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This statistical release provides results from the Armed Forces Continuous Attitude Survey (AFCAS) 2013. Results from the 2013 survey are presented alongside those from 2007 to 2012 where available. Comparisons made between the 2013 results and previous years are reported separately for Officers & Other Ranks within each Service to reflect the often considerable differences between their roles, experiences and Terms & Conditions of Service.

The aim of AFCAS is to assess and monitor the attitudes of Service personnel in key management areas, including remuneration, morale, deployment, leadership, career, accommodation, personal life, leave, health, welfare, and working with Reserves. The data are used to aid the development and tracking of military personnel policies, informing the Defence Board, Armed Forces Pay Review Body and Defence personnel programmes such as the New Employment Model and the Armed Forces Covenant.

Key Points and Trends

- Compared to AFCAS 2012 overall levels of satisfaction with many aspects of Service life are largely unchanged.
- Half (49%) of all Service personnel are satisfied with Service life in general and 28% are dissatisfied.
- The morale of Service personnel taken as a whole is largely unchanged compared to 2012 with two fifths (39%) of all personnel rating their own morale as 'high' and 29% rating their own morale as 'low'. However, the proportion of Army personnel rating their own morale as 'High' has declined for the third year running.
- Impact of Service life on family and personal life remains the top reason for leaving the Armed Forces.
- Dental provision, healthcare provision, job security, and pension are cited by personnel as significant retention factors.
- Four fifths (81%) feel proud to be in their Service.
- Over a quarter (28%) feel valued in their Service.
- An increased proportion of personnel rate their workload as 'Too high' (to 44%) while the proportion of personnel that had taken all of their leave in the last leave year has decreased compared to 2012 (to 39%).
- Of those personnel in the *RN*, *RM*, and *RAF* that have had working contact with their Reserve Forces in the last two years, the majority (56%, 60% and 64% respectively) believe that their Reserve Force is well integrated into their Regular Service, however only one third (32%) of *Army* personnel believe that their Reserve Force is well integrated with the Regular Army.

Further Information

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Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods; and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.

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AFCAS 2013 reference tables and copies of the questionnaires are published separately and can be found on the AFCAS webpage here <http://www.dasa.mod.uk/index.php?pub=AFCAS-MAIN>

	Key figure (where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)	Change from 2012	Change from 2007	Notable comments	Table ref
Your pay, allowances & JPA	27% agree that the X-Factor is sufficient compensation	↔ Unchanged	N/A	19% RM agree	B1.1
33% are satisfied with their pension benefits representing a 7% point decrease in satisfaction compared to 2012 and a 28% point decrease in satisfaction compared to 2007. This follows the introduction of the existing Armed Forces Pension Scheme in 2005 (AFPS 2005) and consultation and agreement on a new AFPS to be introduced in 2015 (AFPS 2015). 39% are satisfied with their basic pay unchanged compared to 2012 but is 13% point lower compared to 2010 when the public sector pay freeze began.	39% are satisfied with their basic pay	↔ Unchanged	↔ Unchanged	51% Officers satisfied. 25% RM Other Ranks satisfied	B1.2
	32% are satisfied with their specialist pay	↔ Unchanged	↑ 8% point increase	19% RM satisfied	B1.3
	33% are satisfied with their pension benefits	↓ 7% point decrease	↓ 28% point decrease	51% Officers satisfied	B1.4
	43% are satisfied with their allowances	↔ Unchanged	↑ 10% point increase		B1.5
	44% are satisfied with information about pay and allowances	↓ 3% point decrease	↔ Unchanged	30% RM Other Ranks satisfied	B1.6
	79% are satisfied with their ability to access JPA	↔ Unchanged	↑ 33% point increase		B1.7
	86% are satisfied with viewing their pay statements on JPA	↔ Unchanged	N/A		B1.10
Aspects of working in the Service	49% are satisfied with Service life in general	↔ Unchanged	↔ Unchanged	58% Officers satisfied. 48% Other Ranks satisfied	B2.8
Half (49%) of all Service personnel are satisfied with Service life in general and 28% are dissatisfied. Officers are more likely to be satisfied with Service life in general (58%) compared with Other Ranks (48%). While the overall level of personal morale remains unchanged compared to 2012, the proportion of Army personnel rating their own morale as 'High' has fallen by 5% points compared with 2012 to 40% - a level last seen in the Army in 2007 and is now similar to levels seen in the RN and RAF.	39% state high 'own' morale	↔ Unchanged	↔ Unchanged	29% state low 'own' morale	B2.10
	12% state high Service morale	↓ 3% point decrease	↔ Unchanged	Change largely driven by Army	B2.12
	76% agree that my team know exactly what their responsibilities are	↔ Unchanged	N/A		B2.13
	83% agree that members of my team pull together to complete tasks	↔ Unchanged	↔ Unchanged		B2.14
	83% agree: We have confidence in ourselves as a team	↔ Unchanged	↑ 9% point increase		B2.15
	88% agree that my team can work through difficult challenges	↔ Unchanged	N/A		B2.16
The perception of 'High' Service morale among the Army has declined for the third year in succession but among the RM perceptions of 'High' Service morale have increased compared to 2012.	75% agree that their team work to improve the service they provide	↔ Unchanged	N/A		B2.17
	81% agree: I feel proud to be in the Service	↔ Unchanged	↑ 6% point increase	88% RM proud	B2.18
Continued...					

Notes:

'New' also includes questions that were asked previously but not on a tri-Service basis.

'Unchanged' here means no statistically significant difference between years has been found.

Key AFCAS 2013 findings

	Key figure (where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)	Change from 2012	Change from 2007	Notable comments	Table ref
Aspects of working in the Service (Continued)	28% agree: I feel valued in the Service	↔ Unchanged	↑ 2% point increase	43% RM agree.	B2.19
	41% agree: I would recommend joining the Service to others	↔ Unchanged	↔ Unchanged	55% RM agree	B2.20
The majority of personnel continue to indicate a strong connection with their immediate working team regarding aims, working, and ethos.	72% agree that they offer an important service to the country	↔ Unchanged	N/A	85% Officers agree	B2.21
	57% feel a strong personal attachment to their Service	↔ Unchanged	N/A	70% RM agree	B2.22
	47% believe their Service inspires them to do the best in their job	↔ Unchanged	N/A	69% RM agree	B2.23
While the Army continues to have a larger proportion of personnel that feel valued and motivated compared to the RN and RAF, the Army has seen a reduction in the proportion that feel valued and motivated compared to 2012. The RM is the Service that has the highest proportion of personnel that feel valued and motivated.	38% believe the Service motivates them to achieve its objectives	↓ 4% point decrease	N/A	58% RM agree.	B2.24
	50% feel members of the Armed Forces are respected by society at large	New	N/A	74% Army Officers	B2.25
	91% agree: My family is proud of me serving in the Armed Forces	↔ Unchanged	N/A		B2.26
Most personnel continue to feel proud to serve in their Service, particularly amongst the RM.	20% agree their family benefits from being a Service family	↔ Unchanged	N/A		B2.27
	84% agree: My family supports me in my job	↔ Unchanged	N/A		B2.28
While there is high agreement that their family is proud of them being in their Service, there is general disagreement that their family benefits from being a Service family.	66% agree: I feel that the Service discipline system is fair	↔ Unchanged	↔ Unchanged	94% RM Officers	B2.29
	97% agree: I understand the values and standards of the Service	↔ Unchanged	↑ 6% point increase		B2.30
	81% agree: The Service ethos is important to me	↔ Unchanged	↑ 13% point increase	66% RN Other Ranks	B2.31
Satisfaction with many aspects of their current job remain unchanged compared to 2012.	80% agree: The ethos of the Service is an important part of life in the Service	↔ Unchanged	↑ 8% point increase	67% RN Other Ranks	B2.32
	65% feel strongly that they belong to their Service	↔ Unchanged	N/A	75% RM	B2.33
Satisfaction with the standard of personal and major equipment remains largely unchanged overall compared to 2012 with 53% satisfied with the standard of their personal equipment and 44% satisfied with the standard of their major equipment although there are some Service variations. Satisfaction with the standard of personal equipment is 9% points higher compared to 2008 and satisfaction with the standard of major equipment is 13% points higher compared to 2008.	35% feel strongly that they belong to the MOD	↔ Unchanged	N/A	22% Army Officers	B2.34
	37% feel strongly that they belong to the National Security Community	↔ Unchanged	N/A	27% Army Officers	B2.35
	58% satisfied with: My job in general	↔ Unchanged	↔ Unchanged	72% RM Officers	B2.36
	53% are satisfied with the sense of achievement they get from their work	↔ Unchanged	↔ Unchanged	63% Officers	B2.37
	58% are satisfied with the challenge in their job	↔ Unchanged	↑ 5% point increase	69% Officers	B2.38
The proportion of personnel rating their workload over the last 12 months as too high has increased compared to 2012.	52% are satisfied with the amount of variety in their work	↔ Unchanged	↑ 6% point increase	67% Officers	B2.39
	53% are satisfied with the standard of personal equipment	↔ Unchanged	N/A	RN and RM 42%	B2.40
	46% are satisfied with the availability of personal equipment	New	N/A	RN and RM 37%	B2.41
	44% are satisfied with the standard of major equipment	↔ Unchanged	N/A	RN and RM 35%	B2.42
	41% are satisfied with the availability of major equipment to do their job	New	N/A	RN and RM 34%	B2.43
	61% are satisfied with their current work location	↔ Unchanged	N/A		B2.44
	44% rate their workload too high over the last 12 months	↑ 3% point increase	N/A	63% of Army Officers	B2.45

