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TYLER AREA WAGE AND BENEFIT SURVEY

Prepared for



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★ T E X A S ★
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EXECUTIVE SUMMARY

The 2009 Tyler Area Wage and Benefit Survey is based on joint research by the Tyler Economic Development Council, the Kilgore Economic Development Corporation, the City of Bullard, Texas, the Lindale Economic Development Corporation, and Marilyn Young, Ph.D., The University of Texas at Tyler. Wage and benefit information was obtained from the results of a mail survey from 100 respondents with a 33% return rate. Responses were segmented among the manufacturing sector, service sector, and total respondents.

Size of Company

The size of the organizations surveyed ranged from 5 to 5,700 employees.

Tenure of Employees

Tyler Area employers (service and manufacturing) indicated their employees had been with the company from 1 to 25 years with an average of 8 years.

Job Applications

Approximately 66% of all employers indicated they normally advertised for job openings and received an average of 20 responses per job. The number of job applications companies had on file ranged from 2 to 7,100 with a median of 50 applications. Employers retained the applications an average of 8 months.

Holidays, Vacation, and Time Off

A wide majority, 92%, of all companies indicated they provide paid vacation for employees, and 20% provided pay in lieu of vacation. Employees were given a median of 5 vacation days after working one year; 10 days after 3 and 5 years; and 15 days after working 10 years. Also, 94% of the employers indicated they had paid holidays; 18%, floating holidays; 14%, unpaid holidays; and 12%, holiday premium. The median number of holidays provided was 8 days. Other types of time off included: Paid jury duty, 81%; time off to vote, 44%; time off as a witness, 28%; and personal paid time off, 25%.

Insurance

A large majority, 85% of the manufacturing sector and 97% of the service sector, offered health insurance to employees. Also, a wide majority offered insurance to employee dependents. A total of 76% of the manufacturers and 88% of the service sector offered dental insurance to employees. Only 42% of manufacturers and 74% of the service sector offered vision/eyewear insurance. A large portion of manufacturers (72%) and service sector (94%) provided life insurance, while 65% and 79% provided disability insurance, respectively. Many of these insurance benefits were offered to dependents, and the amount paid by Tyler Area employers varied significantly as to whether the costs were paid by the company, employee, or shared. Some 64% of manufacturers and 59% of the service sector had workers' compensation. In addition, 27% of manufacturers and 26% of the service sector had a self-insured option.

Retirement

A majority of the total employers sampled, 80%, had some type of retirement plan. Furthermore, 79% indicated they matched the employees' contribution. The median employer contribution was 5%. The major type of retirement plan was the defined contribution, e.g., IRA and 401k plans.

Approximately 39% of Tyler Area employers provided tuition aid to the employees. In addition, 14% of the employers had profit sharing as an option, and 7% had a savings and thrift plan.

Value of Benefit Package

The average (median) estimate of the employee benefit package per employee was \$5,500 per employee. Employers estimated the value of the benefit package as a percentage of wages with a median value of the benefit package at 20%.

Seasonal Hiring Patterns

Approximately 28% of all companies indicated they had a seasonal hiring pattern.

Salary Increases

The majority of both sectors reported they had some type of wage-level adjustments. A majority, 65%, reported they based their salary increases on merit. Another 62% indicated they had annual adjustments in salary increases.

Bonuses and Incentives

The major type of bonus given was premium pay for overtime which was provided by 55% of the employers.

Hourly Wages

Hourly wages are shown in Tables 15 through 18. The earnings for manufacturing and service sectors were calculated using both weighted and unweighted averages with the median and range for each of the occupational classifications.

Tyler Area Labor Market

The Tyler Area is defined as a 30-mile radius which includes the following eight counties: Anderson, Cherokee, Gregg, Henderson, Upshur, Smith, Van Zandt, and Wood. Questionnaires were mailed to businesses in these areas (see Exhibit A on the following page).

