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This statistical release provides results from the Armed Forces Continuous Attitude Survey (AFCAS) 2014, along with results from previous years. Comparisons made between the 2014 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 2013 overall levels of satisfaction with many aspects of Service life are largely unchanged.
- Half (48%) of all Service personnel are satisfied with Service life in general and 27% are dissatisfied.
- The morale of Service personnel as a whole is largely unchanged compared to 2013 with two fifths (40%) of all personnel rating their own morale as 'high' and 29% rating their own morale as 'low'. Morale in the Army has stabilised following decreases in the previous three years. However, morale in the Royal Navy has dropped slightly in the last year, with more Other Ranks personnel now rating their own morale as 'low' (34%) than rate it as 'high' (32%).
- The 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 continue to be cited by personnel as significant retention factors.
- Four fifths (81%) feel proud to be in their Service, however less than a third (29%) feel valued in their Service.
- An increased proportion of personnel rate their workload as 'too high' (46%), while the proportion of personnel that had taken all of their leave in the last leave year is unchanged when compared to 2013.
- Among those who have had working contact with the Reserves in the last two years, there has been a fall in the proportion of personnel in the RN, RM and RAF who believe that reservists are well integrated into their service compared to 2013 (48%, 52% and 52% respectively, each falling by 7 percentage points.) The equivalent figure for the Army is unchanged at 32%.

Consultation on changes to AFCAS for 2015

Following an internal review of survey content the Ministry of Defence is seeking users' views on the proposed changes. Any individual or organisation with an interest in the survey are invited to respond. Further details on the proposed changes and process can be found in the consultation document, which is accessible here:

<https://www.gov.uk/government/consultations/review-of-the-armed-forces-continuous-attitude-survey-2015>

Further Information

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National Statistics publication

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- are well explained and readily accessible;
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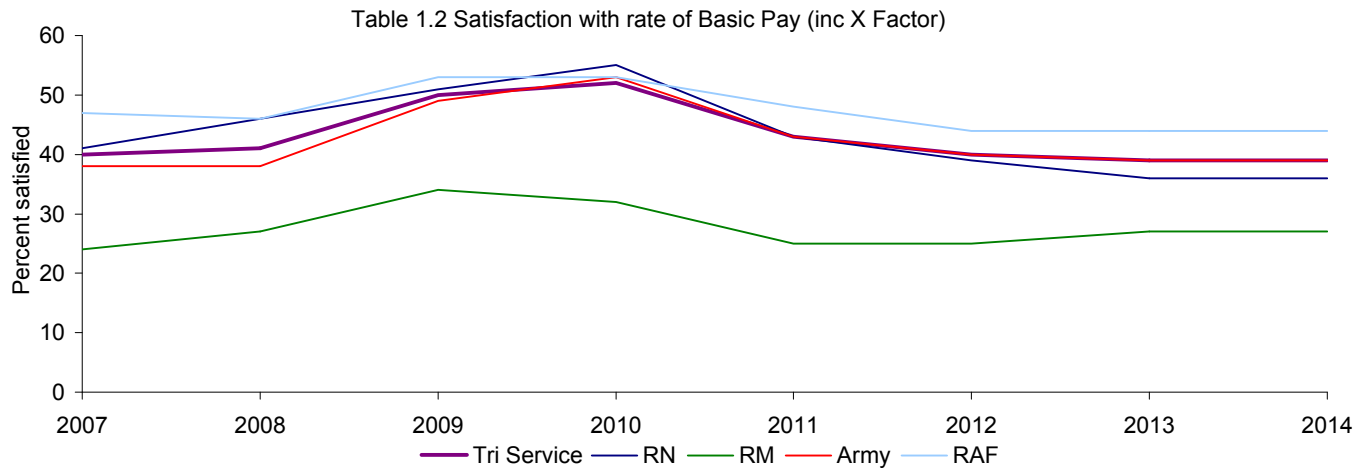
AFCAS 2014 reference tables and copies of the questionnaires are published separately and can be found on the AFCAS webpage here

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

Section 1 Allowances, Pay and JPA

Section 1 asks a number of questions on the attitudes of Service Personnel towards their pay, pension and allowances, plus questions on satisfaction with access to the Joint Personnel Administration System (JPA), which was introduced in 2006/2007 to deal with matters of pay, leave and other personal administrative tasks.

There are no significant changes in satisfaction with basic pay since 2013, however Officers and Other Ranks in all Services have seen decreases in satisfaction since 2010. Overall, the RAF are most satisfied, and the Marines are least satisfied with basic pay (27%, 44%), and Officers tend to be more satisfied than Other Ranks.



The X Factor is an extra percentage added to pay in order to compensate for the differences in lifestyle, working conditions and expectations when compared to civilians. In 2014, less than a third of Service Personnel agree that the level of compensation is enough. Army Officers have seen a slight increase in agreement over the last two years, and Navy and Marines Other Ranks are the most likely to disagree (63%, 64%).

Satisfaction with allowances has decreased in all Services and for both Officers and Other Ranks since a peak in 2010, however there has been little change in reported levels of satisfaction in the last year, with 44% satisfied in 2014. The proportion of personnel reporting dissatisfaction has dropped slightly since 2013.

The Armed Forces have been subject to the public sector pay freeze since 2010, however personnel have continued to receive incremental pay progression based on time served and satisfactory performance. The overall freeze in pay rates may explain changing levels of satisfaction with these.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
27% agree that the X-Factor is sufficient compensation <i>19% RM agree; OF more satisfied than OR</i>	↔ Unchanged	↔ Unchanged	B1.1
39% are satisfied with their basic pay <i>OF (54%) more satisfied than OR (36%)</i>	↔ Unchanged	↓ 13pp decrease	B1.2
30% are satisfied with their specialist pay <i>RM least satisfied (18%); RN satisfaction decreased since 2013</i>	↔ Unchanged	↓ 4pp decrease	B1.3
32% are satisfied with their pension benefits <i>RN OR decrease in satisfaction since 2013 (5pp)</i>	↔ Unchanged	↓ 24 pp decrease	B1.4
44% are satisfied with their allowances	↔ Unchanged	↓ 11pp decrease	B1.5
43% are satisfied with information about pay and allowances	↔ Unchanged	↓ 3pp decrease	B1.6