Notes:

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	Key figure (where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)	Change from 2012	Change from 2007	Notable comments	Table ref
Aspects of working in the Service (Continued)	54% agree they have the resources to do their job	↔ Unchanged	N/A	41% RAF Officers	B2.46
	36% agree they will be praised or rewarded for a job well done	↔ Unchanged	N/A		B2.47
Just over two-thirds of personnel are registered to vote.	88% agree they put as much effort as they can into their work	↔ Unchanged	N/A		B2.48
	69% are currently registered to vote	↔ Unchanged	N/A	89% Officers	B2.49
Although nearly half of personnel know nothing about the Armed Forces Covenant, the majority indicate that they do not feel particularly disadvantaged when it comes to accessing public services or commercial products.	48% don't know anything about the Armed Forces Covenant	↔ Unchanged	N/A		B2.63
	34% don't know anything about the Armed Forces Compensation Scheme	↓ 3% point decrease	N/A		B2.71
	34% agree they feel prevented from taking part in the civilian community as a result of being in the [Service]	New	N/A		B2.79
One third of personnel (34%) know nothing of the Armed Forces Compensation Scheme. Awareness of the scheme has dropped compared to 2012 with a 3% point increase in the proportion that know nothing about the scheme.	29% state they find it harder to access the internet being in the Armed Forces	New	N/A		B2.80
	38% state they find it harder to access delivery of shopping being in the Armed Forces	New	N/A		B2.81
More personnel agree that change is better managed within their immediate working team and unit/establishment than in their Service or the MOD as a whole.	27% state they find it harder to access public transport being in the Armed Forces	New	N/A		B2.82
	36% state they find it harder to access financial products being in the Armed Forces	New	N/A		B2.83
There has been a decrease in the proportion of personnel that believe they know what Defence Transformation is about and its purpose compared to 2012 with half of personnel believing that they know what Defence Transformation is about and its purpose.	30% state they find it harder to access public services being in the Armed Forces	New	N/A		B2.84
	59% agree that change is managed well in: Their immediate working team	↔ Unchanged	N/A	73% of RM Officers agree	B2.85
	43% agree that change is managed well in: Their Unit/Establishment	New	N/A		B2.86
The majority of personnel disagree that they feel more optimistic about the future of their Service as a result of Defence Transformation, unchanged compared to 2012.	28% agree that change is managed well in: Their Service	↔ Unchanged	N/A	55% of RM Officers agree	B2.87
	23% agree that change is managed well in: The MOD	↔ Unchanged	N/A	11% Officers	B2.88
	48% say they know what Defence Transformation is about	↓ 3% point decrease	N/A	33% RM	B2.89
	49% say they know the purpose of Defence Transformation	↓ 3% point decrease	N/A	36% RM	B2.90
	13% believe that Defence Transformation will improve working in their Service	↔ Unchanged	N/A	44% disagree	B2.91
	11% believe they have had an opportunity to contribute to Defence Transformation activities in the last 12 months	↔ Unchanged	N/A		B2.92
	20% say their immediate superior/CoC has helped them to understand how Defence Transformation will affect them	↓ 3% point decrease	N/A		B2.93
	8% say they feel more optimistic about the future of the [Service] as a result of Defence Transformation	↔ Unchanged	N/A	58% disagree	B2.94
	55% are proud to tell others they are part of the MOD	↔ Unchanged	N/A	40% RM Officers	B2.95
	28% would recommend the MOD as a great place to work	↔ Unchanged	N/A		B2.96
28% feel a strong personal attachment to the MOD	↔ Unchanged	N/A	15% RM Officers	B2.97	
26% say that the MOD inspires them to do the best in their job	↔ Unchanged	N/A	15% Officers	B2.98	
24% say that the MOD motivates them to achieve its objectives	↔ Unchanged	N/A	12% Officers	B2.99	

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Key AFCAS 2013 findings

	Key figure (where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)	Change from 2012	Change from 2007	Notable comments	Table ref
<p>Deployment and separation</p> <p>THE FOLLOWING RESULTS INCLUDE JUST THOSE THAT HAVE BEEN ON AN OPERATIONAL DEPLOYMENT (RN: SEA-GOING) SINCE 1 JAN 10: (note: RN Sea Going deployments have only been included with tri-Service calculations in this section from 2011)</p>					
There has been an increase in satisfaction with pre-operational training compared to 2012.	73% satisfied with the pre-operational training they received for their current/last Operational deployment	↑3% point increase	N/A	61% RN Other Ranks	B3.6
RN are the least satisfied with post operational support contrasting with the RM that are most satisfied.	47% satisfied with the support received from the Service when they returned from their last Operational deployment	↔ Unchanged	N/A	33% RN 65% RM	B3.7
The majority continue to feel the frequency and length of operational deployments is about right, although the RN scores are lower than the other Services.	67% stated the frequency of their Operational deployments was about right	↔ Unchanged	N/A	54% RN: about right	B3.8
	83% stated the length of their Operational deployments was about right	↑4% point increase	N/A	64% RN: about right	B3.9
Satisfaction with the amount of notice is higher when more notice is given before deployment.	73% satisfied with the amount of notice they received	↔ Unchanged	N/A	59% RN Other Ranks	B3.5
RM Other Ranks have seen a reduction in their time away from their usual place of duty for at least 3 months in the last 12 months	THE FOLLOWING RESULTS INCLUDE ALL RESPONDENTS: 36% had been away from their usual place of duty for at least 3 months in the past 12 months for Service reasons	↔ Unchanged	N/A		B3.10
	Of those that had been away from their usual place of duty in the past 12 months, 44% were satisfied with this amount of time away	↔ Unchanged	N/A		B3.11
Fairness and Leadership					
	69% agree: In the Service I am treated fairly	↔ Unchanged	↑3% point increase	82% Officers	B4.1
Two thirds of personnel agree that they are treated fairly in their Service.	56% agree: I am encouraged to use my talents to the full	↓4% point decrease	↑5% point increase		B4.2
There has been an increase in those believing they have been the subject of discrimination, harassment or bullying in the last 12 months driven largely by an increase among Army Other Ranks.	10% believe they have been the subject of discrimination, harassment or bullying in a Service environment in the last 12 months	↑2% point increase	N/A	4% point increase compared to 2012 for Army Other ranks	B4.3
	8% of those answering 'Yes' to B4.3 above made a formal written complaint within the last 12 months	↔ Unchanged	↔ Unchanged		B4.34
8% of those that believe they have been the subject of discrimination, harassment or bullying in the last 12 months actually made a formal written complaint.	83% know where to get information about the Service complaints procedure for unfair treatment, discrimination, harassment and bullying	↔ Unchanged	N/A		B4.50
	76% know, at least to some extent, how the Service Complaints Commissioner can help with a discrimination, harassment and/or bullying complaint	↔ Unchanged	N/A		B4.51
The majority of personnel know where to get information about the Service complaints procedure.	26% agree: Senior officers understand and represent my interests	↓2% point decrease	↑4% point increase	Decrease from 2012 largely driven by Army	B4.52
The majority of personnel agree that their immediate superiors are supportive, manage well and set a good example although there has been a decrease in some of these aspects of their immediate superiors leadership among the Army compared to 2012.	30% agree: Senior leaders are keen to get people's views on key decisions	↔ Unchanged	↑6% point increase	56% RM Officers (69% in 2012)	B4.53
	64% agree: My immediate superior understands and represents my interests	↓3% point decrease	↔ Unchanged	Decrease from 2012 largely driven by Army	B4.54
	71% agree: My immediate superior supports me in my job	↓3% point decrease	↑7% point increase	82% Officers	B4.55
	67% agree: My immediate superior sets a positive example	↓3% point decrease	↑3% point increase	77% Officers	B4.56
	64% agree: My immediate superior encourages me to develop my skills	↔ Unchanged	N/A	75% RM Officers	B4.57
	63% agree: My immediate superior is supportive over work/life balance issues	↔ Unchanged	↑5% point increase	80% RM Officers	B4.58
	63% agree: My immediate superior recognises my efforts	↓3% point decrease	↑4% point increase	Decrease from 2012 largely driven by Army	B4.59

