



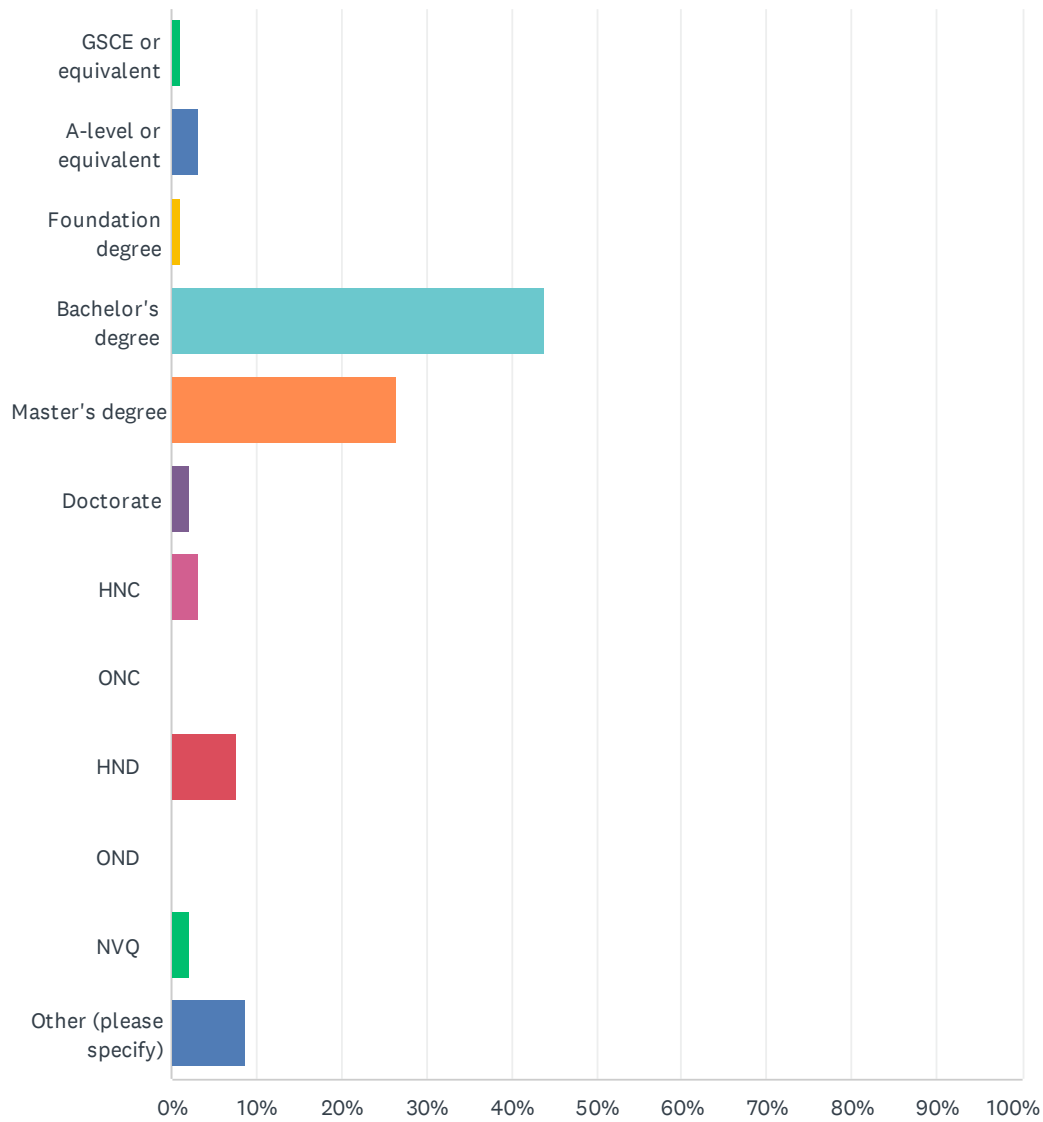
ISTC **RESOURCES**

ISTC Survey 2024

www.istc.org.uk

Q1 What is your highest academic qualification?

Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
GSCE or equivalent	1.10%	1
A-level or equivalent	3.30%	3
Foundation degree	1.10%	1
Bachelor's degree	43.96%	40
Master's degree	26.37%	24
Doctorate	2.20%	2
HNC	3.30%	3
ONC	0.00%	0
HND	7.69%	7
OND	0.00%	0
NVQ	2.20%	2
Other (please specify)	8.79%	8
TOTAL		91

#	OTHER (PLEASE SPECIFY)	
1	Postgraduate certificate	
2	Certificate	
3	Level 7 (Master's) Translation Diploma	
4	Licentiate'ship	
5	I have two masters degrees	
6	City & Guilds, and CIPD	
7	Post Graduate Certificate	
8	PGCert	

Q2 What is the subject of your highest qualification?

Answered: 90 Skipped: 1

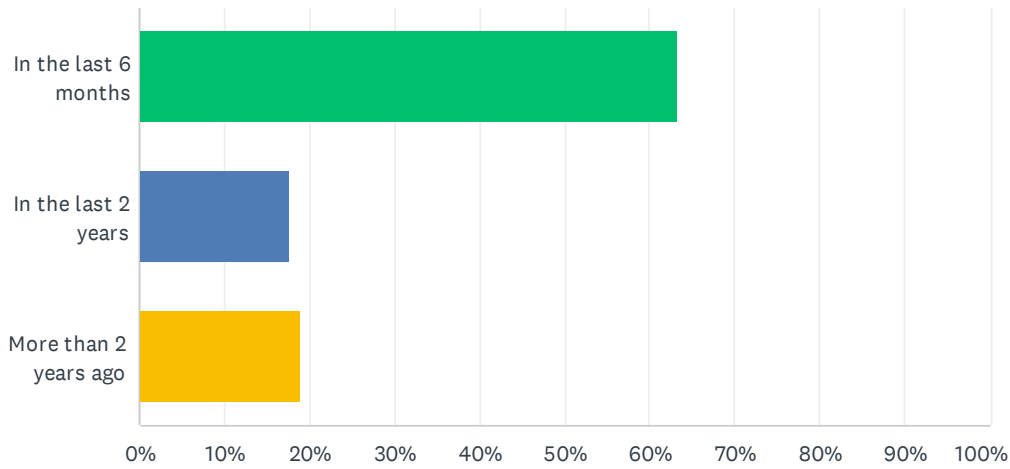
#	RESPONSES
1	Bachelor of Medicine and Surgery
2	Business & Information Technology
3	Modern Languages
4	Conservation ecology
5	Leadership and Management
6	Computer Science
7	French and German
8	Materials Science
9	Electronic Engineering
10	Technical Communication
11	Control Systems
12	MBA, MA, MEd
13	Chemical engineering
14	Computing
15	Avionics
16	Science
17	Electrical engineering
18	Instrumentation and Control Engineering
19	Fuel and Energy Engineering
20	medieval literature
21	Digital and Technology Solutions
22	Technical communication
23	History
24	Aircraft Maintenance
25	English
26	Journalism
27	Business Administration
28	Geography
29	Engineering Management
30	Electronic Engineering
31	Electronic Engineering
32	Electronic Engineering
33	Fine Art
34	BA French and Russian
35	Creative writing

36	technical communication
37	Technical Communications
38	Chemistry with Biochemistry
39	Social Science
40	Technical Communications
41	Technical communication
42	French-English translation
43	Motor vehicle studies
44	Engineering
45	Technical Communication
46	Electrical and Electronic Engineering
47	sciences
48	Human Ecology
49	English
50	Technical publications
51	English Language
52	Technical Authoring and Communication
53	English
54	Biotechnology
55	Technical Communications
56	Aircraft engineering
57	Business and Admin
58	Media Studies
59	Computer Science
60	Mathematics
61	Education
62	Environmental studiest
63	IMI Level 4 in Diagnosis, Testing and Repair of Electric/Hybrid Vehicle and Components
64	Business
65	Product Design
66	English Lit & Sociology
67	Linguistics
68	linguistics
69	Education
70	Economics
71	Physics
72	Chemistry
73	Physics
74	Computer Studies, Communication Studies, and Psychology
75	Chemistry
76	electronic engineering

77	Software Engineering
78	Technical Communication
79	Radiochemistry and Nuclear Technology
80	Modern Languages and IT
81	English
82	Typography and graphic communication
83	Computing Science
84	History
85	Usability and Human-Computer Interactions
86	Chemistry
87	(1) Computing & Software Engineering. (2) Civil Engineering
88	English with Communication and Information Media
89	Social Psychology
90	Technical Communication

