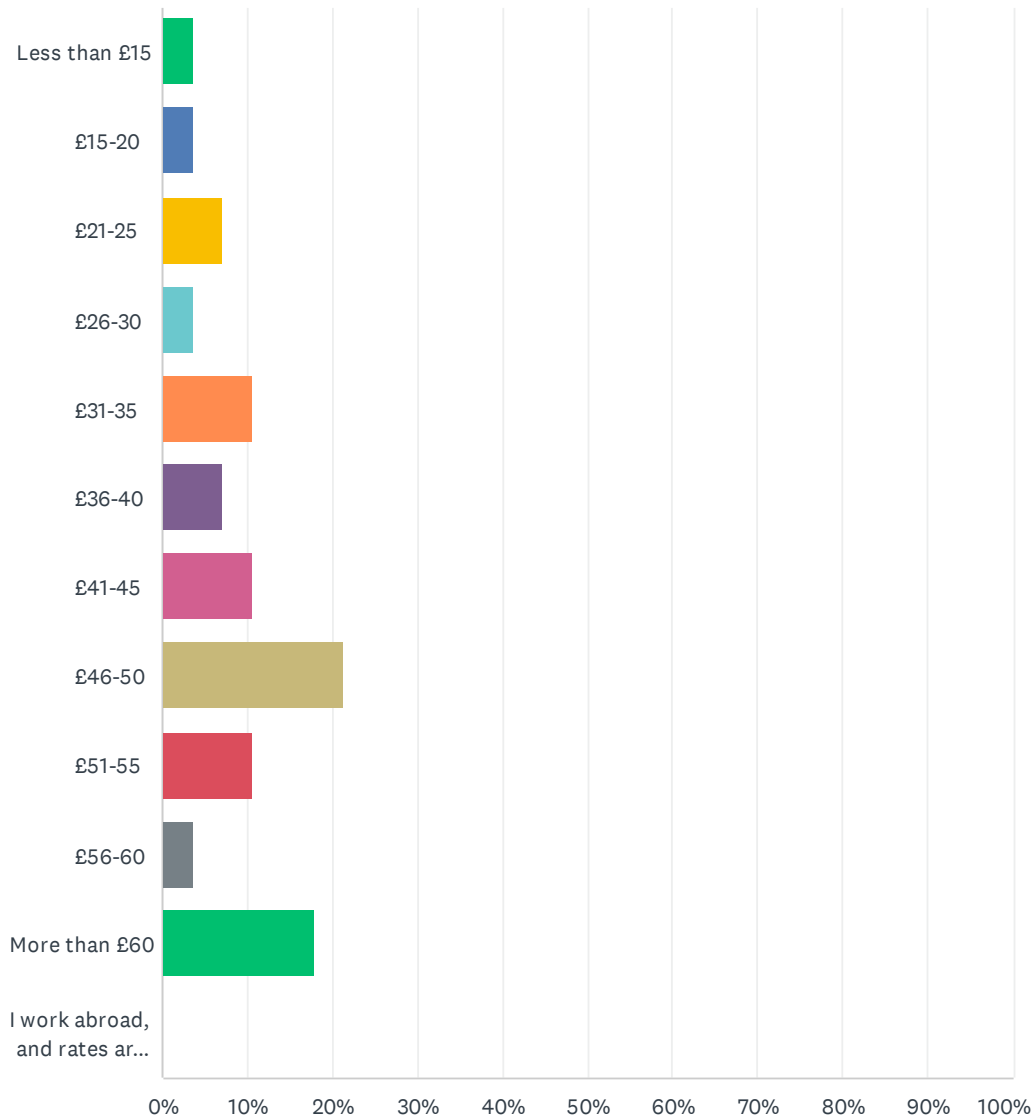
Answered: 93 Skipped: 27



ANSWER CHOICES	RESPONSES	
Less than £15,000	0.00%	0
£15,001-20,000	1.08%	1
£20,001-25,000	1.08%	1
£25,001-30,000	3.23%	3
£30,001-35,000	6.45%	6
£35,001-40,000	7.53%	7
£40,001-45,000	15.05%	14
£45,001-50,000	17.20%	16
More than £50,000	45.16%	42
I work abroad, and salary levels are not comparable	3.23%	3
<b>TOTAL</b>		<b>93</b>

