



Technical Communication Industry Survey

NSW Statistical Analysis

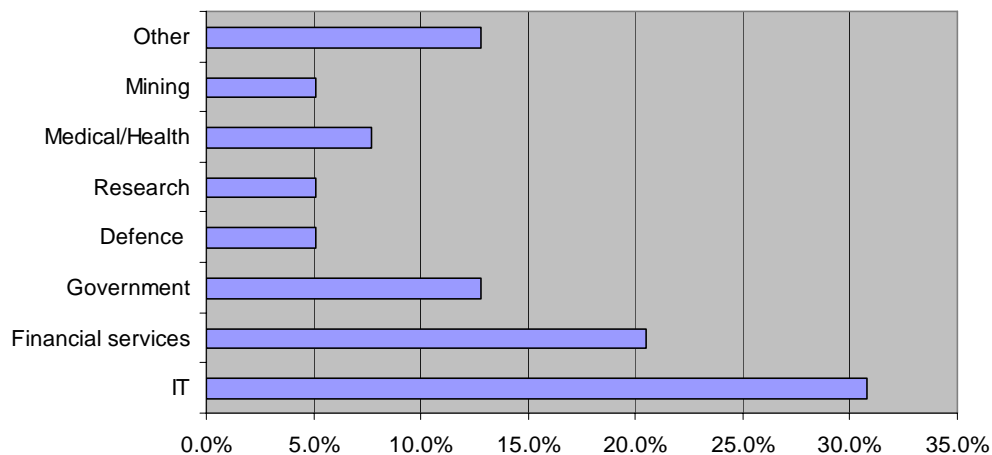
April 2007

Summary

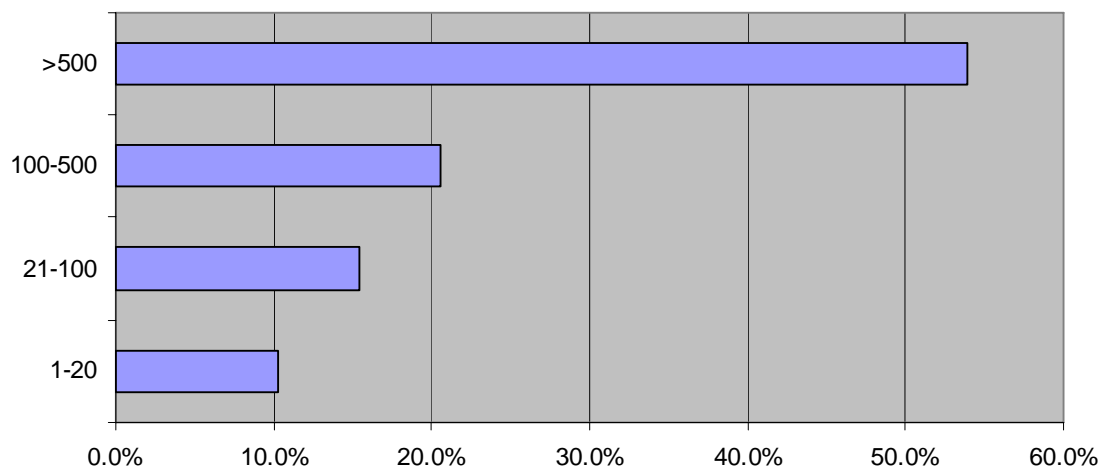
This report details the results of an online survey conducted over 2 months at the start of 2007 and reports specifically on the responses of those based in NSW. An overall summary report is available on the TechWriter website www.techwriter.com.au. This survey asks employers and those involved in the technical communication industry for information about technical communication in their organizations and what they look for when hiring technical communicators.