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

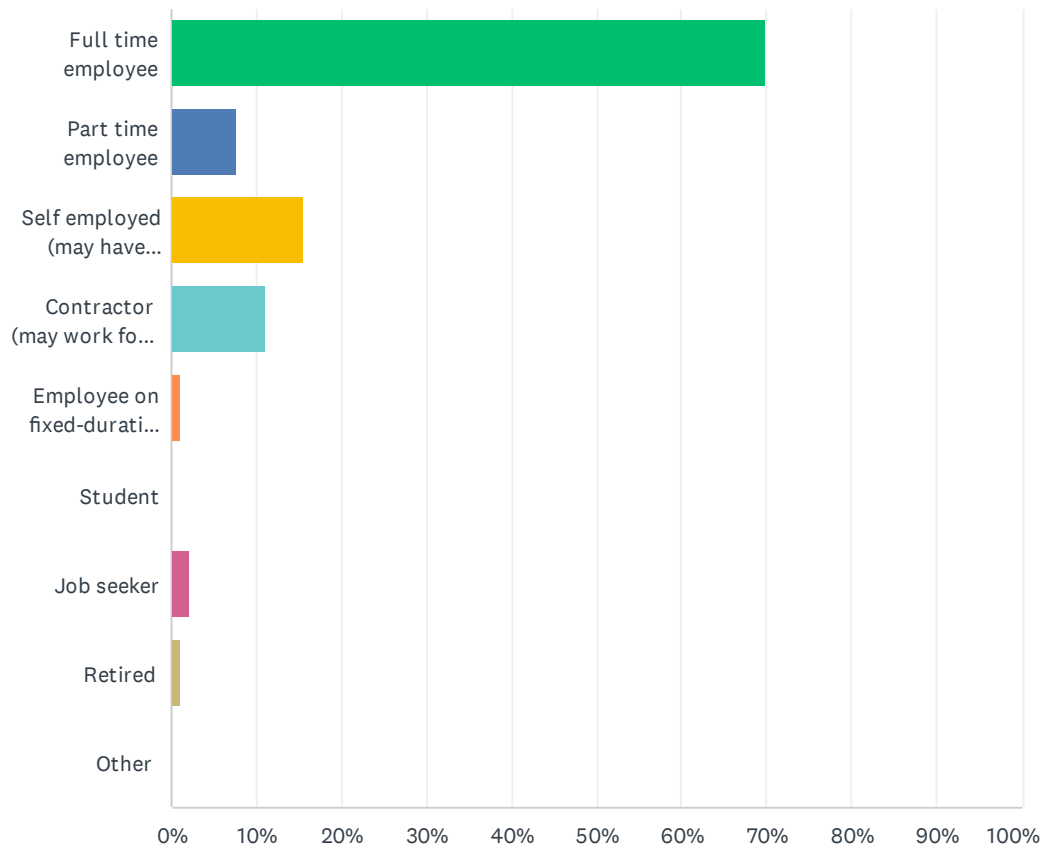
Answered: 90 Skipped: 1



ANSWER CHOICES	RESPONSES	
In the last 6 months	63.33%	57
In the last 2 years	17.78%	16
More than 2 years ago	18.89%	17
TOTAL		90

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

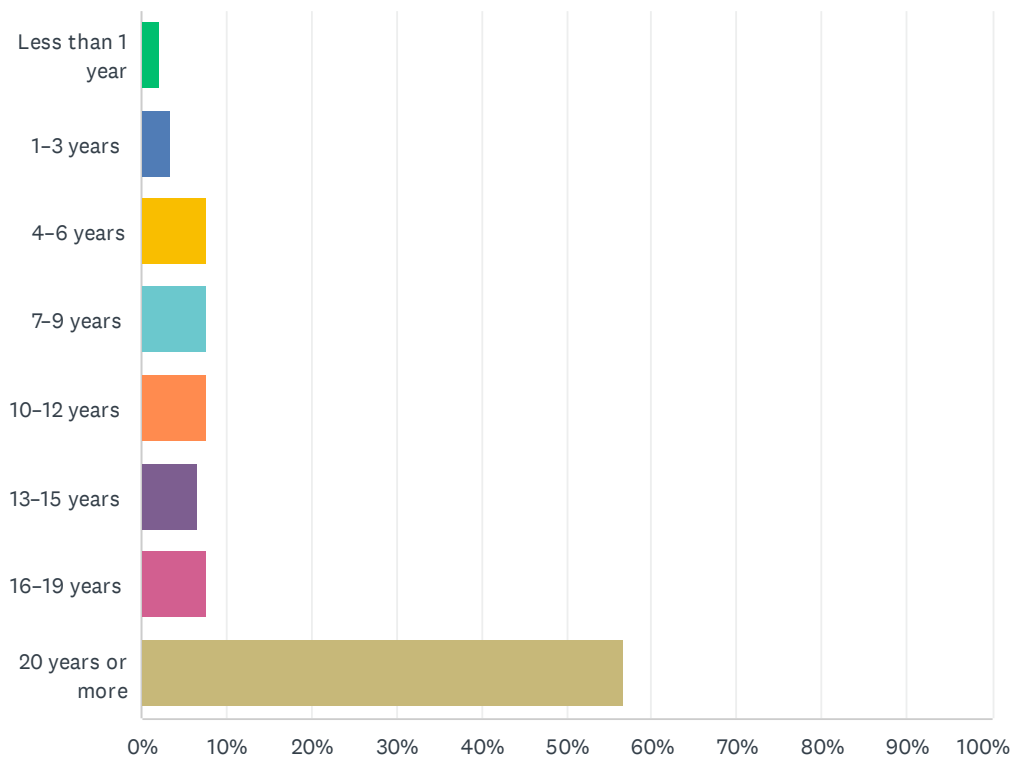
Answered: 90 Skipped: 1



ANSWER CHOICES	RESPONSES	
Full time employee	70.00%	63
Part time employee	7.78%	7
Self employed (may have multiple concurrent clients, often work for clients directly)	15.56%	14
Contractor (may work for one client at a time on a fixed contract, often through agencies)	11.11%	10
Employee on fixed-duration contract	1.11%	1
Student	0.00%	0
Job seeker	2.22%	2
Retired	1.11%	1
Other	0.00%	0
Total Respondents: 90		

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

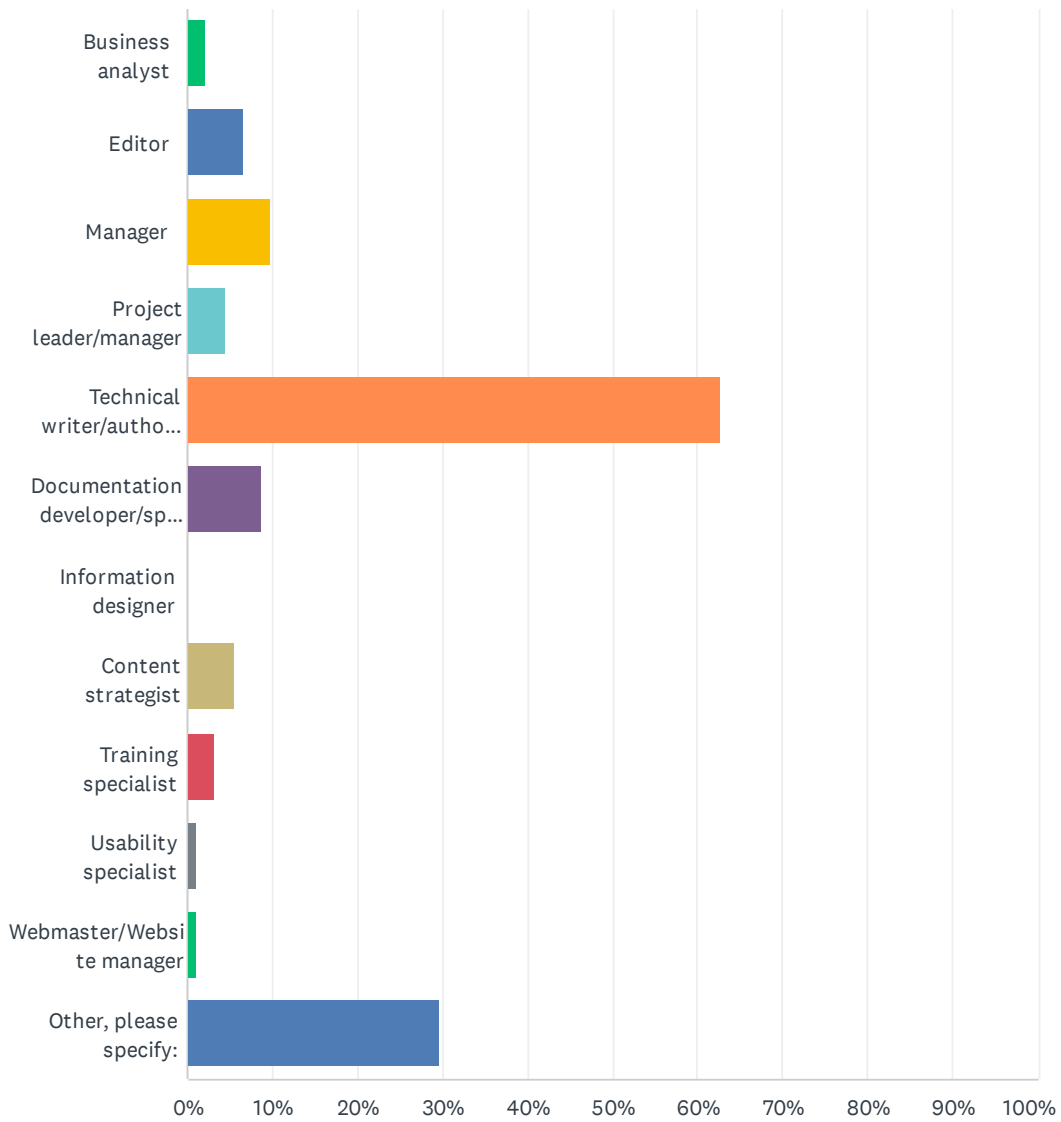
Answered: 90 Skipped: 1



ANSWER CHOICES	RESPONSES
Less than 1 year	2.22% 2
1-3 years	3.33% 3
4-6 years	7.78% 7
7-9 years	7.78% 7
10-12 years	7.78% 7
13-15 years	6.67% 6
16-19 years	7.78% 7
20 years or more	56.67% 51
TOTAL	90