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

Answered: 28 Skipped: 92

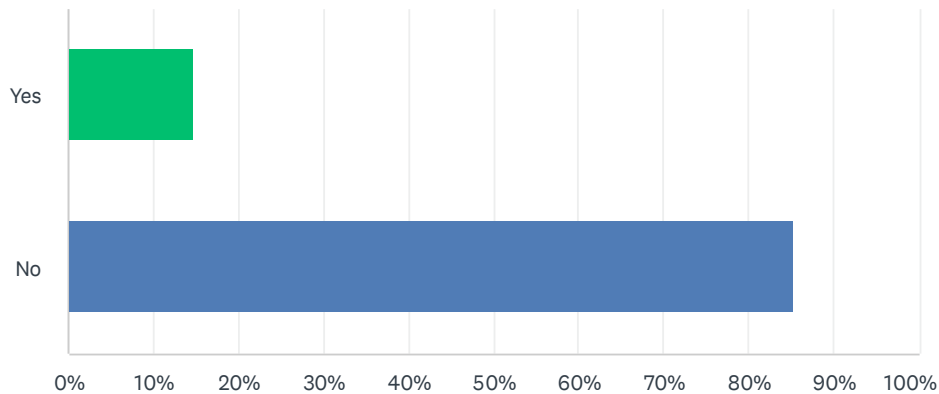




ANSWER CHOICES	RESPONSES	
Less than £15	3.57%	1
£15-20	3.57%	1
£21-25	7.14%	2
£26-30	3.57%	1
£31-35	10.71%	3
£36-40	7.14%	2
£41-45	10.71%	3
£46-50	21.43%	6
£51-55	10.71%	3
£56-60	3.57%	1
More than £60	17.86%	5
I work abroad, and rates are not comparable	0.00%	0
<b>TOTAL</b>		<b>28</b>