Anderson

Frankston

Cherokee

Jacksonville

Gregg

Kilgore

Overton

Henderson

Brownsboro

Smith County

Tyler

Lindale

Whitehouse

Troup

Bullard/Flint

Big Sandy

Arp

Upshur

Gladewater

Van Zandt

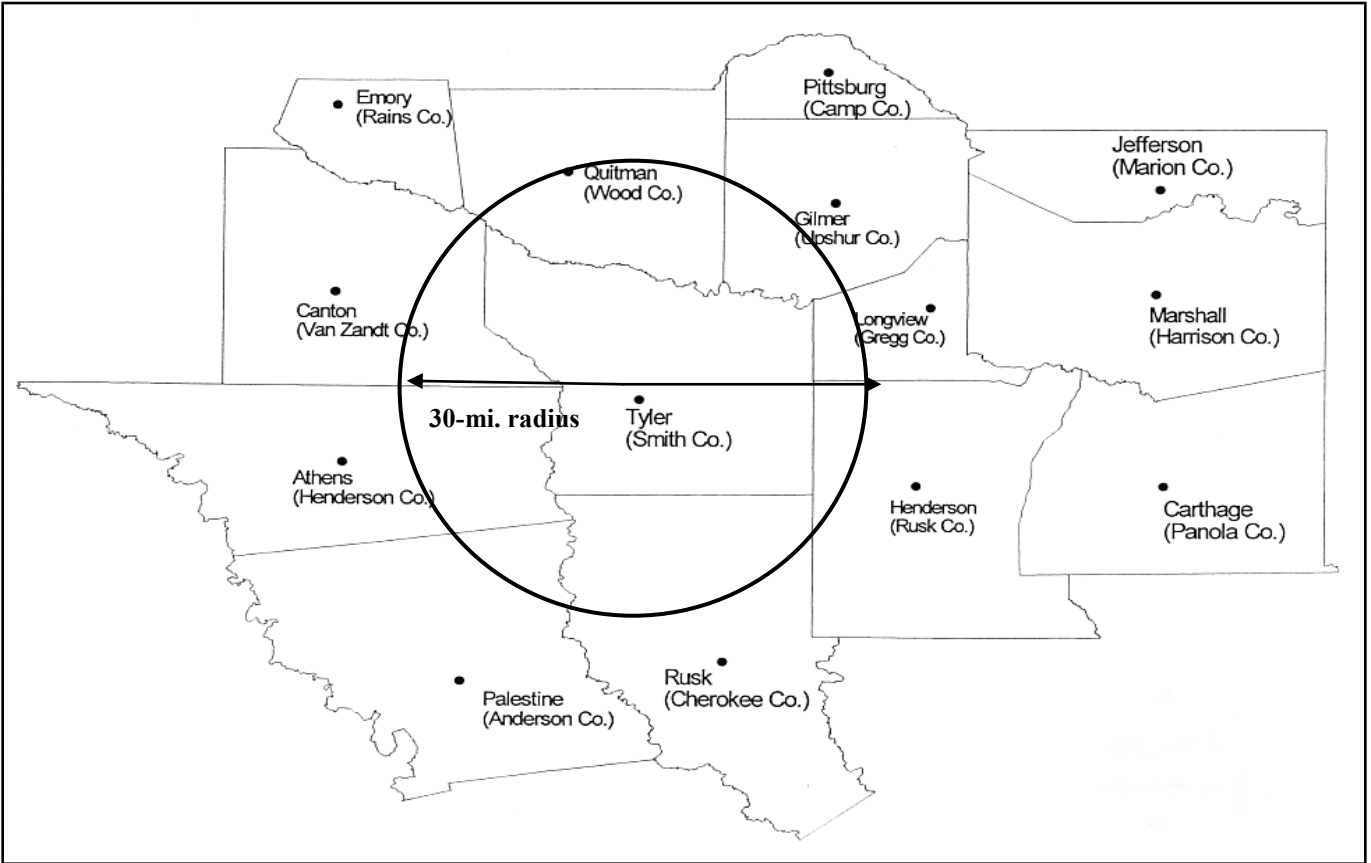
Van

Wood

Mineola

Hawkins

Exhibit A
Labor Market in East Texas Area



INTRODUCTION

The Tyler Economic Development Council, the Kilgore Economic Development Corporation, the City of Bullard, Texas, the Lindale Economic Development Corporation and Marilyn Young, Ph.D., The University of Texas at Tyler, conducted a joint research project to determine wage and benefit information for the Tyler area during February-March, 2009. The methodology used by the Bureau of Labor Statistics and other wage and benefit studies was examined and modified for this research.

Objectives

The objective of this Wage and Benefit Survey was to describe the level and distribution of pay and the nature of employee benefits within the Tyler Area labor market. The survey results provide information for wage and salary administration, collective bargaining, and assistance in business location decisions. Information requested from the survey came from two major segments in the Tyler Area: **(1) manufacturing sector** and **(2) service sector**. The manufacturing sector includes industrial producers, distributors, and processors. The service sector included such organizations as government, financial, insurance, real estate, medical, and educational.

The questionnaire requested information regarding employee benefits, such as holidays, vacation, sick leave, insurance, and retirement plans. Also, hourly rates, overtime, wage-level adjustments, bonuses, training programs, and seasonal hiring programs were analyzed. The cover letter and questionnaires for both manufacturing and service sectors are attached in Appendix A.

Scope and Research Methodology

Marilyn Young, Ph.D., The University of Texas at Tyler, conducted the research. The questionnaire with cover letter and prepaid envelope were mailed February 9, 2009 to both groups with the following return rates:

	Number Mailed	Number Received	Return Rate
Manufacturing Sector	234	66	28%
Service Sector	66	34	52%
TOTAL	300	100	33%

Letters, email, and telephone reminders followed to ensure a good return rate. The combined return rate for both groups was 33%. The survey requested hourly wage information for 56 production, supervisory, and clerical occupational classifications in the manufacturing, distributor, processing sector. The service sector contained 32 occupations. Each completed survey was reviewed to ensure accuracy and proper completion. In many instances, telephone calls were made to the businesses to clarify or obtain additional information.

Calculation of Earnings

Employers were asked to provide the number of employees for each occupational classification and report either the average hourly wage or weekly wage along with the number of hours worked weekly. Earning information was classified by the following two methods:

1. **Weighted:** Number of **employees** in that job classification.
2. **Unweighted:** Number of **companies** (this method ensures each company receives equal weight).

Therefore, the two pay scales include one weighted by companies and the other weighted by the number of employees.

The following calculations were made using the weighted and unweighted method:

- ◆ **Weighted Mean** $(\bar{x}) = \sum(\text{Wages}) / (n)$ $n =$ number of workers.
- ◆ **Unweighted Mean** $(\bar{x}) = \sum(\text{Wages}) / (n)$ $n =$ number of companies with that occupation.
- ◆ **Median:** Designates the middle position where 50% of wages fall above and 50% of the wages fall below.
- ◆ **Range:** The lowest (minimum) and the highest (maximum) hourly wage.

Size of Employers

The number of employees working at the companies surveyed varied from 5 to 5,700. Table 1 below shows the number and range of employees according to each sector.

Table 1
Number of Employees

Sector	Mean (\bar{x}) Average	Median	Range	
			Low	High
Manufacturing	230	39	5	5,700
Service	567	104	10	4,330
TOTAL	342	53	5	5,700

Tenure of Employees

Respondents were asked to indicate the average number of years their employees had been with the company. The range of years was from 1 to 25 with an average tenure of 8 years.

The remainder of the report consists of the analysis of survey information. This data was segmented according to each sector and total respondents.

EMPLOYMENT AND JOB APPLICATIONS

Advertising and Responses per Job

A total of 59% of manufacturers stated they normally advertised job openings, while 77% of the service sector advertised their jobs. When employers were asked how many responses per job they received, the average was 20 job responses per job with a broad range from 1 to 75 applications.

Job Applications on File

The number of job applications employers currently has on file ranged from 2 to 7,100 as shown in Table 2 below. The median number on file for all businesses was 50 applications.

Table 2
Number of Applications on File

Sector	Mean (\bar{x}) Average	Median	Range	
			Low	High
Manufacturing	91	45	2	1,100
Service	573	56	3	7,100
TOTAL	269	50	2	7,100

Job Applications Retained

The length of time applications were retained by the employers varied as shown in Table 3. The median length job applications were held by all employers was 8 months.

Table 3
Length of Time Job Applications Are Retained

Sector (Respondents)	< 1 Month		1 – 3 Months		4 – 6 Months		7 – 12 Months		> 1 year	
	#	%	#	%	#	%	#	%	#	%
Manufacturing (63)	4	6%	6	10%	15	24%	22	35%	16	25%
Service (32)	0	0%	1	3%	6	19%	17	53%	8	25%
TOTAL (95)*	4	4%	7	7%	21	22%	39	41%	24	25%

*A few respondents did not answer this question.