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Key AFCAS 2013 findings

	Key figure (where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)	Change from 2012	Change from 2007	Notable comments	Table ref
Retention, Careers and Personal Development	37% planned to stay serving as long as they could	↔ Unchanged	↑ 9% point increase		B5.30
	25% planned to stay to the end of current engagement/commission	↔ Unchanged	↓ 4% point decrease		B5.30
When taken together, the majority of personnel continue to indicate they intend to stay in the Service until the end of their contracts/commissions or for as long as they can.	12% planned to leave before the end of their current engagement	↔ Unchanged	↔ Unchanged		B5.30
	9% planned to leave as soon as possible or have put in their notice	↔ Unchanged	↓ 3% point decrease		B5.30
There is no overall change in intentions to leave the AF compared to 2012 with one fifth (21%) indicating that they plan to leave their Service before the end of their current engagement / commission (including those that plan to leave as soon as they can or that have already put in their notice). However, the proportion of RM personnel planning to leave before the end of their current engagement / commission or as soon as they can has decreased by 4% points compared with 2012 to 19%. The proportion of RAF personnel planning to leave before the end of their current engagement / commission or as soon as they can has increased by 3% points compared with 2012 to 18%.	TOP FIVE FACTORS INCREASING INTENTION TO STAY			LAST YEAR (AFCAS 2012):	
	66% stated: Dental provision 64% stated: Healthcare provision 63% stated: Job security 54% stated: Pension 46% stated: Mental health provision	see Notable comments for last year's factors			67% stated: Dental provision 66% stated: Healthcare provision 64% stated: Job security 60% stated: Pension 47% stated: Mental health provision
	TOP FIVE FACTORS INCREASING INTENTION TO LEAVE			LAST YEAR (AFCAS 2012):	
	58% stated: Impact of Service life on family and personal life 47% stated: Spouse/partner's career 41% stated: Opportunities outside the Service 40% stated: Service morale 38% stated: My morale	see Notable comments for last year's factors			55% stated: Impact of Service life on family and personal life 43% stated: Spouse/partner's career 36% stated: Opportunities outside the Service 35% stated: My morale 35% stated: Service morale
Impact of Service life on family and personal life continues to be the main leaving factor particularly for those who have given in their notice, although Spouse/partner's career, Opportunities outside the Service, and morale have all increased as cited leaving factors compared to 2012.	39% had 11+ weeks notice for current / last assignment (posting)	↔ Unchanged	↔ Unchanged	21% RM 2 weeks or less notice	B5.1
	67% satisfied with the notice given for their current assignment	↔ Unchanged	↔ Unchanged		B5.2
The top 5 retention factors remain unchanged compared to 2012, although the proportion of personnel citing 'pension' as 'increases intentions to leave' has increased compared to 2012.	36% satisfied with the career management service	↔ Unchanged	↑ 12% point increase		B5.16
	88% agree they have the necessary skills, knowledge and experience to do their job	↔ Unchanged	N/A		B5.17
	71% agree their skills and experience are being used	↔ Unchanged	N/A		B5.18
The majority of personnel agree that they have the skills, knowledge and experience to do their job.	53% agree their current assignment will enhance their promotion prospects	↔ Unchanged	N/A		B5.19
	57% agree that personal preferences were taken into account for their current assignment	↔ Unchanged	N/A		B5.20
Satisfaction with the appraisal system and opportunities for promotion remains unchanged overall compared to 2012 and the RAF continues to score lower than the other Services in these areas.	52% satisfied with the fairness of the appraisal system	↔ Unchanged	↑ 20% point increase	43% RAF satisfied	B5.21
	37% satisfied with the fairness of the promotion system	↓ 4% point decrease	↑ 9% point increase	Decrease compared to 2012 largely driven by Army Other Ranks	B5.22
	41% satisfied with opportunities for promotion	↔ Unchanged	↑ 7% point increase	32% RAF satisfied	B5.23
	52% satisfied with opportunities for personal development	↔ Unchanged	↑ 10% point increase		B5.24
	63% satisfied with the amount of training to carry out current job	↔ Unchanged	N/A		B5.25
	62% satisfied with the quality of training to carry out current job	↔ Unchanged	N/A		B5.26
	58% satisfied with the extent to which they are doing the job for which they were trained	↔ Unchanged	↑ 12% point increase		B5.28
	43% satisfied with the opportunities to gain civilian accreditation for Service training e.g. NVQs, in-service degrees, apprenticeships	↓ 3% point decrease	↔ Unchanged		B5.29

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Key AFCAS 2013 findings

	Key figure (where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)	Change from 2012	Change from 2007	Notable comments	Table ref
Accommodation	80% live in Service Accommodation during the working week	↔ Unchanged	Not tested		B6.1
The majority of personnel live in Service Accommodation during the working week.	57% satisfied with the overall standard of Service Accommodation	↔ Unchanged	↑ 9% point increase		B6.7
	68% satisfied with the value for money of Service Accommodation	↔ Unchanged	↑ 10% point increase	56% RM satisfied	B6.10
Satisfaction with the overall standard of Service accommodation is unchanged compared to 2012 and 2011 with 57% satisfied with the standard of their Service accommodation. This represents a 9% point increase in satisfaction compared to 2007. Future satisfaction with the standard of Service accommodation may be impacted by the three-year pause in the Single Living Accommodation modernisation programme from April 2013 and the imminent relocation of Army personnel and their families from Germany back to the UK.	41% satisfied with the response to requests to maintain/repair their Service Accommodation	↔ Unchanged	N/A	40% dissatisfied	B6.13
	40% satisfied with the quality of maintenance/repair to their Service Accommodation	↔ Unchanged	N/A	38% dissatisfied	B6.16
	45% satisfied with how fairly Service Accommodation is allocated	↑ 4% point increase	↑ 11% point increase	27% dissatisfied	B6.19
	43% currently own their own home (answered whether they live in the property or not; 35% of these live in their own home during the working week)	↔ Unchanged	↓ 2% point decrease	74% Officers own their own home	B6.22
	22% do not own a property but are saving to buy in the future	↔ Unchanged	N/A		B6.22
	TOP FIVE REASONS FOR HOME OWNERSHIP			LAST YEAR (AFCAS 2012) TOP 5 REASONS:	
The majority of personnel are satisfied with the value for money of Service accommodation. However, two fifths are dissatisfied with the response to requests for maintenance/repair to their Service accommodation, and with the quality of maintenance/repair work to their accommodation.	71% stated: to give stability for themselves and their family	see Notable comments for last year's reasons	N/A	73% stated: to give stability for themselves and their family	B6.23
	24% stated: they wanted to live with their partner		N/A	25% stated: they wanted to live with their partner	B6.29
	18% stated: poor standards of Service Accommodation		N/A	19% stated: poor standards of Service Accommodation	B6.26
	17% stated: they wanted to rent out the property		N/A	15% stated: they wanted to rent out the property	B6.25
	14% stated: other reasons		N/A	13% stated: other reasons	B6.30
	42% are satisfied with the opportunities to live in their home.	↓ 3% point decrease	N/A		B6.32
Just over one quarter of personnel are dissatisfied with how fairly Service accommodation is allocated. However, this is an improvement compared to 2007 when 34% of personnel were dissatisfied with how fairly Service accommodation was allocated.	22% satisfied with the allowances for living in their own home	↔ Unchanged	N/A		B6.33
	1% had used a Government Affordable Housing Scheme in the last year to buy or rent a home	↔ Unchanged	N/A		B6.42
	21% had not heard of the Affordable Housing Scheme	↔ Unchanged	N/A		B6.42
	87% stated they are treated no less favourably or more favourably than a civilian when it comes to paying Council Tax	New	N/A		B6.43
43% of all personnel (and 74% of Officers) own their own home, but under half of home owners are satisfied with the opportunities to live in their own home. Just over one third of home owners report living in their own home during the working week.	TOP FIVE REASONS FOR NOT BUYING A HOME			LAST YEAR (AFCAS 2012) TOP 5 REASONS:	
	67% stated: I can't afford to buy a suitable home at the moment	see Notable comments for last year's reasons	N/A	65% stated: I can't afford to buy a suitable home at the moment	B6.38
	24% stated: I don't want to buy a home where I am located		N/A	21% stated: I don't want to own a home at this stage in my life/career	B6.37
	21% stated: I wouldn't be able to live in the home		N/A	21% stated: I don't want to buy a home where I am located	B6.40
	17% stated: I don't want to own a home at this stage in my life/career		N/A	16% stated: I wouldn't be able to live in the home	B6.34
	15% stated: Living in Service Accommodation is better suited to current personal and family needs		N/A	14% stated: Living in Service Accommodation is better suited to current personal and family needs	B6.35
	CATERING RETAIL AND LEISURE (CRL):				
71% of personnel report being in a unit that has Catering Retail and Leisure operating Pay As You Dine (PAYD) representing an increase compared to 2012, particularly for the RAF. However, there has been an increase in the proportion of users that are dissatisfied with the choice of food compared with 2012 to 43% dissatisfied. In addition there has been a decrease in satisfaction with the availability of the food and opening hours during the week compared to 2012.	71% are in a Unit that has Catering Retail and Leisure (CRL) that operates Pay As You Dine (PAYD)	↑ 4% point increase	N/A	80% RAF (compared to 67% in 2012)	B6.44
	Of the 71% that are in a Unit that has CRL and operates PAYD, 54% actually use PAYD	↓ 4% point decrease	N/A	82% RM Officers	B6.45
	35% satisfied with the choice of food.	↔ Unchanged	N/A	5% point increase in those dissatisfied compared to 2012 to 43%	B6.54
	39% satisfied with availability of food and opening hours	↓ 5% point decrease	N/A	Change largely driven by Army	B6.55