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

Answered: 89 Skipped: 31

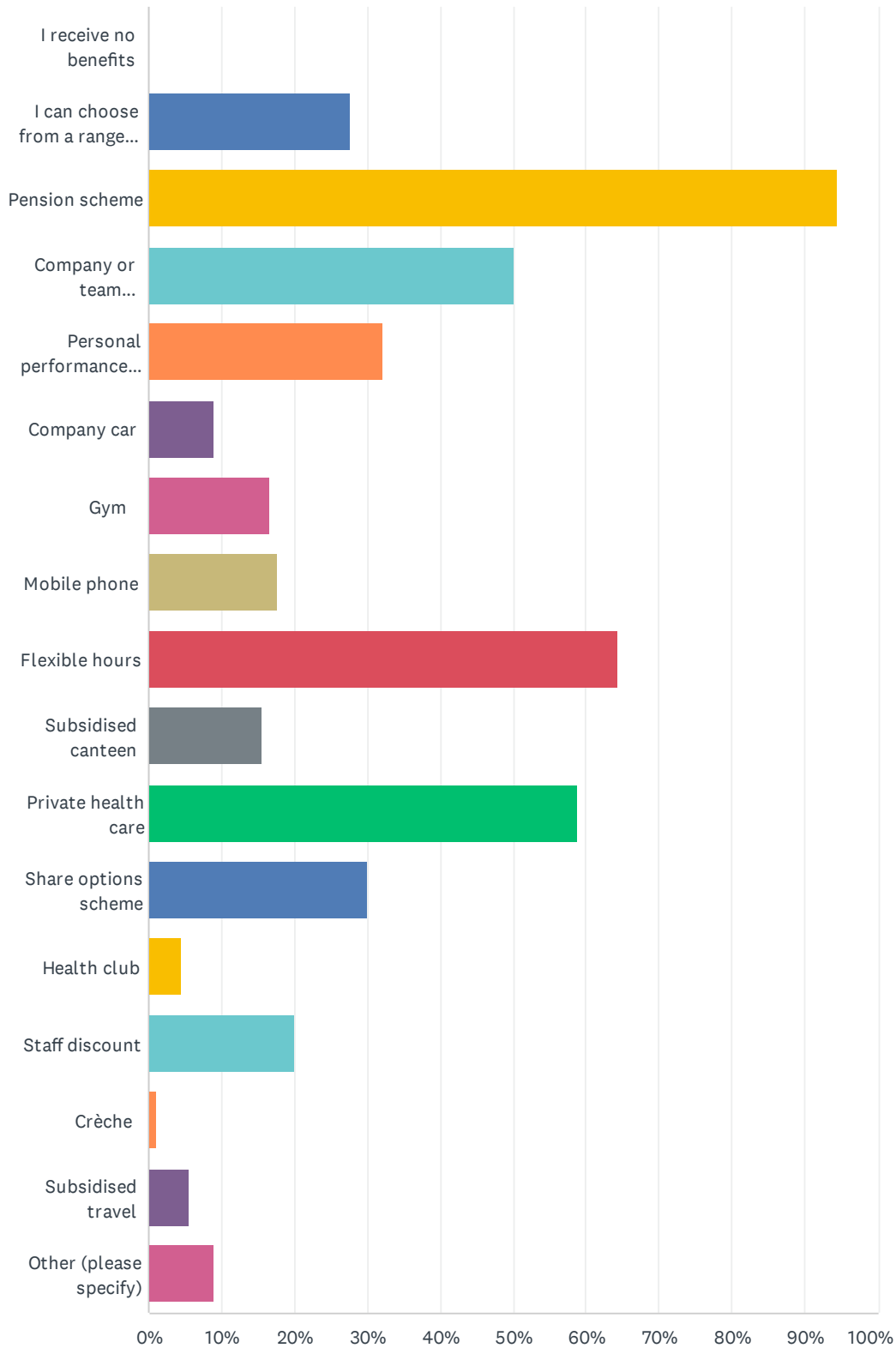


ANSWER CHOICES	RESPONSES
Yes	14.61% 13
No	85.39% 76
TOTAL	89

#	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	Only when working at a customer site.
2	TOIL
3	As a director I get dividends 20K I am technically an employee
4	Time in lieu
5	There is a facility but I've never used it.
6	Time in Lieu
7	Time in lieu.
8	If there is ever a need for me to work overtime, I would get time in lieu, although I have never been asked to work overtime.
9	TOIL
10	Time off in lieu
11	Flexi time
12	Overtime can be paid but normally flexi time is accrued. TOIL is usually accrued when travelling abroad.
13	TOIL
14	Informal flexi
15	time in lieu
16	Time off in lieu.
17	I am not encouraged to do overtime but, if required by the business, it can be negotiated
18	I can leave work early to compensate for any overtime I do.

## Q16 For employees only: What additional benefits does your employer offer, if any? (Select all that apply.)

Answered: 90 Skipped: 30

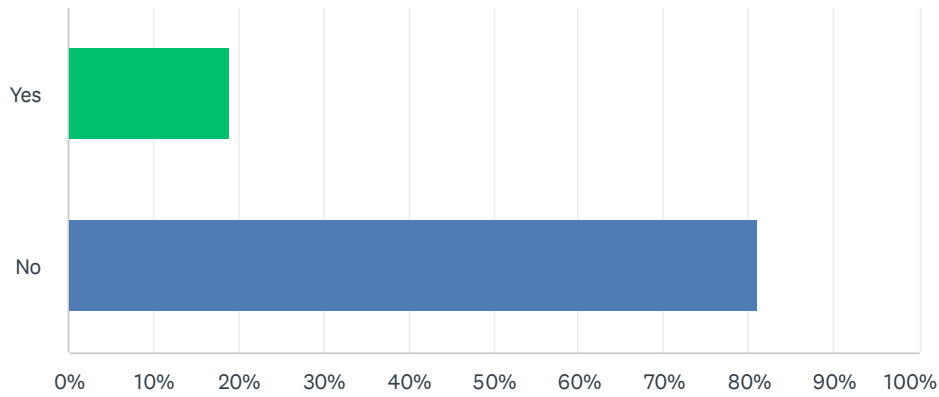


ANSWER CHOICES	RESPONSES	
I receive no benefits	0.00%	0
I can choose from a range of benefits	27.78%	25
Pension scheme	94.44%	85
Company or team performance bonus	50.00%	45
Personal performance bonus	32.22%	29
Company car	8.89%	8
Gym	16.67%	15
Mobile phone	17.78%	16
Flexible hours	64.44%	58
Subsidised canteen	15.56%	14
Private health care	58.89%	53
Share options scheme	30.00%	27
Health club	4.44%	4
Staff discount	20.00%	18
Crèche	1.11%	1
Subsidised travel	5.56%	5
Other (please specify)	8.89%	8
Total Respondents: 90		

