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OFFICE WORK IN LOS ANGELES
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OFFICE WORK IN LOS ANGELES, 1940

INTRODUCTION

Los Angeles, as the largest city in the Southwest, is a commercial, financial, and industrial center. In 1930 the census reported about 75,000 office workers within the corporate limits of the city. Census data for 1940 are not yet available for clerical workers but the population of the city has increased by more than 20 percent, with a larger increase reported by most of the surrounding towns in the metropolitan area of Los Angeles. Many of the office workers live in these suburban towns. The local estimate of office workers in the Los Angeles metropolitan area is about 100,000, an estimate undoubtedly indicative of the demand for office workers.

Industries of first rank and local importance in the Los Angeles area are motion pictures, aircraft, citrus fruits, and oil. In addition, the city has much diversified manufacturing, financial agencies of all kinds, many retail and wholesale outlets, public utilities, and governmental, educational, professional, real estate, and other offices that cater to the economic life and social needs of a large city.

Office workers are employed today in every type of business. They are essential also in social and political activities, educational institutions, churches, hospitals, social service, and municipal, county, State, and National Governments. The demand for office workers has swelled with the expansion of banking, financial services for security and bond transactions, credit, loans, risk bearing and insurance. Production control, cost accounting, planning, and record keeping are important in manufacturing and require an underpinning of clerical workers. Advertising, sales promotion, and the distribution of goods in a highly competitive business economy create clerical demand. The spread and growth of governmental activity, of schools, recreation, personal, social service, and professional groups, also have required a marked increase in office workers. An office is primarily a facilitating service for coordinating activities such as production, selling, finance, accounting, administration, and public relations. The stenographic, bookkeeping or general accounting, credit, collection, order and billing, pay roll, mailing, filing, and general record-keeping functions are definitely classed as office work, and usually in addition the services rendered by messengers, telephone operators, and receptionists.

The Women's Bureau survey of office workers in Los Angeles was made in the first half of 1940. Representative firms of all types were included. More than 26,000 office workers were employed in the 257 offices covered. Individual records as to monthly and annual salary, occupation, office experience, and personal data as to age, marital status, and schooling, and office policies and practices as to hours, vacations, and personnel management, were compiled for approximately 18,500 office workers. In the larger banks, oil companies, public utilities (other than railroads), aircraft companies, and governmental and school offices individual records were not obtained for every worker, but a representative sample of all occupational groups of men and of women was selected. Women were 57 percent of the total. They outnumbered men as office workers in all but aircraft, banks, investment, oil, railroad, city, and title guarantee insurance. All sizes of offices were scheduled, from some with 1 employee to others that employed more than 1,000; four-fifths had less than 100 employees. Table I gives the scope of the survey as to the types of offices covered and the numbers employed.

TABLE I.—*Number of offices scheduled, number of men and women they employed, and number of records secured, 1940, by type of office—LOS ANGELES*

Type of office	Number of offices scheduled	Number of men and women employed			Employee records secured			
		Total	Men	Women	Total	Men	Women	
							Number	Percent of total
All types	257	26,395	12,543	13,852	18,496	7,930	10,566	(1)
Banks	5	4,319	3,040	1,279	1,594	1,050	544	34.1
Investment	10	373	196	177	373	196	177	47.5
Personal and chattel	10	245	104	141	245	104	141	57.6
Building and loan	5	112	47	65	112	47	65	58.0
Insurance	4	1,122	381	741	1,122	381	741	66.0
Title guaranty and insurance	10	704	414	290	704	414	290	41.2
Railroads	3	816	591	225	816	591	225	27.6
Other public utilities	6	2,649	621	2,028	1,455	459	996	68.5
Oil producing, refining, and distributing	8	1,685	946	739	1,259	723	536	42.6
Aircraft	3	2,971	2,290	681	912	606	306	(1)
Other manufacturing and wholesale distributors	38	1,912	908	1,004	1,912	908	1,004	52.5
Department and apparel stores	13	926	107	819	926	107	819	88.4
Federal Government	7	672	209	463	672	209	463	68.9
City government	1	1,562	1,008	554	1,049	614	435	41.5
State government	4	1,148	257	891	639	145	494	77.3
County government	2	1,192	260	932	1,192	260	932	78.2
Motion pictures	7	1,825	862	963	1,825	862	963	52.8
Education	3	1,256	166	1,090	783	118	665	84.9
Membership organizations	3	160	19	141	160	19	141	88.1
Other types of office	115	746	117	629	746	117	629	84.3
Advertising	8	104	19	85	104	19	85	81.7
Real estate	60	156	24	132	156	24	132	84.6
Broadcasting	5	158	34	124	158	34	124	78.5
Hospitals	13	280	40	240	280	40	240	85.7
Small professional offices	29	48	--------	48	48	--------	48	100.0

[1] Not obtainable; data for men not reported by one firm.

TYPES OF BUSINESS THAT EMPLOY OFFICE WORKERS

Financial.

Commercial branch banking, with a small number of large banks and many branches, is characteristic of Los Angeles. More than 200 branch banks are listed in the telephone directory; but actually there are only 7 major commercial banks that employ as many as 25 office employees. Two of the seven with their branch organizations employ three-fourths of all the bank clerks. An estimate of the total number of men and women employed as office workers in banks in 1940 is 7,000. Four commercial banks and the Federal Reserve Bank, whose combined clerical employees numbered 4,300, were scheduled. Men constitute about two-thirds, women one-third, of the clerical force.

Security and bond dealers, firms engaged primarily in the flotation, purchase, sale, and brokerage of stocks and bonds, have been classed as *Investment*. There are about 130 stock and bond houses in Los Angeles and their employment of clerical workers is about 3,000. The majority of the offices are small, that is, less than 25 office employees. Ten, with 373 employees, were scheduled; 7 of them had less than 25 office workers. Men slightly outnumber women in this type of establishment. In addition to office workers the security and bond houses employ an appreciable group of "customers' men," who are more professional than clerical. Some of their duties are clerical but their job responsibility is chiefly giving advice, servicing customers' accounts, and putting through orders for purchases and sales. These men are not included with the office workers.

Los Angeles has a large number of *Personal and chattel loan* companies such as installment, personal finance, and remedial loan brokers. These are characteristically small offices and together probably do not employ more than 500. Ten, with 245 office workers, are included in the survey and only 3 have 25 and more employees. Many of the credit and loan companies have only 1 or 2 office workers. Women outnumber men.

Building and loan and *Mortgage* companies are fewer in number than the personal and chattel loan companies. Many had been closed during the current year and in the 25 or 30 companies of this kind in operation the total office employment was under 500. Five of the type were scheduled; these have 112 office employees, of whom 58 percent are women. In size these offices range from 4 to 34 employees.

Office workers in *Insurance* companies may be employed in a home office, a regional departmental or branch office, or in an agency or insurance brokerage office. Home offices for insurance tend to concentrate in certain States, of which California is not one, but there are a number of large regional and branch offices. The agency offices tend to be small—one general office worker—and often are combined with some other selling service, as real estate. In this study small

offices that also sell or service real estate are classed with real estate. No satisfactory estimate of the number of insurance offices is available, but the total number of clerical employees in such places is estimated as close to 5,000. In this survey 4 offices, with a total of about 1,100 employees, were scheduled; 2 had 500 and more and the other 2 less than 50 employees. Women comprise about two-thirds of the office workers. Young inexperienced workers are given preference by insurance companies.

Title guaranty and insurance companies employ about 750 office workers in Los Angeles. All the large companies—10, with 704 such employees—were scheduled. Men comprise almost 60 percent of the force. Though classed as clerical workers by their employers, many of these men have a knowledge of real-estate titles secured by experience as real-estate salemen or as legal clerks, and they offer more than clerical techniques and abilities for their jobs.

Public utilities.

The data presented for the *Railroad* group include three transportation offices, employing 816 persons, whose promotional and retirement policies are set by the policies and standards of the Railroad Retirement Act. Three-fourths to four-fifths of the office workers in railroads are covered by the survey. Offices of other interstate transportation systems, such as bus companies, center in San Francisco and none were scheduled in Los Angeles. Men predominate as office workers in the railroads, being almost three-fourths of the total.

The sample of *Public utilities other than railroads*, 6 offices, includes telephone, telegraph, radiogram, electric companies, and the city street-car system. Office workers in these types of business are estimated at about 3,500. In the 6 firms, records for about 1,450 office workers of their total of approximately 2,650 were secured.

Oil; Aircraft; Motion pictures.

A basic industry in southern California is the *Producting, refining, and distributing of oil.*[1] Thirty-two oil companies were canvassed to ascertain the number of office employees, which totaled about 3,300, ranging by office from 1 clerk to more than 600. Eight companies employing almost 1,700, or about one-half of the total, were scheduled. Four were large offices having more than 100 clerks; 2 had less than 25 clerks; one 25 and less than 50; and one 50 and less than 100.

The booming industry of southern California at present is *Aircraft.* Expansion of this industry for the defense program was only in its primary stage in the spring of 1940. Four of the country's largest plane producers have their home offices in the Los Angeles metropolitan area. Office workers in these plants, who comprised more than 3,000 in 1940, by 1941 probably have passed 5,000. Due to the frenzied production tempo, it was difficult to get complete records for office workers in this industry. A sample in each of three firms, aggregating 900 of their total employment of practically 3,000, was obtained. Women in 1940 were a comparatively small part of the office force, as aircraft has been a man's industry. Further, it is a new industry, so most of the workers are young people and have short employment histories.

[1] For a detailed description of the office organization in the oil industry see the Houston (Tex.) section of this study.

Los Angeles County ranks first in the production of *Motion pictures.* The producing studios offer employment to 3,000 to 3,500 office workers, depending on the cyclical conditions of the industry. The major studios have a large force of office workers throughout the year, while the minor ones, which produce pictures intermittently, have marked fluctuations in their numbers and employ workers for short and irregular periods. The four largest studios employ at least one-half of the clerks. Because of the importance of this industry in Los Angeles, it seemed worth while to give special emphasis to securing a well-rounded sample. A 1939 directory of Los Angeles industries listed 21 studios with more than 50 employees each. Seven studios with about 1,800 office workers were scheduled in their entirety. Three of the studios had 300 and more clerks, 2 had 100 and under 200, and 2 had 50 and under 100. Men and women are clerks in fairly equal numbers, with women slightly in the lead (53 percent women).

Other manufacturing and wholesale distributors.

Oil, aircraft, and motion pictures are the basic production industries of the Los Angeles area but in addition there is widely diversified *Manufacturing.* The 1937 Census of Manufactures reports 4,504 establishments in the Los Angeles industrial area. Almost 200 nationally known concerns have bona fide factories—not branch sales offices—within the city. There are many small factories in the needle trades, food, and novelty lines. These have small offices with one or two general office workers. Among the more significant types of manufacture, judged by size of establishment, are motor vehicles, tires, meat packing, publishing, foundry and metal products, and furniture. Many of the manufacturers have their sales organization and distributive organization in the same office, which makes it difficult to separate clerical personnel into the two activities. *Wholesale distributors* in the sense of jobbers—other than manufacturers—in general have small offices. The 1935 Census of Business reports approximately 3,000 wholesalers in Los Angeles, with a total office force of approximately 6,700, an average of only just over 2 to an office.

In the present study, offices of manufacturers and of wholesale distributors are tabulated together. Though the 2 combined are estimated to employ in the neighborhood of 22,000 to 25,000 clerical workers, the 38 offices scheduled, employing 1,912 office workers, are considered representative. The proportion of women is 52½ percent.

Retail trade.

Department and apparel stores represent retail distribution in this survey. Unfortunately, a group of six of the largest stores refused to cooperate with the Women's Bureau.

The Census of Business for 1935 reports for Los Angeles 23,471 stores with approximately 80,000 employees. Nearby towns in the metropolitan area of Los Angeles, such as Pasadena, Glendale, Beverly Hills, Alhambra, Huntington Park, Santa Monica, and others, have another 7,000 stores and 20,000 employees. Since clerical workers are reported by the same census as comprising just over 7 percent, there must be clerical jobs in connection with retail distribution totaling more than 7,000 in the metropolitan area of Los Angeles. Women

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make up practically 90 percent of the office workers in the establishments covered.

Government offices.

Governmental agencies, Federal, State, county, and city, have been expanding fields of clerical employment for both men and women. All departments of the Federal Government are represented in Los Angeles; these have clerical staffs estimated roughly as about 5,000 inside office workers. Estimates for State, city, and county workers are respectively 1,200, 3,100, and 3,600. Difficulty was met in getting accurate numbers as to office workers because white-collar workers were not separated into clerical and other groups. Fourteen governmental agencies were scheduled, with a total of over 4,500 clerks. Except in the city offices, there are more women than men.

Education; Membership organizations.

School offices, tabulated as *Education* in the discussions that follow, include the office workers in the University of California at Los Angeles, the University of Southern California, and a representation of one-half of the clerks in the city school system. These three cover most of the office employment in the school field. Office clerks in business schools generally are pupils, and the number of clerks in the small private schools and colleges probably does not exceed 100. The total number of office workers in schools is about 1,500. Women predominate as clerks in school offices and constitute about 85 percent of those for whom data were collected.

Trade associations and professional organizations as listed in the telephone directory of Los Angeles total several hundred, but many have small offices, with only a single worker, others with two or three, which are classed in the small-office group. Some of the trade associations, such as fruit, nut, and avocado growers, are actually marketing and distributing organizations and have been classed with distributors. Trade associations and professional organizations in the city were estimated as employing not over 1,000 office workers. Three membership associations with a total of 160 office workers have been tabulated as such. Women make up 88 percent of these workers. Too few men clerks were reported for separate tabulation.

Other types of office.

Every city has a multitude of small offices that provide professional and other services to the community. Advertising, real estate, broadcasting, hospital and clinic, doctors' and dentists' offices are types scheduled in Los Angeles. A total of 115 offices with 746 employees are included. Almost 85 percent of the group are women; the small professional offices are exclusively women. Estimates of the total number of workers employed in the small miscellaneous offices exceed 10,000.

A large number of *Advertising* agencies—about 150—are listed in the Los Angeles directories. Most of these have no clerical employees, merely a representative in the main office. Seventeen offices were visited for the number of office workers, and their total office employment was 137. Eight of these, with 104 employees, 85 women and 19 men, were scheduled. The largest offices were covered and it is doubtful if all the advertising agencies in the city have as many as 200 office workers.

Los Angeles abounds in *Real estate* offices. The telephone book lists approximately 1,800. Real estate offices are predominantly small. In 150 offices visited in different sections throughout the city, the total number of employees is approximately 450. Of the 150 offices, 59 have no regular office employees, the owner and salesmen doing their own clerical work. Occasionally there is an office in which a public-stenographer notary is given desk space to carry on her commercial work in exchange for some clerical service to a realtor. Forty-four have 1 person employed in the office and only 15 have 6 and more. The larger offices often combine insurance, and sometimes trust, mortgage, and management functions, with those of real estate.

While no authentic information is available on the number of employees in the real estate offices, if approximately 40 percent of the offices visited have no employees and the average for the others is a little less than 3, the total probably does not exceed 3,000. Wage and personnel data are presented for 60 real-estate firms, with 156 office employees; only 10 of these have so many as 5 employees.

Office work in *Broadcasting stations* is one of the newer fields of clerical employment, but it is a relatively narrow one even in large cities. Inquiry was made as to the size of the office force in 9 broadcasting stations, all the important commercial stations, and the total number of office jobs was 175. Five stations with 158 employees were scheduled.

Hospitals, clinics, and medical associations employ about 500 office workers. Most of the large hospitals (10) were included in the survey, and in addition 2 clinics and a medical association. Of 280 clerical employees in these offices, seven-eighths are women. Office workers in hospitals, like those in doctors' and dentists' offices, may be divided into 2 groups, first the strictly clerical, and second the office nurse who has a combination of professional and clerical duties.

Small professional offices represent doctors' and dentists' offices. Most of these have one or two office workers. All are women. Some of the clerks in doctors' offices have had nurses' training; and in dentists' offices some have had training as dental hygienists.

DEMAND FOR NEW OFFICE WORKERS

Numbers hired in 1939.

Some firms had neither records nor definite ideas of the number of workers added to the staff either for new jobs or as replacements in the calendar year 1939. Aircraft had taken on more employees than any other type of office but no information was available as to the number of new employees, experienced or inexperienced, taken on during the year. Statements as to numbers hired by 162 of the other firms, covering the majority of the employees in all types of office, indicate that the number hired in the year averaged about 12 percent of the present office force, 5 percent being inexperienced and 7 percent experienced. In the terms of job opportunities, insurance, financial offices other than banks, motion pictures, retail stores, manufacturing and distributing, Federal offices, and the small employers grouped as "other types of office" had taken on proportions above 12 percent. Banks, title guaranty and insurance, railroads, other public utilities, oil, education, and State, city, and county offices had hired relatively few. All but banks and title guaranty offices had hired more experienced workers than beginners.

