



Ministry  
of Defence

# UK Regular Armed Forces Continuous Attitude Survey Results 2022



● Annual

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United Kingdom

This statistical release provides results from the Armed Forces Continuous Attitude Survey (AFCAS) 2022, along with results from previous years.

Statistics from AFCAS are used by both internal Ministry of Defence (MOD) teams and external bodies to inform the development of policy and measure the impact of decisions affecting personnel, including major programmes such as the Armed Forces Covenant.

## Following increases in 2021, many results have returned to 2020 levels

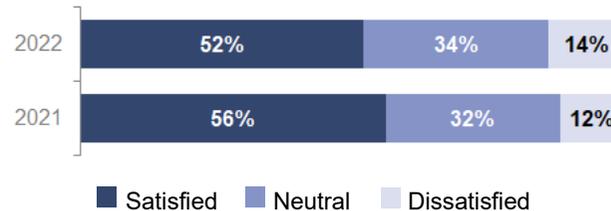
The areas of improvement observed in 2021 may have been due, in part, to the impact of the COVID-19 pandemic on Service life.

For example, satisfaction with Service life rose to 50% in 2021 but has since dropped to 45%, in line with 2020 results. Other areas affected include: future plans, attitudes towards change, and engagement.

This trend is particularly driven by Army and RAF attitudes reverting to 2020 levels, having improved last year. However, changes in Royal Navy attitudes in some areas of AFCAS are also contributing to these overall decreases, having remained relatively unchanged last year.

## Satisfaction with Service-provided welfare support has fallen this year

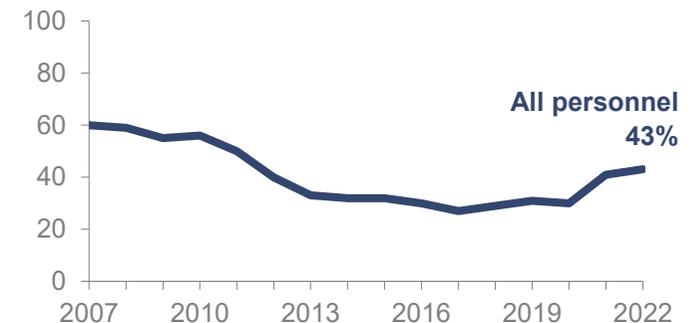
Following three years of little change, satisfaction with Service-provided welfare support for personnel has fallen to 52%, down four percentage points since 2021.



Similarly, satisfaction with Service-provided welfare support for their families has also fallen by four percentage points this year to 42%.

## Satisfaction with pension benefits has improved for the second year in a row

Satisfaction with pension benefits has increased this year to 43%. This is three percentage points higher than last year, and 14 percentage points higher than in 2020.



In recent years, attitudes towards pension benefits may have been influenced, in part, by events following the McCloud judgement.

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**Background Quality Report:** <https://www.gov.uk/government/collections/armed-forces-continuous-attitude-survey-index>

Would you like to be added to our **contact list** so that we can inform you about updates to these statistics and consult you if we are thinking of making changes? You can subscribe to updates by emailing [Analysis-Publications@mod.gov.uk](mailto:Analysis-Publications@mod.gov.uk)

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## About these statistics

The 2022 Armed Forces Continuous Attitude Survey (AFCAS) was distributed to a sample of 28,319 trained UK Regular Armed Forces personnel between September 2021 and February 2022 using both online and paper questionnaires. Participants were chosen using (disproportionate) stratified simple random sampling, designed to ensure sufficient responses from each Service and from each rank group within each Service, whilst minimising respondent burden.

### Response Rate

Overall, 9,393 responses were received, representing a response rate of 33%.

### Reference Tables

The Reference Tables, Background Quality Report (BQR) and AFCAS 2022 questionnaires are published as separate documents and can be found on the [AFCAS webpage](#). The BQR contains full details of the survey methodology, analysis, and data quality considerations.

*Note: Throughout the report, where statistical significance tests are applied, they are carried out at the 99% confidence level. This is at a fairly stringent level and means that there should be less than a 1% (1 in 100) chance that differences observed in AFCAS results are not representative of the Armed Forces as a whole. This reduces the likelihood of wrongly concluding that there has been an actual change based on the survey results, which only cover a sample of the Regular Armed Forces.*

### User Feedback

During May-June 2021 we sought user feedback on changes to some questions within the AFCAS. Feedback received has been reviewed and actioned in this year's survey. Please visit the [AFCAS webpage](#) for more details.

### Changes since 2020 and COVID-19

AFCAS 2021 was in field during a period of two national lockdowns, imposed as a result of the COVID-19 pandemic. AFCAS 2022 was in field between September 2021 and February 2022 and, whilst COVID-19 continued to feature heavily in daily life, national restrictions were being eased over this period. We should not completely ignore the potential impact of this on attitudes of Service personnel. Several areas of improvement were reported in 2021, following favourable increases since 2020 with many of the changes being driven by Army and RAF personnel. In particular, improvements were noted in areas such as engagement, job satisfaction, pay, change and future plans. However, in 2022, many of the increases reported in these areas have reverted back to the levels reported in 2020. These changes may be somewhat reflective of personnel re-evaluating their employment situation following the lifting of restrictions, as attitudes towards some areas of Service life shift back to pre-COVID levels.

## A National Statistics publication

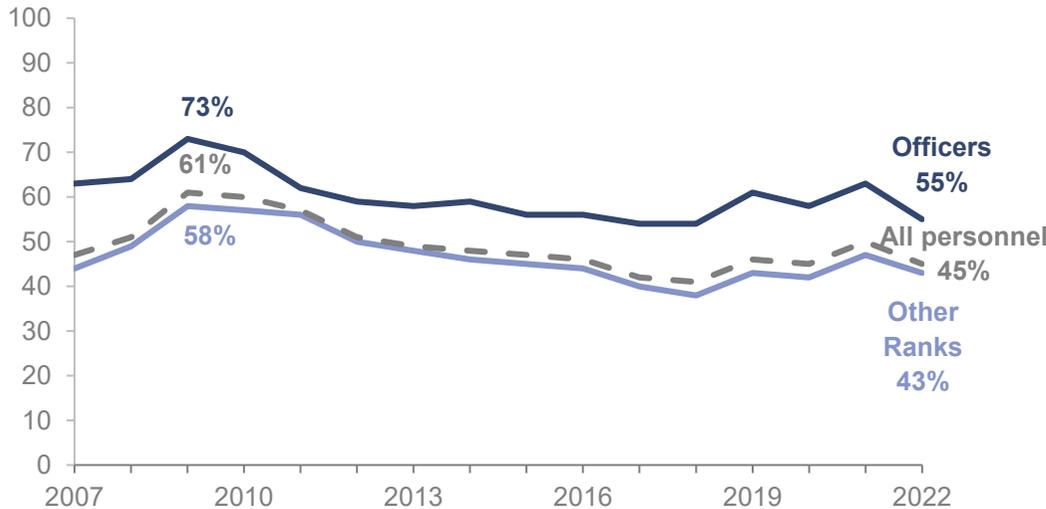
The United Kingdom Statistics Authority designated these statistics as National Statistics on 3<sup>rd</sup> June 2013, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Statistics. Further details about the development of this report since its confirmation as National Statistics, e.g. changes to the report format, can be found in the Background Quality Report.

# Section 1 - Morale, Commitment and Engagement

Section 1 covers how personnel perceive their self, Unit and Service morale, and satisfaction with topics including aspects of their job, commitment and engagement.

## Satisfaction with Service life in general has fallen five percentage points from last year to 45%, returning to the level reported in 2020

% satisfied with Service life in general



Overall satisfaction with Service life has returned to the pre-COVID levels reported in 2020, and therefore remains below peak satisfaction reported in 2009. This drop in satisfaction is reflected across the Services.

However, whilst Army and RAF figures have reverted to 2020 levels, satisfaction with Service life amongst Royal Navy and Royal Marines personnel has fallen further, back in line with the low levels reported in 2018.

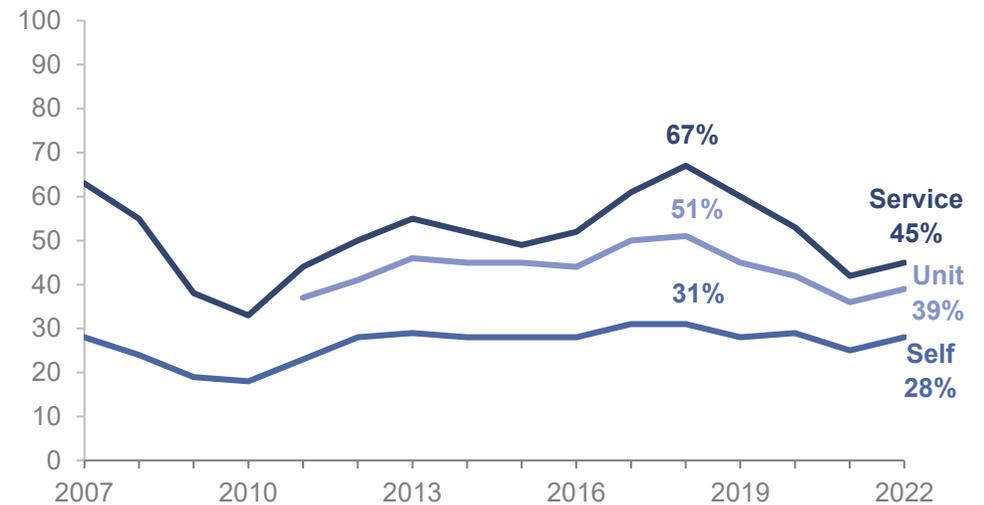
Army and RAF personnel are more likely to be satisfied with Service life than Royal Navy and Royal Marines personnel.

Officers consistently rate their satisfaction with Service life higher than Other Ranks.

Personnel are asked how they would rate the level of morale of their self, their Unit, and their Service as a whole based on a five-point scale from 'Very high' to 'Very low'.

## Although levels of low morale remain below the peak reported in 2018, low self, Unit and Service morale have all increased since last year

% reporting low...morale



The changes in low self and Unit morale since last year are reflected across the Services except for Army personnel. Levels of low self and Unit morale in the Army remain unchanged in 2022.

Despite increases in low morale, levels of high Unit and Service morale remain unchanged since last year. Four in ten personnel now report high self morale, down from 44% last year, in line with 2020 results.

A quarter (25%) of personnel report high Unit morale and 14% report high Service morale. Whilst these proportions are considerably lower than high self morale (40%), AFCAS consistently shows year-on-year that self morale is rated higher than Unit or Service morale.

## **Job satisfaction has also declined in 2022, down to 56%, following an increase in satisfaction last year**

Similarly to satisfaction with Service life, the decline in job satisfaction this year is a return to the level reported in 2020; a figure which had been stable for a number of years previously.

## **Less than four in ten (37%) personnel feel valued by their Service, down from 41% last year**

Until this year, the proportion of personnel feeling valued had been following an increasing trend, up from 32% in 2018 to 41% in 2021. This year's figure is now in line with 2020 results, and remains five percentage points higher than in 2018.

## **Fewer than three in ten (28%) personnel agree that their family benefits from being a Service family**

Yet, the majority of personnel (82%) agree that their family is supportive of their career in the Services.

## **The proportion of personnel that would recommend joining their Service to others has fallen this year to 51%, back in line with 2020 results, following an increase last year**

Other aspects of engagement, such as feeling a strong personal attachment to their Service, also saw favourable increases in 2021. These increases were particularly evident amongst Army and RAF personnel, with agreement levels amongst the Royal Navy and Royal Marines remaining relatively unchanged over the same period.

This year however, overall levels of agreement with aspects of engagement have fallen, back in line with those reported in 2020. It is worth noting that these changes are not exclusively driven by Army and RAF results reverting to pre-COVID levels. Levels of agreement amongst the Royal Navy in particular have also fallen since last year, and in some cases are now in line with results prior to 2020.

### **Engagement Index**

The Engagement Index is calculated using the same method as that used in the [Civil Service People Survey](#), using the following questions: How strongly do you agree or disagree with the following? (a) I am proud to be in the [Service]; (b) I would recommend joining the [Service] to others; (c) I feel a strong personal attachment to the [Service]; (d) The [Service] inspires me to do the best in my job; (e) The [Service] motivates me to help it achieve its objectives.

