



Internal Communications Survey 2009

Results: Overall

DAJA





Executive Summary - Reputation

- There has been a statistically significant increase in the proportion of MOD personnel who agree that the MOD are a force for good, from 75% in 2008 to 79% in 2009 (+4%).
- In 2009 the proportion of MOD personnel who agree that the Armed Forces are a force for good (89%), is not significantly different from the proportion who agreed in 2008 (87%).
- Between 2008 and 2009 there has been a statistically significant increase from 57% to 73% (+16%) in terms of MOD personnel who agree that the Armed Forces provide an appropriate level of medical care.
- Between 2008 and 2009 there has been a statistically significant increase (13%) in the proportion of respondents who agree that the Armed Forces look after their personnel (39%-52%).
- Between 2008 and 2009 there has been a statistically significant increase from 60% to 66% (+6%) in the proportion of MOD personnel who agree that the MOD is as open as it can be about its activities.
- In 2009 the proportion of MOD personnel who agree that the MOD gives the taxpayer value for money (62%) is not significantly different from the proportion who agreed in 2008 (60%).
- Between 2008 and 2009 there has been a statistically significant increase from 57% to 63% (+6%) in the proportion of MOD personnel who agree that the MOD is forward thinking about defence and security.





Executive Summary - Equipment

- Between 2008 and 2009 there has been a statistically significant increase from 58% to 64% (+6%) in the proportion of MOD personnel who think that Armed Forces equipment is satisfactory or good.
- Between 2008 and 2009 there has been a statistically significant decrease from 37% to 31% (-6%) in the proportion of MOD personnel who think that Armed Forces equipment is poor.
- When considering all respondents who expressed an opinion with regards to Armed Forces equipment, there has been a statistically significant decrease from 58% in 2008 to 47% in 2009 (-11%) in the proportion of personnel who cited personal equipment as the main problem.
- In 2009 the proportion of personnel who cited that equipment is not available in sufficient quantities (43%) is not significantly different from the proportion who agreed in 2008 (48%).



Internal Communications 2009

Interpretation

Purple highlight indicates statistically significant difference between 2008 and 2009.

Title of slide – identifies whether the slide refers to trend data, all respondents or a particular group

Asterisk indicates that additional information with regards to methodology and caveats is available

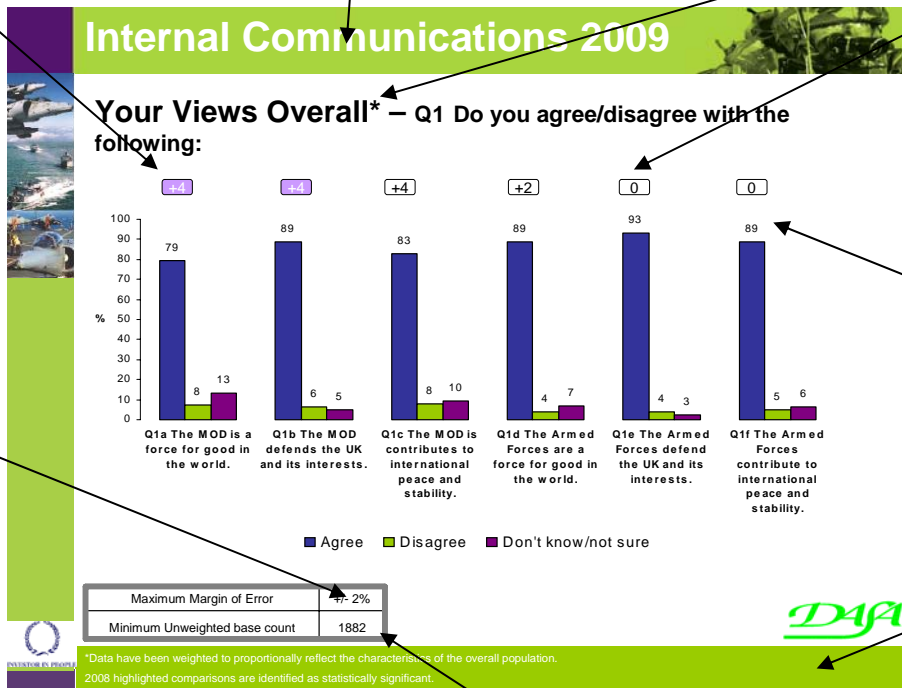
Indicates % point change in terms of respondents who agree between 2008 and 2009

Indicates % of respondents who selected this option

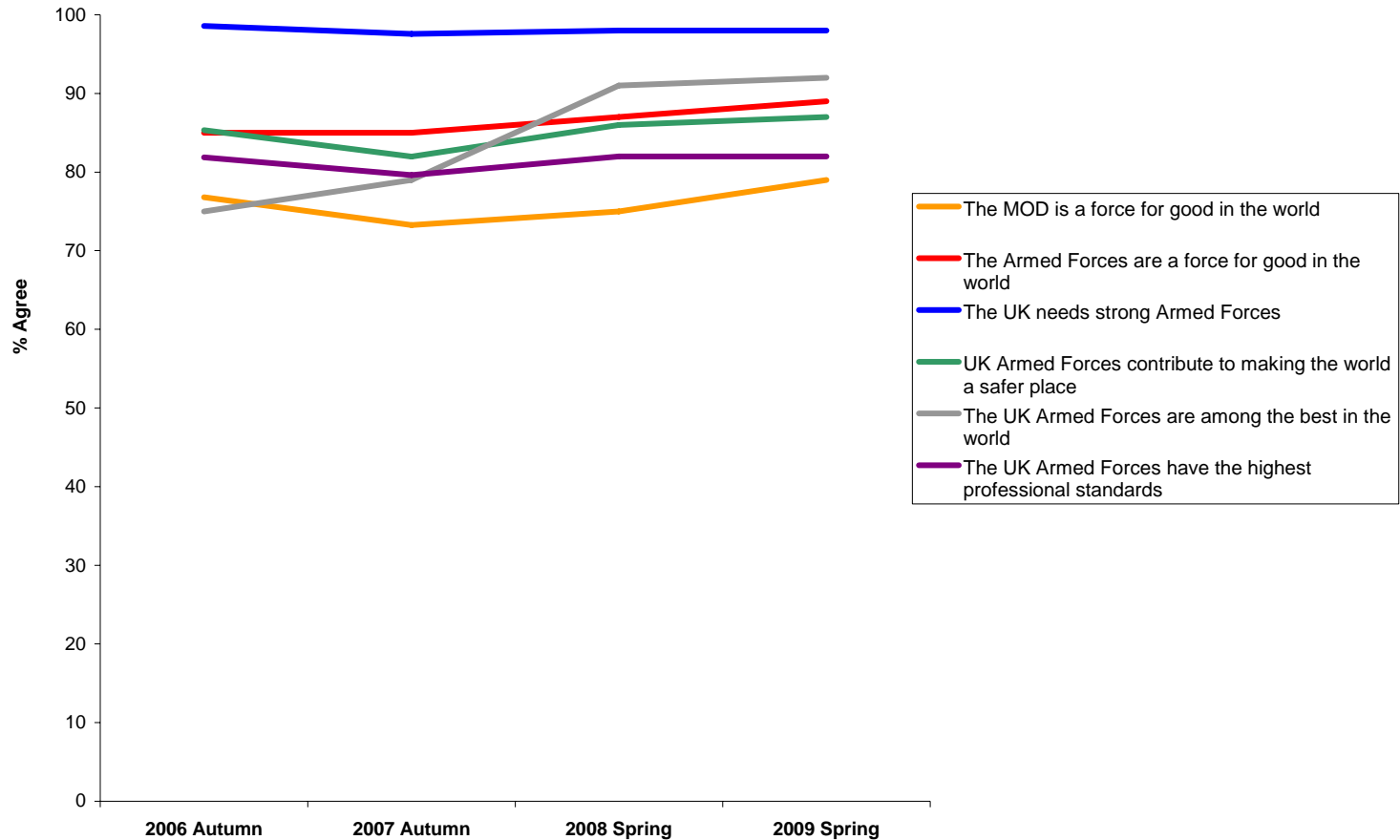
Maximum margin of error in terms of all % displayed. **Relates to 2009 data only.**

Additional information with regards to the data displayed

Minimum unweighted count (denominator) upon which any % in the slide is calculated. **Relates to 2009 data only.**



Headline Statistics – Reputation*



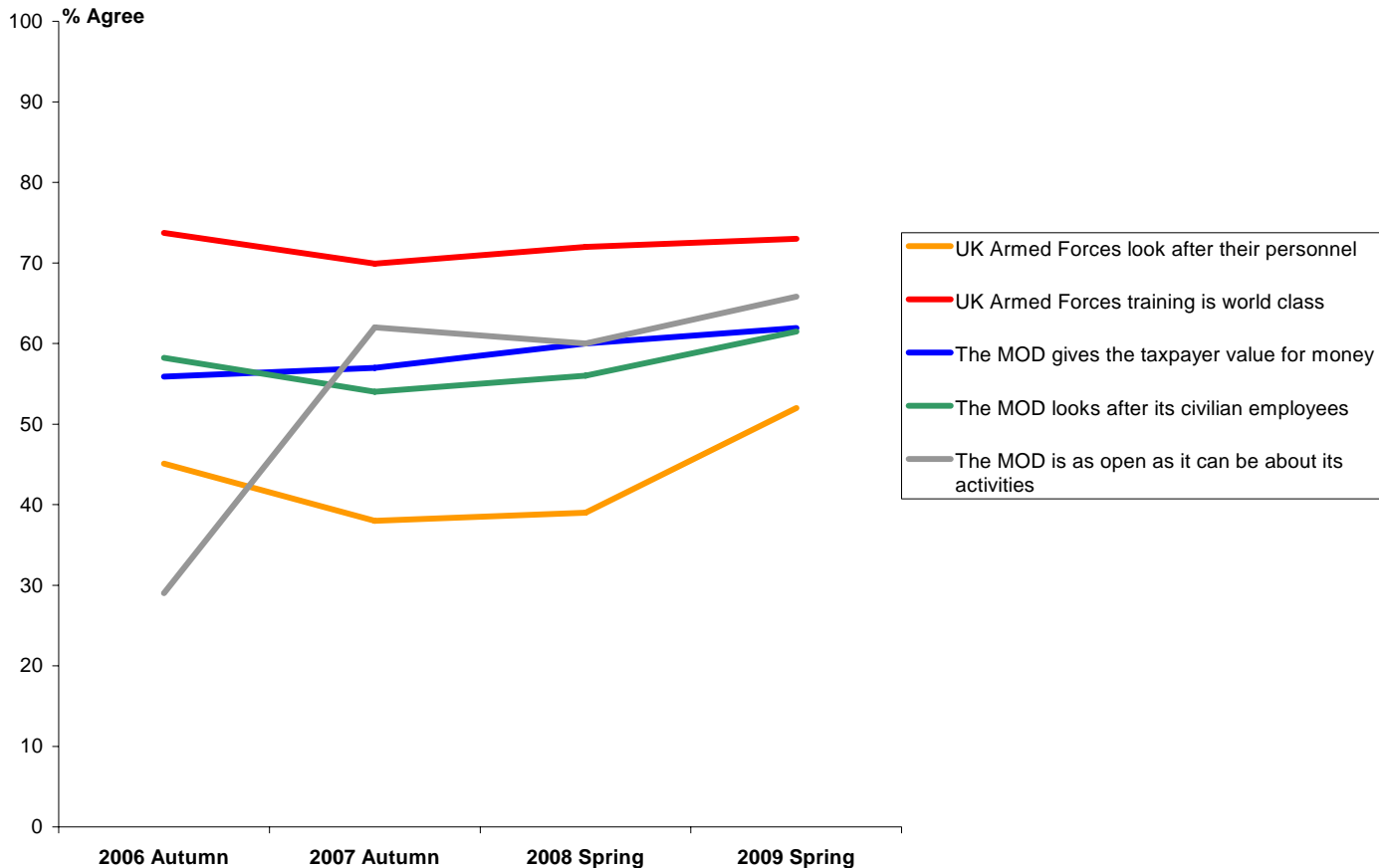
2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1882



*Only displays respondents who selected 'Agree'
Comparative questions were not available between 2003-2005



Headline Statistics – Reputation*



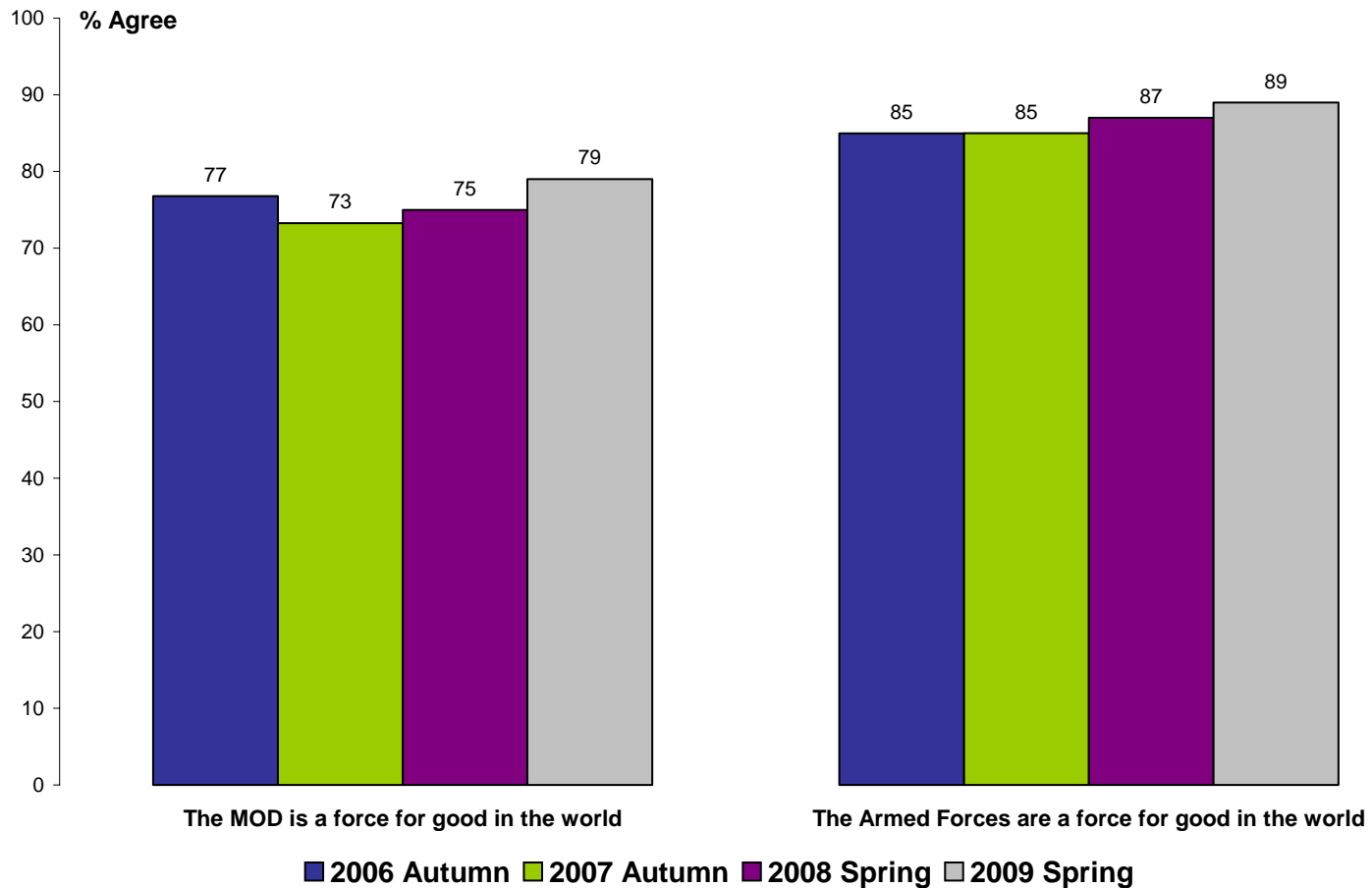
2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1882



*Only displays respondents who selected 'Agree'
 Comparative questions were not available between 2003-2005



Headline Statistics – Reputation*



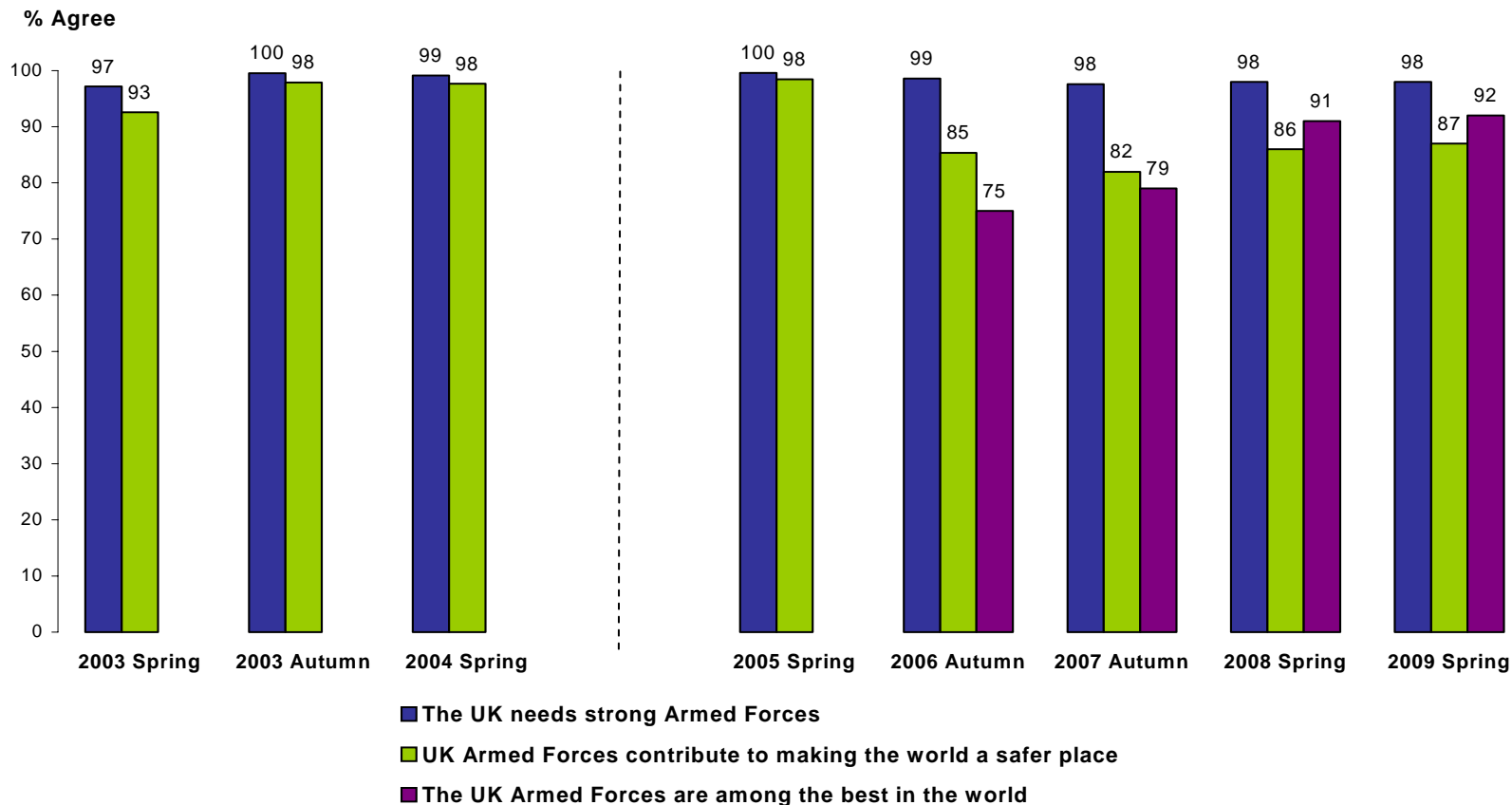
2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1882



*Only displays respondents who selected 'Agree'
Comparative questions were not available between 2003-2005



Headline Statistics – Reputation*



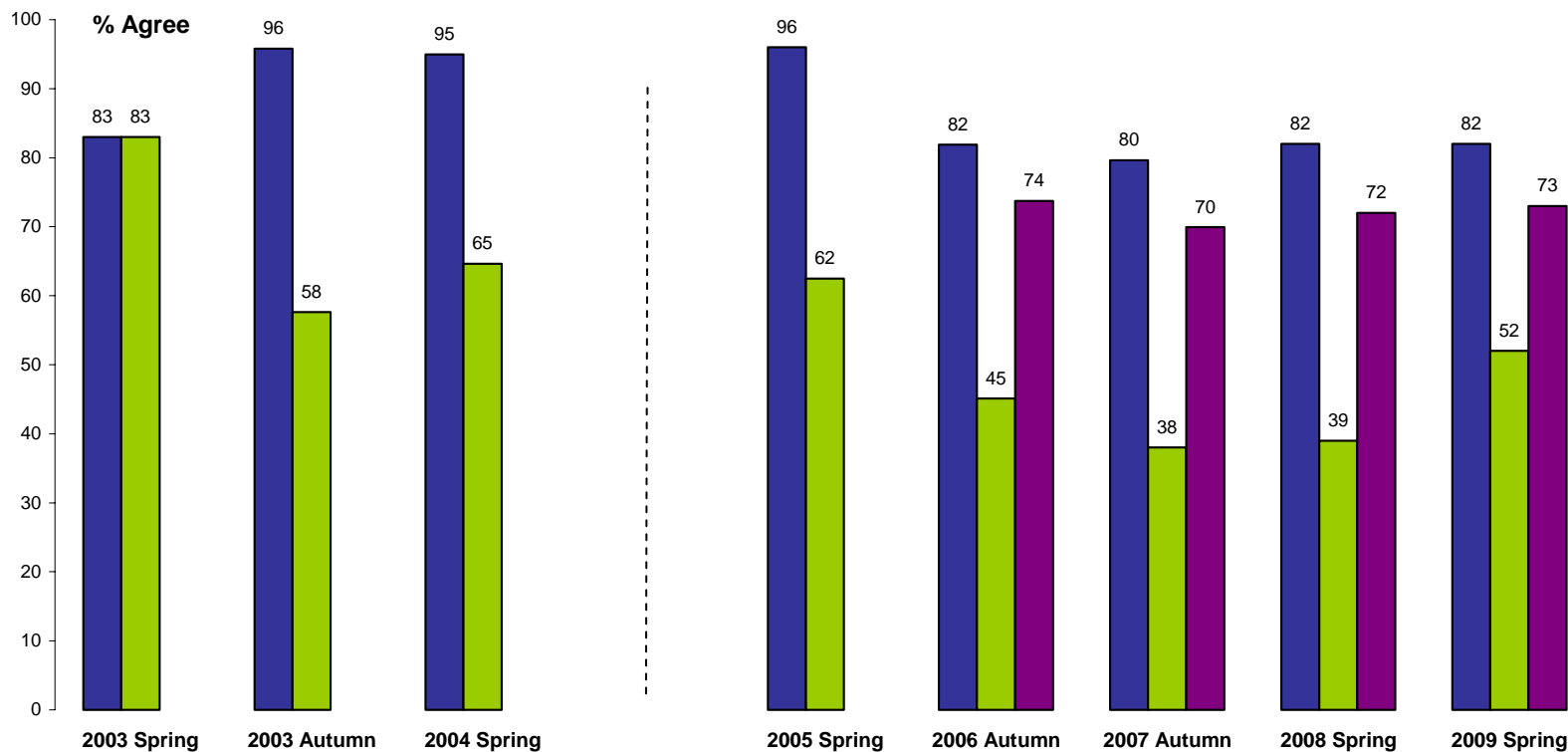
2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1883



*Data gathered between 2003 – 2004 have not been weighted to reflect the characteristics of the overall population therefore are not directly comparable to 2005 – 2009 responses. No data are available prior to 2006 with reference to 'The UK Armed Forces are amongst the best in the world', the 2006/7 figures for this question are based on an average of 3 separate questions directed at each of the services. Only displays respondents who selected 'Agree'.