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

Answered: 91 Skipped: 0



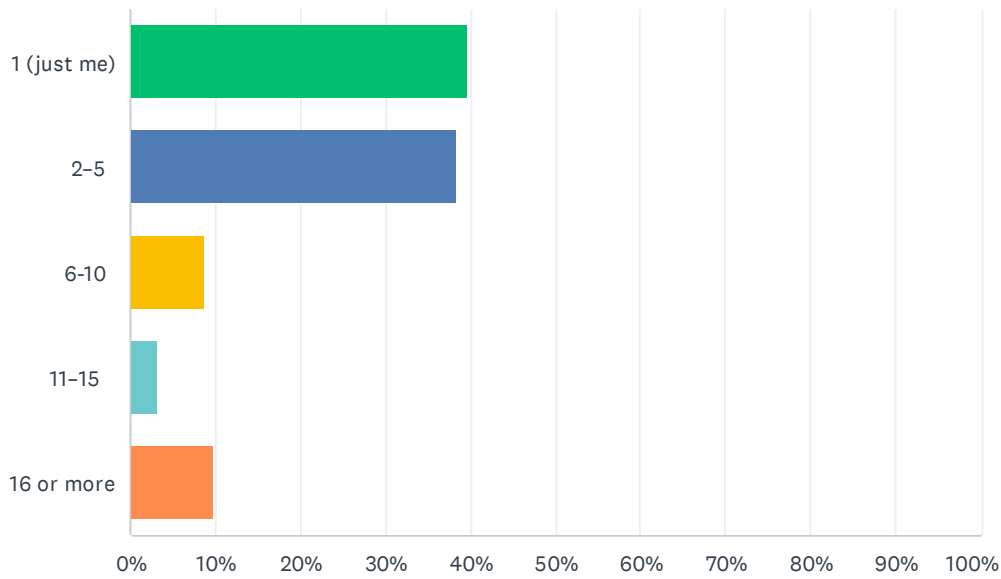
ANSWER CHOICES	RESPONSES	
Business analyst	2.20%	2
Editor	6.59%	6
Manager	9.89%	9
Project leader/manager	4.40%	4
Technical writer/author/communicator	62.64%	57
Documentation developer/specialist; Documentation consultant	8.79%	8
Information designer	0.00%	0
Content strategist	5.49%	5
Training specialist	3.30%	3
Usability specialist	1.10%	1
Webmaster/Website manager	1.10%	1
Other, please specify:	29.67%	27
Total Respondents: 91		

#	OTHER, PLEASE SPECIFY:
1	MOD Technical Documentation Lead SME
2	Translator
3	Principal Technical Author
4	Technical Author
5	Software Engineer
6	Content creator
7	UX writer
8	Content Solutions director
9	Technical Author and Product Manager
10	Grant writer
11	Knowledge Manager
12	Quality specialist
13	Managing Director
14	Knowledge Base Manager
15	Translator/Reviewer
16	Senior Section Leader
17	Technical Communications Manager
18	Writer
19	Technical author
20	Head of Technical Communications
21	Content Manager
22	Technical Author
23	Content Designer
24	Technical communication lead

25	Editorial project manager
26	ILS Consultant - Technical Publications & Training
27	Senior CAD and Visualisation Technician

Q7 How many technical communicators do you typically work with?

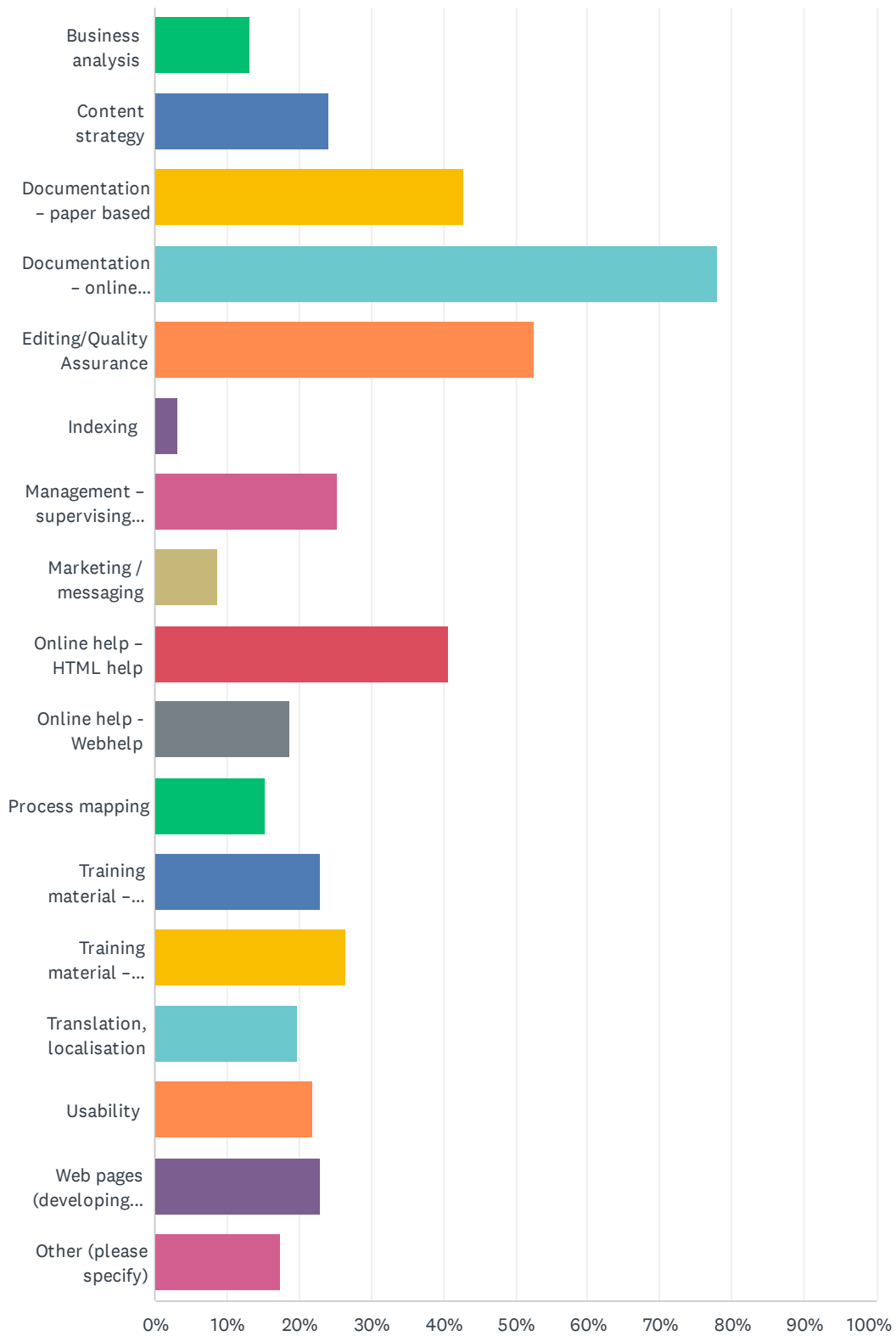
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 (just me)	39.56%	36
2-5	38.46%	35
6-10	8.79%	8
11-15	3.30%	3
16 or more	9.89%	9
TOTAL		91