#	OTHER (PLEASE SPECIFY)
1	Office snacks and frequent socials with food and drink
2	Travel insurance, dental insurance, option to buy/sell up to 5 days' annual leave per year
3	Salary sacrifice electric vehical lease
4	Life insurance; Cycle to Work scheme
5	Hybrid working
6	Membership of the Civil Service Sports Club provides opportunity to take advantage of a number of benefits.
7	Office snacks plus monthly socials
8	Retail discounts via a Sodexo platform: but you can only access them if you buy a prepaid card and load it up with cash first.

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

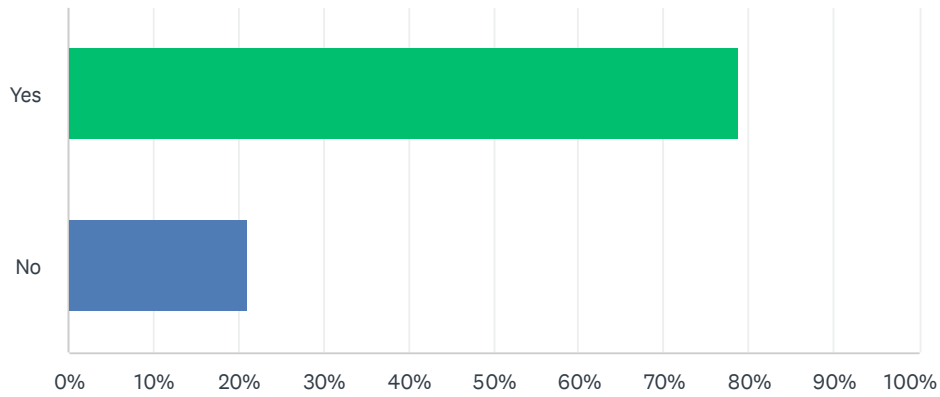
Answered: 90 Skipped: 30



ANSWER CHOICES	RESPONSES	
Yes	18.89%	17