Headline Statistics – Reputation*



- The UK Armed Forces have the highest professional standards
- UK Armed Forces look after their personnel
- UK Armed Forces training is world class

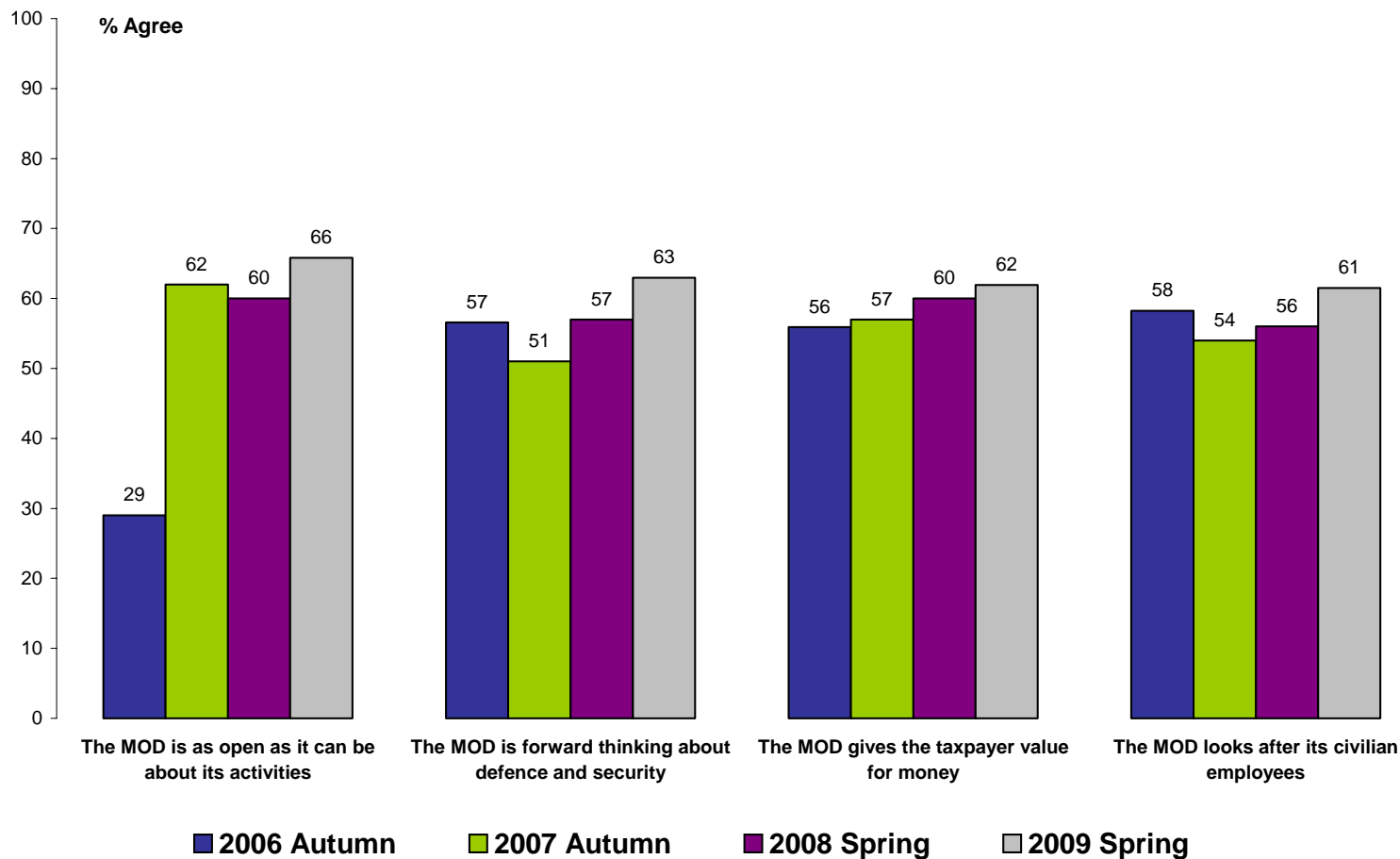
2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1908



*Data gathered between 2003 – 2004 have not been weighted to reflect the characteristics of the overall population therefore are not directly comparable to 2005 – 2009 responses. In terms of the last option, comparable data is only available between 2006-2009. Only displays respondents who selected 'Agree'.



Headline Statistics – Reputation*



2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1910

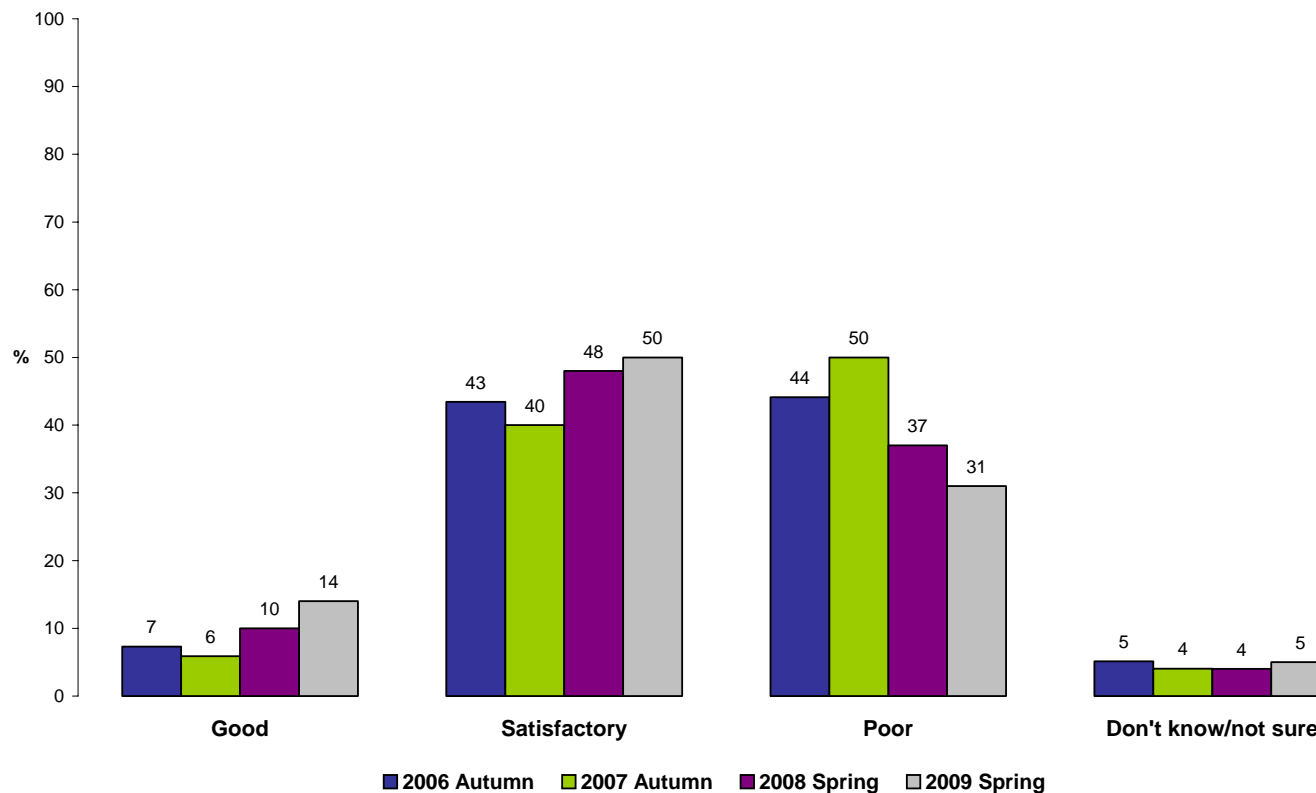


*Data gathered between 2003-2005 are not directly comparable
Only displays respondents who selected 'Agree'.



Headline Statistics – Equipment*

UK Armed Forces Equipment is:



2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1906



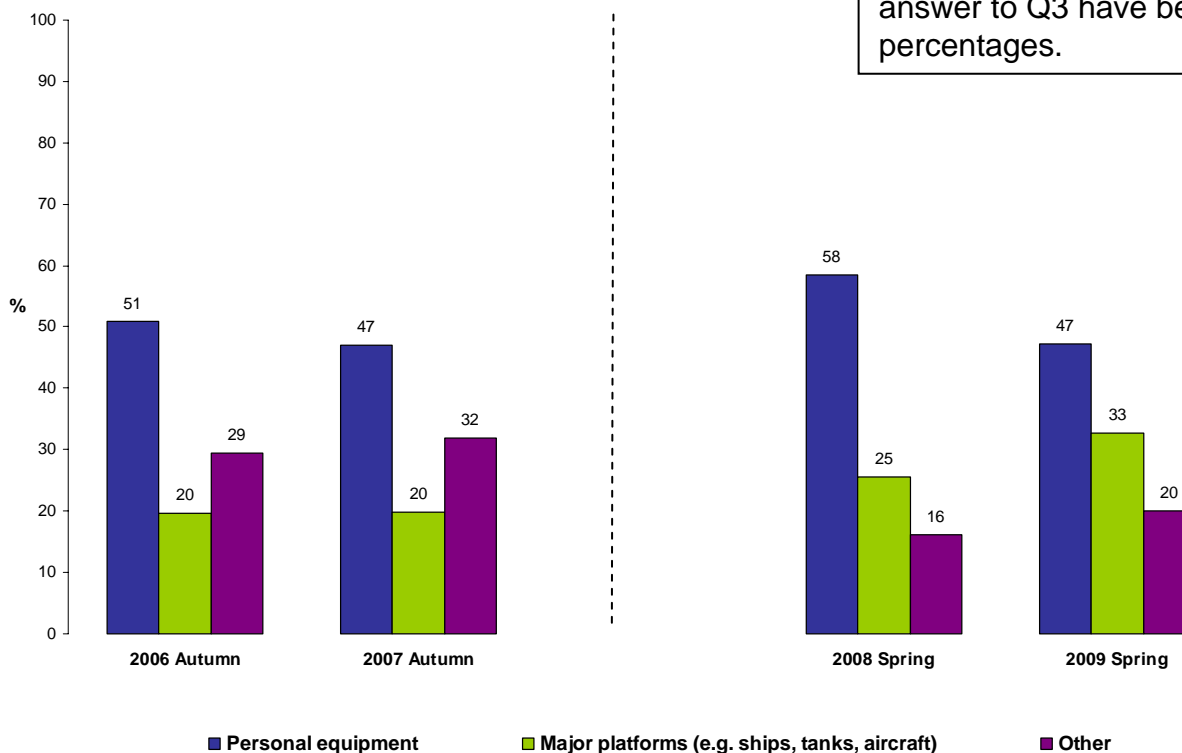
*Data gathered between 2003 – 2005 are not directly comparable



Headline Statistics – Equipment*

If you answered 'Poor' to Q3, the main problem is with:

Please note that to enable comparison across time, respondents who answered this question, but *did not* select 'Poor' in answer to Q3 have been included in the percentages.



2009 Maximum Margin of Error	+/-4%
2009 Minimum Unweighted base count	565

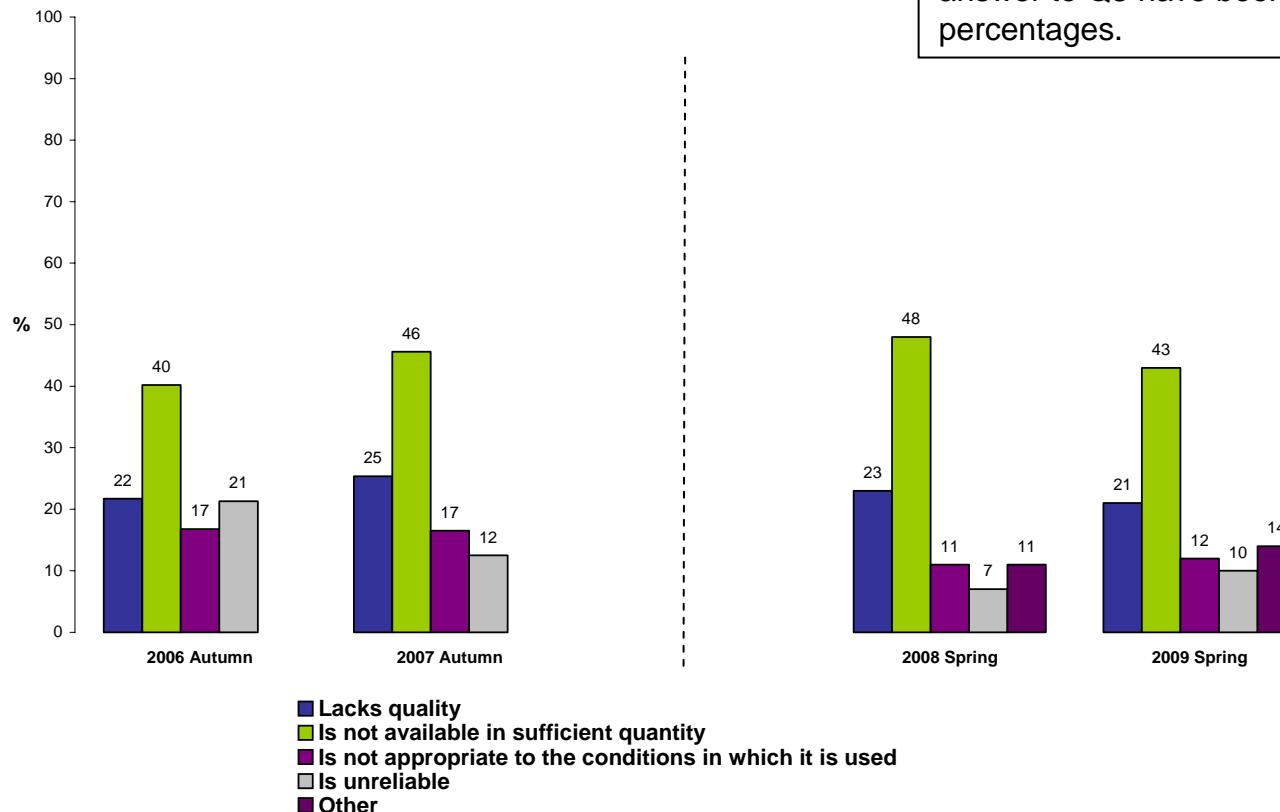




Headline Statistics – Equipment*

If you answered 'Poor' to Q3, the main problem is that equipment:

Please note that to enable comparison across time, respondents who answered this question, but *did not* select 'Poor' in answer to Q3 have been included in the percentages.



2009 Maximum Margin of Error	+/-5%
2009 Minimum Unweighted base count	490



*Data gathered between 2003 – 2005 are not directly comparable. All respondents who answered this question are included in the percentages. From 2008 onwards, an 'Other' option was also included along with a free text box.

Introduction

- Directorate General Media and Communications (DGMC) commissioned Defence Analytical Services and Advice (DASA) to survey military and civilian personnel in order to review:
 - Internal communication channels
 - Attitudes of respondents in terms of the reputation of the MOD and Armed Forces.
- The Target population was Tri-Service Regular personnel and MOD Civilians – Gurkhas, Untrained and Special Forces Personnel were not included.
- DGMC requested that trend analysis was included in the results. Therefore trend data has been amalgamated and where possible compared to the 2009 results, caveats have been detailed where appropriate.
- The 2009 sample decreased by 6,096 when compared to 2008, this was because the stratification by deployed personnel was removed, additionally response rates were better than predicted in 2008, therefore this was taken into account in the sample design.

DASA



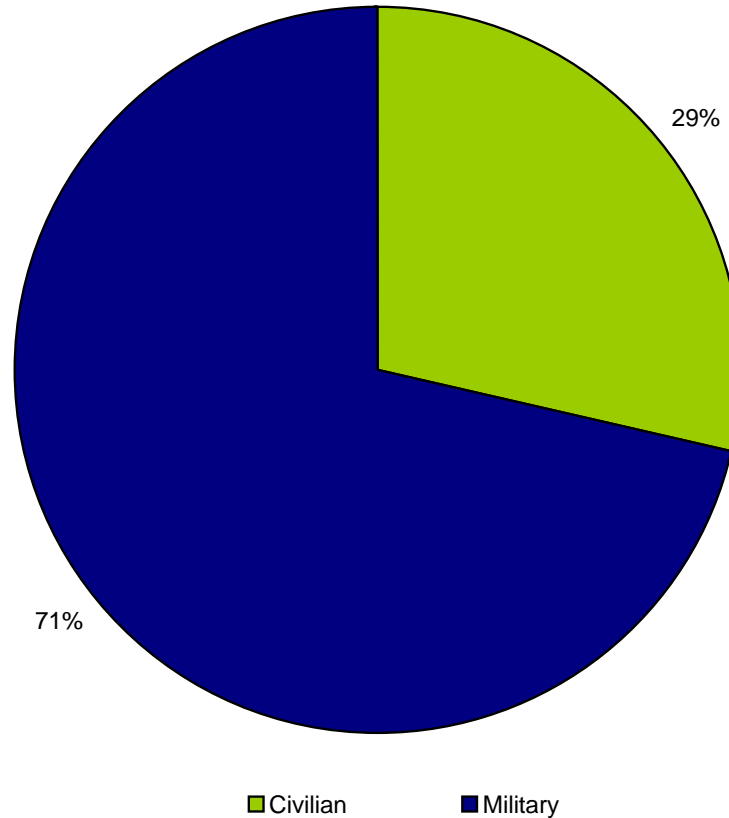
Methodology

- A stratified sample was designed in order that the results were representative of:
 - Service*
- The sample was designed to yield results of +/- 5% precision, whilst taking into account the effects of non-response.
- The survey was distributed via Paper to 4,816 military and civilian personnel.
- The survey was distributed via Electronic means to 714 Civilian personnel.
- The fieldwork was conducted 12 January – 06 March 2009.
- Reminder letters were distributed on 09 February 2009 to the whole sample.

The logo for DASA, featuring the letters 'DASA' in a stylized, italicized font with a red underline.



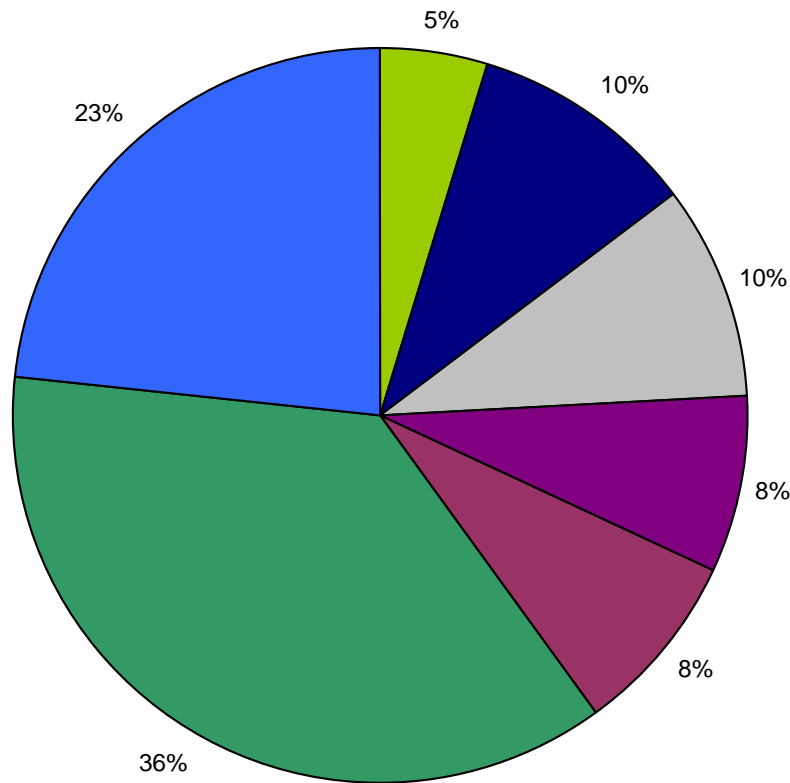
Total Respondents: Proportion who are Civilian and Military*



*Totals and sub-totals have been rounded separately and so may not equal the sum of their rounded parts. The total number of respondents (N) is 1932.