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

Answered: 91 Skipped: 0

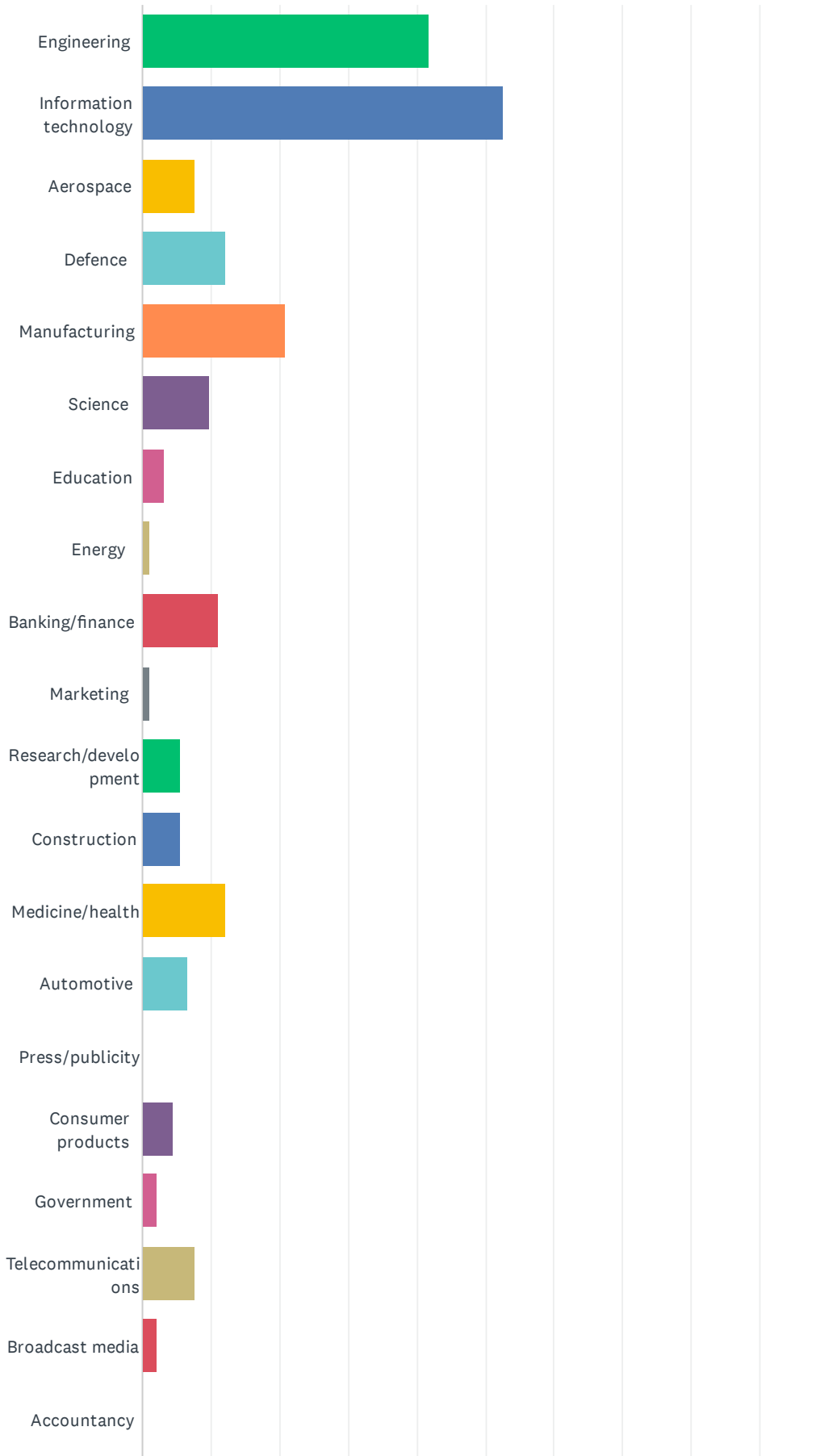


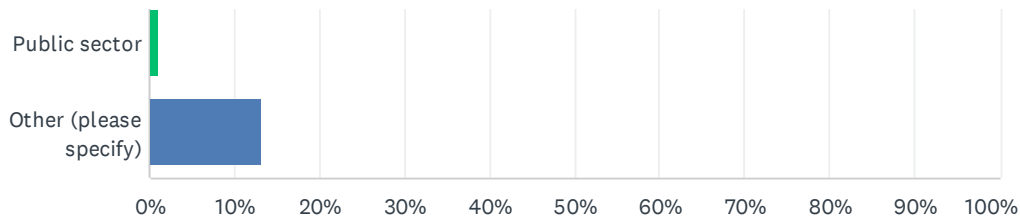
ANSWER CHOICES	RESPONSES	
Business analysis	13.19%	12
Content strategy	24.18%	22
Documentation – paper based	42.86%	39
Documentation – online (intranet content; PDFs etc.)	78.02%	71
Editing/Quality Assurance	52.75%	48
Indexing	3.30%	3
Management – supervising other technical communicators	25.27%	23
Marketing / messaging	8.79%	8
Online help – HTML help	40.66%	37
Online help - Webhelp	18.68%	17
Process mapping	15.38%	14
Training material – printed manuals, workbooks etc.	23.08%	21
Training material – online content (demonstrations, videos, simulations etc.)	26.37%	24
Translation, localisation	19.78%	18
Usability	21.98%	20
Web pages (developing content)	23.08%	21
Other (please specify)	17.58%	16
Total Respondents: 91		

#	OTHER (PLEASE SPECIFY)	
1	Advice, Guidance and Assurance to MOD Delivery Teams looking to incorporate Technical Documentation into their Support Solution.	
2	Project Engineering Lead (PEL), and Assistant Project Manager	
3	Special functions	
4	Coordinator	
5	Thought leadership, consulting	
6	knowledge base articles; product and service definitions	
7	Project management	
8	Writing	
9	Manuals for nuclear and military technology	
10	UI/UX writing	
11	UX design	
12	SharePoint controlled document library first line support	
13	Content audits	
14	Project management, governance	
15	video creation	
16	CAD, 3D Visualisation and Technical Illustration	

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

Answered: 91 Skipped: 0





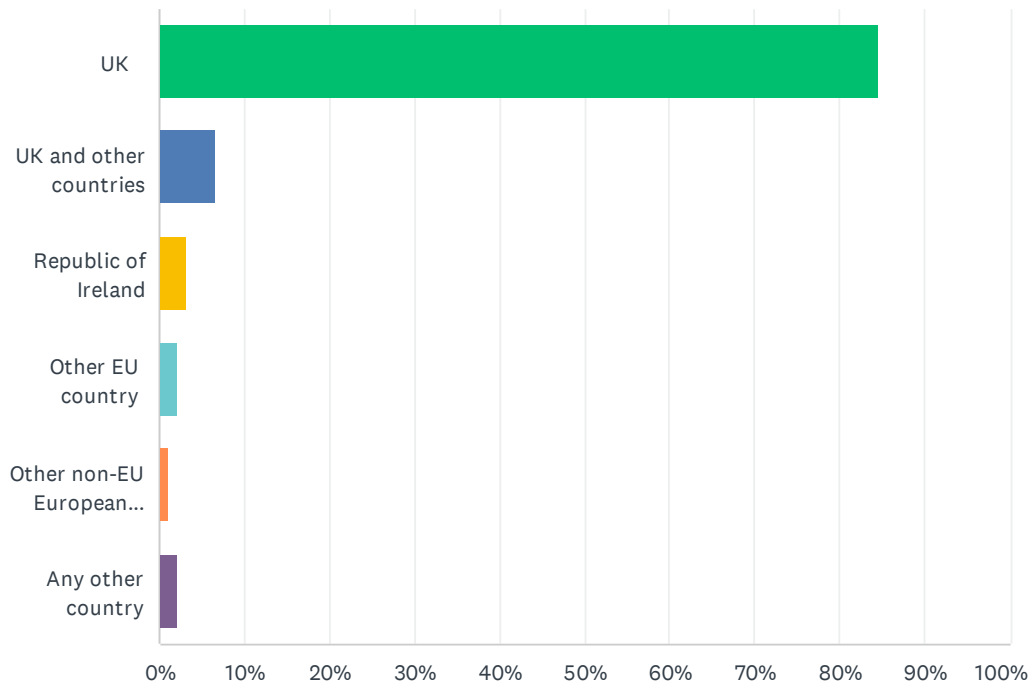
ANSWER CHOICES	RESPONSES	
Engineering	41.76%	38
Information technology	52.75%	48
Aerospace	7.69%	7
Defence	12.09%	11
Manufacturing	20.88%	19
Science	9.89%	9
Education	3.30%	3
Energy	1.10%	1
Banking/finance	10.99%	10
Marketing	1.10%	1
Research/development	5.49%	5
Construction	5.49%	5
Medicine/health	12.09%	11
Automotive	6.59%	6
Press/publicity	0.00%	0
Consumer products	4.40%	4
Government	2.20%	2
Telecommunications	7.69%	7
Broadcast media	2.20%	2
Accountancy	0.00%	0
Public sector	1.10%	1
Other (please specify)	13.19%	12
Total Respondents: 91		

#	OTHER (PLEASE SPECIFY)
1	Integrated Logistics Support (ILS) / Integrated Product Support (IPS)
2	Rail
3	Artificial intelligence, robotics and automation
4	Clients vary a lot
5	Exhibition and Events Industry
6	Mining

7	Pharmaceutical
8	Payroll and HR
9	SaaS
10	Packaging
11	Standards development (focussing on fire safety)
12	Mining

Q10 Where do you generally work?

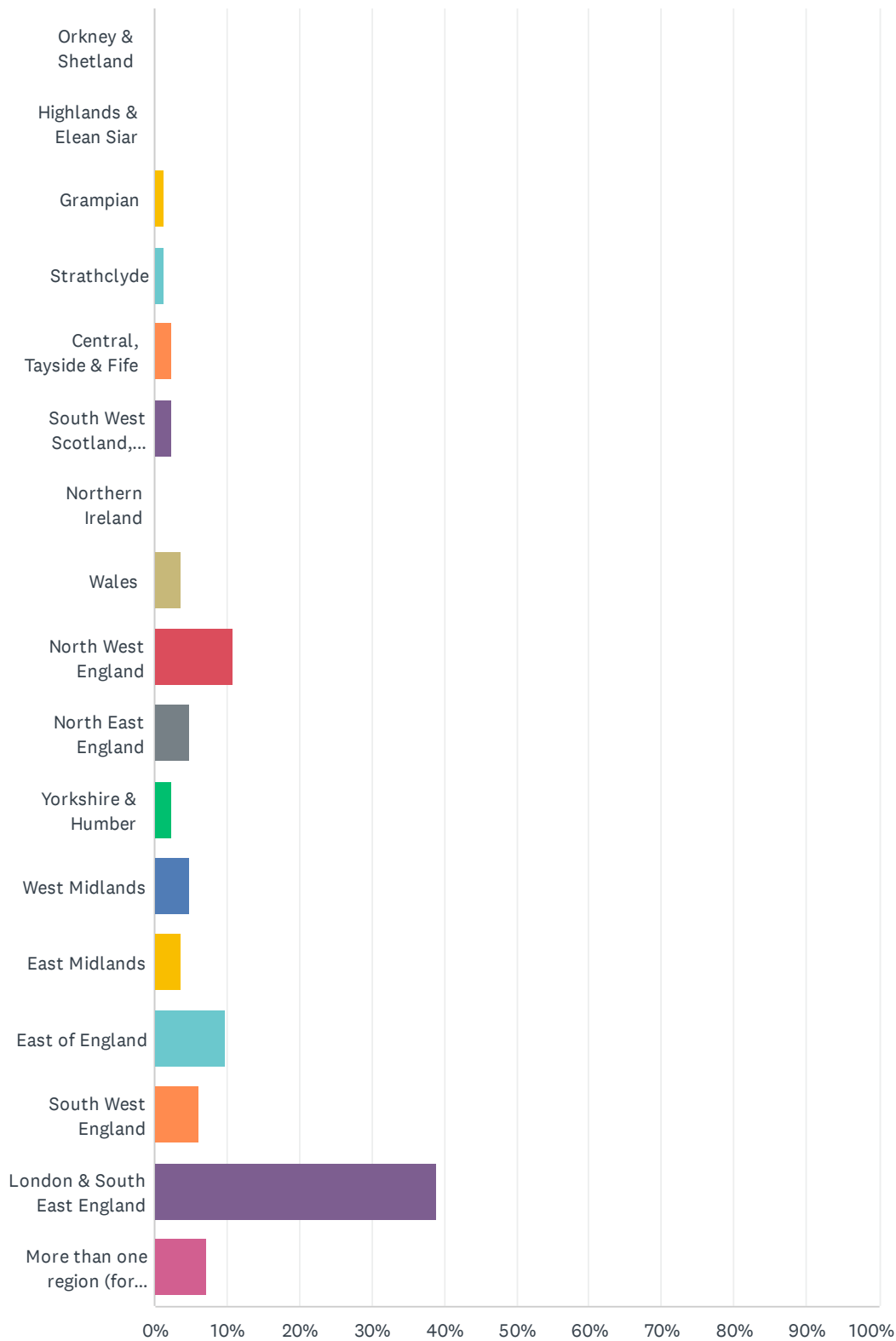
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
UK	84.62%	77
UK and other countries	6.59%	6
Republic of Ireland	3.30%	3
Other EU country	2.20%	2
Other non-EU European country	1.10%	1
Any other country	2.20%	2
TOTAL		91