CHARACTER OF OFFICE OCCUPATIONS

The word clerical is a reminder that the first of this occupation were the clerics, the monks who copied manuscripts and kept the records of the church in the Middle Ages. Through most of the nineteenth century the clerical activities of an office were largely concerned with hand bookkeeping and letter writing, but the large office of the present day is a complex and mechanized organization whose functions are to make and keep the records and coordinate the administration of the enterprise it serves. Office management and occupational terminology are not standardized and vary with size, policies, and type of business. In most business offices the stenographic work, handling of correspondence, ordering and billing, financial recording and analysis, budgeting, and general record keeping, with the services of messengers, telephone operators, and receptionists, are considered office functions.

Some office jobs, such as those that involve a knowledge of shorthand, ability to operate typewriters, dictating machines, bookkeeping machines, calculators, and other mechanical devices, bookkeeping and other statistical recording, require special training for these skills. Many others, such as record clerks, order clerks, mail clerks, file clerks, duplicating-machine operators, telephone operators, receptionists, messengers, office boys and office girls, require little special training. In large numbers of offices, however, the type of business determines the work of the various employees, and transfer to another type of business involves retraining. (See p. 14.) Further, there are certain techniques, attributes of judgment and responsibility, acquired by experience on particular jobs that cannot be evaluated in any formal job terminology.

The office workers in the stenographic group, the bookkeepers, cashiers (nonexecutive) and tellers, machine operators, messengers, telephone operators, receptionists, file clerks, carry on certain clerical duties that are comparable from offie to office. All other specialized and general clerks are combined in the present study as "clerks not elsewhere classified" and are shown by their respective types of office. The occupational distribution of total employees, and whether men or women predominate in the various occupations, may be seen in table II.

TABLE II.—*Distribution by occupation of all employees reported, and predominance of men or of women in each occupation—LOS ANGELES*

Occupation	Total		Women		Men	
	Number	Percent of grand total	Number	Percent of group total	Number	Percent of group total
All occupations	18,387	100.0	10,545	57.4	7,842	42.6
Administrative, executive, clerical-professional	1,615	8.8	270	16.7	1,345	83.3
Extra and part-time workers	374	2.0	294	78.6	80	21.4
Regular office workers	16,398	89.2	9,981	60.9	6,417	39.1
Regular:						
Stenographic group	4,665	25.4	4,354	93.3	311	6.7
Secretary	963	5.2	901	93.6	62	6.4
Stenographer	2,215	12.0	2,085	94.1	130	5.9
Typist	1,227	6.7	1,108	90.3	119	9.7
Dictating-machine transcriber	200	1.1	200	100.0	----------	----------
Correspondent	60	.3	60	100.0	----------	----------
Accounting group	986	5.4	393	39.9	593	60.1
Bookkeeper, hand	342	1.9	183	53.5	159	46.5
Cashier, teller	644	3.5	210	32.6	434	67.4
Machine operators	1,534	8.3	1,172	76.4	362	23.6
Billing	115	.6	105	91.3	10	8.7
Bookkeeping	295	1.6	187	63.4	108	36.6
Calculating	556	3.0	544	97.8	12	2.2
Duplicating and other	168	.9	84	50.0	84	50.5
Key punch	198	1.1	190	96.0	8	4.0
Tabulating	202	1.1	62	30.7	140	69.3
Other clerks	1,301	7.1	690	53.0	611	47.0
File	252	1.4	164	65.1	88	34.9
Messenger	381	2.1	46	12.1	335	87.9
Telephone	408	2.2	399	97.8	9	2.2
Timekeeper	181	1.1	16	8.8	165	91.2
Receptionist	79	.4	65	82.3	14	17.7
Clerks not elsewhere classified	7,474	40.6	3,313	44.3	4,161	55.7
Finance and insurance	1,746	9.5	706	40.4	1,040	59.6
Education	481	2.6	412	85.7	69	14.3
Aircraft	482	2.6	60	12.4	422	87.6
Other manufacturing and wholesale distributors	759	4.1	259	34.1	500	65.9
Government:						
State, city, county	1,186	6.5	567	47.8	619	52.2
Federal	248	1.3	154	62.1	94	37.9
Oil producing, refining, distributing	450	2.4	76	16.9	374	83.1
Railroads	337	1.8	51	15.1	286	84.9
Other public utilities	660	3.6	382	57.9	278	42.1
Department and apparel stores	399	2.2	328	82.2	71	17.8
Motion pictures	486	2.6	116	23.9	370	76.1
Other types of office	240	1.3	202	84.2	38	15.8
Special office workers	438	2.4	59	13.5	379	86.5

The occupational distribution of men and women regular office employees is shown by type of office in table III.

TABLE III.—*Number of women and of men regular employees in the various types of office, by occupational group—LOS ANGELES*

Type of office	Number of offices reporting	Number of regular employees													
		Total		Stenographic group		Accounting group		Machine operators		Other clerks (see table II for specific occupations)		Clerks not elsewhere classified (duties depend on type of office)		Special office workers	
		Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
All types:															
Number	257	9,981	6,417	4,354	311	393	593	1,172	362	690	611	3,313	4,161	59	379
Percent	-------	100.0	100.0	43.6	4.8	3.9	9.2	11.7	5.6	6.9	9.5	33.2	64.9	0.6	5.9
Banks	5	535	924	335	3	8	358	38	80	31	56	122	380	1	47
Other finance	25	367	246	152	-------	30	33	24	6	38	14	120	143	3	50
Insurance	4	696	283	221	2	11	16	34	20	4	5	419	223	7	17
Title guaranty and insurance	10	278	347	198	-------	8	5	15	-------	12	22	45	294	-------	26
Railroads	3	208	462	86	65	-------	7	45	3	26	51	51	286	-------	50
Other public utilities	6	950	344	201	7	70	10	159	7	134	16	382	278	4	26
Oil producing, refining, and distributing	8	470	537	236	33	2	23	111	22	45	54	76	374	-------	31
Aircraft	3	295	560	141	28	-------	-------	69	20	22	70	60	422	3	20
Other manufacturing and wholesale distributors	38	989	746	333	56	54	68	267	39	74	42	259	500	2	41
Department and apparel stores	13	789	85	174	6	81	3	129	5	77	-------	328	71	-------	-------
Federal Government	7	426	144	237	8	4	7	22	3	7	19	154	94	2	13
State, city, and county governments	7	1,722	834	937	57	40	19	158	95	16	31	567	619	4	13
Motion pictures	7	919	738	638	43	14	28	59	59	85	206	116	370	7	32
Education	3	604	86	153	3	7	4	20	2	7	4	412	69	5	4
Membership organizations	3	133	19	40	-------	4	1	1	-------	10	2	78	15	-------	1
Other types of office	115	600	62	272	-------	60	11	21	1	102	19	124	23	21	8

Stenographic group.

About 2 in every 5 women office workers in the Los Angeles survey, but only about 1 in every 20 men, are in the stenographic group. Strict and uniform classification of the employees in this group involves difficulties. Some workers who are rated as stenographers do little shorthand transcription, but the ability to do it on occasion is required. In many offices, the border line between secretaries and stenographers is somewhat vague. For the purpose of the present study, to be classed as a secretary a worker has to have a wider range of duties and more responsibility than a stenographer. In addition to taking and transcribing dictation, a secretary meets callers, gives information by telephone, writes some original letters, reads and sorts mail, keeps personal and confidential records, makes appointments, does reference work, handles follow-up items, and generally relieves her employer of routine tasks. Usually she knows more than her employer does about the ordinary procedures, routine tasks, and general information concerning his business. About 30 percent of the women in the Los Angeles survey are secretaries and stenographers. To be classed as a dictating-machine operator, at least one-half of the employee's time is spent on machine transcription. Secretaries and stenographers frequently transcribe from a dictating machine but this work is only an incidental part of their job. Workers tabulated as typists spend at least 50 percent of their time typing; clerks who type only occasionally are not classed as typists. Correspondents who answer routine letters are a small group and are found almost entirely in retail distribution—stores and mail-order houses; they depend largely on form letters in composing replies.

Of the women in the stenographic group about one-fifth are secretaries, a little less than one-half are stenographers, one-fourth are typists, and the small remaining fraction are operators of transcribing machines and correspondents; there are only 60 of the last named and they are chiefly in the mercantile field.

Women in the stenographic group comprise 14 times the number of men in such work, men making up less than 7 percent of the total. Of the 311 men in this group 62 are secretaries, 130 stenographers, and 119 typists. The highest proportion are in the railroad offices, where more than two-fifths of the stenographic employees are men.

Accounting group.

Men comprise three-fifths of the employees in the accounting group, most of them being in the financial offices.

Bookkeeping in the sense of hand bookkeepers who keep systematic records of business transactions, take trial balances, and draw up periodic bookkeeping reports gives employment to only a small proportion of office workers. Much of the work in the bookkeeping or accounting departments of large firms is specialized or mechanical, and all-round bookkeepers are not so much in demand as good calculating-machine operators. The accounting function requires many clerical employees, but when the accounting activities are minutely divided and subdivided, with installations of a variety of accounting machines and special ledger systems, the differentiation between accounting clerks and other record clerks seems of little value. There are many jobs connected with bookkeeping, such as work on accounts receivable and accounts payable, cash vouchers and cash books,

sales ledgers and records, check registers, discounts, budget work, and so forth, where a knowledge of bookkeeping principles is a desirable background but not a requisite. The accountant who compiles the final control accounts, the cost sheets, and the statements is a trained professional employee; but the underpinning is the work of clerks who do not need to be bookkeepers, and these clerks in the Los Angeles tables are included with clerks not elsewhere classified. Some of the clerical jobs in connection with factory cost accounting and factory record keeping require a knowledge of production methods and practices as much as of accounting, and since men are more familiar with productive processes they usually are given preference for clerical work in cost-accounting divisions.

Of all the clerical workers included, 2½ percent of the men and just under 2 percent of the women are hand bookkeepers, and less than 2 percent of either sex are machine bookkeepers.

Cashiers and tellers, office jobs that involve the receiving or paying of money to customers (7 percent of the men and 2 percent of the women), are important only in banks, other financial, public utilities, manufacturing, and retail distribution. More than one-third, 36 percent, of the men included in banks are tellers or assistant tellers.

Machine operators.

The machine-operator group as a whole comprises 12 percent of the women employees and 6 percent of the men. Numerous machines and appliances are operated in the course of duty that require too little skill, or the number affected is too small, to consider separately. Some of these machines are the various duplicating devices, such as mimeographs and multigraphs, check writers and protectors, mailing and stamping machines.

Other clerks.

Quite often clerks, stenographers, typists, and others do filing as a minor part of their routine duties. It is only in the fairly large offices that a centralized filing division exists or that there are specially designated file clerks. Filing is often a beginning job and only occasionally are trained expert filing clerks reported. Altogether, in all types of offices covered, less than 2 percent of the women, and an even smaller proportion of the men, are file clerks.

Messenger service usually is a beginning job for boys anxious to become familiar from the ground up with the general business organization of their employer by sorting and delivering mail, carrying messages and packages to outside organizations, helping with simple records, mimeographing, and being generally useful until the employer decides that they have served their apprenticeship and are ready for a more responsible assignment. About 5 percent of the men are messengers.

Receptionists who direct and give information to callers are found in most of the large offices. The group is a small one—less than 1 percent of the women. In many offices the receptionist is a PBX operator in addition to her other functions. The job, to be efficiently done, requires a resourceful person and one with knowledge of the company's personnel and activities. Almost all telephone operators in offices are women, and about 400 women in this study, or 4 percent of the total, are so classed. Security and bond houses, railroads, other

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utilities, motion pictures, hospitals, advertising, broadcasting, and real-estate offices have higher than average proportions of telephone operators.

Clerks not elsewhere classified.

The largest group among the men (almost two-thirds) and the second largest among the women (one-third, outranked only by the stenographic group) is the one designated as "clerks not elsewhere classified." This includes a multitude of job designations, and the terminology depends not alone on type of office but is affected by the size, management, and organization of each particular office surveyed. Designations of junior and senior clerk mean little and are related largely to salary structure, which varies materially from firm to firm as well as from one type of office to another.

The specious job designations covered in this group are legion. A few of the special clerical designations by type of office will suggest the coverage of this group. In financial institutions some of the job designations are collateral, collection, exchange, safe-deposit, vault, trust, margin, discount, draft, transit, and brokerage clerks, loan reviewers, board boys, and analysts. In insurance there are specialized actuarial, underwriting, policy, and map clerks. In public utilities, rate clerks, estimators, checkers, and service clerks of all kinds. In the retail and wholesale trade offices there are large numbers of credit, collection, adjustment, stock, price, returned-goods, collection, and statistical clerks, and sales analysts. In manufacturing there are order, production, planning, time-study, drafting, and engineering clerks. Government and school offices have another set of clerical jobs, as tax, information, health, departmental, and attendance clerks. Mail, stock, shipping, pay-roll, cost, audit, budget clerks, and so forth are found in many offices but their duties are not standardized.

Since the group of unclassified workers is large in all types of office, varying for the women from 16 percent in oil and title guaranty and insurance to 68 percent in education, and for the men from 41 percent in banks to 85 percent in title guaranty, the averages and distribution are given by type of office in tables XI and XII.

Special office workers.

Office workers in the tabulation comprise workers whose duties and services rendered are somewhat out of the ordinary field of office work, such as library clerks, personnel clerks, appraisers and inside agents, traffic clerks, publicity assistants, and technical clerks in professional offices. They comprise about 6 percent of the men and less than 1 percent of the women. In financial offices about 20 percent, in railroads about 11 percent, and in other places about 13 percent of the men fall in the "special office workers" category.

Executive, administrative, clerical-professional, and supervisory.

Employees with executive, administrative, professional, and supervisory duties are not tabulated as clerical workers. The officials interviewed were asked to define executive and administrative workers in their organization. Very few make a clear distinction between the terms administrative and executive; department heads, superintendents, auditors, controllers, are considered either or both. Supervisors usually are considered to be those responsible for an office

division and there was less difficulty in segregating these. Professional office workers usually are considered to be the accountants, actuaries, counselors and attorneys, writers, statisticians, planning engineers, and architects.

Some information for 1,615 executive, administrative, professional, and supervisory workers was obtained, and about one-sixth of these are women. Of the 1,615 jobs, 711 are supervisory. Though women comprise more than half of the total office employees, they constitute only about one-fourth of the supervisory force.

EDUCATION AND EXPERIENCE OF OFFICE WORKERS

EDUCATION

The possibilities of securing an office job in Los Angeles without a high-school education are slight. Though not much over one-fourth (69 of 252) of the offices reported that high-school training is a minimum requirement, high-school graduation is taken for granted as a prerequisite to employment in most offices. All the banks require high-school graduation or its equivalent in formal schooling; several review the list of high-school graduates each year for likely applicants. Only three offices mentioned college training as a requirement, and in two of these it is for only a part of the office force. Seventeen stated that they require business-school training for their employees. Employment policies are flexible in most offices and the selection of applicants depends largely on the supply of candidates available when the vacancy occurs. The greater the supply, the more the requirements and care expressed in the hiring process.

Schooling and occupation.

Of the women secretaries a little more than one-third (36½ percent) have attended college. In aircraft, an industry with an expanding force and many young people, almost 40 percent of the women clerks have been to college. Almost half of the women clerks in the offices of schools have college training. Of the women employed as special office workers, 56 percent have attended college and 21 percent are graduates. The largest proportions attending business school are among the calculating-machine operators and in the stenographic group.

Location of school attended.

Where was high school attended by the Los Angeles office worker? The majority both of men and of women—about 60 percent—attended high school elsewhere than within the metropolitan area of Los Angeles. Since this area is a tourist goal, a large proportion of "outsiders" is to be expected.

Amount of schooling.

How much of a background of formal schooling was offered as training by the Los Angeles office worker? What is the bearing of schooling on salaries?

High-school graduation is the education norm. High school has been completed by at least four of every five workers. For only about 3 percent both of women and of men was grammar school reported as maximum schooling, and only 16 percent of the women and 15 percent of the men have attended high school but not been graduated. In railroads and other public utilities approximately one-third, in contrast to less than one-tenth in insurance and aircraft, have not completed high school. The types of office last mentioned have large proportions of young workers.