Total Respondents: Proportion who are Deployed and Non-Deployed*



■ Yes Currently ■ Yes in the last 6 months ■ Yes in the last 7-12 months ■ Yes in the last 13-18 months ■ Yes in the last 19 months - 2 yrs ■ No ■ Missing

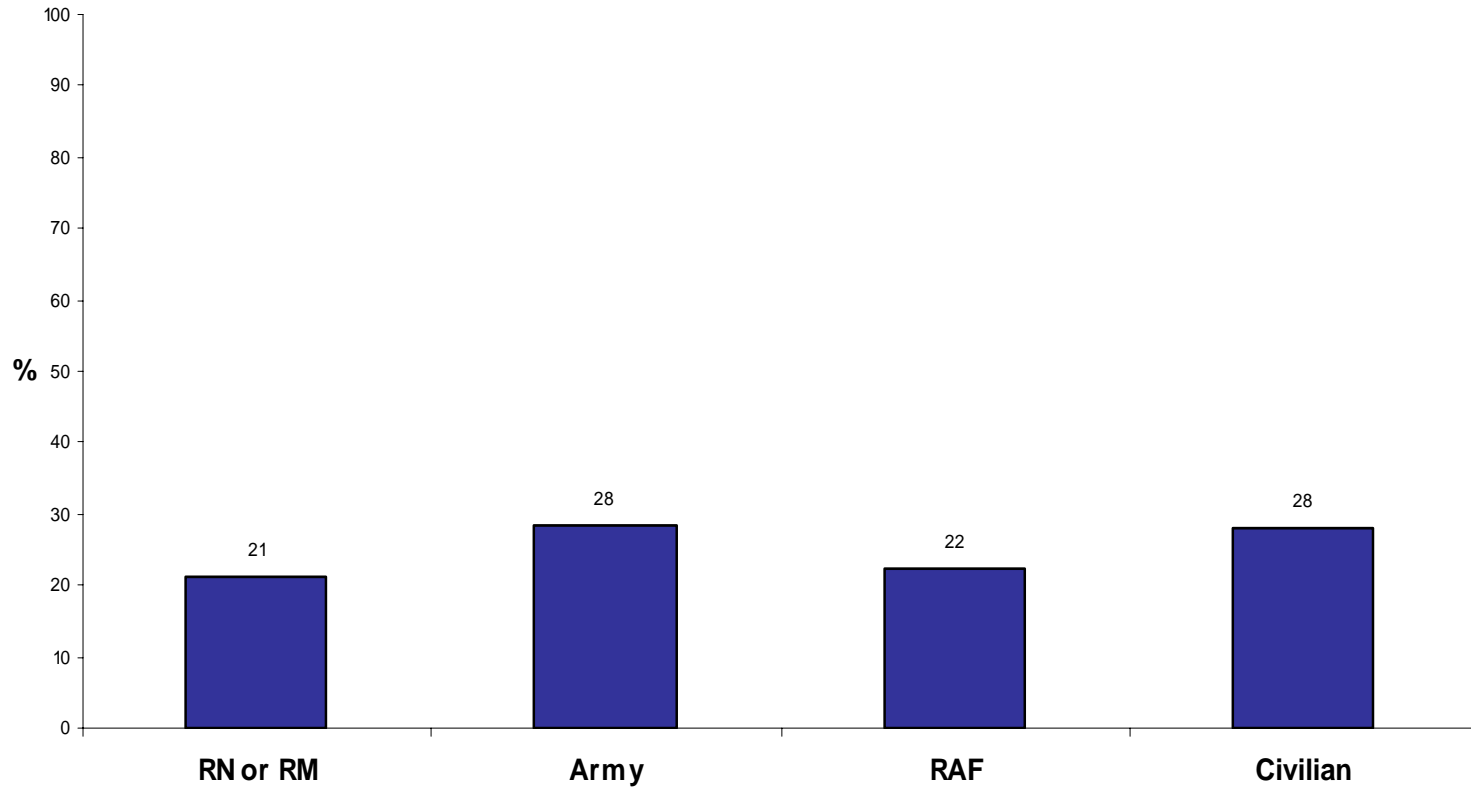


*Respondents were asked to identify whether they were deployed or not.

Totals and sub-totals have been rounded separately and so may not equal the sum of their rounded

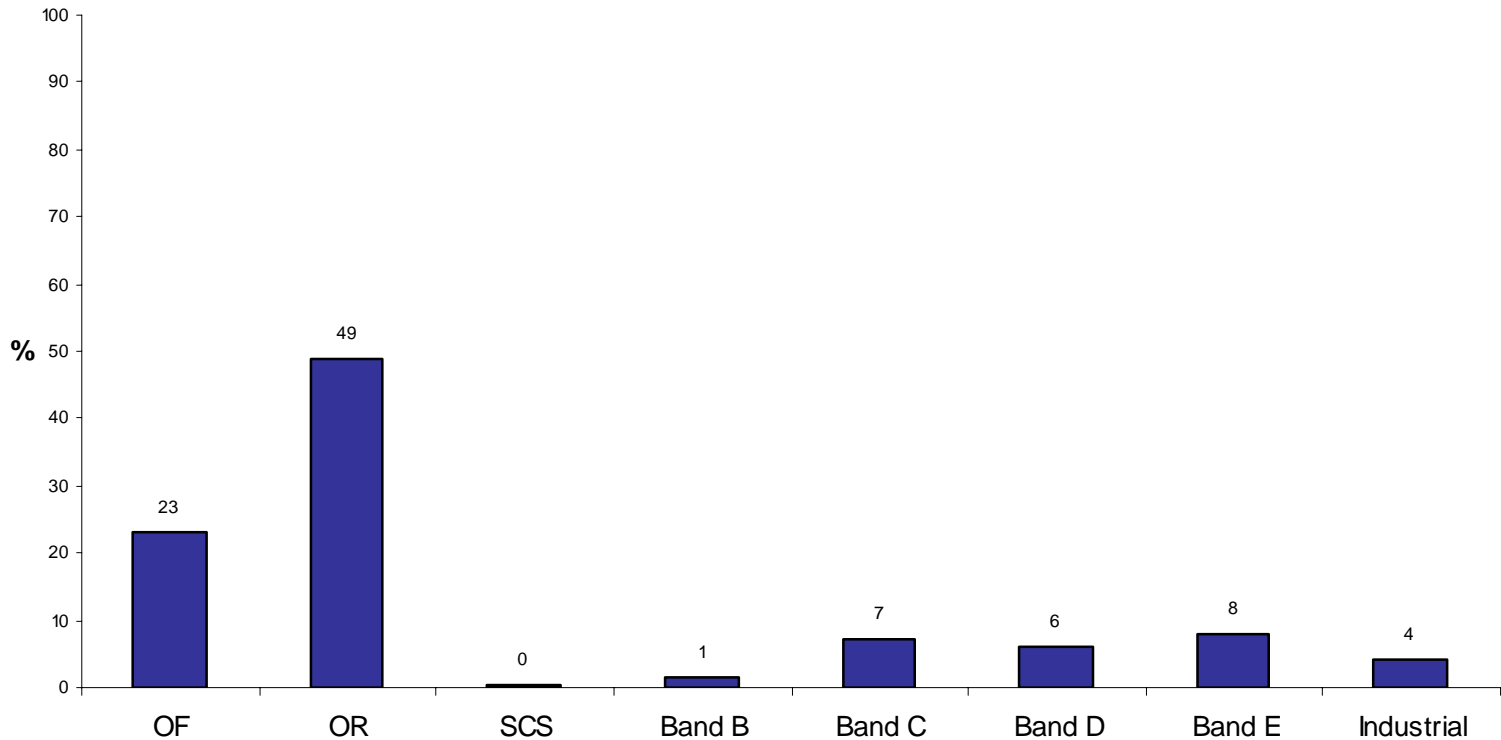


Total Respondents: Proportion by Service





Total Respondents: Proportion by Grade / Rank*



*Not enough Senior Civil Service recipients responded to enable robust comparisons, therefore the final report groups SCS and Band B respondents together.



Response Rates: Displayed by Groups*

Overall Response Rate	35%
Military	34%
Civilian	38%
Deployed	19%
Civilian Electronic	34%
Civilian Paper	41%

- Rank responses were disappointing, however, not substantially different from comparable surveys. This may be due to non-contact and issues in terms of allowing enough time to reach sea deployed personnel.
- Civilian Industrial respondents were boosted in terms of the sample as they were expected to be low in terms of response. Enough people responded to enable comparisons with other grades.

- The MOD 'Your Say' survey was in the field at the same time as Internal Communications therefore this may have effected civilian response rates.
- Paper responses were again higher than electronic responses, this may reflect the 'Your Say' survey being delivered electronically therefore survey fatigue is a possible explanation.

Overall Response Rate	35%
Navy - Officers	52%
Navy - Ranks	21%
Army - Officers	57%
Army - Ranks	31%
RAF - Officers	53%
RAF - Ranks	40%
Navy	27%
Army	36%
RAF	44%
Civilian Pay Band B or above and equivalent	42%
Civilian Pay Band D or C and equivalent	37%
Civilian Pay Band E and equivalent	35%
Civilian Industrial, Fixed Term Appointee or Contractor	34%



Weights*

Adjustments are made to responses to compensate for over- and under-represented groups within the respondent dataset. When responses within a group are given more weight, they represent more of the people that did not respond or who were not surveyed.

	Population		Respondents	
Army OF	13095	14%	160	29%
Army OR	77628	86%	382	70%
Navy OF	7250	20%	149	37%
Navy OR	29401	80%	256	63%
RAF OF	8080	21%	115	27%
RAF OR	29554	79%	297	70%
Civilian	67670	29%	553	29%
Total	229778		1912	

- The percentages in the table indicate the proportion of personnel by service who are Officers or Other Ranks.
- A comparison of population and respondent percentages confirms that Officers are over represented and Ranks are under represented in our respondent population.
- There is no identified bias with regards to civilians.

Weight Group	Population	Respondents	Unadjusted	Adjusted
			Weight	Weight
Civilian	67670	553	122.37	1.01
Navy OF	7250	149	48.66	0.40
Navy OR	29401	256	114.85	0.94
Army OF	13095	160	81.84	0.67
Army OR	77628	382	203.21	1.67
RAF OF	8080	115	70.26	0.58
RAF OR	29554	297	99.51	0.82
Grand Totals	232678	1912		

- Unadjusted weights demonstrate how much weight each individual respondent would be given in relation to the whole population.
- Adjusted weights demonstrate how much weight an individual respondent would be given in relation to the respondent dataset.
- An adjusted weight of 1 indicates that there are limited biases present within this group



*Weighting assumes that the responses of those who were not contactable or were not sampled are similar to those who responded within the relevant strata.

Military population data is gathered from the Joint personnel Administration system as at December 2008.

Civilian population data is taken from the Civilian publication CPS22 as at October 2008.





Limitations

- Military address data gathered from JPA is currently limited in terms of accuracy, quality and timeliness. Therefore non-contact is cited as a problem in this survey.
- 65% of the population did not respond, these personnel may have differing views and experiences to those who have responded. It is not possible, without further research, to quantify the size of any effect this may have, this is referred to as non-response bias.
- Survey fatigue may have effected responses from particularly the civilian population, therefore non-response bias may be an issue. Where possible potential bias has been identified and accounted for by using post stratification weighting strategies.

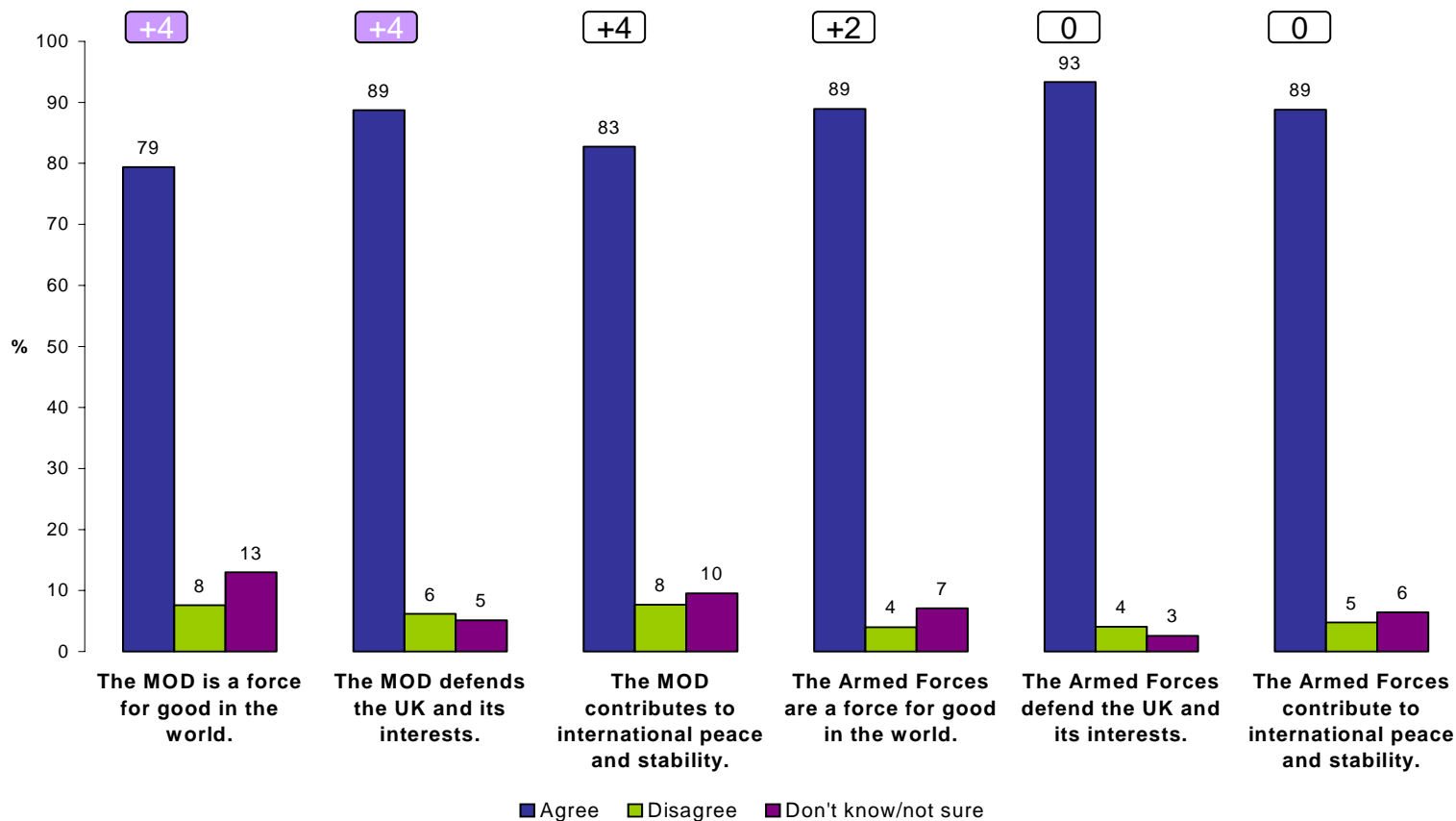
In order to increase future response rates the following actions are recommended:

1. The survey is in the field for a minimum of 8 weeks to allow for the delivery of those overseas, and addressing issues.
2. The reminder letter includes a duplicate survey, anecdotal evidence identified that many personnel received the reminder but not the survey in 2009 – despite the address information being identical.
3. Focus groups are initiated in order to identify any issues in terms of understanding and interpretation of the questions, and also to gather information with regards to non-response, and attitudes towards the survey content.





Your Views Overall* – Q1 Do you agree/disagree with the following:



Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1882

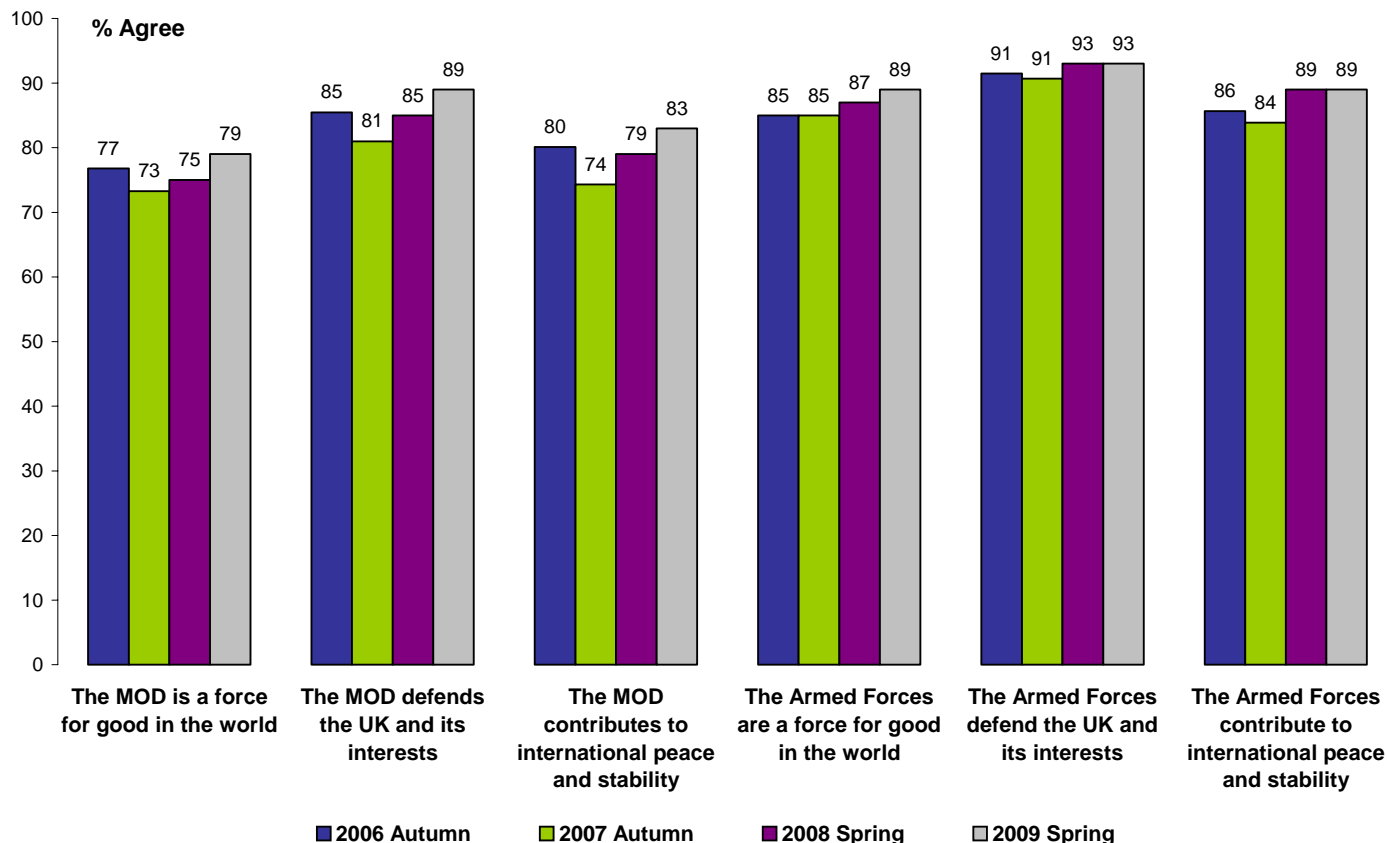


*Data have been weighted to proportionally reflect the characteristics of the overall population.

2008 highlighted comparisons are identified as statistically significant.



Your Views Trend* – Q1 Do you agree/disagree with the following:



2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1882



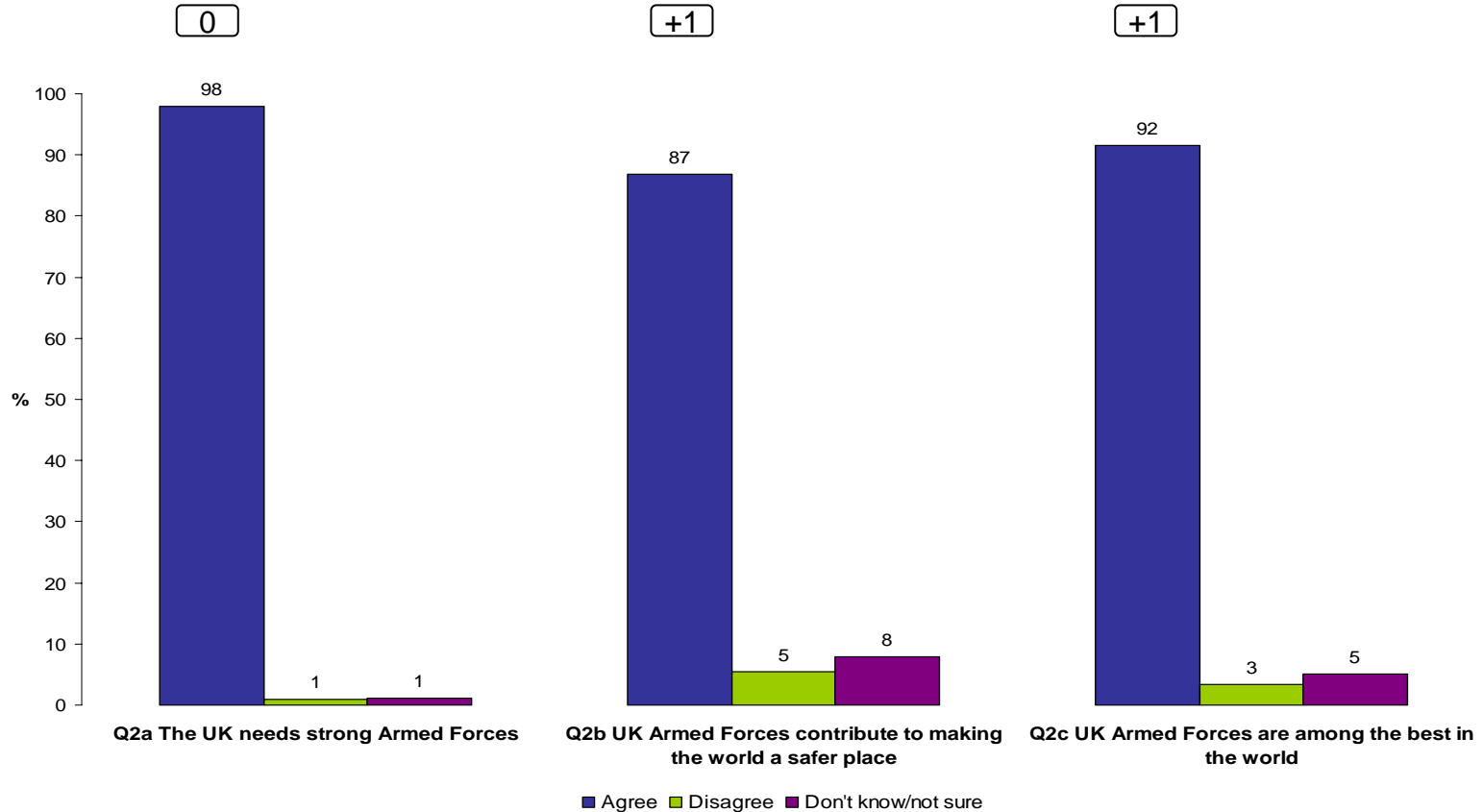
*Data have been weighted to proportionally reflect the characteristics of the overall population. No data are available prior to 2006.