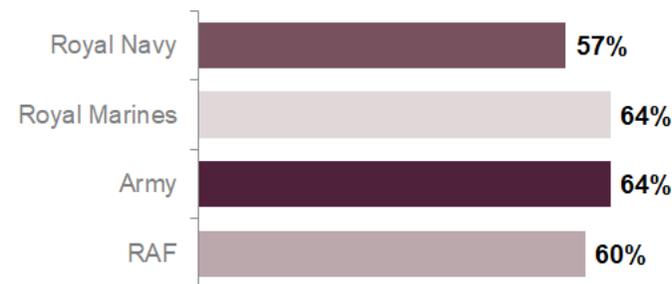
## **The Engagement Index for Service personnel is 62%**

This is a slight decrease from 64% in 2021, and is reflective of the changes to the engagement items commented upon opposite.

Officers continue to be more engaged than Other Ranks in 2022 (67% and 60% respectively).

## **Royal Marines and Army personnel continue to have a higher Engagement score than the other Services**

### **Engagement Index**



The Engagement Index for Royal Marines remains high, despite their personnel being the least satisfied with aspects of their work including: their job in general (48%), the challenge in their job (47%) and the sense of achievement they get from their work (40%).

### **Civilian personnel comparison**

In the latest [Civil Service People Survey](#) (2021), MOD Civilians had an Engagement Index of 65%, down from 67% in 2020.

## Section 2 - Work and Line Management

Section 2 focuses on the work of Service personnel, their equipment, line management and teamwork.

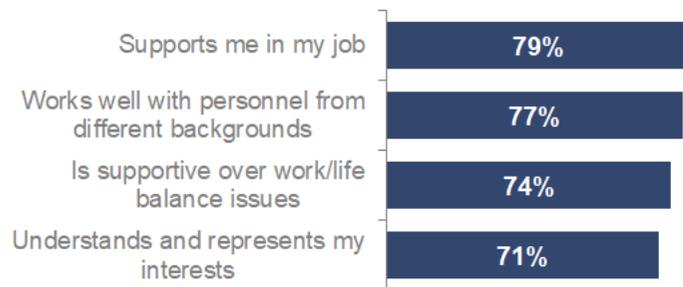
### Views on several aspects of work remain unchanged in 2022

**64%** agree that they are given sufficient authority to make decisions; 19% disagree.

**43%** agree that where they work people do not automatically look for someone to blame when things go wrong; 33% disagree.

### Attitudes towards various aspects of line management remain highly positive and largely unchanged this year

% agree that their immediate superior...



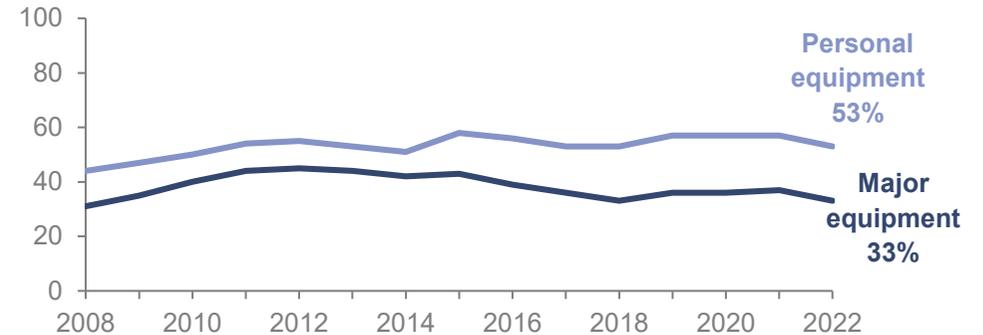
### Attitudes towards team members remain high, largely unchanged since last year

For example, the majority (86%) of personnel agree that team members work well with personnel from different backgrounds, and that people in their team can be relied upon when things get difficult (79%).

The proportion of personnel who agree that they have confidence in themselves as a team dropped slightly this year to 82% (down from 84% in 2021), a return to the level reported in 2020.

### Although stable since 2019, satisfaction with the standard of major and personal equipment has fallen this year

% satisfied with the standard of...

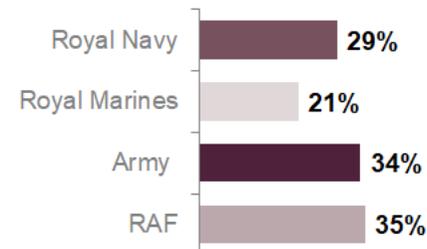


Similarly, satisfaction with the availability of both personal and major equipment has fallen since last year to 47% and 34% (down from 50% and 37% respectively).

These changes have largely been driven by Army Other Ranks.

### Royal Marines remain the least satisfied with both the standard and availability of major equipment

% satisfied with the standard of major equipment



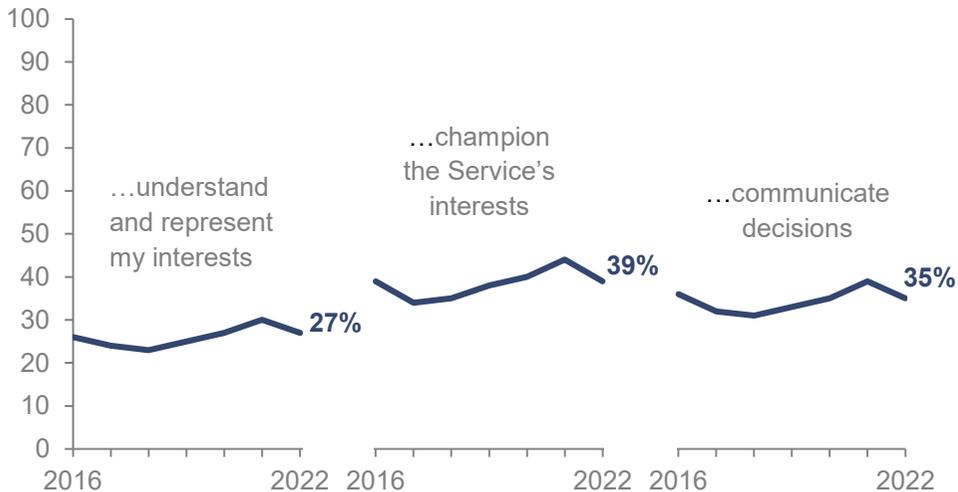
Whilst there is no difference in satisfaction with aspects of major equipment between Officers and Other Ranks, Officers are more satisfied with both the availability and standard of personal equipment than Other Ranks.

## Section 3 - Leadership and Managing Change

Section 3 focuses on the views of personnel about their senior leaders, and about how change is managed.

### Attitudes towards senior leaders have fallen this year, back in line with levels reported in 2020

% agree that their senior leaders...



Similarly, the level of agreement that senior leaders are keen to listen to Service people's feedback has returned to 2020 levels, at 39%.

Officers are more likely to agree with some aspects of senior leadership than Other Ranks. For example, half of Officers agree that senior leaders champion their Service's interests compared to 36% of Other Ranks.

### Many personnel still have negative perceptions about their senior leaders



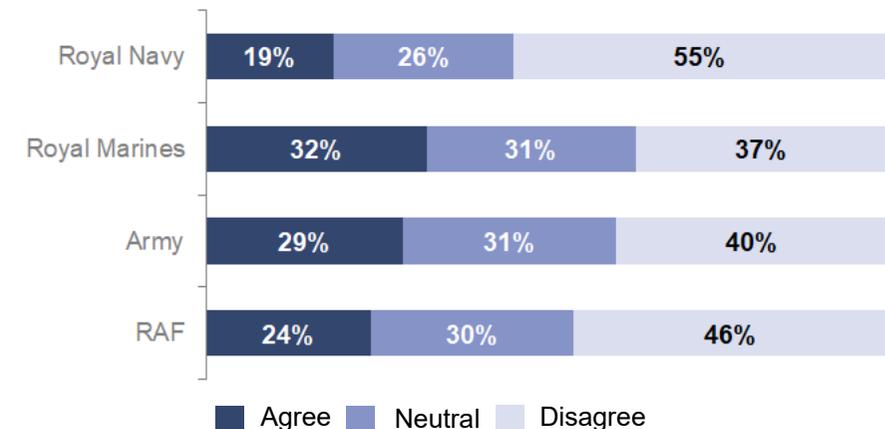
### Fewer personnel agree that change has been managed well in 2022 compared to last year

Attitudes towards change have reverted back to 2020 levels following improvements last year. Fewer personnel agree that change is managed well in their team (62%), their Unit (42%) and their Service (26%) compared to last year (down from 66%, 47%, and 31% respectively). Attitudes towards change have decreased for both Officers and Other Ranks this year.

Whilst Officers are more satisfied than Other Ranks with how well change is managed in their team, Other Ranks are more satisfied with how well change is managed in their Service. There is no difference between the two with how well change is managed in their Unit.

### Royal Navy personnel continue to be the least positive about how well change is managed in their Service

% agree/disagree that change is managed well in their Service



This is somewhat reflective of the proportion of Royal Navy personnel who agree that senior leaders understand the impact of change which has fallen to its lowest level this year at 18%.

## Section 4 - Working with Others

Section 4 focuses on working relationships with Reserves, MOD civil servants and contractors. The [Defence Reform Review of 2011](#) called for the closer integration of Regulars, Reserves, civil servants and contractors to ensure that Defence is supported by a sustainable, effective force.

### Personnel have had less working contact with the Armed Forces Reserves in 2022 compared to previous years

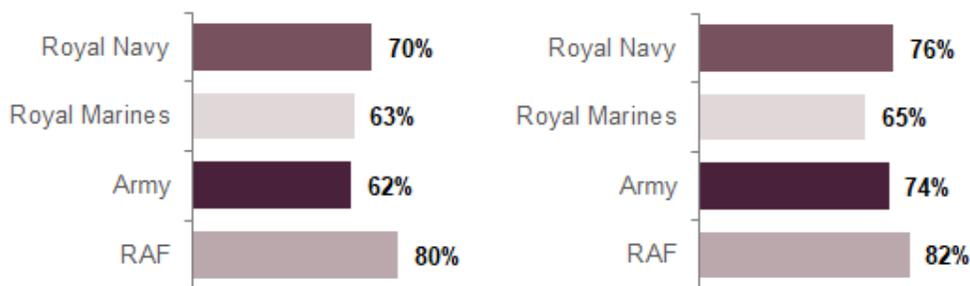
Overall levels of working contact with the Reserves have been fairly stable since this question was first asked in 2015. This year, however, the proportion of personnel who have had working contact with the Reserves has fallen to 45%, down from 50% in 2021, to its lowest ever level. This reduction is reflected across the Services, except for RAF personnel whose level of working contact remains unchanged since 2017.

RAF personnel remain the most likely to have worked with the Reserves (59%), whilst the Royal Marines are least likely to have had working contact (32%).

### RAF personnel are the most likely to rate the Reserves as well-integrated, and to rate their contribution as valuable

% rating Reserves as well-integrated

% rating Reserves as valuable



These results are unchanged in recent years, but have increased considerably since 2015. Overall, the proportion of personnel who report that the Reserves are well-integrated has increased from 52% in 2015 to 68% in 2022. The proportion who rate the contribution of the Reserves as valuable has increased from 62% to 76% over the same period.

### Fewer personnel have had working contact with MOD civil servants this year (57%) down from 60% in 2021

Despite a reduction in personnel having working contact with MOD civil servants this year, working experiences remain highly positive.

Of those who have had working contact with MOD civil servants:

**80%** rate the contribution of MOD civil servants as valuable.

**70%** feel MOD civil servants are well-integrated.

### The proportion of personnel who have had working contact with MOD contractors has also fallen this year to 51%, down from 55% last year

This is a return to the level reported in 2019, with the reduction this year largely driven by Army personnel.