About 40 percent of the men have attended college and a little more than one-fourth of these were graduated. About 28 percent of the women have attended college, and about one-fourth of these completed the course. Among the women the highest proportions of college graduates are in education, insurance, and the miscellaneous small offices; among men, the offices of educational, insurance, oil, title guaranty and insurance, and aircraft companies have more than average numbers of college graduates.

TABLE IV.—*Maximum education of employees by type of office—LOS ANGELES*

Type of office	Number of employees reported	Percent[1] whose maximum education was—					Attendance at business school reported (*percent*)
		Grammar school	High school		College		
			Incomplete	Complete	Incomplete	Complete	
	WOMEN						
All types	8,370	2.7	15.9	53.5	21.1	6.8	48.9
Banks	526	1.3	15.2	53.2	26.8	3.4	35.0
Other finance	255	2.7	13.3	56.9	20.0	7.1	52.9
Insurance	676	2.2	6.2	57.1	20.4	14.1	37.4
Title guaranty and insurance	135	2.2	20.0	53.3	21.5	3.0	49.6
Railroads	172	7.0	27.3	48.8	14.5	2.3	54.1
Other public utilities	919	5.7	26.2	49.7	14.5	3.9	31.7
Oil producing, refining, and distributing	431	2.6	18.8	53.8	20.2	4.6	55.0
Aircraft	284	.4	3.2	58.8	31.0	6.7	56.7
Other manufacturing and wholesale distributors	800	2.5	17.4	60.3	15.8	4.1	59.4
Department and apparel stores	690	3.5	15.8	61.4	17.7	1.6	43.9
Federal Government	416	3.1	20.0	50.7	22.4	3.8	60.8
State, city, and county governments	1,367	2.6	18.9	53.2	20.0	5.3	57.3
Motion pictures	565	1.1	11.7	48.8	29.2	9.2	45.5
Education	555	.7	10.6	42.5	25.0	21.1	52.3
Membership organizations	91	3.3	14.3	59.3	23.1	--------	53.8
Other types of office	488	2.3	7.8	51.0	28.1	10.9	53.5
	MEN						
All types	5,143	3.3	15.1	42.0	28.8	10.7	22.9
Banks	896	1.5	17.2	47.9	27.3	6.1	10.2
Other finance	180	1.7	11.1	33.9	42.2	11.1	21.7
Insurance	278	3.2	7.2	43.5	28.8	17.3	12.6
Title guaranty and insurance	173	4.6	16.8	39.9	24.9	13.9	19.1
Railroads	392	7.9	26.5	43.6	19.1	2.8	36.5
Other public utilities	326	8.9	21.8	38.3	19.3	11.7	21.2
Oil producing, refining, and distributing	506	2.0	12.5	43.5	25.7	16.4	35.2
Aircraft	547	2.0	8.6	34.4	41.7	13.3	17.9
Other manufacturing and wholesale distributors	614	2.1	13.8	46.7	27.5	9.8	33.2
Department and apparel stores	55	--------	20.0	49.1	23.6	7.3	29.1
Federal Government	140	7.1	15.7	37.9	30.0	9.3	31.4
State, city, and county governments	531	2.4	17.3	40.5	29.2	10.5	26.4
Motion pictures	385	3.1	13.2	40.5	32.7	10.4	13.0
Education	73	9.6	11.0	35.6	21.9	21.9	32.9
Membership organizations	5	--------	--------	--------	--------	--------	--------
Other types of office	42	--------	--------	--------	--------	--------	--------

[1] Percents not computed where base less than 50.

Attendance at business school was reported by a much larger proportion of women than of men—49 percent of the women and 23 percent of the men.

The term "business school" signifies attendance at a commercial school, private or public. It does not include commercial courses in regular high school curricula, because in many firms personnel records do not provide definite information on such training.

Maximum schooling, by type of office in which the workers are employed, is given in table IV.

Time elapsing between finishing school and first office job.

Work-history records for 913 women and 927 men who had begun office work in the period from 1935 on showed the date of leaving school, the grade completed, and the period that elapsed before the first office job was secured. Eighty-two percent of the girls and 75 percent of the boys had found office work within a year of leaving school and only 4 to 6 percent had waited 2 years and more. A slightly higher percent of both the men and the women who had attended business school found work within a year of leaving school. Men college graduates and women who had attended but not completed college found office jobs with little delay in slightly larger proportions than those with less formal schooling. Many of such jobs, however, were not permanent.

EXPERIENCE

Over-all time in office work.

Employment records showing work experience before employment with the present office often were incomplete and unreliable, so the determining of actual time in office work was not possible. In most cases, however, the date of beginning office work was available, and this gives indication of the spread of time in which office work had been carried on either continuously or intermittently. Of about 7,000 women reported, 80 percent had work histories spread over 5 years and more, and for slightly over 60 percent the spread was 10 years and more.

Table V shows the surprisingly large proportions of women who began work as much as 10 years ago, more than 3 in every 5 of the 6,900 women reported having such a record. The receptionists and file clerks have the largest proportion among beginners, their 16 percent being followed by the 4 percent of machine operators and of "other clerks."

With the exception of the bookkeeping group and special office workers, men have had somewhat shorter experience than women have had, in some cases due to their youth, for example, messengers.

TABLE V.—*Total office experience of employees, by occupational group—LOS ANGELES*

Occupational group	Number of employees reported	Percent with total experience of—				
		Under 1 year	1, under 3 years	3, under 5 years	5, under 10 years	10 years and over
		WOMEN				
Total	6,924	3.6	6.5	10.1	18.2	61.5
Stenographic group	3,030	2.6	6.5	10.6	19.7	60.5
Accounting group	242	1.7	3.3	7.0	12.4	75.6
Machine operators	827	3.9	5.9	12.5	19.7	58.0
Receptionists and file clerks	202	16.3	13.4	10.4	16.8	43.1
Telephone operators	271	1.5	5.2	8.1	15.5	69.7
Other	2,352	4.2	6.6	9.2	16.8	63.2
		MEN				
Total	4,561	9.6	9.7	13.3	15.9	51.6
Stenographic group	220	5.0	15.9	18.2	17.7	43.2
Accounting group	487	.6	2.7	6.4	14.4	76.0
Machine operators	266	7.5	15.8	22.2	21.8	32.7
Messengers	214	39.3	31.3	18.7	6.1	4.7
File clerks	66	19.7	19.7	13.6	18.2	28.8
Timekeepers	106	17.9	11.3	15.1	24.5	31.1
Special office workers	247	2.8	3.6	7.3	12.6	73.7
Other	2,955	9.4	8.5	13.3	16.1	52.7

Time with present employer, by type of office.

There are extremely wide differences in the proportion of experienced workers in the different types of office. Railroads and other public utility offices generally have seniority and promotional policies which offer strong inducement to employees to remain with the firm and as a result the vast majority of workers in these firms have long service records. About 70 percent of the women in each of these two types of office and 71 percent of the men in railroads and 58 percent of the men in other public utility offices have been employed by the firm 10 years or longer. More than half of the men in banks and over three-fifths of those in title guaranty and insurance offices also have been with their present employer 10 or more years.

More than half of the women in the various governmental offices, banks and title guaranty and insurance offices, and well over half of both women and men in education and in oil company offices, have employment records in the same firm of 5 or more years.

A striking contrast in the employment experience of workers is given by the employees of aircraft companies. This industry has increased production of airplanes and parts tremendously in recent months in order to meet the demands of the national defense program of the Federal Government and many new firms have been established in and near Los Angeles. Approximately nine-tenths of the workers in these aircraft company offices have been employed for less than 3 years; in fact, 72 percent of the men and 64 percent of the women are in their first year of employment.

The groups "other types of office," retail stores, other finance offices, and membership organizations were generally small firms and offered very small chance for advancement to higher paid jobs, so it is natural to expect a relatively large turn-over of workers.

In each of these classifications more than half of both the women and the men had been working for less than 3 years; in some instances about one-third were employed for less than 1 year.

TABLE VI.—*Percent distribution of employees according to length of experience with present employer, by type of office—LOS ANGELES*

Type of office	Number of employees reported	Percent employed by present firm—				
		Under 1 year	1, under 3 years	3, under 5 years	5, under 10 years	10 years and over
	WOMEN					
All types	8,963	15.0	19.8	18.8	19.6	26.8
Banks	534	10.1	13.1	23.2	14.8	38.8
Other finance	321	30.5	20.6	16.8	15.6	16.5
Insurance	695	18.1	18.8	18.1	11.8	33.1
Title guaranty and insurance	136	15.4	11.0	16.2	16.2	41.2
Railroads	203	2.5	8.4	11.3	7.4	70.4
Other public utilities	442	3.4	9.5	8.4	9.7	69.0
Oil producing, refining, and distributing	468	6.8	17.5	20.9	19.7	35.0
Aircraft	291	63.9	24.4	10.0	1.7	----------
Other manufacturing and wholesale distributors	861	19.2	21.7	18.7	19.7	20.7
Department and apparel stores	753	28.0	23.9	22.6	10.4	15.1
Federal Government	420	6.2	21.9	19.5	23.6	28.8
State, city, and county governments	1,699	5.8	17.3	18.6	35.0	23.3
Motion pictures	885	11.5	28.9	27.8	23.4	8.4
Education	566	4.4	13.8	13.4	22.8	45.6
Membership organizations	104	20.2	30.8	15.4	15.4	18.3
Other types of office	585	27.5	28.4	17.4	12.3	14.4
	MEN					
All types	5,848	18.4	18.0	18.9	14.6	30.0
Banks	920	7.1	11.0	15.4	14.6	52.0
Other finance	211	33.2	19.4	24.6	13.3	9.5
Insurance	280	19.3	20.7	22.9	15.0	22.1
Title guaranty and insurance	177	6.8	15.3	9.6	7.3	61.0
Railroads	454	5.3	8.4	11.2	4.4	70.7
Other public utilities	250	10.4	13.6	12.4	5.6	58.0
Oil producing, refining, and distributing	529	9.6	19.1	16.4	21.9	32.9
Aircraft	542	72.0	17.5	9.0	1.5	----------
Other manufacturing and wholesale distributors	607	20.9	20.6	20.3	17.6	20.6
Department and apparel stores	81	34.6	22.2	22.2	13.6	7.4
Federal Government	141	14.9	23.4	29.8	15.6	16.3
State, city, and county governments	802	11.1	16.7	25.4	20.6	26.2
Motion pictures	718	13.6	31.1	28.1	21.0	6.1
Education	76	5.3	10.5	18.4	23.7	42.1
Membership organizations	8	(1)	(1)	(1)	(1)	(1)
Other types of office	52	26.9	32.7	21.2	7.7	11.5

[1] Not computed; base too small.

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EARNINGS IN 1940

METHOD OF PAY

Salaries of office workers usually are in terms of monthly or annual rates. More than three-fourths, 76½ percent, of the office workers' salaries reported in Los Angeles are in terms either of yearly or of monthly rates, about 13 percent weekly, and just over 10 percent hourly. Ninety percent and more of the employees in banks, insurance, title guaranty and insurance, other financial offices, public utilities, railroads, governmental, educational, oil, and membership organizations are on a monthly basis. Motion-picture employees are paid largely by hourly rates with a weekly guaranty. Office workers in stores generally are paid weekly. In aircraft, rates of pay tend to be hourly, and in other manufacturing and distributing and in small offices about three-fourths of the rates are monthly and most of the rest weekly. Monthly salaries are almost always paid semimonthly.

All detailed discussions of office workers' earnings are on the basis of monthly rates, since this is the most usual basis and since rates and earnings for office workers tend to be about the same.

MONTHLY SALARY RATES BY TYPE OF OFFICE

Tabulations of salaries in this survey indicate that though there is a certain correlation between occupation and education or length of service, the most marked differences in salaries paid are related to the type of office, and, further, that the differences in salary structure from firm to firm are marked.

What type of office pays the highest salaries to women? What type the lowest? The highest average monthly salary for women—$141—is that of the motion-picture-studio offices, and the next four in descending scale are railroads $133, oil $132, Federal Government $129, and city government $127. In the motion-picture offices, half the women clerical workers earn more than $131 a month and one-fourth earn more than $162. About 35 percent earn $150 and more. The motion-picture office is the only type in which more than 5 percent of the women receive salaries of $200 and more. Railroads, oil, the Federal Government, and Los Angeles city offices also have from half to two-thirds of their women office workers on salaries of $125 and more a month, and one-fourth and more of the salaries are $140 and above.

Retail trade (department and apparel stores) and membership organizations pay the least, an average monthly salary of $86 for women. Only about 1 woman in every 8 in retail stores earns $100 and more a month, and about 19 percent receive less than $75. The next four in an ascending scale of low monthly average salaries are hospitals and clinics $91, personal and chattel loan companies $98, insurance $101, and small professional offices $102. The average

monthly salary is $55 less in department and apparel stores than in motion pictures. Aircraft—the most rapidly expanding industry of Los Angeles—averages only $103 a month in the pay of its women; this is due in part at least to its high percentage of new employees with short service records.

TABLE VII.—*Average monthly salary and percents of employees at certain salary levels, by type of office—LOS ANGELES*

Type of office	Average monthly salary (mean)	Percent of employees receiving—		
		$100 and over	$125 and over	$150 and over
		WOMEN		
Motion pictures	$141	93.8	57.9	34.9
Railroads	133	93.8	66.3	22.6
Oil producing, refining, and distributing	132	97.4	65.1	20.0
Federal Government	129	98.4	52.3	18.1
City government	127	95.0	56.4	21.7
Education	124	90.1	53.5	11.8
Building and loan	113	71.0	32.3	8.1
Advertising	113	68.3	31.7	11.0
Banks	112	73.8	25.6	7.1
County government	112	96.5	17.3	5.2
Public utilities other than railroads	111	68.3	30.6	4.5
Title guaranty and insurance	109	73.4	23.4	2.2
Real estate	108	53.2	29.4	15.1
Broadcasting	108	58.8	14.3	6.7
Investment	107	63.4	22.7	6.4
Manufacturing other than aircraft and wholesale distributors	107	63.6	19.8	4.3
State government	105	55.6	15.0	4.8
Aircraft	103	57.3	10.1	1.3
Small professional offices[1]	102			
Insurance	101	47.6	13.8	3.5
Personal and chattel	98	48.1	13.5	2.3
Hospitals	91	30.3	7.8	1.3
Department and apparel stores	86	12.0	2.5	.3
Membership organizations	86	18.1	3.8	.8
		MEN		
Railroads	$162	92.2	84.4	70.3
Title guaranty and insurance	161	91.6	82.1	62.0
Oil producing, refining, and distributing	160	90.1	78.2	62.9
Building and loan[1]	158			
Public utilities other than railroads	150	84.9	74.4	53.8
State government	145	78.5	58.7	57.0
Personal and chattel	142	86.2	66.2	43.1
Banks	140	82.1	65.3	42.3
Education	140	93.0	68.6	36.0
Federal Government	139	97.2	54.9	29.9
Motion pictures	138	76.3	56.9	38.2
City government	138	87.9	76.8	39.5
Manufacturing other than aircraft and wholesale distributors	132	81.9	56.0	33.5
Department and apparel stores	127	81.2	51.8	22.4
Insurance	119	62.9	36.7	20.5
Investment	115	61.0	37.7	24.0
Aircraft	114	73.6	25.2	7.0
County government	113	89.6	25.0	8.9
Other types of office[2]	102	53.2	22.6	6.5

[1] Percents not computed: base less than 50.
[2] Too few men for separate tabulation in advertising, real estate, broadcasting, and hospitals.

Men office workers are paid on a salary level higher than that of women. Only in motion pictures have women a higher average than men. The highest average of men—$162—is that of railroads and the lowest—$102—is that of the residual group, "other types of office." The proportion of men with salaries of $150 and more is about four

times the proportion of women so paid, and about 8 percent of the men compared to 1 percent of the women receive $200 and more a month. Besides railroads, the first five types of office for men, ranked by salary, include title guaranty and insurance, oil, other public utilities, and the State government—all of which pay one-fourth and more of their office men at least $180 a month.

Table VII lists the various types of office, in descending order according to average monthly salary rate, for men and women separately, and shows the proportions of employees with salaries of $100 and over, $125 and over, and $150 and over.

MONTHLY SALARY RATES BY OCCUPATION

Stenographic group.