Only displays respondents who selected 'Agree'.





Your Views Overall* – Q2 Do you agree/disagree with the following:



Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1883

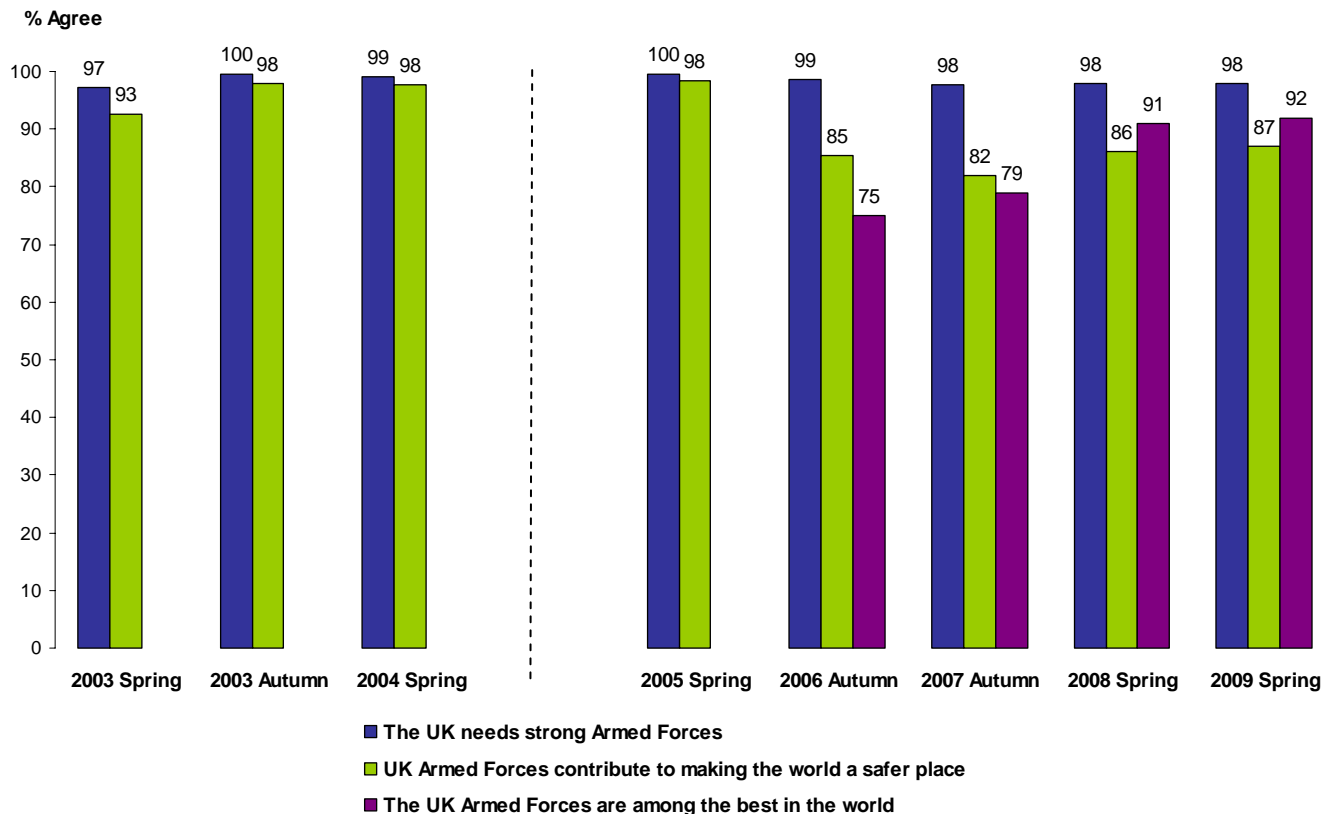


*Data have been weighted to proportionally reflect the characteristics of the overall population.

2008 highlighted comparisons are identified as statistically significant.



Your Views Trend* – Q2 Do you agree/disagree with the following:



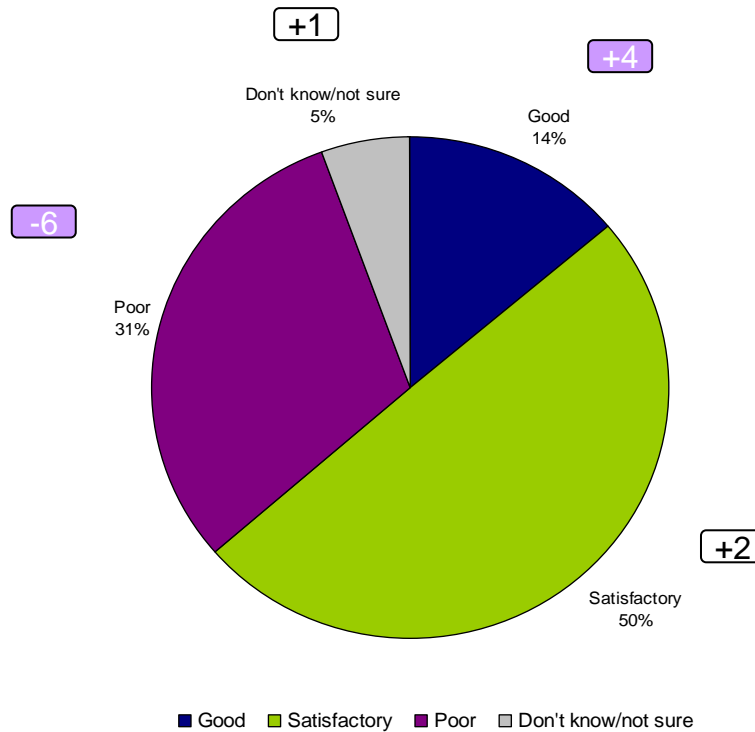
2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1883



*Data have been weighted to proportionally reflect the characteristics of the overall population. Only displays respondents who selected 'Agree'. Data gathered between 2003 – 2004 have not been weighted to reflect the characteristics of the overall population therefore are not directly comparable to 2005 – 2009 responses. No data are available prior to 2006 with reference to 'The UK Armed Forces are amongst the best in the world'.



Your Views Overall* – Q3 UK Armed Forces equipment is:



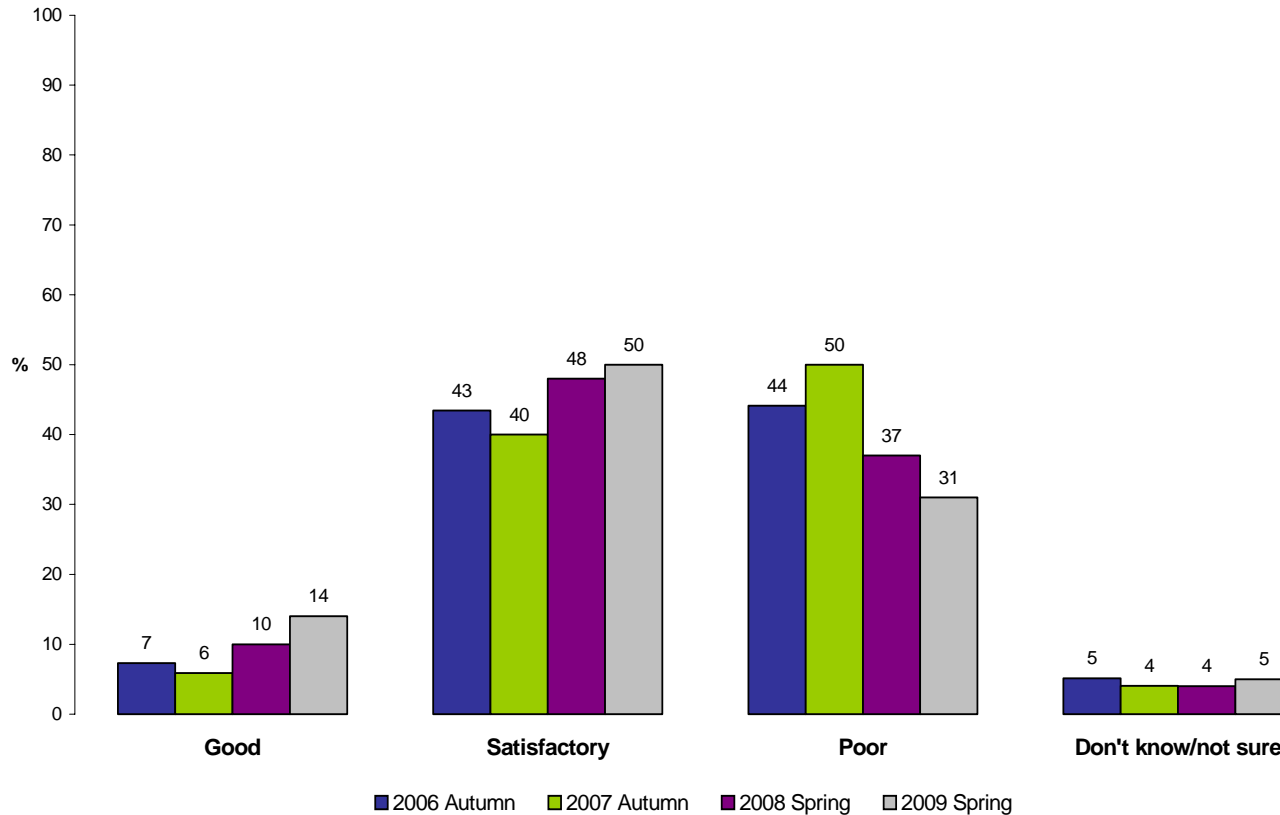
Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1906



*Data have been weighted to proportionally reflect the characteristics of the overall population. 2008 highlighted comparisons are identified as statistically significant. All respondents who answered this question were included in the percentages. Totals and sub-totals have been rounded separately and so may not equal the sum of their rounded parts.



Your Views Trend* – Q3 UK Armed Forces equipment is:

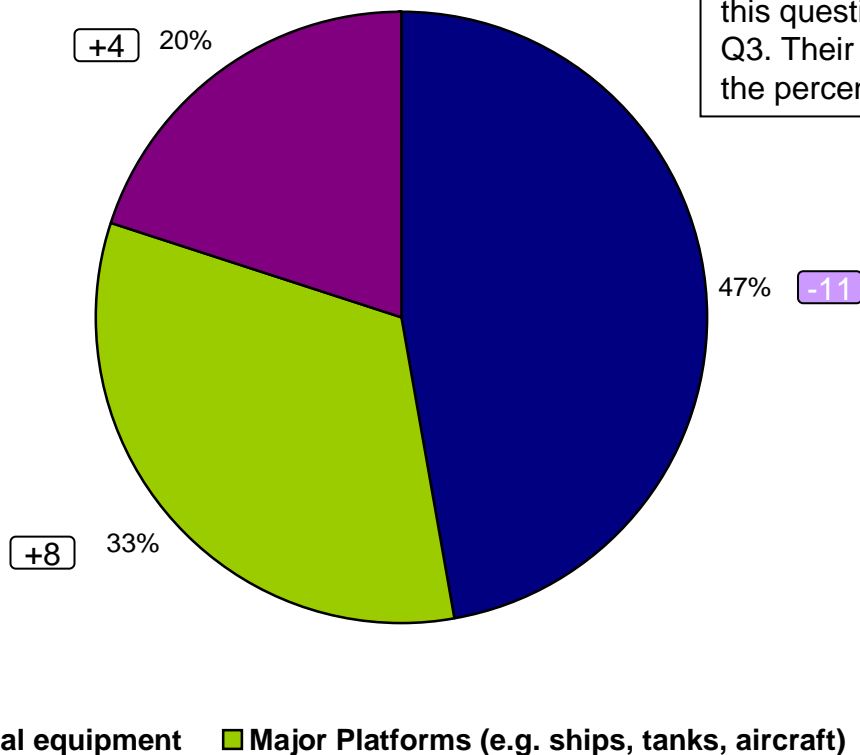


2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1906



Your Views Overall* – Q4 If you answered 'Poor' to Q3, the main problem is with (please tick one only):

Please note that 38 respondents answered this question having not answered 'Poor' to Q3. Their responses have been included in the percentages below.



Maximum Margin of Error	+/-4%
Minimum Unweighted base count	565

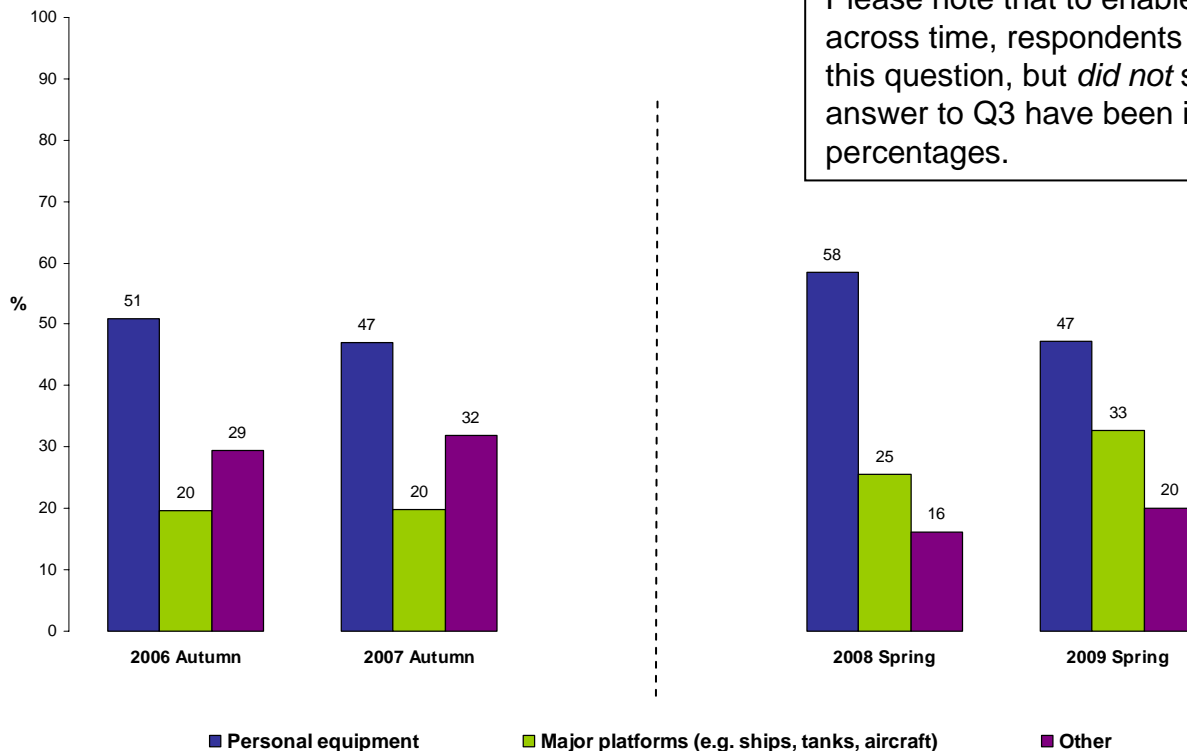


*Data have been weighted to proportionally reflect the characteristics of the overall population. 2008 highlighted comparisons are identified as statistically significant. All respondents who answered this question were included in the percentages. Totals and sub-totals have been rounded separately and so may not equal the sum of their rounded parts.



Internal Communications 2009

Your Views Trend* – Q4 If you answered ‘Poor’ to Q3, the main problem is with (please tick one only):



Please note that to enable comparison across time, respondents who answered this question, but *did not* select ‘Poor’ in answer to Q3 have been included in the percentages.

2009 Maximum Margin of Error	+/-4%
2009 Minimum Unweighted base count	565

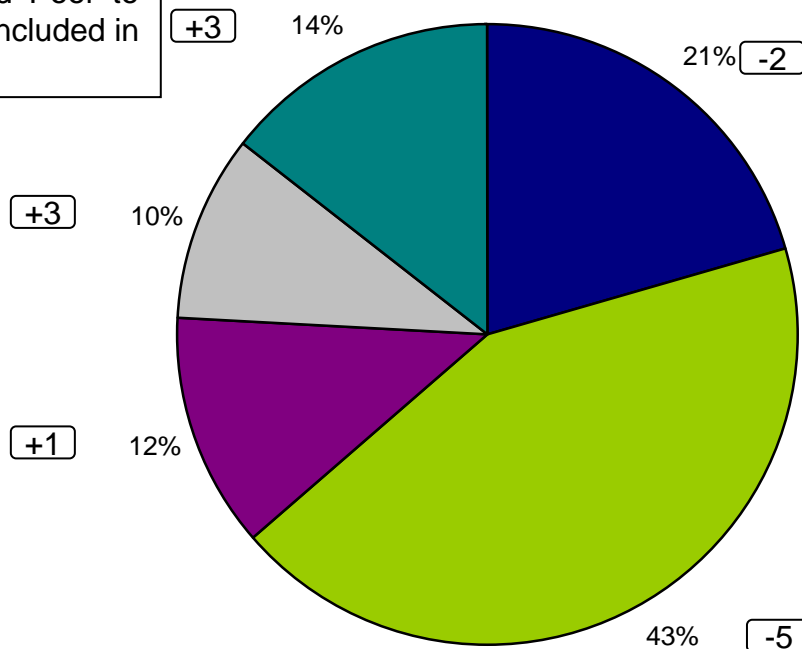


*Data have been weighted to proportionally reflect the characteristics of the overall population. No data are available prior to 2006. All respondents who answered this question were included in the percentages. Prior to 2008, the ‘Other’ option was ‘Other equipment you use (e.g. support equipment such as vehicles)’. Comparison should be made with care.



Your Views Overall* – Q5 If you answered ‘Poor’ to Q3, the main problem is that equipment (please tick one only) :

Please note that 35 respondents answered this question having not answered ‘Poor’ to Q3. Their responses have been included in the percentages below.



- Lacks quality
- Is not available in sufficient quantity
- Is not appropriate to the conditions in which it is used
- Is unreliable
- Other

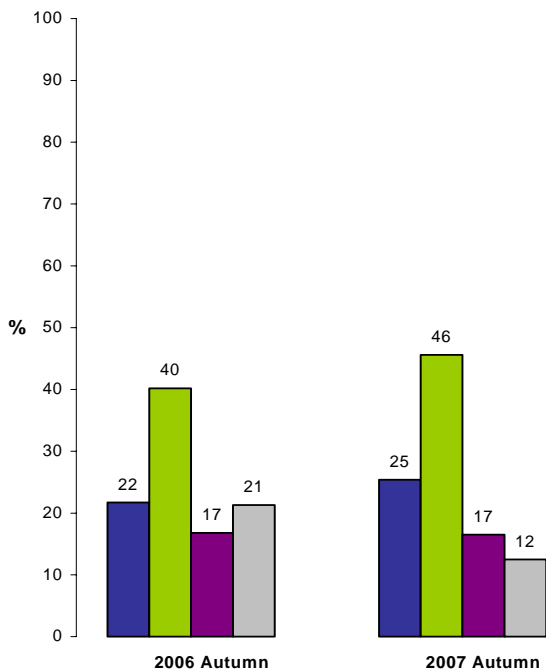
Maximum Margin of Error	+/-5%
Minimum Unweighted base count	490



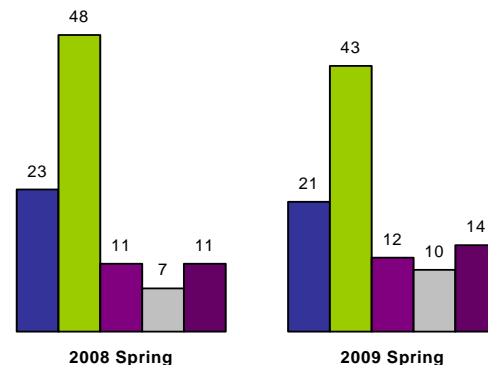
*Data have been weighted to proportionally reflect the characteristics of the overall population. 2008 highlighted comparisons are identified as statistically significant. All respondents who answered this question were included in the percentages. Totals and sub-totals have been rounded separately and so may not equal the sum of their rounded parts.



Your Views Trend* – Q5 If you answered ‘Poor’ to Q3, the main problem is that equipment (please tick one only) :



Please note that to enable comparison across time, respondents who answered this question, but *did not* select ‘Poor’ in answer to Q3 have been included in the percentages.



- Lacks quality
- Is not available in sufficient quantity
- Is not appropriate to the conditions in which it is used
- Is unreliable
- Other

2009 Maximum Margin of Error	+/-5%
2009 Minimum Unweighted base count	490

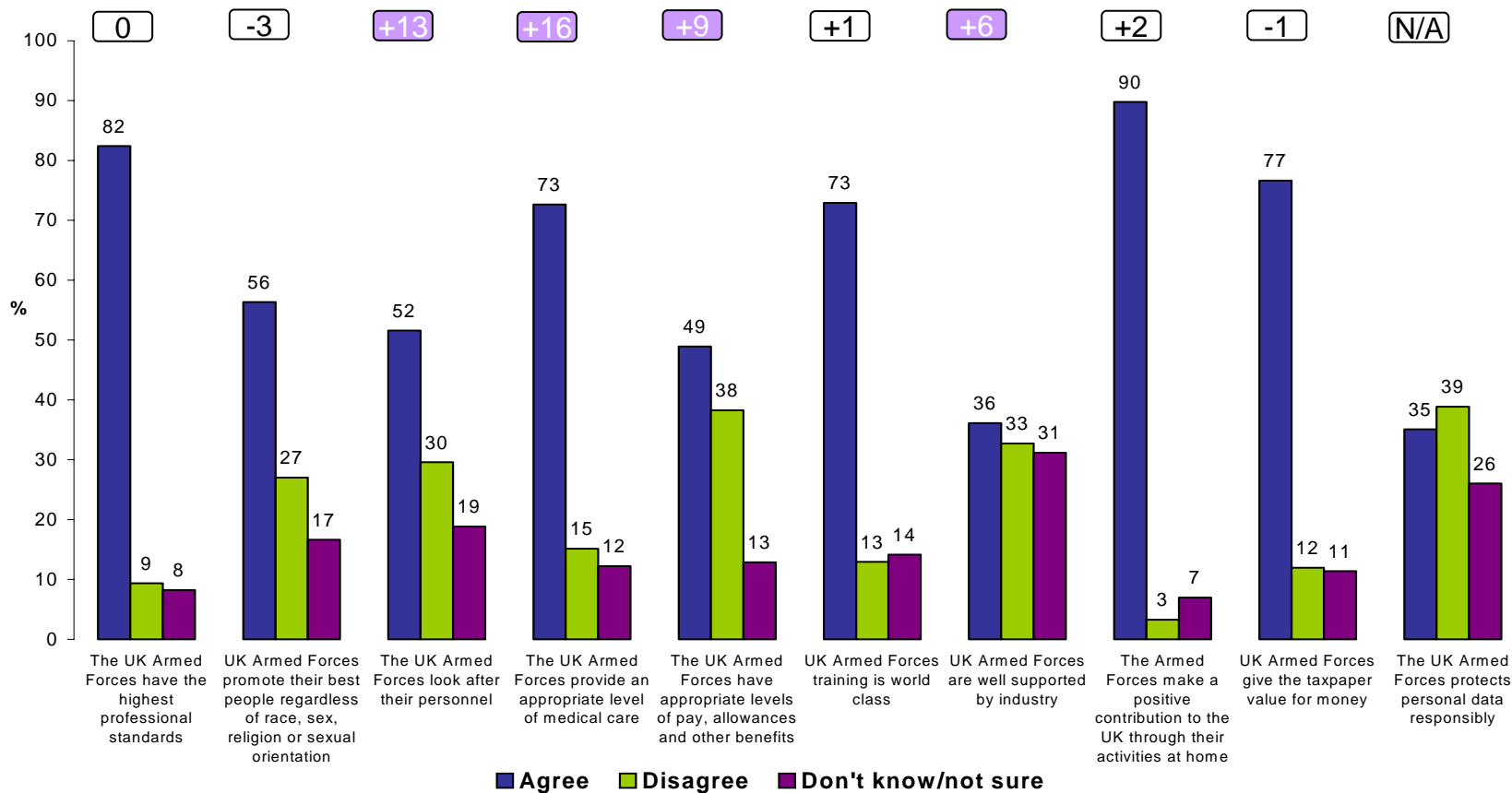


*Data have been weighted to proportionally reflect the characteristics of the overall population. No data are available prior to 2006. All respondents who answered this question were included in the percentages. ‘Other’ was added as an additional option in 2008 onwards.