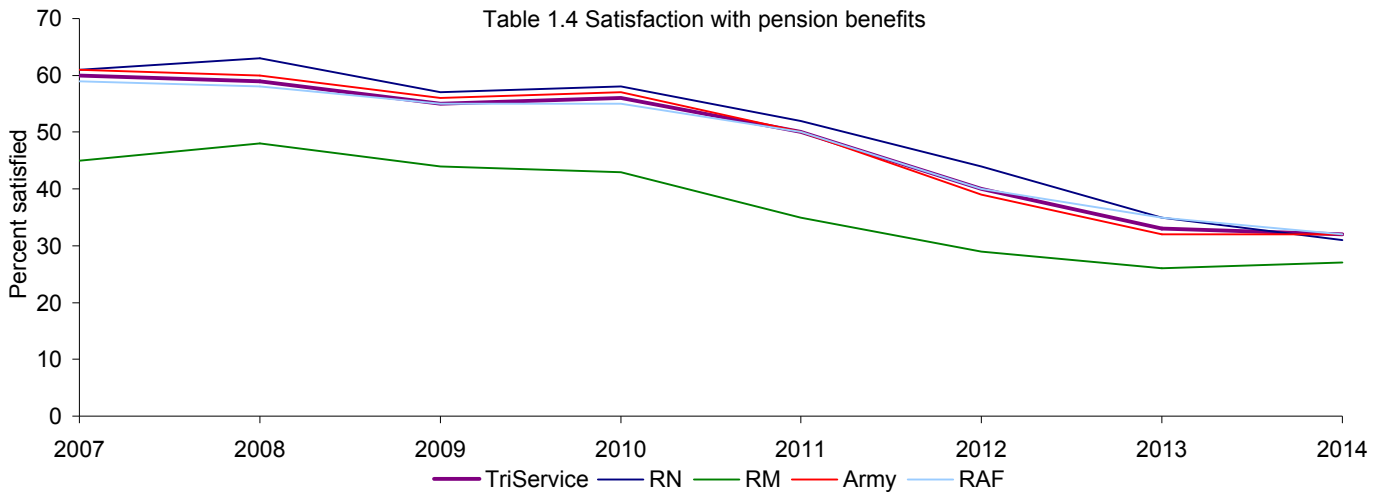
Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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

RN: Royal Navy; RM: Royal Marines; RAF: Royal Air Force; OF: Officers; OR: Other Ranks; pp: percentage point

Pension benefits

Satisfaction with pension benefits has dropped 24 percentage points since 2010 but has stabilised in the past year, except for the Royal Navy Other Ranks where satisfaction has dropped further. There are changes proposed to the Armed Forces Pension Scheme, and awareness of these changes may have affected levels of satisfaction with pension benefits.



AFCAS 2014 key findings by section

Section 2 Aspects of working in the Service

Section 2 covers satisfaction with a number of topics including morale and Service ethos, teamwork, workload, and civic participation, and awareness of policies and initiatives such as the Armed Forces Covenant and Defence Transformation.

The morale of Service personnel as a whole is largely unchanged when compared with AFCAS 2013. Morale in the Army may have stabilised following falls in the previous three years, with 40% of personnel reporting their own morale as 'high' and 27% reporting it as 'low'. Over the last year there has been a fall in reported high morale in the Royal Navy to 35%, driven by a drop of five percentage points among the Other Ranks.

When asked about satisfaction with Service life in general, the majority of Officers (59%) and almost half of Other Ranks (46%) report being satisfied or very satisfied (Table 2.8). The levels of satisfaction have declined over time, although levels in 2014 were broadly similar to 2013. The exception is the Royal Navy Other Ranks, whose level of satisfaction has declined in the past year, (44% in 2013 and 37% in 2014) and is the lowest among all Services. In all Services, Officers consistently report higher satisfaction with Service life than the Other Ranks, with 75% of Royal Marines Officers reporting high satisfaction.

57% of personnel are satisfied with their job, and a large majority (88%) believe that they put in as much effort as they can. Satisfaction with own job has declined over time, apart from in the Royal Marines whose level of satisfaction has been broadly stable since 2007.

More personnel rate their workload as too high in 2014 than did in 2013, largely driven by an increase in the Royal Navy Other Ranks.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
48% are satisfied with Service life in general <i>RN OR: 37%</i>	↔ Unchanged	↓ 12 pp decrease	B2.8
40% state high 'own' morale <i>RM: 45%; RN OR: 32%</i>	↔ Unchanged	↓ 12 pp decrease	B2.10
13% state high Service morale <i>RM: 32%; RN 6%. 3pp fall in those stating 'Low' Service morale</i>	↔ Unchanged	↓ 12 pp decrease	B2.12
81% agree: I feel proud to be in the Service	↔ Unchanged	↓ 4 pp decrease	B2.18
29% agree: I feel valued in the Service <i>RN lowest agreement; RN OR has declined in the past year</i>	↔ Unchanged	↓ 9 pp decrease	B2.19
41% agree: I would recommend joining the Service to others <i>RM: 53% agree</i>	↔ Unchanged	↓ 11 pp decrease	B2.20
45% believe their Service inspires them to do the best in their job <i>All OR declined over time, especially Army</i>	↔ Unchanged	N/A	B2.23
38% believe the Service motivates them to achieve its objectives	↔ Unchanged	N/A	B2.24
35% agree they will be praised or rewarded for a job well done	↔ Unchanged	N/A	B2.47
88% agree they put as much effort as they can into their work	↔ Unchanged	N/A	B2.48
57% satisfied with: My job in general <i>RM OF: 75% satisfied; RN OR: declined 5 pp in last year</i>	↔ Unchanged	↓ 3 pp decrease	B2.36
52% satisfied with the sense of achievement they get from their work <i>RM OF: 7pp increase in last year; RN OR: 5 pp decrease in last year</i>	↔ Unchanged	↓ 3 pp decrease	B2.37
57% are satisfied with the challenge in their job	↔ Unchanged	↓ 2 pp decrease	B2.38
51% are satisfied with the amount of variety in their work	↔ Unchanged	↔ Unchanged	B2.39
46% rate their workload too high over the last 12 months <i>RN OR: 6 pp increase in the past year; 12 pp increase since 2011</i>	↑ 2 pp increase	N/A	B2.45

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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Table 2.10 Level of own morale