Banks, title guaranty, motion pictures, government offices, and the oil companies reported 50 percent and more of their women office workers in the stenographic group. The average monthly salary for all the women in stenographic work is $118, but the averages by jobs range from $88 for correspondents to $148 for secretaries, and the variations by type of office are as marked as the occupational differences. The highest salaries are paid to secretaries; motion pictures, with a large proportion of secretaries (38½ percent), has the highest average, $164 a month; retail distribution, with a small proportion (about 3 percent), has the lowest, $110. It is of interest to note that typists in motion pictures have an average salary higher than that of secretaries in retail establishments, the latter industry being consistently low-salaried for all groups and the only one in which stenographers average less than $100, namely $87. The stenographers' average salary in railroads is the highest, $148, which is due in large part to automatic salary increases based on seniority. The range for typists in average monthly salaries is from $76 in department stores to $119 in the Federal Government. The average salary for dictating-machine operators is below that of stenographers but considerably above that of typists; they are found most frequently in the city, State, and county offices, where they have an average of $115.

It is an interesting fact that the average salary of stenographers in the railroad offices is the same for men and women, $148. This is the highest average for women stenographers in any type of office. The demand for men stenographers was reported as in excess of the supply by several firms scheduled. Railroads, government offices, motion pictures, manufacturers and manufacturers' distributors, and the oil companies are the types of office in which men stenographers are found most frequently. The average month's salary for men in the stenographic group is $133, for women $118. Men's salaries are the higher, except that in motion pictures the average salary of women secretaries is $6 above men's average. Examples of the differences in monthly salary structure for men and women are these: For stenographers in manufacturing, men $123, women $109, and in oil companies, men $150, women $134; for typists in city, State, and county governments, men $105, women $102, and in manufacturing, men $104, women $96.

TABLE VIII.—*Percent that stenographic employees comprise of all women in specified types of office and their average salaries,*[1] *by selected occupation—LOS ANGELES*

Type of office	Percent of total women and average salary [1]									
	Total stenographic group		Secretary		Stenographer		Typist		Dictating-machine transcriber	
	Percent	Average salary	Percent	Average salary	Percent	Average salary	Percent	Average salary	Percent	Average salary
Total	43.6	$118	9.0	$148	20.9	$116	11.1	$100	2.0	$112
Banks	62.6	114	5.6	159	51.6	110	5.2	102	.2	-------
Other finance	41.4	105	7.6	131	26.4	103	6.8	89	.5	-------
Insurance	31.8	105	1.6	-------	16.4	115	9.6	88	4.2	89
Title guaranty and insurance	71.2	108	11.5	127	42.8	110	16.5	88	.4	-------
Railroads	41.3	145	5.8	-------	26.0	148	7.2	-------	2.4	-------
Other public utilities	21.2	119	2.0	-------	12.1	119	6.8	109	.2	-------
Oil producing, refining, and distributing	50.2	138	10.6	159	32.8	134	4.7	-------	2.1	-------
Aircraft	47.8	102	4.7	-------	18.0	107	25.1	95	-------	-------
Other manufacturing and wholesale distributors	33.7	112	5.8	143	21.2	109	6.3	96	.4	-------
Department and apparel stores	22.1	86	2.9	-------	8.1	87	4.1	76	-------	-------
Federal Government	55.6	126	3.5	-------	30.0	125	20.9	119	-------	-------
State, city, and county governments	54.4	110	1.9	128	15.4	122	28.6	102	8.5	115
Motion pictures	69.4	145	38.5	164	28.4	121	2.5	114	-------	-------
Education	25.3	134	18.2	141	6.1	116	1.0	-------	-------	-------
Membership organizations	30.1	86	.8	-------	4.5	-------	24.8	80	-------	-------
Other types of office	45.3	106	18.7	118	22.0	100	4.7	91	-------	-------

[1] Not computed for groups of less than 25.

The salaries of men and women in the stenographic group shown in terms of quartiles indicate that 25 percent of the women are paid less than $100 a month, 50 percent less than $115, and 75 percent less than $131. A comparison of the means and quartiles of monthly salaries for men and women in the stenographic group and its three major jobs, secretary, stenographer, and typist, follows:

Average	Stenographic group [1]	Secretary	Stenographer	Typist
Mean:				
Men	$133	$171	$137	$108
Women	118	148	116	100
First quartile:				
Men	101	149	116	91
Women	100	120	101	86
Median:				
Men	126	170	136	101
Women	115	146	115	100
Third quartile:				
Men	160	200	159	120
Women	131	171	128	111

[1] Includes in addition to the 3 specified groups 200 women dictating-machine transcribers and 60 women form-letter correspondents, employment with no men on comparable jobs.

Almost one-half of the women secretaries have salaries of $150 and more, and almost three-fourths have salaries of $125 and more, a month. Practically three-fourths of the men secretaries receive $150 and more. About one-third of the women stenographers and two-

thirds of the men stenographers receive at least $125. About 40 percent of the women typists and 34 percent of the men typists earn less than $100. The large proportion of correspondents who earn less than $100 is due chiefly to their being in the department and apparel stores group. Most of them use form letters in their work and are actually little more than typists.

Accounting group.

The average salary of hand bookkeepers is $156 for men and $121 for women; for machine bookkeepers the figures are $111 and $113, respectively. In banks the average for men hand bookkeepers is $139, and in manufacturing it is $165. Men operators of bookkeeping machines in banks—often a beginning job—average $99. Women's averages in hand bookkeeping are $119 in "other public utilities" $121 in manufacturing, and $113 in "other types of office;" in machine bookkeeping, $104 in banks and $113 in manufacturing. A comparison of the means and quartiles for the bookkeepers reported follows:

	Hand bookkeeper	*Machine bookkeeper*
Mean:		
Men	$156	$111
Women	121	113
First quartile:		
Men	126	91
Women	101	99
Median:		
Men	151	101
Women	120	113
Third quartile:		
Men	180	121
Women	136	126

Twenty percent of the women hand bookkeepers earn less than $100 a month and 13 percent earn $150 and more. Slightly more than one-half of the men hand bookkeepers earn $150 and more. Women machine bookkeepers are paid slightly more than men. Some of the women are operators of combination bookkeeping-billing machines and must have skill in typing as well as in handling the bookkeeping mechanism. The work of women on bookkeeping machines is more varied, on the whole, than that of men. Accountants for whom records were obtained are tabulated with the professional group.

Tellers or assistant tellers in banks have an average monthly salary of $154. One-fourth of all the men tellers earn less than $136 and one-fourth earn more than $173. Less than 2 percent of the men tellers have salaries below $100 and a little over 9 percent earn $200 and more. Women tellers comprise less than 1 percent of the women in the banks covered but 7 percent of those in other financial offices. About 4 percent of the women office workers in "other public utilities" and 8 percent of those in stores are cashiers; in latter monthly salaries of women cashiers average $84; in the former $122. For the entire group of women reported as cashiers and tellers, the arithmetic average (the mean) is $107; half the salaries are spread from $82 to $126, and $105 is the midpoint in the distribution.

Calculating-machine operators.

More women are operating calculating machines than any other office machine except the typewriter, and efficient machine calculators seem a conscious need of a number of the employers inter-

viewed. Running a calculator as a major duty was reported for almost 18 percent of the women in railroads, 20 percent of those in manufacturing and distributing, 14½ percent in oil, and 11 percent in aircraft. The average of the monthly salaries of all women calculating-machine operators is $109, with 50 percent of the salaries spread from $91 to $125; 37 percent are below $100 and 27 percent are above $125. The averages for women calculating-machine operators by type of office follow: City, State, and county governments $129, oil $128, railroads $126, other utilities $113, aircraft $101, manufacturing $99, and retail stores at the foot, $85. The number of men reported as calculating-machine operators in this study is too small for separate tabulation.

Men operators of tabulating machines have an average salary of $138 and 30 percent have salaries of $150 and more. The only two groups of men with numbers large enough for averages are in motion pictures ($152) and the city, State, and county governments ($136). Women key punchers in the same types of offices have averages of $125 and $114, respectively.

Other clerical occupations.

Women file clerks have an average monthly salary of $100, and men average $107. Fifty-eight percent of the women have salaries under $100, with 45 percent receiving $75 and under $100.

Messengers and office boys have average earnings of $81. The range is relatively narrow, with half the salaries spread between the first quartile of $71 and the third of $87. Almost 11 percent are paid $100 and more. The averages by type of office having appreciable numbers of men messengers follow: Banks, $75; city, State, and county governments, $77; manufacturing, $78; motion pictures, $82; and oil, $90. Girls as messengers are a much smaller proportion of the office workers than boys. The few girl messengers have an average of $73, with half earning between $70 and $76.

The average salaries of women telephone operators and receptionists follow:

	Woman telephone operator	*Woman receptionist*
Mean	$105	$107
First quartile	91	89
Median	105	101
Third quartile	118	120

Among the workers grouped as clerks the highest averages for women are in motion pictures ($133), Federal Government ($136), and oil companies ($128); the low points are in insurance ($97) and stores ($86). The averages for men are above $125 in all types of offices but aircraft and the miscellaneous small offices, the three highest being title guaranty and insurance ($162), railroads ($162), and oil ($160). For both men and women the average for special clerks is the highest of all groups, being $153 for women and $202 for men.

Administrative, supervisory, clerical-professional.

Average salaries for supervisors are $170 for women and $210 for men. Of 904 administrative, executive, and professional office employees (not shown on tables), only about 9 percent are women. The average monthly salary of women in this group is $211, that of men is $277.

The accompanying tables IX to XII show, first by type of office and then by occupation, the averages and the distribution of the salaries paid to Los Angeles office workers.

TABLE IX.—*Average monthly salary rates of men and women regular employees in offices, 1940, by type of office—LOS ANGELES*

Type of office	Women					Men				
	Total number of women	Average salary rates [1]				Total number of men	Average salary rates [1]			
		Mean	Quartiles				Mean	Quartiles		
			First	Median	Third			First	Median	Third
All types	9,981	$113	$95	$110	$126	6,417	$139	$105	$135	$166
Banks	535	112	96	111	125	924	140	110	140	166
Other finance	367	105	90	101	116	246	128	90	124	151
Investment	172	107	90	101	121	146	115	85	106	141
Personal and chattel	133	98	85	96	105	65	142	109	141	152
Building and loan	62	113	96	111	126	35	158	------	------	------
Insurance	696	101	86	101	111	283	119	90	110	141
Title guaranty and insurance	278	109	96	110	121	347	161	126	160	191
Railroads	208	133	121	132	146	462	162	141	163	181
Other public utilities	950	111	95	111	128	344	150	121	155	181
Oil producing, refining, and distributing	470	132	120	125	141	537	160	126	165	181
Aircraft	295	103	91	100	111	560	114	100	109	125
Other manufacturing and wholesale distributors	989	107	91	104	120	746	132	101	126	155
Department and apparel stores	789	86	78	83	91	85	127	105	126	147
Federal Government	426	129	120	125	140	144	139	120	126	153
State government	394	105	86	103	120	121	145	110	161	181
City government	420	127	110	126	145	521	138	125	136	160
County government	908	112	101	115	116	192	113	100	101	123
Motion pictures	919	141	118	131	162	738	138	102	131	164
Education	604	124	110	125	133	86	140	115	140	157
Membership organizations	133	86	76	81	90	19	------	------	------	------
Other types of office	600	102	86	98	115	62	102	79	101	120
Advertising	82	113	91	108	130	12	------	------	------	------
Real estate	126	108	85	100	125	9	------	------	------	------
Broadcasting	119	108	91	101	111	21	------	------	------	------
Hospitals	231	91	79	88	101	20	------	------	------	------
Small professional offices	42	102	------	------	------	------	------	------	------	------
Supervisory (not included above): All types	191	$170	$141	$161	$200	520	$210	$176	$201	$237

[1] Mean—arithmetic average. First quartile—one-fourth of the rates are below and three-fourths above the figure given; median—one-half are below and one-half above; third quartile—three-fourths are below and one-fourth above. Averages not computed on very small bases.

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TABLE X.—*Percent distribution of men and women regular employees in offices occording to monthly salary rate, 1940, by type of office—LOS ANGELES*

Type of office	Women						Men						
	Total number of women	Percent[1] of women with monthly salary rate of—					Total number of men	Percent[1] of men with monthly salary rate of—					
		Under $75	$75, under $100	$100, under $125	$125, under $150	$150 and over		Under $75	$75, under $100	$100, under $125	$125, under $150	$150, under $200	$200 and over
All types	9,981	2.9	27.3	39.8	20.1	9.9	6,417	2.1	15.7	21.7	20.7	31.4	8.4
Banks	535	1.7	24.5	48.2	18.5	7.1	924	3.6	14.3	16.9	22.9	34.1	8.2
Other finance	367	2.5	38.4	38.1	15.8	5.2	246	5.3	23.6	21.1	17.1	24.4	8.5
Insurance	696	1.6	50.9	33.8	10.3	3.5	283	1.8	35.3	26.1	16.3	15.9	4.6
Title Guaranty and insurance	278	2.2	24.5	50.0	21.2	2.2	347	.3	8.1	9.5	20.2	40.6	21.3
Railroads	208	-------	6.2	27.4	43.7	22.6	462	1.1	6.7	7.8	14.1	57.4	13.0
Other public utilities	950	4.5	27.2	37.7	26.1	4.5	344	1.7	13.4	10.5	20.6	41.0	12.8
Oil producing, refining, and distributing	470	-------	2.6	32.3	45.1	20.0	537	1.3	8.6	11.9	15.3	46.4	16.6
Aircraft	295	-------	42.7	47.1	8.8	1.3	560	-------	26.4	48.4	18.2	6.4	.5
Other manufacturing and wholesale distributors	989	1.6	34.8	43.8	15.5	4.3	746	2.3	15.8	25.9	22.5	27.7	5.8
Department and apparel stores	789	18.9	69.1	9.6	2.2	.3	85	-------	18.8	29.4	29.4	20.0	2.4
Federal Government	426	-------	1.6	46.0	34.3	18.1	144	1.4	1.4	42.4	25.0	19.4	10.4
State, city, and county governments	1,722	-------	13.2	60.5	17.2	9.1	834	1.3	11.8	24.7	27.2	32.1	2.9
Motion pictures	919	.1	6.1	35.9	23.0	34.9	738	3.3	20.5	19.4	18.7	29.0	9.2
Education	604	-------	9.9	36.6	41.7	11.8	86	-------	7.0	24.4	32.6	29.1	7.0
Membership organizations	133	4.5	77.4	14.3	3.0	.8	19	-------	-------	-------	-------	-------	-------
Other types of office	600	7.2	45.7	29.2	10.8	7.2	62	9.7	37.1	30.6	16.1	4.8	1.6
Supervisory (not included above):													
All types	191	-------	-------	6.8	24.6	68.6	520	-------	-------	0.4	6.7	37.9	55.0

[1] Percents not computed on very small bases.

TABLE XI.—*Average monthly salary rates of men and women regular employees in offices, 1940, by occupation—LOS ANGELES*

Occupation	Women					Men				
	Total number of women	Average salary rates [1]				Total number of men	Average salary rates [1]			
		Mean	Quartiles				Mean	Quartiles		
			First	Median	Third			First	Median	Third
All occupations	9,981	$113	$95	$110	$126	6,417	$139	$105	$135	$166
Stenographic group:										
Secretary	901	148	120	146	171	62	171	149	170	200
Stenographer	2,085	116	101	115	128	130	137	116	136	159
Typist	1,108	100	86	100	111	119	108	91	100	120
Dictating-machine transcriber	200	112	115	115	116	------	------	------	------	------
Correspondent	60	88	77	83	88	------	------	------	------	------
Accounting group:										
Bookkeeper, hand	183	121	101	120	136	159	156	126	151	180
Cashier, teller	210	107	82	105	126	434	157	136	151	173
Machine operators:										
Billing	105	96	85	92	110	------	------	------	------	------
Bookkeeping	187	113	99	113	126	118	111	91	101	121
Calculating	544	109	91	108	125	------	------	------	------	------
Duplicating	------	------	------	------	------	62	110	87	109	130
Key punch	190	111	100	110	121	------	------	------	------	------
Tabulating	62	118	91	121	136	148	138	125	135	151
Other	84	111	96	115	121	34	121	------	------	------
Other clerks:										
File	164	100	80	91	121	88	107	81	105	126
Messenger	46	73	------	------	------	335	81	71	78	87
Telephone	399	105	91	105	118	------	------	------	------	------
Timekeeper	------	------	------	------	------	165	134	104	131	161
Receptionist	65	107	89	101	120	------	------	------	------	------
Clerks not elsewhere classified in—										
Finance and insurance	706	101	86	100	111	1,040	135	100	130	165
Education	412	120	112	125	126	69	136	119	140	157
Aircraft	62	101	91	100	109	424	113	100	109	125
Other manufacturing and wholesale distributors	259	104	90	101	118	501	129	103	126	152
Government:										
State, city, county	567	116	100	110	135	621	136	101	135	165
Federal	155	136	121	135	150	94	135	120	131	150
Oil producing, refining, and distributing	76	128	111	125	136	378	160	135	165	180
Railroads	------	------	------	------	------	286	162	145	165	176
Other public utilities	385	112	95	116	129	279	147	112	150	180
Department and apparel stores	334	86	78	83	91	71	129	108	127	148
Motion pictures	117	133	108	121	156	380	143	119	143	164
Other types of office	256	96	80	91	111	41	99	------	------	------
Special office workers	59	153	121	145	175	379	202	168	196	235
Supervisors [2]	191	$170	$141	$161	$200	520	$210	$176	$201	$237

[1] Mean—arithmetic average. First quartile—one-fourth of the rates are below and three-fourths above the figure given; median—one-half are below and one-half above; third quartile—three-fourths are below and one-fourth above. Averages not computed on very small bases.
[2] Not included in total.