No	81.11%	73
TOTAL		90

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

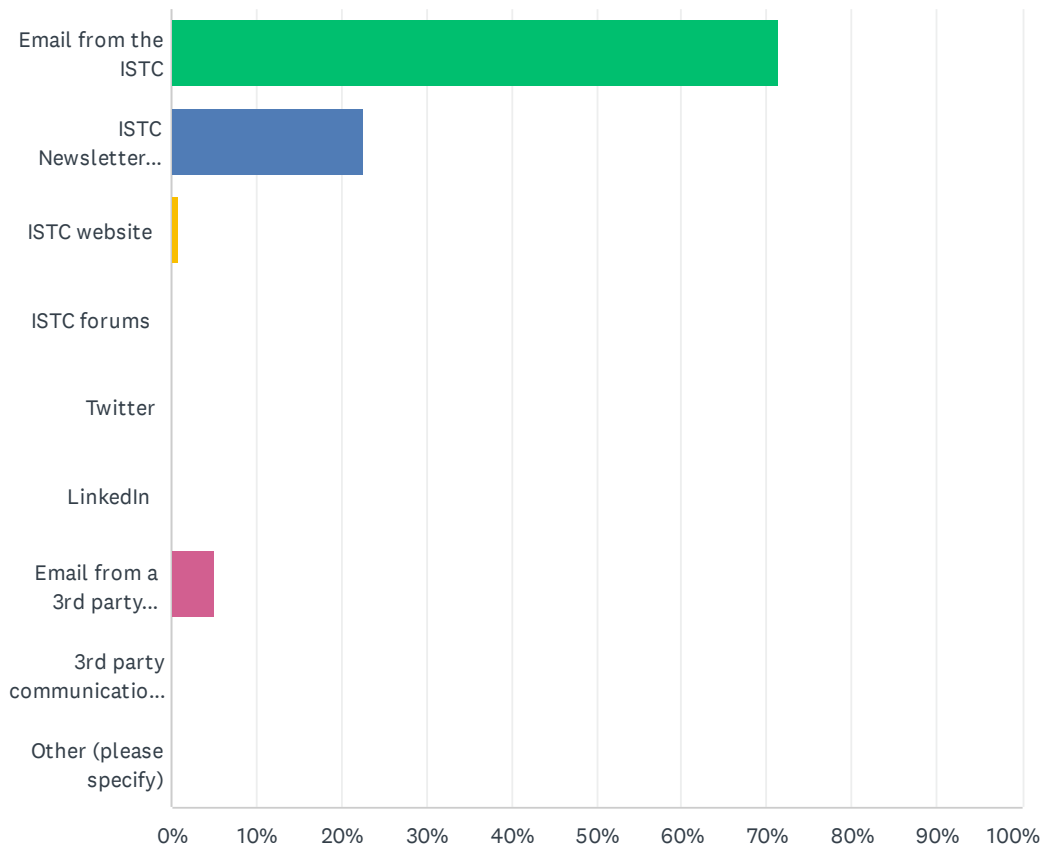
Answered: 90 Skipped: 30



ANSWER CHOICES	RESPONSES	
Yes	78.89%	71
No	21.11%	19
TOTAL		90

## Q19 Where did you hear of this survey?

Answered: 119 Skipped: 1

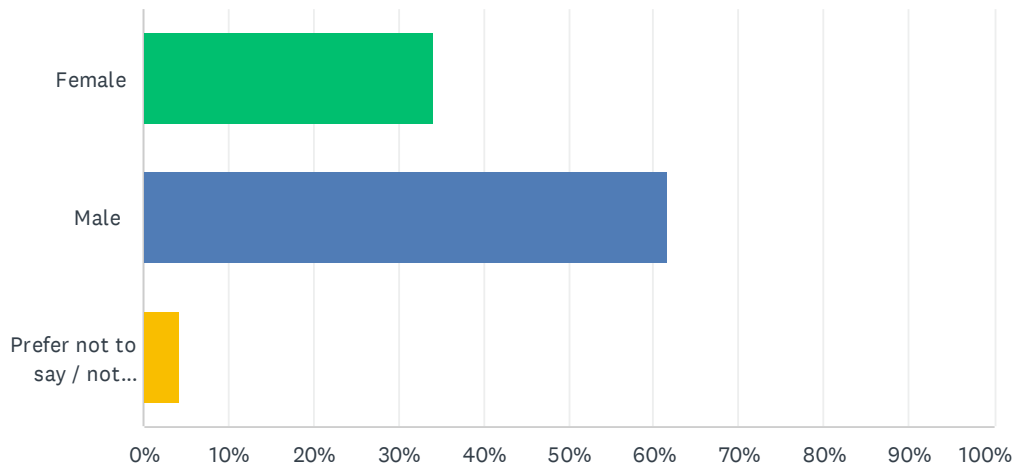


ANSWER CHOICES	RESPONSES	
Email from the ISTC	71.43%	85
ISTC Newsletter (InfoPlus)	22.69%	27
ISTC website	0.84%	1
ISTC forums	0.00%	0
Twitter	0.00%	0
LinkedIn	0.00%	0
Email from a 3rd party (colleague, employer, agency)	5.04%	6
3rd party communication channel (for example, Write the Docs community, Tekom, Adobe)	0.00%	0
Other (please specify)	0.00%	0
<b>TOTAL</b>		<b>119</b>

