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The Ombudsman Association salary survey

1994

The *Ombudsman*

A S S O C I A T I O N

5521 Greenville Avenue, Suite 104-265, Dallas, Texas 75206
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December 27, 1994

Dear Colleagues:

We promised salary information back to all those who requested a listing in the directory. Nearly 300 ombudspeople had provided salary information as of mid-December 1994. Most surveys were from the US and Canada. This was, of course, NOT a "scientific sample" of the salaries of the whole profession, which has hundreds and hundreds more practitioners than those whose salaries we report. These data are, however, the best data we have at the moment. That is, no one else has a scientific sample either, so you can certainly use these data if they are of help to you.

We asked all practitioners from outside the US to report their salaries in US dollars, thinking to pool all the data. However, many Canadians asked to have their salary data pulled out separately -- which was, of course, a better idea. We therefore analyzed separately all those surveys that came with Canadian postage. These surveys are reported both in US dollars and, separately, recalculated back into Canadian dollars.

The reference date for these salaries is August - September 1994. Thus, if you are using these data in 1995 or later, you may wish to adjust for inflation to account for whatever time has elapsed, at that point, since August - September 1994.

Note: Percentages within groups may not add to 100%, either due to rounding errors or to our reporting only lead ombuds whose reported hours suggest that they are full-time. It is possible that some figures would be slightly higher if we had calculated and added in full-time equivalent (FTE) salaries for some lead ombudspeople who are working less than full-time. However, the columns reported here add to nearly 100% so the errors are probably not large.

If you need more specific information, would like to talk through a specific question, or wish to ask your Wage and Salary Administrator to make a call, feel free to do so. These data were collected by Prof. Mary Rowe, Chair - TOA Research Committee (617) 253-5921, email:mrowe@mit.edu.

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CANADIAN & US OMBUDS SALARIES 1994

Canadian ombuds salaries in US dollars:

Government	\$80's - 100's	(100%)
Academic	\$20's	(15%)
	\$30's - 40's	(54%)
	\$50's - 60's	(23%)
	\$70's - 90's	(8%)
Other	\$60's - 70's	(100%)
Corporate	\$50's - 60's	(86%)
	\$90's - 100's	(14%)

Canadian ombuds salaries recalculated back to Canadian dollars:

Government	\$90's - 100's	(100%)
Academic	\$20's -	(8%)
	\$30's - 40's	(46%)
	\$50's - 60's	(31%)
	\$70's - 90's	(17%)
Other	\$60's - 80's	(100%)
Corporate	\$60's - 70's	(86%)
	\$90's - 100's	(14%)

United States ombuds salaries:

Government	\$30's - 40's	(38%)
	\$50's - 60's	(39%)
	\$70's - 100's	(16%)
Academic	\$30's - 40's	(27%)
	\$50's - 60's	(37%)
	\$70's - 100's	(33%)
Other	\$30's - 40's	(35%)
	\$50's - 60's	(30%)
	\$70's - 100's	(52%)
Corporate	\$30's - 50's	(14%)
	\$60's - 80's	(44%)
	\$90's - 150's	(27%)
	\$200's - 500's	(14%)

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SURVEY OF ABOUT 300 NORTH AMERICAN OMBUDSPEOPLE AUGUST-SEPTEMBER 1994

Mary Rowe, MIT, 10-213, Cambridge, MA 02139

In 1994, TOA assembled the first North American Directory of Ombudspeople. A brief, machine-scorable salary survey was sent to everyone in the Directory. More than 300 practitioners responded. Results of that survey were sent out by email and mail and are attached here. Several other questions were attached to the survey; brief answers to those brief questions are summarized here. Where an asterisk appears or a category is not reported, this meant that responses were few in that category. Some people left some questions blank.

To whom do you report?

Reporting structures vary a great deal among practitioners of different kinds. Most organizational ombudspeople replied that they report at or near the top of their organization.

Ombudspeople who serve the clients of the employer: ranges of numbers of clients

For US corporate ombudspeople who served the clients of their employers, the minimum number of clients was 150; the maximum over 100,000. For US academic ombudspeople, the minimum number of students was 200, maximum over 100,000. Newspaper and government ombudspeople of course generally served many thousands of clients. For Canadian academic ombudspeople the number of students served ranged from 7500 to over 100,000.

Ombudspeople who serve employees and managers: ranges of numbers

The minimum number of non-union employees and managers served by US corporate ombudspeople was 75, with the maximum over 100,000. The minimum number for academic ombudspeople was 35 with a maximum of 22,000.

The range for non-union employees and managers served by corporate ombudspeople in Canada was from 400 to 50,000 and for academic ombudspeople in Canada from 442 to 36,000.