ANALYSIS OF EMPLOYEE BENEFITS

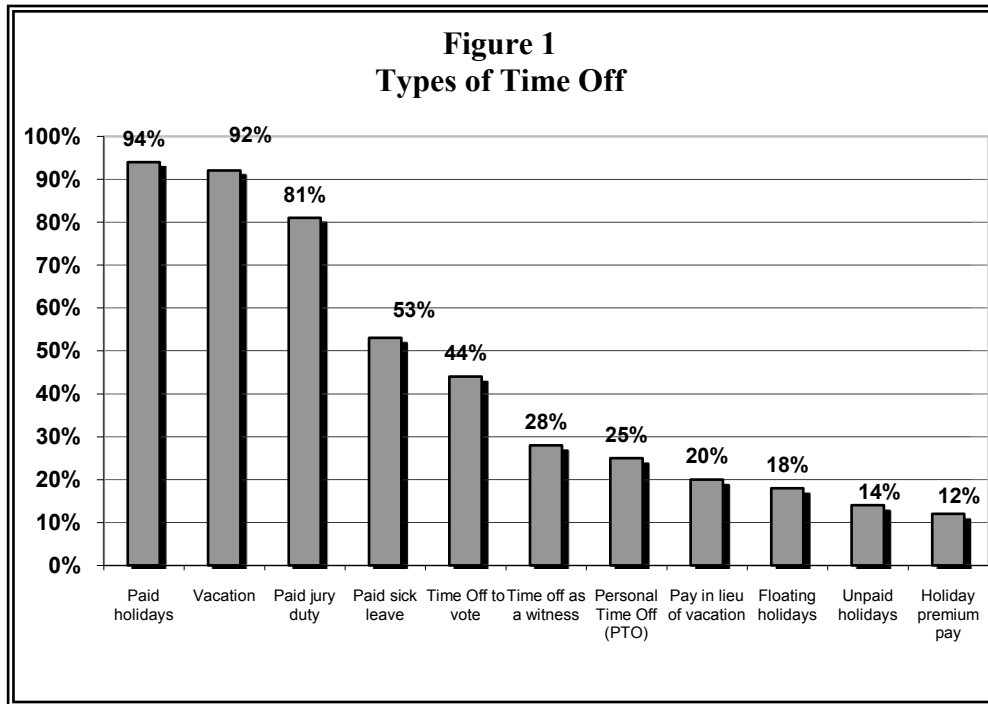
Holidays, Vacation, and Time Off

Table 4 shows the types of leave and time off given to employees by Tyler Area employers and segmented by each sector.

Table 4
Holidays, Vacation, and Time Off

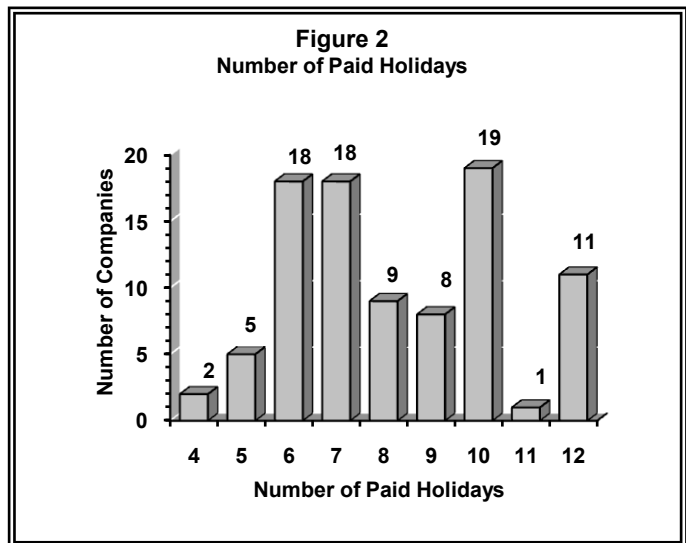
Types of Time Off	Manufacturing Sector		Service Sector		Total	
	#	%	#	%	#	%
Paid holidays	63	96%	31	91%	94	94%
Vacation	62	94%	30	88%	92	92%
Paid jury duty	52	79%	29	85%	81	81%
Paid sick leave	26	39%	27	79%	53	53%
Time off to vote	31	47%	13	38%	44	44%
Time off as a witness	20	30%	8	24%	28	28%
Personal Time Off (PTO)	15	23%	10	29%	25	25%
Pay in lieu of vacation	17	26%	3	9%	20	20%
Floating holidays	12	18%	6	18%	18	18%
Unpaid holidays	10	15%	4	12%	14	14%
Holiday premium pay	9	14%	3	9%	12	12%
TOTAL RESPONDENTS	66		34		100	

Figure 1 provides a summary of the types of time off and leave offered by Tyler Area employers.



Paid Holidays

A wide majority of the companies, 94%, provided paid holidays for their employees. Figure 2 shows the number of days of paid holidays. The median was 8 days for all employers.



Unpaid Holidays

Only 14% of all employers reported they gave employees unpaid holidays. The range of unpaid holidays given to employees was from 1 to 5 days.

Holiday Premium Pay

Approximately 12% of all employers provided holiday premium pay. A total of 14% of the companies gave holiday premium pay in the manufacturing sector compared to 9% in the service sector.

Floating Holidays

A total of 18 companies, 18%, indicated they had floating holidays for their employees. Approximately 18% of employers in the both manufacturing and services had this option.

Vacation

A wide majority of all employers, 92%, reported they gave vacation days to their employees. Table 5 below shows the median vacation days with ranges according to years with the company.

**Table 5
Vacation Days Paid Relative to Employee Tenure**

Sector	YEARS WITH THE COMPANY											
	ONE			THREE			FIVE			TEN		
	Vacation Days			Vacation Days			Vacation Days			Vacation Days		
	Low	High	Median	Low	High	Median	Low	High	Median	Low	High	Median
Manufacturing	1	18	5	5	24	10	5	30	10	5	30	15
Service	5	22	10	5	22	10	5	27	15	10	32	15
TOTAL AVERAGE	1	22	5	5	24	10	5	30	10	5	32	15

Pay in Lieu of Vacation

Only 20 companies, 20%, indicated they paid employees in lieu of a vacation.

Paid Sick Leave

A total of 53 companies, 53%, indicated they had some type of paid leave (manufacturing sector, 39%; service sector, 79%). The median number of sick leave days per year was computed to be 6 days with a range of 2 to 32 days. The manufacturing sector average was 5.5 days, and the service sector average was 7.5 days.

Paid Jury Duty

A majority of the total respondents, 81%, stated they gave time off to employees for jury duty.

Time off to Vote

A total of 44 employers, 44%, indicated that they gave time off to their employees to vote in elections.

Time off as a Witness

Twenty-eight percent of the total employers indicated their employees were given time off to serve as a witness.

Personal Time (PTO) Paid Time off

When asked if paid personal time off was given to employees, 25% of the employers responded "yes."

Insurance

Employers were asked to indicate the types of insurance available to employees and their dependents. In addition, they were asked whether insurance was paid by the employees, company, or shared by both company and employees. The results of these findings are summarized in Tables 6 and 7 on the following page. A large proportion, 89% (89 employers), indicated they had health insurance available for employees, and 83% (83 employers) had coverage available for dependents. Many employers had dental insurance available; however, a smaller number provided vision and eye care to employees and their dependents.