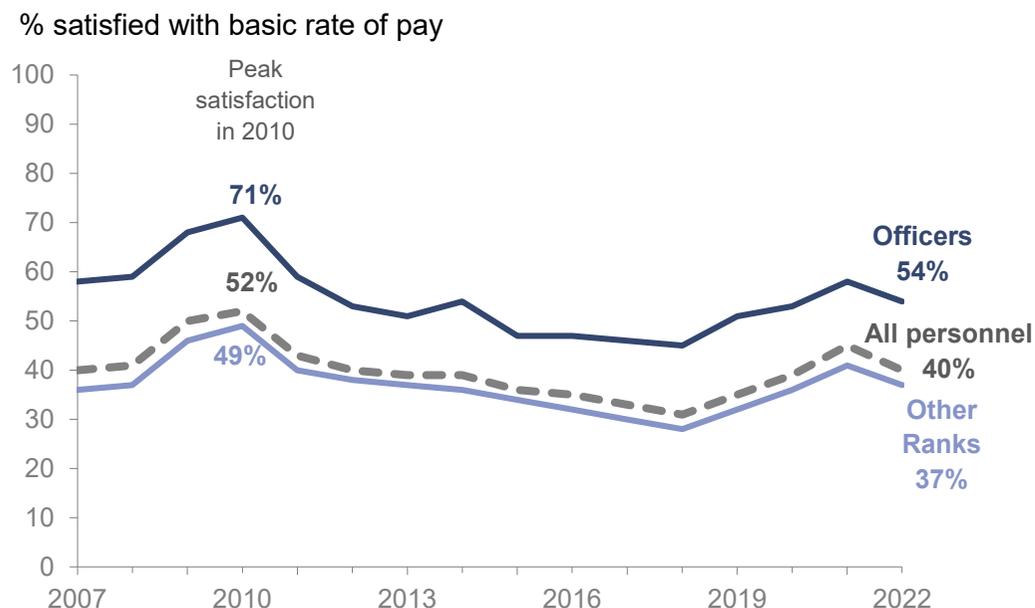
Of those who have had working contact with MOD contractors, 69% rate their contribution as valuable. Whilst over half (54%) rate MOD contractors as well-integrated, this proportion has fallen three percentage points since last year, a return to the level reported in 2020.

The changes reported in this section may be due, in part, to how the COVID-19 pandemic has changed the way personnel integrate at work. Working practices such as Service Units working in bubbles and higher incidences of remote working amongst both Service and Civilian staff than in previous years, may well have impacted the level of contact with those outside their immediate working team.

## Section 5 - Allowances, Pay and Pension

Section 5 covers the attitudes of Service personnel towards their pay, pension and allowances, as well as satisfaction with access to the Joint Personnel Administration System (JPA).

### Satisfaction with the rate of basic pay has fallen for the first time in four years, returning to levels reported in 2020



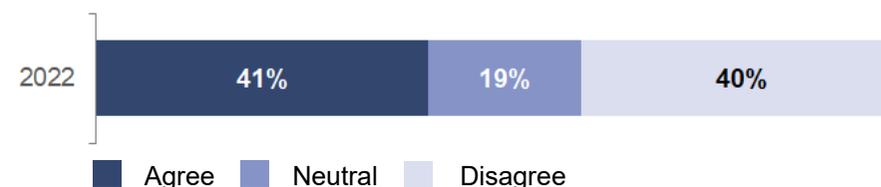
Overall satisfaction with pay has decreased four percentage points since last year, after reaching its highest level in ten years. The decrease reported this year has largely been driven by Army and Royal Marines personnel.

Satisfaction amongst RAF personnel remains unchanged since last year, whilst Royal Navy satisfaction with pay remains unchanged since 2019.

Following the government's public sector 'pay pause' announced in March 2021, only those personnel on a salary below £24,000 received a pay rise in 2021/22 on the recommendation of the Armed Forces' Pay Review Body (AFPRB). These announcements may have influenced the views of personnel regarding their pay and benefits. Details on Armed Forces pay and allowances are available in the [AFPRB's 50<sup>th</sup> report](#). Other factors such as inflation and the cost of living may have also been a factor in the drop in satisfaction with pay reported this year.

### Just over four in ten (41%) personnel agree that the pay and benefits they receive are fair for the work they do, a similar proportion disagree

% agree/disagree the pay and benefits they receive are fair



The proportion of personnel who agree that the pay and benefits they receive are fair has fallen for the first time in four years, down from 46% last year. This is a return to the level of agreement reported in 2020.

Officers are more likely to agree (50%) compared to Other Ranks (39%).

### A third (34%) of personnel agree that the X-Factor is enough compensation for Service lifestyle, down from 38% last year

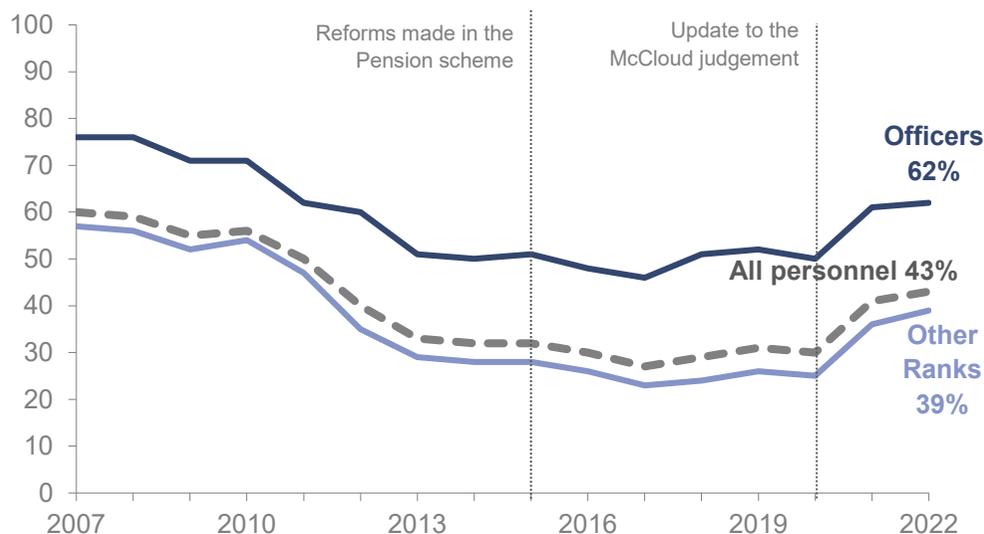
This decrease has largely been driven by Army and Royal Marines personnel. Agreement amongst RAF personnel remains unchanged since last year, whilst the proportion of Royal Navy personnel who agree that X-factor is enough compensation remains unchanged since 2019.

Officers are more likely to agree (46%) compared to Other Ranks (31%).

**X-Factor** Additional payment to Armed Forces personnel to compensate for differences in lifestyle, working conditions and expectations compared to civilian equivalents.

## Overall satisfaction with pension benefits has improved for the second year in a row, up to 43%

% satisfied with their pension benefits



This is a three percentage point increase since last year, and a 14 percentage point increase since 2020.

Satisfaction levels amongst Royal Navy, Army and RAF personnel are fairly similar, with Royal Marines personnel the least satisfied with their pension benefits at 34%.

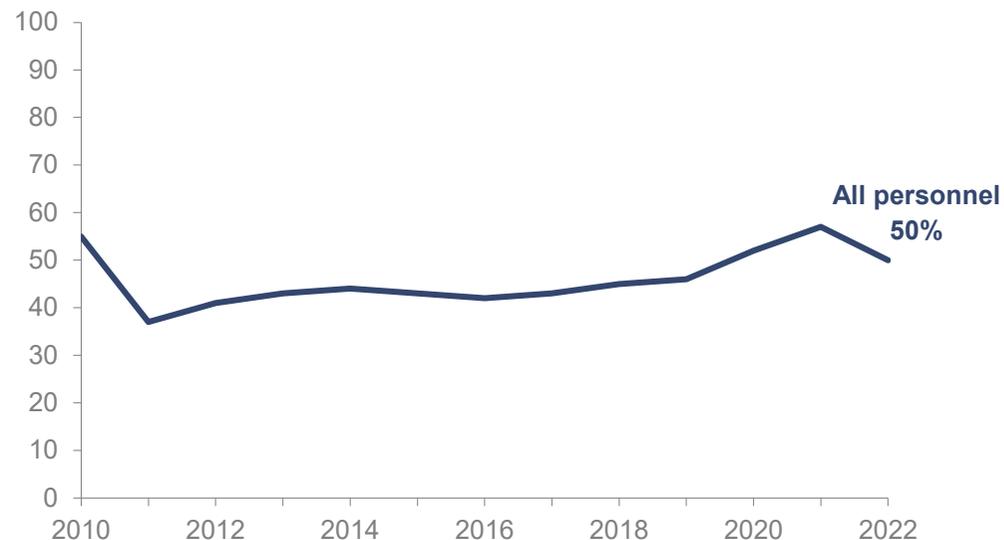
In December 2018 the Court of Appeal's McCloud judgement ruled that the transitional protection policy, part of the 2015 reforms to public service pension schemes, including the [Armed Forces Pension Scheme](#), was discriminatory. An update to the judgement was published in July 2020. This included a public consultation seeking views on proposals to address the discrimination. An [outcome to the consultation](#) has since been published, with legislation being introduced to remedy this discrimination.

## The majority (82%) of personnel are satisfied with their ability to access JPA

Royal Marines remain the least satisfied with their ability to access JPA (72%) compared to the other Services.

## Satisfaction with allowances has fallen from its highest level in 2021, down seven percentage points to 50% this year

% satisfied with their allowances



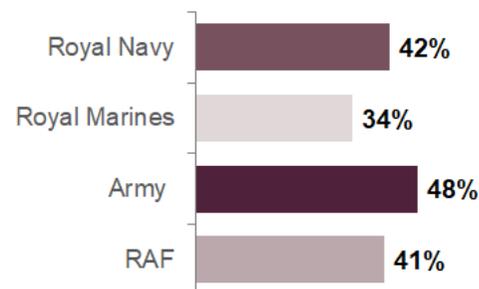
The decrease reported this year is reflected across all Services.

Officers and Other Ranks have similar levels of satisfaction with their allowances except for the Royal Marines where their Officers are more satisfied than Royal Marine Other Ranks.

Satisfaction with information about pay and allowances has also fallen this year to 45%, down from 47%, a return to the level reported in 2020.

## Royal Marines are the least satisfied with information about pay and allowances; Army are the most satisfied

% satisfied with information about pay and allowances

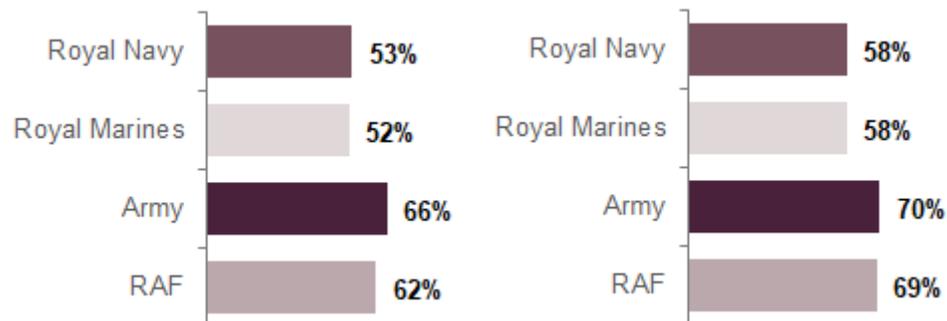


## Section 6 - Deployment

Section 6 covers satisfaction with various aspects of operational deployments. The section focuses only on those who have been deployed at any time since 1 January 2019.

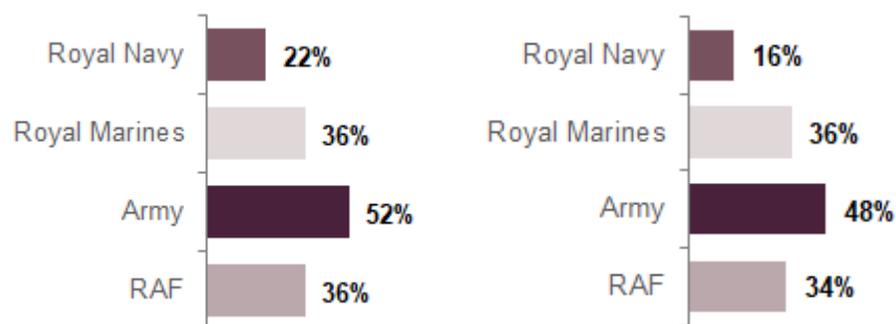
### Royal Navy and Royal Marines personnel continue to be the least satisfied with aspects of pre-deployment in 2022

% satisfied with pre-operational training    % satisfied with deployment notice



### Army personnel continue to be the most satisfied with some aspects of post-deployment in 2022; Royal Navy personnel are the least satisfied

% satisfied with decompression and post operational tour support    % satisfied with Post Operational Stress Management



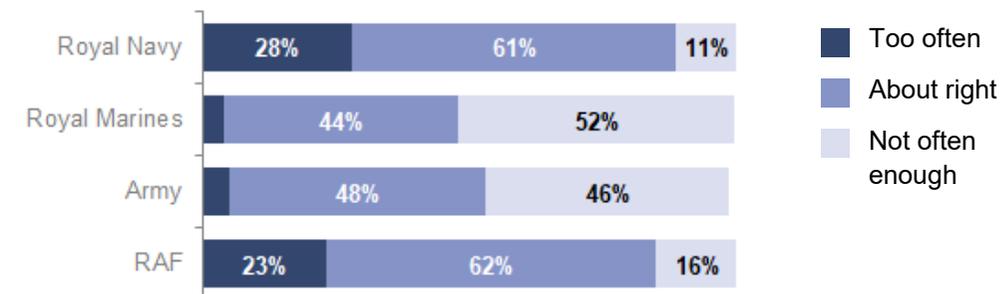
Army personnel also continue to be the most satisfied with the welfare support they, and their family received when they returned from deployment, compared to the other Services.