Respondent Profile

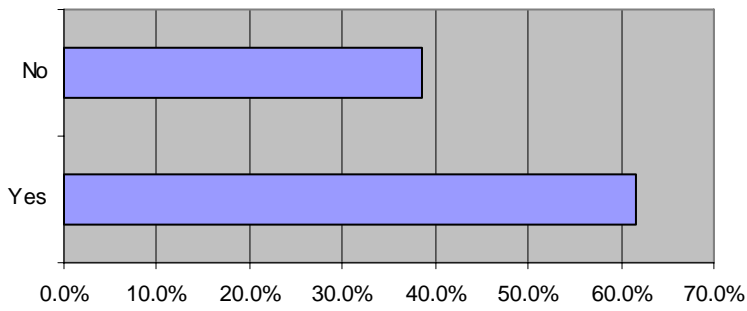
Which industry is your organisation in?



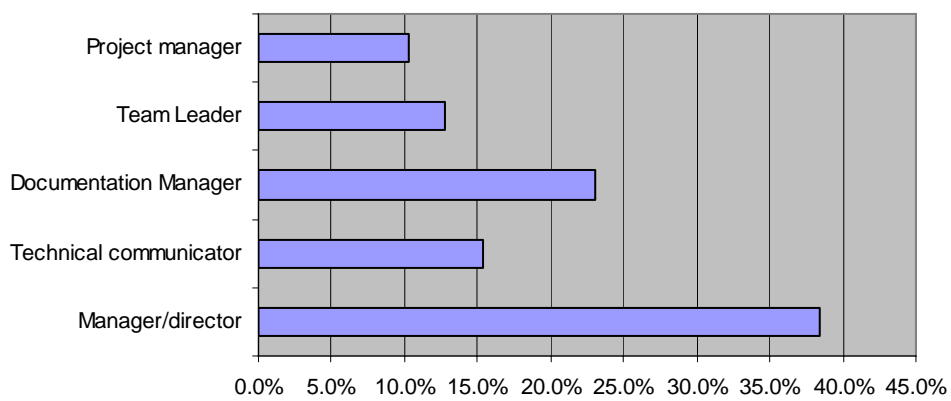
How many employees are there in your organisation?



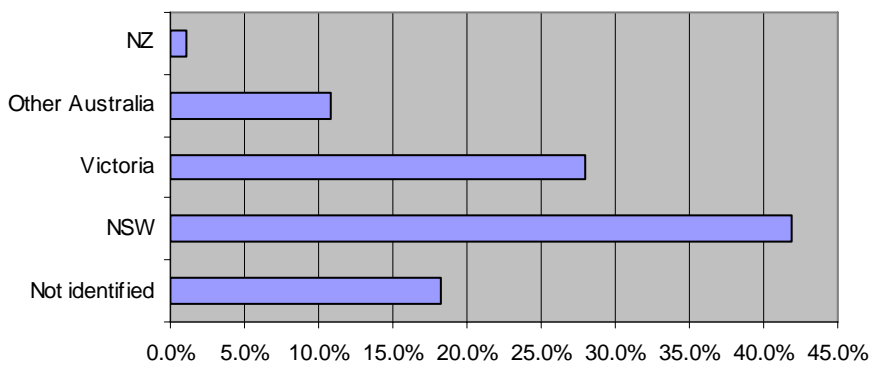
Is there an in-house documentation team (i.e. more than one person)?



What is your role in your organisation?

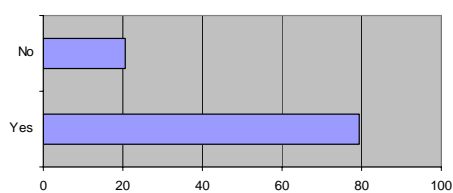


In what state is your organisation located?