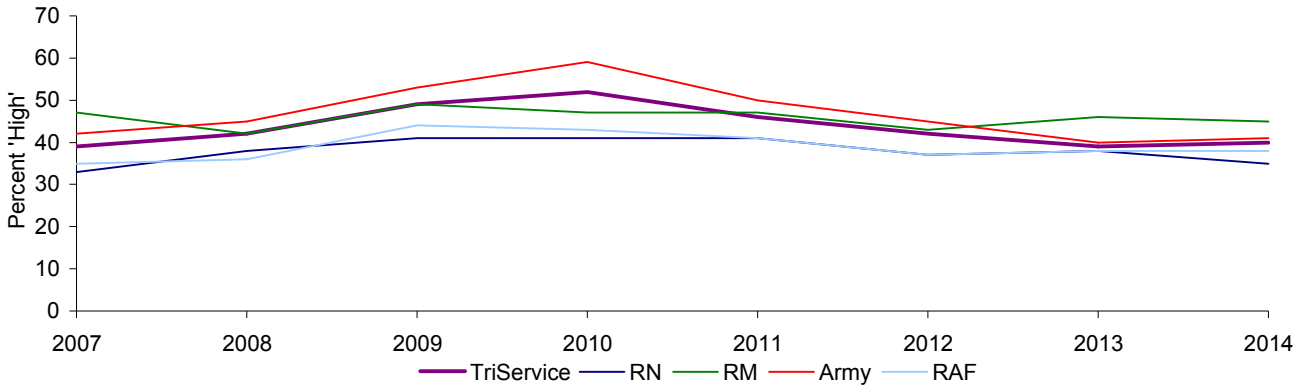
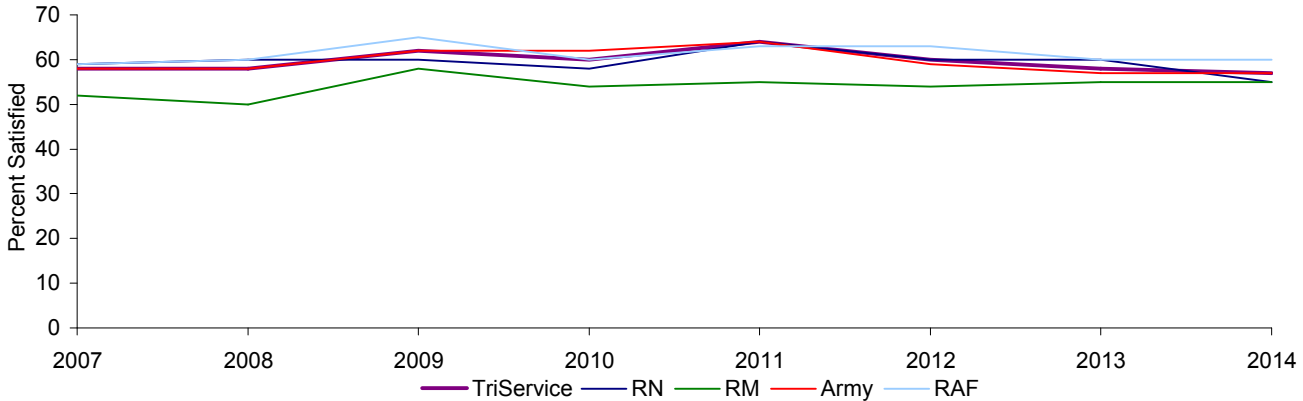


Table 2.36 Satisfaction with 'my job in general'



Service values and ethos, and family support

The majority of personnel agree that Service ethos is important to them, with the highest levels of agreement in the Army and Royal Marines. Almost all personnel consistently report that they understand the values and standards of the Service; these findings do not tend to vary much over time.

While there is a high level of 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. Only 20% of all personnel, and 16% of Officers, agree that their family benefits. This finding has been consistently low since the introduction of the question in 2011. There is, however, a consistently high level of agreement that families are supportive.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
97% agree: I understand the values and standards of the Service	↔ Unchanged	↑ 1 pp increase	B2.30
81% agree: The Service ethos is important to me	↔ Unchanged	↔ Unchanged	B2.31
79% agree: The ethos of the Service is an important part of Service life	↔ Unchanged	↓ 2 pp decrease	B2.32
92% agree: My family is proud of me serving in the Armed Forces	↔ Unchanged	N/A	B2.26
20% agree their family benefits from being a Service family 16% OF agree; 21% OR agree	↔ Unchanged	N/A	B2.27
85% agree: My family supports me in my job	↔ Unchanged	N/A	B2.28

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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Teamwork and 'belonging'

The majority of personnel regard their own teams positively across a number of indicators. For example, 82% agree that their team pulls together to complete tasks. These scores have fallen slightly in recent years but are generally unchanged from 2013.

The majority of personnel feel a strong sense of belonging to their Service, but only a third feel that sense of belonging to the MOD or the wider National Security Community. The levels of feeling that they belong to their Service have dropped since the questions were first asked in 2011 but are largely unchanged since 2013.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
82% agree that members of my team pull together to complete tasks	↔ Unchanged	↔ Unchanged	B2.14
82% agree: We have confidence in ourselves as a team	↔ Unchanged	N/A	B2.15
86% agree that my team can work through difficult challenges	↓ 2 pp decrease	↓ 2 pp decrease	B2.16
74% agree that their team work to improve the service they provide	↔ Unchanged	N/A	B2.17
66% agree: I feel that the Service discipline system is fair <i>RM 5 pp decrease in past year</i>	↔ Unchanged	↓ 5 pp decrease	B2.29
56% feel a strong personal attachment to their Service	↔ Unchanged	N/A	B2.22
63% feel strongly that they belong to their Service <i>RAF OR: 4 pp decrease in the past year</i>	↔ Unchanged	N/A	B2.33
34% feel strongly that they belong to the MOD <i>RAF OR: 4 pp decrease in the past year</i>	↔ Unchanged	N/A	B2.34
53% are proud to tell others they are part of the MOD	↔ Unchanged	N/A	B2.95
28% would recommend the MOD as a great place to work <i>RN OR: 5 pp decrease; RM OF: 8 pp increase</i>	↔ Unchanged	N/A	B2.96
27% feel a strong personal attachment to the MOD <i>RN: 3 pp decrease</i>	↔ Unchanged	N/A	B2.97
26% say that the MOD inspires them to do the best in their job <i>RN OR: 4 pp decrease</i>	↔ Unchanged	N/A	B2.98
24% say that the MOD motivates them to achieve its objectives	↔ Unchanged	N/A	B2.99
34% feel strongly that they belong to the National Security Community	↔ Unchanged	N/A	B2.35

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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Equipment, resources and location

Overall satisfaction with the standard of personal equipment (such as clothes, boots and personal weapon) has increased since these questions were introduced in 2008, however satisfaction has fallen since a peak of 55% in 2012. Just over half of personnel report that they are satisfied with their personal kit in 2014.

In 2014, 61% of personnel are satisfied with their current work location which is unchanged since 2013. The Royal Navy Other Ranks report a drop in satisfaction since 2013; conversely more Royal Marines Officers report that they are satisfied with their location than in 2013.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
51% are satisfied with the standard of personal equipment <i>Overall satisfaction has declined since peak in 2012</i> <i>RN dissatisfaction has increased 6 pp since 2010</i>	↔ Unchanged	↔ Unchanged	B2.40
43% are satisfied with the availability of personal equipment <i>OF more satisfied than OR</i>	↓ 3 pp decrease	N/A	B2.41
42% are satisfied with the standard of major equipment	↔ Unchanged	↔ Unchanged	B2.42
39% are satisfied with the availability of major equipment <i>RN OR: 4 pp decrease in the past year</i>	↔ Unchanged	N/A	B2.43
61% are satisfied with their current work location <i>RN OR: 5 pp decrease in the past year</i> <i>RM OF: 9 pp increase in the past year</i>	↔ Unchanged	N/A	B2.44

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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The Ministry of Defence is undergoing a number of reforms such as personnel reductions under the Strategic Defence and Security Review; the New Employment Model; Armed Forces Covenant; and Defence Transformation programmes. AFCAS is used to track knowledge and perceptions of these changes.