Notes:

'New' also includes questions that were asked previously but not on a tri-Service basis.
 'Unchanged' here means no statistically significant difference between years has been found.

Key AFCAS 2013 findings

	Key figure (where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)	Change from 2012	Change from 2007	Notable comments	Table ref
Personal Life	29% are satisfied with the amount of time away from family in the last 12 months	↔ Unchanged	N/A		B7.12
Other Ranks are generally more dissatisfied than Officers with the effect of Service life on personal and family life.	45% satisfied with the ability to plan their own life - short term e.g. work/weekend leave	↔ Unchanged	↔ Unchanged	35% RM satisfied	B7.13
Half of all personnel are dissatisfied with the effect of Service life on their spouse/partner's career.	29% satisfied with the ability to plan their own life - long term e.g. holidays/career training	↔ Unchanged	↑ 3% point increase	52% dissatisfied. 60% Army Other Ranks dissatisfied	B7.14
The proportion of personnel dissatisfied with their ability to plan their own life long term e.g. holidays/career training has increased compared to 2012 with just over half of personnel dissatisfied.	24% satisfied with the amount of separation from spouse, family and friends	↔ Unchanged	↑ 5% point increase	19% RM satisfied	B7.15
The majority of personnel have not applied for credit or a mortgage in the last 12 months, although for those who did, most were successful with their applications.	21% satisfied with the opportunities available to you for flexible working	↔ Unchanged	↑ 4% point increase		B7.16
The majority of personnel remain confident about managing their own finances and remain neutral about the support given by their Service in helping them arrange their finances.	52% are married/in a civil partnership	↑ 3% point increase	↔ Unchanged		B7.1
	21% are in a long-term/established relationship (but not married or in a civil partnership)	↔ Unchanged	↔ Unchanged		B7.1
The majority of personnel remain confident about managing their own finances and remain neutral about the support given by their Service in helping them arrange their finances.	21% are single	↔ Unchanged	↑ 3% point increase		B7.1
	50% of spouses/partners in full-time employment	↔ Unchanged	↔ Unchanged	11% employed in Armed Forces	B7.2
	22% of spouses/partners in part-time employment	↔ Unchanged	↔ Unchanged		B7.2
	23% of spouses/partners not employed (excl. full or part-time education)	↔ Unchanged	↑ 4% point increase		B7.2
	12% satisfied with the effect of Service life on their spouse/partner's career	↔ Unchanged	↑ 5% point increase	51% dissatisfied	B7.18
	50% have children whom they support financially	↔ Unchanged	↑ 3% point increase	39% RM Other Ranks	B7.3
	76% live with (full access) the children they support financially	↔ Unchanged	N/A		B7.9
	8% of Service children were deemed to have a Special Educational Need	↔ Unchanged	N/A		B7.10
	17% satisfied with the effect of Service life on their children's education	↔ Unchanged	↑ 6% point increase	37% dissatisfied	B7.17
	5% have caring responsibilities for infirm or elderly adult(s)	↔ Unchanged	N/A		B7.19
	PERSONAL FINANCES				
	12% have applied for a mortgage in the last 12 months	↔ Unchanged	N/A		B7.20
	33% have applied for credit in the last 12 months	↑ 4% point increase	N/A		B7.23
	7% are not confident in their ability to manage their finances	↔ Unchanged	N/A		B7.26
	18% are dissatisfied with the support given to help arrange their finances	↔ Unchanged	N/A	55% neither satisfied nor dissatisfied	B7.27
Leave	72% satisfied with overall leave entitlement i.e. annual leave, post operational leave (POL), etc.	↔ Unchanged	↑ 4% point increase	58% RM Other Ranks satisfied	B8.1
The majority of personnel are satisfied with their overall leave entitlement. However, two fifths of all personnel (and half of all RM) are dissatisfied with their opportunity to take leave when they wanted to.	40% satisfied with the opportunity to take leave when they wanted to	↔ Unchanged	↑ 6% point increase	22% RM satisfied	B8.2
	58% satisfied with the amount of leave they were able to take in the last 12 months	↔ Unchanged	↑ 5% point increase	68% RAF satisfied 50% RM Other Ranks satisfied	B8.3
Workload remains the main reason stated for not being able to take leave, particularly among Officers and increasingly for RN, RM and RAF Other Ranks. Undermanning (particularly for RN and RAF Other Ranks) and 'not allowed' (particularly for Army Other Ranks) have also increased compared to 2012 as reasons for not taking leave.	39% stated they had taken all of their annual leave, i.e. 38 days (including public holidays), in the last leave year	↓ 6% point decrease	↓ 5% point decrease	29% RAF took all annual leave 68% RM took all annual leave	B8.4
	TOP FIVE REASONS FOR NOT TAKING ALL ANNUAL LEAVE:			LAST YEAR (AFCAS 2012) TOP 5 REASONS:	
	57% stated: workload	see Notable comments for last year's reasons	N/A	55% stated: workload	B8.9
	36% stated: undermanning		N/A	33% stated: courses/training	B8.10
	34% stated: courses/training		N/A	31% stated: undermanning	B8.7
	29% stated: operational tour		N/A	30% stated: operational tour	B8.5
	23% stated: not allowed		N/A	23% stated: wanted to carry leave forward to next year	B8.6

Notes:
 'New' also includes questions that were asked previously but not on a tri-Service basis.
 'Unchanged' here means no statistically significant difference between years has been found.