Your Views Overall* – Q6 Do you agree/disagree with the following:



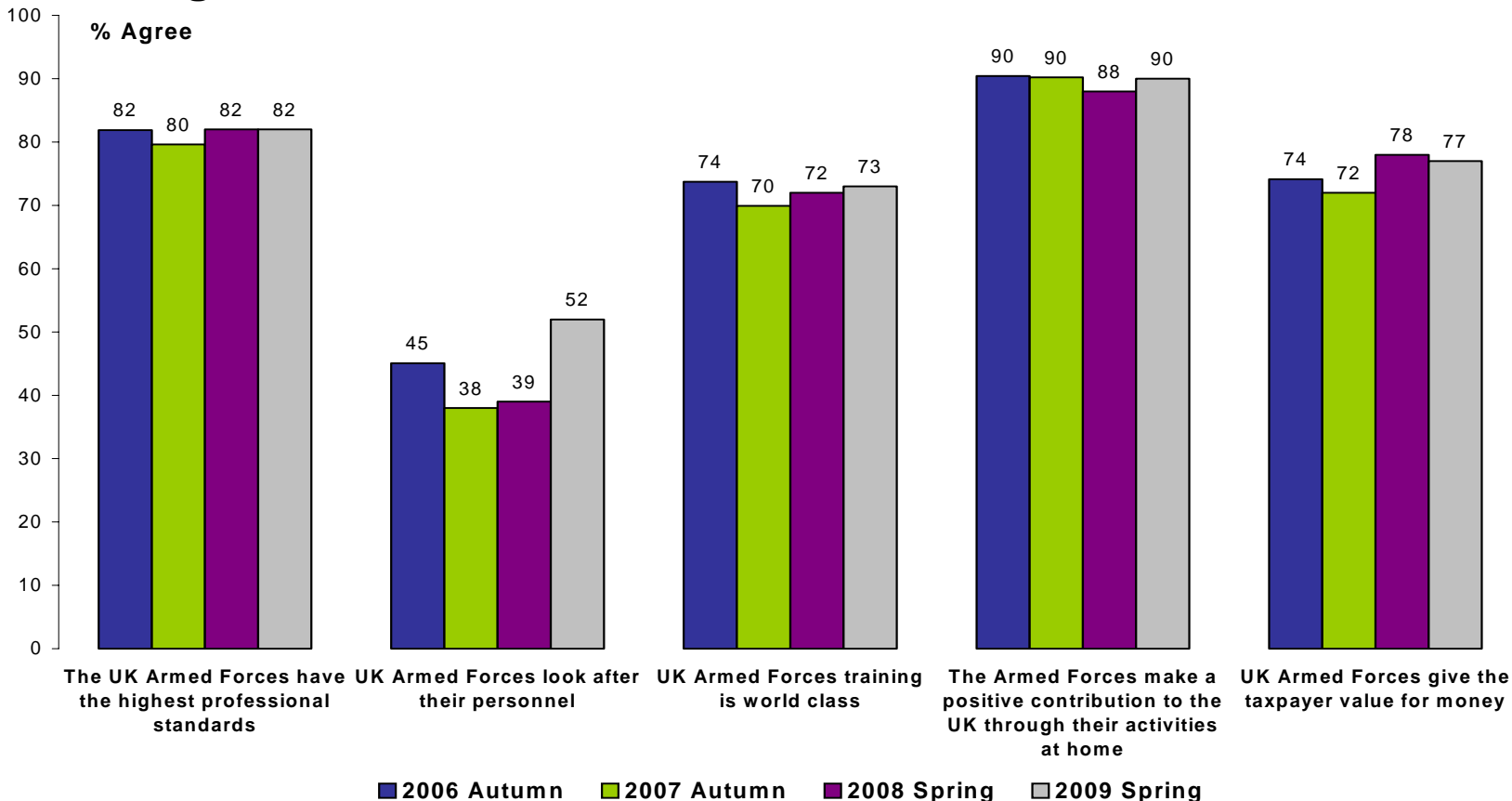
Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1908



*Data have been weighted to proportionally reflect the characteristics of the overall population. 2008 highlighted comparisons are identified as statistically significant – in relation to 'Agree' only. The personal data question was added in 2009 therefore no comparisons are available.



Your Views Trend* – Q6 Do you agree/disagree with the following:



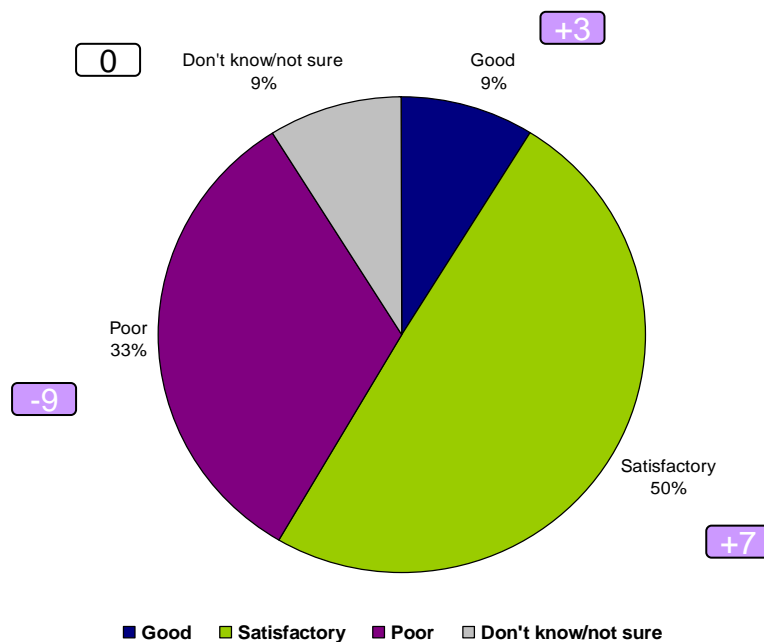
2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1908



*Data have been weighted to proportionally reflect the characteristics of the overall population, only respondents who selected 'Agree' are displayed. Comparative questions were not available between 2003-2005.



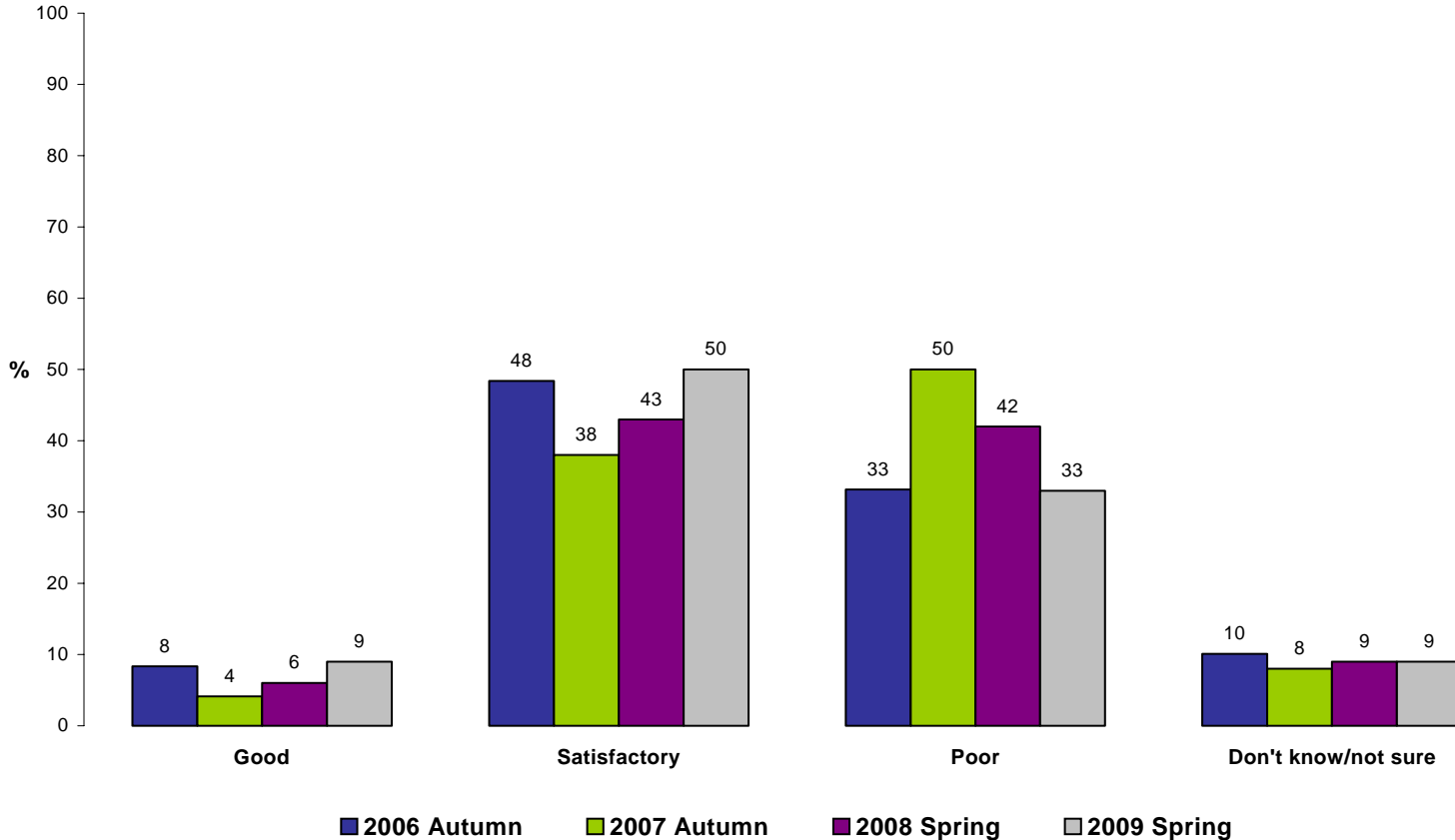
Your Views Overall* – Q7 Armed Forces accommodation is:



Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1908



Your Views Trend* – Q7 Armed Forces accommodation is:



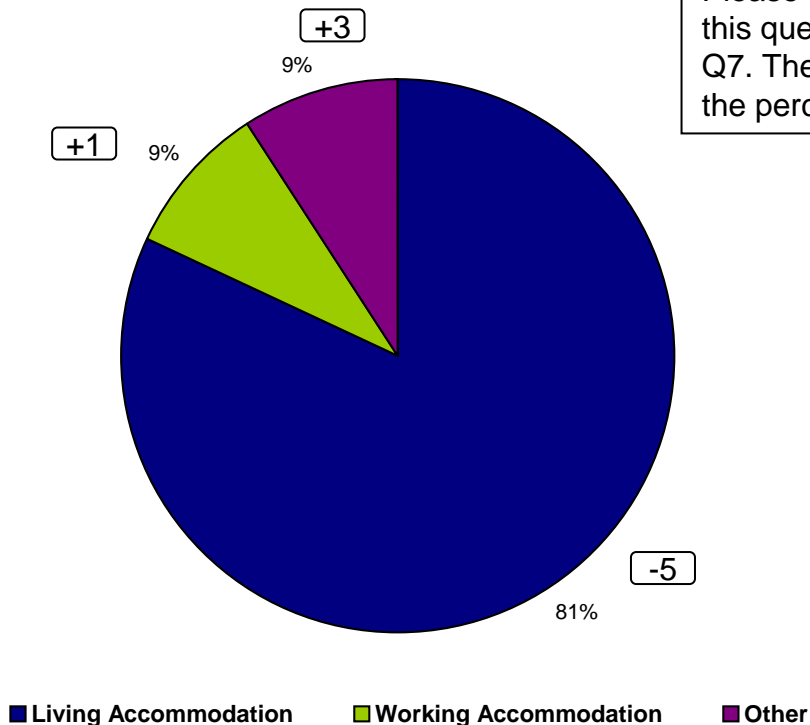
2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1908



*Data have been weighted to proportionally reflect the characteristics of the overall population. Comparative questions were not available between 2003-2005.

Your Views Overall* – Q8 If you answered ‘Poor’ to Q7, the main problem is with (please tick one only):

Please note that 52 respondents answered this question having not answered ‘Poor’ to Q7. Their responses have been included in the percentages below.

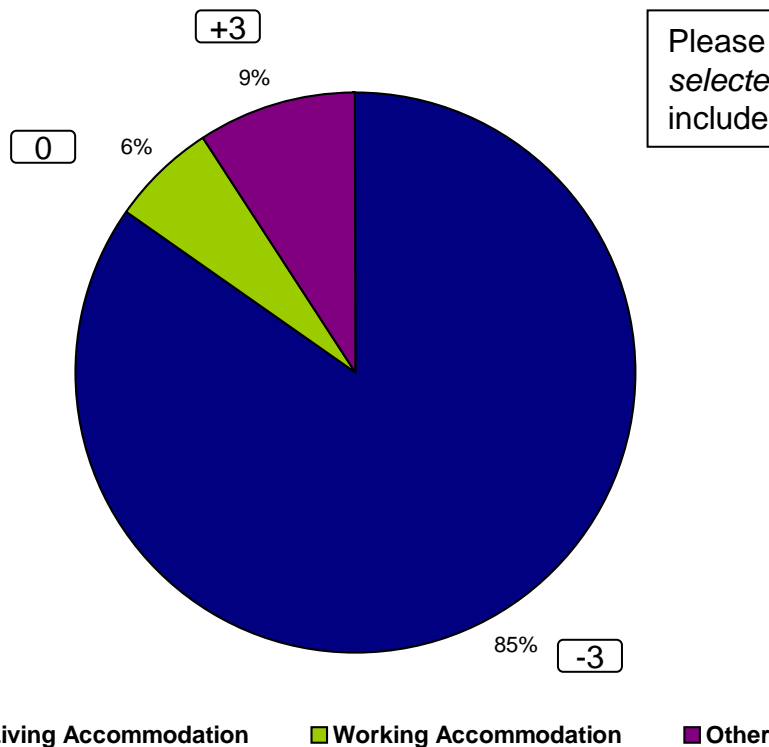


Maximum Margin of Error	+/-3%
Minimum Unweighted base count	583



*Data have been weighted to proportionally reflect the characteristics of the overall population. All respondents who answered Q8 have been included in the percentages. 2008 highlighted comparisons are identified as statistically significant. Totals and sub-totals have been rounded separately and so may not equal the sum of their rounded parts.

Your Views Overall* – Q8 If you answered ‘Poor’ to Q7, the main problem is with (please tick one only):



Please note, only respondents who *selected* ‘Poor’ in answer to Q7 have been included in the percentages.

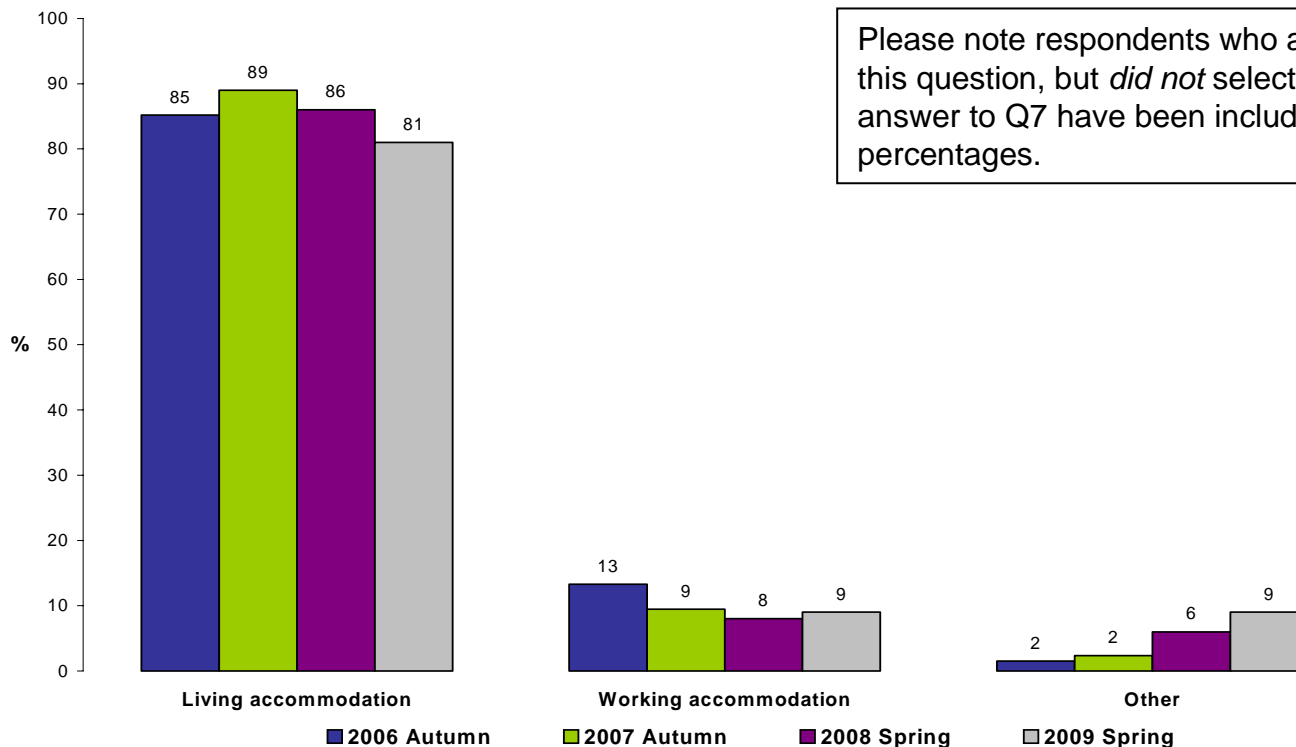
Maximum Margin of Error	+/-3%
Minimum Unweighted base count	521



*Data have been weighted to proportionally reflect the characteristics of the overall population. Only respondents who answered ‘Poor’ to Q7 have been included in the percentages. 2008 highlighted comparisons are identified as statistically significant. Totals and sub-totals have been rounded separately and so may not equal the sum of their rounded parts.



Your Views Trend* – Q8 If you answered ‘Poor’ to Q7, the main problem is with (please tick one only):



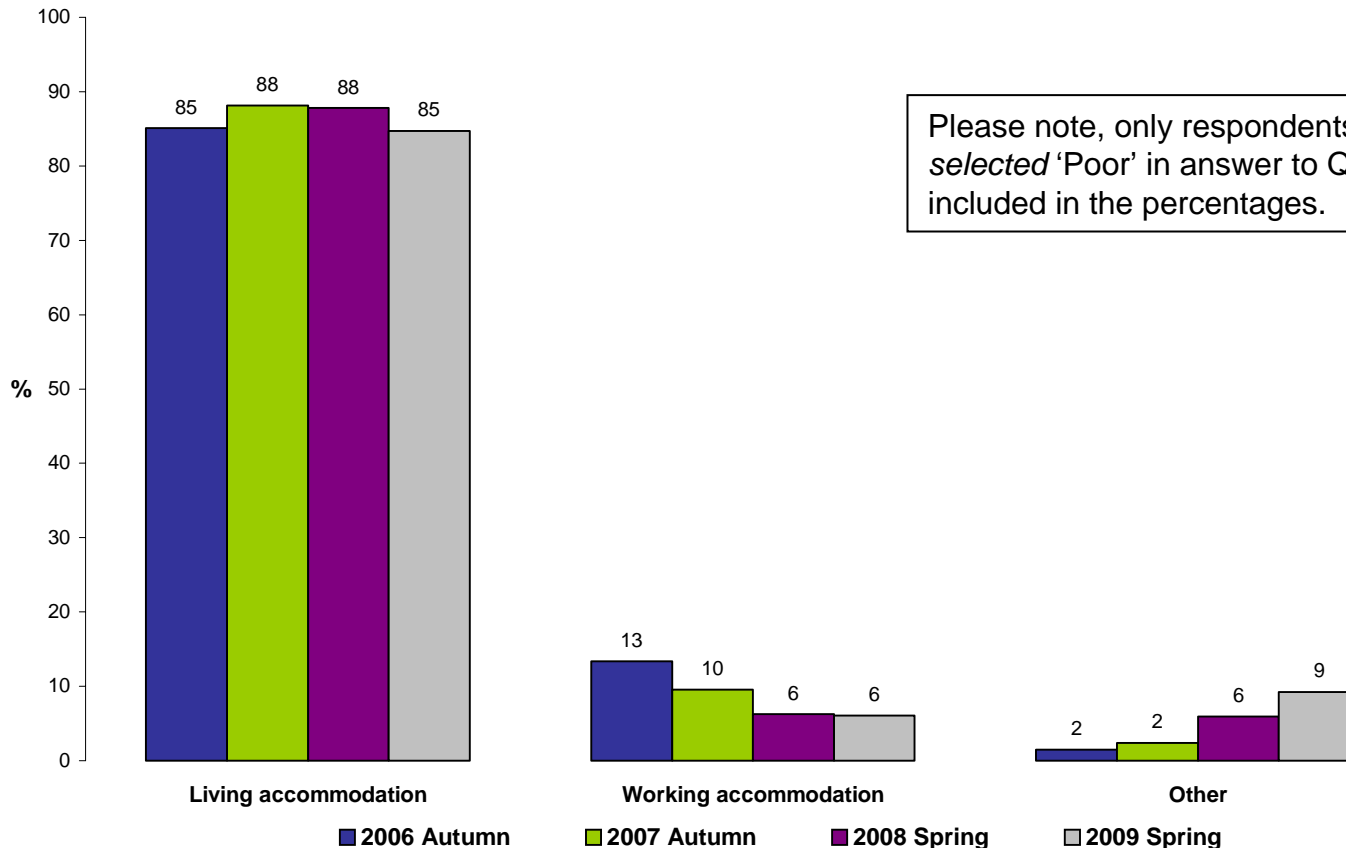
Please note respondents who answered this question, but *did not* select ‘Poor’ in answer to Q7 have been included in the percentages.