Within the manufacturing sector, 72% of employers stated they provided life insurance for the employees, and 65% stated disability insurance was available. A large proportion, 64%, of the manufacturers indicated they had workers' compensation, and 27% had a self-insured option available.

Within the service sector, a larger proportion, 94%, of employers stated they had life insurance, and 79% had disability insurance. A smaller percentage, 59% indicated they had workers' compensation, and 26% had a self-insured option.

Table 6
Insurance Available to Employees and Dependents:
Manufacturing Sector

Types of Insurance (Sample Size = 66)	AVAILABLE TO EMPLOYEES								AVAILABLE TO DEPENDENTS							
	Insurance Available		Company Paid		Employee Paid		Shared Cost		Insurance Available		Company Paid		Employee Paid		Shared Cost	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Health	56	85%	16	29%	4	7%	35	64%	55	82%	1	2%	23	43%	29	55%
Dental	50	76%	8	16%	18	37%	23	47%	48	79%	2	4%	27	59%	17	37%
Vision/eyewear	28	42%	7	25%	11	39%	10	36%	28	42%	2	7%	16	57%	10	36%
Life	52	79%	26	52%	13	26%	11	22%								
Disability	43	65%	20	48%	13	31%	9	21%								
Workers' Comp.	42	64%														
Self-Insured	18	27%														

Note: Not all respondents responded to payment method.

Table 7
Insurance Available to Employees and Dependents:
Service Sector

Types of Insurance (Sample Size = 34)	AVAILABLE TO EMPLOYEES								AVAILABLE TO DEPENDENTS							
	Insurance Available		Company Paid		Employee Paid		Shared Cost		Insurance Available		Company Paid		Employee Paid		Shared Cost	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Health	33	97%	16	50%	0	0%	16	50%	28	82%	0	0%	20	71%	8	29%
Dental	30	88%	4	13%	18	58%	9	29%	27	79%	0	0%	22	82%	5	18%
Vision/eyewear	25	74%	3	12%	14	56%	8	32%	22	65%	0	0%	18	82%	4	18%
Life	32	94%	14	45%	9	29%	8	26%								
Disability	27	79%	8	30%	14	52%	5	19%								
Workers' Comp.	20	59%														
Self-Insured	9	26%														

Note: Not all respondents responded to payment method.

Retirement and Other Benefits

A majority of the total employers sampled, 80% (80 employers), indicated they had some type of pension plan for their employees (manufacturing, 73%; service, 94%). Furthermore, 79% of those with a pension plan indicated they matched the employee's contribution to the plan (manufacturing, 83%; service, 72%). The median employer contribution of the total sampled was 5%.

The primary retirement plan offered was a defined contribution plan. This plan as well as others is summarized in Table 8.

Table 8
Types of Retirement/Pension Plans

Types of Retirement/Pensions Plans	Manufacturing Sector		Service Sector		Total	
	#	%	#	%	#	%
Defined contribution (401k, 401b, IRA, etc.)	44	66%	33	97%	77	77%
Profit sharing plan	7	11%	3	9%	10	10%
Employee Stock Ownership Plan (ESOP)	5	8%	3	9%	8	8%
Other*	3	5%	2	6%	5	5%
TOTAL RESPONDENTS**	66		34		100	

* *Other includes plans such as union pension and others.*

** *Some companies offered more than one plan.*

Table 9 below shows that 14% of the total respondents had a profit sharing plan for employees. Also, 7% of employers provided a savings and thrift plan for their employees, and 39% of the total companies reported they provided tuition aid.

Table 9
Types of Savings and Incentive Plans

Types of Savings and Incentive Plans	Manufacturing Sector		Service Sector		Total	
	#	%	#	%	#	%
Profit sharing	10	15%	4	12%	14	14%
Savings & thrift plan	6	9%	1	3%	7	7%
Tuition aid	23	35%	16	47%	39	39%
Other*	7	11%	0	0%	7	7%
None	31	47%	15	44%	46	46%
TOTAL RESPONDENTS	66		34		100	

* *Some companies checked more than one option.*

COST AND VALUE OF BENEFITS

Value of Benefit Package

Employers were asked to estimate the company benefit package average dollar value per employee. The average estimate (median) of the benefit package per employee for all companies was \$5,500 (See Table 10).

Table 10
Company Benefit Package Average Dollar Value per Employee

Estimate of Average Dollar Value	Manufacturing Sector		Service Sector		Total	
	#	%	#	%	#	%
Under \$1,000	6	11%	3	10%	9	10%
\$1,000-\$2,999	10	18%	7	23%	17	20%
\$3,000-\$4,999	7	13%	7	23%	14	16%
\$5,000-\$6,999	8	14%	4	13%	12	14%
\$7,000-\$8,999	9	16%	4	13%	13	15%
Over \$8,999	16	29%	5	17%	21	24%
TOTAL RESPONDENTS	56	100%	30	100%	86	100%

Note: Shading denotes median class interval. Not all respondents gave an estimate.

The average dollar value (median) of the employee benefit package for 86 companies was:

Manufacturing Sector = **\$6,250**
 Service Sector = **\$4,429**
 Total respondents = **\$5,500**

Value as a Percent of Wages

Employers were asked to estimate the value of the benefit package as a percent of wages. The median value of the benefit package as a percent of wages was 20%.

HIRING PATTERNS AND FINANCIAL INCENTIVES

Seasonal Hiring Patterns

Approximately 28% of all companies indicated they had some type of seasonal hiring pattern. Table 11 below shows the frequency of hiring practices.

Table 11
Frequency of Seasonal Hiring Practices

Seasonal Hiring Practices	Manufacturing Sector		Service Sector		Total	
	#	%	#	%	#	%
Sometimes	16	24%	7	21%	23	23%
Frequently	2	3%	3	9%	5	5%
Almost never	48	73%	24	70%	72	72%
TOTAL RESPONDENTS	66	100%	34	100%	100	100%

Salary Increases

The majority of manufacturers reported they had some type of wage-level adjustments. According to Table 12, a large proportion, 65%, reported they based their salary increases on merit.

Table 12
Types of Salary Increases

Types of Salary Increases	Manufacturing Sector		Service Sector		Total	
	No.	%	No.	%	No.	%
Merit pay	47	71%	18	53%	65	65%
Cost of living	20	30%	9	27%	29	29%
Contract stipulation	6	9%	0	0%	6	6%
Other*	13	20%	13	38%	26	26%
TOTAL RESPONDENTS	66		34		100	

**Other includes bonus systems and change in responsibilities.*

Table 13 below shows a majority of respondents, 62%, stated they had annual salary adjustments.