The Armed Forces Covenant, announced by the Government in May 2011, sets out how Armed Forces personnel and their families can expect to be treated by the Government and the rest of the country in a number of areas. It sets out, for example, that personnel can expect the same access to and standard of healthcare as any other UK citizen. 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.

Defence Transformation is a programme which sets out security targets, budget reforms, and a new organisational structure for the MOD. Over the last year there has been a small decline in awareness of Defence Transformation, and optimism about this Programme remains low. In 2014, just 12 % of personnel believe that Transformation will improve working in their Service.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
51% feel the Armed Forces are respected by society at large <i>RM OR: decline of 4 pp since 2013</i>	↔ Unchanged	N/A	B2.25
69% agree that they offer an important service to the country <i>82% Officers agree</i>	↓ 3 pp decrease	↓ 8 pp decrease	B2.21
69% are currently registered to vote <i>89% Officers are registered; Other Ranks 65%</i>	↔ Unchanged	N/A	B2.49
48% don't know anything about the Armed Forces Covenant <i>11% Officers know nothing about it</i>	↔ Unchanged	N/A	B2.63
35% believe they feel prevented from taking part in the civilian community as a result of being in the [Service] <i>42% of Royal Navy believe this</i>	↔ Unchanged	N/A	B2.79
36% don't know anything about the Armed Forces Compensation Scheme	↔ Unchanged	N/A	B2.71
60% agree change is managed well in: Their immediate working team <i>75% of RM Officers agree</i>	↔ Unchanged	N/A	B2.85
42% agree change is managed well in: Their Unit/Establishment <i>RN OR: 4 pp decrease in the last year</i>	↔ Unchanged	N/A	B2.86
28% agree that change is managed well in: Their Service <i>47% of Royal Marines agree</i>	↔ Unchanged	N/A	B2.87
23% agree that change is managed well in: The MOD <i>11% Officers</i>	↔ Unchanged	N/A	B2.88
45% say they know what Defence Transformation is about	↓ 3 pp decrease	N/A	B2.89
46% say they know the purpose of Defence Transformation	↓ 3 pp decrease	N/A	B2.90
12% believe that Defence Transformation will improve working in their Service <i>45% disagree</i>	↔ Unchanged	N/A	B2.91
9% say they feel more optimistic about the future of the [Service] as a result of Defence Transformation <i>58% disagree</i>	↔ Unchanged	N/A	B2.94

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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Section 3 Deployments and separation

Section 3 tracks respondents' satisfaction with their operational deployments, and with the amount of time spent away from their normal place of duty (separation).

Overall, the levels of satisfaction with pre-operational training, the support received from their Service when returning from deployment, and the frequency of deployment have not changed since 2013. The Royal Navy Other Ranks are the exception, reporting a drop in satisfaction across a number of the questions relating to deployment and separation.

There has been an increase in the number of Royal Navy Other Ranks reporting that they had been away from their usual place of duty for Service reasons for 6 months or more since 2013, and an increase in the number reporting that their deployments were too frequent or too long. The results for the Royal Navy Officers, and for the other Services, is largely unchanged since 2013.

The majority of personnel continue to feel that the frequency of their deployments is about right, however Royal Navy personnel appear to be increasingly less satisfied with the frequency of their deployments. This is largely driven by the Other Ranks, where less than half now believe the frequency is about right and around the same proportion state that they are deployed too often. Army Other Ranks, by contrast, are increasingly likely to state that they are not deployed often enough.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
THE FOLLOWING RESULTS INCLUDE ONLY THOSE THAT HAVE BEEN ON AN OPERATIONAL DEPLOYMENT (RN: SEA-GOING) IN THE 3-4 YEARS PRIOR TO THE SURVEY			
71% satisfied with the pre-operational training they received for their current/last Operational deployment <i>RN OR: 56% satisfied, a fall of 5 pp since 2013</i>	↔ Unchanged	↔ Unchanged	B3.6
44% satisfied with the support received from the Service when they returned from their last Operational deployment <i>RN OR: 28% satisfied, a fall of 5 pp since 2013</i>	↔ Unchanged	N/A	B3.7
65% stated the frequency of their Operational deployments was about right <i>RN OR: 48% state 'about right', a fall of 6 pp since 2013</i>	↔ Unchanged	↔ Unchanged	B3.8
79% stated the length of their Operational deployments was about right <i>RN OR: 56% state 'about right', a fall of 7 pp since 2013</i>	↓ 4 pp decrease	↔ Unchanged	B3.9
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 <i>RN OR: 23% away for more than 6 months</i>	↔ Unchanged	N/A	B3.10
Of those that had been away from their usual place of duty in the past 12 months, 43% were satisfied with this amount of time away <i>RN OR: 32% satisfied</i>	↔ Unchanged	N/A	B3.11

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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* RN Sea Going deployments have only been included with tri-Service calculations in this section from 2011)

Section 4 Fairness and Leadership

Section 4 seeks the views of personnel on whether they are treated fairly in their Service, with a focus on how supportive their immediate superiors or supervisors are. There are also questions on discrimination, bullying and harassment, and experiences of the Service complaints procedures.

Two thirds of personnel agree that they are treated fairly in their Service, a finding which is unchanged since 2013 and has been fairly consistent over the years, although scores for the Other Ranks tend to be lower than for the Officers, more than 80% of whom report that they are treated fairly.