2009 Maximum Margin of Error	+/-3%
2009 Minimum Unweighted base count	583



*Data have been weighted to proportionally reflect the characteristics of the overall population. All respondents who answered Q8 have been included in the percentages. Comparative questions were not available between 2003-2005.

Your Views Trend* – Q8 If you answered ‘Poor’ to Q7, the main problem is with (please tick one only):



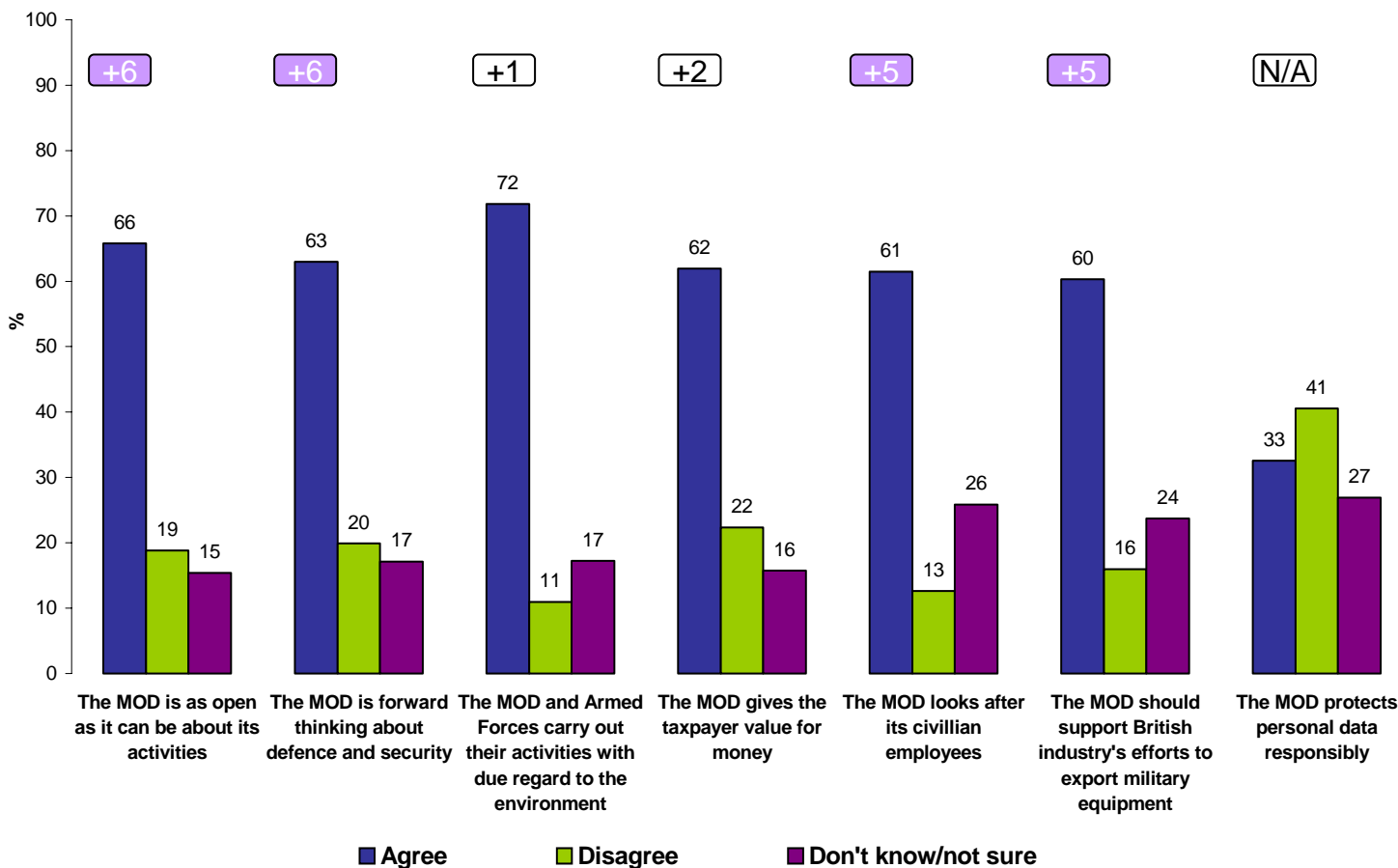
Please note, only respondents who selected ‘Poor’ in answer to Q7 have been included in the percentages.

2009 Maximum Margin of Error	+/-3%
2009 Minimum Unweighted base count	521





Your Views Overall* - Q9 Do you agree/disagree that:

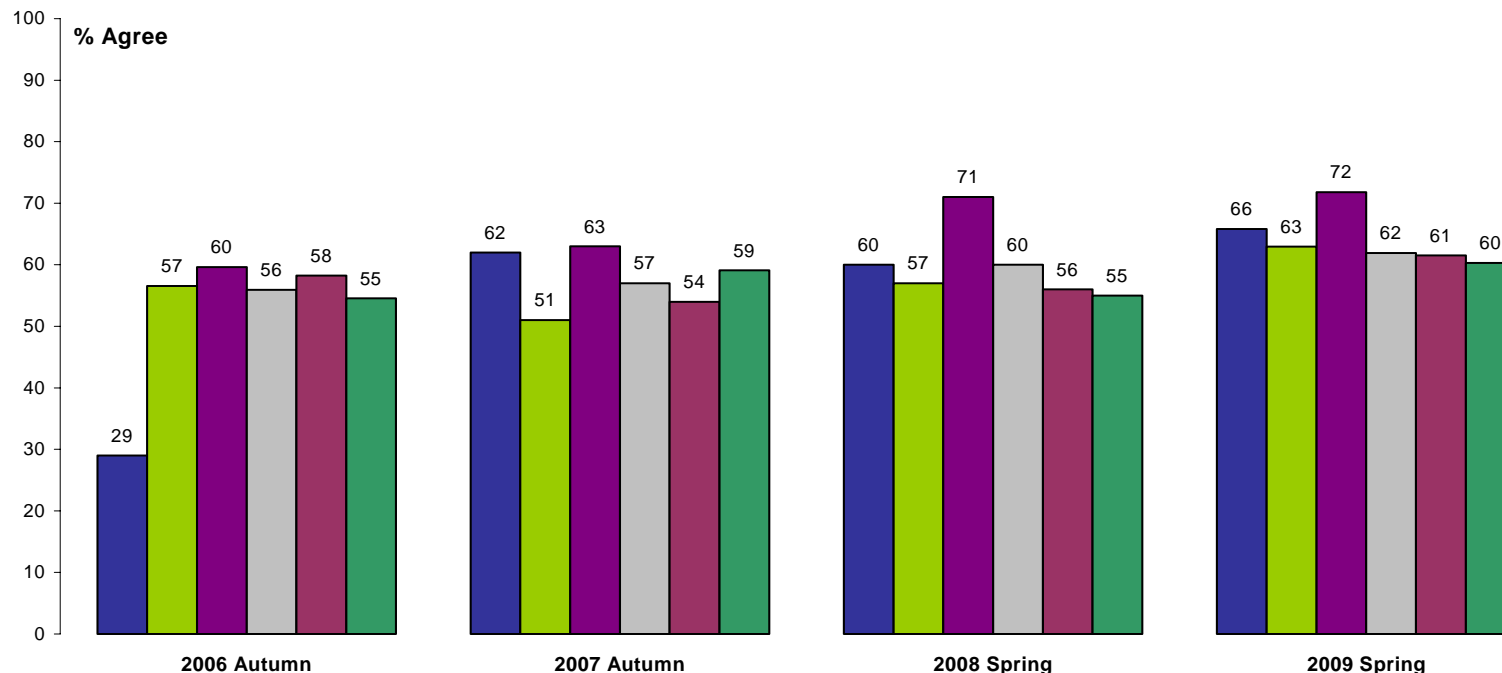


Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1910



*Data have been weighted to proportionally reflect the characteristics of the overall population. 2008 highlighted comparisons are identified as statistically significant.

Your Views Trend* – Q9 Do you agree/disagree that:



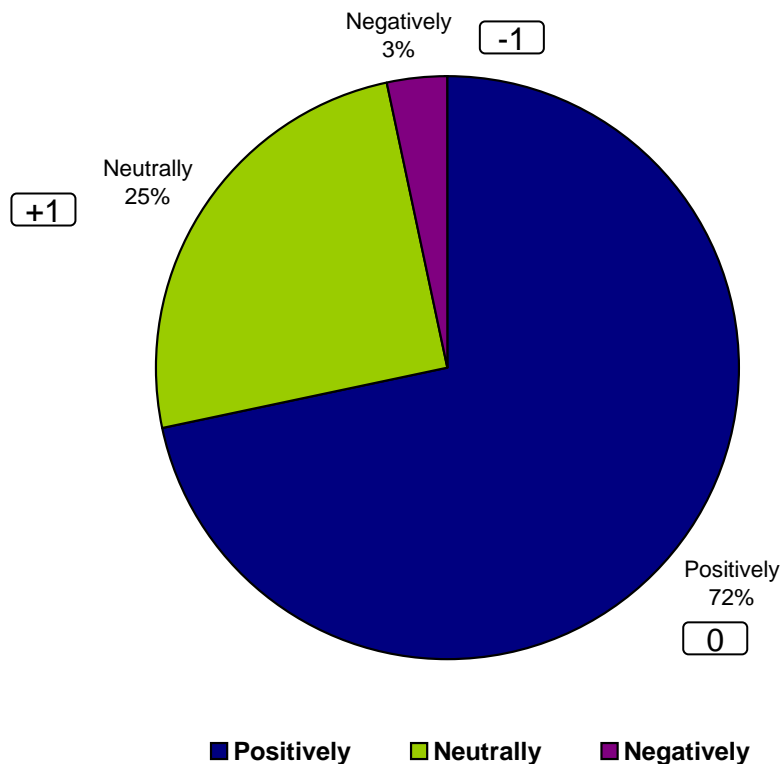
- The MOD is as open as it can be about its activities
- The MOD is forward thinking about defence and security
- The MOD and Armed Forces carry out their activities with due regard for the environment
- The MOD gives the taxpayer value for money
- The MOD looks after its civilian employees
- The MOD should support British industry's efforts to export military equipment

2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1910



*Data have been weighted to proportionally reflect the characteristics of the overall population. Comparative questions were only available between 2003-2005 for the last two options, for display purposes the data is not shown here. Only respondents who selected 'Agree' are displayed.

Your Views Overall*: Q10 If discussing the Armed Forces with people outside of the Armed Forces/ MOD do you present them:

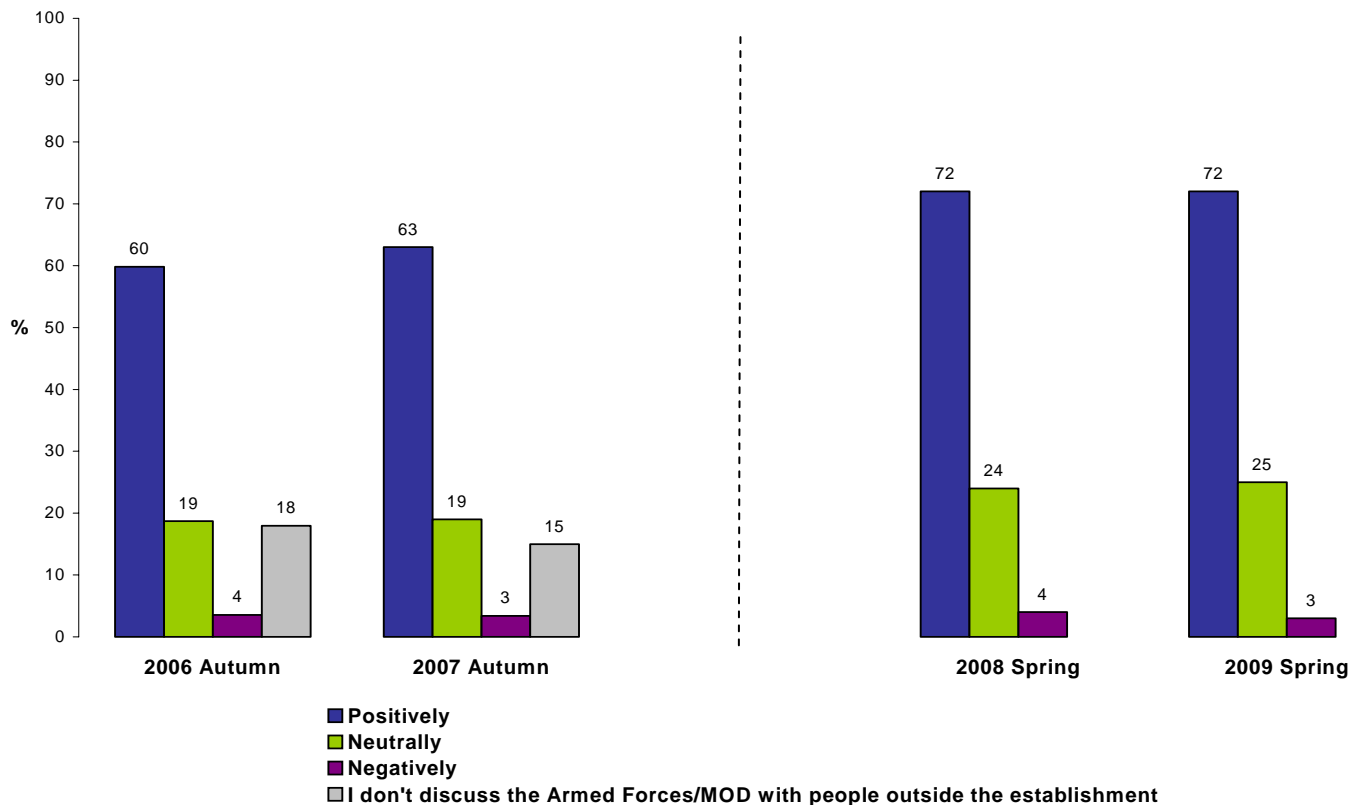


Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1914



*Data have been weighted to proportionally reflect the characteristics of the overall population. Totals and sub-totals have been rounded separately and so may not equal the sum of their rounded parts.

Your Views Trend*: Q10 If discussing the Armed Forces with people outside of the Armed Forces/ MOD do you present them:



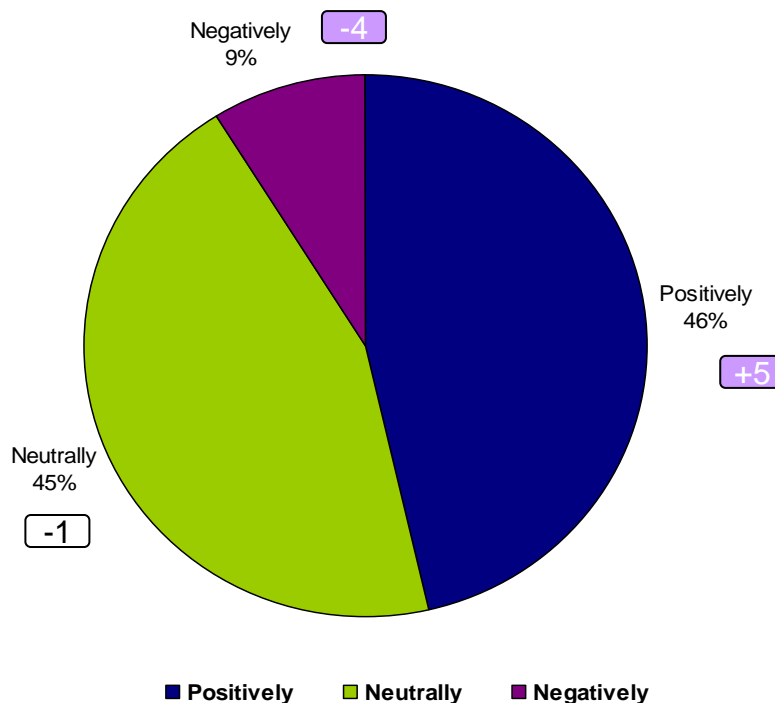
2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1914



*Data have been weighted to proportionally reflect the characteristics of the overall population. Comparative questions were not available between 2003-2005. The last option was removed from the question in 2008/9 therefore comparisons should be made with caution.



Your Views Overall*: Q11 If discussing the MOD with people outside of the Armed Forces/ MOD do you present it:

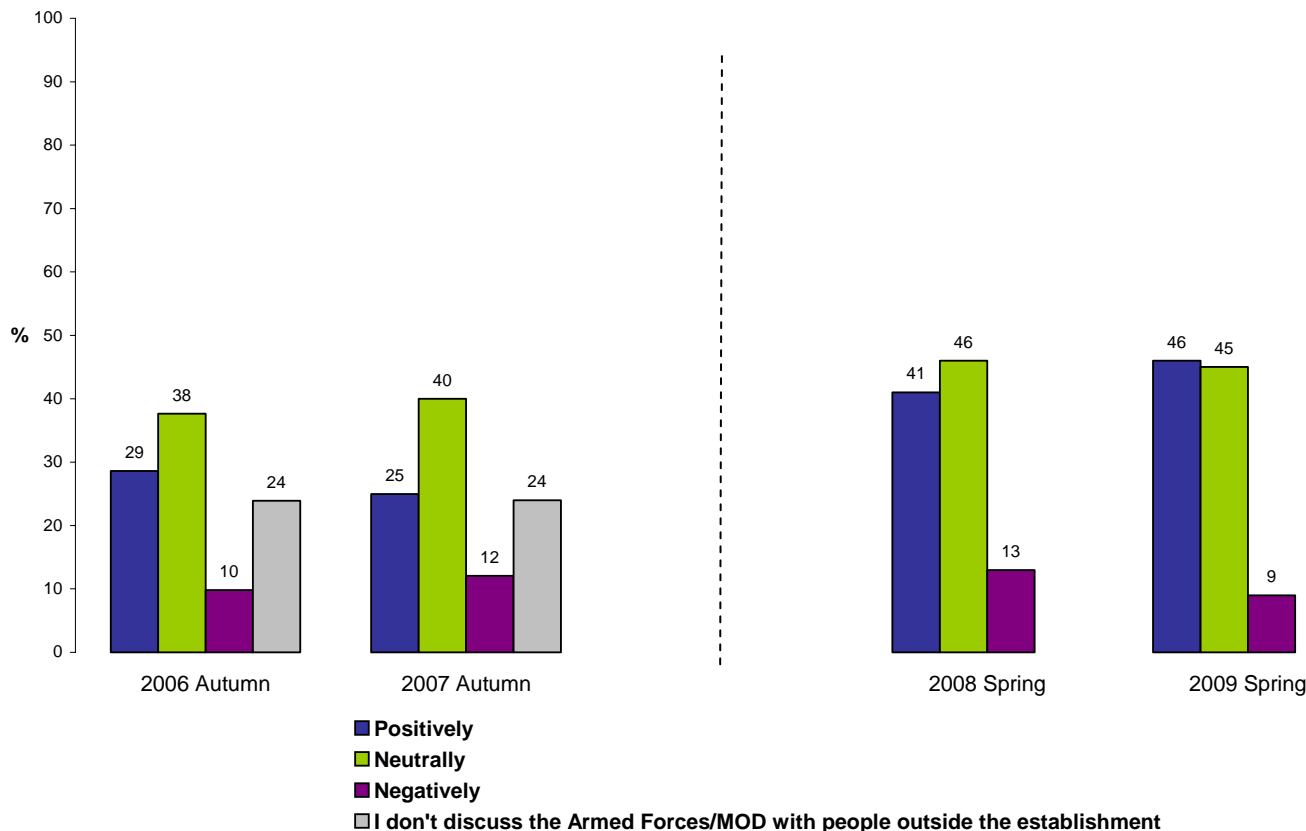


Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1909



*Data have been weighted to proportionally reflect the characteristics of the overall population. Totals and sub-totals have been rounded separately and so may not equal the sum of their rounded parts.

