

2007

Salary Survey of Indian Technical Communicators



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STC India 2007 Salary Survey Committee

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Your feedback and suggestions are welcome. Please write to pareshnaik@rediffmail.com

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1. Overview

1.1 About the survey

STC India chapter conducted a survey of salaries of Technical Communicators working in India. This web-based, anonymous survey was open to all Technical Communicators working in India including those who are not the members of STC. The survey was open from 1st June 2007 to 24th June 2007.

A total of 286 respondents completed the survey. Of the total responses received, 3 are discarded for anomalous data and remaining 283 are considered for the analysis in this report. The survey comprised of two parts, one with compulsory questions and the other with optional questions. For the complete questionnaire used for the survey, see *Appendix A. Survey questions*.

The number of responses to the optional questions varied from 145 to 176.

1.2 About statistical measures used in this report

Base: The total responses in a given category.

Mean: The value computed by averaging the tabulated responses.

10%: Ten percent of the responses were below this value; ninety percent were above this value.

25%: Twenty-five percent of the responses were below this value; seventy-five percent were above this value.

50%: Fifty percent of the responses were below this value; fifty percent were above this value. This is also called the median.

75%: Seventy-five percent of the responses were below this value; twenty-five percent were above this value.

90%: Ninety percent of the responses were below this value; ten percent were above this value.

TrimMean: This value is the mean taken by excluding 10% of data points from the top and bottom tails of a data set. In other words, this is an average of values excluding the extreme cases.

Salary/year of experience: Most of the tables also indicate the measures for salary/year of experience. This parameter is included to compare influence of various factors on the salary on level grounds, i.e. to exclude the effect of experience. If all or most of the survey participants from a specific category have a higher number of years of experience, the average salary in that particular category may be reflected as very high. In such cases, the salary/year of experience parameter will give a more realistic comparison of salaries in related categories.

For example, if you compare the salaries of Technical Communicators at different locations on the parameter of average annual salary as well as average salary/year of experience (see section 4. *Location*), you can conclude that the reported average salary of Technical Communicators in Ahmedabad is very low. However, this is not because this city pays less, but because all the survey participants from Ahmedabad are having lower experience than people in other cities.

All the salary figures mentioned in this report are in Indian Rupees unless specifically mentioned otherwise.

2. Key results

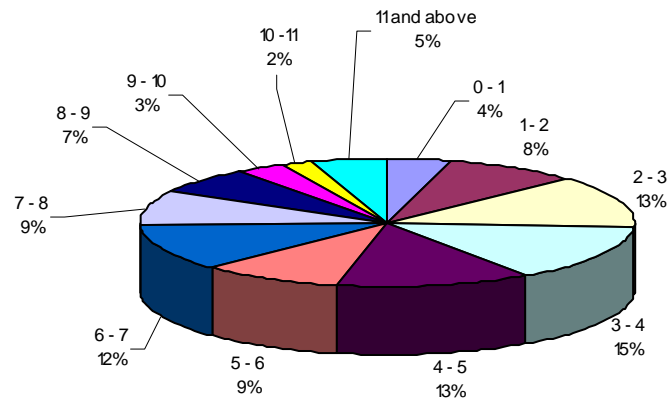
- ❑ The survey shows a growth of 55% in the average salaries of Indian Technical Communicators as compared to the average salaries in 2005.
- ❑ Pune continues to be the highest paying city and shows the highest raise in salaries compared to 2005.
- ❑ Salary levels of the entry level Technical Communicators and those with 1 to 2 years of experience have increased more significantly compared to those with higher experience.
- ❑ Salary levels of Indian Technical Communicators are about 22% to 33% of those of the US counterparts.
- ❑ Technical Communicators with engineering background and those with formal certifications in Technical Communication courses are being offered higher salaries than the others.
- ❑ Factors such as team structure, organization type and size, training in management, ratio of technical communicators to product developers seem to have very little or no influence on salary levels.
- ❑ About 78% of Technical Communicators in India are satisfied with their salaries.
- ❑ At least 53% of the Technical Communication jobs in India are created by the outsourcing trend.
- ❑ The trends in salaries show that the difference between salaries in India and US is decreasing.

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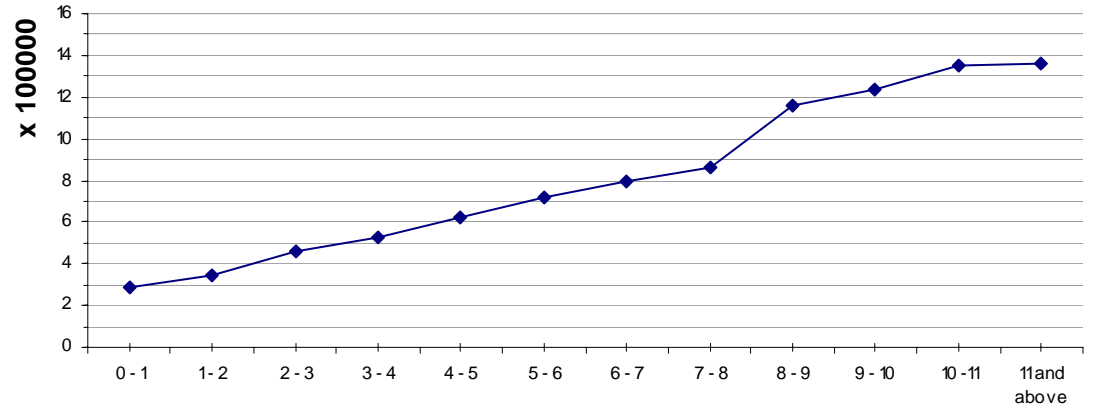
3. Experience

| Experience (Years) * | Base | Salary (Rs. per annum) | | | | | | | Salary/year of experience (Rs. per annum) | | | | | | |
|----------------------|------|------------------------|-----------|---------|-----------|-----------|-----------|-----------|---|----------|---------|---------|---------|---------|---------|
| | | Average | TrimMean | 10% | 25% | 50% | 75% | 90% | Average | TrimMean | 10% | 25% | 50% | 75% | 90% |
| 0 - 1 | 12 | 288,917 | 288,917 | 180,000 | 197,250 | 251,000 | 374,250 | 491,700 | 288,917 | 288,917 | 180,000 | 197,250 | 251,000 | 374,250 | 491,700 |
| 1 - 2 | 24 | 340,823 | 341,352 | 193,500 | 250,000 | 330,000 | 439,063 | 454,200 | 170,411 | 170,676 | 96,750 | 125,000 | 165,000 | 219,531 | 227,100 |
| 2 - 3 | 38 | 466,395 | 463,972 | 300,000 | 350,250 | 445,000 | 526,500 | 700,000 | 154,149 | 153,269 | 100,000 | 116,750 | 148,333 | 169,917 | 233,333 |
| 3 - 4 | 41 | 538,951 | 530,189 | 324,000 | 391,000 | 460,000 | 730,000 | 825,000 | 133,604 | 131,831 | 81,000 | 97,750 | 115,000 | 182,500 | 200,000 |
| 4 - 5 | 36 | 638,361 | 622,088 | 338,500 | 463,750 | 575,000 | 792,500 | 957,000 | 127,283 | 124,006 | 67,700 | 92,750 | 115,000 | 158,500 | 191,400 |
| 5 - 6 | 26 | 714,000 | 718,917 | 464,500 | 592,500 | 675,000 | 850,000 | 1,020,000 | 119,000 | 119,819 | 77,417 | 98,750 | 112,500 | 141,667 | 170,000 |
| 6 - 7 | 33 | 809,970 | 795,645 | 456,000 | 580,000 | 750,000 | 976,000 | 1,216,000 | 115,710 | 113,664 | 65,143 | 82,857 | 107,143 | 139,429 | 173,714 |
| 7 - 8 | 25 | 861,160 | 857,783 | 610,000 | 750,000 | 840,000 | 1,000,000 | 1,109,600 | 108,145 | 107,766 | 76,650 | 96,875 | 105,000 | 125,000 | 138,700 |
| 8 - 9 | 19 | 1,158,789 | 1,158,789 | 827,600 | 1,000,000 | 1,200,000 | 1,400,000 | 1,410,000 | 128,754 | 128,754 | 91,956 | 111,111 | 133,333 | 155,556 | 156,667 |
| 9 - 10 | 9 | 1,232,778 | 1,232,778 | 920,000 | 1,120,000 | 1,275,000 | 1,450,000 | 1,510,000 | 123,278 | 123,278 | 92,000 | 112,000 | 127,500 | 145,000 | 151,000 |
| 10 -11 | 6 | 1,353,750 | 1,353,750 | 900,000 | 950,000 | 1,111,250 | 1,630,625 | 2,050,000 | 123,068 | 123,068 | 81,818 | 86,364 | 101,023 | 148,239 | 186,364 |
| 11 and above | 14 | 1,357,143 | 1,357,143 | 753,000 | 1,000,000 | 1,300,000 | 1,500,000 | 1,770,000 | 104,271 | 104,271 | 61,019 | 74,107 | 100,000 | 125,000 | 144,231 |

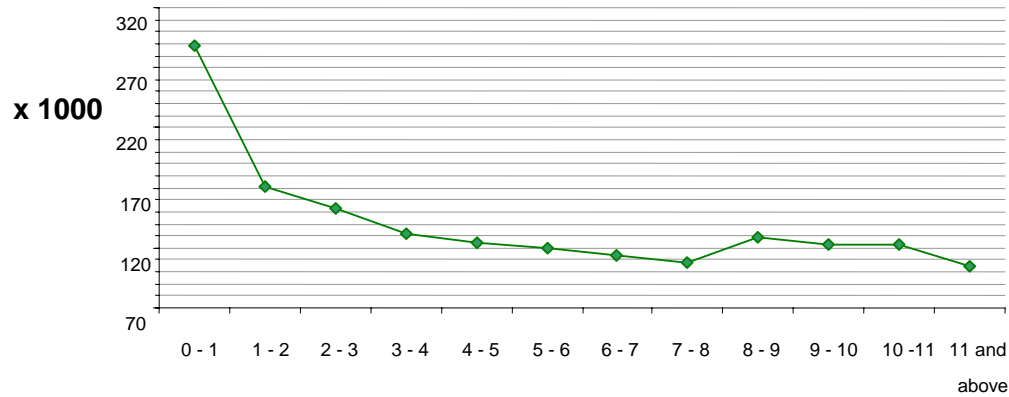
* The ranges exclude the upper most limits, hence, if you are looking for a boundary case, you should read the range where the case is lower limit of the range. For example, if you are looking for the salary level of a Technical Communicator with exactly 2 years of experience, you should refer to the 2-3 range and not the 1-2 range.



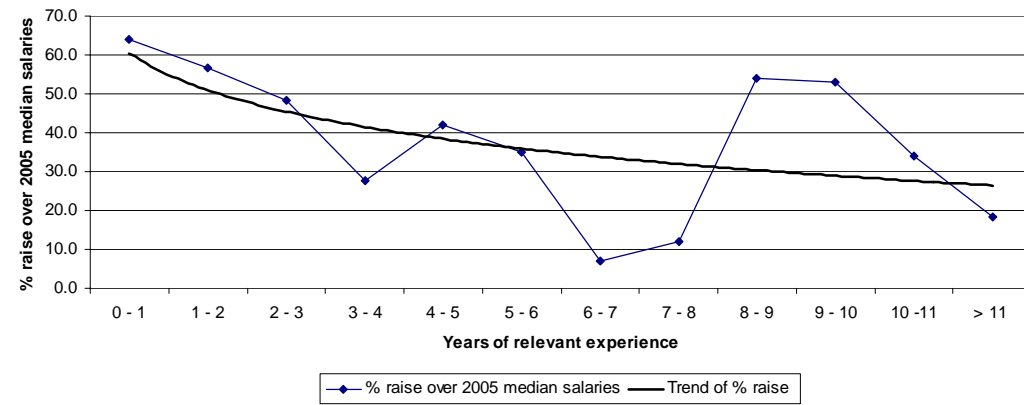
Profile of respondents



Average salary (TrimMean) per annum (Rs./year)



Average salary (TrimMean) per annum neutralized for experience (Rs./year/year of experience)