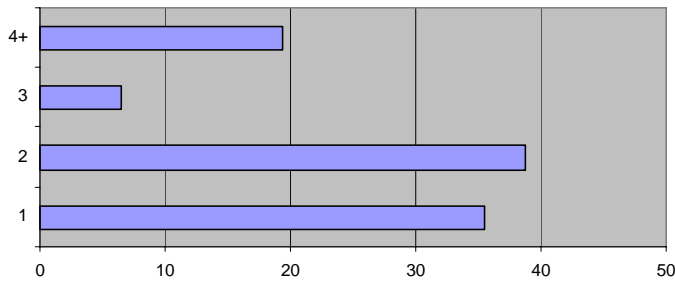


Hiring Practice

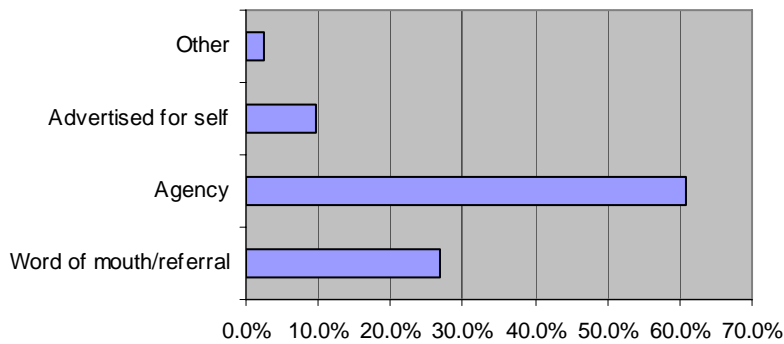
Have you hired a permanent or contract Technical Communicator in the past 24 months?



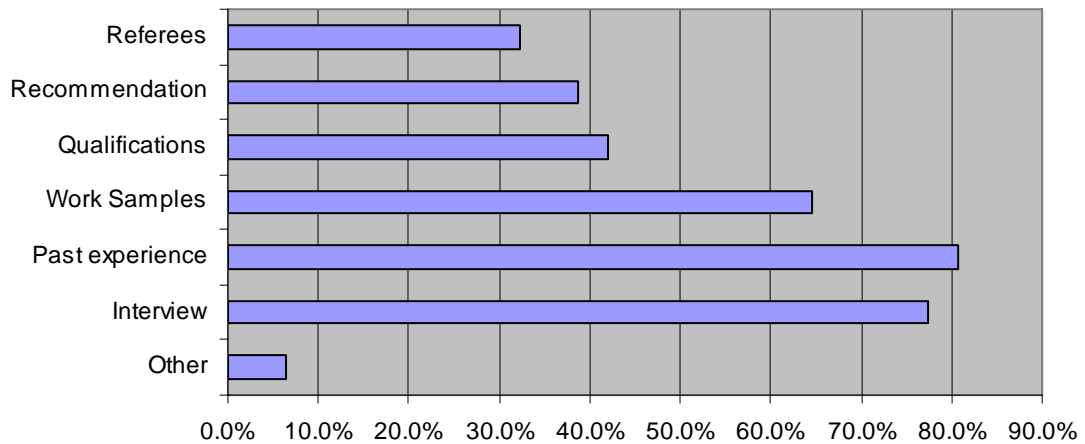
If yes, how many?



Which method succeeded in finding this person?



How did you assess their ability and suitability?



How important to you are the following methods of assessing suitability?

Method	Number reporting as:				Rating
	Critical	Very Important	Important	Not important	
Interview	15	12	3	0	1.6
Past experience	8	19	3	1	1.9
Work Samples	8	11	9	2	2.17
Recommendation	8	9	10	3	2.27
Referees	7	6	13	2	2.36
Qualifications	1	9	18	2	2.7

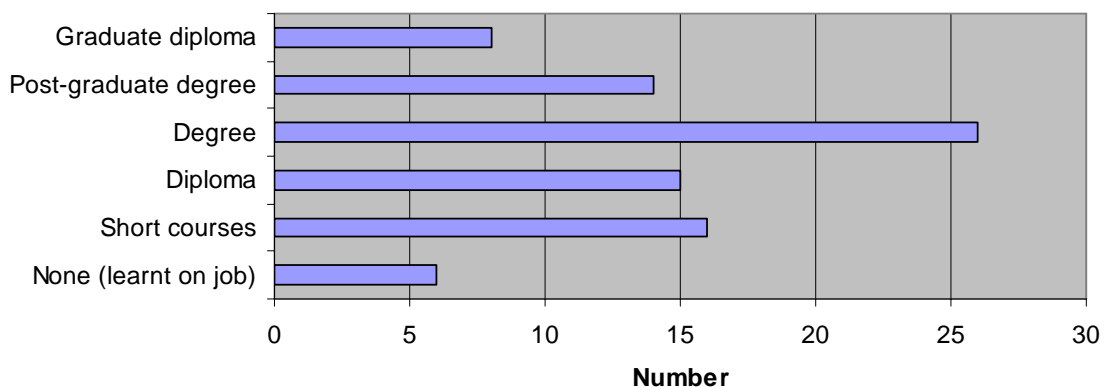
Competencies

How important are the following competencies for a technical communicator to be successful in your organisation?