TABLE XII.—*Percent distribution of men and women regular employees in offices according to monthly salary rate, 1940, by occupation—LOS ANGELES*

Occupation	Women						Men						
	Total number of women	Percent [1] of women with monthly salary rate of—					Total number of men	Percent [1] of men with monthly salary rate of—					
		Under $75	$75, under $100	$100, under $125	$125, under $150	$150 and over		Under $75	$75, under $100	$100, under $125	$125, under $150	$150, under $200	$200 and over
All occupations	9,981	2.9	27.3	39.8	20.1	9.9	6,417	2.1	15.7	21.7	20.7	31.4	8.4
Stenographic group:													
Secretary	901	.1	7.4	19.6	25.0	47.8	62	-------	3.2	9.7	12.9	46.8	27.4
Stenographer	2,085	1.0	18.7	46.4	25.9	8.0	130	-------	9.2	25.4	26.9	35.4	3.1
Typist	1,108	2.7	36.4	50.5	9.5	.9	119	.8	33.6	44.5	15.1	5.9	-------
Dictating-machine transcriber	200	1.5	11.5	78.5	8.0	.5	-------	-------	-------	-------	-------	-------	-------
Correspondent	60	25.0	65.0	1.7	3.3	5.0	-------	-------	-------	-------	-------	-------	-------
Accounting group:													
Bookkeeper, hand	183	1.1	19.1	37.2	29.5	13.1	159	-------	5.0	15.7	23.9	39.6	15.7
Cashier, teller	210	2.9	40.5	23.1	19.5	9.0	434	-------	1.6	8.5	31.1	49.3	9.4
Machine operators:													
Billing	105	10.5	51.4	29.5	8.6	-------	-------	-------	-------	-------	-------	-------	-------
Bookkeeping	187	2.1	23.5	44.9	21.4	8.0	118	1.7	32.2	43.2	11.0	11.0	.8
Calculating	544	1.8	34.9	35.8	24.3	3.1	-------	-------	-------	-------	-------	-------	-------
Duplicating and other	84	2.4	25.0	48.8	20.2	3.6	96	-------	28.1	41.7	25.0	4.2	1.0
Key punch	190	.5	16.3	66.3	14.7	2.1	-------	-------	-------	-------	-------	-------	-------
Tabulating	62	3.2	29.0	27.4	22.6	17.7	148	-------	1.4	18.9	49.3	29.1	1.4
Other clerks:													
File	164	12.8	45.1	22.0	14.6	5.5	88	8.0	36.4	28.4	12.5	14.8	-------
Messenger	46	-------	-------	-------	-------	-------	335	35.0	63.3	9.6	.9	.3	-------
Telephone	399	3.3	33.3	49.6	11.3	2.5	-------	-------	-------	-------	-------	-------	-------
Timekeeper	-------	-------	-------	-------	-------	-------	165	-------	20.6	24.2	15.2	35.8	4.2
Receptionist	65	4.6	35.4	36.9	15.4	7.7	-------	-------	-------	-------	-------	-------	-------
Clerks not elsewhere classified in—													
Finance and insurance	706	1.6	47.5	37.4	11.0	2.5	1,040	1.9	20.6	19.9	20.4	28.2	9.0
Education	412	-------	6.8	43.0	47.8	2.4	69	-------	1.4	26.1	37.7	33.3	1.4
Aircraft	62	-------	46.8	43.5	9.7	-------	424	-------	22.2	52.6	21.7	3.3	.2
Other manufacturing and wholesale distributors	259	2.7	40.5	36.3	17.0	3.5	501	1.4	15.4	28.1	24.0	28.1	3.0

Government:													
State, city, county	567	--------	16.2	47.6	22.2	13.9	621	--------	10.1	26.2	24.3	37.0	2.3
Federal	155	--------	.6	35.5	35.5	28.4	94	--------	1.1	42.6	29.8	24.5	2.1
Oil producing, refining, and distributing	76	--------	1.3	50.0	30.3	18.4	378	--------	5.8	11.9	16.1	53.7	12.4
Railroads	--------	--------	--------	--------	--------	--------	286	.4	4.5	6.6	16.1	62.9	[2] .4
Other public utilities	385	4.9	24.9	38.2	27.0	4.9	279	1.1	15.1	11.1	21.9	39.8	11.1
Department and apparel stores	334	18.0	69.8	9.0	3.3	--------	71	--------	16.9	28.2	31.0	21.1	2.8
Motion pictures	117	--------	15.4	36.8	19.7	28.2	380	.5	10.5	22.6	24.7	35.0	6.6
Other types of office	256	8.6	51.2	27.3	9.8	3.1	41	--------	--------	--------	--------	--------	--------
Special office workers	59	1.7	5.1	23.7	22.0	47.5	379	--------	.3	4.2	6.3	41.2	48.0
Supervisors [1]	191	--------	--------	6.8	24.6	68.6	520	--------	--------	.4	6.7	37.9	55.0

[1] Percents not computed on very small bases.
[2] Not included in total.

WEEKLY EARNINGS COMPARED WITH SALARY RATES

To determine the extent to which salary rate and actual earnings are the same, actual earnings are presented for a single representative pay-roll period, usually a half-month for those on a monthly basis and a week for the others. Actual earnings are tabulated in terms of week's earnings, semimonthly earnings being reduced to their week's equivalent. In a few types of office overtime payments increase earnings somewhat, the greatest amounts of increase being in motion pictures, aircraft, and "other public utilities." Time lost for personal reasons, and less than a full scheduled week for hourly workers in some types of employment, reduce average earnings slightly.

For all the men included in the survey, the average of the actual earnings is 55 cents greater than the average of the weekly salary rates. For all the women, the average of actual earnings is 65 cents less than the average of regular weekly rates.

Rates in terms of weekly equivalents are compared to actual earnings for a week in the spring of 1940, by type of office, in the following:

Type of office	Averages of week's rates and of week's earnings					
	Women			Men		
	Average rate	Average earnings	Earnings exceed rate (+) or fall below (−) by—	Average rate	Average earnings	Earnings exceed rate (+) or fall below (−) by—
All types	$26.00	$25.35	−$0.65	$31.95	$32.50	+$0.55
Banks	25.75	25.75	----------	32.20	32.20	----------
Other finance	24.15	24.20	+.05	29.60	29.80	+.20
Insurance	23.35	23.25	−.10	27.45	27.45	----------
Title guaranty and insurance	25.05	24.95	−.10	37.15	37.15	----------
Railroads	30.55	30.50	−.05	37.35	37.45	+.10
Other public utilities	25.65	26.10	+.45	34.55	36.60	+2.05
Oil producing, refining, and distributing	30.50	30.40	−.10	37.00	37.00	----------
Aircraft	23.70	26.15	+2.45	26.35	28.80	+2.45
Other manufacturing and wholesale distributors	24.80	24.95	+.15	30.45	30.60	+.15
Department and apparel stores	19.75	19.65	−.10	29.20	29.20	----------
Federal Government	29.70	29.70	----------	32.10	32.10	----------
State, city, and county governments	26.30	26.30	----------	30.75	30.75	----------
Motion pictures	32.50	34.75	+2.25	31.65	33.65	+2.00
Education	28.70	28.55	−.15	32.35	32.35	----------
Membership organizations	19.80	19.15	−.65	(1)	(1)	----------
Other types of office	23.45	23.45	----------	23.45	23.45	----------

[1] Not computed; base too small.

This tabulation indicates that differences between earnings and rates, due chiefly to overtime or undertime, are slight in most cases, and the data given as salary rates may be accepted as typical of prevailing salary conditions for full-time work. Overtime and undertime affect relatively few workers.

HOURS OF WORK

Scheduled weekly hours.

The workweek pattern for office workers, like that of industrial workers, tends to be about 40 hours. Almost three-fourths of the office employees had a scheduled week of 40 hours or below and less than 3½ percent had hours above 44. The basic workweek set by the Fair Labor Standards Act at the time of the survey was 42 hours. Well over one-half of the workers—57 percent—were scheduled to work 39 hours, 39 and a fraction, or 40 hours. Three-fourths of the bank employees in early 1940 were scheduled to work more than 40 hours but not so long as 42. Railroad office workers were all scheduled to work from 44 to 48 hours. Hospital and clinic office hours tended to be longer than the usual 40; all but one small clinic had weekly hours of more than 40, and 39 percent of the hour schedules were in excess of 44. Hours in small offices and in real estate varied more, and undoubtedly there was a great deal of irregularity in the actual hours worked.

Daily hours.

Seven hours a day with a workweek of 5½ days is the most usual arrangement of hours, but the proportions of offices with a 7½- or an 8-hour day are fairly large. A summary of the scheduled daily hours and the days per week follows:

	Percent of offices
Daily hours:	
Under 7	3.1
7	37.0
7¼	6.3
7½	22.8
7¾	4.7
8	24.0
Over 8	.8
Irregular	1.2
Days per week:	
5	20.1
5½	74.8
6	3.9
Irregular	1.2

The 8-hour day was most common in manufacturing, motion pictures, aircraft, and hospitals. In the case of the first three the 8-hour day usually was tied up with a 5-day week. In addition, one-third and more of the offices serving public utilities, education, membership organizations, oil companies, advertising, and local governments had a 5-day week. Six days for office work was unusual and 1 title guaranty and insurance office, 3 stores, and 4 hospitals were the only offices with a workweek of 6 regular days. A few of the small offices had irregular hours, working short time on 6 days.

OVERTIME

Overtime policies and practices.

Paid overtime for salaried workers is not a general employment practice. A few hours of extra work to finish a special task from time to time generally is disregarded by both worker and employer. Office employers are not overtime conscious. The most usual reply in answer to questions regarding the extent and payment of overtime was that there was no overtime for office workers. This was especially true of the small offices, and more than half of all the offices reported no overtime for their workers. In many of the larger offices, peak loads of work are handled by employing temporaries or extras. Of 106 offices admitting overtime, 16 said there was no extra payment for additional hours, 7 paid the regular rate, 50 paid time and a half, 9 gave supper money, and 24 gave compensatory leave. Payment of time and a half and compensatory time were the most common practices. Supper money was common in financial offices. Government offices and schools, if overtime was admitted at all, canceled overtime with compensatory leave.

The only offices in which overtime affected the earnings of any appreciable group of workers were "other public utilities," motion pictures, and aircraft. "Other finance," railroads, and manufacturing and distributing had overtime payments for a very limited number of workers. All told, in the pay period for which earnings were tabulated, 12 percent of the men and 11 percent of the women had overtime reported in their work hours and much smaller proportions received cash payments for overtime.

EFFECT OF EXPERIENCE AND EDUCATION ON RATES OF PAY

Over-all time in office work.

As has been stated, complete records of employees' earlier work experience were not available, and for the period from the first to the present employment only the over-all can be correlated with earnings.

Average monthly salary, by time over which office work was spread, is shown for all women reported and for the stenographic group, machine operators, and "other" (three largest occupational groups) in the summary following:

Over-all time in office work	All women reported		Stenographic group		Machine operators		Other [1]	
Total	6,924	$112	3,030	$117	827	$109	2,352	$108
	Percent distributon of women and average monthly salary							
Under 1 year	3.6	$77	2.6	$79	3.9	$78	4.2	$77
1, under 2 years	3.0	85	2.9	87	2.8	(2)	2.9	82
2, under 3 years	3.5	90	3.6	93	3.1	94	3.7	85
3, under 4 years	5.4	94	5.1	96	7.9	95	5.1	93
4, under 5 years	4.7	99	5.5	102	4.6	103	4.0	94
5, under 10 years	18.2	105	19.7	109	19.7	104	16.8	101
10 years and over	61.5	122	60.5	128	58.0	117	63.2	117

[1] Exclusive of the accounting group, receptionists and file clerks, and telephone operators.
[2] Not computed; number too small.

In all groups almost 80 percent of the women had over-all experience in clerical employment of at least 5 years. The smallest proportion in the table is that of the stenographic group with less than 1 year's experience—just over 2½ percent.

A similar summary for all men reported and for their three largest occupational groups follows:

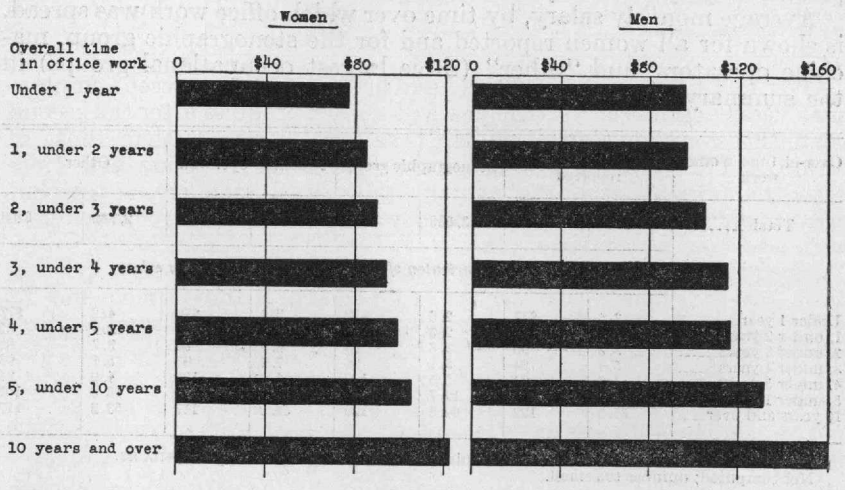
Over-all time in office work	All men reported		Machine operators		Accounting group		Other [1]	
Total	4,561	$137	266	$121	487	$155	2,955	$135
	Percent distribution of men and average monthly salary							
Under 1 year	9.6	$95	7.5	(2)	0.6	(2)	9.4	$99
1, under 2 years	3.9	96	5.3	(2)	.6	(2)	3.6	99
2, under 3 years	5.8	104	10.5	$104	2.1	(2)	4.9	107
3, under 4 years	7.6	114	15.0	108	3.1	(2)	7.1	113
4, under 5 years	5.7	115	7.1	(2)	3.3	(2)	6.1	113
5, under 10 years	15.9	130	21.8	130	14.4	$134	16.1	128
10 years and over	51.6	160	32.7	137	76.0	164	52.7	154

[1] Exclusive of stenographic group, messengers, file clerks, timekeepers, and special office workers.
[2] Not computed; number too small.

Men clerical workers in Los Angeles had shorter over-all work histories than women. Many men undoubtedly regard office work

as a transitory step or training period for promotion to the selling, buying, professional, and other nonclerical activities of business, and the turn-over of men on clerical jobs is higher than that of women. As would be expected by the nature of the jobs, relatively few men classed as bookkeepers, cashiers, and tellers had had less than 5 years in office work, but the proportion of machine operators with such short experience was not far from one-half.

AVERAGE MONTHLY SALARY RATE ACCORDING TO OVER-ALL TIME SINCE FIRST OFFICE JOB—LOS ANGELES



Correlation of over-all time in office work with the number of offices worked in shows that in general remaining with one firm leads to slightly higher salaries than does shifting around from one company to another. Average monthly salaries were lowest for those with the largest number of jobs in a given period.

Number of jobs held	Average monthly salary					
	Women with over-all of—			Men with over-all of—		
	Under 1 year	5, under 10 years	10 years and over	Under 1 year	5, under 10 years	10 years and over
1 (present firm only)	$78	$112	$122	$96	$146	$166
2	76	109	124	(1)	127	159
3 and more	(1)	104	121	(1)	119	155

[1] Not computed; number too small.

With the single exception of women with experience of 10 years and more and two jobs, both men and women with but one employer have the highest group averages.

Time with present employer.

The length of experience with the present employer is indicative of extent of turn-over, and when cross tabulated with salary implies the probable worth-whileness of staying on with the same firm.