Table 13
Frequency of Salary Increases

Frequency of Salary Increases	Manufacturing Sector		Service Sector		Total	
	No.	%	No.	%	No.	%
Annual adjustments	37	57%	24	71%	61	62%
No set pattern	25	38%	9	27%	34	34%
Other*	3	5%	1	3%	4	4%
TOTAL RESPONDENTS**	65	100%	34	100%	99	100%

*Other includes 3 months, 6 months, and by labor contract.

Bonuses and Incentives

Several types of bonuses were paid to Tyler Area employees by both the manufacturing and service sectors as shown in Table 14. The major type mentioned was premium pay for overtime by 55% of the companies. In addition, 30% of the employers provided premium-paid shift differentials. Many companies reported more than one type of incentive available to the employees.

Table 14
Types of Bonuses and Incentives

Types of Bonuses and Incentives	Manufacturing Sector		Service Sector		Total	
	No.	%	No.	%	No.	%
Non-production bonus	15	23%	2	6%	17	17%
Premium pay for overtime	40	61%	15	44%	55	55%
New employee graduated training wage programs	11	17%	1	3%	12	12%
Premium-paid shift differential	24	36%	6	18%	30	30%
Cost-saving incentives	3	5%	2	6%	5	5%
Skill-based incentives	10	15%	6	18%	16	16%
Other*	8	12%	7	21%	15	15%
TOTAL RESPONDENTS	66		34		100	

*Other includes production bonuses and other incentives. Several respondents gave more than one option.

HOURLY WAGES

The next four tables on the following pages show the occupational earnings reported by Tyler Area employers. These earnings are provided for the manufacturing and service sectors. Both **weighted and unweighted averages** with median wages and ranges are given. **Tables 15 and 16** are devoted to the **manufacturing sector**, and **Tables 17 and 18** show salary information for the **service sector**.

HOURLY WAGES

MANUFACTURING SECTOR

WEIGHTED—NUMBER EMPLOYED IN THAT OCCUPATION

UNWEIGHTED—NUMBER OF COMPANIES

Weighted Mean

(Sum of Wages)/n where n- number of workers

Unweighted Mean

(Sum of Wages)/n where n- number of companies

Range

The lowest (minimum) and the highest (maximum) wage

Median

Designates the middle position

Table 15
Hourly Wage Rate of Tyler Area Manufacturers
Weighted (Number of Workers)

Job Classifications Manufacturing Sector	Weighted Average	Median Wage	Range		Number of Workers
			Low	High	
Manufacturing/Processing, Distribution					
Assembler (electrical)	\$15.74	\$16.52	\$12.00	\$19.34	54
Assembler (general)	\$13.52	\$18.07	\$8.00	\$18.07	1583
Delivery driver	\$16.69	\$17.90	\$8.50	\$18.20	118
Fork lift driver	\$15.34	\$15.92	\$8.50	\$18.16	257
General laborer	\$10.34	\$10.50	\$7.00	\$15.00	997
Heavy equipment operator	\$16.03	\$15.30	\$12.00	\$20.32	64
Janitor	\$10.01	\$9.45	\$8.00	\$14.42	76
Machine operator	\$15.16	\$16.25	\$8.25	\$19.00	681
Machinist/journeyman	\$18.20	\$17.00	\$10.41	\$27.37	134
Maintenance (building & grounds)	\$12.34	\$10.82	\$7.50	\$16.13	28
Maintenance (electrician)	\$20.37	\$20.23	\$13.25	\$23.40	56
Maintenance (general)	\$20.25	\$19.20	\$10.50	\$24.85	131
Mechanic (maintenance)	\$18.30	\$18.00	\$11.25	\$22.32	170
Shipping clerk	\$15.98	\$18.47	\$9.92	\$18.47	77
Stationary engineer	\$33.20	\$33.70	\$29.39	\$33.70	45
Tool & die maker	\$22.00	\$22.45	\$13.82	\$25.87	74
Truck driver (light)	\$10.13	\$10.00	\$10.00	\$10.45	7
Truck driver (medium)	\$13.64	\$12.10	\$12.10	\$23.76	74
Warehouse worker	\$11.39	\$9.74	\$7.50	\$21.00	552
Welder	\$16.73	\$17.99	\$10.50	\$23.50	332
Supervisory					
Clerical supervisor	\$18.43	\$16.00	\$15.00	\$25.14	5
Line supervisor	\$22.20	\$22.37	\$11.00	\$30.08	155
Office manager	\$23.04	\$20.50	\$12.00	\$37.50	31
Warehouse supervisor	\$18.10	\$18.00	\$13.00	\$32.89	68
Office, Clerical, and Other					
Accounting clerk	\$13.96	\$14.06	\$9.00	\$19.32	94
Bookkeeper	\$19.68	\$21.00	\$10.00	\$29.00	23
Cashier	\$10.04	\$9.50	\$9.50	\$14.33	9
Clerk, general	\$12.84	\$12.82	\$9.37	\$18.00	94
Computer operator	\$18.60	\$16.00	\$11.40	\$25.16	17
Customer service representative	\$10.49	\$10.00	\$7.25	\$25.71	618
Data entry operator	\$12.87	\$12.00	\$8.91	\$22.00	21
Drafter (CAD)	\$17.20	\$18.00	\$12.00	\$26.00	48
Drafter (general)	\$36.51	\$40.59	\$13.00	\$48.08	91
File clerk	\$8.25	\$8.25	\$7.50	\$9.00	2
Human resources clerk (generalists)	\$19.89	\$20.32	\$14.00	\$27.60	14
Human resources assistant	\$15.86	\$15.23	\$12.00	\$20.00	13
Payroll clerk	\$14.86	\$15.50	\$9.00	\$18.70	16
Programmer	\$29.15	\$27.29	\$24.80	\$38.85	15
Receptionist	\$11.13	\$10.20	\$7.89	\$15.20	23
Secretary (executive)/Administrative Assistant	\$15.23	\$14.02	\$8.90	\$24.90	112
Secretary (general)	\$12.91	\$12.00	\$7.77	\$22.00	9
Telemarketer	\$0.00	\$0.00	\$0.00	\$0.00	0
Word Processor/Typist	\$0.00	\$0.00	\$0.00	\$0.00	0