Key AFCAS 2013 findings

	Key figure (where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)	Change from 2012	Change from 2007	Notable comments	Table ref
Health, Well-being and Fitness	79% of those who received Service provided medical treatment in the last 2 years, were satisfied with being able to access the medical care when they needed it	↔ Unchanged	N/A		B9.1
The majority of personnel are satisfied with Service provided medical and dental treatment and continue to be cited as major retention factors (the 'RETENTION, CAREERS AND PERSONAL DEVELOPMENT' section above refers).	80% satisfied with the medical facilities	↔ Unchanged	N/A		B9.2
	79% satisfied with the way they were treated by medical staff	↔ Unchanged	N/A		B9.3
	72% satisfied with the effectiveness of the medical treatment	↔ Unchanged	N/A		B9.4
	85% of those who received Service provided dental treatment in the last 2 years, were satisfied with the treatment	↔ Unchanged	↑ 3% point increase		B9.5
The majority of personnel are satisfied with sport and fitness facilities and the opportunity to pursue fitness activities with a lower level of satisfaction for the opportunity to pursue Adventure Training.	76% satisfied with sport, exercise and fitness facilities in general	↔ Unchanged	↑ 9% point increase		B9.6
	64% satisfied with the opportunity to pursue fitness activities	↔ Unchanged	N/A		B9.7
On the Office for National Statistics (ONS) well-being measures the majority of personnel continue to rate their well-being on the positive side of the mid-point of each scale	42% satisfied with the opportunity to pursue Adventure Training	↔ Unchanged	N/A		B9.8
	51% gave a rating of at least 7 out of 10 to: overall, how satisfied are you with your life nowadays? (where 0 = Not at all & 10 = completely)	↔ Unchanged	N/A		B9.9
	46% gave a rating of at least 7 out of 10 to: overall, how happy did you feel yesterday? (where 0 = Not at all & 10 = completely)	↔ Unchanged	N/A		B9.10
	16% gave a rating of 7 out of 10 to: overall, how anxious did you feel yesterday? (where 0 = Not at all & 10 = completely)	↔ Unchanged	N/A		B9.11
	52% gave a rating of 7 out of 10 to: overall, to what extent do you feel the things you do in your life are worthwhile? (where 0 = Not at all & 10 = completely)	↔ Unchanged	N/A		B9.12
Welfare	55% satisfied with the Operational/Deployment Welfare Package	↔ Unchanged	N/A	38% RN Other Ranks	B10.1
The majority of personnel remain satisfied with their own welfare package and support. However, a smaller proportion are satisfied with their families welfare provision when they are absent with RN personnel the least satisfied among the Services in this respect.	50% satisfied with the welfare support provided by the [Service] for them	↔ Unchanged	N/A		B10.2
	39% satisfied with the welfare support provided by the [Service] for their family	↔ Unchanged	N/A	31% RN satisfied	B10.3
	30% satisfied with the support their spouse/partner gets from the [Service] when they are absent	↔ Unchanged	↑ 17% point increase	18% RN satisfied	B10.4
The majority continue to know how to contact their unit padre/chaplain, HIVE and Service Families Federation, although the RM have a lower score for the latter organisation.	84% know how to contact their Unit's Padre/Chaplain	↔ Unchanged	N/A		B10.5
	76% know how to contact the HIVE	↔ Unchanged	N/A	87% RAF	B10.6
	53% know how to contact the [Service] Families Federation	↔ Unchanged	N/A	36% RM	B10.7

Notes:
 'New' also includes questions that were asked previously but not on a tri-Service basis.
 'Unchanged' here means no statistically significant difference between years has been found.

Key AFCAS 2013 findings

	Key figure (where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)	Change from 2012	Change from 2007	Notable comments	Table ref
Working with Volunteer Reserves	70% are aware of the following roles they could undertake in the [Service] Reserve Forces: Volunteer Reserves	↔ Unchanged	N/A		B11.1
The majority of personnel have a good awareness of the roles they could play in the Reserve Forces with an increase in awareness of the role they could undertake in the Reserve Forces compared to 2012.	72% are aware of the following roles they could undertake in the [Service] Reserve Forces: Regular Reserves	↔ Unchanged	N/A		B11.2
	67% are aware of the following roles they could undertake in the [Service] Reserve Forces: Full-Time Reserve Service (FTRS) (Full Commitment)	↑ 9% point increase	N/A		B11.3
	62% are aware of the following roles they could undertake in the [Service] Reserve Forces: Full-Time Reserve Service (FTRS) (Limited Commitment)	↑ 9% point increase	N/A		B11.4
However, half of all personnel continue to say they would not consider joining the Reserves Full-Time when they leave.	60% are aware of the following roles they could undertake in the [Service] Reserve Forces: Full-Time Reserve Service (FTRS) (Home Commitment)	↑ 9% point increase	N/A		B11.5
	42% are aware of the following roles they could undertake in the [Service] Reserve Forces: Additional Duties Commitment (ADC)	↑ 4% point increase	N/A		B11.6
Army Regulars' contact with their Reserve Forces in the last 2 years has increased for the second year running.	52% say they would not consider joining the [Service] Volunteer Reserve Forces Full-time when they leave the [Service]	↔ Unchanged	N/A		B11.7
	45% say they would not consider joining the [Service] Volunteer Reserve Forces Part-time when they leave the [Service]	↔ Unchanged	N/A		B11.8
	48% stated they have had working contact with their Reserve Forces in the last two years	↑ 4% point increase	N/A	59% Army Change largely driven by Army	B11.9
	58% of those who had had working contact, believe the Reserve Forces' contribution to the Service is valuable	↓ 9% point decrease	N/A	Change largely driven by Army	B11.10
	40% of those who had had working contact, believe the Reserve Forces are well integrated with the Regular Service	↓ 9% point decrease	N/A	Change largely driven by Army	B11.11
	51% of those who had had working contact, rate the Reserve Forces as professional	↓ 8% point decrease	N/A	Change largely driven by Army	B11.12
Your Comments	52% of respondents stated that the length of the survey is about right.	↓ 3% point decrease	N/A		B12.1
Although the majority of respondents continue to state that the survey is about the right length (except among RM's) there has been an increase in the proportion who feel that the survey is too long compared to 2012. This increase was highest amongst RAF personnel.	47% of respondents believe that the survey is too long.	↑ 3% point increase	N/A	62% RM: Too long	B12.1
	62% of respondents took 30 minutes or less to complete the survey	New	N/A	75% Electronic respondents took 30 minutes or less. 55% Paper respondents took 30 minutes or longer.	B12.2

Notes:
 'New' also includes questions that were asked previously but not on a tri-Service basis.
 'Unchanged' here means no statistically significant difference between years has been found.

BACKGROUND INFORMATION

1. Context

1.1 This survey was conducted at a time that included the continuing campaign in Afghanistan and followed the Armed Forces contribution to the security and safety of the 2012 London Olympic and Paralympics Games that saw ships, aircraft and over 18,000 personnel deployed in support of the police and the civilian authorities.

1.2 Important decisions have been taken on issues such as:

- the future shape of the Armed Forces (Future Forces 2020) and the role of the Reserves (Future Reserves 2020) where Reservists will form a greater part of the Armed Forces particularly in the Army;
- the return of all Army personnel from Germany to the UK by 2020;
- the planned return of combat troops from Afghanistan by 2015;
- future pension arrangements (AFPS 2015); and
- whilst the Armed Forces redundancy programme has moved forward.

1.3 The survey was conducted at a time of public sector pay restraint and at the backend of the largest global recession in several decades.

2. Background

2.1 The Armed Forces Continuous Attitude Survey (AFCAS) was conducted for the first time in 2007. Prior to this, each Service had conducted their own continuous attitude survey (CAS). Although these provided high quality information to inform Service Policy development, it was difficult to compare data across the Services. Following direction from Ministers, the Deputy Chief of Defence Staff (Personnel & Training) was tasked to deliver a single attitude survey across the Armed Forces. AFCAS is therefore a joint project involving individual expertise from single Service Occupational Psychologists as well as statisticians and researchers from Defence Statistics (previously known as DASA prior to 1st April 2013).

2.2 The aim of the AFCAS is to assess and monitor the attitudes of Service personnel across the Royal Navy (RN), Royal Marines (RM), Army and RAF in key personnel management areas. The data are used to identify how policies influence motivation and retention in the Armed Forces and to inform policy development. The continuous nature of the survey allows attitudes to be tracked over time.

2.3 The Service Chiefs and Head Office place a high value on attitude data gathered from Service personnel. The data are a vital means of understanding how our people feel about key issues, and are used to inform the Defence Board and the Armed Forces Pay Review Body, as well as many other individual policy areas.

3. The 2013 AFCAS Report

3.1 This is the full report for the 2013 AFCAS, the seventh iteration of this survey. This report includes the 2013 tri-Service results as well as comparisons with previous years' results.