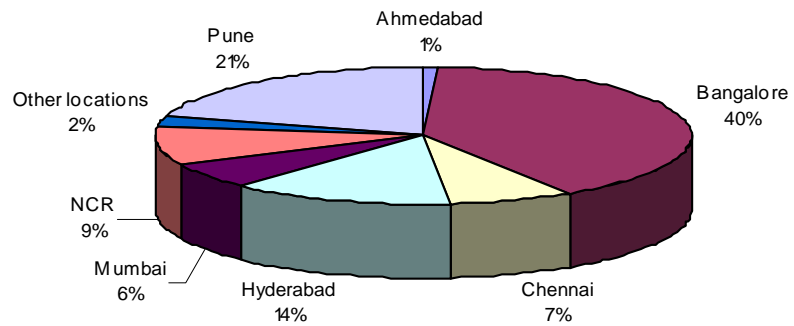


4. Location

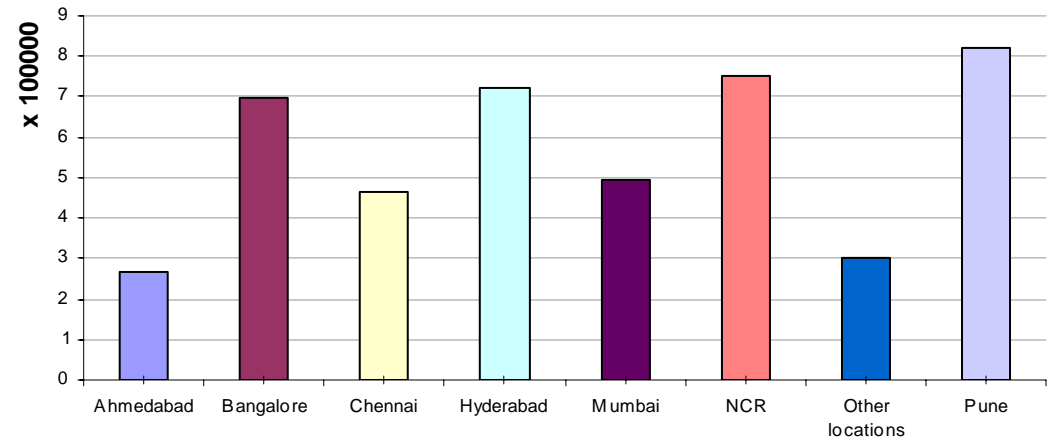
| Location | Base | Salary (Rs. per annum) | | | | | | | Salary/year of experience (Rs. per annum) | | | | | | |
|-------------------|------|------------------------|----------|---------|---------|---------|-----------|-----------|---|----------|--------|---------|---------|---------|---------|
| | | Average | TrimMean | 10% | 25% | 50% | 75% | 90% | Average | TrimMean | 10% | 25% | 50% | 75% | 90% |
| Ahmedabad | 2 | 265,500 | 265,500 | 216,300 | 234,750 | 265,500 | 296,250 | 314,700 | 134,700 | 134,700 | 79,260 | 100,050 | 134,700 | 169,350 | 190,140 |
| Bangalore | 113 | 729,929 | 695,864 | 314,400 | 430,000 | 600,000 | 862,000 | 1,284,000 | 141,943 | 136,639 | 83,667 | 105,143 | 125,000 | 165,000 | 209,500 |
| Chennai | 21 | 474,190 | 463,579 | 330,000 | 360,000 | 450,000 | 550,000 | 605,000 | 96,831 | 92,024 | 64,286 | 68,750 | 81,818 | 112,500 | 133,333 |
| Hyderabad | 38 | 732,421 | 722,278 | 404,400 | 457,500 | 640,000 | 974,500 | 1,200,000 | 146,629 | 141,710 | 75,286 | 97,500 | 123,333 | 170,750 | 232,750 |
| Mumbai | 17 | 493,235 | 493,235 | 280,000 | 320,000 | 425,000 | 540,000 | 877,000 | 108,298 | 108,298 | 67,810 | 87,500 | 106,250 | 125,000 | 150,000 |
| NCR* | 26 | 768,231 | 752,250 | 390,500 | 528,500 | 747,500 | 865,000 | 1,290,000 | 136,385 | 134,695 | 70,214 | 97,896 | 131,250 | 162,727 | 212,500 |
| Other locations** | 6 | 301,000 | 301,000 | 180,000 | 187,500 | 273,000 | 399,000 | 450,000 | 118,417 | 118,417 | 66,250 | 82,500 | 115,000 | 161,000 | 174,000 |
| Pune | 58 | 837,694 | 819,338 | 427,600 | 560,250 | 800,000 | 1,060,000 | 1,330,000 | 147,546 | 141,593 | 93,000 | 108,083 | 138,917 | 175,357 | 207,977 |

NCR: National capital region, includes Delhi, Faridabad, Gurgaon, and Noida

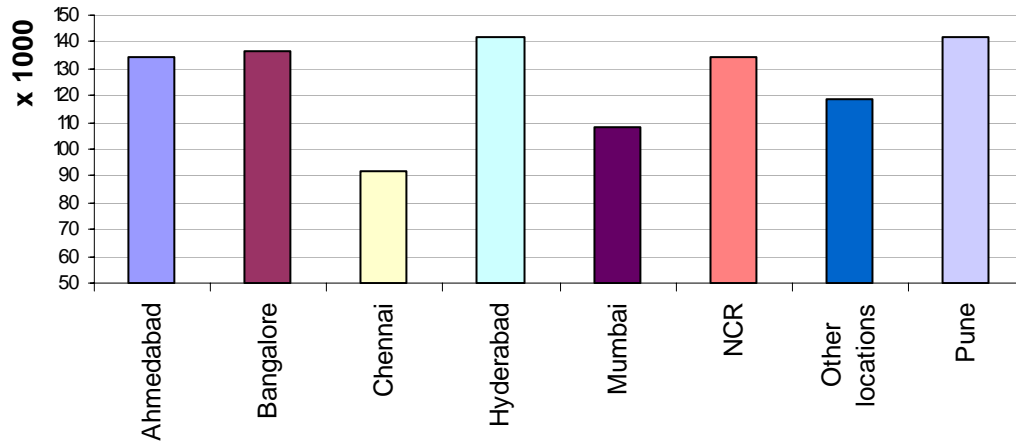
** Other locations: Responses from Goa, Cochin, Indore, and Trivendrum



Profile of respondents



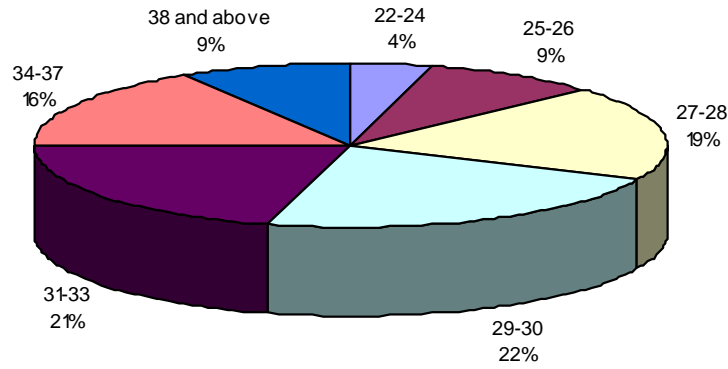
Average salary (TrimMean) per annum (Rs./year)



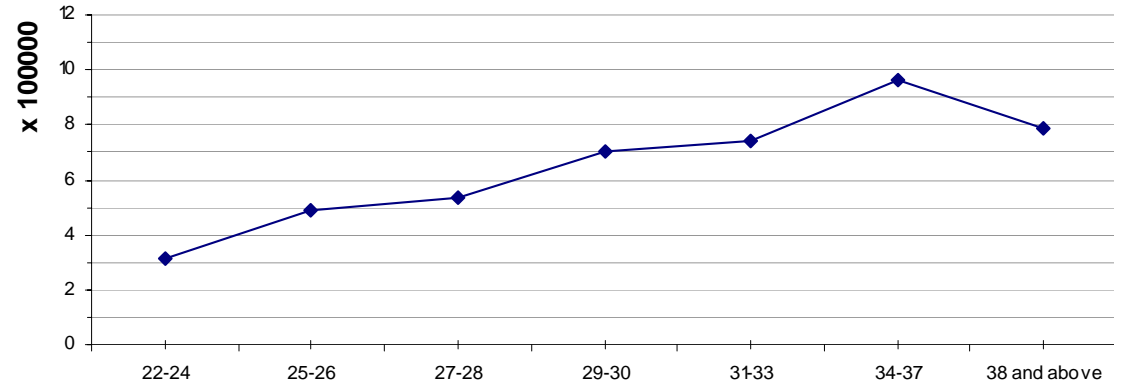
Average salary (TrimMean) per annum neutralized for experience (Rs./year/year of experience)

5. Age

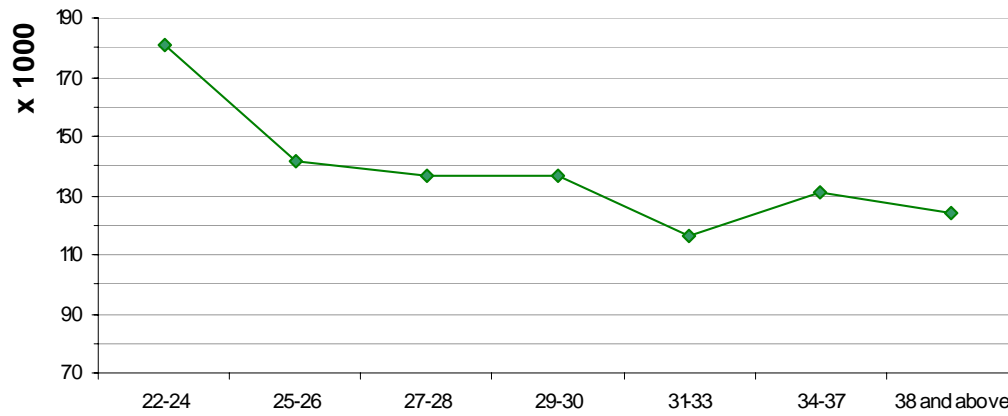
| Age (Years) | Base | Salary (Rs. per annum) | | | | | | | Salary/year of experience (Rs. per annum) | | | | | | |
|--------------|------|------------------------|----------|---------|---------|---------|-----------|-----------|---|----------|--------|---------|---------|---------|---------|
| | | Average | TrimMean | 10% | 25% | 50% | 75% | 90% | Average | TrimMean | 10% | 25% | 50% | 75% | 90% |
| 22-24 | 12 | 312,313 | 312,313 | 180,000 | 232,500 | 285,500 | 424,688 | 448,875 | 181,198 | 181,198 | 91,000 | 118,750 | 195,000 | 231,250 | 254,500 |
| 25-26 | 25 | 513,560 | 486,478 | 296,000 | 330,000 | 445,000 | 540,000 | 830,000 | 144,403 | 141,917 | 89,400 | 116,667 | 140,000 | 165,000 | 200,833 |
| 27-28 | 53 | 549,717 | 536,735 | 251,000 | 382,000 | 500,000 | 730,000 | 844,000 | 137,579 | 136,363 | 81,800 | 100,000 | 133,333 | 170,000 | 189,286 |
| 29-30 | 62 | 719,968 | 702,750 | 360,000 | 450,000 | 640,000 | 895,000 | 1,145,000 | 146,687 | 136,937 | 80,571 | 101,250 | 125,357 | 164,375 | 209,750 |
| 31-33 | 59 | 746,763 | 741,618 | 350,800 | 460,000 | 775,000 | 973,000 | 1,103,200 | 118,639 | 116,131 | 69,714 | 94,889 | 111,111 | 139,750 | 174,762 |
| 34-37 | 45 | 1,008,878 | 960,476 | 450,000 | 600,000 | 830,000 | 1,350,000 | 1,680,000 | 133,147 | 130,758 | 69,411 | 100,000 | 125,000 | 161,111 | 199,855 |
| 38 and above | 25 | 789,440 | 786,261 | 428,000 | 522,936 | 720,000 | 1,050,000 | 1,260,000 | 136,300 | 123,696 | 68,942 | 81,818 | 103,571 | 144,444 | 239,200 |



Profile of respondents



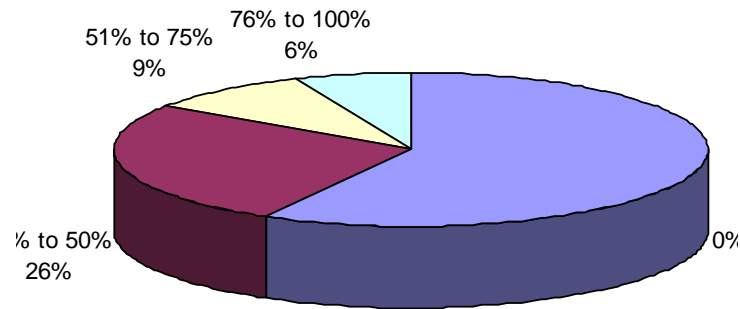
Average salary (TrimMean) per annum (Rs./year)



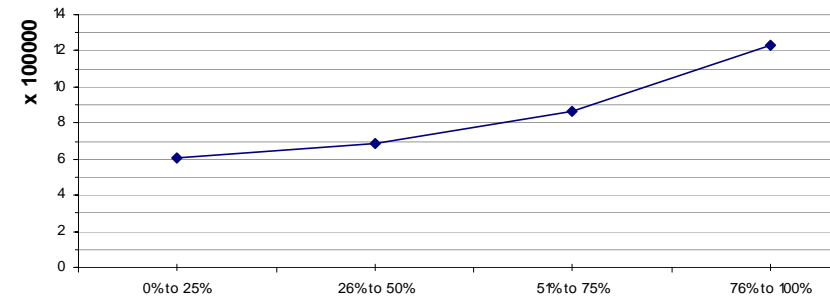
Average salary (TrimMean) per annum neutralized for experience (Rs./year/year of experience)