Miscellaneous New Categories					
Shipping/receiving clerk	\$13.56	\$14.62	\$9.25	\$22.13	55
H.R. administrator	\$26.37	\$30.09	\$14.00	\$43.53	29
Tractor/trailer driver	\$19.71	\$18.01	\$14.00	\$27.00	152
Accounting manager	\$28.79	\$27.25	\$16.24	\$39.92	28
Maintenance supervisor	\$28.11	\$28.47	\$18.00	\$36.00	30
Purchasing manager	\$29.19	\$27.64	\$14.00	\$51.00	31
Customer service manager	\$22.38	\$21.00	\$14.00	\$43.76	32
Sales support	\$21.77	\$17.50	\$10.00	\$58.38	69
Purchasing assistant/pricing analyst	\$18.29	\$16.76	\$9.46	\$33.16	56
Production scheduler	\$13.57	\$9.25	\$9.25	\$33.80	67
Production manager	\$31.73	\$30.71	\$15.00	\$50.00	58
Quality control manager	\$27.13	\$26.36	\$11.00	\$45.00	36
Quality technician	\$17.95	\$17.56	\$8.73	\$24.82	103

Table 16
Hourly Wage Rate of Tyler Area Manufacturers
Unweighted (Number of Companies)

Job Classifications Manufacturing Sector	Unweighted Average	Median Wage	Range		Number of Companies
			Low	High	
Manufacturing/Processing, Distribution					
Assembler (electrical)	\$15.13	\$13.60	\$12.00	\$19.34	9
Assembler (general)	\$12.23	\$12.18	\$8.00	\$18.07	17
Delivery driver	\$13.76	\$14.00	\$8.50	\$18.20	11
Fork lift driver	\$12.38	\$12.00	\$8.50	\$18.16	19
General laborer	\$10.95	\$10.53	\$7.00	\$15.00	33
Heavy equipment operator	\$15.55	\$15.65	\$12.00	\$20.32	8
Janitor	\$10.29	\$10.00	\$8.00	\$14.42	16
Machine operator	\$13.53	\$13.50	\$8.25	\$19.00	24
Machinist/journeyman	\$18.72	\$17.00	\$10.41	\$27.37	14
Maintenance (building & grounds)	\$11.87	\$11.47	\$7.50	\$16.13	12
Maintenance (electrician)	\$18.45	\$18.35	\$13.25	\$23.40	11
Maintenance (general)	\$17.05	\$17.24	\$10.50	\$24.85	19
Mechanic (maintenance)	\$16.78	\$17.35	\$11.25	\$22.32	21
Shipping clerk	\$12.23	\$11.00	\$9.92	\$18.47	11
Stationary engineer	\$31.88	\$32.54	\$29.39	\$33.70	3
Tool & die maker	\$19.26	\$19.29	\$13.82	\$25.87	10
Truck driver (light)	\$10.23	\$10.00	\$10.00	\$10.45	2
Truck driver (medium)	\$15.69	\$15.61	\$12.10	\$23.76	9
Warehouse worker	\$12.29	\$10.98	\$7.50	\$21.00	25
Welder	\$16.11	\$16.00	\$10.50	\$23.50	20
Supervisory					
Clerical supervisor	\$18.43	\$16.00	\$15.00	\$25.14	5
Line supervisor	\$20.07	\$19.96	\$11.00	\$30.08	32
Office manager	\$22.22	\$20.50	\$12.00	\$37.50	28
Warehouse supervisor	\$20.89	\$20.25	\$13.00	\$32.89	30
Office, Clerical, and Other					
Accounting clerk	\$14.15	\$13.98	\$9.00	\$19.32	22
Bookkeeper	\$17.85	\$19.00	\$10.00	\$29.00	16
Cashier	\$11.92	\$9.50	\$9.50	\$14.33	2
Clerk, general	\$12.94	\$12.91	\$9.37	\$18.00	16
Computer operator	\$16.88	\$16.00	\$11.40	\$25.16	6
Customer service representative	\$14.91	\$14.00	\$7.25	\$25.71	23
Data entry operator	\$12.79	\$12.00	\$8.91	\$22.00	7
Drafter (CAD)	\$17.44	\$17.37	\$12.00	\$26.00	13
Drafter (general)	\$26.91	\$24.63	\$13.00	\$48.08	9
File clerk	\$8.25	\$8.25	\$7.50	\$9.00	2
Human resources clerk (generalists)	\$19.37	\$18.46	\$14.00	\$27.60	11
Human resources assistant	\$15.93	\$15.38	\$12.00	\$20.00	12
Payroll clerk	\$14.96	\$15.50	\$9.00	\$18.70	11
Programmer	\$29.02	\$27.29	\$24.80	\$38.85	7
Receptionist	\$11.35	\$10.88	\$7.89	\$15.20	19
Secretary (executive)/Administrative Assistant	\$15.10	\$14.01	\$8.90	\$24.90	28
Secretary (general)	\$12.92	\$12.00	\$7.77	\$22.00	8
Telemarketer	\$0.00	\$0.00	\$0.00	\$0.00	0
Word Processor/Typist	\$0.00	\$0.00	\$0.00	\$0.00	0

Miscellaneous New Categories					
Shipping/receiving clerk	\$14.57	\$14.75	\$9.25	\$22.13	21
H.R. administrator	\$24.77	\$21.96	\$14.00	\$43.53	18
Tractor/trailer driver	\$19.17	\$17.50	\$14.00	\$27.00	6
Accounting manager	\$27.97	\$27.50	\$16.24	\$39.92	19
Maintenance supervisor	\$27.96	\$29.04	\$18.00	\$36.00	20
Purchasing manager	\$27.88	\$26.07	\$14.00	\$51.00	26
Customer service manager	\$24.78	\$21.63	\$14.00	\$43.76	13
Sales support	\$23.47	\$18.61	\$10.00	\$58.38	23
Purchasing assistant/pricing analyst	\$16.72	\$14.79	\$9.46	\$33.16	14
Production scheduler	\$21.19	\$21.74	\$9.25	\$33.80	18
Production manager	\$32.36	\$30.71	\$15.00	\$50.00	33
Quality control manager	\$27.58	\$26.36	\$11.00	\$45.00	26
Quality technician	\$16.55	\$15.72	\$8.73	\$24.82	18

HOURLY WAGES

SERVICE SECTOR

WEIGHTED—NUMBER EMPLOYED IN THAT OCCUPATION

UNWEIGHTED—NUMBER OF COMPANIES

Weighted Mean

(Sum of Wages)/n where n- number of workers

Unweighted Mean

(Sum of Wages)/n where n- number of companies

Range

The lowest (minimum) and the highest (maximum) wage

Median

Designates the middle position

Table 17
Hourly Wage Rate of Tyler Area Service Sector
Weighted (Number of Workers)