For all workers with period of employment with the present firm reported, the average monthly salaries are shown here:

Length of service with the firm	Women		Men	
	Percent	Average salary	Percent	Average salary
Under 1 year	15.0	$90	18.4	$102
1, under 2 years	9.3	99	7.8	108
2, under 3 years	10.5	105	10.2	121
3, under 4 years	10.8	110	12.1	129
4, under 5 years	7.9	114	6.9	136
5, under 10 years	19.6	120	14.6	150
10 years and over	26.8	130	30.0	169

Over two-fifths of the workers have been with their present employers 5 years and more. As the years of service progress after the second year, the average salaries of men take greater strides than those of women. For employees with service records of 10 years and more with the present firm, the average salaries of men are 66 percent greater, and those of women are 44 percent greater, than for employees with less than a year's service.

Aircraft as a new and expanding industry has the largest proportion with less than one year's service, 64 percent of the women and 72 percent of the men. For both sexes, railroads have the smallest proportion with short service histories, and the largest proportion (slightly over 70 percent) with service records of 10 years and more. The effect of their seniority system is seen here.

The similarity in the proportions of men and women with various service records is interesting: About 45 percent of both sexes have been 5 years and more with the same office, and 30 percent of the men and 27 percent of the women have remained 10 years and over.

Salary progression within the same firm.

A group of men and women whose experience in office work has been wholly with their first employers have been tabulated to indicate the trend of salary progression within offices. The average salary reported under "first job" is the average at beginning—inexperienced entrants—for 5 classes of employees, ranging from those taken on during the year July 1, 1939, to June 30, 1940 to those who entered employment 10 or more years ago. The present-job salary, of course, is based on current rates.

Employment with present firm	Average monthly salary					
	Women			Men		
	First job	Present job	Percent of increase	First job	Present job	Percent of increase
Under 1 year	$75	$78	4.0	$86	$93	8.1
1, under 3 years	75	88	17.3	81	101	24.7
3, under 5 years	74	100	35.1	78	118	51.3
5, under 10 years	81	112	38.3	83	147	77.1
10 years and over	75	121	61.3	81	168	107.4

Men's beginning salaries tended to be in the eighties, women's in the seventies. There is less difference between their first than between their current salaries, men's progress being much more marked than women's. For the group of men employed 10 years and more the

present average salary is more than double the rate paid them when they began, but salaries for women have increased by only about 60 percent. Considering individual cases, about one-fourth of the women, in contrast to more than half of the men, have doubled their salaries after 10 or more years in the firm's employ. From the first year onward, the disparity in men's and women's salaries increases. The figures by type of office follow:

TABLE XIII.—*Average monthly salary* [1] *according to length of service with present firm, by type of office—LOS ANGELES*

Type of office	All employees reported		Number and average salary [1] of employees who had been with present firm—							
			Under 3 years		3, under 5 years		5, under 10 years		10 years and over	
	Number	Average salary	Number	Average salary	Number	Average salary	Number	Average salary	Number	Average salary
	WOMEN									
All types	8,963	$113	3,125	$97	1,682	$112	1,754	$120	2,402	$130
Banks	534	112	124	89	124	104	79	116	207	129
Other finance	321	103	164	91	54	107	50	117	53	121
Insurance	695	101	257	86	126	99	82	106	230	117
Title guaranty and insurance	136	104	36	85	22	-------	22	-------	56	114
Railroads	203	133	22	-------	23	-------	15	-------	143	136
Other public utilities	442	111	57	97	37	102	43	106	305	115
Oil producing, refining, and distributing	468	132	114	115	98	125	92	131	164	149
Aircraft	291	102	257	99	29	122	5	-------	-------	-------
Other manufacturing and wholesale distributors	861	108	352	95	161	105	170	116	178	130
Department and apparel stores	753	86	391	80	170	90	78	93	114	94
Federal Government	420	129	118	114	82	123	99	125	121	150
State, city, and county governments	1,699	114	392	100	316	110	595	111	396	135
Motion pictures	885	141	358	120	246	140	207	166	74	176
Education	566	125	103	99	76	113	129	126	258	138
Membership organizations	104	84	53	81	16	-------	16	-------	19	-------
Other types of office	585	102	327	91	102	107	72	111	84	129
	MEN									
All types	5,848	$137	2,130	$109	1,108	$132	856	$150	1,754	$169
Banks	920	140	166	87	142	114	134	140	478	165
Other finance	211	122	111	106	52	124	28	148	20	-------
Insurance	280	119	112	91	64	122	42	135	62	153
Title guaranty and insurance	177	144	39	108	17	-------	13	-------	108	161
Railroads	454	162	62	115	51	139	20	-------	321	175
Other public utilities	250	145	60	118	31	120	14	-------	145	163
Oil producing, refining, and distributing	529	160	152	118	87	148	116	167	174	199
Aircraft	542	113	485	110	49	135	8	-------	-------	-------
Other manufacturing and wholesale distributors	607	132	252	110	123	131	107	149	125	161
Department and apparel stores	81	126	46	117	18	-------	11	-------	6	-------
Federal Government	141	139	54	113	42	141	22	-------	23	-------
State, city, and county governments	802	133	223	112	204	129	165	131	210	161
Motion pictures	718	138	321	112	202	142	151	173	44	176
Education	76	142	12	-------	14	-------	18	-------	32	154
Membership organizations	8	-------	4	-------	1	-------	3	-------	-------	-------
Other types of office	52	105	31	91	11	-------	4	-------	6	-------

[1] Not computed for groups of less than 25.

Experience, schooling, and salary.

Are high-school graduates and college-trained people paid more than those with less formal schooling but with the same years of experience in office work? The following summary presents the findings for Los Angeles:

Maximum schooling	Average monthly salary					
	Women			Men		
	Under 1 year at work	5 and under 10 years at work	10 years and more at work	Under 1 year at work	5 and under 10 years at work	10 years and more at work
Grammar school	----------	(1)	$119	(1)	(1)	$163
High school, incomplete	(1)	$106	120	$103	$134	163
High school, complete	$75	104	121	92	126	155
College, incomplete	78	107	124	94	130	158
College complete	83	109	130	104	142	165
Business school—						
Attendance reported	78	106	123	95	126	162
Attendance not reported	77	105	120	95	132	158

[1] Not computed; number too small.

The man who completes college seems to have possibilities of a better salary break than the one who does not complete college or who ends his formal schooling with high-school graduation. The men high-school graduates, however, for some reason average less than those who did not complete high school, but the latter group is relatively small and therefore more liable to bias.

Women's salaries show a continuous slight upward trend with experience and with schooling except for the group with high school incomplete, which is small. The women college graduates with 10 years and more of experience have an average salary of $130, which is $11 above the average for the grammar-school graduates and $9 more than the high-school graduates, but the men with the same experience but only a grammar-school background have average earnings $33 higher than those of the college women.

Rates paid beginners.

In the questions on office personnel policies inquiry was made as to the minimum beginning rates for inexperienced workers. The statements of managements as to their lowest rates for new employees show the following:

Beginning rate:	*Percent distribution*
Under $65	4. 8
$65, under $70	16. 9
$70, under $75	18. 0
$75, under $80	20. 6
$80, under $90	24. 3
$90, under $100	6. 9
$100 and over	8. 5

Messengers usually were reported as beginning at $65 to $70, stenographers and typists at $65 to $90, and other clerks at $70 to $90.

Supplementing the foregoing summary is actual pay-roll information for 392 men and 218 women who had been employed in 1939 and 1940 and for whom beginning jobs and the rates paid were shown. All types of firms are represented. The average entrance salary was $85 for men and $74 for women. Messengers and general clerks were the two beginning jobs reported most frequently for men. The average beginning rate for messengers was $71 and about one-third had started at less than $70. Men as general clerks usually were taken on at from $85 to $95. All beginning jobs for women except messengers averaged in the seventies; the stenographic group and general clerks both averaged $75. About one-third of the beginning rates for women, but only about one-seventh of such rates for men, were below $70. There is less discrepancy in the beginning rates of men and women than in their rates as their work experience accumulates.

Part-time and extra employees.

Data on current salaries included earnings for 214 women extras and 80 women part-time workers, and for 54 men extras and 22 men part-time workers. Since extras and part-time workers usually are paid either hourly or weekly rates, their average earnings are given on a week's basis. Hours worked were not reported for a sufficient number to correlate with earnings. The week's average earnings for this group were—

	Women	*Men*
Part-time workers	$12. 12	$12. 06
Extra workers	19. 73	24. 44

The largest numbers of extras and part-time workers on pay rolls transcribed were in local government offices, the oil companies, schools, and stores.

Inquiry was made as to the total number of extras employed by the firm in 1939 and estimates were made by the majority of the large offices. The indications are that extra and part-time work does not offer extensive employment.

Education and salary.

Schooling appears to have a more direct bearing on women's than on men's salary progression. Each schooling group for women shows higher earnings as age increases. Such small proportions of women under 30 have less than high-school education that few averages have been computed for the grammar-school and high-school-incomplete groups. Women under 30 who are college graduates have a lower average than those with less schooling, due to later entrance into industry and shorter work histories. Considering the groups of women of 30 and over, the grammar-school and high-school-incomplete groups have the lowest average monthly salaries and the college graduate has a slight margin over those with less schooling.

TABLE XIV.—*Average monthly salary, by age and maximum education—LOS ANGELES*

Age (in years)	Total reporting		Average salary of workers whose maximum education was—				
				High school		College	
	Number	Average salary	Grammar school	Incomplete	Complete	Incomplete	Complete
	WOMEN						
All ages	8,310	$112	$119	$117	$110	$111	$114
Under 20	212	77	----------	(1)	77	78	(1)
20, under 25	1,513	92	----------	90	93	94	87
25, under 30	1,668	107	(1)	105	106	109	103
30, under 35	1,640	115	(1)	112	114	118	123
35, under 40	1,320	121	117	118	122	123	124
40 and over	1,957	127	124	125	128	128	133
	MEN						
All ages	5,106	$136	$159	$153	$133	$130	$138
Under 20	168	81	----------	(1)	81	81	----------
20, under 25	1,062	100	(1)	102	103	97	100
25, under 30	1,117	125	(1)	125	125	123	128
30, under 35	990	145	(1)	145	145	145	145
35, under 40	674	163	(1)	164	162	163	166
40 and over	1,095	168	167	169	165	171	166

[1] Not computed: number too small

As far as men are concerned, age and schooling seem to have little relation to salary. Men's average salaries increase with experience and age, but the men over 40 with grammar school only have an average $1 higher than that of the college graduates and $2 higher than that of the high-school graduates. For the men of 30 and under 35, the average month's salary is the same for the high-school and college groups.

AGE OF WORKERS

A little more than one-half of the men and women in Los Angeles offices are 30 years and over. In a survey of women office workers in 7 cities (New York, Philadelphia, Hartford, Chicago, Atlanta, St. Louis, and Des Moines) in 1931 and 1932, about two-thirds were between 20 and 30. More women than men in the Los Angeles survey are 35 and over. Only 21 percent of the women and 24 percent of the men are under 25. The small proportions under 20—less than 2½ percent of the women and less than 3½ percent of the men—suggest the difficulty found by the young high-school graduate in securing a clerical job. Stores, with their low wage structure, have 9 percent of their women clerks under 20, and aircraft, a relatively new industry with short employee work histories, has 7 percent under 20. The largest proportions of men under 20 are 6 percent in banks, where young men are employed extensively as messengers and in the transit department, and 7 percent in "other types of office," chiefly small establishments. The largest proportions of women of 40 and over are in the Federal offices, 49½ percent; railroad offices, 45 percent; and city, State, and county governments, 37 percent. Large proportions of men of 40 and over were reported as follows: 49 percent in the Federal Government; 41 percent in education and in railroads; 37 percent in title guaranty and insurance: and 36 percent in public utilities other than railroads.

Age and salary.

Age reflects experience and higher salaries are to be expected for the older groups. The difference between men's and women's salaries in the young beginning group is small, but the more rapid advancement of men compared with women is marked, as is clear from the following comparison of average monthly salaries by sex and age. It should be remembered that at 40 years and over a goodly number of the men undoubtedly have been promoted into the administrative and professional group, with still higher salaries, but only a small proportion of the women have achieved such status.

Age	Average monthly salary			
	Women	Men	Amount and proportion by which men's exceeds women's	
				Percent
Under 20 years	$78	$81	$3	3.8
20, under 25 years	93	100	7	7.5
25, under 30 years	107	126	19	17.8
30, under 35 years	115	146	31	27.0
35, under 40 years	122	164	42	34.4
40 years and over	128	169	41	32.0

The details of age distribution and of average monthly salaries by type of office show the usual trends. Motion pictures, railroads, oil, and the Federal Government have the highest averages for the women from 20 to 25 years, and these four and education have the highest for those of 40 and over. Stores and membership associations have the lowest for women of all age groups. Oil offices and railroads have the highest averages for the men of 40 and over.

Unpublished figures for the various occupational groups show that women's average salaries increase with age. Men's average salaries progress in all groups except that men of 40 and more classed as machine operators, as file clerks, and as messengers have lower averages than in the age group immediately preceding.

The employees age distribution and the average salaries of the various age groups according to type of office are given in tables XV and XVI.

TABLE XV.—*Percent distribution of employees according to age, by type of office—LOS ANGELES*

Type of office	Number of employees with age reported	Percent distribution by age					
		Under 20 years	20, under 25 years	25, under 30 years	30, under 35 years	35, under 40 years	40 years and over
		WOMEN					
All types	9,490	2.4	18.3	20.2	19.8	16.0	23.4
Banks	533	4.5	27.4	16.3	12.8	14.8	24.2
Other finance	364	2.2	20.3	26.4	22.8	14.8	13.5
Insurance	693	5.1	26.8	18.8	17.2	12.1	20.0
Title guaranty and insurance	136	2.9	18.4	17.6	16.2	23.5	21.3
Railroads	208	-------	11.5	8.2	16.3	18.7	45.2
Other public utilities	948	3.0	18.7	15.1	18.0	18.7	26.6
Oil producing, refining, and distributing	470	-------	8.3	17.9	26.2	21.5	26.2
Aircraft	289	6.9	40.8	32.9	14.2	3.8	1.4
Other manufacturing and wholesale distributors	971	1.0	16.5	22.2	24.5	18.8	16.9
Department and apparel stores	776	9.0	33.1	22.6	18.0	8.5	8.8
Federal Government	422	-------	5.2	11.1	14.9	19.2	49.5
State, city, and county governments	1,531	.4	9.7	16.9	17.5	18.1	37.4
Motion pictures	892	1.6	17.8	26.2	25.8	17.0	11.5
Education	567	.2	9.5	22.6	20.5	17.5	29.8
Membership organizations	103	1.0	28.2	20.4	32.0	11.7	6.8
Other types of office	587	1.4	19.8	27.1	21.5	11.4	18.9
		MEN					
All types	5,966	3.3	20.6	22.1	18.4	12.9	22.7
Banks	923	6.0	21.7	16.3	20.3	17.2	18.6
Other finance	245	2.0	21.6	28.6	19.2	13.5	15.1
Insurance	283	4.2	35.7	25.1	15.5	11.3	8.1
Title guaranty and insurance	177	.6	14.1	11.9	16.4	19.8	37.3
Railroads	462	1.1	10.2	11.7	21.2	15.2	40.7
Other public utilities	342	2.9	12.0	16.4	19.3	13.2	36.3
Oil producing, refining, and distributing	537	3.0	19.0	19.4	16.4	16.2	26.1
Aircraft	550	3.3	37.3	35.1	12.5	4.4	7.5
Other manufacturing and wholesale distributors	737	3.9	23.2	23.7	19.9	14.0	15.2
Department and apparel stores	83	3.6	12.0	30.1	25.3	12.0	16.9
Federal Government	141	1.4	5.0	17.7	12.8	14.2	48.9
State, city, and county governments	616	.5	11.2	19.8	18.8	12.2	37.5
Motion pictures	727	4.7	23.5	29.7	19.0	9.6	13.5
Education	76	-------	10.5	14.5	28.9	5.3	40.8
Membership organizations	[1] 8	-------	-------	-------	-------	-------	-------
Other types of office	59	6.8	25.4	40.7	10.2	6.8	10.2

[1] Distribution not computed; base too small.