6. Time spent on managerial activities

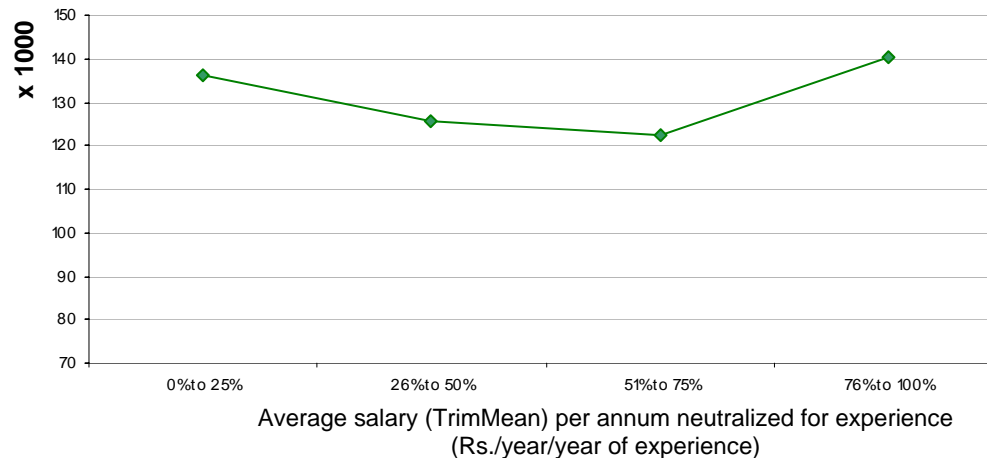
| Time Spent on Managerial Activities | Base | Salary (Rs. per annum) | | | | | | | Salary/year of experience (Rs. per annum) | | | | | | |
|-------------------------------------|------|------------------------|-----------|---------|---------|-----------|-----------|-----------|---|----------|--------|---------|---------|---------|---------|
| | | Average | TrimMean | 10% | 25% | 50% | 75% | 90% | Average | TrimMean | 10% | 25% | 50% | 75% | 90% |
| 0% to 25% | 163 | 633,149 | 608,872 | 282,000 | 407,000 | 540,000 | 800,000 | 1,112,800 | 143,170 | 136,176 | 74,867 | 99,167 | 130,000 | 167,333 | 224,000 |
| 26% to 50% | 74 | 699,892 | 689,882 | 350,000 | 450,000 | 700,000 | 900,000 | 1,042,000 | 128,268 | 125,517 | 81,916 | 100,000 | 116,667 | 150,000 | 197,325 |
| 51% to 75% | 26 | 864,000 | 861,000 | 328,500 | 550,000 | 797,500 | 1,200,000 | 1,400,000 | 123,683 | 122,535 | 67,075 | 97,536 | 126,250 | 153,750 | 175,500 |
| 76% to 100% | 18 | 1,227,500 | 1,227,500 | 534,600 | 787,500 | 1,050,000 | 1,400,000 | 1,950,000 | 140,299 | 140,299 | 92,920 | 111,111 | 143,750 | 160,764 | 193,977 |



Profile of respondents



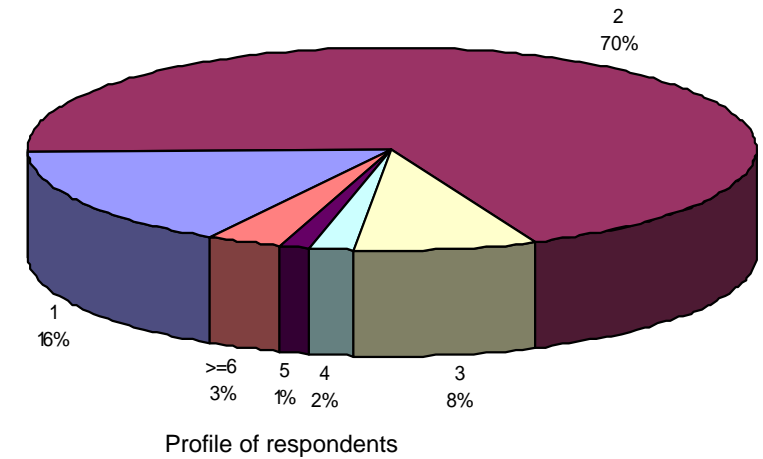
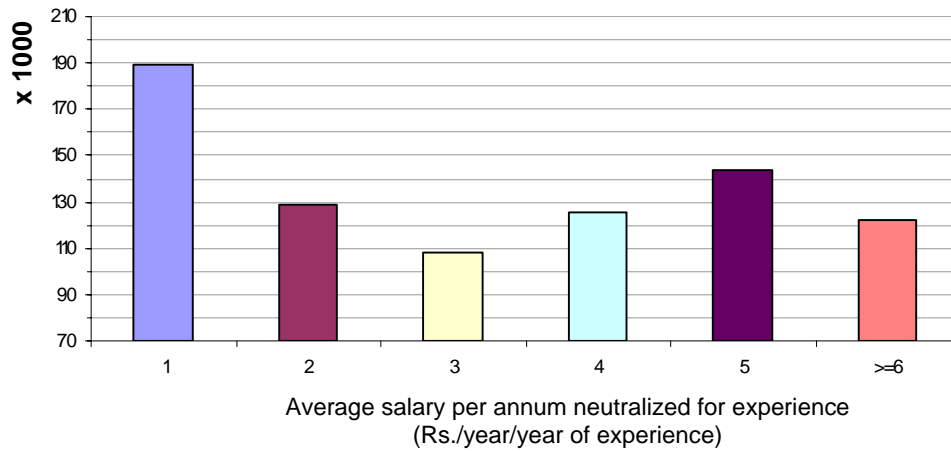
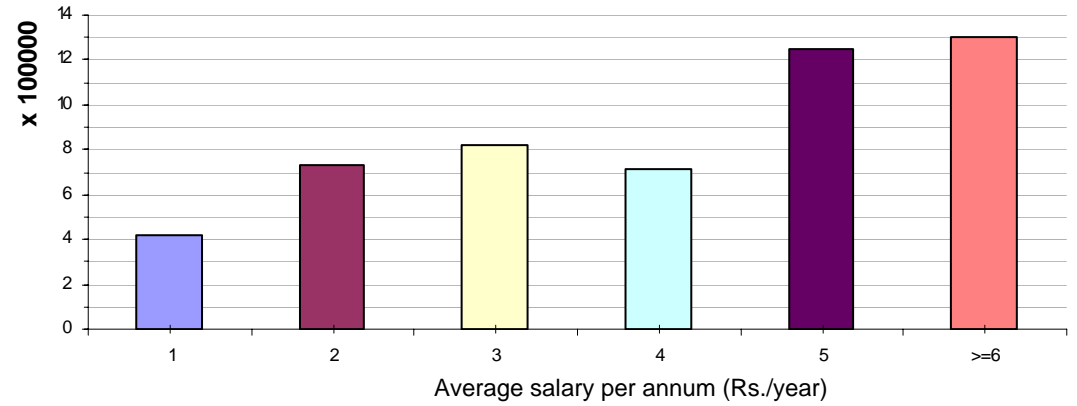
Average salary (TrimMean) per annum (Rs./year)



Average salary (TrimMean) per annum neutralized for experience (Rs./year/year of experience)

7. Average years per job

| Average years per job | Base | Average salary (Rs. per annum) | Average salary/year of experience (Rs. per annum) |
|-----------------------|------|--------------------------------|---|
| 1 | 46 | 420,217 | 189,466 |
| 2 | 194 | 727,530 | 129,095 |
| 3 | 22 | 822,955 | 108,463 |
| 4 | 6 | 714,333 | 125,089 |
| 5 | 4 | 1,249,375 | 143,409 |
| >=6 | 9 | 1,299,444 | 122,145 |



8. Education

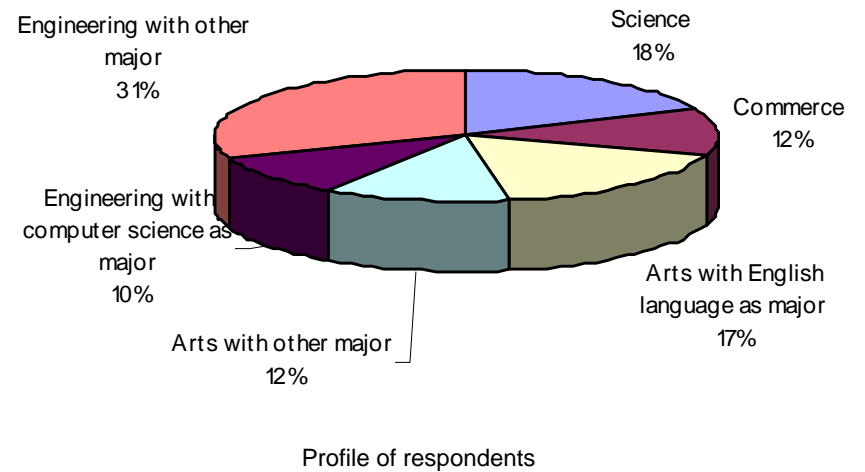
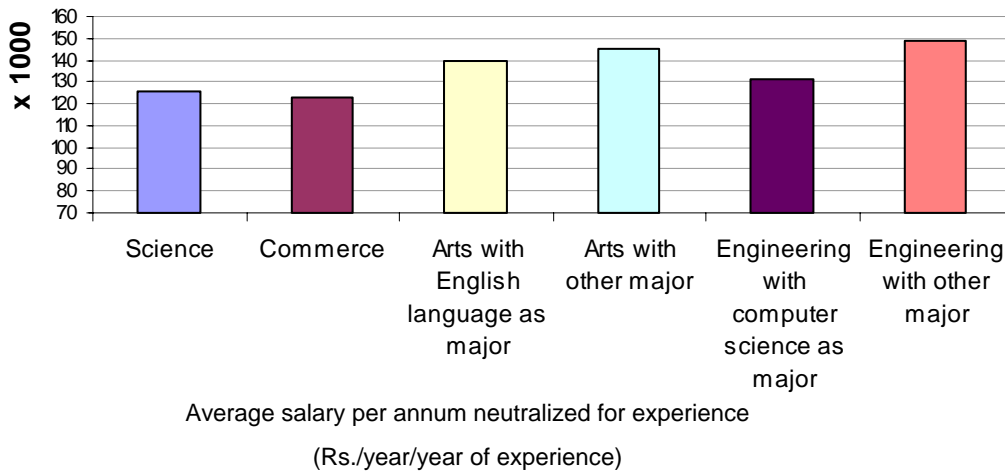
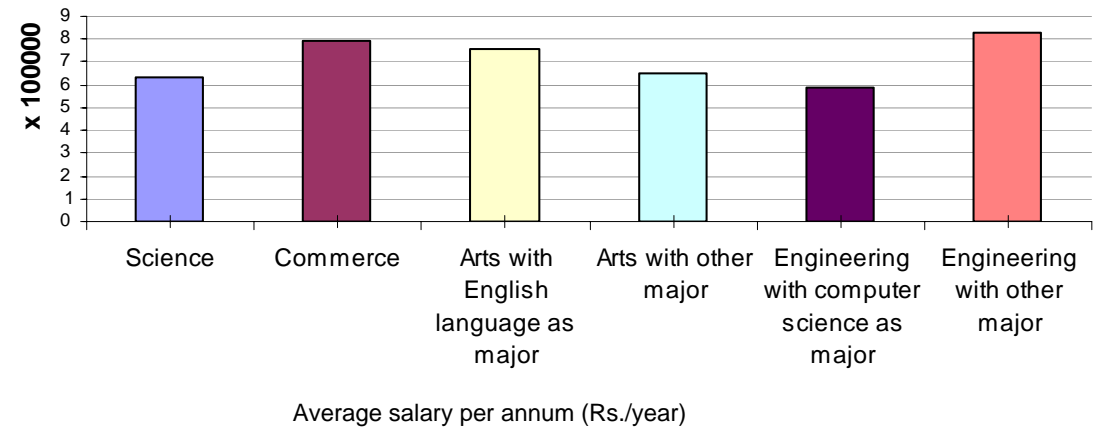
| Education | Science | Commerce | Arts with English language as major | Arts with other major | Engineering with computer science as major | Engineering with other major | Technical Communication related | Medical or Pharmacy | Management | Other* | Total | Proportion in % |
|----------------------|---------|----------|-------------------------------------|-----------------------|--|------------------------------|---------------------------------|---------------------|------------|--------|-------|-----------------|
| Certificate course | 1 | 1 | 0 | 1 | 0 | 0 | 13 | 0 | 4 | 12 | 32 | 12.9 |
| Diploma | 0 | 0 | 0 | 1 | 0 | 2 | 4 | 0 | 5 | 10 | 22 | 8.8 |
| Graduate degree | 22 | 17 | 10 | 9 | 7 | 41 | 1 | 0 | 2 | 1 | 110 | 44.2 |
| Post graduate degree | 15 | 2 | 18 | 11 | 9 | 2 | 2 | 7 | 11 | 8 | 85 | 34.1 |
| Doctoral degree | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0 |
| Total | 38 | 20 | 28 | 22 | 16 | 45 | 20 | 7 | 22 | 31 | 249 | 100.0 |
| Proportion in % | 15.3 | 8.0 | 11.2 | 8.8 | 6.4 | 18.1 | 8.0 | 2.8 | 8.8 | 12.4 | 100.0 | |

* Other respondents are mostly from Mass Communication and Journalism

| Formal Education in Technical Communication | Base | % | Average salary (Rs. per annum) | Average salary/year of experience (Rs. per annum) |
|--|------|----|--------------------------------|---|
| No formal education in Technical Communication | 131 | 82 | 705068 | 135583 |
| Some formal education in Technical Communication | 28 | 18 | 734800 | 168752 |