Your Views Trend*: Q11 If discussing the MOD with people outside of the Armed Forces/ MOD do you present it:



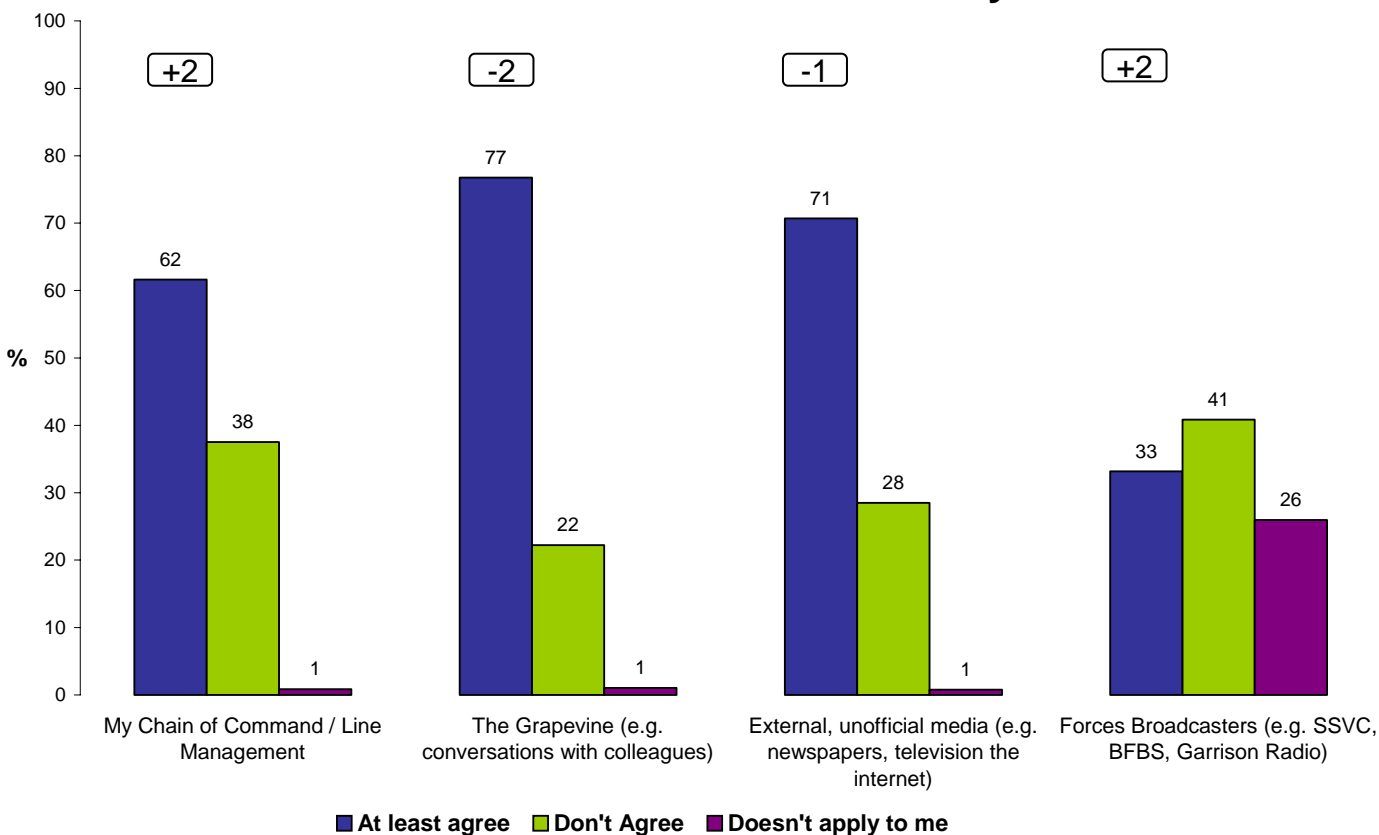
2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1909



*Data have been weighted to proportionally reflect the characteristics of the overall population. Comparative questions were not available between 2003-2005. The last option was removed from the question in 2008 onwards, therefore comparisons should be made with caution.



Internal Communication Channels Overall*: Q12 Where you have access to the following media, state to what extent you agree. I am kept informed about the work of the Armed Forces/MOD by: General Media

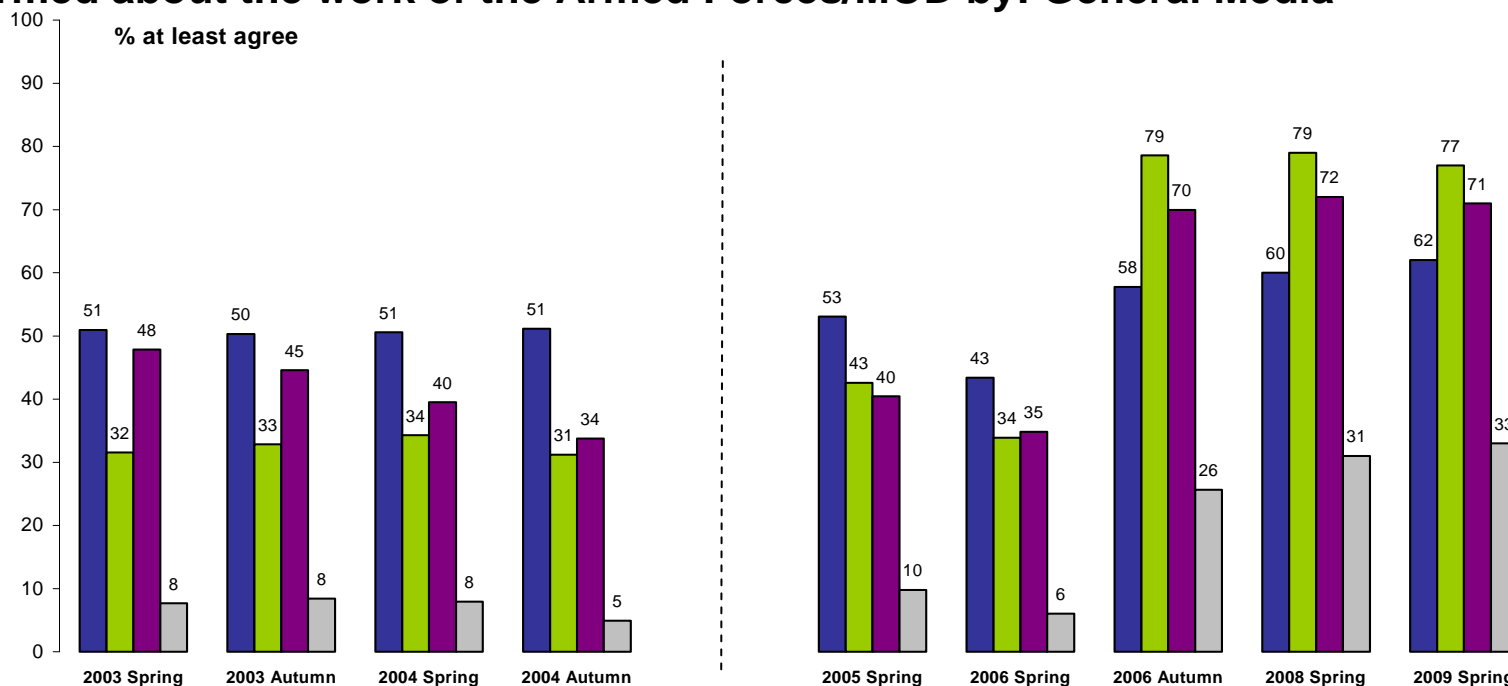


Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1895



*Data have been weighted to proportionally reflect the characteristics of the overall population. All respondents who answered this question are included in the percentages therefore, significant differences are identified in terms of the total proportion of respondents. For further breakdowns please see additional slides. 2008 comparisons are in relation to 'At least Agree' only, highlighted comparisons are identified as statistically significant.

Internal Communication Channels Trend*: Q12 Where you have access to the following media, state to what extent you agree. I am kept informed about the work of the Armed Forces/MOD by: General Media



- My Chain of Command / Line Management
- The Grapevine (e.g. conversations with colleagues)
- External, unofficial media (e.g. newspapers, television the internet)
- Forces Broadcasters (e.g. SSVc, BFBS, Garrison Radio)

2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1801

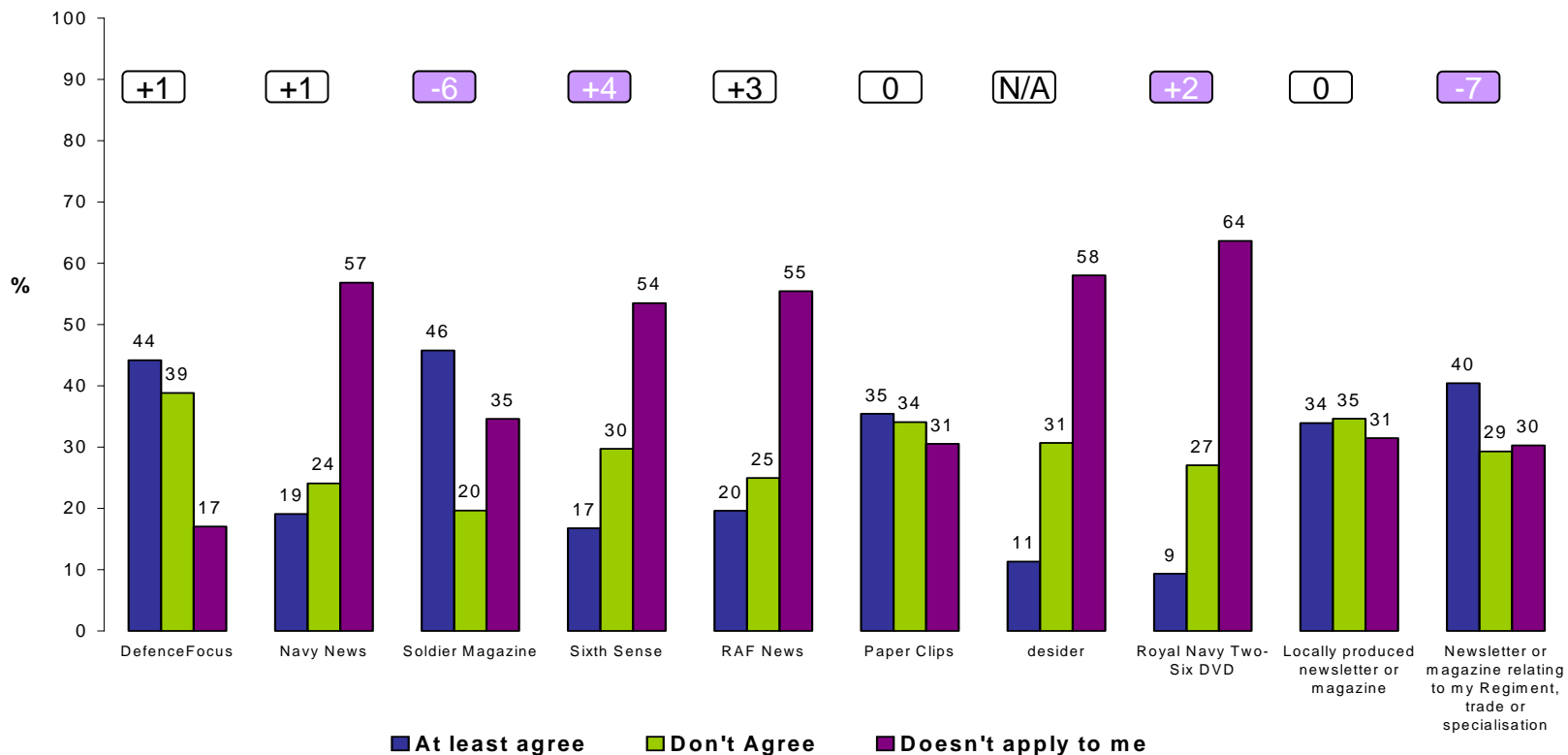


*Data gathered between 2003 – 2004 have not been weighted to reflect the characteristics of the overall population therefore are not directly comparable to 2005 – 2009 responses. No data was gathered in terms of to this question in 2007. Only respondents who selected 'At least Agree' are displayed.

Internal Communications 2009



Internal Communication Channels*: Q12 Where you have access to the following media, state to what extent you agree. I am kept informed about the work of the Armed Forces/MOD by: Official Newspapers / Magazines / DVDs



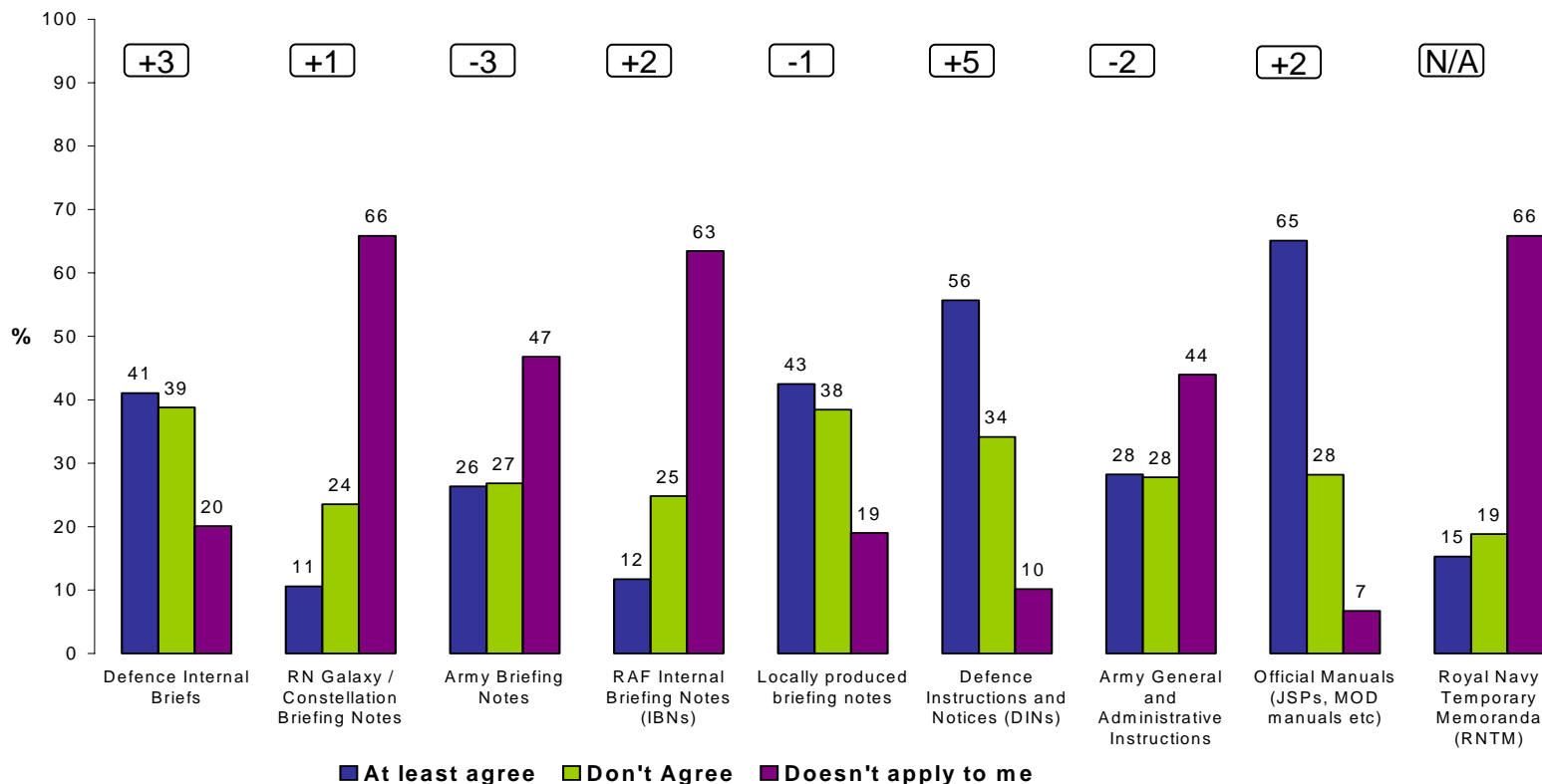
Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1801



*Data have been weighted to proportionally reflect the characteristics of the overall population. All respondents who answered this question are included in the percentages, therefore, significant differences are identified in terms of the total proportion of respondents. For further breakdowns please see additional slides, for significant differences by group please see report. 2008 comparisons are in relation to 'At least Agree' only, highlighted comparisons are identified as statistically significant.



Internal Communication Channels*: Q12 Where you have access to the following media, state to what extent you agree. I am kept informed about the work of the Armed Forces/MOD by: Internal Briefs and Instructions

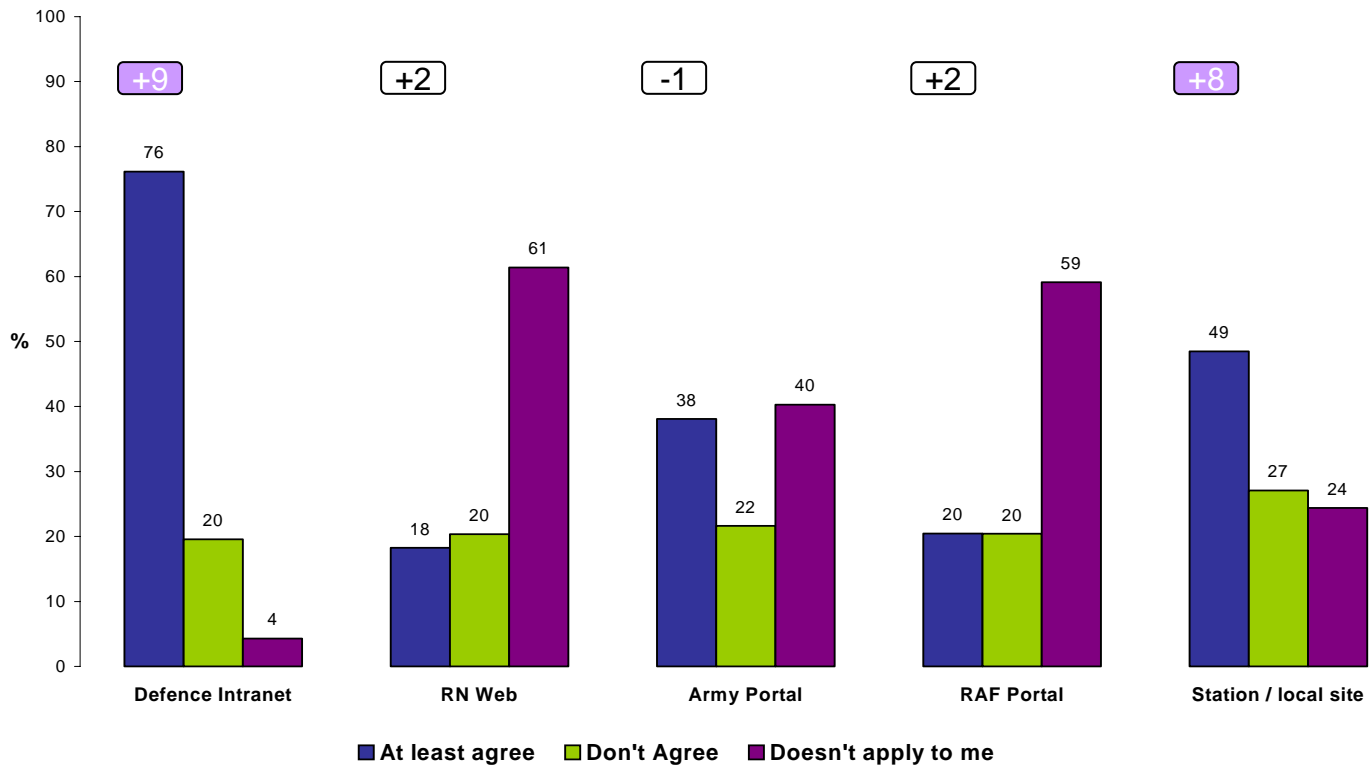


Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1808



*Data have been weighted to proportionally reflect the characteristics of the overall population. All respondents who answered this question are included in the percentages, therefore, significant differences are identified in terms of the total proportion of respondents. For further breakdowns please see additional slides, for significant differences by group please see report. 2008 comparisons are in relation to 'At least Agree' only, highlighted comparisons are identified as statistically significant.

Internal Communication Channels*: Q12 Where you have access to the following media, state to what extent you agree. I am kept informed about the work of the Armed Forces/MOD by: Intranets / internal websites



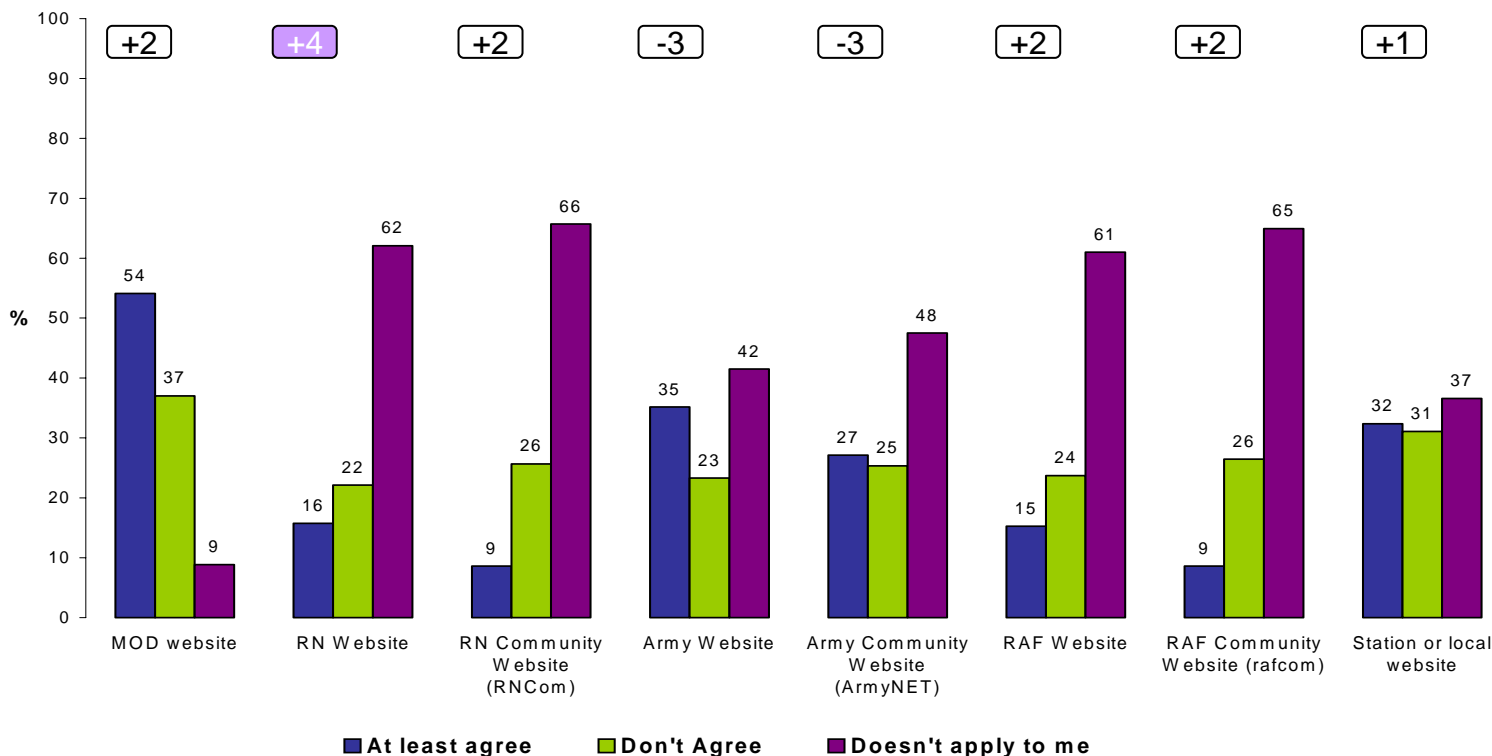
Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1825



*Data have been weighted to proportionally reflect the characteristics of the overall population. All respondents who answered this question are included in the percentages, therefore, significant differences are identified in terms of the total proportion of respondents. For further breakdowns please see additional slides, for significant differences by group please see report. 2008 comparisons are in relation to 'At least Agree' only, highlighted comparisons are identified as statistically significant.