3.2 The report consists of:

- A statistical bulletin – *outlining the main findings and contextual information.*
- Key AFCAS 2013 findings – *outlining the summary findings of the survey.*
- Background information – *outlining the context and background to the survey.*
- Methodology – *includes a detailed explanation of the methodology used in the survey.*
- A glossary - *outlining key AFCAS terms and definitions.*

An appendix containing the 2013 questionnaires is published separately. AFCAS 2013 reference tables that include the tables of results for each of the tri-Service questions in the 2013 survey with significance tests against previous years are published separately on the AFCAS webpage along with standard errors in Excel format.

3.3 The survey itself is divided into twelve sections on the following topics:

1. Your pay, allowances and JPA
2. Aspects of working in the Service
3. Your deployments and separation
4. Fairness and leadership
5. Your career
6. Your accommodation
7. Your personal life
8. Leave
9. Your health, well-being and fitness
10. Welfare
11. Working with reserves
12. Your comments

METHODOLOGY

4. Target Population

4.1 The target population for AFCAS 2013 was UK trained, regular Armed Forces personnel including Gurkhas who have address details recorded on the Joint Personnel Administration (JPA) system, excluding Special Forces and, for the RN, RM, and RAF, excluding personnel that were shown as deployed at the time the survey sample was drawn from JPA. Both males and females were included in this survey although the sample was not specifically stratified by gender.

5. The survey

5.1 The AFCAS 2013 survey is a bi-modal survey. All sampled personnel were initially sent an email that contained a link to the online questionnaire and a paper postcard containing the web address to complete the questionnaire online if they were able to. After three weeks from the initial invite to complete the AFCAS online, postal paper questionnaires were sent to those sampled personnel who had not yet completed the questionnaire online. RN paper questionnaires were sent out first to maximise the time available for the paper questionnaires to reach ships. The paper questionnaires included the web address encouraging people to complete the online AFCAS over the paper AFCAS if they were able to do so. Data collection took place from January to 7th May 2013. The paper questionnaires were bar-coded and online questionnaires either required personnel to enter their Service number before they were able to access the questionnaire or required them to access the online questionnaire by using a unique link that was emailed to them. This allowed responses to be tracked as well as allowing links to be made to demographic data held on the JPA system. Identified data are only available to the civilian research working group for the purpose outlined above.

6. The sample and respondents

6.1 The total tri-Service AFCAS 2013 sample consisted of 26,077 personnel. AFCAS questionnaires were issued to Service personnel selected under a (disproportionate) stratified simple random sampling process.

6.2 The sample was stratified by Service: And rank group:

<ul style="list-style-type: none">• Royal Navy• Royal Marines• Army• RAF	<ul style="list-style-type: none">• 2* Officers and above (OF7-OF10)• Other Officers (OF1-OF6)• Senior Ranks (OR6-OR9)• Junior Ranks (OR1-OR4)
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6.3 The samples were designed to provide sufficient responses to yield estimates with a standard error¹ of no more than 1.5% by Officer/Rank status and Service. A census of all RMs was used due to the size of the Service and the standard errors of estimates for RM Officers may be greater than 1.5%. Note that estimated standard errors are included in separate Excel tables that can be found on the DASA website at the same area as this report. Some questions where filtering has been applied, or with higher levels of item non-response may have larger standard errors.

6.4 Overall, just under 12,500 responses were used in the AFCAS 2013 analysis, giving an overall response rate of 48%. The table below contains detailed information on the number of questionnaires issued and received along with corresponding response rates.

¹ A standard error is the standard deviation of the sampling distribution of sample means. It is a measure of spread of all the possible means from all the possible samples of the same size as the one selected. The smaller the standard error the more confidence we have in our results.

Table A1: Response rates by Service and rank group

Service		Sample size	Surveys returned	% Response rate 2013	% Response rate 2012
Royal Navy (RN)	Officers	1,525	978	64%	64%
	Ratings	5,649	2,408	43%	39%
Royal Marines (RM)	Officers	493	337	68%	52%
	Marines	3,730	2,305	62%	40%
Army	Officers	1,740	1,012	58%	63%
	Soldiers	6,579	2,024	31%	38%
Royal Air Force (RAF)	Officers	1,815	1,119	62%	58%
	Airmen	4,546	2,257	50%	48%
Total	Officers	5,573	3,446	62%	61%
	Other Ranks	20,504	8,994	44%	41%

Note that percentages have been rounded to the nearest whole % for ease of interpretation.

7. Weighting methodology and non-response

7.1 Due to the sample design and the differences in prevalence of non-response between the Service and rank strata, the distribution of characteristics amongst the AFCAS respondents did not reflect the distribution in the whole Armed Forces population. This means that some types of personnel were over-represented and others under-represented. Analysis of response/non-response found response rate varied by rank. As such the survey data were weighted by rank (as shown in table A2) to correct for the bias caused by such over or under-representation.

7.2 The weights were calculated simply by:

$$\frac{\text{Population size within weighting class (p)}}{\text{Number of responses within weighting class (r)}}$$

7.3 Weighting in this way assumes missing data are missing at random (MAR) only within weighting classes. This means that we assume that within a single weighting class the views of non-respondents do not differ (on average) to the views of respondents.

Table A2: Weightings used for AFCAS 2013 analysis

Weighting Class	Weighting Applied	Weighting Class	Weighting Applied	Weighting Class	Weighting Applied
RN_OF-1-2	6.26	Army_OF-1-2	14.39	RAF_OF-1-2	7.41
RN_OF-3	5.31	Army_OF-3	11.99	RAF_OF-3	6.22
RN_OF-4-6	4.98	Army_OF-4-6	12.70	RAF_OF-4-6	6.95
RN_OF-7+	2.92	Army_OF-7+	2.46	RAF_OF-7+	2.00
RN_OR-2	10.64	Army_OR-2	110.32	RAF_OR-2	19.09
RN_OR-4	8.09	Army_OR-3	55.46	RAF_OR-3-4	13.31
RN_OR-6	7.16	Army_OR-4	41.54	RAF_OR-6	9.09
RN_OR-7	6.35	Army_OR-6	20.86	RAF_OR-7-9	7.58
RN_OR-8-9	5.25	Army_OR-7	21.01		
RM_OF-1-2	2.81	Army_OR-8-9	15.24		
RM_OF-3	1.89				
RM_OF-4+	1.98				
RM_OR-2	3.07				
RM_OR-3-4	2.86				
RM_OR-6	1.98				
RM_OR-7	1.92				
RM_OR-8-9	1.60				

7.4 Missing values, i.e. where respondents have not provided a response/valid response, have not been included in the analysis. In addition, some questions are filtered to exclude invalid responses. As a result the unweighted counts (or 'n') will vary from question to question within the reference tables (published separately from this report on the AFCAS webpage here <http://www.dasa.mod.uk/index.php?pub=AFCAS-MAIN>).

8. Statistical tests

8.1 To compare 2013 results with those from 2007 to 2012, z tests taking a 1% alpha level were used to observe whether the difference was statistically significant or not. A statistically significant difference means that there is enough evidence that the change observed is unlikely to be due to chance variation (less than a 1% probability that the difference is the result of chance alone).

8.2 The ability of a significance test to detect a difference that genuinely exists in the population being studied is known as its 'power'. Several things affect the power of a test, but the most important one to note here is the size of the groups being compared. Where one or both groups being compared are very small, the power of the test to highlight a real difference that exists in the population is greatly reduced. As such, it can only be concluded that when differences were not observed to be statistically significant, there was insufficient evidence to do so.

9. Format of the reference tables (published separately to the report on the AFCAS webpage here <http://www.dasa.mod.uk/index.php?pub=AFCAS-MAIN>)

9.1 Each reference table refers to a question asked at the tri-Service level and are arranged generally in the order in which they were asked in the questionnaires (i.e. each Service had its own separate questionnaire). Each table is broken down by Service and also by Rank Group with the Total column referring to the Officers and Other Ranks results combined. Not all questions have been asked since 2007 and are greyed-out in the tables where necessary. Footnotes are given for some tables to explain certain relevant information relating to how the data in the table have been produced. The title of each table reflects the question asked in the questionnaire and the number in square brackets at the end of a title i.e. those preceded by an 'A' are simply a unique question identifier used to administer and keep track of questions over the years.

9.2 Unless otherwise specified, 'don't know' and 'not applicable' responses are ignored and percentages are based only on the numbers of respondents who chose the remaining item response options.

9.3 Attitudinal questions in the questionnaires have generally been regrouped to assist in analysing results and to aid interpretation. For example, questions asked at a 5-point level have generally been regrouped to a 3-point level (Table A3 refers).