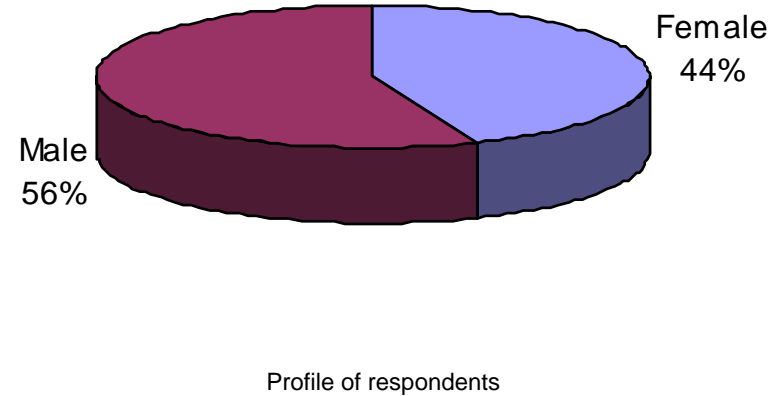
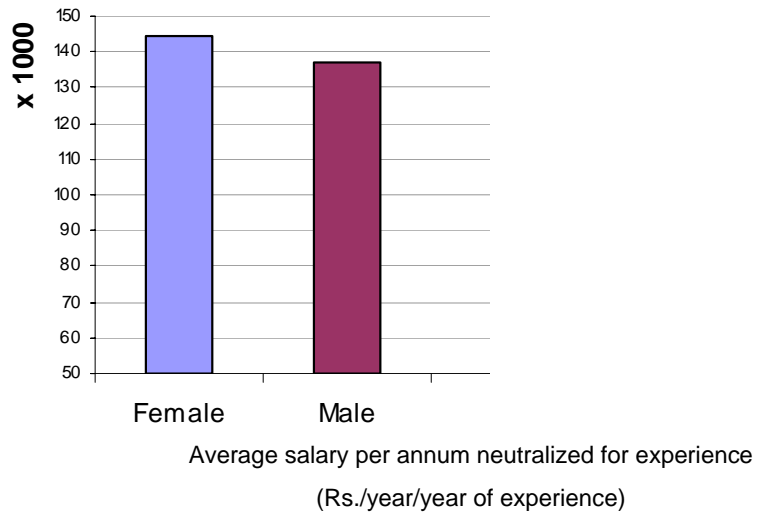
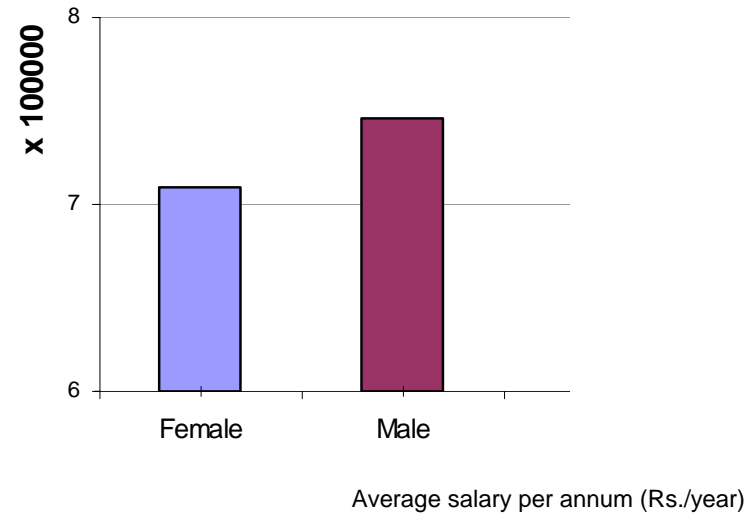
| Formal Education in Management | Base | % | Average salary (Rs. per annum) | Average salary/year of experience (Rs. per annum) |
|---|------|----|--------------------------------|---|
| No formal Management education | 198 | 90 | 705902 | 138553 |
| PG, Diploma, or Certificate in Management | 22 | 10 | 687381 | 135564 |

| Stream | Base | % | Average salary (Rs. per annum) | Average salary/year of experience (Rs. per annum) |
|--|------|----|--------------------------------|---|
| Science | 26 | 18 | 630,204 | 125,670 |
| Commerce | 17 | 12 | 791,778 | 123,294 |
| Arts with English language as major | 25 | 17 | 756,154 | 139,560 |
| Arts with other major | 17 | 12 | 653,056 | 145,363 |
| Engineering with computer science as major | 15 | 10 | 585,938 | 131,301 |
| Engineering with other major | 44 | 31 | 825,511 | 148,905 |



9. Gender

| Gender | Base | Average salary (Rs. per annum) | Average salary/year of experience (Rs. per annum) | Average years of experience |
|--------|------|--------------------------------|---|-----------------------------|
| Female | 66 | 708,750 | 144,310 | 5.3 |
| Male | 84 | 746,084 | 137,040 | 5.4 |

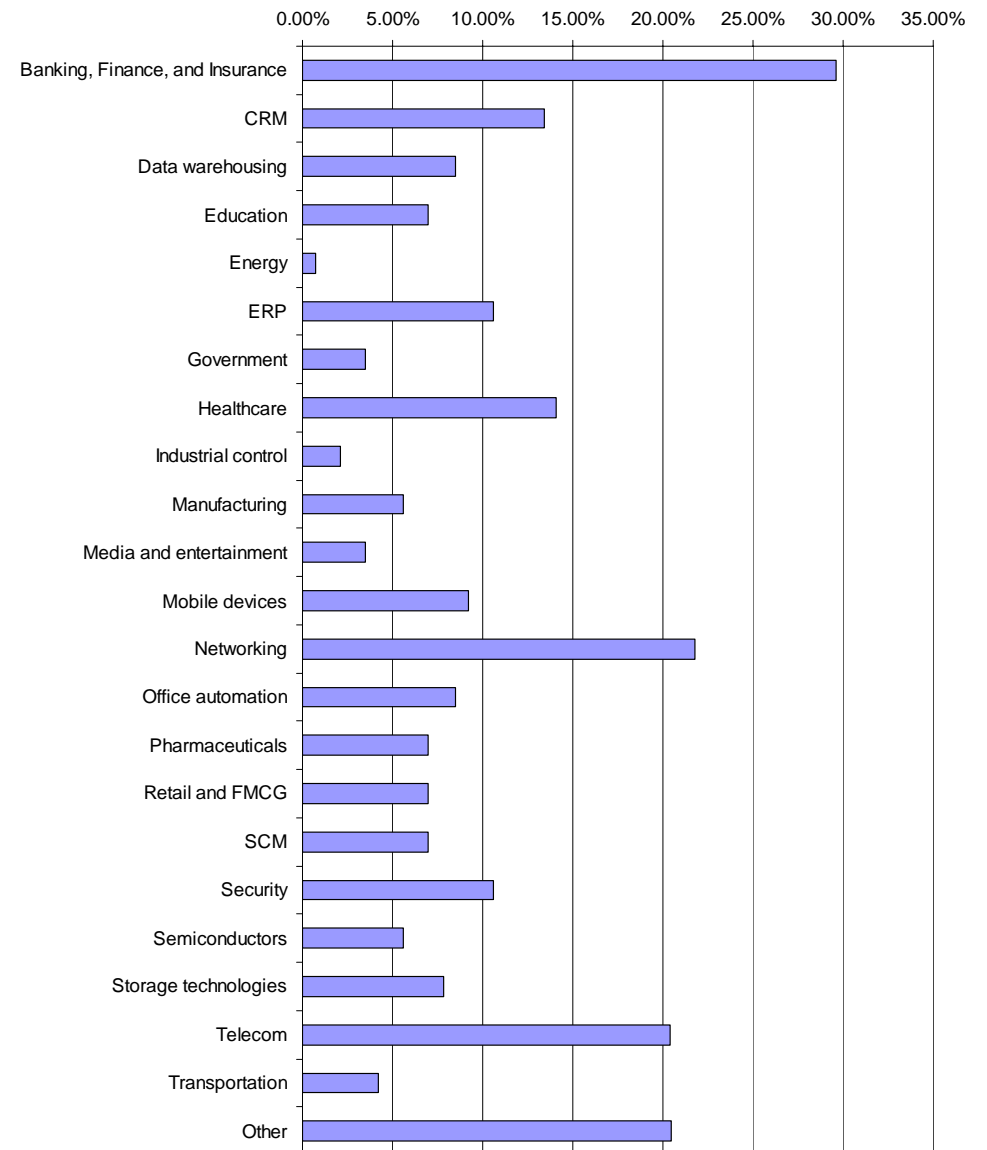


10. Domain/Industry verticals

| Domain/industry vertical | Response Percent | Response Count |
|---------------------------------|------------------|----------------|
| Banking, Finance, and Insurance | 29.60% | 42 |
| CRM | 13.40% | 19 |
| Data warehousing | 8.50% | 12 |
| Education | 7.00% | 10 |
| Energy | 0.70% | 1 |
| ERP | 10.60% | 15 |
| Government | 3.50% | 5 |
| Healthcare | 14.10% | 20 |
| Industrial control | 2.10% | 3 |
| Manufacturing | 5.60% | 8 |
| Media and entertainment | 3.50% | 5 |
| Mobile devices | 9.20% | 13 |
| Networking | 21.80% | 31 |
| Office automation | 8.50% | 12 |
| Pharmaceuticals | 7.00% | 10 |
| Retail and FMCG | 7.00% | 10 |
| SCM | 7.00% | 10 |
| Security | 10.60% | 15 |
| Semiconductors | 5.60% | 8 |
| Storage technologies | 7.80% | 11 |
| Telecom | 20.40% | 29 |
| Transportation | 4.20% | 6 |
| Other | 20.44% | 29 |

Total respondents: 142

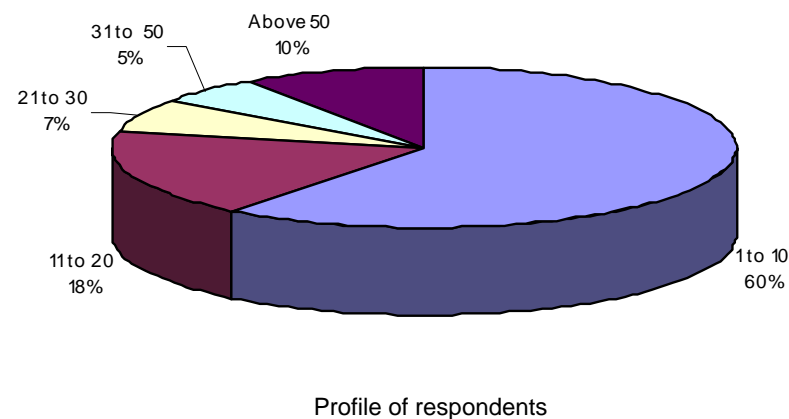
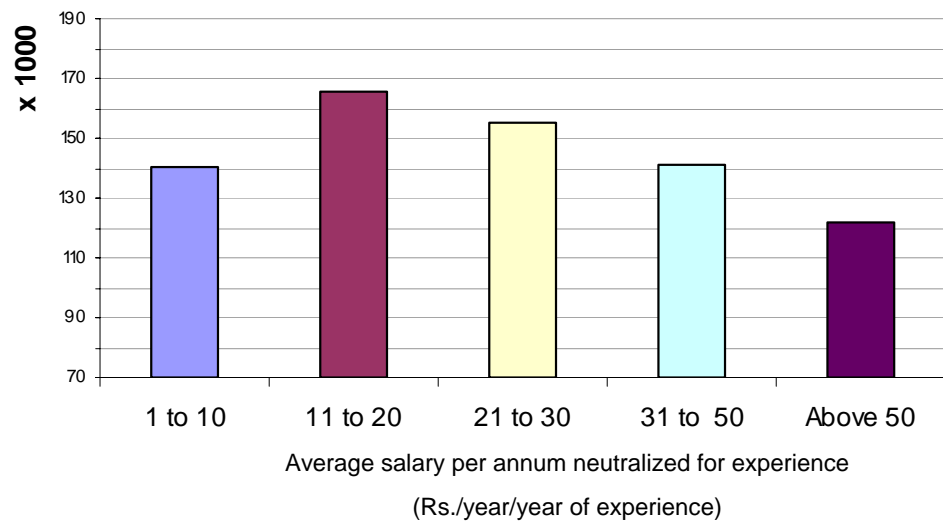
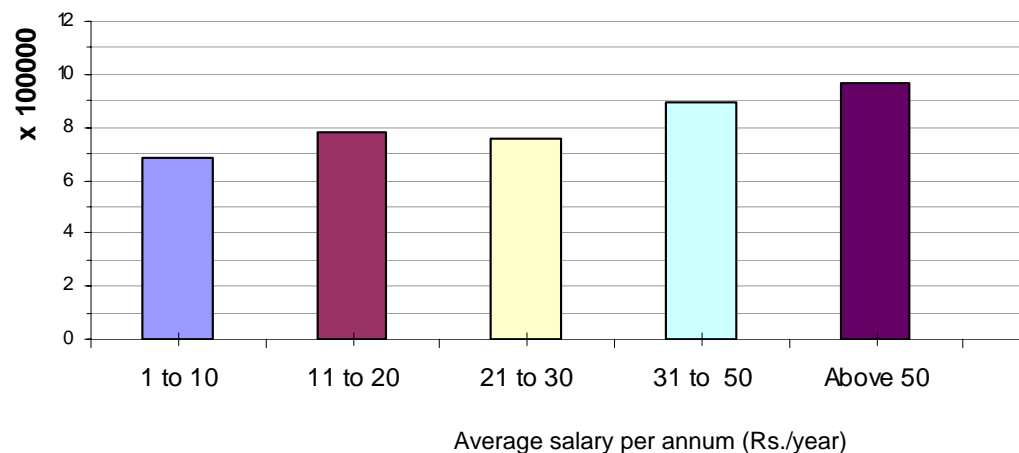
Multiple answer choices were allowed, hence the total won't match.



