



[Privacy](#) [Contact Us](#) [Logout](#)

[Home](#) [New Survey](#) [My Surveys](#) [List Management](#) [My Account](#) [Help Center](#)

Tuesday, January 24, 2006

Results Summary

Show All Pages and Questions

[Export...](#) [View](#)

Filter Results

To analyze a subset of your data, you can create one or more filters.

[Edit Filter...](#)

Total: 73

Visible: 73

Share Results

Your results can be shared with others, without giving access to your account.

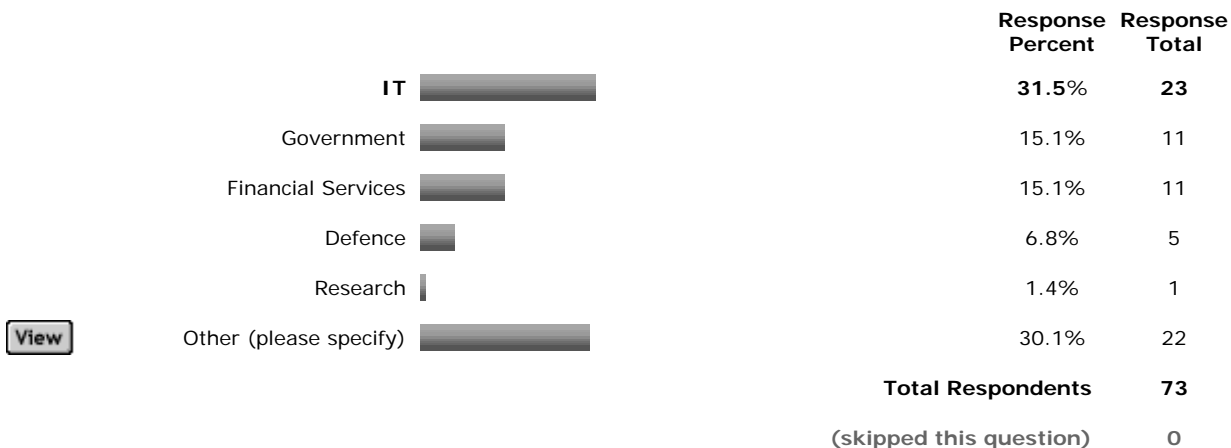
[Configure...](#)

Status: Enabled

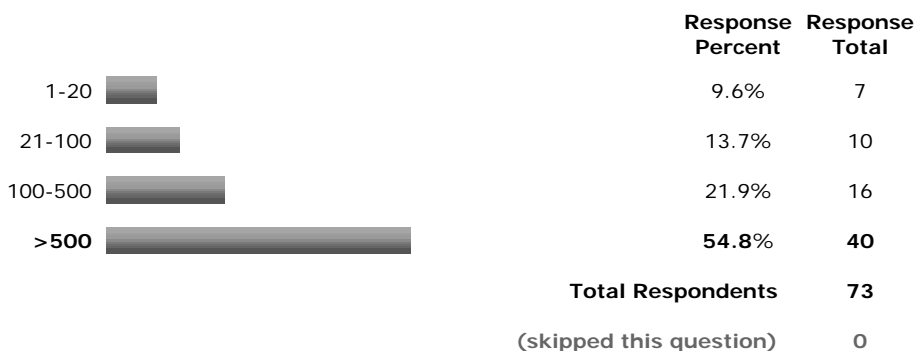
Reports: Summary and Detail

2. About technical communication in your organisation

1. Which industry is your organisation in?



2. How many employees are there in your organisation?



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



Total Respondents 73
 (skipped this question) 0

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

	Response Percent	Response Total
Business requirement documents	31.5%	23
IT specifications	26%	19
User manuals	83.6%	61
On-line help	64.4%	47
Training materials	67.1%	49
Web content	56.2%	41
Web design	31.5%	23
Marketing materials	28.8%	21
Tenders	17.8%	13
Policies and procedures	56.2%	41
View Other (please specify)	12.3%	9
Total Respondents		73
(skipped this question)		0

5. What authoring software do you use? (tick all that apply)

	Response Percent	Response Total
Word	82.2%	60
Framemaker	27.4%	20
Robohelp	31.5%	23
AuthorIT	6.8%	5
Pagemaker	9.6%	7
Dreamweaver	26%	19
View Other (please specify)	38.4%	28
Total Respondents		73
(skipped this question)		0

3. Staffing

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

	Response Percent	Response Total
Yes	75.7%	53
No	24.3%	17
Total Respondents		70

(skipped this question) 3

4. Hiring staff

7. Which method succeeded in finding this person?

	Response Percent	Response Total
Word of mouth or referral	40%	20
Agency	54%	27
Advertised for self	16%	8
Other (please specify)	8%	4
Total Respondents		50
(skipped this question)		23