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

## Q20 Sex

Answered: 120 Skipped: 0

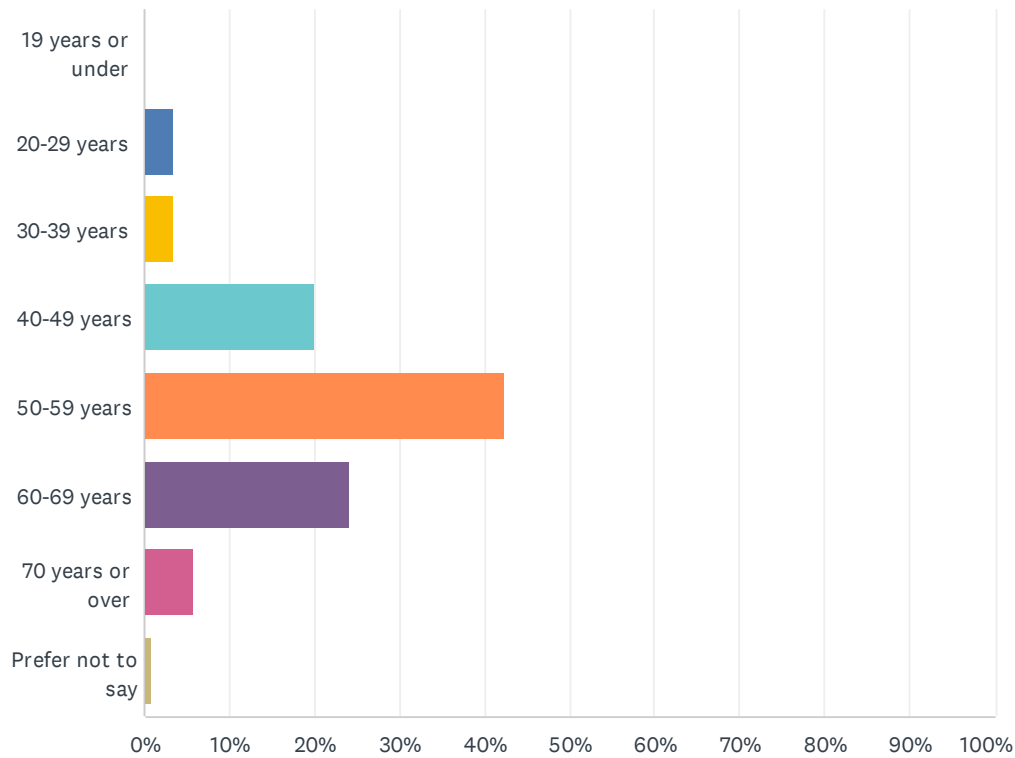


ANSWER CHOICES	RESPONSES	
Female	34.17%	41
Male	61.67%	74
Prefer not to say / not comfortable with either option	4.17%	5
<b>TOTAL</b>		<b>120</b>