11. Team size

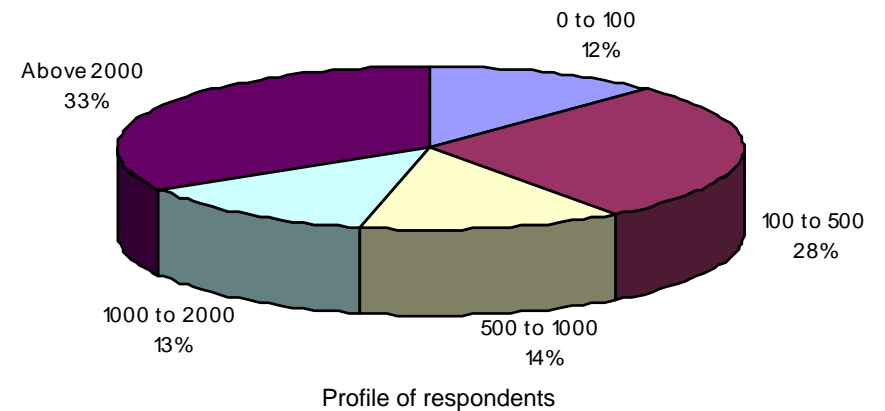
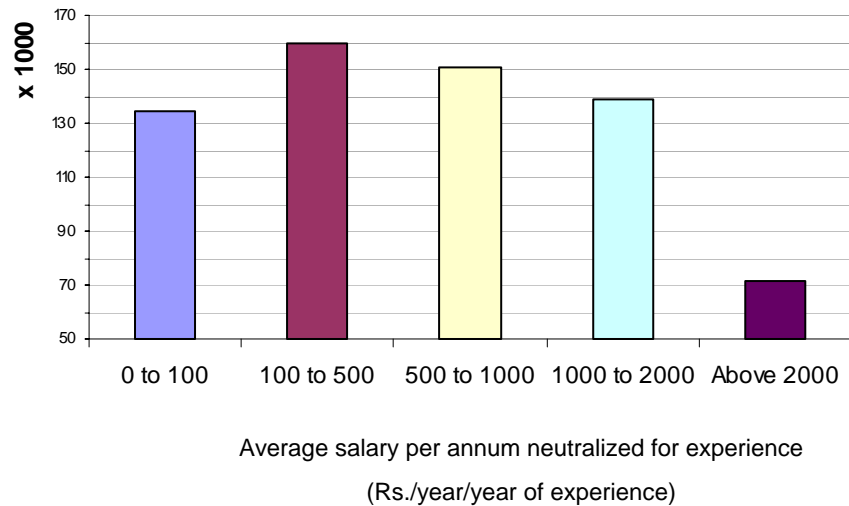
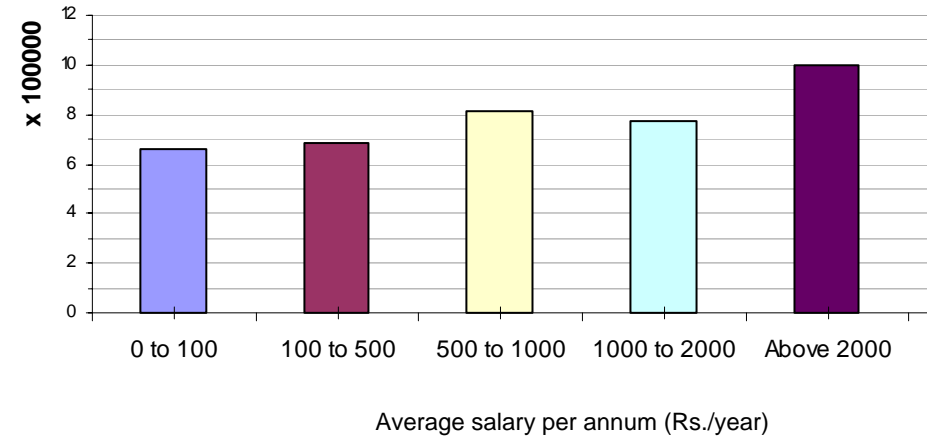
| Technical Communications Team size | Base | Average salary (Rs. per annum) | Average salary/year of experience (Rs. per annum) |
|------------------------------------|------|--------------------------------|---|
| 1 to 10 | 89 | 684,817 | 140,560 |
| 11 to 20 | 26 | 779,815 | 165,365 |
| 21 to 30 | 10 | 758,727 | 155,102 |
| 31 to 50 | 8 | 896,444 | 140,960 |
| Above 50 | 14 | 964,733 | 122,083 |

| Change in team size since last year | Response Count | Response Percent |
|-------------------------------------|----------------|------------------|
| Increased | 94 | 56.30% |
| Remained the same | 45 | 27.00% |
| Decreased | 20 | 12.00% |
| Don't know | 8 | 4.80% |



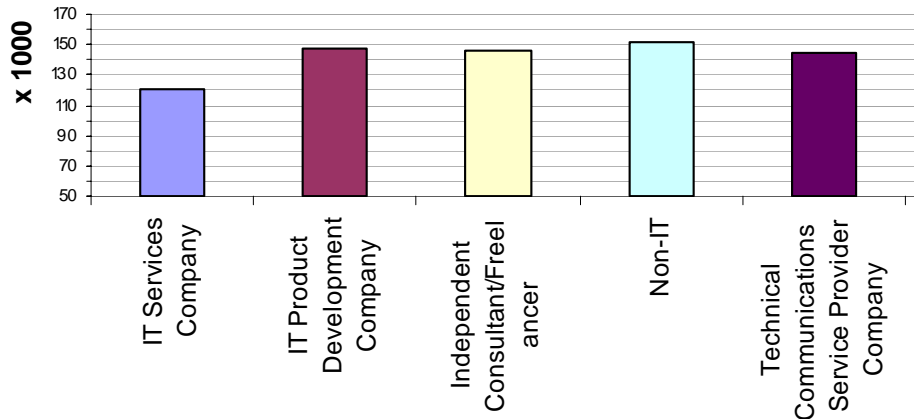
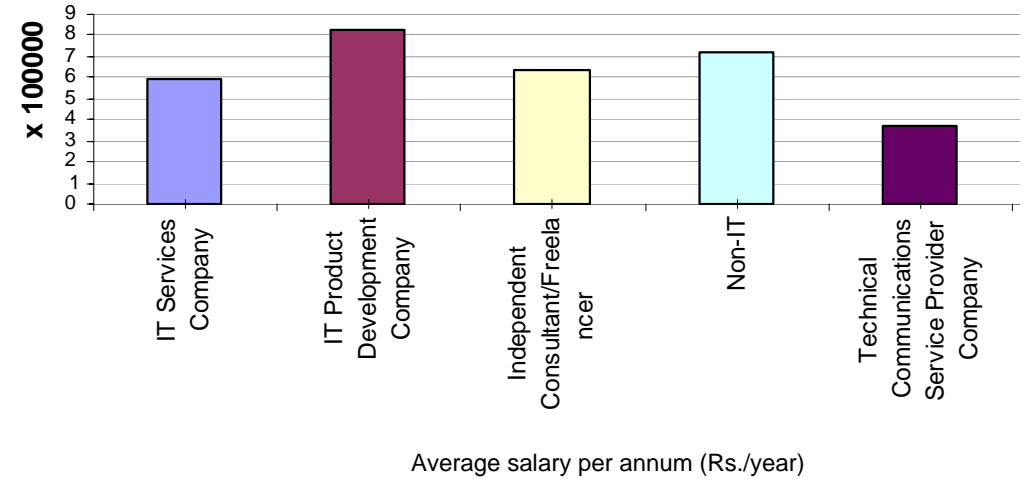
12. Organization size

| Organization size in India | Base | Average salary (Rs. per annum) | Average salary/year of experience (Rs. per annum) |
|----------------------------|------|--------------------------------|---|
| 0 to 100 | 20 | 661,524 | 134,454 |
| 100 to 500 | 45 | 687,359 | 159,874 |
| 500 to 1000 | 22 | 816,913 | 150,984 |
| 1000 to 2000 | 21 | 772,682 | 139,238 |
| Above 2000 | 54 | 1,000,000 | 71,429 |

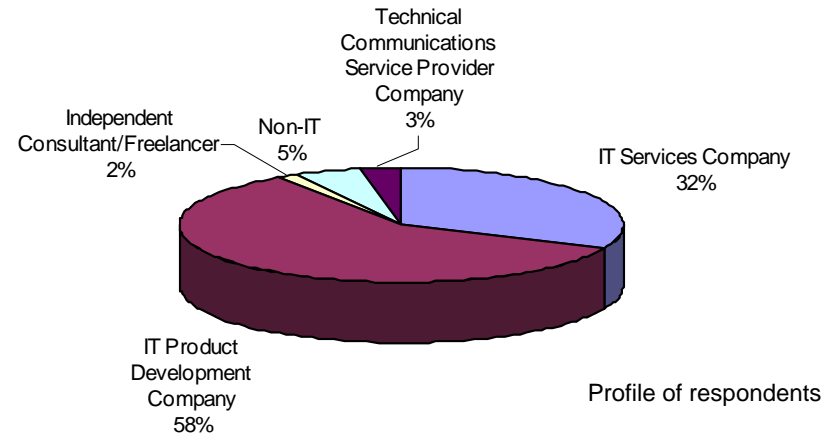


13. Organization type

| Organization Type | Base | Average salary (Rs. per annum) | Average salary/year of experience (Rs. per annum) |
|---|------|--------------------------------|---|
| IT Services Company | 53 | 593,189 | 120,954 |
| IT Product Development Company | 99 | 830,096 | 147,962 |
| Independent Consultant/Freelancer | 3 | 640,000 | 146,667 |
| Non-IT | 8 | 723,625 | 151,234 |
| Technical Communications Service Provider Company | 5 | 368,800 | 144,500 |

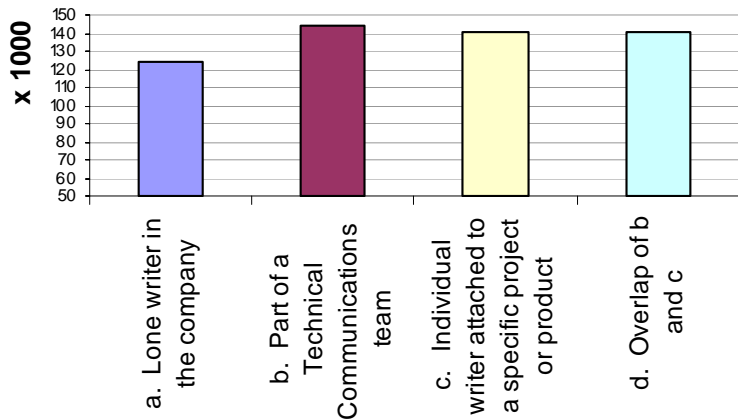
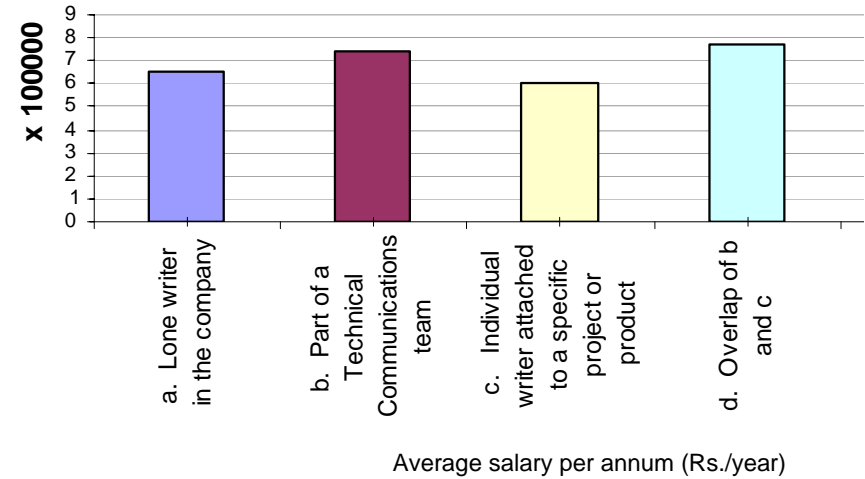


Average salary per annum neutralized for experience (Rs./year/year of experience)

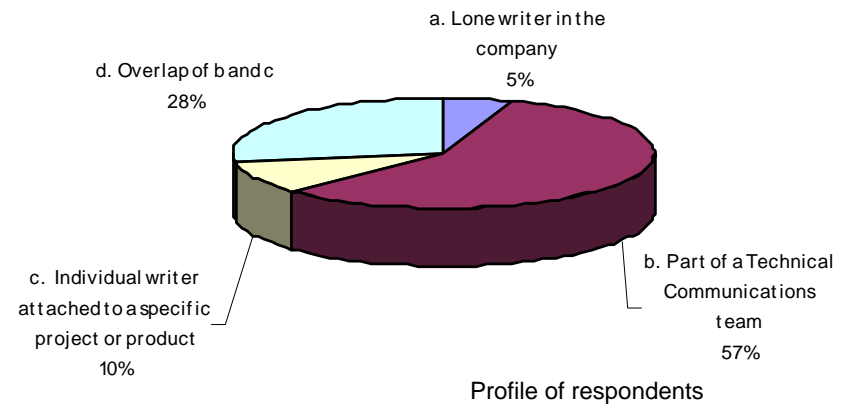


14. Team structures

| Team Structure | Base | Average salary (Rs. per annum) | Average salary/year of experience (Rs. per annum) |
|--|------|--------------------------------|---|
| a. Lone writer in the company | 9 | 652,000 | 124,389 |
| b. Part of a Technical Communications team | 96 | 746,104 | 143,824 |
| c. Individual writer attached to a specific project or product | 16 | 600,500 | 140,090 |
| d. Overlap of b and c | 46 | 766,793 | 140,560 |