There has been no change in the proportion of personnel reporting that they have been the subject of discrimination, harassment or bullying since 2013. The Royal Marines remain least likely to report being the subject of discrimination, harassment or bullying.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
68% agree: I am treated fairly [in the Service]	↔ Unchanged	↔ Unchanged	B4.1
56% agree: I am encouraged to use my talents to the full	↔ Unchanged	↓ 4 pp decrease	B4.2
10% believe they have been the subject of discrimination, harassment or bullying in a Service environment in the last 12 months <i>RM: 4%</i>	↔ Unchanged	↔ Unchanged	B4.3
9% of those answering 'Yes' to B4.3 above made a formal written complaint within the last 12 months <i>RAF: 6%</i>	↔ Unchanged	↔ Unchanged	B4.34
82% know where to get information about the Service complaints procedure for unfair treatment, discrimination, harassment and bullying	↔ Unchanged	↓ 5 pp decrease	B4.50
73% know, at least to some extent, how the Service Complaints Commissioner can help with a discrimination, harassment and/or bullying complaint	↔ Unchanged	↔ Unchanged	B4.51

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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

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Satisfaction with immediate and senior leaders

The majority of Service personnel report satisfaction with their immediate superiors, with around two thirds of personnel agreeing that their immediate superior supports them in their job, and sets a positive example. These scores have declined slightly over the last few years but are generally unchanged since 2013. Personnel appear less positive about senior Officers, with only a quarter agreeing that they understand and represent their interests. Officers are generally more positive about senior Officers than are Other Ranks.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
25% agree: Senior officers understand and represent my interests <i>RM OF: 73%, increase of 7 pp on 2013</i>	↔ Unchanged	↓ 4 pp decrease	B4.52
30% agree: Senior leaders are keen to get people's views on key decisions <i>RN and RM OF: both increased agreement since 2013</i>	↔ Unchanged	↔ Unchanged	B4.53
64% agree: My immediate superior understands and represents my interests	↔ Unchanged	↓ 4 pp decrease	B4.54
72% agree: My immediate superior supports me in my job	↔ Unchanged	↓ 2 pp decrease	B4.55
67% agree: My immediate superior sets a positive example	↔ Unchanged	↔ Unchanged	B4.56
64% agree: My immediate superior encourages me to develop my skills	↔ Unchanged	↔ Unchanged	B4.57
63% agree: My immediate superior is supportive over work/life balance issues	↔ Unchanged	↔ Unchanged	B4.58
62% agree: My immediate superior recognises my efforts	↔ Unchanged	↓ 3 pp decrease	B4.59

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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Section 5 Retention, Careers and Personal Development

Section 5 seeks the views of personnel about how long they plan to stay serving, and about what influences their decisions to either leave or stay in the Service. There are also a number of questions relating to opinions careers and personal development, including training for current role, career management services and the fairness of the appraisal and promotion systems.

Retention

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. There has been a small increase in the past year in the proportion of Officers who wish to leave Service before the end of their current commission, which is consistent with the longer term trend for both Officers and Other Ranks. Overall, one fifth (21%) indicate 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).

When asked what factors influence intentions to stay in the Service (retention factors), the top 5 are the same as those identified in 2013, although Job security has overtaken Healthcare provision to become the second most commonly-cited factor.

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. In the Royal Navy and Army, this factor has increased in each of the last four years and for the RAF it has increased since 2013. Opportunities outside the Service has increased as a factor increasing intention to leave when compared to 2013, continuing a longer term trend.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
36% planned to stay serving as long as they could <i>OF: 27%; 3 pp decrease since 2013</i>	↔ Unchanged	↓ 4 pp decrease	B5.30
25% planned to stay to the end of current engagement / commission	↔ Unchanged	↔ Unchanged	B5.30
12% planned to leave before the end of their current engagement <i>RN: 17%</i>	↔ Unchanged	↑ 4 pp increase	B5.30
9% planned to leave as soon as possible or have put in their notice	↔ Unchanged	↔ Unchanged	B5.30

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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

RN: Royal Navy; RM: Royal Marines; RAF: Royal Air Force; OF: Officers; OR: Other Ranks; pp: percentage point

TOP FIVE FACTORS INCREASING INTENTION TO STAY

2014	% of respondents	2013	% of respondents
Dental provision	66%	Dental provision	66%
Job security	65%	Healthcare provision	64%
Healthcare provision	65%	Job security	63%
Pension	53%	Pension	54%
Mental health provision	45%	Mental health provision	46%

TOP FIVE FACTORS INCREASING INTENTION TO LEAVE

2014		2013	
Impact of Service life on family and personal life	59%	Impact of Service life on family and personal life	58%
Spouse/partner's career	48%	Spouse/partner's career	47%
Opportunities outside the Service	44% ↑	Opportunities outside the Service	41%
Service morale	39%	Service morale	40%
My morale	38%	My morale	38%

Table references: B5.31 - B5.62

Careers and Personal Development

Most personnel agree that they have the skills, knowledge and experience to do their job, and around 60% are satisfied with the training they receive for their current job.

Satisfaction with the appraisal system and opportunities for promotion remains unchanged since 2013 and the RAF continues to score lower than the other Services in these areas.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

		Change from 2013	Change from 2010	Table
40% had 11+ weeks notice for current / last assignment (postin	↔	Unchanged	↔ Unchanged	B5.1
65% satisfied with the notice given for their current assignment <i>RAF: 73% satisfied</i>	↔	Unchanged	↓ 5 pp decrease	B5.2
35% satisfied with the career management service	↔	Unchanged	↔ Unchanged	B5.16
87% agree they have the necessary skills, knowledge and experience to do their job	↔	Unchanged	N/A	B5.17
72% agree their skills and experience are being used	↔	Unchanged	N/A	B5.18
53% agree their current assignment will enhance their promotion prospects	↔	Unchanged	N/A	B5.19
56% agree personal preferences were taken into account for their current assignment	↔	Unchanged	N/A	B5.20
51% satisfied with the fairness of the appraisal system <i>RAF: 40% satisfied</i>	↔	Unchanged	↓ 6 pp decrease	B5.21
39% satisfied with the fairness of the promotion system <i>RAF: 27% satisfied</i>	↔	Unchanged	↓ 3 pp decrease	B5.22
43% satisfied with opportunities for promotion <i>RAF: 33% satisfied</i>	↔	Unchanged	↔ Unchanged	B5.23
52% satisfied with opportunities for personal development	↔	Unchanged	↓ 4 pp decrease	B5.24
61% satisfied with amount of training to carry out current job	↔	Unchanged	N/A	B5.25
60% satisfied with 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 <i>RN OR: 4 pp drop in satisfaction since 2013</i>	↔	Unchanged	↔ Unchanged	B5.28
42% satisfied with the opportunities to gain civilian accreditation for Service training e.g. NVQs, in-service degrees, apprenticeships	↔	Unchanged	↓ 8 pp decrease	B5.29

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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

RN: Royal Navy; RM: Royal Marines; RAF: Royal Air Force; OF: Officers; OR: Other Ranks; pp: percentage point

AFCAS 2014 key findings by section

Section 6 Accommodation

Section 6 measures satisfaction with accommodation and the retail, catering and leisure services provided by the Services.

Satisfaction with the overall standard and value for money of Service Accommodation remains reasonably high for all Services but is lowest in the Royal Marines Other Ranks. Satisfaction levels have been largely static over the last four years.

Less than half of personnel report that they are satisfied with the repair, maintenance and fairness of allocation of their Service Accommodation. In general, the Royal Marines Other Ranks are the least satisfied across many of the questions about Service Accommodation.

The majority of Officers and around a third of Other Ranks own their own home, with home ownership lowest among the Army Other Ranks.