### Overall satisfaction with Non-Operational allowances has fallen back to 2020 levels

This decrease is largely driven by Royal Navy (51%) and Royal Marines (47%) personnel, down from 60% and 55% in 2021 respectively.

### The proportions of personnel reporting that the frequency of their deployments is too often differ by Service

Views on deployment frequency



Royal Navy and RAF personnel are considerably more likely to report that they deploy too often than Royal Marines (4%) and Army personnel (5%).

Conversely, Royal Marines (52%) and Army personnel (46%) are more likely to report that the frequency of their deployments is not often enough.

Officers are more likely to report that the frequency of their deployments is about right compared to Other Ranks (65% and 51% respectively).

### Three-quarters (75%) of personnel report that their deployment length is about right, unchanged since 2019

Royal Navy personnel (38%) continue to be the most likely to report that their deployments are too long, up 10 percentage points from 2021. This is now in line with the level reported in 2018.

In general, Royal Navy personnel are deployed for longer periods of time than personnel from the other Services.

## Section 7 - Training, Development and Career

Section 7 looks at satisfaction with various aspects of career, training and development, including questions about the promotion system, career management and opportunities for development.

### The proportion of personnel satisfied with the way their career is being managed has fallen this year to 41%, down from 44%

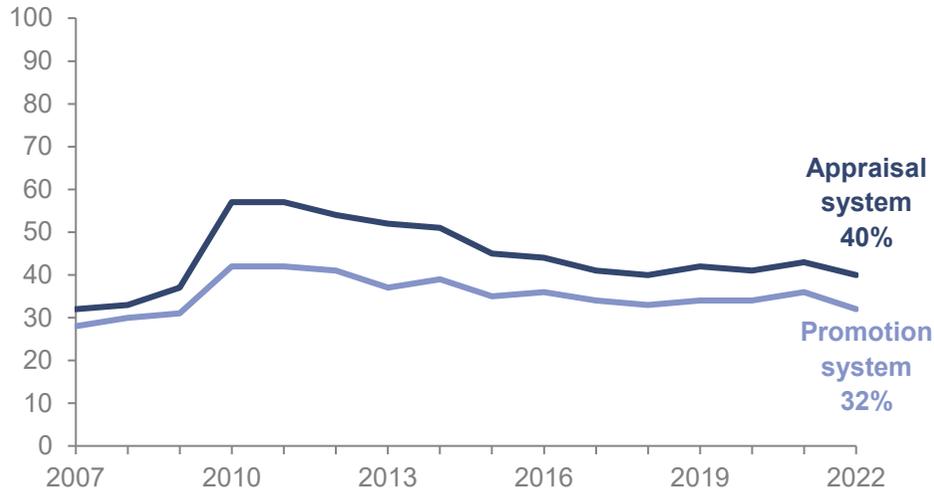
This is a return to the level reported in 2020.

Officers continue to be more satisfied with how their career is managed than Other Ranks, however the gap has narrowed this year.

Overall satisfaction with career management providers has also fallen this year to 35%, down from 39%, in line with the level reported in 2020.

### Satisfaction with the fairness of the appraisal and promotion systems has fallen this year, in line with 2020 levels

% satisfied with the fairness of the...

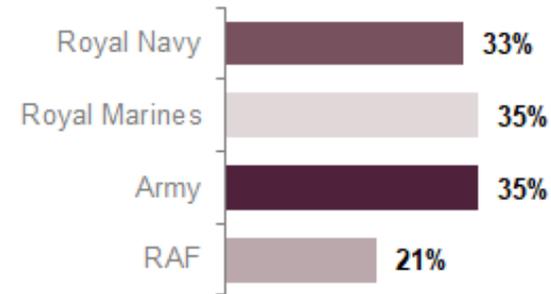


Levels of satisfaction have remained relatively stable in recent years but with these decreases, continue to remain well below peak satisfaction reported in 2010.

The decreases in satisfaction described above are particularly evident amongst Royal Navy personnel and Army Officers, where 2022 satisfaction levels are lower than many of those previously recorded.

### RAF personnel continue to be the least satisfied with the fairness of the promotion system

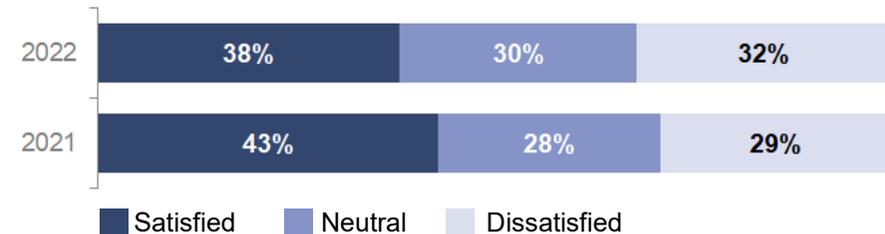
% satisfied with the fairness of the promotion system



Similarly, RAF personnel are the least satisfied with the fairness of the appraisal system (29%), compared to the other Services (all 43%).

### Fewer personnel are satisfied with their opportunities for promotion compared to last year

% satisfied/dissatisfied with opportunities for promotion



This change is largely driven by Army personnel as their satisfaction levels revert back to those reported in 2020.

RAF personnel continue to be the least satisfied amongst the Services with opportunities for promotion.

### Satisfaction with opportunities for further service has fallen since last year to 45%, the lowest level reported since 2018

Down from 50% in 2021, this decline in satisfaction is reflected across the Services, except amongst the Royal Marines.

**The majority of personnel (84%) feel they have the knowledge, skills and experience to do their job, unchanged since 2017**

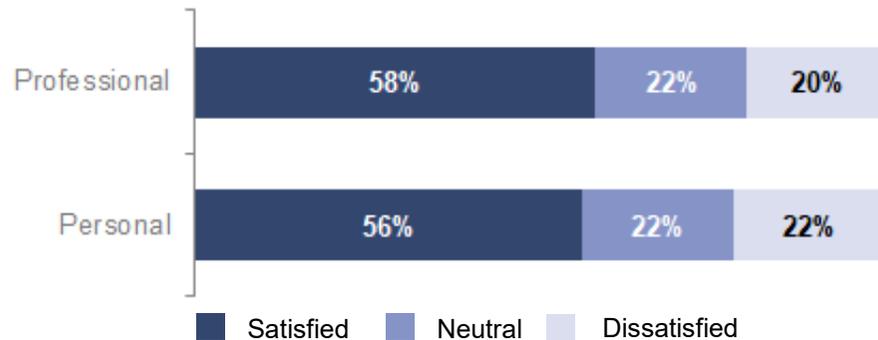
Although still high at 72%, the proportion of personnel that agree their knowledge, skills and experience are being used has fallen back to the level reported in 2020, down from 75% last year.

**The proportion of personnel satisfied with the extent to which they are doing the job for which they were trained has fallen four percentage points since last year to 57%**

This decrease has largely been driven by Army and RAF personnel. Royal Marines continue to be less satisfied with the extent to which they are doing the job they were trained for (51%), compared to the other Services.

**Fewer than six in ten personnel are satisfied with their opportunities for professional and personal development**

% satisfied/dissatisfied with...development

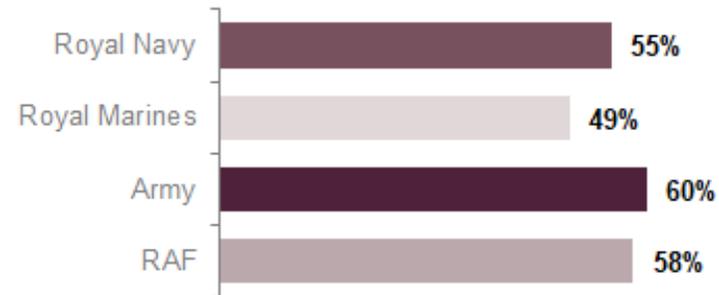


Satisfaction with opportunities for professional development has decreased this year, down from 62% in 2021, returning to the level reported in 2020. This decrease is reported for both Officers and Other Ranks.

Overall, satisfaction with personal development is unchanged since 2015.

**Royal Marines continue to be the least satisfied with opportunities for professional development**

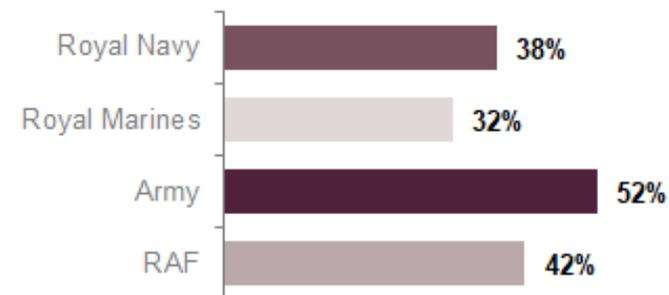
% satisfied with the opportunities for professional development



Army and RAF personnel are more likely to be satisfied with their opportunities for personal development (both 58%) than Royal Navy and Royal Marines personnel (51% and 48% respectively).

**Army personnel remain the most satisfied with their opportunities to gain civilian accreditation for their Service training; Royal Marines continue to be the least satisfied**

% satisfied with the opportunities to gain civilian accreditation



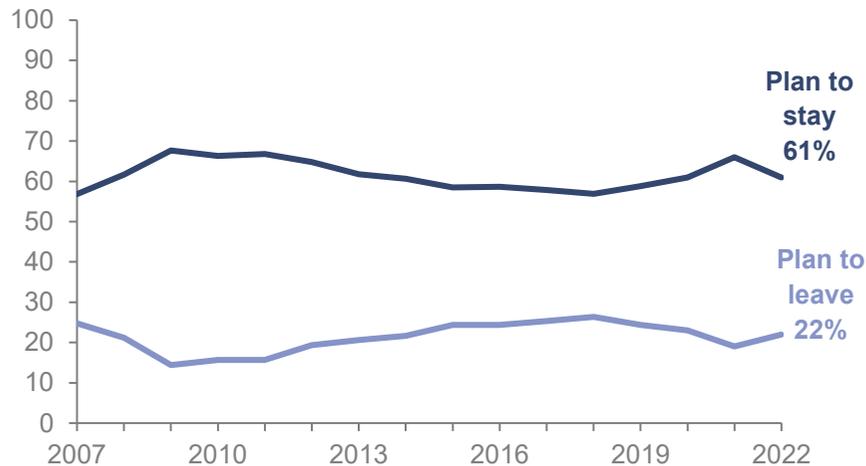
Overall, 47% of personnel are satisfied with their opportunities to gain civilian accreditation, a slight decrease from last year (49%).

## Section 8 - Future Plans

Section 8 focuses on personnel's plans to leave the Services, whether they would join the Volunteer Reserves, and what influences their intention to stay or leave.

### Six in ten (61%) personnel plan to stay in the Services, a return to levels reported in 2020 following an increase last year

% plan to stay/leave



This includes those who plan to stay as long as they can (35%), or until the end of their current engagement or commission (27%).

The proportion of personnel who want to stay in the Services increased for the second year running last year which may have been due, in part, to the impact of the economic conditions resulting from the COVID-19 pandemic. However, this year that figure has fallen back to pre-COVID levels in 2020. This and the findings opposite may be somewhat reflective of personnel re-evaluating their employment situation following the lifting of restrictions, as attitudes about future plans shift back to pre-COVID levels.