## Q21 Age

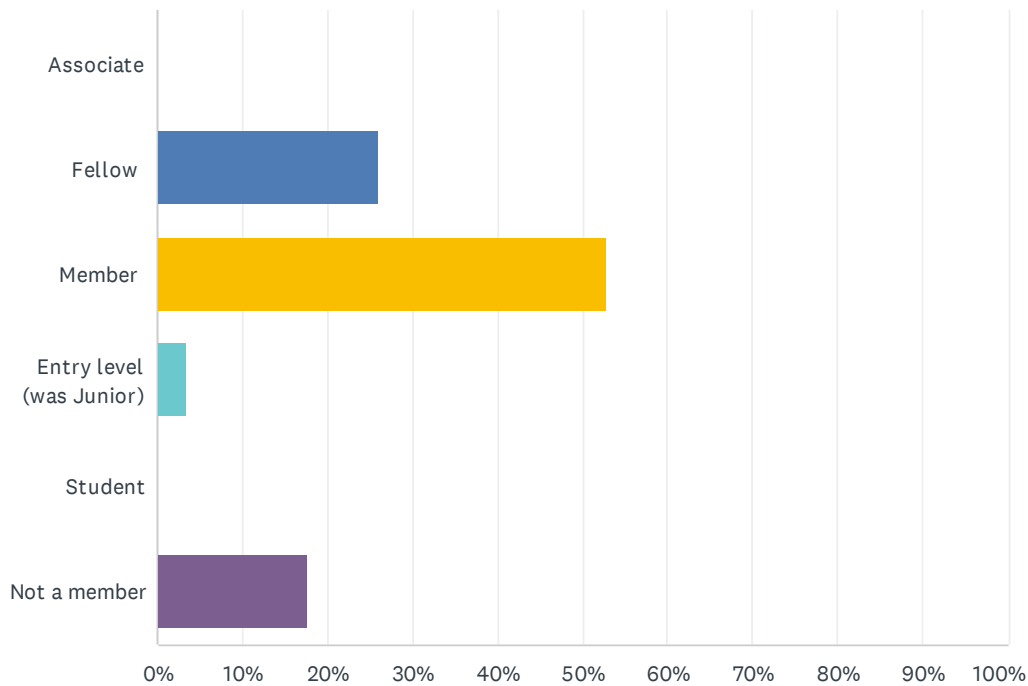
Answered: 120 Skipped: 0



ANSWER CHOICES	RESPONSES
19 years or under	0.00% 0
20-29 years	3.33% 4
30-39 years	3.33% 4
40-49 years	20.00% 24
50-59 years	42.50% 51
60-69 years	24.17% 29
70 years or over	5.83% 7
Prefer not to say	0.83% 1
<b>TOTAL</b>	<b>120</b>

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

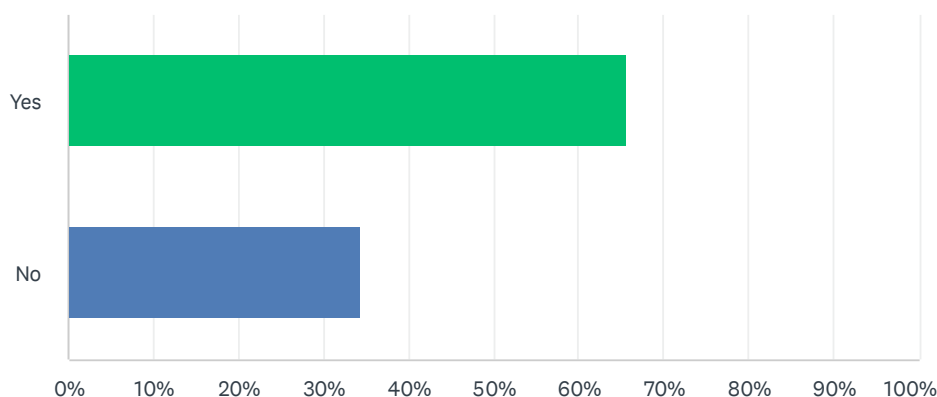
Answered: 119 Skipped: 1



ANSWER CHOICES	RESPONSES	
Associate	0.00%	0
Fellow	26.05%	31
Member	52.94%	63
Entry level (was Junior)	3.36%	4
Student	0.00%	0
Not a member	17.65%	21
<b>TOTAL</b>		<b>119</b>