Satisfaction with the opportunity and allowances for living in their own home remains low for all personnel particularly for the Army.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
77% live in Service Accommodation during the working week	↔ Unchanged	N/A	B6.1
58% satisfied with the overall standard of Service Accommodation <i>46% RM OR</i>	↔ Unchanged	↑ 4 pp increase	B6.7
67% satisfied with the value for money of Service Accommodation <i>54% RM OR</i>	↔ Unchanged	↑ 4 pp increase	B6.10
41% satisfied with the response to requests to maintain/repair their Service Accommodation <i>32% RM OR</i>	↔ Unchanged	N/A	B6.13
39% satisfied with the quality of maintenance/repair to their Service Accommodation <i>33% RM OR</i>	↔ Unchanged	N/A	B6.16
44% satisfied with how fairly Service Accommodation is allocated <i>38% RN OR. 38% RM OR.</i>	↔ Unchanged	↑ 5 pp increase	B6.19
44% currently own their own home of whom 35% live there during the working week <i>74% OF own their own home</i>	↔ Unchanged	↔ Unchanged	B6.22
23% do not own a property but are saving to buy in the future	↔ Unchanged	↑ 9 pp increase	B6.22
40% satisfied with the opportunities to live in their home.	↔ Unchanged	↓ 7 pp decrease	B6.32
22% satisfied with the allowances for living in their own home	↔ Unchanged	↔ Unchanged	B6.33
2% had used a Government Affordable Housing Scheme in the last year to buy or rent a home	↔ Unchanged	↔ Unchanged	B6.42
16% had not heard of any Affordable Housing Scheme	↓ 5 pp decrease	↓ 1 pp decrease	B6.42

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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

RN: Royal Navy; RM: Royal Marines; RAF: Royal Air Force; OF: Officers; OR: Other Ranks; pp: percentage point

TOP FIVE REASONS FOR HOME OWNERSHIP			
2014	% of respondents	2013	% of respondents
To give stability for themselves and their family	72%	To give stability for themselves and their family	71%
Wanted to live with their partner	24%	Wanted to live with their partner	24%
Poor standards of Service Accommodation	18%	Poor standards of Service Accommodation	18%
They wanted to rent out the property	17%	They wanted to rent out the property	17%
Other reasons	14%	Other reasons	14%

Table references: B6.23 - B6.30

TOP FIVE REASONS FOR NOT BUYING A HOME			
2014	% of respondents	2013	% of respondents
I can't afford to buy a suitable home at the moment	66%	I can't afford to buy a suitable home at the moment	67%
I don't want to buy a home where I am located	25%	I don't want to buy a home where I am located	24%
I wouldn't be able to live in the home	22%	I wouldn't be able to live in the home	21%
I don't want to at this stage in my life/career	18%	I don't want to at this stage in my life/career	17%
Living in Service Accommodation is better suited to current personal and family needs	16%	Living in Service Accommodation is better suited to current personal and family needs	15%

Table references: B6.34 - B6.41

Catering, retail and leisure (CRL)

The majority of personnel across all Services are in a unit that has Catering, Retail and Leisure. However, satisfaction with the choice of and availability of food and opening hours remains low except for the RN.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
70% are in a Unit that has Catering Retail and Leisure (CRL) that operates Pay As You Dine (PAYD)	↔ Unchanged	N/A	B6.44
of these, 59% actually use PAYD	↑ 5 pp increase	N/A	B6.45
37% satisfied with the choice of food. 40% dissatisfied	↔ Unchanged	N/A	B6.54
41% satisfied with availability of food and opening hours 51% RN	↔ Unchanged	N/A	B6.55

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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

RN: Royal Navy; RM: Royal Marines; RAF: Royal Air Force; OF: Officers; OR: Other Ranks; pp: percentage point

Section 7 Personal life

Section 7 asks a number of questions relating to the personal and home life of personnel, including family, financial situation and the ability to plan their lives.

Time spent away and impact on family

Satisfaction with time spent away from spouse, family and friends has remained low across the Services, and has decreased for RN personnel in the past year.

Satisfaction with the ability to plan their personal life including flexible working has also significantly decreased for the RN and remains low generally although the RAF are significantly higher than the other Services.

Satisfaction with the effect of Service life on their spouse/partner's career and children's education remains very low for all Services.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
29% are satisfied with the amount of time away from family in the last 12 months	↔ Unchanged	N/A	B7.12
43% satisfied with the ability to plan their own life - short term e.g. work/weekend leave <i>36% RM. 60% RAF.</i>	↔ Unchanged	↓ 6 pp decrease	B7.13
28% satisfied with the ability to plan their own life - long term e.g. holidays/career training <i>41% RAF</i>	↔ Unchanged	↓ 5 pp decrease	B7.14
22% satisfied with the amount of separation from spouse, family and friends	↔ Unchanged	↓ 2 pp decrease	B7.15
19% satisfied with the opportunities available to for flexible working	↔ Unchanged	↔ Unchanged	B7.16
12% satisfied with the effect of Service life on their spouse/partner's career	↔ Unchanged	↓ 2 pp decrease	B7.18
19% satisfied with the effect of Service life on their children's education	↔ Unchanged	↔ Unchanged	B7.17
5% have caring responsibilities for infirm or elderly adult(s)	↔ Unchanged	↔ Unchanged	B7.19

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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

RN: Royal Navy; RM: Royal Marines; RAF: Royal Air Force; OF: Officers; OR: Other Ranks; pp: percentage point

Personal status, children and personal finances

Half of all Service personnel report that they are married or in a civil partnership, and around the same proportion have children whom they support financially.

Although the majority of personnel have not applied for credit or a mortgage in the last 12 months, most of those who did were successful.

Where personnel were rejected for a mortgage or credit the main reasons given were Failed Credit Check and in the case of Officers, Too Many Address Moves.

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.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
51% are married/in a civil partnership	↔ Unchanged	↔ Unchanged	B7.1
21% are in a long-term/established relationship (but not married or in a civil partnership)	↔ Unchanged	↔ Unchanged	B7.1
20% are single	↔ Unchanged	↔ Unchanged	B7.1
63% of spouses/partners in full- or part-time employment	↔ Unchanged	↑ 4 pp increase	B7.2
21% of spouses/partners not employed (excl. full or part-time education)	↔ Unchanged	↔ Unchanged	B7.2
50% have children whom they support financially	↔ Unchanged	↔ Unchanged	B7.3
77% live with the children they support financially (full access)	↔ Unchanged	↔ Unchanged	B7.9
9% of Service children were deemed to have a Special Educational Need	↔ Unchanged	N/A	B7.10
PERSONAL FINANCES			
92% are confident in their ability to manage their finances	↔ Unchanged	N/A	B7.26
30% are satisfied with the support given to help arrange their finances <i>18% are dissatisfied</i>	↔ Unchanged	N/A	B7.27

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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

RN: Royal Navy; RM: Royal Marines; RAF: Royal Air Force; OF: Officers; OR: Other Ranks; pp: percentage point

AFCAS 2014 key findings by section

Section 8 Leave

Section 8 seeks views on satisfaction with leave, both with the amount of leave available, and the ability to take that leave.