Just over a fifth (22%) of personnel say they intend to leave before the end of their current engagement or commission, which includes 6% intending to leave as soon as they can and 3% who have already put in their notice to leave.

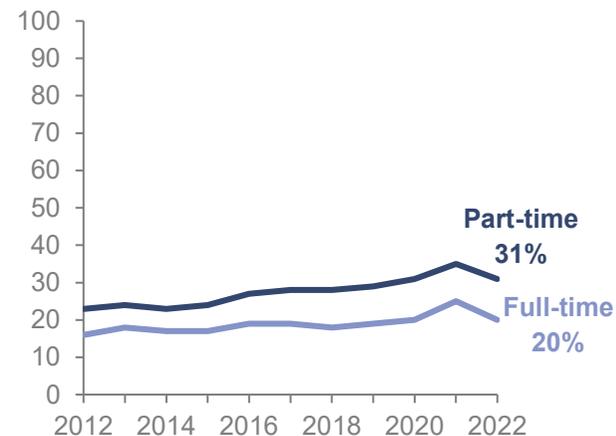
A further 17% do not know what their plans are for the future.

### More personnel have very or quite actively searched for a job outside the Services in the last 12 months, up three percentage points to 38% since 2021

This is a return to the figure reported in 2020 following a decrease in personnel actively searching for a job last year.

### The proportions of personnel who would consider joining the Volunteer Reserves full-time and part-time have both fallen this year, back to levels reported in 2020

% yes to joining the Volunteer Reserves full-time and part-time

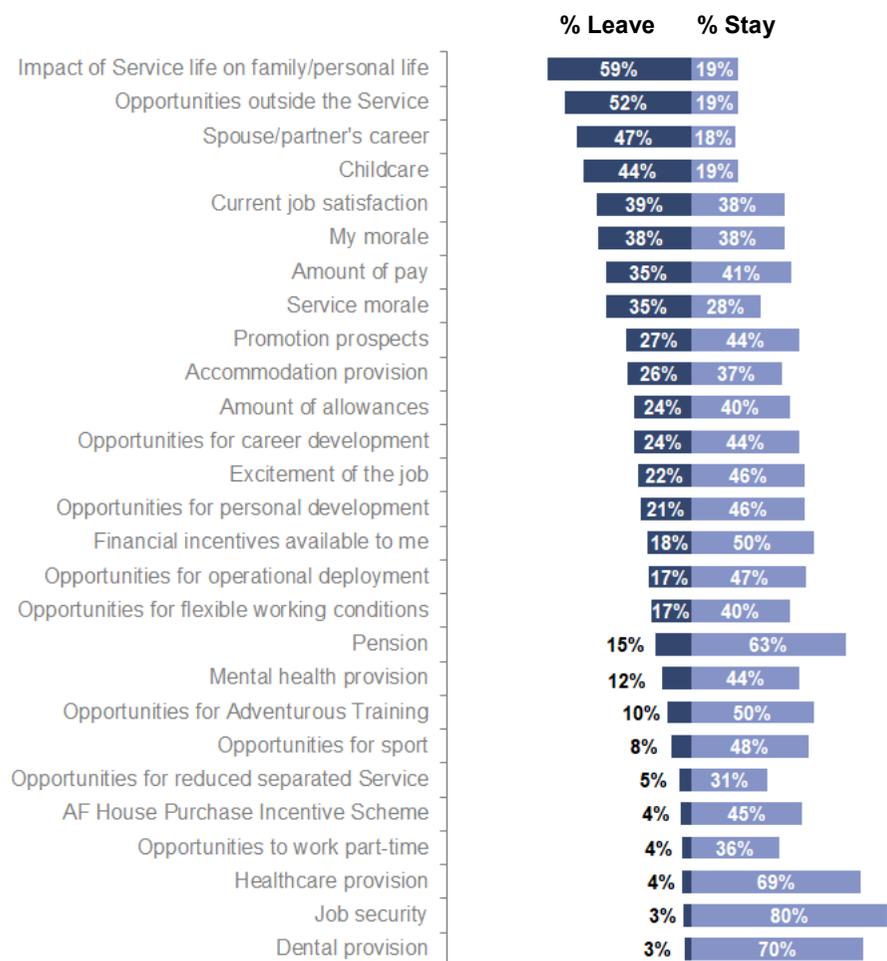


A fifth (20%) would now consider joining the Volunteer Reserves full-time, down from a quarter in 2021, a decrease largely driven by Army and RAF personnel.

Three in ten (31%) would consider joining on a part-time basis, down from 35% last year. This decrease is largely driven by RAF personnel.

Under the Future Force 2020 programme, the MOD introduced financial incentives for Regular personnel to join the Reserve Forces on completion of their Regular Service. AFCAS includes questions on whether personnel would consider joining the Reserves on a full-time or part-time basis.

## Impact of Service life on family and personal life remains the top factor influencing intentions to leave



## Job security remains the top factor increasing intentions to stay in 2022

However, the proportion of personnel citing job security as increasing their intention to stay in the Services has fallen since last year from 85% to 80%. This change is somewhat reflective of the decrease in the proportion of personnel planning to stay in the Services this year, as we see a shift back to pre-COVID attitudes towards future plans.

## The proportion of personnel citing pay as influencing their intentions to stay has fallen this year, down to 41%, following an increase last year

A similar reduction is reported across other factors increasing intentions to stay including allowances, job satisfaction and morale.

These changes are, to an extent, reflective of the return to 2020 levels reported for overall satisfaction with pay, allowances and job satisfaction this year (see Sections 5 and 1).

For the first time this year, personnel were asked about the impact of opportunities for operational deployment, and the Armed Forces House Purchase Incentive Scheme (i.e. Forces Help to Buy), in respect of increasing their intentions to stay or leave. The factor of childcare became a tri-Service question.

## Less than half (47%) of personnel cited opportunities for operational deployment as influencing their intentions to stay; only 17% consider this a factor increasing intentions to leave

This differs by Service with Army and Royal Marines personnel more likely to cite operational deployment as a factor to stay than Royal Navy and RAF personnel.

There are also Service differences for childcare<sup>1</sup>. Royal Navy and Royal Marines personnel are more likely to cite childcare as a factor influencing their intentions to leave the Services, compared to Army and RAF personnel.

Overall, 45% of personnel cite the Armed Forces House Purchase Incentive Scheme as a factor increasing their intentions to stay. However, half (51%) report that it has no impact on their intentions to stay or leave.

## Of those who have put their notice in to leave (3%), the most cited reason for leaving is the impact on family and personal life

Current job satisfaction, opportunities outside the Service, self morale and promotion prospects make up the five most common reasons for leaving.

The reasons for leaving are similar between Officers and Other Ranks except amount of pay replaces promotion prospects for Other Ranks.

<sup>1</sup>Based on those who have children they support financially (49% in 2022).

## Section 9 - Work/Life Balance

Section 9 looks at the work/life balance of personnel, their satisfaction with their workload, whether or not they are satisfied with the amount of leave allowance they have, and the reasons for not being able to take leave.

### Less than half (45%) of personnel are able to maintain a balance between their work and personal life, down from 49% in 2021

Following an increase last year, the proportion of personnel who are able to maintain a balance between work and personal life has returned to the level reported pre-COVID in 2020.

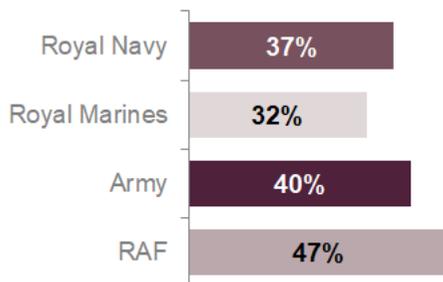
### The proportion of personnel satisfied with the opportunity to work flexibly remains unchanged this year at 41%

Although unchanged, this level of satisfaction is 11 percentage points higher than in 2019 when this question was first asked.

Officers are considerably more satisfied with the opportunity to work flexibly (60%) compared to Other Ranks (36%).

### RAF personnel are more satisfied with opportunities to work flexibly compared to the other Services

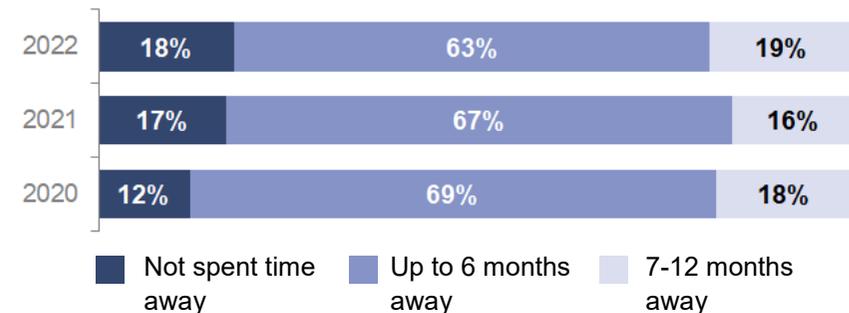
% satisfied with the opportunity to work flexibly



Changes to working arrangements due to the COVID-19 pandemic, such as an increase in personnel working from home, may have had an impact on attitudes to working flexibly and work/life balance in recent years.

### The proportion of personnel spending more than six months away from their family has increased since last year, back in line with 2020 results

% time spent away from family in the last year for Service reasons

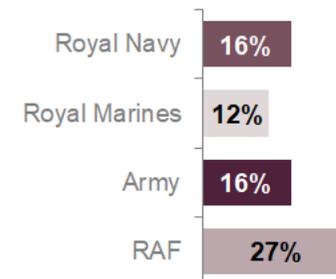


Overall, the proportion of personnel that did not spend time away from their family remains consistent with the level reported in 2021.

Last year saw a considerable increase in personnel not spending time away from their family (17%), up from 12% in 2020, as well as fewer personnel spending between seven and 12 months away. These changes may have been due, in part, to the COVID-19 pandemic.

### RAF personnel are most likely to have not spent time away from their family compared to the other Services

% not spent time away from family in the last year for Service reasons



Over a quarter (27%) of RAF personnel did not spend time away in the last year, up from 16% in 2019. Whilst all Services reported increases over the same period, the largest increase has been amongst RAF personnel.

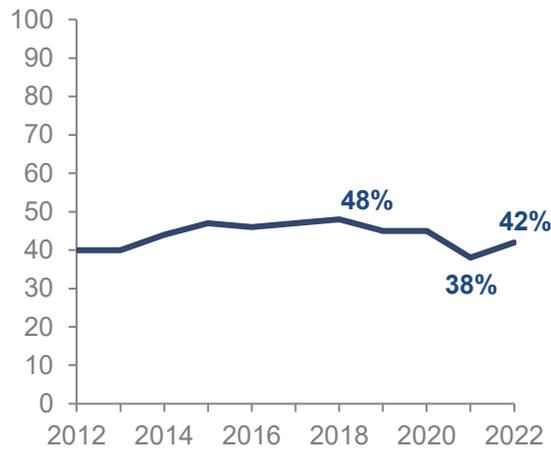
**Over four in ten (42%) personnel are satisfied with the ability to plan their own life in the long term, unchanged since 2019**

Whilst a larger proportion are satisfied with the ability to plan their life in the short term (55%), this has dropped three percentage points since last year, returning to the pre-COVID levels of 2020.

There is a similar pattern for satisfaction with the amount of time spent away from family and friends in the last 12 months, and the amount of time personnel spend away from their usual place of duty.

**The proportion of personnel rating their workload as too high increased this year, but remains below the level reported in 2018**

% rating workload as too high



Between 2014 and 2020, the proportion of personnel rating their workload as too high remained fairly stable. This then fell in 2021 which may have been due, in part, to the COVID-19 pandemic. Since 2021, this figure has increased but remains below the peak level reported in 2018.

Other Ranks are more likely to rate their workload as about right (54%) than Officers (42%).

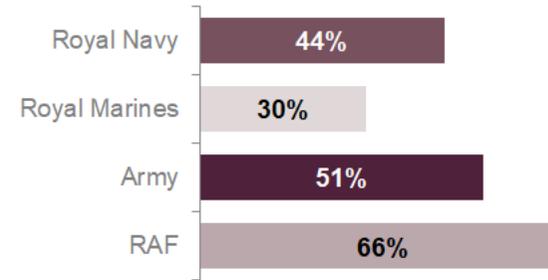
**Workload continues to be the main reason for personnel not using all their leave (44%)<sup>1</sup>**

Whilst workload is the most common reason Officers provide for not using all their leave (67%), the same proportion of Other Ranks cite both workload and wanting to carry over days into the next leave year as the most common reasons (both 39%).