## Q23 If you are a Member or Fellow of the ISTC, do you ever use MISTC or FISTC after your name?

Answered: 96 Skipped: 24



ANSWER CHOICES	RESPONSES
Yes	65.63% 63
No	34.38% 33
TOTAL	96

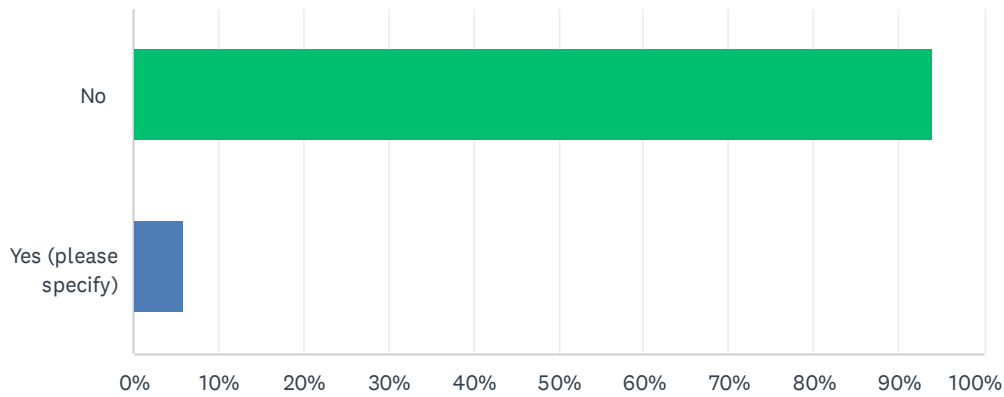
#	WHAT ARE THE CIRCUMSTANCES IN WHICH YOU DO USE MISTC OR FISTC?IF YOU NEVER USE EITHER, PLEASE SHARE WHY NOT...
1	Used in any circumstances where it is beneficial to endorse my role or professional standing, e.g. on business card, but not in general everyday use, e.g. not when signing standard emails.
2	Business cards, email signatures, linkedin
3	When giving a reference
4	Not interested in labels.
5	Email signature file where relevants, LinkedIn, CVs
6	I added it to my personal email signature whilst job hunting years ago, and just haven't got round to adding it to my LinkedIn profile.
7	E-mails
8	Only relevant for other members, no-one else really knows what it means.
9	On my email signature (I add the banner)
10	Work emails signature
11	Email signature and website About page
12	signing-off a letter to a (potential) client
13	always on my business email signature + single line in my Biography
14	On formal communications by email and written correspondence.
15	I don't write to anyone outside the company for work where it might be useful. I hadn't thought about using it internally ever. I usually sign just my first name on correspondence - we are rather informal - so I don't know where it would come in handy.
16	On my CV, but I've omitted to otherwise.

17	I haven't been to any external events in my current role
18	In my CV, invoices, marketing material, initial correspondence with prospective clients
19	On my work business cards and personal headed paper.
20	Didn't realise people did so...
21	LinkedIn profile
22	LinkedIn
23	In my email signature and on my CV
24	Usually on formal documents that are related to technical writing. Sometimes I will use the fellow logo as an alternative in the email signature.
25	Not well recognised in my sector
26	I did have it on my LinkedIn profile but have recently removed it.
27	Email footet
28	I don't use it much as noone would know what it meant. It is on my CV though.
29	I am currently trying to set up my own freelance company, so I've not done any actual contract work yet. I'm still training, but I will put this by my name when I go for work. However. I do volunteer as a Governor for a local primary school and I take care of their website, and I've done a User Guide for them to do most of the content themselves. I don't need MISTC for this.
30	It hasn't occurred to me to use the MISTC suffix - I will consider doing so in future.
31	Formal correspondence and when seeking new contracts.
32	I mention my membership on my CV, but I can't think of any circumstances where I'd use MISTC. We don't use email or business cards at my company.
33	Email signature
34	LinkedIn, business card
35	CV and business cards
36	Email signature, forms
37	LinkedIn
38	Mostly on formal communications, letters etc.
39	On my CV and Business Car only
40	Few people would understand
41	CV, LinkedIn
42	eMail signature
43	Signature Block
44	I use it wherever I can. Usually a good talking point because nobody has ever heard of it
45	I didn't know I could/should. I do share my member status in social media profiles.
46	on LinkedIn and on my CV
47	Only on my cv.
48	business card, email signature, LinkedIn profile
49	Email signatures and formal correspondence.
50	Work-related
51	Email signature and business cards
52	Email sign off, cv.
53	Professional correspondence. E.g, Email and letter signature
54	When communicating with ISTC

55	LinkedIn and CV
56	Not got around to it. I should use it on business website and work email footer.
57	LinkedIn profile
58	I use it in my email signature and on my LinkedIn profile.
59	I use FISTC only occasionally
60	On business correspondence.
61	Only members of the ISTC seem to know what it means.
62	Email signatures etc
63	CV, LinkedIn
64	LinkedIn profile and in my professional email signature.
65	On LinkedIn.
66	All external business communications
67	I rarely need to address myself in a way that it would be appropriate. I guess I'd use it on my CV and covering letters if I applied for a new job.

## Q24 Do you belong to any other technical communication association?

Answered: 119 Skipped: 1



ANSWER CHOICES	RESPONSES
No	94.12% 112
Yes (please specify)	5.88% 7
<b>TOTAL</b>	<b>119</b>

#	YES (PLEASE SPECIFY)
1	STC
2	Tekom
3	ITI
4	tekom Sweden
5	Tekom
6	Tekom
7	Write the Docs