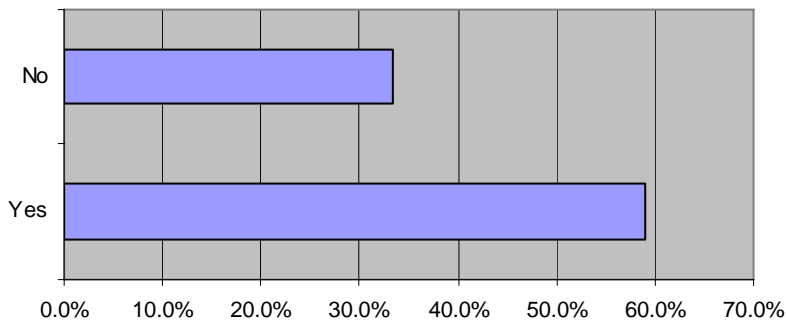
	Number reporting as:				Rating
	Critical	Very Important	Important	Not Important	
Write clearly for specific audiences	26	11	2	0	1.38
Write, edit and test documents	20	16	3	0	1.56
Collaboration with subject matter experts and coworkers	19	14	6	0	1.67
Using relevant technology	5	26	8	0	2.08
Evaluate ones own work and the work of others	6	22	11	0	2.13
Research, analysis and reporting	6	17	11	5	2.38
Content management	5	15	18	1	2.38
Presentation skills	8	13	13	5	2.38
Instructional design	5	15	14	5	2.49
Assess and learn to use technologies	1	20	14	4	2.54
Project Management	4	14	13	8	2.64
Usability testing	2	12	18	7	2.77
Single sourcing	2	8	17	12	3.00

Qualifications

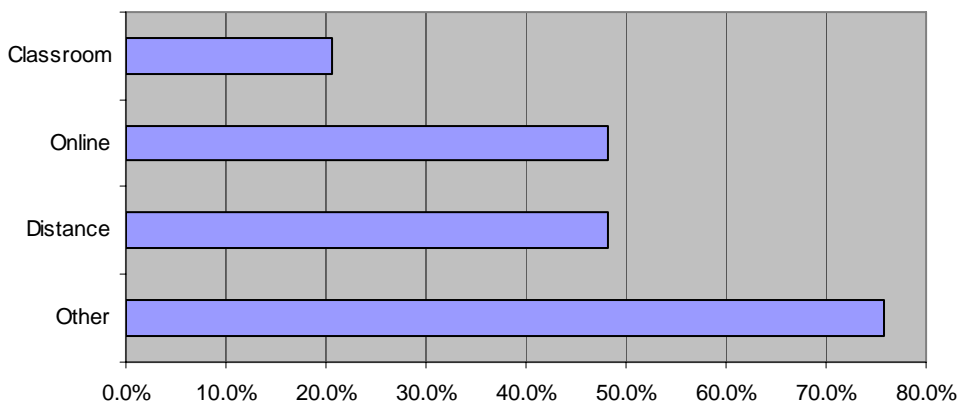
Tick the academic qualifications you and your technical communicators have.



Would you advise your employees to obtain formal qualifications in technical communication?