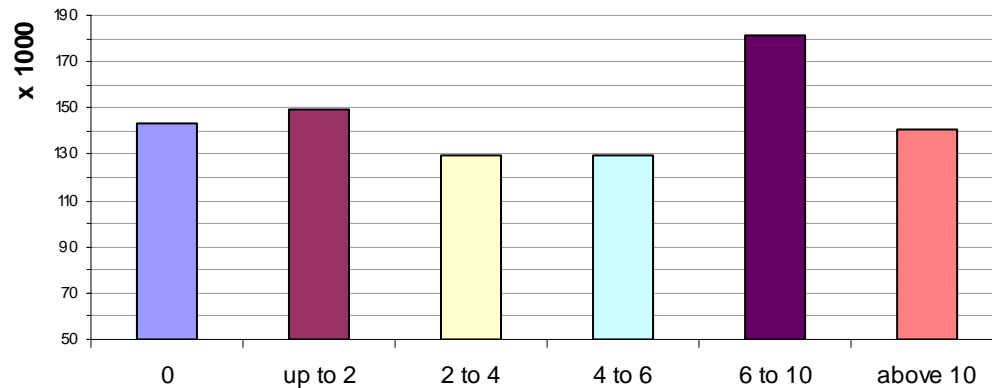
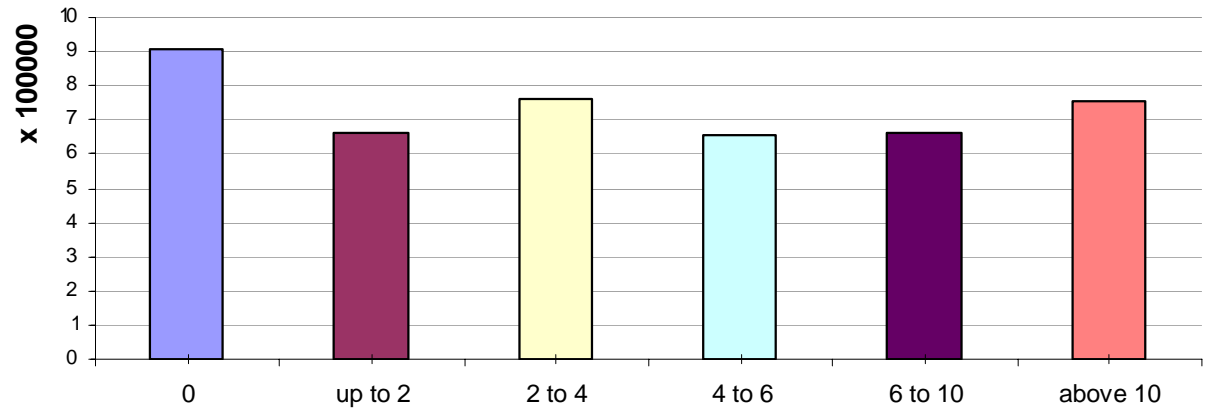


Average salary per annum neutralized for experience (Rs./year/year of experience)



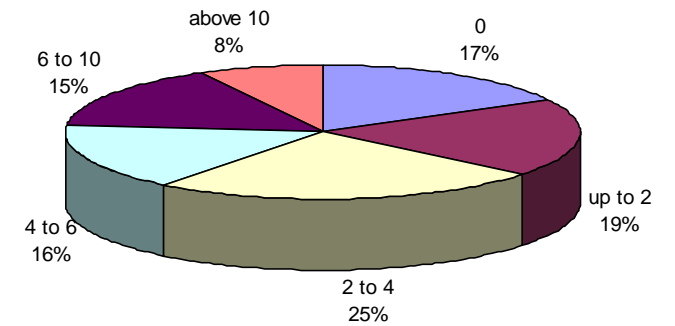
15. Work experience in other professions

| Experience in other profession (Years) | Base | Average salary (Rs. per annum) | Average salary/year of experience (Rs. per annum) |
|--|------|--------------------------------|---|
| 0 | 24 | 906,917 | 143,055 |
| up to 2 | 27 | 660,741 | 149,654 |
| 2 to 4 | 35 | 764,571 | 129,599 |
| 4 to 6 | 23 | 654,457 | 129,828 |
| 6 to 10 | 22 | 664,136 | 181,555 |
| above 10 | 11 | 752,727 | 141,070 |



Average salary per annum neutralized for experience (Rs./year/year of experience)

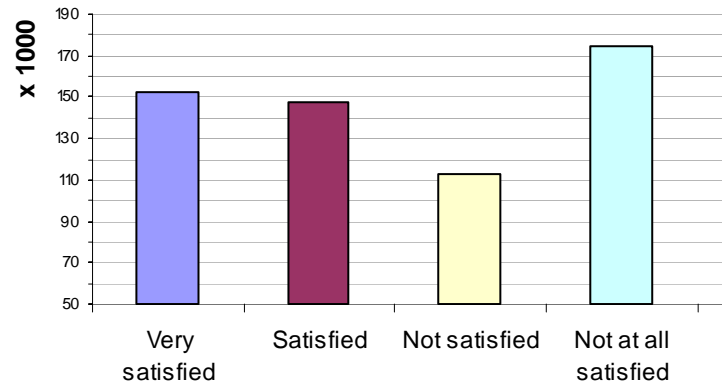
Average salary per annum (Rs./year)



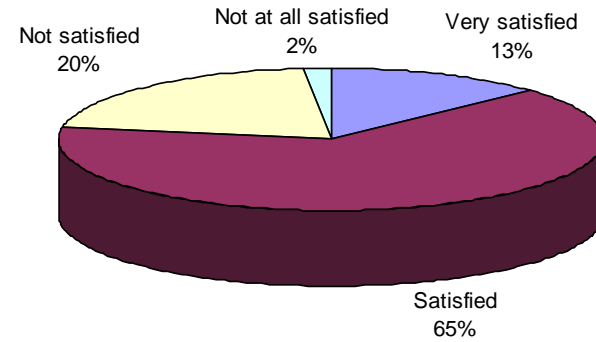
Profile of respondents

16. Satisfaction level with salary

| Compensation | Base | Average salary (Rs. per annum) | Average salary/year of experience (Rs. per annum) |
|----------------------|------|--------------------------------|---|
| Very satisfied | 22 | 807,591 | 152,070 |
| Satisfied | 108 | 798,375 | 147,407 |
| Not satisfied | 34 | 508,147 | 113,006 |
| Not at all satisfied | 3 | 377,667 | 174,111 |



Average salary per annum neutralized for experience (Rs./year/year of experience)



Profile of respondents

17. Non-monetary benefits

| Non-monetary Benefits | Response Total | Response Percent |
|--|----------------|------------------|
| Health insurance for self | 131 | 99.2 |
| Health insurance for dependents | 126 | 95.4 |
| Food at workplace | 84 | 63.6 |
| Conveyance to workplace | 52 | 39.3 |
| Employee stock options | 51 | 38.6 |
| Sponsorship to membership of professional bodies like STC Sponsorship to attend seminars and workshops | 55 | 41.6 |
| Other | 11 | 8.33 |

18. Outsiders' perspective

| The role of technical communicator is viewed in your organization as... | Response Total | Response Percent |
|---|----------------|------------------|
| Indispensable | 32 | 19.1 |
| Important | 79 | 47.0 |
| Desirable | 48 | 28.6 |
| Trivial | 9 | 5.4 |

19. Triggers for change in job

| Importance → Reasons other than salary | Critical | Important | Desirable | Response Count |
|---|-----------|-----------|-----------|-------------------|
| Higher responsibilities | 52 | 75 | 17 | 144 |
| Better workplace environment | 64 | 44 | 18 | 126 |
| More convenient geographical location | 34 | 53 | 38 | 125 |
| Bigger size organization | 10 | 38 | 52 | 100 |
| More challenging technologies | 50 | 44 | 22 | 116 |
| More advanced TC tools | 30 | 43 | 41 | 114 |

20. Source of acquiring core skills

| Source | Response Percent | Response Count |
|--------------------------------|------------------|----------------|
| Formal education | 7.20% | 12 |
| Formal training | 9.60% | 16 |
| On the job training | 80.20% | 134 |
| On your own | 55.70% | 93 |
| Conferences/seminars/workshops | 15.60% | 26 |
| Other | 3.40% | 5 |

Total respondents: 167

Multiple answer choices were allowed, hence the total won't match.

Comments for the "Other" choice: Websites, books, from mentors

| Have you taken a formal course in technical communication? | Response Percent | Response Count |
|--|------------------|----------------|
| Yes | 17.60% | 28 |
| No | 82.40% | 131 |

21. Job titles

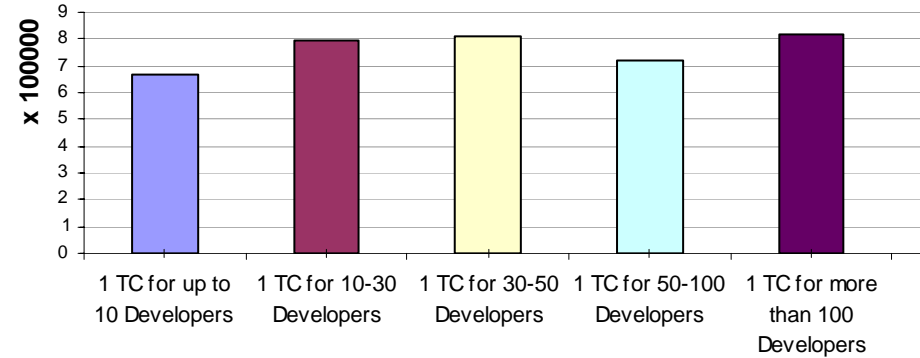
| Job Title | Response Total | Response Percent |
|-------------------------------------|----------------|------------------|
| Technical Writer | 51 | 34.5 |
| Senior Technical Writer | 22 | 14.9 |
| Lead Technical Writer | 9 | 6.1 |
| Information Developer | 5 | 3.4 |
| Manager | 4 | 2.7 |
| Consultant | 3 | 2.0 |
| Technical Communicator | 3 | 2.0 |
| Documentation Head | 2 | 1.4 |
| Principal Engineer - Documentation | 2 | 1.4 |
| Principal Technical Communicator | 2 | 1.4 |
| Senior Software Specialist | 2 | 1.4 |
| Team lead - Technical Documentation | 2 | 1.4 |
| Team Lead - Technical Publications | 2 | 1.4 |
| Technical Editor | 2 | 1.4 |
| Other | 37 | 25.0 |

Other titles include:

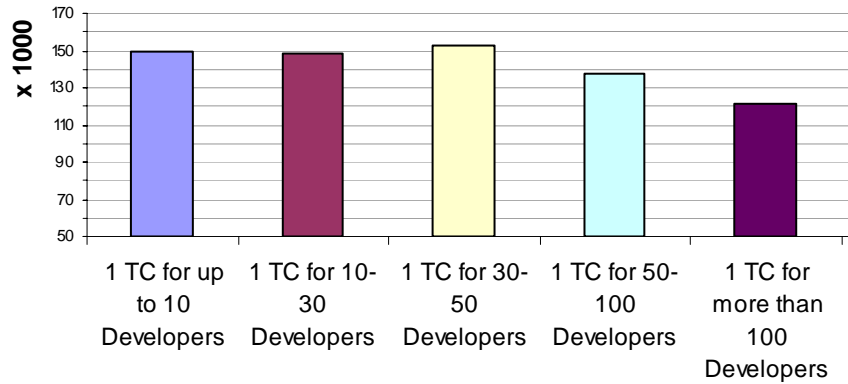
| | |
|--|---|
| Application Engineer - Technical Communication | Programmer Analyst |
| Associate – Projects | Programmer Analyst Trainee |
| Associate Member Technical Staff | Project Leader - Information Development |
| Associate Technical Writer | R&D Engineer (Software) - Learning Products |
| Deputy Director | Senior Documentation Manager |
| Development Editor | Senior Engineer-Documentation |
| Documentation Manager | Senior Executive |
| Documentation Program Manager | Senior Information Developer |
| Documentation Services Delivery Lead | Senior Lead Technical Communicator |
| Executive - Production | Senior Member Technical Staff |
| Head, Technical Communication Department | Senior Principal Information Developer |
| Information Analyst | Senior Analyst - Tech writing |
| Information Development Engineer | Senior IP Developer |
| Information Development Specialist | Staff Technical Writer |
| Knowledge Management Analyst | Supervisor, Technical Publications |
| Lead - Technical Communication | Technical Author |
| Member of Technical Staff | Technical Communications Engineer |
| Operations Lead - Training and Quality | Technical Documentation Specialist |
| Principal Technical Writer | Technical Publications Writer |