<sup>1</sup>Based on those who did not use all of their annual leave allowance (67% in 2022).

**RAF personnel remain the most satisfied with the opportunity to take leave when they want to; Royal Marines are the least satisfied**

% satisfied with the opportunity to take leave when personnel want to

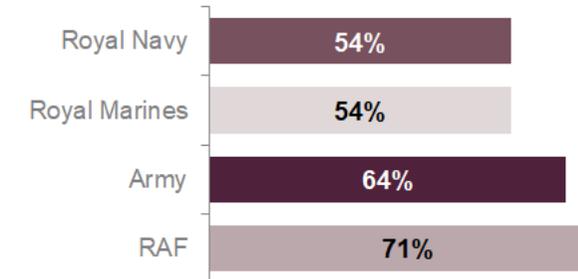


Overall, satisfaction with the opportunity to take leave when personnel want to remains at its highest level (52%), unchanged since 2019.

Officers are more satisfied with their opportunities to take leave when they want to (58%) compared to Other Ranks (51%).

**RAF personnel are also the most satisfied with the amount of leave they were able to take in the last 12 months**

% satisfied with the amount of leave taken in the last 12 months



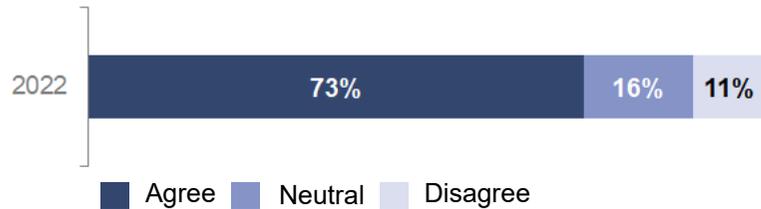
Overall, satisfaction with the amount of leave personnel were able to take in the last 12 months remains unchanged this year at 64%, down three percentage points from 2020.

## Section 10 - Fairness at Work

Section 10 covers the views of personnel on fair treatment in their Service, whether they feel they have been subjected to bullying, discrimination or harassment, and their awareness of the Service Complaints Ombudsman and Service Complaints Process.

### More than seven in ten (73%) personnel agree that they are treated fairly at work in 2022

% agree/disagree they are treated fairly at work

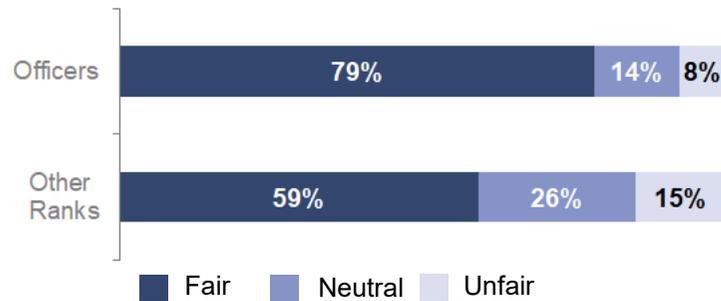


This is a return to the level reported in 2020, following an increase to 76% last year.

Officers are more likely to agree that they are treated fairly at work than Other Ranks. This difference is particularly evident between Royal Navy Officers (88%) and Royal Navy Other Ranks (70%).

### Officers are considerably more likely to feel that the discipline system is fair in comparison to Other Ranks

Views on the discipline system



Whilst the proportion of Officers who feel that the discipline system is fair remains high, this proportion has dropped four percentage points since 2021 to its lowest ever level.

### Over one in ten (12%) personnel report that they have been subject to bullying, discrimination or harassment in the last 12 months, unchanged since this question was first asked in 2015

Separately, 14% of all female personnel report being subject to sexual harassment in a Service environment in the last 12 months, compared to less than 1% of male personnel.

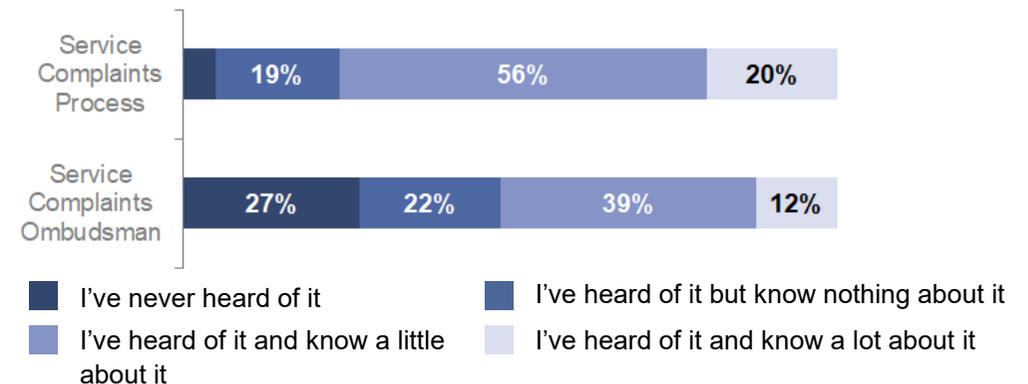
### The majority of personnel who have been subject to bullying, discrimination or harassment do not make a complaint (93%)

The main reasons why personnel do not make a formal written complaint continue to be: not believing anything would be done if a complaint was made (56%) and believing that it might adversely affect their career (51%).

Of those who made a formal complaint (less than 1% of all personnel), seven in ten are dissatisfied with the outcome of their complaint.

### The majority of personnel (95%) are aware of the Service Complaints Process; just under three-quarters (73%) are aware of the Service Complaints Ombudsman

Awareness of the Service Complaints Process/Ombudsman



## Section 11 - Health, Fitness and Welfare

Section 11 covers satisfaction with various aspects of health, fitness, well-being and the provision of welfare services. This includes medical treatment, fitness facilities and welfare support for personnel and their families.

### Measuring well-being

The Office for National Statistics collects data on well-being for the UK population in their Annual Population Survey. Average scores are released in their [Personal Well-being in the UK report](#). Well-being is measured on a scale of 0-10 with a score of 0 being 'not at all' and 10 being 'completely'.

### Average well-being ratings of happiness, life satisfaction and feeling things done in life are worthwhile have declined this year, returning to 2020 levels, having increased last year

Average well-being scores (out of ten)



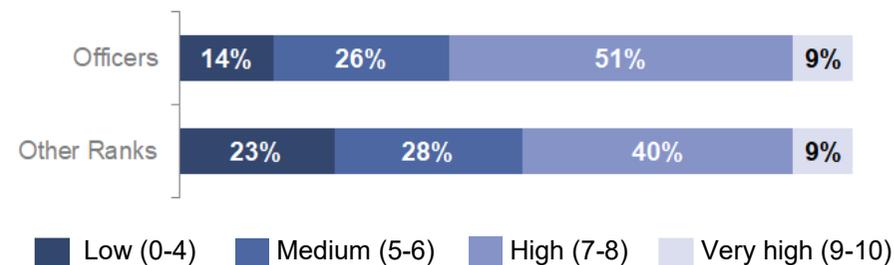
Overall anxiety results remain unchanged since 2015.

### National comparison

[National well-being results](#) are not directly comparable to those of Service personnel due to differences in demographics i.e. the majority of Service personnel are male. Furthermore, national figures include a larger proportion of over 60s who generally score their well-being higher than younger people. However, the latest UK well-being results by sex may still provide some context. The proportion of UK males scoring aspects of their well-being as 'very high' (a score of 9-10) ranges between 26-33%. These are considerably higher than corresponding results for male Service personnel (9-15%).

### Officers rate their well-being higher than Other Ranks

Views on how satisfied personnel are with their life nowadays



Officers have higher average scores for their life satisfaction, happiness and how worthwhile the things they do in life are than Other Ranks.

There is little difference between Officers and Other Ranks in terms of their average anxiety scores.

### Satisfaction with Service sport, exercise and fitness facilities remains unchanged this year at 71%, following a drop in satisfaction in 2021

Satisfaction with opportunities to undertake fitness activities (66%), sport (55%), Adventurous Training (42%), and Force Development Activities (34%) also remain unchanged this year following decreases in satisfaction in 2021.

The decreases in satisfaction reported in 2021 and the lack of recovery this year, may be due, in part, to the ongoing impact of the COVID-19 pandemic on Service facilities.

Army personnel are more satisfied with their opportunities to undertake fitness activities, sport and Adventurous Training, than the other Services.

Although satisfaction with medical and dental care received remains high, levels of satisfaction have fallen for the second year in a row

**73%** are satisfied with access to medical care when needed  
 ↓ Down ten percentage points from 2020

**72%** are satisfied with the medical treatment  
 ↓ Down eight percentage points from 2020

Satisfaction with access to dental care (75%) and dental treatment (81%) has also fallen since 2020, by 11 and eight percentage points respectively.

Prior to these changes, levels of satisfaction had been relatively stable.

These decreases in satisfaction may be due, in part, to the ongoing impact of the COVID-19 pandemic on medical and dental facilities.

**Officers are more satisfied with both medical and dental treatment than Other Ranks**

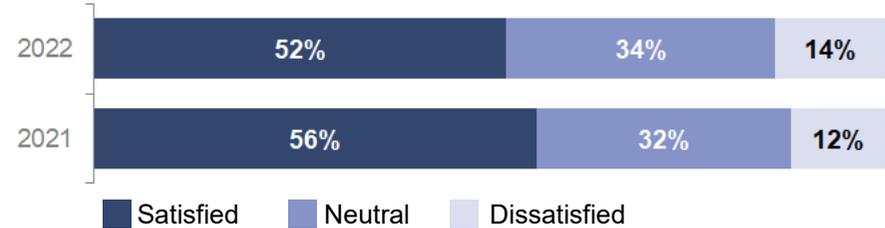
% satisfied with...



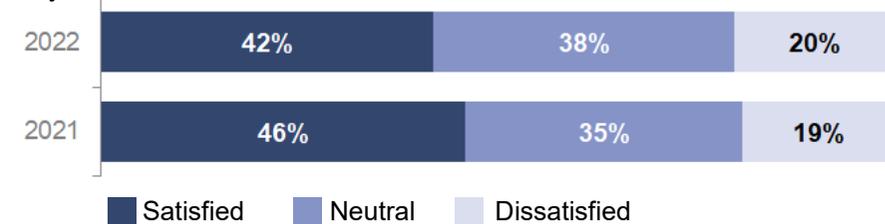
Officers are also more satisfied with being able to access medical care when required than Other Ranks.

**Following three years of little change, satisfaction with welfare support provided by the Services for personnel and their families has fallen this year**

% satisfied/dissatisfied with welfare support provided by the Services for me



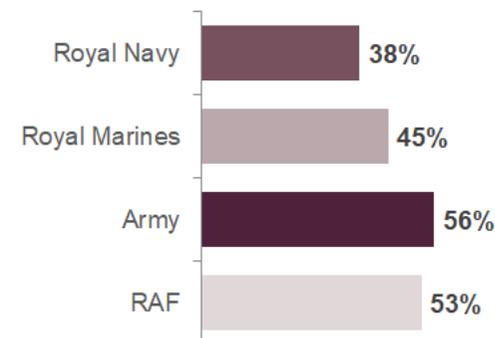
% satisfied/dissatisfied with welfare support provided by the Services for my family



Of the 71% of personnel who are married or in a long term relationship, just under a third are satisfied with the support their spouse/partner gets from the Services when they are absent, unchanged from last year.