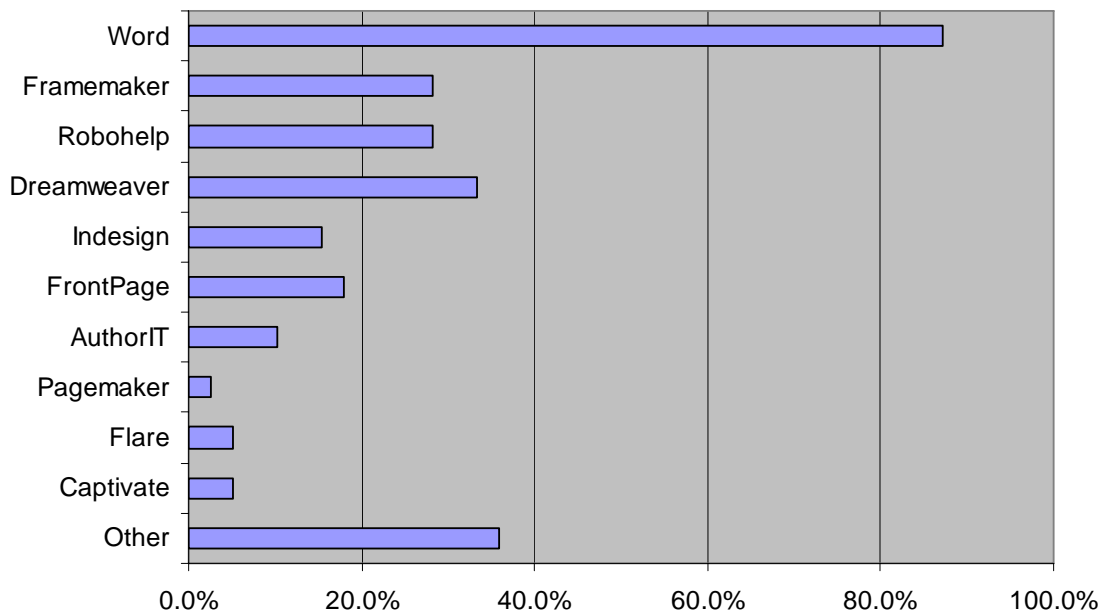


If yes, which method of delivery would be preferable? (Tick all that apply)



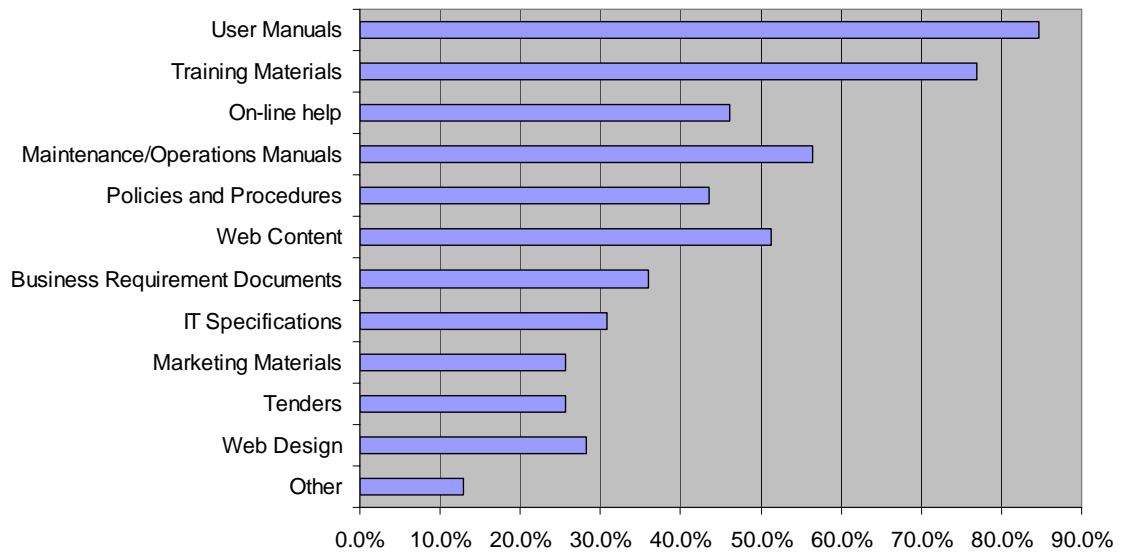
Tools

What authoring software do you use? (Tick all that apply)



Products

Which of the following do you or your team produce? (Tick all that apply)



For further information or to discuss these findings, call Elizabeth at TechWriter on 02 9955 5768 or 1300 788 716.