22. Ratio of number of TCs to number of developers

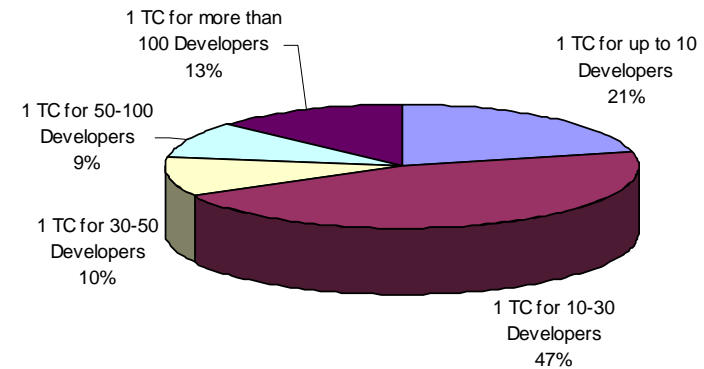
| Technical Communicators/Developers ratio | Base | Average salary (Rs. per annum) | Average salary/year of experience (Rs. per annum) |
|--|------|--------------------------------|---|
| 1 TC for up to 10 Developers | 27 | 665,593 | 149,320 |
| 1 TC for 10-30 Developers | 58 | 792,371 | 148,487 |
| 1 TC for 30-50 Developers | 13 | 809,000 | 152,710 |
| 1 TC for 50-100 Developers | 12 | 723,353 | 137,160 |
| 1 TC for more than 100 Developers | 17 | 821,182 | 121,428 |



Average salary per annum (Rs./year)



Average salary per annum neutralized for experience (Rs./year/year of experience)



Profile of respondents

23. Type of work

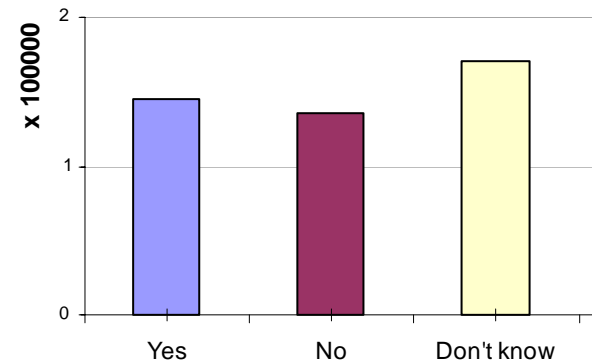
| Type of Work | Response Percent | Response Total |
|---|------------------|----------------|
| Maintaining and updating existing documents | 74.60% | 123 |
| Creating new documents | 72.70% | 120 |
| Information design | 21.80% | 36 |
| Editing | 53.90% | 89 |
| Managing a team of technical communicators | 31.50% | 52 |

24. Tools

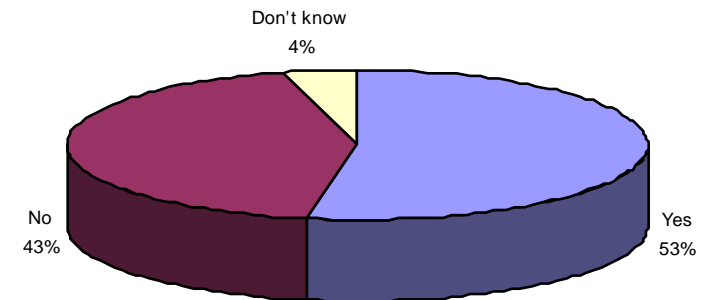
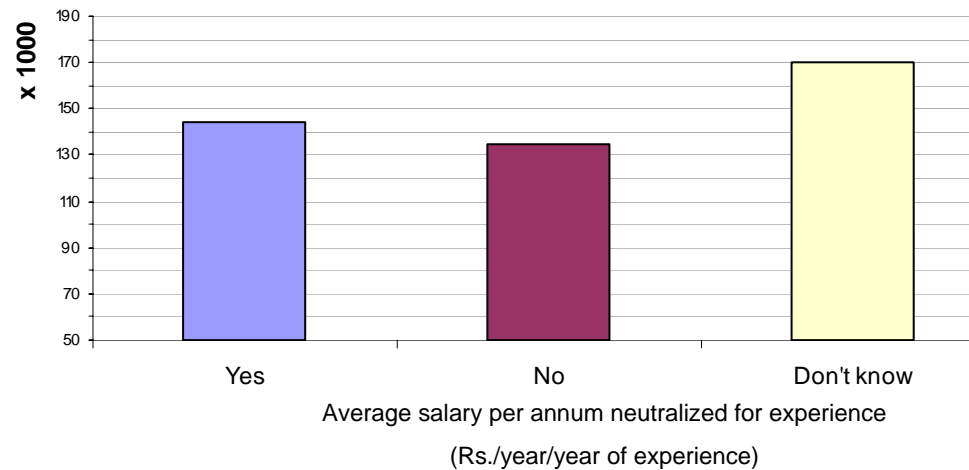
| Frequency of use | Adobe FrameMaker | Microsoft Word | RoboHelp | Dreamweaver | Webworks Publisher | Screen capturing tools | Version control tools | Proprietary authoring tools | Microsoft Project | Other |
|------------------|------------------|----------------|----------|-------------|--------------------|------------------------|-----------------------|-----------------------------|-------------------|-------|
| Frequently | 90 | 129 | 67 | 13 | 24 | 117 | 91 | 29 | 32 | |
| Rarely | 20 | 20 | 26 | 20 | 19 | 18 | 18 | 17 | 26 | |
| Never | 19 | 5 | 27 | 45 | 43 | 1 | 11 | 33 | 28 | |
| Response Count | 129 | 154 | 120 | 78 | 86 | 136 | 120 | 79 | 86 | 31 |

25. Outsourcing

| Was your current work done by a Technical Communicator outside India earlier? | Base | Average salary (Rs. per annum) | Average salary/year of experience (Rs. per annum) |
|---|------|--------------------------------|---|
| Yes | 86 | 793,948 | 144,495 |
| No | 70 | 670,042 | 135,002 |
| Don't know | 7 | 673,500 | 170,252 |



Average salary per annum (Rs./year)



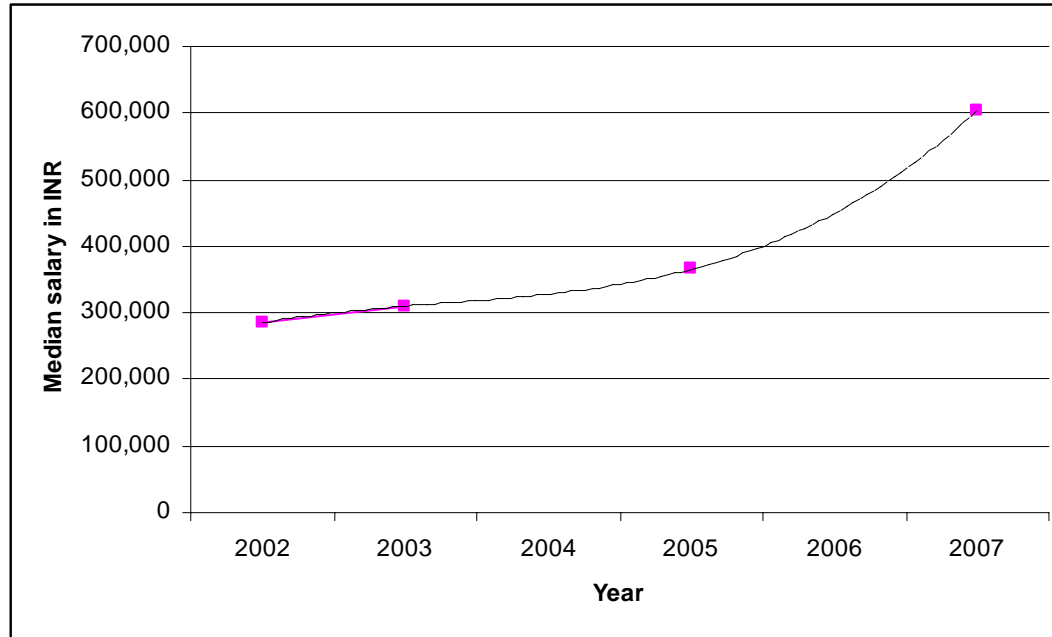
Profile of respondents

26. Comparison with 2005 STC India survey results

| Grouping | Base | | Mean | | | 10% | | 25% | | 50% | | | 75% | | 90% | |
|-------------------|------|------|-----------|-----------|--------|---------|---------|---------|-----------|-----------|-----------|--------|-----------|-----------|-----------|-----------|
| | 2005 | 2007 | 2005 | 2007 | % Rise | 2005 | 2007 | 2005 | 2007 | 2005 | 2007 | % Rise | 2005 | 2007 | 2005 | 2007 |
| Total | 438 | 281 | 457,917 | 710,157 | 55.1 | 159,629 | 312,000 | 250,000 | 430,000 | 365,627 | 605,000 | 65.5 | 600,000 | 900,000 | 800,000 | 1,200,000 |
| Age | | | | | | | | | | | | | | | | |
| 22-24 | 51 | 12 | 236,838 | 312,313 | 31.9 | 96,000 | 180,000 | 147,000 | 232,500 | 220,000 | 285,500 | 29.8 | 300,000 | 424,688 | 350,000 | 448,875 |
| 25-26 | 80 | 25 | 317,740 | 513,560 | 61.6 | 134,068 | 296,000 | 224,500 | 330,000 | 283,500 | 445,000 | 57.0 | 400,000 | 540,000 | 502,500 | 830,000 |
| 27-28 | 169 | 53 | 378,715 | 549,717 | 45.2 | 160,066 | 251,000 | 257,250 | 382,000 | 338,000 | 500,000 | 47.9 | 475,000 | 730,000 | 686,500 | 844,000 |
| 29-30 | 74 | 62 | 521,003 | 719,968 | 38.2 | 216,000 | 360,000 | 300,000 | 450,000 | 438,000 | 640,000 | 46.1 | 700,000 | 895,000 | 817,000 | 1,145,000 |
| 31-33 | 75 | 59 | 629,578 | 746,763 | 18.6 | 290,400 | 350,800 | 405,000 | 460,000 | 600,000 | 775,000 | 29.2 | 750,000 | 973,000 | 933,600 | 1,103,200 |
| 34-37 | 43 | 45 | 609,372 | 1,008,878 | 65.6 | 208,000 | 450,000 | 364,000 | 600,000 | 550,000 | 830,000 | 50.9 | 700,000 | 1,350,000 | 1,109,000 | 1,680,000 |
| > 38 | 26 | 25 | 457,917 | 789,440 | 72.4 | 159,629 | 428,000 | 250,000 | 522,936 | 365,627 | 720,000 | 96.9 | 600,000 | 1,050,000 | 800,000 | 1,260,000 |
| Experience | | | | | | | | | | | | | | | | |
| 0 - 1 | 20 | 12 | 170,807 | 288,917 | 69.1 | 94,800 | 180,000 | 115,000 | 197,250 | 153,000 | 251,000 | 64.1 | 212,350 | 374,250 | 285,735 | 491,700 |
| 1 - 2 | 70 | 24 | 209,003 | 340,823 | 63.1 | 96,000 | 193,500 | 144,000 | 250,000 | 210,500 | 330,000 | 56.8 | 254,250 | 439,063 | 315,500 | 454,200 |
| 2 - 3 | 67 | 38 | 291,697 | 466,395 | 59.9 | 170,400 | 300,000 | 240,000 | 350,250 | 300,000 | 445,000 | 48.3 | 338,000 | 526,500 | 414,000 | 700,000 |
| 3 - 4 | 53 | 41 | 364,683 | 538,951 | 47.8 | 220,800 | 324,000 | 270,000 | 391,000 | 360,000 | 460,000 | 27.8 | 450,000 | 730,000 | 520,000 | 825,000 |
| 4 - 5 | 67 | 36 | 451,761 | 638,361 | 41.3 | 268,000 | 338,500 | 345,000 | 463,750 | 405,000 | 575,000 | 42.0 | 515,000 | 792,500 | 725,000 | 957,000 |
| 5 - 6 | 60 | 26 | 521,575 | 714,000 | 36.9 | 300,000 | 464,500 | 400,000 | 592,500 | 500,000 | 675,000 | 35.0 | 675,000 | 850,000 | 750,000 | 1,020,000 |
| 6 - 7 | 37 | 33 | 665,899 | 809,970 | 21.6 | 360,000 | 456,000 | 500,000 | 580,000 | 700,000 | 750,000 | 7.1 | 754,000 | 976,000 | 876,000 | 1,216,000 |
| 7 - 8 | 19 | 25 | 777,316 | 861,160 | 10.8 | 500,000 | 610,000 | 625,000 | 750,000 | 750,000 | 840,000 | 12.0 | 822,500 | 1,000,000 | 942,800 | 1,109,600 |
| 8 - 9 | 17 | 19 | 837,375 | 1,158,789 | 38.4 | 460,000 | 827,600 | 652,000 | 1,000,000 | 780,000 | 1,200,000 | 53.8 | 1,000,000 | 1,400,000 | 1,240,000 | 1,410,000 |
| 9 - 10 | 10 | 9 | 830,900 | 1,232,778 | 48.4 | 543,000 | 920,000 | 574,500 | 1,120,000 | 834,000 | 1,275,000 | 52.9 | 982,500 | 1,450,000 | 1,152,300 | 1,510,000 |
| 10 - 11 | 7 | 6 | 906,429 | 1,353,750 | 49.3 | 560,000 | 900,000 | 630,000 | 950,000 | 830,000 | 1,111,250 | 33.9 | 1,137,500 | 1,630,625 | 1,342,000 | 2,050,000 |
| > 11 | 11 | 14 | 1,253,640 | 1,357,143 | 8.3 | 670,000 | 753,000 | 900,000 | 1,000,000 | 1,100,000 | 1,300,000 | 18.2 | 1,530,000 | 1,500,000 | 2,000,000 | 1,770,000 |
| City | | | | | | | | | | | | | | | | |
| Bangalore | 179 | 113 | 503,534 | 729,929 | 45.0 | 200,000 | 314,400 | 280,000 | 430,000 | 450,000 | 600,000 | 33.3 | 651,000 | 862,000 | 826,000 | 1,284,000 |
| Chennai | 60 | 21 | 382,664 | 474,190 | 23.9 | 144,000 | 330,000 | 200,000 | 360,000 | 300,000 | 450,000 | 50.0 | 400,000 | 550,000 | 765,000 | 605,000 |
| Hyderabad | 57 | 38 | 430,285 | 732,421 | 70.2 | 145,200 | 404,400 | 220,000 | 457,500 | 391,000 | 640,000 | 63.7 | 550,000 | 974,500 | 770,000 | 1,200,000 |
| Mumbai | 27 | 17 | 300,789 | 493,235 | 64.0 | 110,400 | 280,000 | 133,260 | 320,000 | 250,000 | 425,000 | 70.0 | 355,000 | 540,000 | 510,000 | 877,000 |
| NCR | 33 | 26 | 512,697 | 768,231 | 49.8 | 250,000 | 390,500 | 320,000 | 528,500 | 480,000 | 747,500 | 55.7 | 650,000 | 865,000 | 738,600 | 1,290,000 |
| Pune | 62 | 58 | 525,796 | 837,694 | 59.3 | 250,000 | 427,600 | 324,250 | 560,250 | 441,000 | 800,000 | 81.4 | 700,000 | 1,060,000 | 827,000 | 1,330,000 |
| Other | 18 | 6 | 444,455 | 301,000 | -32.3 | 192,600 | 180,000 | 270,000 | 187,500 | 350,000 | 273,000 | -22.0 | 408,250 | 399,000 | 888,000 | 450,000 |