TABLE XVI.—*Average monthly salary* [1] *of employees in the various age groups, by type of office—LOS ANGELES*

Type of office	Employees with age reported		Average salary [1] of employees whose age was—					
	Number	Average salary	Under 20 years	20, under 25 years	25, under 30 years	30, under 35 years	35, under 40 years	40 years and over
	WOMEN							
All types	9,491	$113	$78	$93	$107	$115	$122	$128
Banks	533	112	--------	93	108	117	123	132
Other finance	364	105	--------	89	97	108	124	122
Insurance	693	101	77	85	96	104	114	120
Title guaranty and insurance	136	104	--------	88	--------	--------	112	111
Railroads	208	133	--------	--------	--------	128	130	139
Other public utilities	948	111	78	91	105	114	118	126
Oil producing, refining, and distributing	470	132	--------	110	122	127	137	148
Aircraft	289	102	--------	97	106	109	--------	--------
Other manufacturing and wholesale distributors	971	108	--------	91	103	107	113	126
Department and apparel stores	776	86	71	81	87	90	93	96
Federal Government	422	129	--------	--------	116	121	125	137
State, city, and county governments	1,531	113	--------	96	107	113	116	118
Motion pictures	892	141	--------	119	135	147	152	165
Education	567	125	--------	102	115	127	129	136
Membership organizations	103	83	--------	80	--------	87	--------	--------
Other types of office	587	102	--------	88	96	105	111	118
	MEN							
All types	5,966	$137	$81	$100	$126	$146	$164	$169
Banks	923	140	76	97	128	148	170	181
Other finance	245	128	--------	85	116	137	163	179
Insurance	283	119	--------	90	123	137	146	--------
Title guaranty and insurance	177	144	--------	97	--------	133	154	169
Railroads	462	162	--------	107	139	156	169	185
Other public utilities	342	150	--------	102	129	142	173	176
Oil producing, refining, and distributing	537	160	--------	108	143	168	185	199
Aircraft	550	114	--------	105	117	120	--------	126
Other manufacturing and wholesale distributors	737	132	80	101	127	146	155	162
Department and apparel stores	83	126	--------	--------	115	--------	--------	--------
Federal Government	141	140	--------	--------	120	--------	--------	152
State, city, and county governments	616	131	--------	95	117	138	148	141
Motion pictures	727	138	79	105	132	159	172	174
Education	76	142	--------	--------	--------	--------	--------	158
Membership organizations	8	--------	--------	--------	--------	--------	--------	--------
Other types of office	59	103	--------	--------	--------	--------	--------	--------

[1] Not computed for group of less than 25.

ANNUAL EARNINGS

Regularity of employment.

One of the primary advantages of a white-collar job is that usually it affords regular employment through the year. Further, absences due to illness or emergencies usually are paid for, and temporary lay-offs are much rarer for office workers than for workers in the industrial occupations. A tabulation was made of office workers for whom records of time worked were available, provided they were employed as regular workers at the beginning of 1939 and were still employed, and 90 percent of the women and 96 percent of the men had received their salaries for the full year. In banking, insurance, other financial offices, city, State, and county governments, Federal Government, oil, and membership associations, 95 percent or more of both the men and the women had full year's earnings. Motion pictures and aircraft are the only offices where more than 10 percent of the men regularly employed, and the title guaranty group, "other public utilities," motion pictures, education, stores, and aircraft the only offices where more than 10 percent of the women regularly employed, had received less than a full year's earnings. In the school offices about 30 percent of the women did not work the full calendar year, usually having a working year of 9 or 10 months. In stores and in "other public utilities" about one-fourth of the women, though classed as regular employees, were reported as not having a full year of work.

Amount of earnings.

Annual earnings have been compiled for all who worked for 48 weeks and more in 1939; this includes 7,769 women and 4,875 men. The average was $1,395 for women and $1,765 for men. The distribution of Los Angeles office workers in all types of offices according to annual earnings is as follows:

Annual earnings:	*Percent distribution of—* Women	Men
Under $800	0.7	0.4
$800, under $900	2.1	1.0
$900, under $1,000	6.5	3.1
$1,000, under $1,200	22.3	8.6
$1,200, under $1,400	24.9	11.5
$1,400, under $1,600	21.1	14.6
$1,600, under $1,800	10.6	14.7
$1,800, under $2,000	6.3	16.0
$2,000, under $2,200	2.7	13.2
$2,200, under $2,400	1.1	6.9
$2,400 and over	1.6	10.1

Almost 70 percent of the women are concentrated in the three earnings groups of $1,000 and under $1,600, and not much more than a fifth earned $1,600 and more. Among the men only 35 percent had earnings of $1,000 and under $1,600, and three-fifths earned at least $1,600. About 5 percent of the women and 30 percent of the men had earnings of $2,000 and more. Nine percent of the women, in contrast to 4½ percent of the men, earned less than $1,000.

TABLE XVII.—*Percent distribution*[1] *of employees according to annual earnings for work in 48 weeks or more of 1939, by type of office—LOS ANGELES*

Type of office	All employees reported		Employees in the various types of office specified who earned—										
	Number	Average salary	Under $800	$800, under $900	$900, under $1,000	$1,000, under $1,200	$1,200, under $1,400	$1,400, under $1,600	$1,600, under $1,800	$1,800, under $2,000	$2,000, under $2,200	$2,200, under $2,400	$2,400 and over
						WOMEN							
All types—Number	7,769	$1,395	58	161	505	1,730	1,931	1,641	827	490	209	89	128
Percent	100.0	----------	0.7	2.1	6.5	22.3	24.9	21.1	10.6	6.3	2.7	1.1	1.6
						Percent distribution[1] *of women*							
Banks	483	$1,390	0.2	1.7	4.1	17.6	31.3	29.6	7.7	3.5	2.7	1.0	0.6
Other finance	249	1,350	----------	1.6	7.6	24.1	28.9	16.5	14.9	4.0	1.2	.8	.4
Insurance	558	1,260	.9	1.6	8.2	35.5	28.0	16.8	4.7	3.2	.2	.2	.7
Title guaranty and insurance	110	1,325	.9	----------	2.7	22.7	46.4	17.3	7.3	1.8	.9	----------	----------
Railroads	193	1,575	----------	----------	1.6	6.2	17.6	31.6	20.2	14.5	6.7	1.6	----------
Other public utilities	828	1,340	1.4	4.6	6.0	23.2	20.9	26.2	11.7	4.3	1.0	.4	.2
Oil producing, refining, and distributing	429	1,605	.2	----------	----------	2.6	16.3	40.3	19.6	12.4	3.7	3.0	1.9
Aircraft	84	1,410	2.4	1.2	1.2	16.7	26.2	35.7	10.7	1.2	2.4	1.2	1.2
Other manufacturing and wholesale distributors	748	1,315	.3	2.4	6.4	29.9	29.4	18.9	7.0	3.2	1.3	.4	.8
Department and apparel stores	516	1,060	1.9	8.3	26.7	48.8	9.3	4.5	.2	----------	.2	----------	----------
Federal Government	382	1,555	----------	----------	----------	3.9	18.3	36.6	22.3	13.9	3.7	1.3	----------
State, city, and county governments	1,478	1,365	----------	.2	5.9	22.7	38.8	15.1	9.1	6.5	1.2	.3	.2
Motion pictures	694	1,835	.1	.3	.1	3.6	11.1	21.8	18.9	13.1	12.7	5.8	12.5
Education[2]	517	1,410	1.0	.8	3.9	26.4	18.8	25.0	12.0	7.2	2.9	1.3	.8
Membership organizations	97	1,060	6.2	11.3	33.0	26.8	15.5	6.2	----------	----------	----------	----------	1.0
Other types of office	403	1,280	3.0	5.0	9.2	29.5	25.3	12.4	6.0	6.0	1.5	.2	2.0

MEN

All types—Number	4,875	$1,765	18	49	149	420	563	710	715	779	644	334	494
Percent	100.0	----------	0.4	1.0	3.1	8.6	11.5	14.6	14.7	16.0	13.2	6.9	10.1
	Percent distribution [1] of men												
Banks	849	$1,750	0.7	0.9	3.7	9.8	11.8	14.3	12.8	17.1	11.5	8.2	9.2
Other finance	164	1,635	.6	1.8	9.8	14.0	10.4	13.4	14.6	15.2	9.1	.6	10.4
Insurance	227	1,525	.4	2.2	6.2	21.1	18.5	15.4	8.4	12.3	8.4	1.8	5.3
Title guaranty and insurance	162	1,825	----------	1.2	4.9	4.9	7.4	19.8	11.7	12.4	15.4	8.6	13.6
Railroads	426	1,980	----------	.7	1.9	3.1	3.5	6.8	12.7	22.8	23.2	12.0	13.4
Other public utilities	301	1,915	.3	.3	1.0	6.7	7.6	8.6	13.6	18.6	10.0	18.9	14.3
Oil producing, refining, and distributing	471	1,975	----------	.8	1.1	5.5	7.9	8.1	13.0	16.1	23.1	6.6	17.8
Aircraft	142	1,670	.7	----------	----------	4.2	10.6	35.2	25.4	9.2	4.2	3.5	7.0
Other manufacturing and wholesale distributors	568	1,665	.5	.9	3.0	9.7	15.3	18.7	17.1	13.0	10.6	3.0	8.3
Department and apparel stores	52	1,625	----------	----------	5.8	5.8	11.5	38.4	13.5	13.5	5.8	----------	5.8
Federal Government	119	1,720	----------	----------	----------	.8	14.3	30.3	21.8	13.4	5.9	4.2	9.2
State, city, and county governments	659	1,670	.5	.5	1.8	9.4	17.6	14.3	15.0	17.4	15.5	5.2	2.9
Motion pictures	601	1,820	----------	.7	4.3	9.7	8.8	12.6	17.5	14.3	10.5	7.3	14.3
Education [2]	75	1,675	----------	----------	----------	9.3	14.7	18.7	17.3	25.3	8.0	1.3	5.3
Membership organizations	16	(3)	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------
Other types of office	43	1,295	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------

[1] Percents not computed where base less than 50.
[2] Includes employees whose full year was the school year, 10 months.
[3] Not computed; base too small.

Annual earnings by type of office.

For both men and women, average annual earnings had a range by type of office of more than $700. Arranged in descending order, the averages for men and for women, from table XVII, are as follows:

Type of office	Average annual earnings of women	Type of office	Average annual earnings of men
All types	$1,395	All types	$1,765
Motion pictures	1,835	Railroads	1,980
Oil producing, refining, and distributing.	1,605	Oil producing, refining, and distributing.	1,975
Railroads	1,575	Public utilities other than railroads	1,915
Federal Government	1,555	Title guaranty and insurance	1,825
Education	1,410	Motion pictures	1,820
Aircraft	1,410	Banks	1,750
Banks	1,390	Federal Government	1,720
State, city, and county governments	1,365	Education	1,675
Finance other than banks	1,350	Aircraft	1,670
Public utilities other than railroads	1,340	State, city, and county governments	1,670
Title guaranty and insurance	1,325	Manufacturing other than aircraft and wholesale distributors.	1,665
Manufacturing other than aircraft and wholesale distributors.	1,315	Finance other than banks	1,635
Other types of office	1,280	Department and apparel stores	1,625
Insurance	1,260	Insurance	1,525
Department and apparel stores	1,060	Other types of office	1,295
Membership organizations	1,060		

In bank offices 31 percent, in title guaranty and insurance 46 percent, in other finance 29 percent, and in city, State, and county governments 39 percent of the women have annual earnings of from $1,200 to $1,400. For 32 percent of those in railroads, 26 percent in other public utilities, 37 percent in Federal Government, 40 percent in oil, and 36 percent in aircraft, annual earnings range from $1,400 to $1,600. Motion-picture offices, with 18½ percent, are the only ones in which 10 percent and more of the women have annual earnings of as much as $2,000, and the only type where women's earnings in office work have a higher average than men's. Women in department and apparel stores, with 37 percent earning below $1,000, and those in membership organizations with 50½ percent so reported, make the poorest showing. The $1,000 to $1,200 earnings group shows a concentration of 35½ percent of the women in insurance, 26 percent in education, 49 percent in department and apparel stores, and 29 percent in other offices. Annual earnings by type of office show the same general trends and differences as do monthly salary rates.

Men's annual earnings have less concentration than women's and are more evenly spread in the groups above $1,600. One-fourth and more of the men in banking, title guaranty and insurance, "other public utilities," railroads, motion pictures, and oil have annual earnings of $2,000 and more. The only offices with year's earnings under $1,200 for as many as one-fourth of the men are insurance, other finance, and the small groups of men in membership associations and in "other types of office."

Annual earnings by occupation.

For all men and women who worked 48 weeks and more in 1939 the average total earnings by occupation are as follows:

Occupation	Average earnings of—	
	Women	Men
Stenographic group:		
Secretary	$1,845	$2,225
Stenographer	1,430	1,755
Typist	1,240	1,365
Other	1,310	----------
File	1,330	1,430
Hand bookkeeper	1,455	1,955
Cashier, teller	1,310	1,925
Timekeeper	----------	1,815
Machine operator	1,345	1,505
Messenger	(1)	1,055
Telephone operator	1,270	----------
Receptionist	1,370	----------
Clerks not elsewhere classified in—		
Finance and insurance	1,275	1,625
Railroads	----------	1,950
Other public utilities	1,340	1,885
Motion pictures	1,730	1,870
State, city, and county governments	1,385	1,680
Federal Government	1,630	1,640
Education	1,315	1,645
Department and apparel stores	1,065	1,635
Oil producing, refining, and distributing	1,580	1,920
Aircraft	(1)	1,610
Other manufacturing and wholesale distributors	1,280	1,620
Other types of office	1,195	1,195
Special office workers	1,815	2,430

[1] Not computed; number too small.

Women's annual earnings are less than men's in every group but clerks in other types of office, a low-paying group with relatively few men. The most usual range of earnings for women secretaries is $1,600 to $2,000; for stenographers $1,200 to $1,600 and typists $1,000 to $1,400. There is a rather even distribution of three-fourths of the women machine operators and of two-thirds of the hand bookkeepers from $1,000 to $1,600, and of two-thirds of the telephone operators from $1,000 to $1,400. The annual earnings of other women workers show much the same picture as the data on earnings by type of office. More than one-third of the men and women in the Federal offices are in the $1,400–$1,600 group. As already stated, men's earnings generally are spread more evenly, and show less concentration, in the groups of $1,600 and above. Data on annual earnings, averages and percent distribution, are given by occupation in table XVIII.