Table A3: Common groupings of 5 point scales

Type of scale	Group 1	Group2	Group3
Agreement	Agree (strongly agree or agree)	Neutral (neither agree nor disagree)	Disagree (strongly disagree or disagree)
Satisfaction	Satisfied (very satisfied or satisfied)	Neutral (neither satisfied nor dissatisfied)	Dissatisfied (very dissatisfied or dissatisfied)
Comparison	Better (much better or better)	About the same	Worse (much worse or worse)
Level	High (very high or high)	Neither high nor low	Low (very low or low)
Fairness	Fair (very fair or fair)	Neither fair nor unfair	Unfair (very unfair or unfair)

9.4 Each table includes an estimate of the proportion of the population by category. Standard errors for each survey estimate can be found in separately published Excel tables found on the AFCAS webpage. Total unweighted counts for each question are provided. Where the unweighted count for a Service/Rank Group is less than 30, results by category have been withheld as distributions for these low numbers of respondents are unreliable. Suppressing results based on less than 30 responses also helps to preserve respondent confidentiality.

9.5 Survey estimates (percentages) that have been underlined in the statistical tables indicate that the difference between that year's estimate and the 2013 estimate is statistically significant. Where a previous year's survey estimate is not underlined this indicates that not enough evidence has been found of a statistically significant difference between the percentage estimate for that year and the 2013 percentage estimate. Where the survey estimate (percentage) is exactly 0% or 100%, standard errors are not possible and therefore significance tests are not carried out.

9.6 Where previous years' survey estimates (percentages) or significance tests have not been carried out, the relevant parts of the statistical table have been greyed out and a reason is provided in table footnotes.

9.7 Note that significant increases do not necessarily refer to an improvement. A significant increase in dissatisfaction, for example, is unlikely to be considered an improvement.

AFCAS glossary of terms and definitions

[Service] Families Federation	Independent organisations for the RN/RM, Army and RAF that represent the interests of their Service families
A level	Advanced level - certificate awarded under the General Certificate of Education scheme
a:cet Limited	Contractor engaged by Defence Statistics to process the dissemination of questionnaires and code responses in returned questionnaires
Accreditation	Formal recognition of achievement in an educational, vocational or other professional field
Additional Duties Commitment	Reservists who undertake part-time work with the Armed Forces with a minimum commitment of 13 weeks - at least one day a week throughout this period
Adventure Training	Training undertaken in an outdoor environment intended to develop skills and abilities required in operational deployment
AFCAS	Armed Forces Continuous Attitude Survey
Agree	In Key Results and Tables, refers collectively to the categories 'Strongly agree' and 'Agree'
Airmen	RAF personnel of NATO ranks OR1 to OR9
Allowance	Additional payment made to assist Armed Forces personnel in carrying out their duties and responsibilities
Alpha level	Measure of the likelihood of making an error in a statistical test that one year differs from another when in fact there is no change
Appraisal	Usually an annual review of the performance of an individual in their duties
Armed Forces	Refers to the RN, RM, Army and RAF collectively
Armed Forces Compensation Scheme	Compensation available to those who become injured or ill as a result of their service in the Armed Forces
Armed Forces Covenant	The Armed Forces Covenant defines the principles for ensuring that Armed Forces personnel are not disadvantaged in their access to public and commercial services as a result of their service. It also sets out that in some cases special treatment may be appropriate, for example for those that have given the most, such as the injured and the bereaved. The Covenant applies to the whole of the Armed Forces Community, which includes Serving personnel, veterans, their families and the bereaved.
Armed Forces Pay Review Body	Provides independent advice to the Prime Minister and the Secretary of State for Defence on the pay and charges for members of the Naval, Military and Air Forces of the Crown.
AS level	Advanced Subsidiary level - awarded to students as a first part of the A level
Assisting Officer	Appointed to provide help and support to personnel either considering or having made a formal written complaint about discrimination, harassment or bullying
Attitudinal	Refers to questions designed to gauge personal views/experience concerning Service life, terms and conditions
BA	Bachelor of Arts
Better	In Key Results and Tables, refers collectively to the categories 'Much better' and 'Better'
BSc	Bachelor of Science
BTEC	Business and Technology Education Council
Bullying	Where a person suffers aggressive or intimidating attention by others because of their personal circumstances
Catering Retail and Leisure (CRL)	Provision of on-site facilities for dining, shopping and recreation by commercial partners
Commission	Officer's period of employment usually under contractual terms

Confident	In Key Results and Tables, refers collectively to the categories 'Very confident' and 'Quite confident'
Core Meal	Meal supplied that should conform to certain cost and nutritional standards within core hours
Council Tax	A tax levied on households by local authorities based on the estimated value of the property and the number of people living in it
CSE	Certificate of Secondary Education (replaced by GCSEs from 1988)
DASA	Defence Analytical Services and Advice (now called Defence Statistics)
DCDS (Pers&Trg)	Deputy Chief of the Defence Staff (Personnel & Training)
Decrease	In Key Results: statistical tests that indicate evidence that response proportions are less than previous years
Defence Board	The highest committee in the Ministry of Defence (MOD) and is responsible for the full range of Defence business, other than the conduct of operations.
Defence Transformation	Major reform of the MOD and the Services aimed at a smaller, more affordable organisation including implementing SDSR decisions
DIN	Defence Instructions and Notices
Disagree	In Key Results and Tables, refers collectively to the categories 'Strongly disagree' and 'Disagree'
Discrimination	Where a person is deliberately disadvantaged by others because of their personal circumstances
Dissatisfied	In Key Results and Tables, refers collectively to the categories 'Very dissatisfied' and 'Dissatisfied'
Easier to access	In Key Results and Tables, refers collectively to the categories 'Much easier to access' and 'Slightly easier to access'
Engagement	Period of employment usually under contractual terms
Ethos	The nature, aims and objectives of a Service
Fair	In Key Results and Tables, refers collectively to the categories 'Very fair' and 'Fair'
Filtered	Refers to the situation where a question is only to be answered depending either on the response given to a previous question or by restricting responses to a certain group or demographic
Flexible working	Agreed variation in starting and finishing working hours normally designed to meet work/home life balance
Full-Time Reserve Service (FTRS)	Reservists who serve full time with regulars for a predetermined period in a specific posting
GCSE	General Certificate of Secondary Education
GNVQ	General National Vocational Qualification
Government Affordable Housing Scheme	Schemes providing financial assistance for those who are unable to afford to buy or rent a home
Harassment	Where a person receives unwarranted pressure or attention by others because of their personal circumstances
Harder to access	In Key Results and Tables, refers collectively to the categories 'Much harder to access' and 'Slightly harder to access'
High	In Key Results and Tables, refers collectively to the categories 'Very high' and 'High'
HIVE	Service information hub which assists personnel in a wide variety of topics affecting their everyday Service and personal life
HNC	Higher National Certificate
HND	Higher National Diploma
Important	In Key Results and Tables, refers collectively to the categories 'Very important' and 'Important'
Increase	In Key Results: statistical tests that indicate evidence that response proportions are greater than previous years
Increases my intentions to leave	In Key Results and Tables, refers collectively to the categories 'Strongly increases my intentions to leave' and 'Increases my intentions to leave'