Satisfaction with overall leave allowance has decreased slightly in the past year but remains high for all personnel. However, personnel remain a lot less satisfied with the opportunity to take leave when they want to, particularly for the Royal Marines.

Slightly fewer personnel are satisfied with the amount of leave they were able to take over the last 12 months, and RAF personnel remain the most satisfied. However, the proportion of personnel taking all of their annual leave remains low, particularly amongst RAF personnel.

Workload remains the most commonly cited reason for not taking all leave. Undermanning is the second most common, and has seen an increase in the proportion of personnel citing it since the questions were introduced in 2012, although the levels are similar to 2013. Undermanning is the most commonly cited reason for the RAF.

Slightly more RN and RM personnel report Operational Tour as the reason for not taking all of their annual leave.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
70% satisfied with overall leave allowance i.e. annual leave, post operational leave (POL), etc. 56% RM OR	↓ 2 pp decrease	↓ 2 pp decrease	B8.1
38% satisfied with the opportunity to take leave when they wanted 22% RM	↔ Unchanged	↔ Unchanged	B8.2
54% satisfied with the amount of leave they were able to take in the last 12 months 64% RAF. 46% RM OR.	↓ 4 pp decrease	↔ Unchanged	B8.3
39% stated they had taken all of their annual leave, i.e. 38 days (including public holidays), in the last leave year 26% RAF. 68% RM.	↔ Unchanged	↔ Unchanged	B8.4

TOP FIVE REASONS FOR NOT TAKING ALL ANNUAL LEAVE

2014	% of respondents	2013	% of respondents
Workload	57%	Workload	57%
Undermanning	38%	Undermanning	36%
Courses/training	35%	Courses/training	34%
Operational tour	32%	Operational tour	29%
Not allowed	21%	Not allowed	23%

Table references: B8.5 - B8.12

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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

RN: Royal Navy; RM: Royal Marines; RAF: Royal Air Force; OF: Officers; OR: Other Ranks; pp: percentage point

AFCAS 2014 key findings by section

Section 9 Health, Fitness and Wellbeing

Section 9 seeks satisfaction with medical and dental services provided by the Armed Forces, opportunities and facilities for maintaining fitness. It also includes questions developed by the Office for National Statistics on Wellbeing.

Satisfaction with Service provided medical and dental treatment remains very high for all Services and continue to be cited by personnel as major retention factors (Section 5 'RETENTION, CAREERS AND PERSONAL DEVELOPMENT' above refers).

Satisfaction with sport and fitness facilities and the opportunity to pursue fitness activities also remains high for all personnel. However, personnel remain a lot less satisfied with the opportunity to pursue Adventure Training.

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.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

	Change from 2013	Change from 2010	Table
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	↔ Unchanged	B9.1
81% satisfied with the medical facilities	↔ Unchanged	↑ 2 pp increase	B9.2
80% satisfied with the way they were treated by medical staff	↔ Unchanged	↔ Unchanged	B9.3
72% satisfied with the effectiveness of the medical treatment	↔ Unchanged	↔ Unchanged	B9.4
86% of those who received Service provided dental treatment in the last 2 years, were satisfied with the treatment	↔ Unchanged	↔ Unchanged	B9.5
76% satisfied with sport, exercise and fitness facilities in general	↔ Unchanged	↔ Unchanged	B9.6
66% satisfied with the opportunity to pursue fitness activities	↔ Unchanged	↔ Unchanged	B9.7
44% satisfied with the opportunity to pursue Adventure Training	↔ Unchanged	↔ Unchanged	B9.8
51% gave a rating of at least 7/10 when asked how satisfied they were with their life nowadays? (where 0 = Not at all & 10 = completely)	↔ Unchanged	N/A	B9.9
46% gave a rating of at least 7/10 when asked how happy did they feel yesterday? (where 0 = Not at all & 10 = completely)	↔ Unchanged	N/A	B9.10
15% gave a rating of at least 7/10 when asked how anxious did they feel yesterday? (where 0 = Not at all & 10 = completely)	↔ Unchanged	N/A	B9.11
52% gave a rating of at least 7/10 when asked to what extent they felt the things they did in their life were worthwhile? (where 0 = Not at all & 10 = completely)	↔ Unchanged	N/A	B9.12

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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

RN: Royal Navy; RM: Royal Marines; RAF: Royal Air Force; OF: Officers; OR: Other Ranks; pp: percentage point

AFCAS 2014 key findings by section

Section 10 Welfare

Section 10 measures knowledge of and satisfaction with the welfare support provided by the Armed Forces.

The majority of personnel are satisfied with their own welfare package and support apart from the RN who are generally a lot less satisfied. Following an increase in satisfaction between 2010 and 2012, levels have remained fairly constant since.

Satisfaction with the Operational/Deployment Welfare Package has improved since 2010 for all Services apart from the RAF.

Satisfaction with the support their spouse/partner receives from the Service when personnel are absent from home remains very low for all Services particularly for the RN.

The majority continue to know how to contact their unit padre/chaplain, HIVE and Service Families Federation, with fewer RM personnel knowing how to contact the Naval Families Federation when compared to the other Services.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

		Change from 2013	Change from 2010	Table
54% satisfied with the Operational/Deployment Welfare Package <i>37% RN OR</i>	↔	Unchanged	↑ 18 pp increase	B10.1
49% satisfied with the welfare support provided by the Service for them <i>35% RN OR</i>	↔	Unchanged	N/A	B10.2
38% satisfied with the welfare support provided by the Service for their family <i>RN: 29%; increase in dissatisfaction since 2013</i>	↔	Unchanged	N/A	B10.3
29% satisfied with the support their spouse/partner gets from the Service when they are absent <i>RN: 19%; 6 pp increase since 2010</i>	↔	Unchanged	↑ 7 pp increase	B10.4
82% know how to contact their Unit's Padre/Chaplain	↔	Unchanged	N/A	B10.5
74% know how to contact the HIVE	↓	2 pp decrease	N/A	B10.6
51% know how to contact the Service Families Federation <i>36% RM</i>	↓	2 pp decrease	N/A	B10.7

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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

RN: Royal Navy; RM: Royal Marines; RAF: Royal Air Force; OF: Officers; OR: Other Ranks; pp: percentage point

Section 11 Working with the Reserves

Section 11 asks about experiences of working with Reservists, and also tests awareness of the various roles available within the Reserve forces

The majority of personnel have an awareness of the roles they could undertake in the Reserve Forces, which continues to increase.