Q. How long have you been an ombudsman?

- | | |
|-------------------------|-----------------------------|
| 1. US Corporate: | 1-15 years, average 5 years |
| 2. US Academic: | 1-25 years, average 7 years |
| 3. US News, etc.: | 1-24 years, average 6 years |
| 4. US Government: | 1-21 years, average 6 years |
| 5. Canadian Corporate: | 1-4 years, average 2 years |
| 6. Canadian Academic: | 1-10 years, average 5 years |
| 7. Canadian News, etc: | 1-9 years, average 4 years |
| 8. Canadian Government: | * average 5 years |

Q. How long has your employer had an ombuds office?

- | | |
|-------------------------|------------------------------|
| 1. US Corporate: | 1-27 years, average 7 years |
| 2. US Academic: | 1-30 years, average 13 years |
| 3. US News, etc.: | 1-24 years, average 9 years |
| 4. US Government: | 1-25 years, average 13 years |
| 5. Canadian Corporate: | 1-20 years, average 6 years |
| 6. Canadian Academic: | 1-20 years, average 10 years |
| 7. Canadian News, etc.: | 3-22 years, average 12 years |
| 8. Canadian Government: | * average 27 years |

Q. How many cases do you personally handle each year that take you less than 1 hour?

1. US Corporate:	6-8500,	average 765
2. US Academic:	5-3525,	average 355
3. US News, etc.:	3-3500,	average 650
4. US Government.:	12-2000,	average 515
5. Canadian Corporate:	10-600,	average 235
6. Canadian Academic:	100-740,	average 295
7. Canadian News, etc.:	*	*
8. Canadian Government:	*	*

Q. How many cases do you personally handle each year that take you more than 1 hour?

1. US Corporate:	5-1300,	average 205
2. US Academic:	10-1000,	average 220
3. US News, etc.:	2-780,	average 160
4. US Government:	5-1500,	average 235
5. Canadian Corporate:	10-750,	average 205
6. Canadian Academic:	75-700,	average 285
7. Canadian News, etc.:	*	*
8. Canadian Government.:	*	*

Q. How many hours per week are you paid as an ombudsperson? How many hours do you actually work as an ombudsperson?

	<u>Theoretical workweek</u>		<u>Actual workweek</u>	
	<u>range</u>	<u>average</u>	<u>range</u>	<u>average*</u>
1. US Corporate:	2-50	39	2-70	48
2. US Academic:	2-40	31	6-70	41
3. US News, etc.:	2-40	31	1-60	38
4. US Government:	30-52	40	3-65	48
5. Canadian Corporate:	10-38	32	37-70	49
6. Canadian Academic:	20-40	32	18-53	36
7. Canadian News, etc.:	20-38	29	30-50	41
8. Canadian Government:	*	40	*	70

* Note that these averages are not averages of FT practitioners but rather all practitioners who reported their hours. One may however note the considerable difference between actual and paid hours.

Q. Could you make an estimate of how much money may have been saved in the single case where you believe you saved your employer the most money in the last 2 years (1992-1994)?

	<u>Minimum</u>	<u>Mean</u>
1. US Corporate:	\$ 2,000	\$670,000
2. US Academic:	\$15,000	\$114,600
3. US News, etc.:	\$30,000	\$130,000
4. US Government:	\$22,000	\$212,900
5. Canadian Corporate:	\$25,000	\$273,000
6. Canadian Academic:	\$ 5,000	\$ 55,200
7. Canadian News, etc.:	*	*
8. Canadian Government.:	*	*

Q. Are you formally designated as a neutral?

Canadians: 19/21 said yes
US: 156/193 said yes

Q. Do you have an agreement with your employer that you will not be called to testify on its behalf?

Canadians: 5/21 said yes
US: 49/177 said yes

Q. Do you believe most ombudspople need such an agreement?

Canadians: 14/21 said yes
US: 138/187 said yes

Q. Do you believe ombudspople need laws shielding them from testimony?

Canadians: 15/21 said yes
US: 146/186 said yes

You will note that ombudspople appear to function in widely varying milieus and with very different workloads. Many people who replied to (or criticized) the survey and many who have replied to email about the survey have called for the use of long questionnaires with handwritten responses, in order further to explore these issues.

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Canadian ombuds in Canadian dollars

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	\$30's- 40's	= 46%
	\$50's- 60's	= 31%
	\$70's- 90's	= 17%
CA other	\$60's- 80's	=100%
CA corp	\$60's- 70's	= 86%
	\$90's-100's	= 14%

US ombuds in US dollars

US gov	\$30's- 40's	= 38%
	\$50's- 60's	= 39%
	\$70's-100's	= 16%
US acad	\$30's- 40's	= 27%
	\$50's- 60's	= 37%
	\$70's-100's	= 33%
US other	\$30's- 40's	= 35%
	\$50's- 60's	= 30%
	\$70's-100's	= 52%
US corp	\$30's- 50's	= 14%
	\$60's- 80's	= 44%
	\$90's-150's	= 27%
	\$200's-500's	= 14%



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