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

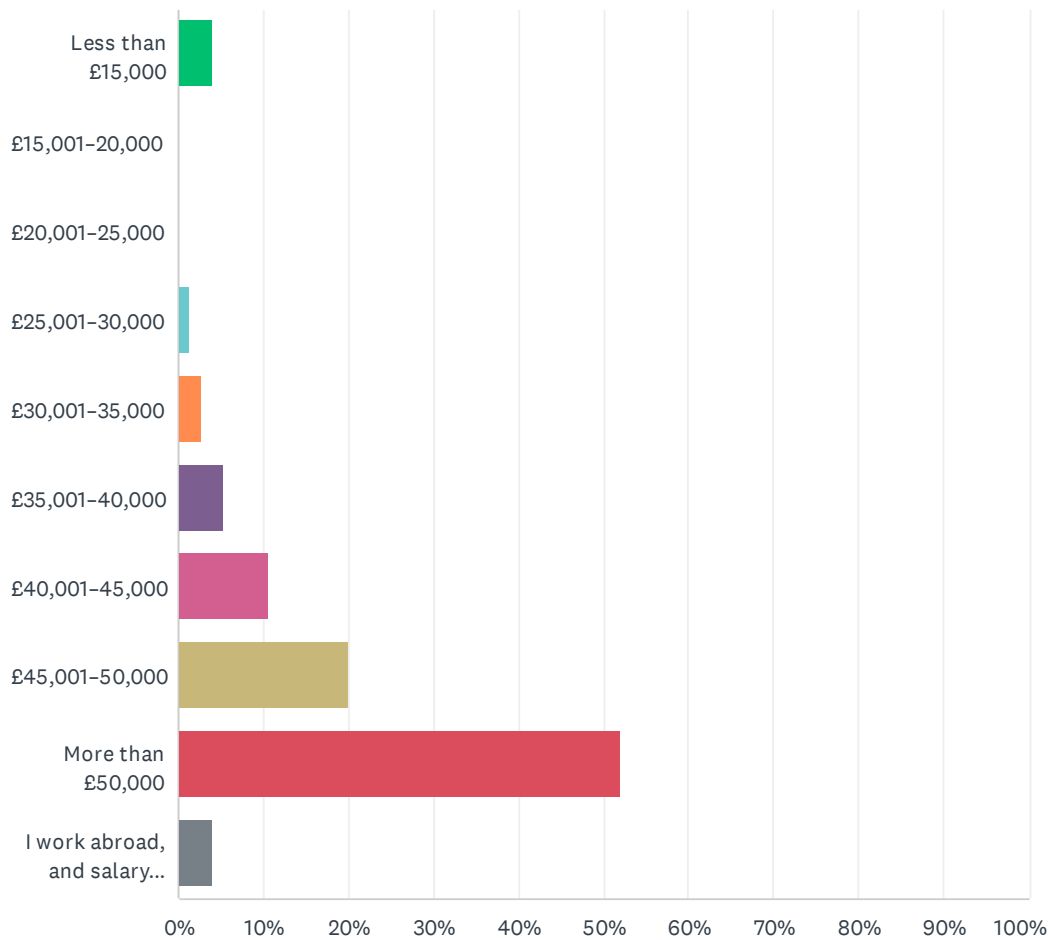
Answered: 82 Skipped: 9



ANSWER CHOICES	RESPONSES	
Orkney & Shetland	0.00%	0
Highlands & Elean Siar	0.00%	0
Grampian	1.22%	1
Strathclyde	1.22%	1
Central, Tayside & Fife	2.44%	2
South West Scotland, Lothian Borders	2.44%	2
Northern Ireland	0.00%	0
Wales	3.66%	3
North West England	10.98%	9
North East England	4.88%	4
Yorkshire & Humber	2.44%	2
West Midlands	4.88%	4
East Midlands	3.66%	3
East of England	9.76%	8
South West England	6.10%	5
London & South East England	39.02%	32
More than one region (for example, a contractor working on multiple projects, or an employee of a national organisation with projects in different locations)	7.32%	6
TOTAL		82

Q12 For employees only: What is your annual gross salary? If you work part-time, please select the full-time equivalent salary.

Answered: 75 Skipped: 16



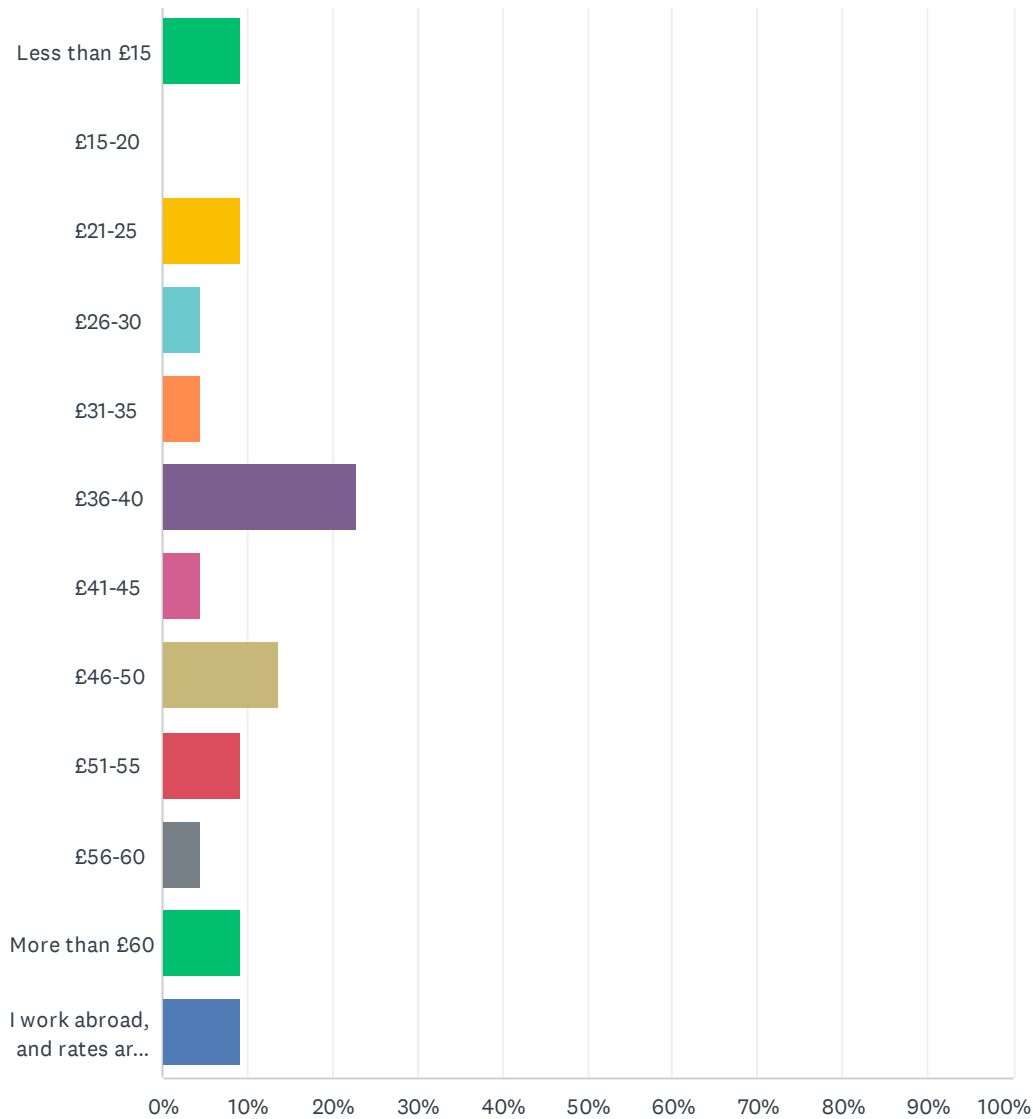
ANSWER CHOICES	RESPONSES
Less than £15,000	4.00% 3
£15,001–20,000	0.00% 0
£20,001–25,000	0.00% 0
£25,001–30,000	1.33% 1
£30,001–35,000	2.67% 2
£35,001–40,000	5.33% 4
£40,001–45,000	10.67% 8
£45,001–50,000	20.00% 15
More than £50,000	52.00% 39
I work abroad, and salary levels are not comparable	4.00% 3
TOTAL	75

#	IF YOU WORK PART-TIME, PLEASE INDICATE YOUR AVERAGE WORKING PATTERN
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	(FOR EXAMPLE, "2 DAYS PER WEEK" OR "10 DAYS PER MONTH").	
1	3 7-h days per week	
2	4 days per week	
3	3 days per week	
4	4 days per week	
5	4 days per week	
6	4 days/week, 6 hours/day	

Q13 For contractors/self-employed only: In the last 3 months, what has been your average hourly rate for technical communication work?"