TABLE XVIII.—*Percent distribution*[1] *of employees according to annual earnings for work in 48 weeks or more of 1939, by occupation—LOS ANGELES*

Occupation	All employees reported		Employees in the various occupations specified who earned—										
	Number	Average salary	Under $800	$800, under $900	$900, under $1,000	$1,000, under $1,200	$1,200, under $1,400	$1,400, under $1,600	$1,600, under $1,800	$1,800, under $2,000	$2,000, under $2,200	$2,200, under $2,400	$2,400 and over
WOMEN													
All occupations—Number	7,769	$1,395	58	161	505	1,730	1,931	1,641	827	490	209	89	128
Percent	100.0	----------	0.7	2.1	6.5	22.3	24.9	21.1	10.6	6.3	2.7	1.1	1.6
	Percent distribution[1] *of women*												
Stenographic group:													
Secretary	783	$1,845	0.1	0.1	0.8	6.1	11.4	13.9	16.3	19.4	13.2	6.4	12.3
Stenographer	1,579	1,430	.5	.9	3.4	15.8	26.9	28.1	14.4	6.8	2.0	.6	.5
Typist	779	1,240	.5	2.2	10.4	32.1	34.8	14.8	4.0	1.2	.1	----------	----------
Other	215	1,310	----------	1.4	6.5	16.3	63.3	7.9	2.8	1.4	.5	----------	----------
Bookkeeper, hand	155	1,455	----------	1.9	3.2	20.6	23.2	21.3	15.5	8.4	3.2	.6	1.9
Cashier, teller	178	1,310	2.2	6.7	16.3	14.6	21.9	18.5	9.6	5.6	3.4	1.1	----------
Machine operator	871	1,345	.8	2.3	5.6	24.7	23.8	28.1	9.0	4.2	1.1	.2	.1
File clerk	108	1,330	----------	9.3	12.0	19.4	15.7	24.1	9.3	7.4	1.9	.9	----------
Messenger	20	(2)	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------
Telephone operator	284	1,270	1.8	2.5	6.0	26.8	38.7	16.9	4.9	2.1	.4	----------	----------
Receptionist	45	1,370	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------
Clerks not elsewhere classified in—													
Finance and insurance	539	1,275	.6	1.5	8.0	32.8	29.7	17.6	6.7	2.2	.6	.4	----------
Public utilities	346	1,340	.9	4.0	6.6	22.3	19.1	31.8	11.0	3.2	.6	.3	.3
Motion pictures	88	1,730	----------	1.1	1.1	8.0	17.0	19.3	15.9	10.2	10.2	10.2	6.8
Federal Government	148	1,630	----------	----------	----------	.7	8.8	36.5	25.7	20.9	5.4	2.0	----------
State, city, and county governments	521	1,385	----------	----------	7.7	26.7	24.2	15.0	14.2	10.4	1.2	.6	.2
Education	348	1,315	1.4	.9	4.6	32.5	21.3	26.7	10.3	1.4	.9	----------	----------
Department and apparel stores	229	1,065	1.7	7.0	25.8	51.1	8.7	5.7	----------	----------	----------	----------	----------
Oil producing, refining, and distributing	69	1,580	----------	----------	----------	7.2	24.6	33.3	14.5	8.7	5.8	----------	5.8
Aircraft	16	(2)	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------
Other manufacturing and wholesale distributors	208	1,280	----------	3.4	5.8	36.1	24.5	19.7	6.2	1.9	1.9	.5	----------
Other types of office	185	1,195	4.3	8.1	17.3	28.6	21.1	10.3	7.0	1.1	1.6	----------	.5
Special office workers	55	1,815	----------	1.8	1.8	7.3	7.3	16.4	20.0	14.5	10.9	7.3	12.7

MEN

All occupations—Number	4,875	$1,765	18	49	149	420	563	710	715	779	644	334	494
Percent	100.0	----------	0.4	1.0	3.1	8.6	11.5	14.6	14.7	16.0	13.2	6.9	10.1
	Percent distribution [1] of men												
Stenographic group:													
Secretary	52	$2,225	----------	----------	----------	----------	----------	11.5	7.7	15.4	17.3	11.5	36.5
Stenographer	100	1,755	----------	----------	1.0	6.0	14.0	9.0	25.0	18.0	14.0	6.0	7.0
Typist	78	1,365	----------	1.3	11.5	9.0	38.5	23.1	9.0	6.4	1.3	----------	----------
Bookkeeper, hand	139	1,955	----------	----------	.7	6.5	6.5	13.7	13.7	15.1	15.8	7.9	20.1
Cashier, teller	424	1,925	----------	----------	.7	1.2	6.4	11.8	19.8	26.2	15.1	8.3	10.6
Machine operator	288	1,505	.4	1.0	4.5	14.2	21.5	22.2	15.6	10.4	5.2	1.7	3.1
File clerk	51	1,430	2.0	2.0	7.8	15.7	23.5	17.6	9.8	9.8	9.8	2.0	----------
Timekeeper	106	1,815	----------	----------	----------	4.7	6.6	13.2	26.4	20.8	13.2	11.3	3.8
Messenger	135	1,055	5.9	8.1	27.4	43.0	8.9	4.4	1.5	----------	.7	----------	----------
Clerks not elsewhere classified in—													
Finance and insurance	762	1,625	.4	1.6	6.3	14.3	14.3	17.6	10.5	12.6	9.6	5.9	7.0
Railroads	273	1,950	----------	.4	1.5	3.3	2.9	7.7	12.8	23.8	26.4	12.5	8.8
Other public utilities	242	1,885	.4	.4	1.2	7.0	8.3	8.3	15.3	18.2	9.5	18.6	12.8
Motion pictures	323	1,870	----------	.3	1.2	3.7	9.0	13.3	20.4	19.2	12.1	7.1	13.6
Federal Government	82	1,640	----------	----------	----------	----------	8.5	39.0	26.8	14.6	7.3	1.2	2.4
State, city, and county governments	513	1,680	.2	.2	1.4	10.3	16.8	13.8	13.1	18.1	18.1	5.5	2.5
Education	61	1,645	----------	----------	----------	4.9	14.8	23.0	18.0	27.9	9.8	----------	1.6
Department and apparel stores	43	1,635	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------
Oil producing, refining, and distributing	348	1,920	----------	1.1	.9	4.9	7.2	9.2	13.2	18.4	26.1	6.3	12.6
Aircraft	113	1,610	.9	----------	----------	5.3	9.7	39.8	26.5	8.8	2.7	2.7	3.5
Other manufacturing and wholesale distributors	395	1,620	.3	1.0	1.8	11.4	17.5	18.5	18.5	12.7	10.9	3.0	4.6
Other types of office	35	1,195	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------
Special office workers	312	2,430	----------	----------	----------	.6	1.3	2.9	6.4	12.8	15.1	14.4	46.5

[1] Percent not computed where base less than 50.
[2] Not computed; base too small.

PERSONNEL POLICIES

Restriction on account of marital status.

A prejudice against the employment of married women still is found in office work, and women who are single, widowed, separated, or divorced predominate. Of 252 offices reporting a policy in regard to the initial employment of married women, 42 had taken a stand against it; and of 251 reporting on the requirement of resignation by women who marry while in their service, 16 make such requirement. The proportion of married women in office work, however, may be increasing slightly, as the census of 1930 reported 27.8 percent of such women for Los Angeles, while in the present study 30 percent were married, 55 percent single, and 15 percent widowed, separated, or divorced. All the banks scheduled have definite policies restricting the employment of married women, and only 1 of the 5 banks allows women to remain in service after marriage. The types of office that reported no restrictions, either on the first employment of married women or on retention after marriage, are "other public utilities," motion pictures, local and Federal governments, aircraft, membership organizations, and broadcasting. The types of office with the largest proportions of married women are the governmental, education, and membership organizations. Some women may fail to notify employers of a change in marital status but probably this is not general.

The proportion of married men is almost twice that of women. Railroads, other public utilities, title guaranty and insurance, oil companies, and Federal offices all showed 65 percent and more of their office men married.

Hiring practices and source of new employees.

Centralized employment, where a department or individual interviews all applicants and makes an impersonal selection for the job to be filled, generally is desirable. Most of the large offices have such a system, but a considerable number of the Los Angeles offices allow executives, administrators, and supervisors to hire and discharge on a hit-and-miss basis. When vacancies occur the most usual practice is to call on an employment agency. Files of applicants who have made direct application are kept in many of the offices and selections are made from these. Business schools and high schools are called upon when inexperienced employees are desired. In most cases the government offices and city schools obtain their employees from civil service registers. Most offices employ several means of recruiting new employees and there is no prevailing practice.

Specific education, training, and experience requirements as prerequisites for employment are surprisingly lacking. The majority of the offices have no formulated policy along these lines. The most common requirement is high-school graduation; less than 10 percent make business school a requirement; three prefer to hire office workers with college training. Selecting the individual of those applying who

apparently is best suited for the job probably is the most practicable basis and the one to which most employers subscribe. High-school graduates and college graduates have been available in such large numbers that many employers accept such training as a routine requirement, taken for granted except for workers who must have special machine skills. Operators of machines such as calculator, tabulating, and bookkeeping machines frequently are secured through a school or a machine agency that gives training for the operation of its own machines.

Most offices prefer women for stenographic work, for PBX operators, receptionists, and routine clerks. Men seem to be given preference for bookkeeping and accounting. Boys are preferred as messengers. Window jobs in banks, such as tellers, are open to women to only a slight degree. The railroad offices prefer men in all departments. Clerical jobs from which outside men such as salesmen, investigators, and adjusters may be recruited later tend to be filled by men.

Most offices have no definite plan as to their policy in case dismissals are necessary for a reduction of force or other discharge. The practice—where there is any—is to give 2 weeks' notice or to make a cash payment of 2 weeks' wage on separation of an employee.

Retirement plans other than the compulsory social security deductions are not common. Government offices, schools, railroads, aircraft, and oil companies are the only types with special retirement plans in one-half or more of the offices surveyed.

Salary increases and promotions.

Many of the larger offices have definite job grading, with minimums and maximums and promotional steps within. The larger banks, insurance companies, railroads, Government offices, large motion-picture studios, aircraft plants, and a few of the factories have well-defined promotional or salary-increase plans. In these cases pay rolls are reviewed periodically by department heads and a reviewing committee which makes recommendations for increases. The majority of the small and medium-sized offices have no system of regular salary review or plan of promotion, and changes in rates and jobs are almost entirely a matter of chance.

Other welfare.

Group insurance is available to employees in most of the larger offices. In some the firm contributes varying amounts in the payment of premiums, but most of the plans are financed almost entirely by the contributions of the employees. Several group hospitalization and medical care plans are available to office groups, but in the majority of offices these are not contributed to by the firm except that it sponsors the plan and allows collections to be made through salary deductions.

Labor organizations.

The motion-picture studios, railroads, one other public utility, one aircraft plant, and one factory were the only offices that reported collective bargaining. Many of the Government employees belong to one of the various Government labor organizations. Financial offices, retail distribution, oil companies, and the large group of small offices reported no organization of a collective bargaining type.

Vacations.

All but four of 251 firms reporting, three real-estate offices and one hospital, have a paid-vacation plan of some sort for their employees. The basis on which vacations are granted usually is the length of employment and there are numerous arrangements. For example, 1 day may be allowed for each month worked in the preceding year; 6 days for 1 year's service, 9 days for 2 years', and 12 days for 3 years'; 1 year's service 1 week, more than 1 year's service 2 weeks; and so forth. Vacations vary from 3 days for 6 months' service to 4 weeks after 10 years' service (in one office) and 26 days a year in the Federal offices. Two weeks after a year's service is the most usual plan.

Time allowance for illness.

Most offices are generous in their allowance of time and payment for absence due to illness. A few have a specified time allowance, but in most cases no deductions are made for illness of short duration and in many offices regular employees with several years of service are paid through relatively long periods of illness. Where group sickness-insurance plans are sponsored by the office, the waiting period usually is paid by the firm and sometimes other cash allowances are made. The Government offices allowed two weeks, or 15 days a year. Only 17 firms reported that no payments were made for time lost in illness and these were chiefly in the group of small establishments classified as "other types of office."

SCHOOL FACILITIES FOR TRAINING OFFICE WORKERS

School training for office workers probably is the most widespread and most developed—if not overdeveloped—field of vocational education. Public and private schools from junior high school rank through college have commercial or business curricula of many varieties. Private business schools, office-appliance distributors, special public business schools, and public evening schools for adults recruit trainees for office work. To learn something of the supply of trained office workers fed into the labor market each year and the kinds of training given for office work, the public and private commercial training agencies in Los Angeles were consulted. Data on numbers trained and courses offered were secured through interviews with public-school officials and with owners or managers of private schools. In some instances, undoubtedly, private schools tended to overstate the number of trainees and their training facilities, and in general the school survey can hardly be considered more than a cursory one, but its findings are indicative of the extent of vocational training for office workers.

The public high-school system of Los Angeles, the public Metropolitan School of Business, the Los Angeles City College, and the adult education evening courses in 34 schools all offer courses in office work.

High schools.

In the high schools about 33,000 pupils are enrolled in some commercial course. This number includes not only those majoring in office courses but those whose major is in other fields but who take one or more commercial courses because of a desire to learn stenography, typewriting, and bookkeeping for other than strictly vocational purposes.

The Los Angeles Public High School commercial courses are part of a 3-year senior high school program. Some business courses such as typing are begun in the last year of junior high. Girls predominate in numbers. The courses offered fall into four main classifications: (1) General office and clerical work, which covers office practice and methods, training in the use of office appliances and equipment, business English and arithmetic, and usually typing; (2) stenography and typing; (3) bookkeeping; and (4) salesmanship and retailing. Graduates from the salesmanship courses are not expected to go into office work, but the courses are included in the commercial curricula and the data on numbers include this course. Stenography and typing is the most popular course with those beginning their work in the first year of senior high; about 70 percent of the commercial students register for stenography and typing, but when graduation time arrives only about 25 percent of the commercial graduates are from this course. On the other hand, only about 10 percent register for general clerical training but 60 percent finish in that course. Graduates of

the commercial high school courses in 1939 were reported as approximately 2,400.

Metropolitan School of Business.

The Metropolitan School of Business is primarily for high-school graduates who decide to take a business course after completing high school or who wish to supplement their commercial training with additional study. Many who have had commercial training in earlier schooling enroll for brush-up courses. Its courses and organization are similar to the better commercial business schools. Numerous courses of study and electives are offered, including accounting, hand and machine bookkeeping, clerical machines, comptometry, duplicating machines, stenography, stenotypy, typing, and clerical-stenographic work. Individual attention is given to students, and the length of the course and the training given depend on the needs, aptitude, and previous training of the student. For those with no previous training the courses require from 6 months to 10 months, and for brush-up or special students 2 or 3 months according to their electives. Attendance at the Metropolitan School of Business was estimated as about 3,000 for the school year preceding the survey, with about 1,000 to 1,100 in attendance at one time. About 80 percent of the students are women.

Los Angeles City College.

The Los Angeles City College offers a business course in its 2-year junior college program. It had about 1,000 enrolled, two-thirds of them girls, at time of survey. Graduates from the business school in the preceding year were about 200, almost three-fourths of them girls. Many leave before graduation. General clerical work, stenography, typing, bookkeeping, and accounting are the vocational or essentially business courses. The junior college includes more in the way of general background courses in the elements of finance, management, and economics.

Evening courses in business subjects.

The adult education evening classes offer business courses in 34 schools spread over the city. About 5,200 evening-school students a year complete one or more commercial courses, and the number enrolled at the beginning of the school year is many times greater. The adult evening courses are not primarily for beginners in the office field but are for those who want to make up for a lack in earlier training or to gain skills or information that may be helpful in getting better jobs and promotions.

Placement records and follow-up of students who had taken commercial training were not complete enough for any approximation of the number of those who, having taken or completed a commercial course, had succeeded in finding employment in office work.

Los Angeles private business schools.

Twenty-four business schools were visited in Los Angeles in the effort to learn the types of training offered, how many persons had been trained, and how many had been placed in office work.

Enrollment in the private schools ranged from 3—a new school—to 1,400. Twelve of the schools had fewer than 65 pupils; five had

100 and more, and these five had about three-fourths of all who were being trained for office work in private schools.

For 21 schools that reported a break-down by sex for time of enrollment, over 80 percent of the students were women; of those that reported the sex of their graduates for the preceding year, 90 percent were women.

The current enrollment at time of visit totaled about 3,600, but at least twice that number had been graduated or had attended the schools.

The courses listed in the advertising literature of the schools are many, the more common being secretarial, stenographic, stenotype, bookkeeping, computing machines, and a "business course" that varies from school to school. Stenography, typing, bookkeeping, office methods and machine appliances, business English, and applications of arithmetic to the ordinary business needs cover most of the work offered. Practically all the courses include typewriting. The duration of courses varies from 1 or 2 months for shorthand and typing to a year and more. For most schools, however, the maximum training period is one year.

The available data on placements by the private schools were incomplete and in many cases unreliable. All schools but one had a placement service, but for more than a third of them there were no placement records. Placements reported were high proportionately; estimates ranged from 50 to 100 percent of those completing courses and another large proportion of those who take short periods of training. The private schools exert considerable effort to obtain positions for their students through personal contacts with employers, newspaper advertising, and following job clues of all kinds.

Other business training.

Business-machine companies offer short courses for operating their special machines and equipment. These courses are taken primarily by people who already have business experience and want to add another skill to their office training or by those whom the company expects to place with the sale or rental of their machines. The courses usually are short and only vague estimates of those trained and placed were available in the schools visited. Several employers spoke of a need for well-trained machine operators.

Colleges and universities in Los Angeles have business curricula as part of their regular 4-year courses. The training in these schools, however, is more concerned with problems of management and organization than business operative skills and is for those who hope to hold positions of a professional nature or responsibility in the business world. Some skills such as stenography and bookeeping are offered to enable the graduate to get a start in the business world, but the emphasis is not on turning out stenographers, bookkeepers, and clerks. The numbers are relatively small and do not materially affect the supply of trainees seeking employment as office workers.

Conclusion.

It would be impossible in a city so large as Los Angeles to give a complete picture of the numbers trained and the kinds of training of prospective office workers without spending much more time than was available for this survey, but it is evident that many more are being

trained than can find employment in office work. Considerably more than 10,000 a year complete business courses and several times that number take commercial training of a limited nature. Offices reporting on numbers employed indicated that about 5 percent of the present force were hired as beginners and about 7 percent as experienced workers. If there are in the neighborhood of 100,000 office workers in Los Angeles, it would appear that there cannot be many more than 5,000 openings a year for inexperienced workers. Many more than this number are trained. Large numbers who secure office work are poorly trained and there is need of closer cooperation of schools and employers in training programs and placements.

Needless to say, business education has everyday value apart from its strictly vocational application and can hardly be restricted to those who are definitely headed for office work. It would seem, however, that in vocational guidance other industrial and service fields of employment should be stressed and more general business training given, with less emphasis vocationally on stenography and bookkeeping.

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