Job Classifications Service Sector	Weighted Mean Average	Median Wage	Range		Number of Workers
			Low	High	
Accounting clerk	\$14.03	\$14.31	\$10.50	\$18.25	43
Bookkeeper	\$14.81	\$14.10	\$11.00	\$23.08	34
Cashier	\$10.23	\$10.00	\$8.27	\$29.26	135
Claim processor	\$14.28	\$14.16	\$9.00	\$23.08	53
Clerk, general	\$10.93	\$9.60	\$7.67	\$18.00	23
Clerical/office worker	\$12.54	\$13.08	\$9.00	\$16.97	74
Clerical supervisor	\$19.72	\$18.08	\$11.50	\$34.51	6
Collector	\$11.56	\$11.12	\$10.00	\$16.00	44
Computer operator	\$15.16	\$15.00	\$12.50	\$19.01	9
Customer service representative	\$14.53	\$16.47	\$7.50	\$21.50	134
Customer service supervisor	\$23.68	\$30.00	\$12.50	\$31.25	12
Data entry operator	\$10.68	\$10.09	\$6.98	\$17.30	26
Data processing supervisor	\$23.76	\$24.51	\$10.00	\$36.00	4
Data processor	\$18.49	\$20.32	\$9.00	\$20.32	18
File clerk	\$7.57	\$7.41	\$7.41	\$10.00	38
Human resources assistant	\$14.55	\$15.36	\$10.50	\$19.25	17
Human resources clerk (generalist)	\$14.35	\$15.00	\$9.73	\$19.77	20
Payroll clerk	\$15.71	\$15.97	\$9.50	\$19.35	19
Programmer	\$25.96	\$27.13	\$12.50	\$33.81	25
Receptionist	\$10.03	\$9.08	\$7.50	\$16.00	29
Secretary (executive)	\$17.67	\$17.67	\$10.00	\$27.21	58
Secretary (general)/Administrative Assistant	\$13.19	\$13.30	\$9.00	\$17.14	148
Telemarketing (telephone sales)	\$10.00	\$10.00	\$10.00	\$10.00	2
Word processor/typist	\$12.81	\$11.86	\$9.00	\$14.72	3
Miscellaneous New Categories					
Shipping/receiving clerk	\$11.62	\$11.46	\$8.41	\$13.25	25
H.R. Administrator	\$38.54	\$37.16	\$12.50	\$60.16	12
Accounting manager	\$32.44	\$33.97	\$15.00	\$52.21	14
Purchasing manager	\$35.27	\$30.49	\$11.50	\$84.67	7
Customer service manager	\$38.13	\$40.00	\$12.50	\$60.00	4
Sales support	\$21.73	\$14.00	\$10.50	\$40.00	13
Purchasing assistant/pricing analyst	\$16.87	\$16.38	\$10.50	\$19.44	17
Office manager	\$27.82	\$28.26	\$12.50	\$37.80	21

Table 18
Hourly Wage Rate of Tyler Area Service Sector
Unweighted (Number of Companies)

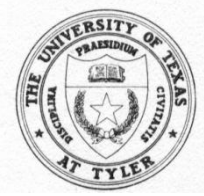
Job Classifications Service Sector	Unweighted Mean Average	Median Wage	Range		Number of Companies
			Low	High	
Accounting clerk	\$14.58	\$14.32	\$10.50	\$18.25	16
Bookkeeper	\$15.58	\$14.10	\$11.00	\$23.08	11
Cashier	\$13.83	\$11.33	\$8.27	\$29.26	9
Claim processor	\$15.62	\$14.16	\$9.00	\$23.08	5
Clerk, general	\$11.03	\$9.86	\$7.67	\$18.00	10
Clerical/office worker	\$12.71	\$13.15	\$9.00	\$16.97	12
Clerical supervisor	\$21.36	\$18.08	\$11.50	\$34.51	3
Collector	\$12.16	\$11.47	\$10.00	\$16.00	6
Computer operator	\$15.41	\$15.41	\$12.50	\$19.01	6
Customer service representative	\$14.73	\$14.00	\$7.50	\$21.50	9
Customer service supervisor	\$22.35	\$22.68	\$12.50	\$31.25	6
Data entry operator	\$10.78	\$10.09	\$6.98	\$17.30	7
Data processing supervisor	\$23.76	\$24.51	\$10.00	\$36.00	4
Data processor	\$14.31	\$13.96	\$9.00	\$20.32	4
File clerk	\$8.38	\$8.00	\$7.41	\$10.00	5
Human resources assistant	\$14.48	\$15.36	\$10.50	\$19.25	7
Human resources clerk (generalist)	\$14.46	\$15.00	\$9.73	\$19.77	9
Payroll clerk	\$15.46	\$16.00	\$9.50	\$19.35	15
Programmer	\$24.60	\$27.13	\$12.50	\$33.81	9
Receptionist	\$10.69	\$11.00	\$7.50	\$16.00	14
Secretary (executive)	\$17.65	\$17.36	\$10.00	\$27.21	21
Secretary (general)	\$13.19	\$13.13	\$9.00	\$17.14	18
Telemarketing (telephone sales)	\$10.00	\$10.00	\$10.00	\$10.00	2
Word processor/typist	\$11.86	\$11.86	\$9.00	\$14.72	2
Miscellaneous New Categories					
Shipping/receiving clerk	\$11.26	\$11.46	\$8.41	\$13.25	7
H.R. Administrator	\$37.81	\$37.16	\$12.50	\$60.16	10
Accounting manager	\$33.47	\$33.97	\$15.00	\$52.21	11
Purchasing manager	\$35.27	\$30.49	\$11.50	\$84.67	7
Customer service manager	\$30.83	\$20.00	\$12.50	\$60.00	3
Sales support	\$21.50	\$14.00	\$10.50	\$40.00	3
Purchasing assistant/pricing analyst	\$16.36	\$16.67	\$10.50	\$19.44	6
Office manager	\$26.47	\$26.52	\$12.50	\$37.80	9

APPENDIX A

COVER LETTER

QUESTIONNAIRE FOR MANUFACTURING SECTOR

QUESTIONNAIRE FOR SERVICE SECTOR



THE UNIVERSITY OF TEXAS AT TYLER
3900 UNIVERSITY BOULEVARD • TYLER, TX 75799 • (903) 566-7360 • FAX: (903) 566-7211
www.uttyler.edu/cbt • www.uttyler.edu/technology



February 9, 2009

Letter sent to the manufacturing, processor and distributor sector and service sector

Tom Mullins, Tyler Economic Development Council, and I both ask that you participate in the Tyler Area Wage and Benefit Area Survey. We are updating the 2006 study, since it was highly requested by many organizations. Since labor market is important to all of us, we will be happy to send you a copy. We hope your company will participate this year. ***(You probably get many requests for surveys, but we hope you feel this one is special for our community and will help us).***

The objective of this joint research is to describe the level of pay and employee benefits within the Tyler Area. (New positions have been added on page 3). Your company information will be kept in the strictest of confidence, and all respondents will be grouped together. Please complete and return this questionnaire in the postage-paid envelope extended to March 23.