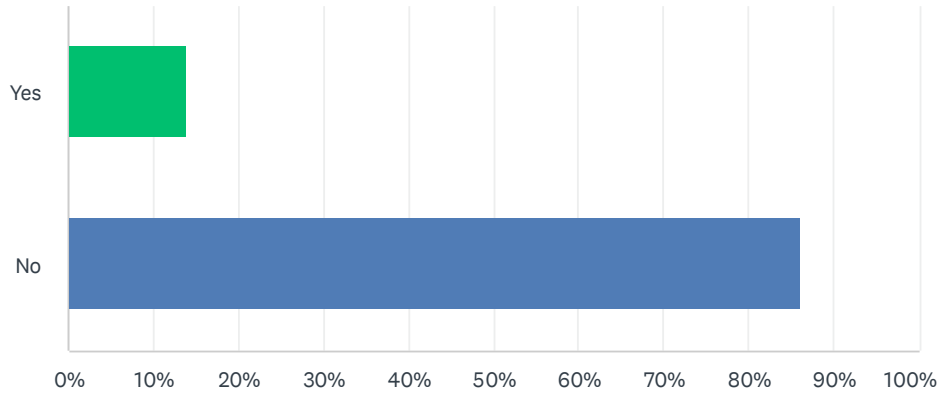
Answered: 22 Skipped: 69



ANSWER CHOICES	RESPONSES	
Less than £15	9.09%	2
£15-20	0.00%	0
£21-25	9.09%	2
£26-30	4.55%	1
£31-35	4.55%	1
£36-40	22.73%	5
£41-45	4.55%	1
£46-50	13.64%	3
£51-55	9.09%	2
£56-60	4.55%	1
More than £60	9.09%	2
I work abroad, and rates are not comparable	9.09%	2
TOTAL		22

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

Answered: 72 Skipped: 19

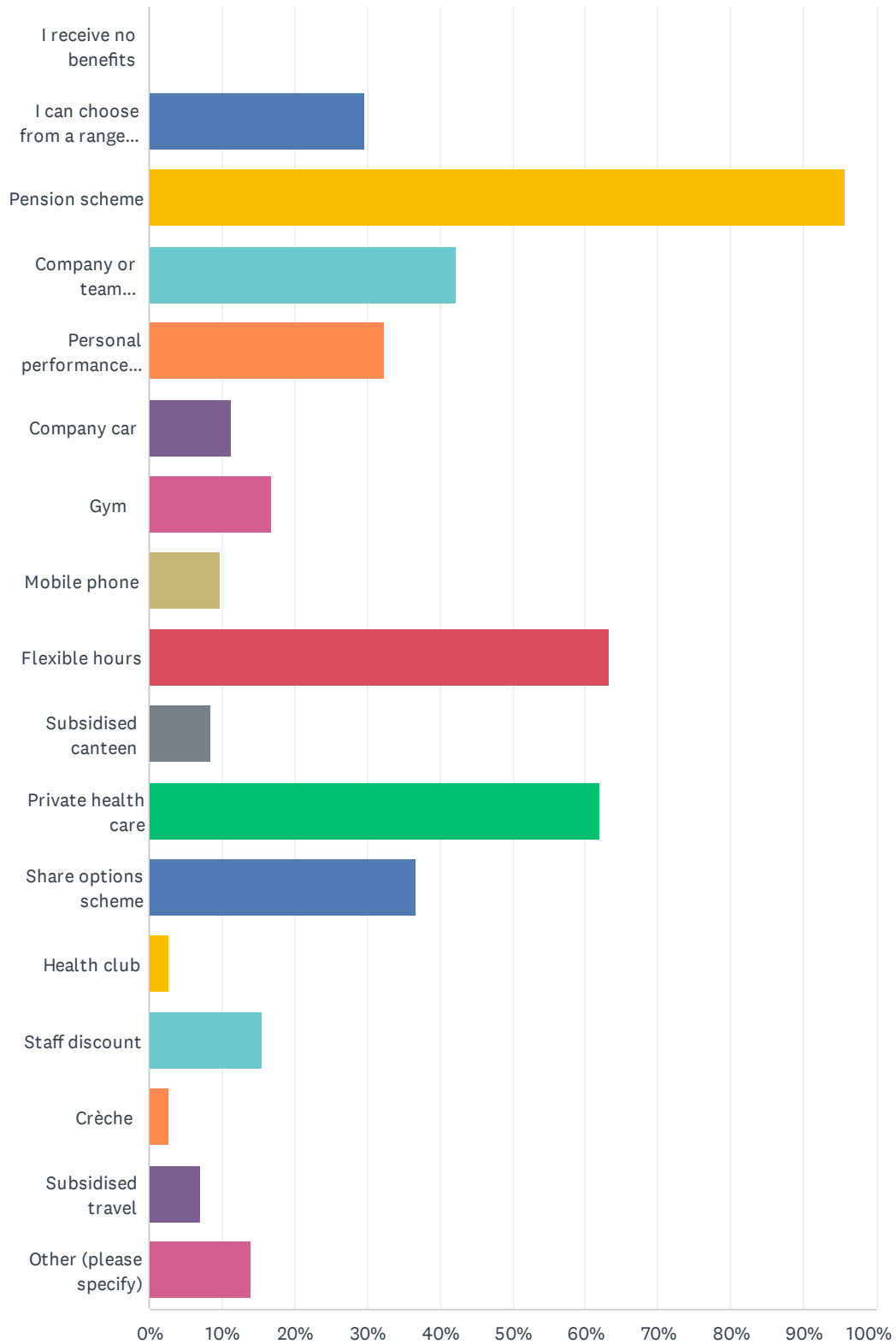


ANSWER CHOICES	RESPONSES
Yes	13.89% 10
No	86.11% 62
TOTAL	72

#	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	Time off in lieu
2	Only paid overtime when working at a customer site. Overtime can be paid at time and a half for hours worked above standard contractual hours, and travel time outside standard contractual hours can be claimed at standard time. Time in lieu is available as an option.
3	If preferred, we can request time in lieu instead of payment.
4	TOIL / Flexi
5	I'm encouraged not to work >37.5 h/w, but I often do so because I enjoy the work or I'm working to a convenient breakpoint.
6	time in lieu or overtime paid depending on project
7	At a director level, the concept of overtime doesn't apply
8	TOIL
9	time in lieu
10	Time in lieu
11	Only if agreed by management
12	We have unofficial flexible time.
13	TOIL

Q15 For employees only: What additional benefits does your employer offer, if any? (Select all that apply.)

Answered: 71 Skipped: 20

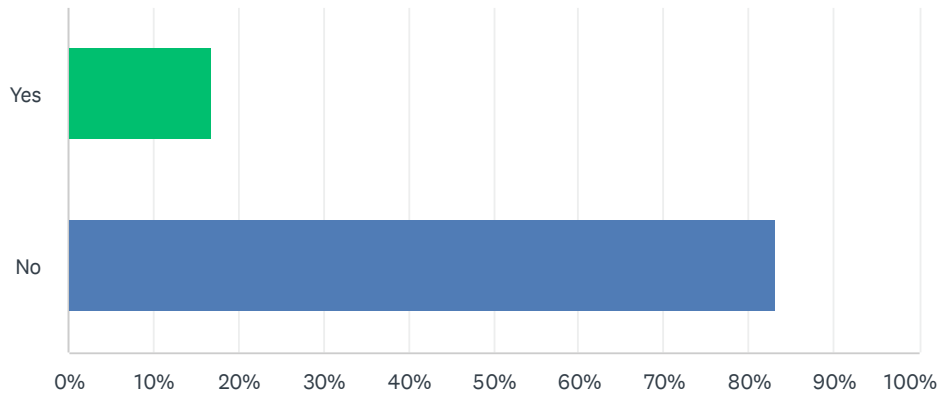


ANSWER CHOICES	RESPONSES	
I receive no benefits	0.00%	0
I can choose from a range of benefits	29.58%	21
Pension scheme	95.77%	68
Company or team performance bonus	42.25%	30
Personal performance bonus	32.39%	23
Company car	11.27%	8
Gym	16.90%	12
Mobile phone	9.86%	7
Flexible hours	63.38%	45
Subsidised canteen	8.45%	6
Private health care	61.97%	44
Share options scheme	36.62%	26
Health club	2.82%	2
Staff discount	15.49%	11
Crèche	2.82%	2
Subsidised travel	7.04%	5
Other (please specify)	14.08%	10
Total Respondents: 71		

#	OTHER (PLEASE SPECIFY)
1	free/subsidised social activities; salary sacrifice car scheme; working from home
2	Hybrid working
3	Flex time
4	Flexibility to work from home
5	I work remotely so some benefits given to office based staff are not applicable to me
6	Office equipment, training, and learning subsidies.
7	Discounts Smart Spending Reward Gateway in 2000 retailers
8	Permanently work at home
9	Travel insurance, dental insurance, holiday buy/sell
10	Free craft beers, wines, spirits and buffet on Fridays after 4:30pm! Massage sessions. Comprehensive mental health support.