**Royal Navy personnel are the least satisfied with the welfare support provided by the Service for themselves**

% satisfied with welfare support provided by the Service for me

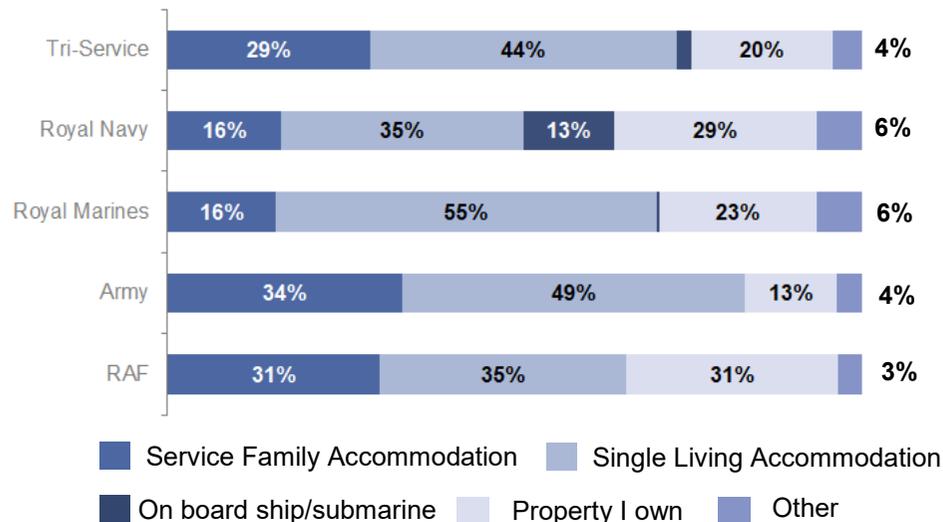


## Section 12 - Accommodation and Catering

Section 12 covers satisfaction with various aspects of accommodation and catering, including questions about home ownership, where personnel live during the week, the Forces Help to Buy Scheme, and the standard of catering facilities.

**Just over three-quarters (76%) of all personnel live in Service accommodation<sup>1</sup> during the working week, however this differs by Service**

% accommodation type



Overall, more than four in ten (44%) personnel live in Single Living Accommodation (SLA) and almost three in ten (29%) live in Service Family Accommodation (SFA) during the working week<sup>2</sup>. The proportion living in SFA has fallen slightly this year, down from 32% in 2021.

Army personnel are more likely to live in SFA and less likely to live in their own property during the working week compared to the other Services, whilst Royal Marines are more likely to live in SLA.

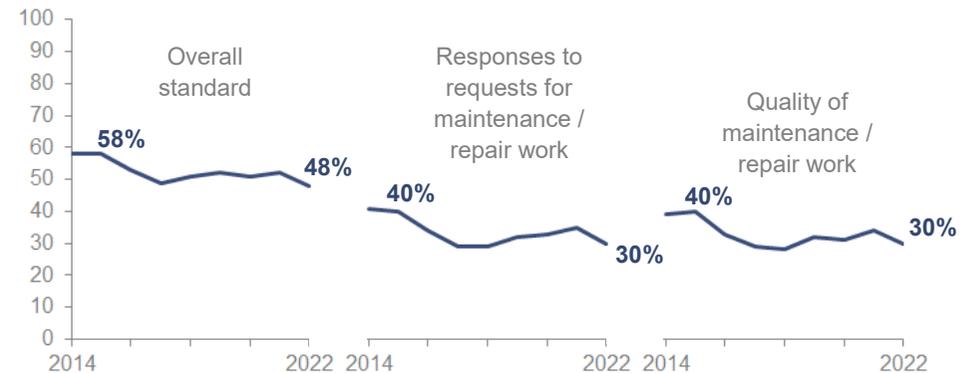
Officers are more likely to live in SFA (34%) or their own property (31%) compared to Other Ranks (28% and 18%, respectively) and less likely to live in SLA (Officers: 30%; Other Ranks: 48%).

<sup>1</sup> Service accommodation refers to SFA, SLA, Substitute SFA, Substitute SLA, on board ship/submarine.

<sup>2</sup> For these figures SLA includes Substitute SLA and SFA includes Substitute SFA.

**Satisfaction with some aspects of Service accommodation has fallen since last year, remaining well below levels reported in 2015**

% satisfied with aspects of Service accommodation



Additionally, satisfaction with how fairly Service accommodation is allocated has fallen four percentage points since last year to 42%, and six percentage points since 2015, down from 47%.

Whilst satisfaction with the value for money of Service accommodation remains unchanged since 2016 at 60%, this is still seven percentage points lower than in 2015.

Royal Marines are the least satisfied with the value for money of SLA in comparison to the other Services.

Satisfaction with most aspects of Service accommodation fell markedly in 2016 due, in part, to underperformance by the National Housing Prime contractor and changes to the SFA charging method in April 2016.

## Overall, just over half (51%) of personnel own their own home, unchanged since 2017

Officers are considerably more likely to own their own home (76%) than Other Ranks (44%).

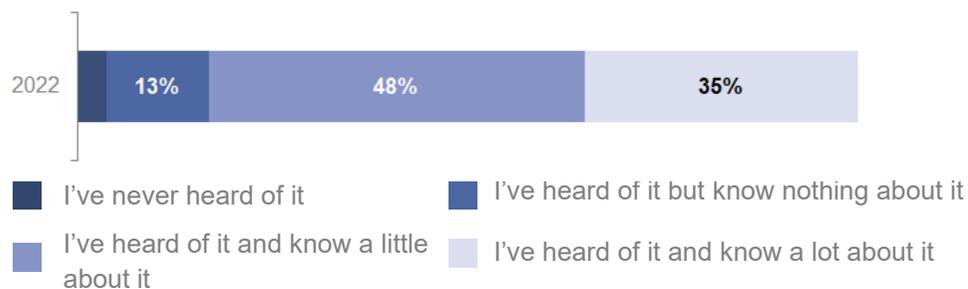
Since 2015 (the year after the introduction of the Forces Help to Buy (FHTB) Scheme) home ownership amongst Other Ranks has risen from 39% to 44%, largely driven by Army and Royal Marine Other Ranks. There has been no change for Officers over the same period.

Home ownership remains much lower amongst Army personnel (42%) compared to the other Services (between 59% and 63%).

**Forces Help to Buy** In April 2014, the MOD introduced the Forces Help to Buy (FHTB) scheme, under the New Employment Model programme. The scheme offers advances of salary to Service personnel for the purpose of buying a home. More information can be found in MOD's [FHTB Quarterly Statistics publication](#).

## Awareness of Forces Help to Buy (FHTB) is high, with the majority (83%) of personnel knowing at least a little about it

Awareness of the FHTB Scheme



Nearly one in ten (9%) personnel have used FHTB in the last year. This proportion is similar between Officers and Other Ranks, and the Services.

Overall, just over a third (34%) of personnel are considering using FHTB for a future home purchase. However, this proportion is considerably higher amongst non-homeowners at 62% compared to 7% of personnel who already own their own home.

## The most common reason why personnel do not own their own home continues to be that they cannot afford to buy a suitable home at the moment, at 61%<sup>1</sup>



Affordability was the top reason across all Services and for both Officers and Other Ranks.

Other Ranks (62%) are more likely to have selected affordability compared to Officers (49%).

## The most common reason why personnel purchase their own home continues to be stability for themselves and their family, at 78%<sup>2</sup>

Three in ten (30%) personnel are satisfied with the allowances for living in their own home, down from 33% last year. This is a return to the figure reported in 2020, with the decrease largely driven by Army personnel.

**Future Accommodation Model** Following the 2015 Strategic Defence and Security Review (SDSR), the MOD is exploring how it can provide Armed Forces personnel with more choice of housing and meet their aspirations for home ownership. [Guidance on the Future Accommodation Model](#) is available on GOV.UK.

## Satisfaction with the standard of service from catering contractors at units has fallen to its lowest reported level at 25%, down from 28% last year

This change has largely been driven by Royal Navy and Royal Marines personnel.

## Less than half (47%) of personnel now use<sup>3</sup> Service-provided catering facilities for eating at lunchtime, compared to 58% in 2015

A higher proportion of RAF personnel never dine at their facilities for breakfast, lunch and evening meals compared to the other Services.

<sup>1</sup> Based on those personnel who do not own their own home (49% in 2022).

<sup>2</sup> Based on those personnel who do own their own home (51% in 2022).

<sup>3</sup> Use is defined as at least sometimes.

## Section 13 - Family Life and Being Part of Society

Section 13 covers questions relating to personal lives, such as marital status. This section also captures awareness of the Armed Forces Covenant and the perceptions of Service life when compared to wider society.

### Family life of Service personnel

**47%** are married. **25%** are in long-term relationships.

**49%** have children they support financially.

**36%** of those who require childcare are satisfied with accessibility to childcare facilities; 33% are dissatisfied.

### More personnel<sup>1</sup> are reporting that their spouse/partner is in full-time employment<sup>2</sup> this year

Over half (53%) report that their partner is in full-time employment, the highest level since this question was first asked in 2007. By Service, more Royal Marines (61%) continue to report that their partner is in full-time employment. Just under a fifth (19%) report that their spouse/partner is in part-time employment.

### Almost seven in ten (69%) personnel feel they offer an important service to the country, unchanged since 2020

Officers (83%) are more likely to agree than Other Ranks (65%). Of the Services, Royal Marines are the least likely to agree (59%).

### Less than four in ten (38%) agree that they are valued by society at large; a similar proportion disagree (38%)

The proportion feeling valued by society has remained stable since 2017, consistently below the highest figure reported in 2014 (51%). Officers (52%) are more likely to agree that members of the Armed Forces are valued by society compared to Other Ranks (35%).

<sup>1</sup> Based on those who are married/in a civil partnership or in a long term relationship (71% in 2022).

<sup>2</sup> Full-time includes self-employment but does not include those in the Armed Forces (11% in 2022).

### Three-quarters (75%) have at least heard of the Armed Forces Covenant, a slight decrease from last year (77%)

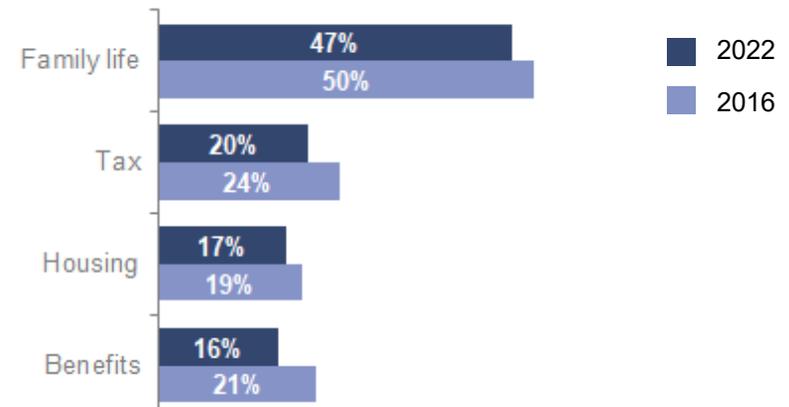
Royal Navy and RAF personnel are more likely to have at least heard of the Armed Forces Covenant (both 80%) compared to the Army and Royal Marines (72% and 71% respectively).

Officers are considerably more likely to have at least heard of the Armed Forces Covenant (97%) compared to Other Ranks (69%).

**Armed Forces Covenant** The [Armed Forces Covenant](#) is a promise by the nation ensuring that those who serve or who have served in the Armed Forces, and their families, are treated fairly.

### The proportions of personnel feeling disadvantaged with some aspects of Service life compared to the general public have fallen slightly since these questions were first asked in 2016

% feeling disadvantaged about...



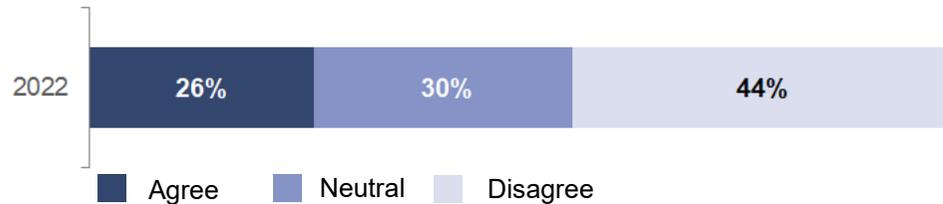
However, the proportion of personnel feeling disadvantaged about their family's access to NHS care has risen slightly over the same period, up from 12% to 14% in 2022.

## Section 14 - Taking Action

Section 14 covers beliefs on whether action has been taken on the results of AFCAS, and whether Service leaders are committed to creating a diverse and inclusive workplace.

### Just over a quarter (26%) of personnel believe that leaders in their Service will take action on the results of AFCAS

% agree/disagree that leaders will take action on the results of AFCAS

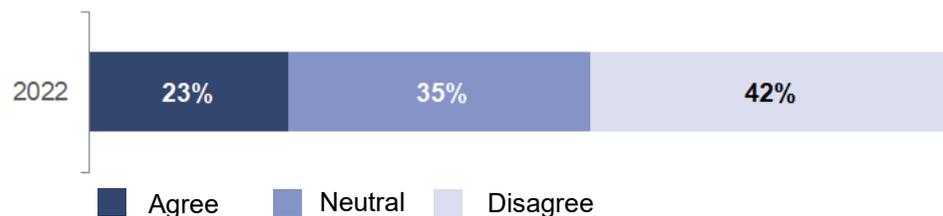


This is a decrease of four percentage points since last year, a return to levels previously reported in 2020.