Thank you for taking the time for this important research and having the appropriate person complete the survey. If you have any questions, or if I may help you at UT Tyler in any way, please feel free to contact me at the following:

Phone: (903) 561-4738
Cell: (903) 360-6658

Email: myoung@uttyler.edu
Webpage: <http://www.uttyler.edu/myoung>

Sincerely,
Marilyn

Marilyn Young
Professor of Management

P.S. Please complete and return the enclosed postage-paid postcard so we may send your free copy. The 2006 report is at this site: http://www.tedc.org/res_wagesurvey.php

Tom

Tom Mullins, President/CEO
Tyler Economic Development Council, Inc.



WAGE AND BENEFIT SURVEY

Part I General

1. How many total employees do you have at your company? _____
2. How many applications do you currently have on file? _____
3. How long do you normally keep applications on file? (Please check (✓) below):
 Less than 1 month 1-2 months 3-5 months 6 months-1 year Over 1 year
4. Do you usually advertise job openings? No Yes If yes, how many responses per job do you usually receive? _____

PART II--BENEFITS--Time-Off and Insurance

5. Please check (✓) the following offered by your company
 - Paid holidays----- How many paid holidays per year does your company offer? (Please circle).
 1 2 3 4 5 6 7 8 9 10 11 12 or more
 - Unpaid holidays----- 1 2 3 4 5 or more
 - Holiday premium pay Floating holidays
 - Vacation-----> Days vacation after working 1 year? ____ 3 years? ____ 5 years? ____ 10 years? ____
 - Pay in lieu of vacation
 - Sick leave pay-----> How many paid sick leave days per year? _____
 - Paid jury duty Time-off to vote Time-off as witness
 - Personal time (PTO) Paid time-off

6. INSURANCE (Please check yes or no if the insurance below is available (Please check (✓) whether company pays, employee pays, or the premium is shared for both employee and dependents).

Please check (✓)	Employee Coverage			Dependent Coverage						
	Company		Employee	Company		Employee	Shared			
	No	Yes	Pays	Pays	Pays	Pays	Cost			
<input type="checkbox"/> Health	<input type="checkbox"/>	<input type="checkbox"/>	___	___	___	<input type="checkbox"/>	<input type="checkbox"/>	___	___	___
<input type="checkbox"/> Dental	<input type="checkbox"/>	<input type="checkbox"/>	___	___	___	<input type="checkbox"/>	<input type="checkbox"/>	___	___	___
<input type="checkbox"/> Vision/eye	<input type="checkbox"/>	<input type="checkbox"/>	___	___	___	<input type="checkbox"/>	<input type="checkbox"/>	___	___	___
<input type="checkbox"/> Life	<input type="checkbox"/>	<input type="checkbox"/>	___	___	___					
<input type="checkbox"/> Disability	<input type="checkbox"/>	<input type="checkbox"/>	___	___	___					
Workers' Compensation	<input type="checkbox"/>	<input type="checkbox"/>	Or Self-insured			<input type="checkbox"/>				

7. Do you have an employee pension plan? No Yes If yes, which type?
 401K, 403B, etc. Employee stock ownership plan (ESOP)
 Profit sharing Other _____

- 7a. Do you match employee contributions? No Yes, What percent? _____%

8. Which of these do you offer? None
 Profit sharing Tuition aid
 Savings & thrift plan Other (Please specify) _____

9. What is your estimate of the average dollar value per employee of your company's benefit package?
 Under \$1,000 \$3,000 - \$4,999 \$7,000 - \$8,999
 \$1,000- \$2,999 \$5,000 - \$6,999 \$9,000 and over

10. What is your estimate of the value of your benefit package as a % of wages? _____ % of Wages

11. Does your company hire on a seasonal basis? Sometimes Frequently Almost never
12. What is the average number of years workers have been with your company? _____ Years
13. What types of salary increases does your company provide? (Check as many as apply)
 Cost of living Contract stipulation Merit pay Other (Specify) _____
14. How often does your company provide salary increases?
 None No set pattern Annual adjustments Other (Specify) _____
15. Which of the following do you offer?
 Non-production bonus Graduated training wage programs for new employees
 Premium pay for overtime Premium paid shift differential Skill-based incentive
 Cost saving incentives Other _____

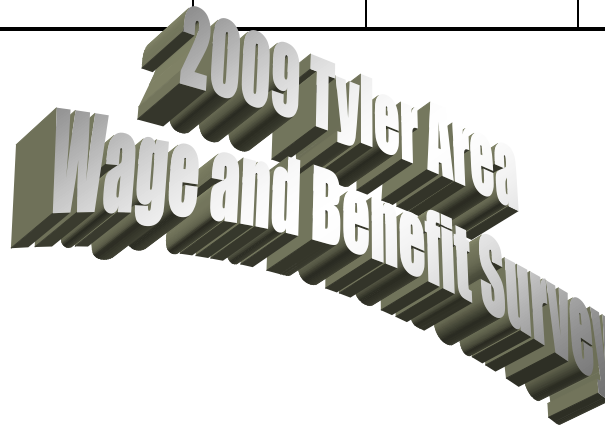
PART III--WAGES SERVICE SECTOR

16. Please provide the following for the occupations listed below:

Occupation	Number of Workers	Hourly	OR	WEEKLY	
		Salary Per Hour SSSS		Hours Per Week	Salary Per Week SSSS
Office/Clerical			OR		
Accounting clerk					
Bookkeeper					
Cashier					
Claim processor					
Clerk (general)					
Clerical/office worker					
Clerical supervisor					
Collector					
Computer operator					
Customer service representative					
Customer service supervisor					
Data entry operator					
Data processing supervisor					
Data processor					
File clerk					
Human resources assistant					
Human resources clerk (generalist)					
Payroll clerk					
Programmer					
Receptionist					
Secretary (executive)					
Secretary (general)					
Telemarketing (telephone sales)					
Word processor/typist					

Miscellaneous and New Categories

Occupation	Hourly Wage		OR	Weekly Wage	
	Number of Workers	Average Salary Per Hour\$\$\$\$		Hours Per Week	Salary Per Week \$\$\$\$
Shipping/receiving clerk					
H.R. administrator					
Tractor/trailer driver					
Accounting manager					
Maintenance supervisor					
Purchasing manager					
Customer service manager					
Sales support					
Purchasing assistant/pricing analyst					
Production scheduler					
Production manager					
Quality control manager					
Quality technician					



Please complete and return the questionnaire and **enclosed postcard** for your free copy.

Approximate date of delivery: **June 2009**



The questionnaire is also on my web site for your convenience at <http://www.uttyler.edu/myoung>

The 2006 Wage and Benefit Report is on TEDC's web page.

http://www.tedc.org/res_wagesurvey.php

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