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

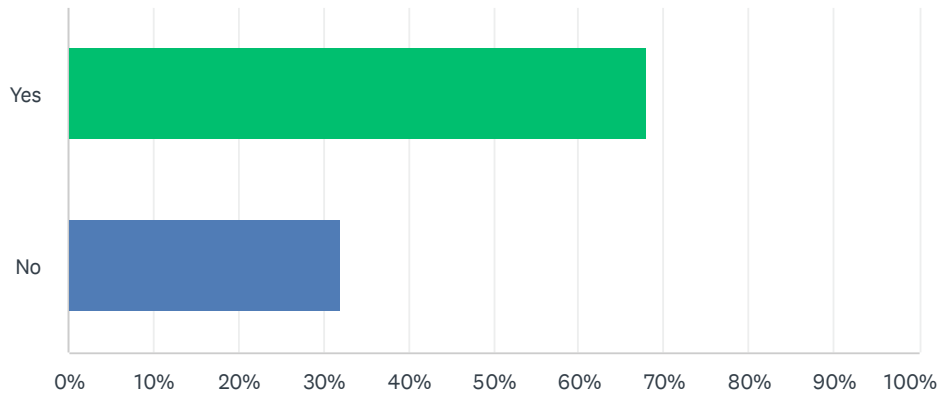
Answered: 71 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	16.90%	12
No	83.10%	59
TOTAL		71

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

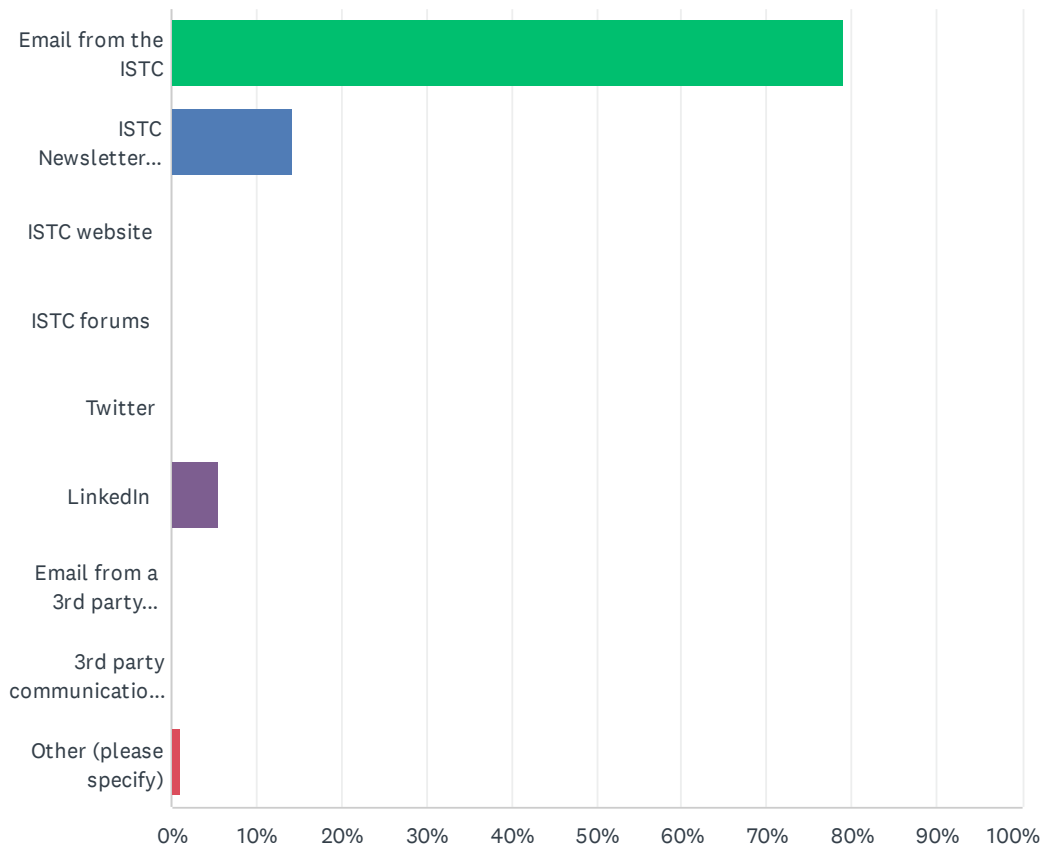
Answered: 72 Skipped: 19



ANSWER CHOICES	RESPONSES	
Yes	68.06%	49
No	31.94%	23
TOTAL		72

Q18 Where did you hear of this survey?

Answered: 91 Skipped: 0

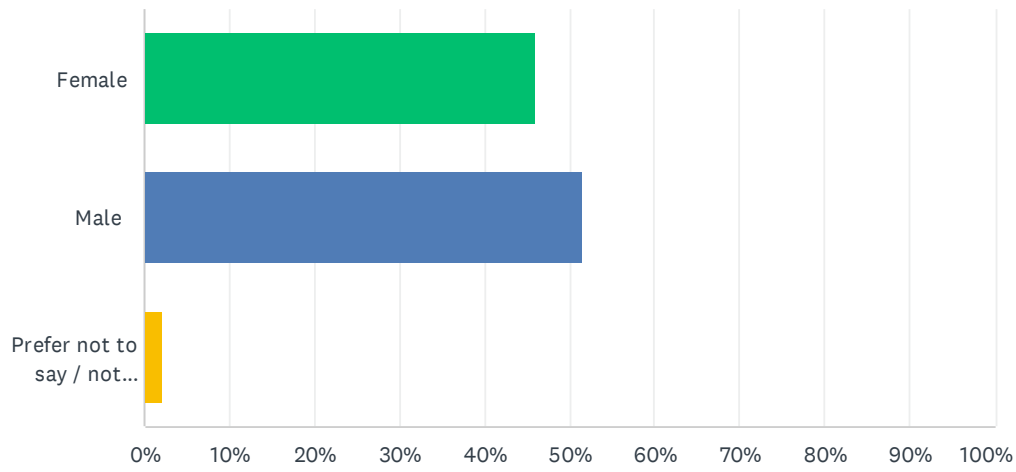


ANSWER CHOICES	RESPONSES	
Email from the ISTC	79.12%	72
ISTC Newsletter (InfoPlus)	14.29%	13
ISTC website	0.00%	0
ISTC forums	0.00%	0
Twitter	0.00%	0
LinkedIn	5.49%	5
Email from a 3rd party (colleague, employer, agency)	0.00%	0
3rd party communication channel (for example, Write the Docs community, Tekom, Adobe)	0.00%	0
Other (please specify)	1.10%	1
TOTAL		91

#	OTHER (PLEASE SPECIFY)
1	Facebook

Q19 Gender

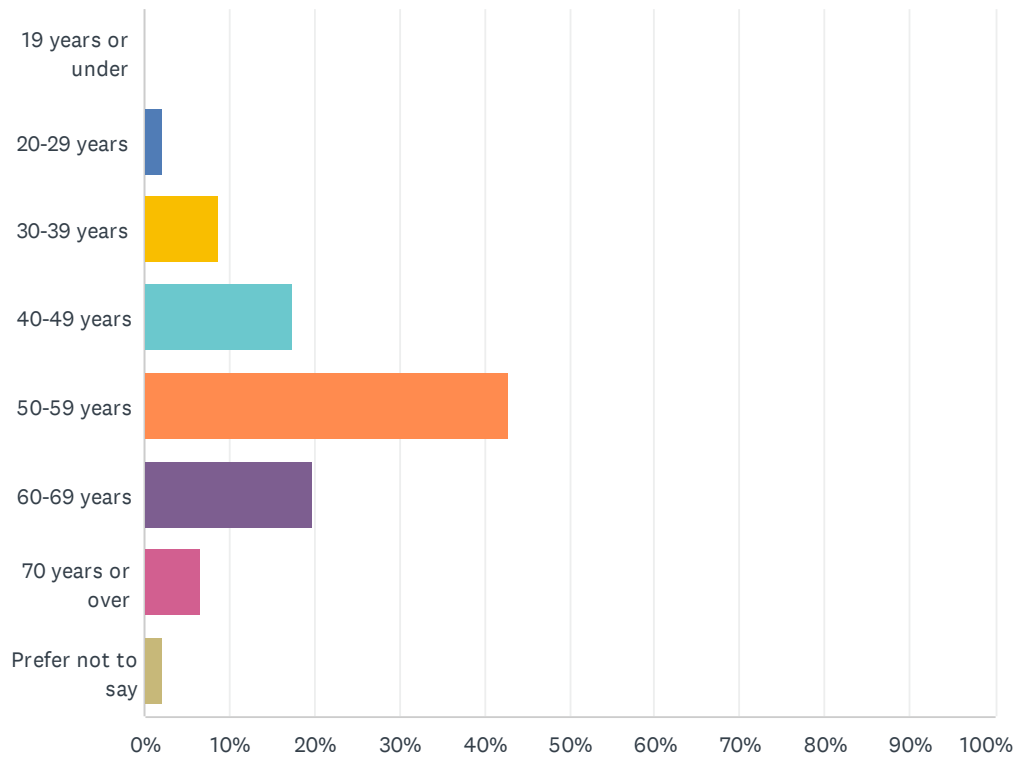
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	46.15%	42
Male	51.65%	47
Prefer not to say / not comfortable with either option	2.20%	2
TOTAL		91