8. Which is your preferred method and why?

View Total Respondents	42
(skipped this question)	31

9. How did you assess their ability and suitability?

	Response Percent	Response Total
Interview	92%	46
Work samples	64%	32
Qualifications	42%	21
Past experience (i.e. previous employment)	80%	40
Recommendation	50%	25
Referees	46%	23
Other (please specify)	6%	3
Total Respondents		50
(skipped this question)		23

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

	Critical	Very important	Important	Not important	Response Average
Interview	51% (25)	31% (15)	16% (8)	2% (1)	1.69
Work samples	21% (10)	53% (25)	21% (10)	4% (2)	2.09
Qualifications	7% (3)	18% (8)	55% (24)	20% (9)	2.89
Past experience (i.e. previous employment)	29% (14)	53% (26)	16% (8)	2% (1)	1.92
Recommendation	30% (14)	38% (18)	26% (12)	6% (3)	2.09
Referees	18% (8)	24% (11)	47% (21)	11% (5)	2.51
Total Respondents					50

(skipped this question) 23

11. What additional information (if any) would you have liked?

[View](#) Total Respondents 11
(skipped this question) 62

5. Qualifications

12. Tick the academic qualifications you and your technical communicators have.

	Response Percent	Response Total
None (learnt on job)	34.4%	22
Short courses	39.1%	25
Diploma	23.4%	15
Degree	59.4%	38
Post-graduate degree	29.7%	19
Graduate diploma	17.2%	11
Total Respondents		64
(skipped this question)		9

13. Are you aware of specific courses in technical communication? Which ones?

[View](#) Total Respondents 37
(skipped this question) 36

14. Ideally, what qualifications would a person working in your team need?

[View](#) Total Respondents 49
(skipped this question) 24

6. Competencies

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

	Critical	Very Important	Important	Not Important	Response Average
Collaboration with subject matter experts and coworkers	75% (45)	25% (15)	0% (0)	0% (0)	1.25
Write clearly for specific audiences	70% (42)	28% (17)	2% (1)	0% (0)	1.32
Assess and learn to use technologies	17% (10)	48% (29)	32% (19)	3% (2)	2.22
Self-starter and work unsupervised	43% (26)	45% (27)	12% (7)	0% (0)	1.68
Evaluate ones own work and the work of others	27% (16)	53% (32)	20% (12)	0% (0)	1.93
Using relevant technology	23% (14)	47% (28)	23% (14)	7% (4)	2.13

Write, edit and test documents	55% (33)	42% (25)	2% (1)	2% (1)	1.50
Usability testing	22% (13)	33% (20)	32% (19)	13% (8)	2.37
Single sourcing	5% (3)	22% (13)	42% (25)	32% (19)	3.00
Content management	12% (7)	35% (21)	33% (20)	20% (12)	2.62
Instructional design	13% (8)	35% (21)	33% (20)	18% (11)	2.57
Project management	12% (7)	23% (14)	40% (24)	25% (15)	2.78
Research, analysis and reporting	12% (7)	37% (22)	37% (22)	15% (9)	2.55
Presentation skills	13% (8)	42% (25)	35% (21)	10% (6)	2.42
Total Respondents					60
(skipped this question)					13

7. Demographic information

16. What is your role in your organisation?

	Response Percent	Response Total
Manager	36.7%	22
Technical Communicator	13.3%	8
Documentation Manager	11.7%	7
HR Manager	0%	0
Project Manager	3.3%	2
Team Leader	16.7%	10
View Other (please specify)	18.3%	11
Total Respondents		60
(skipped this question)		13

17. To which job role or department do you report?

View Total Respondents	52
(skipped this question)	21

18. In what state is your organisation located?

	Response Percent	Response Total
ACT	1.7%	1
New South Wales	50%	30
Northern Territory	0%	0
Queensland	6.7%	4
South Australia	3.3%	2
Tasmania	0%	0
Victoria	36.7%	22

Western Australia	1.7%	1
Total Respondents		60
(skipped this question)		13

8. More information

19. If you are willing to be contacted regarding this survey, please leave your name and contact details below. Otherwise you will remain anonymous.

<input type="button" value="View"/>	Total Respondents	26
	(skipped this question)	47

[SurveyMonkey is Hiring!](#) | [Privacy Statement](#) | [Contact Us](#) | [Logout](#)

Copyright ©1999-2004 SurveyMonkey.com. All Rights Reserved.
No portion of this site may be copied without the express written consent of SurveyMonkey.com.