Increases my intentions to stay	In Key Results and Tables, refers collectively to the categories 'Strongly increases my intentions to stay' and 'Increases my intentions to stay'
Invalid response	Refers either to a response given to a question which falls outside the acceptable limits of the answer range or to those respondents who responded to a question that they weren't supposed to answer
JPA	Joint Personnel Administration - JPA is the system used by the Armed Forces to deal with matters of pay, leave and other personal administrative tasks. JPA replaced a number of single-service IT systems and was implemented in April 2006 for RAF, November 2006 for Naval Service and April 2007 for Army.
Less favourably than a civilian	In Key Results and Tables, refers collectively to the categories 'Much less favourably than a civilian' and 'Slightly less favourably than a civilian'
Low	In Key Results and Tables, refers collectively to the categories 'Very low' and 'Low'
MA	Master of Arts
Marines	RM personnel of NATO ranks OR1 to OR9
Ministry of Defence Research Ethics Committees (MODREC)	Ensures that all research involving human participants undertaken, funded or sponsored by the MOD meets nationally and internationally accepted ethical standards
Missing at Random (MAR)	Statistical theory that states that those who did not respond to a question do not differ from those who did respond
Missing value(s)	Refers to the situation where a respondent has not submitted an answer or a valid answer to a question
MOD	Ministry of Defence
Morale	A measure of commitment and willingness to the ethos of a Service
More favourably than a civilian	In Key Results and Tables, refers collectively to the categories 'Much more favourably than a civilian' and 'Slightly more favourably than a civilian'
n	Letter that represents 'Unweighted count'
N/A	Not applicable
National Security Community	Refers to those organisations responsible for maintaining and protecting the security of the UK
NATO	North Atlantic Treaty Organisation
Naval Service	Comprises the Royal Navy (including the Queen Alexandra's Royal Naval Nursing Service) and the Royal Marines combined.
Neutral	In Key Results and Tables, refers to the situation where there is neither agreement or disagreement, satisfaction or dissatisfaction, high or low, fair or unfair, positions taken in response to a question
New	In Key Results: a new question that wasn't asked in previous years
No (not aware)	In Key Results and Tables, refers to the category 'No, not aware' in the questions about roles in the Reserve Forces in Section 11
Non-response	Refers either to a person who although sampled and sent a questionnaire did not reply or to a respondent who did not reply to a question
Not Confident	In Key Results and Tables, refers collectively to the categories 'Not at all confident' and 'Not very confident'
Not important	In Key Results and Tables, refers to the category 'Not at all important'
Not strongly	In Key Results and Tables, refers collectively to the categories 'Not at all strongly' and 'Not strongly'
Not very professional	In Key Results and Tables, refers collectively to the categories 'Not at all professional' and 'Not very professional'
Not very valuable	In Key Results and Tables, refers collectively to the categories 'Not at all valuable' and 'Not very valuable'
Not very well	In Key Results and Tables, refers collectively to the categories 'Not at all well' and 'Not very well'
NVQ	National Vocational Qualification
O level	Ordinary level - certificate awarded under the General Certificate of Education scheme prior to 1988 (replaced by GCSEs)

OF	Officer of NATO rank designation ranking from '1' lowest to '10' highest
Officer(s)	All regular trained officers of NATO ranks OF1 to OF10
ONC	Ordinary National Certificate
OND	Ordinary National Diploma
Operational commitment and stretch	Refers to the situation where operational deployment requires the use of materiel and personnel in extended circumstances beyond the level they are resourced and structured to sustain in the long-term
Operational/Deployment Welfare Package	Measures taken to support the morale of Service personnel by making the fullest possible provision for their emotional and physical wellbeing whilst on operational deployment
OR	Other Ranks of NATO rank designation ranking from 'OR1' lowest to 'OR9' highest
Other Rank(s)	Other ranks are members of the Royal Marines, Army and Royal Air Force who are not officers. The equivalent group in the Royal Navy is known as "Ratings".
Overseas Voter	Enables personnel to vote in elections even though they are based overseas
Pay As You Dine (PAYD)	Enables personnel to pay for meals when they want them rather than pay a fixed daily charge
PGCE	Postgraduate Certificate in Education
Phd	Doctorate
Post Operational Leave (POL)	Leave granted in addition to annual leave for personnel returning from operational deployment and who are not entitled to Seagoers' Leave (Army uses Post Operational Tour Leave (POTL))
Power (of a test)	Measure of the ability of a statistical test to detect a real difference between populations/years if one exists
Professional	In Key Results and Tables, refers collectively to the categories 'Very professional' and 'Professional'
RAF	Royal Air Force
Rank group(s)	Refers to the division of Officers and Other Ranks into sub-groups
Ranks	All Armed Forces trained personnel
Ratings	RN personnel of NATO ranks OR1 to OR9
Register to Vote leaflet	Information available from 'About My Vote' run by The Electoral Commission enabling personnel to register to vote
Regular Reserve	Reservists who are ex-members of the regular Armed Forces and may be liable for recall to active service
Response category	Refers to an answer option available for a question
Retail Meal	Meals supplied by the contractor in addition to Core Meals
RM	Royal Marines
RN	Royal Navy
RSA	Royal Society of Arts
Sample proportion	Refers to the proportion of respondents of the unweighted count who provided a valid response to a response category in a question
Sampling distribution	Refers to the distribution of valid responses made to all response categories in a question
Satisfied	In Key Results and Tables, refers collectively to the categories 'Very satisfied' and 'Satisfied'
Strategic Defence and Security Review (SDSR)	In the context of the Services, refers to a Review of what needed to be done to restructure and rescale the size of the Armed Forces to meet future Defence requirements of the UK's national security.
Seagoers' Leave (SGL)	Leave granted in addition to annual leave for personnel employed in a seagoing unit
Service Accommodation	Any type of accommodation that includes 'SFA', 'SSFA', 'SLA', 'SSLA' and 'Onboard a ship or submarine'
Service Complaints Commissioner	Oversees the Service Complaints system and also acts as an alternative point of contact for Service Complaints including ensuring that Service Complaints are dealt with efficiently, effectively and fairly

Service Complaints Procedure	Available to those who believe they have been the subject of unlawful or unfair treatment in the Service
Service Voter	Enables personnel and their spouse or civil partner to vote in elections even though they may not be resident at a home address
Service(s)	Royal Navy, Royal Marines, Army and RAF
SFA	Service Family Accommodation
SLA	Single Living Accommodation
SNCO	Senior Non-Commissioned Officer (NATO ranks OR6 to OR9)
Soldiers	Army personnel of NATO ranks OR1 to OR9
Special Educational Need (SEN)	Children who have needs or disabilities that affect their ability to learn
Specialist Pay	Discretionary payment received in addition to basic pay by specific groups within the Armed Forces to assist with specific recruitment or retention requirements
SSFA	Substitute Service Family Accommodation
SSLA	Substitute Single Living Accommodation
Standard Error	A measure derived using weighting factors from the sample proportion and unweighted count in a sampling distribution and used as a benchmark in order to ascertain a range of values within which the true population proportion could lie
Statistically significant	Refers to the result of a statistical test in which there is evidence of a change in proportions between years
Statistical tests	Refers to those tests which are carried out to see if any evidence exists for a change in response proportions from one year to another
Strongly	In Key Results and Tables, refers collectively to the categories 'Very strongly' and 'Strongly'
Too high	In Key Results and Tables, refers collectively to the categories 'Much too high' and 'Too high'
Too low	In Key Results and Tables, refers collectively to the categories 'Much too low' and 'Too low'
Trained strength	Trained Strength comprises military personnel who have completed Phase 1 and 2 training. <ul style="list-style-type: none"> • <input type="checkbox"/> Phase 1 Training includes all new entry training to provide basic military skills. • <input type="checkbox"/> Phase 2 Training includes initial individual specialisation, sub-specialisation and technical training following Phase 1 training prior to joining the trained strength.
Tri-Service	Refers to the RN, RM, Army and RAF collectively
UK	United Kingdom
Unchanged	In Key Results: statistical tests that indicate no evidence of a change in response proportions compared to previous years
Unfair	In Key Results and Tables, refers collectively to the categories 'Very unfair' and 'Unfair'
Unit	A sub-organisation of the Service in which personnel are employed
Unit Registration Officer	Responsible for assisting personnel to find out about voting registration and voting options
Unweighted count	Refers to the actual number who provided a valid response to a question in the survey
Valid response	Response given to a question which falls inside the acceptable limits of the answer range
Valuable	In Key Results and Tables, refers collectively to the categories 'Very valuable' and 'Valuable'
VCE	Vocational Certificate of Education
Volunteer Reserve	Reservists who may train over many years for about 30 days a year and are only mobilised when absolutely necessary and at the discretion of the MOD including employer consent where applicable

Weighting (factors)	Refers to factors that are applied to the respondent data set by Service and rank group in order to make respondent Service rank groups representative of their population equivalents
Weighting class	Refers to those members of a specific rank group to whom a weighting factor is applied
Well	In Key Results and Tables, refers collectively to the categories 'Very well' and 'Well'
Worse	In Key Results and Tables, refers collectively to the categories 'Much worse' and 'Worse'
X-Factor	Additional payment to Armed Forces personnel to compensate for differences in lifestyle, working conditions and expectations compared to civilian equivalents
Yes (aware)	In Key Results and Tables, refers collectively to the categories 'Yes, fully aware' and 'Yes, somewhat aware' in the questions about roles in the Reserve Forces in Section 11
z test	Statistical test based on a standardised distribution which allows comparison between years for populations of different sizes