Q20 Age

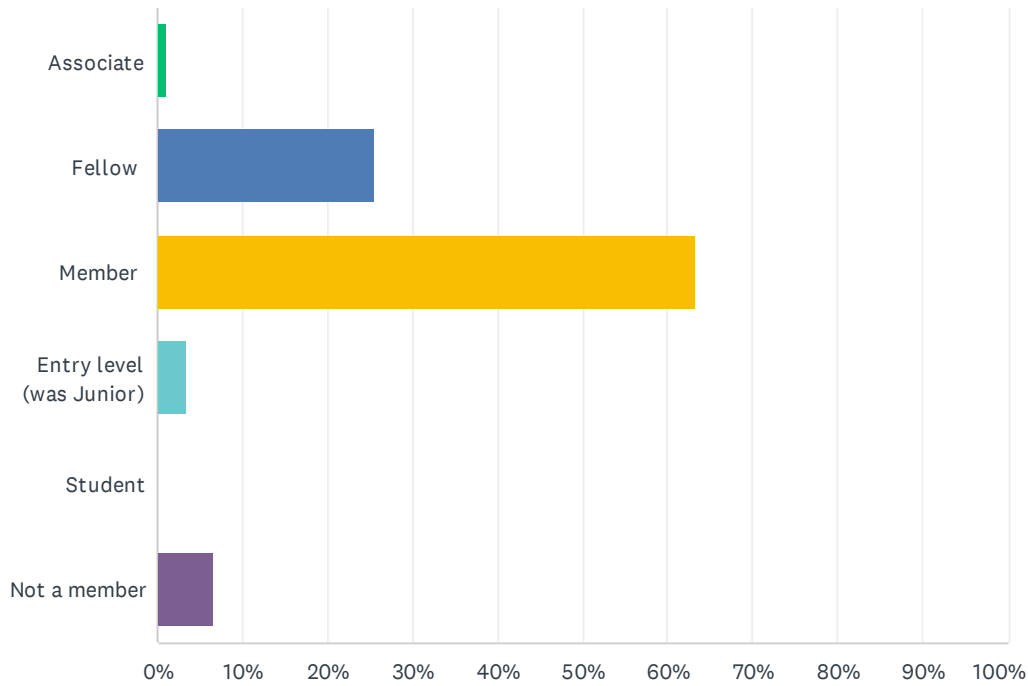
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
19 years or under	0.00%	0
20-29 years	2.20%	2
30-39 years	8.79%	8
40-49 years	17.58%	16
50-59 years	42.86%	39
60-69 years	19.78%	18
70 years or over	6.59%	6
Prefer not to say	2.20%	2
TOTAL		91

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

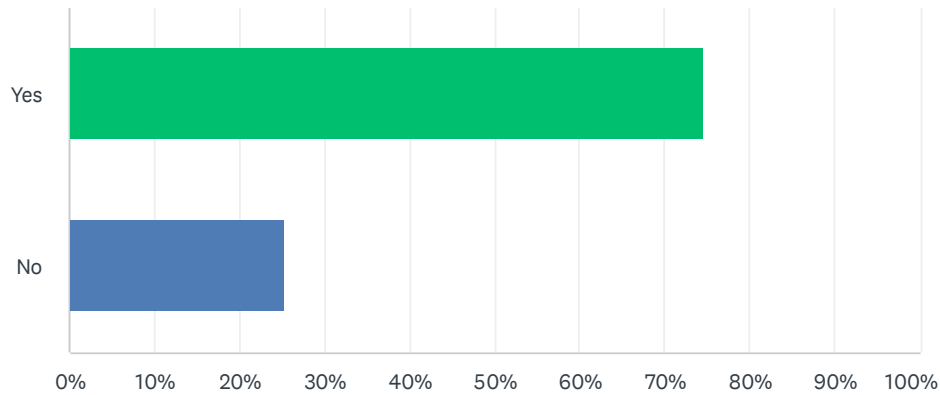
Answered: 90 Skipped: 1



ANSWER CHOICES	RESPONSES	
Associate	1.11%	1
Fellow	25.56%	23
Member	63.33%	57
Entry level (was Junior)	3.33%	3
Student	0.00%	0
Not a member	6.67%	6
TOTAL		90

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

Answered: 79 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	74.68%	59
No	25.32%	20
TOTAL		79

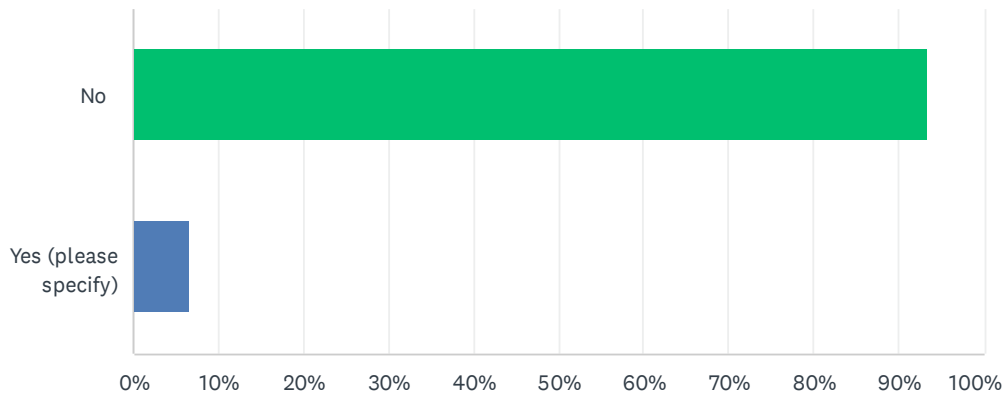
#	WHAT ARE THE CIRCUMSTANCES IN WHICH YOU DO USE MISTC OR FISTC?IF YOU NEVER USE EITHER, PLEASE SHARE WHY NOT...
1	On relevant CVs or other business documents
2	Job applications, CVs, customer-facing employer documents such as those listing members of a project delivery team and their credentials.
3	I don't really have reason to in my working environment.
4	Signature block
5	Linkedin
6	I use it on my CV and business card.
7	On CV. When writing general letters/emails of complaint, or to my MP.
8	On correspondence.
9	I have used MISTC and other credentials in the past, especially when job-hunting. I may return to doing so in professional communication outside work, LinkedIn profile, and in a related professional capacity.
10	On official correspondence, when applying for a new job.
11	E-Mail signature block
12	Sign-off of business-related letters/emails.
13	LinkedIn Introduction slides of any given PowerPoint, "A minute about me"
14	In my email signature and on LinkedIn
15	Company policy not to add qualifications or accreditations
16	I don't use BSc, MATC either (except in my CV)
17	LinkedIn profile, CV.
18	Email signature

19	In an email signature to appropriate contacts
20	LinkedIn and work email signature
21	When communicating with clients and/or the production and authoring of relevant online/paper documentation concerning the project with which I am involved. Also in general correspondence involving the quotations of other related organisations of which I am a member.
22	within work email signature
23	Email signature, LinkedIn profile
24	I've never felt the need to put letters after my name.
25	I have nowhere to put it! It would look a bit old-fashioned on my email signature and downright peculiar on LinkedIn! I'm also not confident about using it when I don't use BA either.
26	Referenced on Signature on work emails
27	Email signature, Business Card, LinkedIn profile
28	Honestly, I didn't know using MISTC after my name was an option.
29	CV
30	Email signature
31	Usually on documents/emails related to my profession rather than general work/personal emails. For example, on a CV, application forms and CPD records.
32	In a professional context.
33	On my business card. On formal letters and emails.
34	All professional communications
35	email signature, LinkedIn
36	Don't use it often because nobody knows what it is and when told don't regard it as a proper job.
37	on LinkedIn
38	email and business card
39	In use on LinkedIn
40	Professional
41	LinkedIn profile CV
42	I work abroad, FISTC not relevant
43	Only on LinkedIn at present.
44	In my email signature.
45	email signature
46	Email sig, CV
47	On my CV
48	On my CV and business cards
49	On my CV, LinkedIn profile and the signature on my emails
50	CV, LinkedIn
51	On my work business cards, not that I use them much now all meetings are online, and on personal headed paper.
52	It is on my email signature and on my CV (internal)
53	LinkedIn profile, CV.
54	When dealing with Government departments or looking for Jobs/Recruiting new writers

55	CVs and similar	
56	Email signature, business cards, presentations	
57	If writing a reference	
58	Email signature, and when contacting clients	

Q23 Do you belong to any other technical communication association?

Answered: 90 Skipped: 1



ANSWER CHOICES	RESPONSES
No	93.33% 84
Yes (please specify)	6.67% 6
TOTAL	90

#	YES (PLEASE SPECIFY)
1	Australian Society of Technical Communicators
2	British Computer Society
3	STC
4	STC
5	IEEE IEEE-Standards Association IEEE-Women In Engineering
6	Tekom Europe