27. Trend

| Year | Median Salary in INR | Median Salary in USD (\$1=Rs.40) |
|------|----------------------|----------------------------------|
| 2002 | 285,000 | \$7,125 |
| 2003 | 310,000 | \$7,750 |
| 2005 | 365,627 | \$9,141 |
| 2007 | 605,000 | \$15,125 |



28. Comparison with US salaries

28.1 Comparison with 2006 US survey results

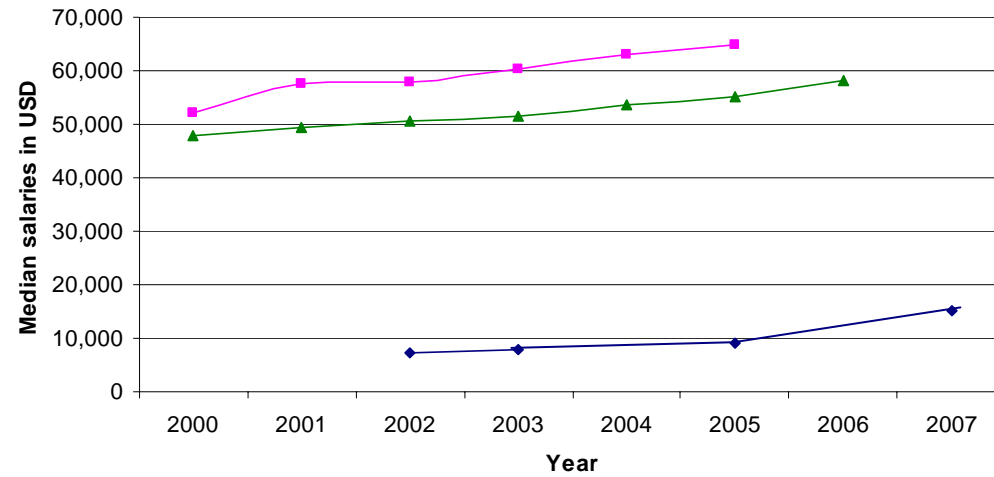
| | US | India | Ratio of US to Indian salaries | Indian salaries as a percentage of US salaries |
|--------------|-------|-------|--------------------------------|--|
| Mean | 60850 | 17754 | 3.4 | 29 |
| 10% | 35520 | 7800 | 4.6 | 22 |
| 25% | 45130 | 10750 | 4.2 | 24 |
| 50% (Median) | 58050 | 15125 | 3.8 | 26 |
| 75% | 73750 | 22500 | 3.3 | 31 |
| 90% | 91720 | 30000 | 3.1 | 33 |

All the figures in this table are in USD. Indian salaries are converted to USD at the conversion rate of USD 1 = INR 40.

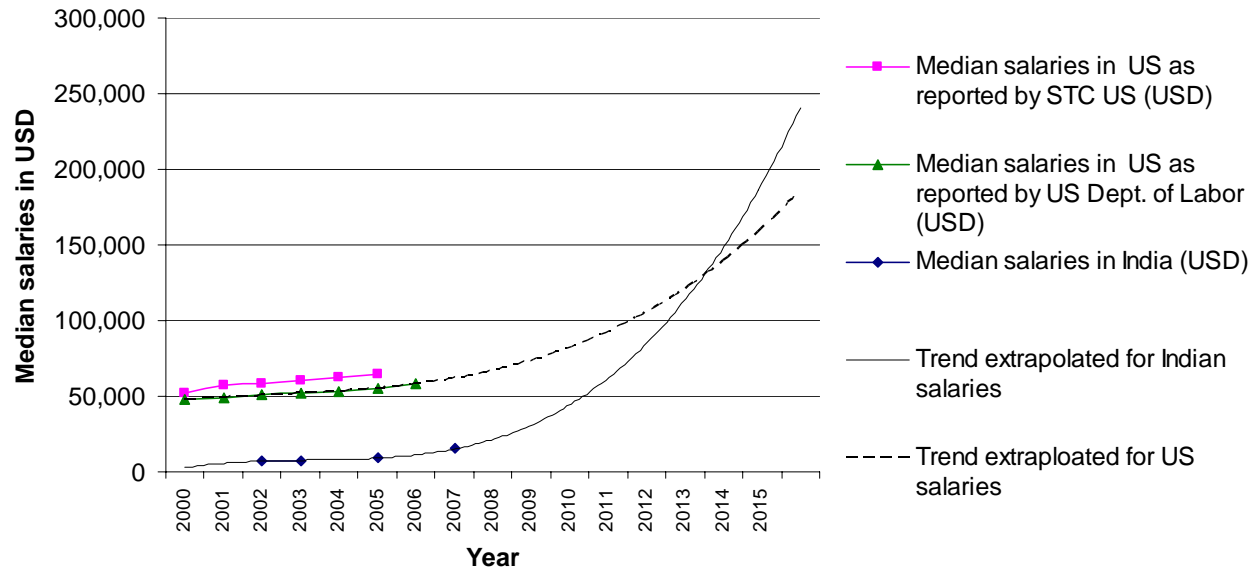
Figures for US are taken from the May 2006 report of Technical Writer's salaries by the U.S. Department of Labor, Bureau of Labor Statistics. STC US discontinued its own salary survey in 2006 and started referring to the information from U.S. Department of Labor, Bureau of Labor Statistics as a standard reference.

28.2 Comparison of trends

| Year | Median salaries in India (USD) | Median salaries in US as reported by STC US (USD) | Median salaries in US as reported by US Dept. of Labor (USD) |
|------|--------------------------------|---|--|
| 2000 | | 52,000 | 47,790 |
| 2001 | | 57,500 | 49,370 |
| 2002 | 7,125 | 58,000 | 50,580 |
| 2003 | 7,750 | 60,240 | 51,590 |
| 2004 | | 63,000 | 53,490 |
| 2005 | 9,141 | 65,000 | 55,160 |
| 2006 | | | 58,050 |
| 2007 | 15,125 | | |



Figures in USD



Appendix A. Survey questions

Mandatory questions

1. **For how long have you been working in the technical communication profession?**
2. **What is your age?**
3. **What is your gross annual salary in lakhs of Rupees?**

Include all the monetary benefits paid as salary component such as Basic, HRA, etc.

If you are paid on hourly basis, enter the hourly rate in Rupees in the second box.

4. **Where are you located?**
 - Ahmedabad
 - Bangalore
 - Calcutta
 - Chennai
 - Hyderabad
 - Mumbai
 - Mysore
 - NCR (Delhi, Gurgaon, and Noida)
 - Pune
 - Other (Please specify)
5. **What percentage of your time on the job is spent in managerial or supervisory role?**
 - 0% to 25%,
 - 26% to 50%,
 - 51% to 75%
 - 76% to 100%
6. **Before taking up the present job, how many times have you changed jobs in the technical communication profession?**

Optional questions

1. **What best describes the organization you are working for?**
 - Non-IT
 - IT product development company
 - IT services company
 - Technical communications service provider company
 - Independent consultant/ contractor/freelancer
 - Other (please specify)
2. **What domains/industry verticals do the products you are writing about fit best?**
 - Banking, Finance, and Insurance
 - CRM
 - Data warehousing
 - Education
 - Energy
 - ERP
 - Government
 - Healthcare
 - Industrial control
 - Manufacturing
 - Media and entertainment
 - Mobile devices
 - Networking
 - Office automation
 - Pharmaceuticals
 - Retail and FMCG
 - SCM
 - Security
 - Semiconductors
 - Storage technologies
 - Telecom
 - Transportation
 - Other (please specify)

Optional questions continued

3. **What type of organizational structure do you have at your workplace?**
 - Lone writer in the company
 - Part of a technical communications team
 - Individual writer attached to a specific project or product
 - Overlap of the second and third options

 - Other (please specify)
4. **If you are a part of technical communications team, what is the team size?**
 - 1 to 10
 - 11 to 20
 - 21 to 30
 - 31 to 50
 - Above 50
5. **What is total headcount (in India) of the organization that you work for?**
 - 0 to 100
 - 100 to 500
 - 500 to 1000
 - 1000 to 2000
 - Above 2000
6. **What is the typical ratio of product developers to technical communicators at your workplace?**
7. **How has your team size changed in last year?**
 - Increased
 - Remained the same
 - Decreased
 - Don't know
8. **The role of technical communicator is viewed in your organization as...**
 - Indispensable
 - Important
 - Desirable
 - Trivial
9. **What is your gender?**
 - Male
 - Female
10. **How long have you been working in other profession(s) before taking up the technical communication profession?**

11. **What is your job title?**

12. **What is your academic background?**

Matrix of

- Certificate course
- Diploma
- Graduate
- Post Graduate
- Ph.D

against

- Science
- Commerce
- Arts with English language as major
- Arts with other major
- Engineering with computer science as major
- Engineering with other major
- Technical Communication related
- Medical or Pharmacy
- Management
- Other (please specify)

13. **Are any writers working outside India reporting to you?**

- Yes
- No

14. **How satisfied are you with your current compensation?**

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

15. **If you quit your current job for another, other than better monetary benefits, what factors would you would be looking at? Select a weight for each factor.**

Matrix of : Critical, Important, Desirable

against

- Higher responsibilities
- Better workplace environment
- More convenient geographical location
- Bigger size organization
- More challenging technologies
- More advanced TC tools
- Other (please specify)

16. Where have you learned most of your technical communication skills?

- Formal education
- Formal training
- On the job training
- On your own
- Conferences/seminars/workshops
- Other (please specify)

17. Have you done a formal course in technical writing? If you have, name the institute/organization and city.

- Yes
- No
- Institute/organization and city

18. What non-monetary benefits do you get from your employer?

- Health insurance for self
- Health insurance for dependents
- Food at workplace
- Conveyance to workplace
- Employee stock options
- Sponsorship to membership of professional bodies like STC
- Sponsorship to attend seminars and workshop
- Other (please specify)

19. What tools do you typically use at your current workplace?

Matrix of: Frequently, Rarely, Never

Against:

- Adobe Framemaker
- Microsoft Word

- Robohelp
- Dreamweaver
- Webworks Publisher
- Screen capturing tools
- Version control tools
- Proprietary authoring tools
- Microsoft Project
- Other (please specify)

20. In what activities have you spent the majority of your time in the last year?

- Maintaining and updating existing documents
- Creating new documents
- Information design
- Editing
- Managing a team of technical communicators
- Other (please specify)

21. Was your project worked on by a technical communicator outside India before you began working on it?

- Yes
- No
- Don't know

22. Did you take part in the earlier salary survey(s)?

- Yes
- No

23. Do you have any suggestions for the next salary survey?

Appendix B: About STC and STC India Chapter

STC is an individual membership organization dedicated to advancing the arts and sciences of technical communication—the largest organization of its type in the world. Its more than 17,000 members include technical writers and editors, graphic designers and technical illustrators, information architects and developers, photographers and audiovisual specialists, Web and intranet page designers, multimedia artists, and others whose work involves making technical information available to those who need it. STC promotes the public welfare by educating its members and industry about issues concerning technical communication.

STC India chapter started in 1999. It plays a key role in educating technical communication professionals in the country by organizing learning sessions and conferences that impart information about the skills required to shape their careers. STC India publishes a bimonthly, *Indus*, that has won several awards. STC India is also actively promoting education in Technical Communication in India by providing academic scholarships. To learn more about the activities of STC India chapter, see www.stc-india.org.