Less than half of all personnel say they would consider joining the Reserves full-time when they leave, a level which has remained constant since 2012. In the Royal Navy Other Ranks, there has been an increase in the proportion of personnel who would not join the Reserves.

The Army's working contact with their Reserve Forces has declined slightly since last year but remains higher than the other Services. However, the Army continue to say that their Reserve Forces are not as well integrated nor professional when compared to the other Services. Royal Navy and Royal Marines Regulars' contact with their Reserve Forces has increased since last year, but there has been a decrease in the proportion rating the Reserves' contribution as valuable.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

		Change from 2013	Change from 2010	Table
PROPORTION OF PERSONNEL AWARE OF THE FOLLOWING ROLES THEY COULD UNDERTAKE IN THE RESERVES				
Volunteer Reserves	72%	↔ Unchanged	N/A	B11.1
Regular Reserves	75%	↑ 3 pp increase	N/A	B11.2
Full-Time Reserve Service (Full Commitment)	70%	↑ 3 pp increase	N/A	B11.3
Full-Time Reserve Service (Limited Commitment)	65%	↑ 3 pp increase	N/A	B11.4
Full-Time Reserve Service (Home Commitment)	63%	↑ 3 pp increase	N/A	B11.5
<hr/>				
53% say they would not consider joining the Volunteer Reserve Forces Full-time when they leave the Service <i>59% RN</i>		↔ Unchanged	N/A	B11.7
46% say they would not consider joining the Volunteer Reserve Forces Part-time when they leave the Service <i>39% RM</i>		↔ Unchanged	N/A	B11.8
46% stated they have had working contact with their Reserve Forces in the last two years <i>32% RM: (9% increase from last year)</i>		↔ Unchanged	N/A	B11.9
OF THOSE WHO HAD WORKING CONTACT WITH THE RESERVES:				
56% believe their contribution to the Service is valuable <i>Decrease in all Services except Army</i>		↔ Unchanged	N/A	B11.10
39% believe they are well integrated with the Regular Service <i>32% Army. 57% RAF.</i>		↔ Unchanged	N/A	B11.11
51% rate them as professional <i>42% Army. 73% RAF.</i>		↔ Unchanged	N/A	B11.12

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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

RN: Royal Navy; RM: Royal Marines; RAF: Royal Air Force; OF: Officers; OR: Other Ranks; pp: percentage point

AFCAS 2014 key findings by section

Section 12 Your Comments / survey length

Section 12 seeks any further comments that personnel might like to add and also captures the amount of time taken to complete the survey, and whether respondents believe it takes too long.

The majority of respondents continue to state that the survey is about the right length (except the Royal Marines). The majority of electronic respondents continue to complete the survey more quickly than paper respondents.

Key figures

(where applicable, % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see tables)

		Change from 2013	Change from 2010	Table
53% of respondents stated that the length of the survey is about right. <i>60% RAF</i>	↔	Unchanged	N/A	B12.1
46% of respondents believe that the survey is too long. <i>59% RM</i>	↔	Unchanged	N/A	B12.1
57% of respondents took 30 minutes or less to complete the survey <i>73% Electronic respondents took 30 minutes or less. 55% Paper respondents took 30 minutes or longer.</i>	↓	5 pp decrease	N/A	B12.2

Key figures are % agreed/satisfied only; for % neutral and % disagreed/dissatisfied see Annex tables

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

RN: Royal Navy; RM: Royal Marines; RAF: Royal Air Force; OF: Officers; OR: Other Ranks; pp: percentage point

BACKGROUND INFORMATION

1. Context

1.1 This survey was conducted at a time that included the drawing down of the campaign in Afghanistan and ongoing and planned changes to the shape of the Armed Forces and the terms and conditions under which personnel serve.

1.2 In the past few years, 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.

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 2014 AFCAS Report

3.1 This is the full report for the 2014 AFCAS, the eighth iteration of this survey. This report includes the 2014 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 2014 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 2014 questionnaires is published separately.

AFCAS 2014 reference tables that include the tables of results for each of the tri-Service questions in the 2014 survey with significance tests against results from 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 2014 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 2014 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 November 2013 to 17th February 2014. 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. Identifiable 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 2014 sample consisted of 28,121 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:

• Royal Navy	• 2* Officers and above (OF7-OF10)
• Royal Marines	• Other Officers (OF1-OF6)
• Army	• Senior Ranks (OR6-OR9)
• RAF	• Junior Ranks (OR1-OR4)

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 13,500 responses were used in the AFCAS 2014 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

		Sample size	Surveys returned	2014 response rate	2013 response rate
Royal Navy	Officers	1 522	991	65%	64%
	Ratings	5 075	2 360	47%	43%
Royal Marines	Officers	495	397	80%	68%
	Marines	4 137	2 857	69%	62%
Army	Officers	1 890	1 153	61%	58%
	Soldiers	8 914	2 670	30%	31%
Royal Air Force	Officers	1 674	989	59%	62%
	Airmen	4 414	2 049	46%	50%
All Services	Officers	5 581	3 530	63%	62%
	Ranks	22 540	9 936	44%	44%

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 2014 analysis

Weighting Class	Weighting Applied	Weighting Class	Weighting Applied	Weighting Class	Weighting Applied	Weighting Class	Weighting Applied
RN_OF-1-2	5.63	RM_OF-1-2	1.96	Army_OF-1-2	13.07	RAF_OF-1-2	8.45
RN_OF-3	5.64	RM_OF-3	1.73	Army_OF-3	9.75	RAF_OF-3	6.72
RN_OF-4-6	4.79	RM_OF-4+	1.85	Army_OF-4-6	11.20	RAF_OF-4-6	6.86
RN_OF-7+	1.88	RM_OR-2	2.31	Army_OF-7+	1.88	RAF_OF-7+	2.06
RN_OR-2	8.81	RM_OR-3-4	2.42	Army_OR-2	53.95	RAF_OR-2	21.42
RN_OR-4	7.77	RM_OR-6	1.82	Army_OR-3	34.58	RAF_OR-3-4	12.91
RN_OR-6	7.68	RM_OR-7	1.68	Army_OR-4	25.75	RAF_OR-6	9.34
RN_OR-7	7.16	RM_OR-8-9	1.43	Army_OR-6	20.50	RAF_OR-7-9	8.56
RN_OR-8-9	5.23			Army_OR-7	17.27		
				Army_OR-8-9	15.17		

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

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

8. Statistical tests

8.1 To compare 2014 results with those from 2007 to 2013, z tests with 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 <https://www.gov.uk/government/collections/armed-forces-continuous-attitude-survey-index>)

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 2014 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 2014 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 the 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