More than four in ten (44%) personnel disagree that leaders will take action on the results.

### Less than a quarter (23%) of personnel agree that effective action has been taken on the results of AFCAS

% agree/disagree that effective action has been taken on the results of AFCAS

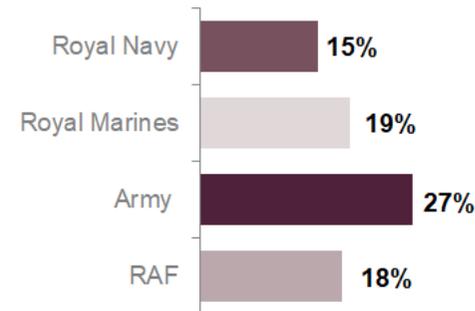


Similar to the above, this is a return to levels previously reported in 2020 following an increase last year.

The decreases reported this year in both aspects of taking action are particularly evident amongst Royal Navy, Royal Marines and RAF personnel, as Army results remain unchanged.

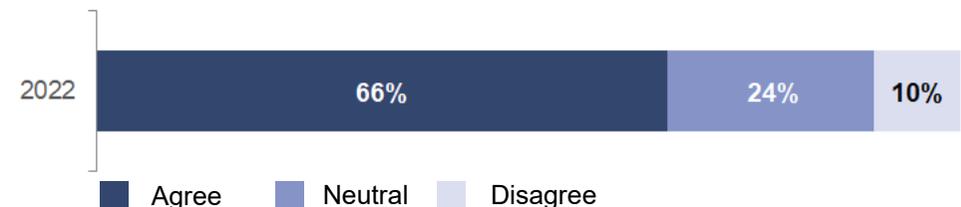
### Army personnel are more likely to agree that action has been, and will be taken on the results of AFCAS; Royal Navy personnel are least likely to agree

% agree that effective action has been taken on the results of AFCAS



### Two-thirds of personnel believe that their Service leaders are committed to creating a diverse and inclusive workplace

% agree/disagree that their Service leaders are committed to creating a diverse and inclusive workplace



Officers are more likely to agree (75%) than Other Ranks (64%). Amongst the Services, RAF personnel are the most likely to agree (72%).

This question was asked for the first time in 2022.

# Methodology

## 1. Target population

The target population for AFCAS 2022 was trained UK Regular Armed Forces personnel including Gurkhas, excluding Special Forces and those deployed or attending training courses at the time the survey sample was drawn from the Joint Personnel Administration (JPA) system.

## 2. The survey

AFCAS is distributed both electronically and in paper format. Data collection ran from September 2021 to February 2022, a relatively long period which allows time for receiving paper responses from personnel serving overseas.

The survey is confidential rather than anonymous. An individual's unique Service number is used both to control access to the survey and allow responses to be linked to demographic data held on the JPA system. Personally identifiable data are only available to a small group of professional researchers working on analysis and report production.

## 3. The sample and respondents

The total AFCAS 2022 sample consisted of 28,319 personnel. AFCAS questionnaires were issued to Service personnel selected under a (disproportionate) stratified simple random sampling process.

Samples were designed to provide sufficient responses to yield estimates with a margin of error of plus or minus 3% for the main comparison groups of Officer/Rank and Service. A census of all Royal Marines was employed due to the small size of the Service. Despite a relatively high response rate of 48%, margins of error around the estimates for Royal Marine Officers may be greater than 3%, due to the relatively small number of respondents in this group.

9,393 responses were used in the AFCAS 2022 analysis, giving an overall response rate of 33%. The table below contains detailed information on the number of questionnaires issued and received along with corresponding response rates.

86% of valid responses were received electronically and 14% were paper responses which are similar proportions to last year.

**Table A1: Response rates by Service and Rank group**

		Sample size	Surveys returned	2022 response rate	2021 response rate
Royal Navy	Officers	1,493	837	56%	59%
	Ratings	7,675	1,856	24%	24%
	<b>Total</b>	<b>9,168</b>	<b>2,693</b>	<b>29%</b>	<b>30%</b>
Royal Marines	Officers	545	260	48%	54%
	Marines	3,592	1,055	29%	37%
	<b>Total</b>	<b>4,137</b>	<b>1,315</b>	<b>32%</b>	<b>39%</b>
Army	Officers	1,562	899	58%	67%
	Soldiers	7,073	1,753	25%	30%
	<b>Total</b>	<b>8,635</b>	<b>2,652</b>	<b>31%</b>	<b>36%</b>
Royal Air Force	Officers	1,592	917	58%	60%
	Ranks	4,607	1,816	39%	41%
	<b>Total</b>	<b>6,199</b>	<b>2,733</b>	<b>44%</b>	<b>46%</b>
All Services	Officers	5,192	2,913	56%	61%
	Ranks	22,947	6,480	28%	31%
	<b>Total</b>	<b>28,139</b>	<b>9,393</b>	<b>33%</b>	<b>37%</b>

#### 4. Weighting methodology and non-response

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. Response rates tend to vary by rank; therefore, responses are weighted by rank in order to correct for the bias caused by over or under-representation.

The weights were calculated simply by:

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

Number of responses within weighting class (r)

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

Note: The weightings in Table A2 have been rounded for presentational purposes.

**Table A2: Weightings used for AFCAS 2022 analysis**

Weighting Class	Weighting Applied
RN_OF-7+	3.56
RN_OF-4 to 6	5.42
RN_OF-3	5.82
RN_OF-1 to 2	7.15
RN_OR-8 to 9	5.42
RN_OR-7	5.95
RN_OR-6	8.78
RN_OR-3 to 4	10.69
RN_OR-2	14.96

Weighting Class	Weighting Applied
RM_OF-4+	3.14
RM_OF-3	2.50
RM_OF-1 to 2	3.19
RM_OR-8 to 9	2.46
RM_OR-7	3.86
RM_OR-6	3.92
RM_OR-3 to 4	5.64
RM_OR-2	5.85

Weighting Class	Weighting Applied
Army_OF-7+	2.95
Army_OF-4 to 6	12.79
Army_OF-3	12.74
Army_OF-1 to 2	16.11
Army_OR-8 to 9	15.66
Army_OR-7	20.48
Army_OR-6	25.51
Army_OR-4	34.28
Army_OR-3	50.83
Army_OR-2	90.21

Weighting Class	Weighting Applied
RAF_OF-7+	2.00
RAF_OF-4 to 6	7.09
RAF_OF-3	6.85
RAF_OF-1 to 2	8.24
RAF_OR-7-9	8.09
RAF_OR-6	9.11
RAF_OR-3 to 4	14.53
RAF_OR-1 to 2	18.38

## 5. Analysis and statistical tests

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 (e.g. Strongly agree – Agree – Neither Agree nor Disagree – Disagree – Strongly Disagree) have been regrouped to a 3-point level (e.g. (Agree – Neutral – Disagree).

Missing values, 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 and these are shown within the reference tables published alongside this report on the [AFCAS GOV.UK webpage](#).

Unless otherwise specified, “Don’t know” and “Not applicable” responses are not included and percentages are based only on the numbers of respondents who chose the remaining item response options.

Where applicable, Z tests at a 1% alpha level were used to test whether observed estimates were significantly different to estimates from previous surveys. 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).

## 6. Format of the reference tables

These are published separately to the report on the [AFCAS GOV.UK webpage](#)). Each reference table refers to a question asked in the survey and includes estimates of the proportion of the population by category.

Tables are arranged generally in the order in which they were asked in the questionnaires, which is not the same as the order of the sections in the Main Report.

An index is available within the reference tables. 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.

Questionnaire Section	Table Numbers
01 Your Pay	B1.1 - B1.9
02 Your Work	B2.1 - B2.17
03 Resources and Workload	B3.1 - B3.7
04 Your Career	B4.1 - B4.25
05 Your Line Management	B5.1 - B5.14
06 Senior Leadership	B6.1 - B6.6
07 Commitment	B7.1 - B7.14
08 Working with Others	B8.1 - B8.14
09 Change	B9.1 - B9.3
10 Your Deployment	B10.1 - B10.20
11 Training and Development	B11.1 - B11.6
12 Your Future Plans	B12.1 - B12.38
13 Fairness at Work	B13.1 - B13.45
14 Your Work/Life Balance	B14.1 - B14.12
15 Your Leave	B15.1 - B15.11
16 Your Health and Well-being	B16.1 - B16.8a
17 Fitness, Sport and Adventurous Training	B17.1 - B17.5
18 Welfare	B18.1 - B18.34
19 Your Accommodation	B19.1 - B19.38
20 Catering, Retail and Leisure	B20.1 - B20.17
21 Your Family Life	B21.1 - B21.12
22 Being Part of Society	B22.1 - B22.16
23 Your Background	B23.1 - B23.7
24 Taking Action	B24.1 - B24.3
25 Flexible Service	B25.1 - B25.5

## Glossary

Term	Definition
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
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
Assisting Officer	Appointed to provide help and support to personnel either considering or having made a formal written complaint about discrimination, harassment or bullying
Bullying	May be characterised as offensive, intimidating, malicious or insulting behaviour, and abuse of or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipients
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
Discrimination	Can occur when a person is treated less favourably because of race, religion or belief, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, gender reassignment, age or disability. Discrimination can also occur where a policy or practice which applies to everyone unreasonably disadvantages a person on the basis of the characteristics mentioned above
Ethos	The nature, aims and objectives of a Service
Engagement	Period of employment usually under contractual terms
Flexible Service	Allows Regular members of the Armed Forces to request part time working and/or restricted separation from home base, for a limited length of time
Flexible Working	Agreed variation in starting and finishing working hours normally designed to meet work/home life balance
Force Development Activities	Refers to a wide range of activities designed to improve operational effectiveness

Term	Definition
Government Affordable Housing Scheme	Schemes providing financial assistance for those who are unable to afford to buy or rent a home; includes Forces Help to Buy (FHTB)
Harassment	Includes unwanted conduct which is related to the characteristics mentioned above (see Discrimination above) and is intended to or has the effect of violating another's dignity or creating a hostile, degrading, humiliating or offensive environment
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
Marines	Royal Marines personnel of NATO ranks OR1 to OR9
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
N/A	Not applicable
NATO	North Atlantic Treaty Organisation
Non-operational allowances	These include Longer Separation Allowance (LSA), Get You Home (GYH) allowance, and residual unaccompanied rate of LOA (Local Overseas Allowance).
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
Officer(s)	All regular trained officers of NATO ranks OF1 to OF10
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

Term	Definition
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"
RAF	Royal Air Force
Recruitment and Retention Payment (RRP) - formerly 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
RM	Royal Marines
RN	Royal Navy
RNRMW	Royal Navy Royal Marines Welfare (Service)
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
Service Accommodation	Any type of accommodation that includes 'SFA', 'SSFA', 'SLA', 'SSSA' and 'Onboard a ship or submarine'
Service Complaints Ombudsman	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(s)	Royal Navy, Royal Marines, Army and RAF
SFA	Service Families Accommodation
SLA	Single Living Accommodation
Soldiers	Army personnel of NATO ranks OR1 to OR9
SSFA	Substitute Service Family Accommodation
SSSA	Substitute Service Single Accommodation (formerly SSLA)
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

Term	Definition
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
Trained Strength	Trained Strength comprises military personnel who have completed Phase 1 and 2 training. <ul style="list-style-type: none"> <li>• Phase 1 Training includes all new entry training to provide basic military skills</li> <li>• Phase 2 Training includes initial individual specialisation, sub-specialisation and technical training following Phase 1 training prior to joining the trained strength</li> </ul>
Unit	A sub-organisation of the Service in which personnel are employed
Unweighted Count	Refers to the actual number who provided a valid response to a question in the survey
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
X-Factor	Additional payment to Armed Forces personnel to compensate for differences in lifestyle, working conditions and expectations compared to civilian equivalents
Z-test	Statistical test based on a standardised distribution which allows comparison between years for populations of different sizes

## Further Information

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### Contact Us

Defence Statistics welcomes feedback on our statistical products. If you have any comments or questions about this publication or about our statistics in general, you can contact us as follows:

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