Internal Communication Channels*: Q12 Where you have access to the following media, state to what extent you agree. I am kept informed about the work of the Armed Forces/MOD by: Internet / external websites



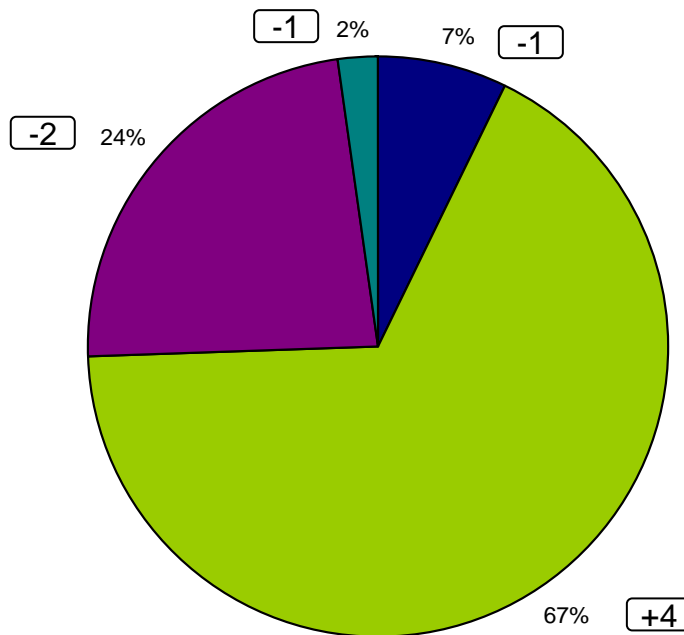
Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1821



*Data have been weighted to proportionally reflect the characteristics of the overall population. All respondents who answered this question are included in the percentages, therefore, significant differences are identified in terms of the total proportion of respondents. For further breakdowns please see additional slides, for significant differences by group please see report. 2008 comparisons are in relation to 'At least Agree' only, highlighted comparisons are identified as statistically significant.



Internal Communication Channels Overall*: Q13 Overall, how well informed do you feel about the work that the Armed Forces / MOD does?



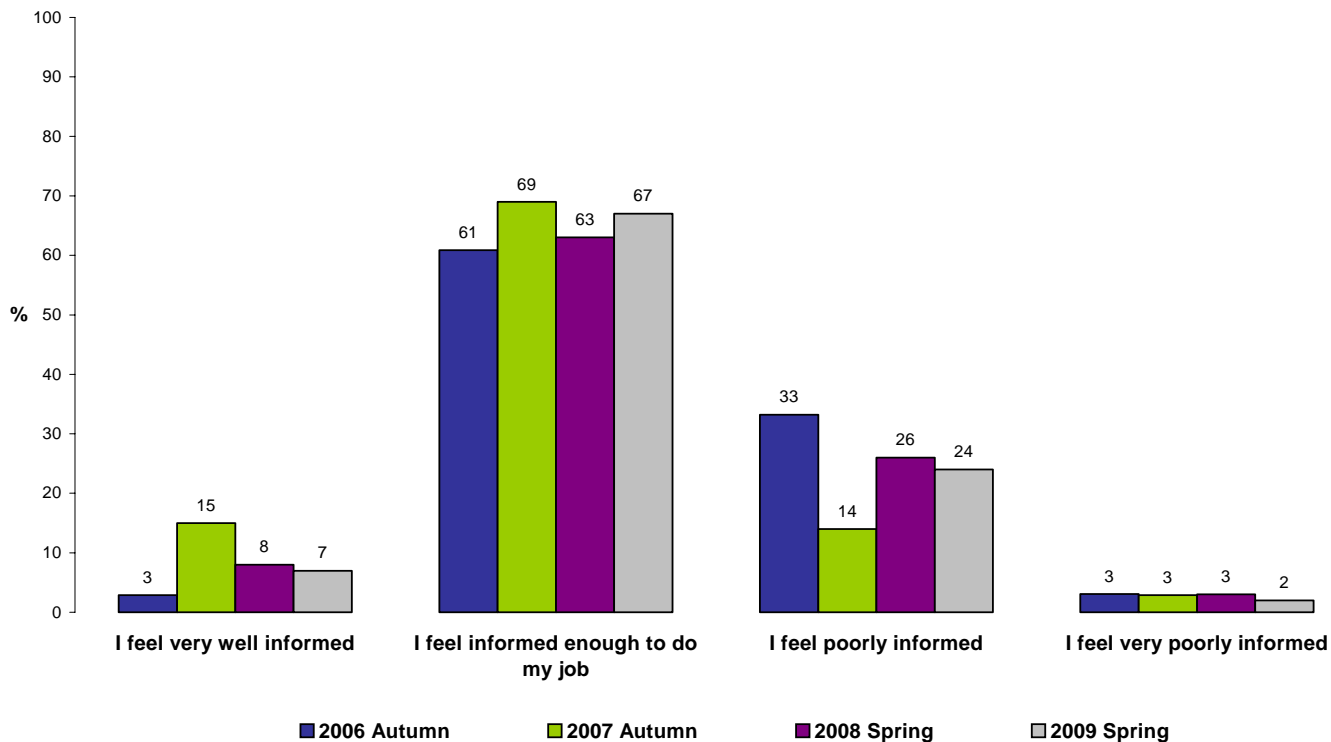
■ Very well informed
 ■ Well informed
 ■ Poorly informed
 ■ Very poorly informed

Maximum Margin of Error	+/- 2%
Minimum Unweighted base count	1886





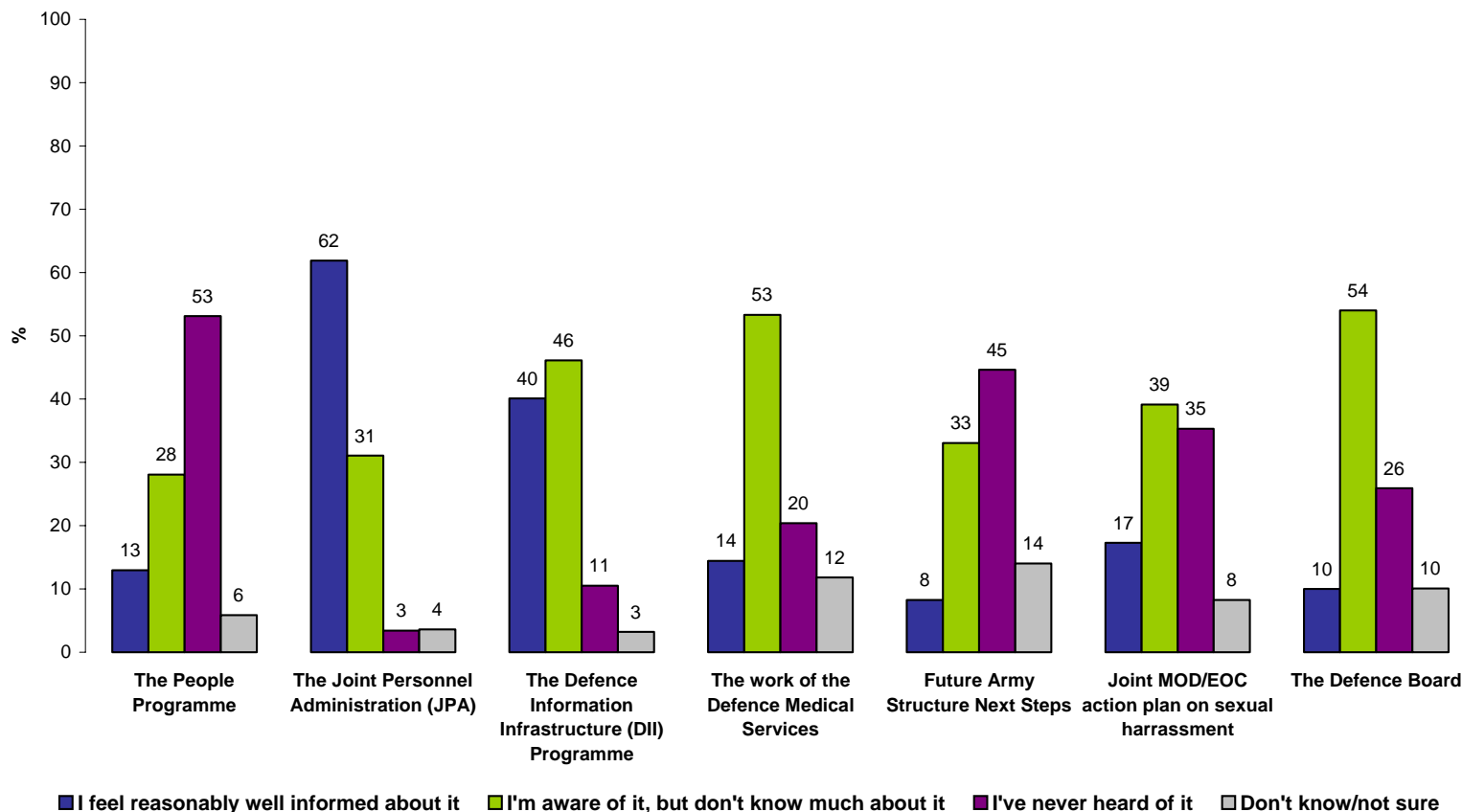
Internal Communication Channels Trend*: Q13 Overall, how well informed do you feel about the work that the Armed Forces / MOD does?



2009 Maximum Margin of Error	+/- 2%
2009 Minimum Unweighted base count	1886



Internal Communication Channels Overall*: Q14 How well informed by the department do you feel about the following?



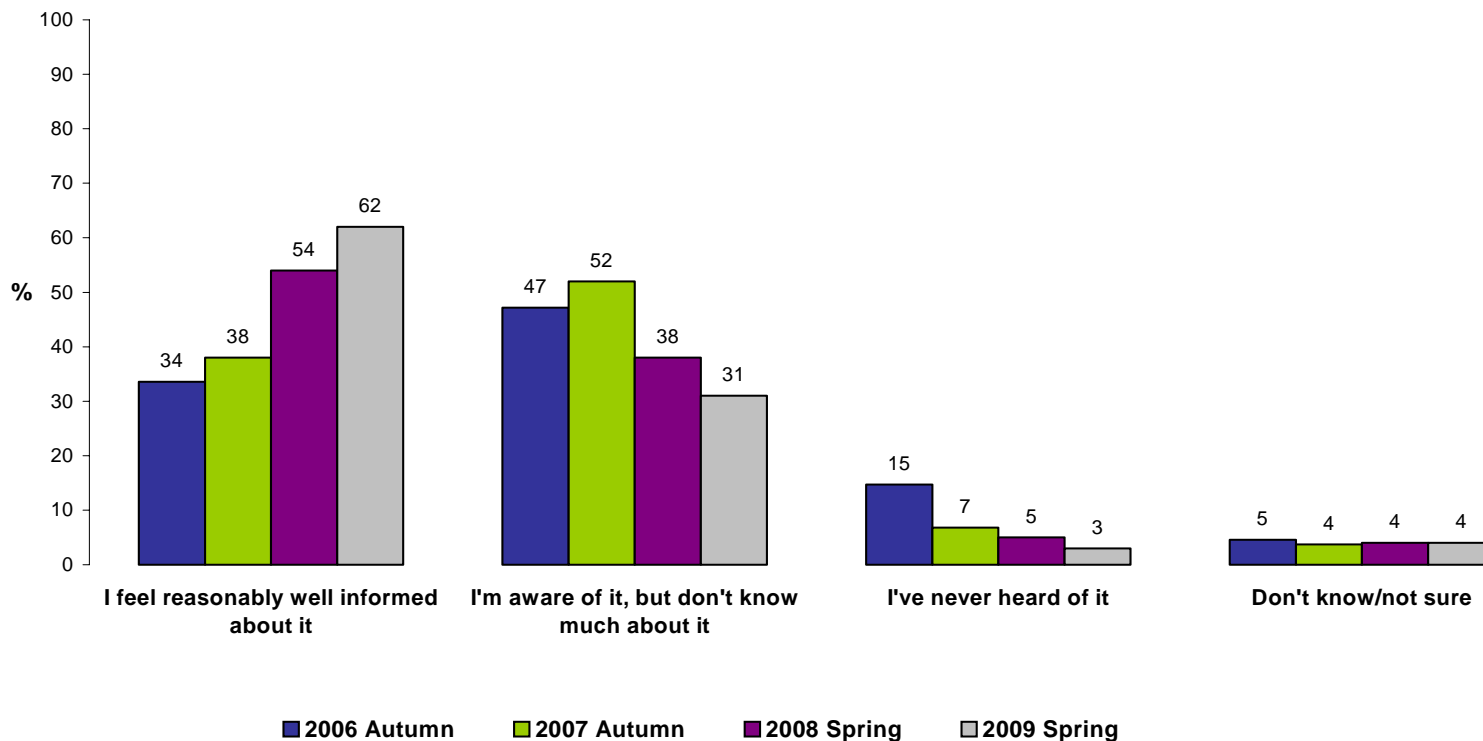
Maximum Margin of Error	+/-2%
Minimum Unweighted base count	1851



*Data have been weighted to proportionally reflect the characteristics of the overall population. All respondents who answered this question are included in the percentages. For further breakdowns please see additional slides.

Trend data are only available with reference to JPA, Defence Medical Services, MOD/EOC action plan and the Defence Board.

Internal Communication Channels Trend*:Q14 How well informed do you feel about the following? The Joint Personnel Administration (JPA)



2009 Maximum Margin of Error	+/-2%
2009 Minimum Unweighted base count	1879



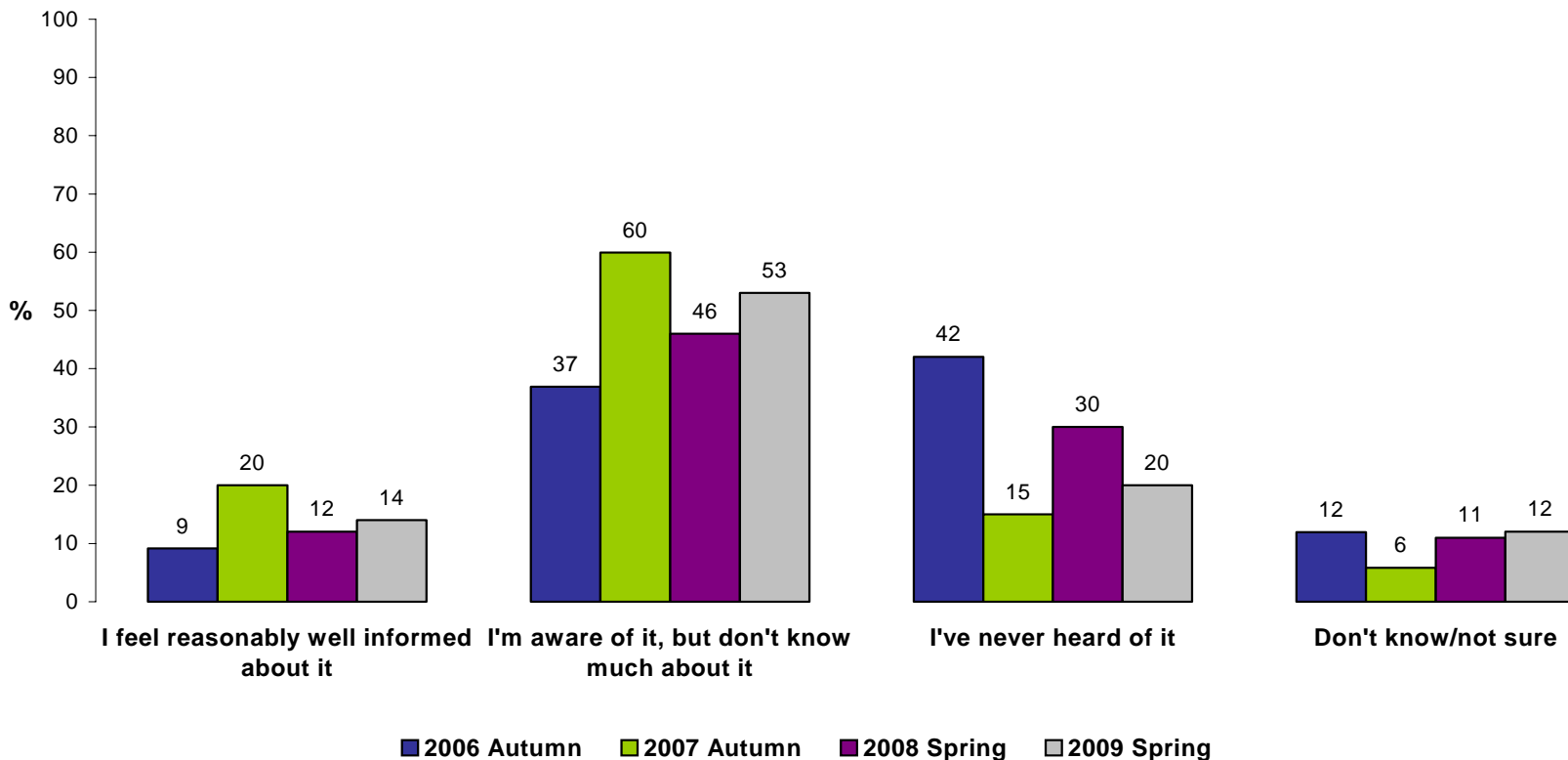
*Data have been weighted to proportionally reflect the characteristics of the overall population. All respondents who answered this question are included in the percentages.

Comparative questions were not available between 2003-2005.





Internal Communication Channels Trend*: Q14 How well informed do you feel about the following? The work of the Defence Medical Services



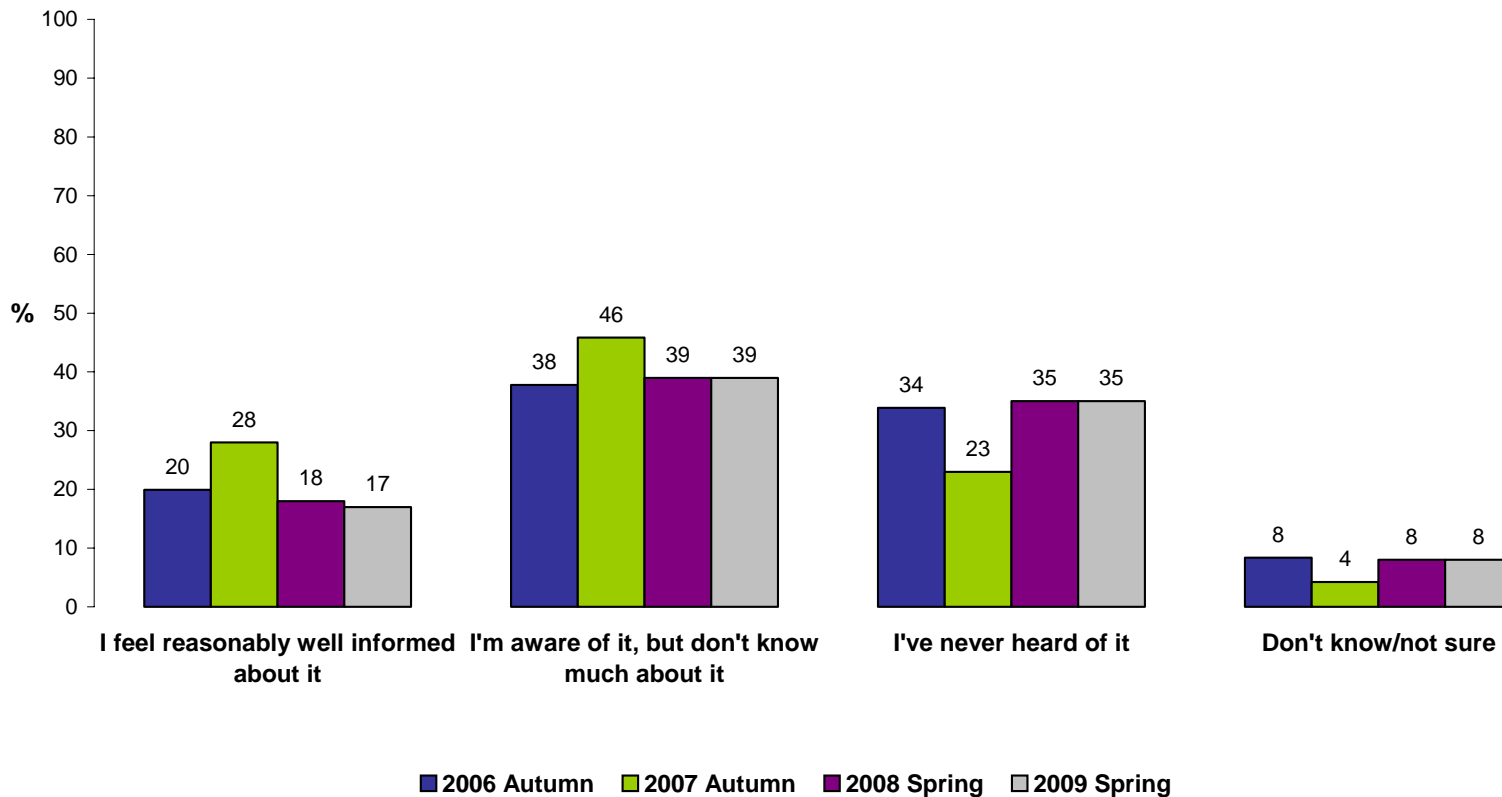
2009 Maximum Margin of Error	+/-3%
2009 Minimum Unweighted base count	1883



*Data have been weighted to proportionally reflect the characteristics of the overall population. All respondents who answered this question are included in the percentages. Comparative questions were not available between 2003-2005.



Internal Communication Channels Trend*: Q14 How well informed do you feel about the following? Joint MOD/EOC action plan on Sexual Harassment



2009 Maximum Margin of Error	+/-2%
2009 Minimum Unweighted base count	1875

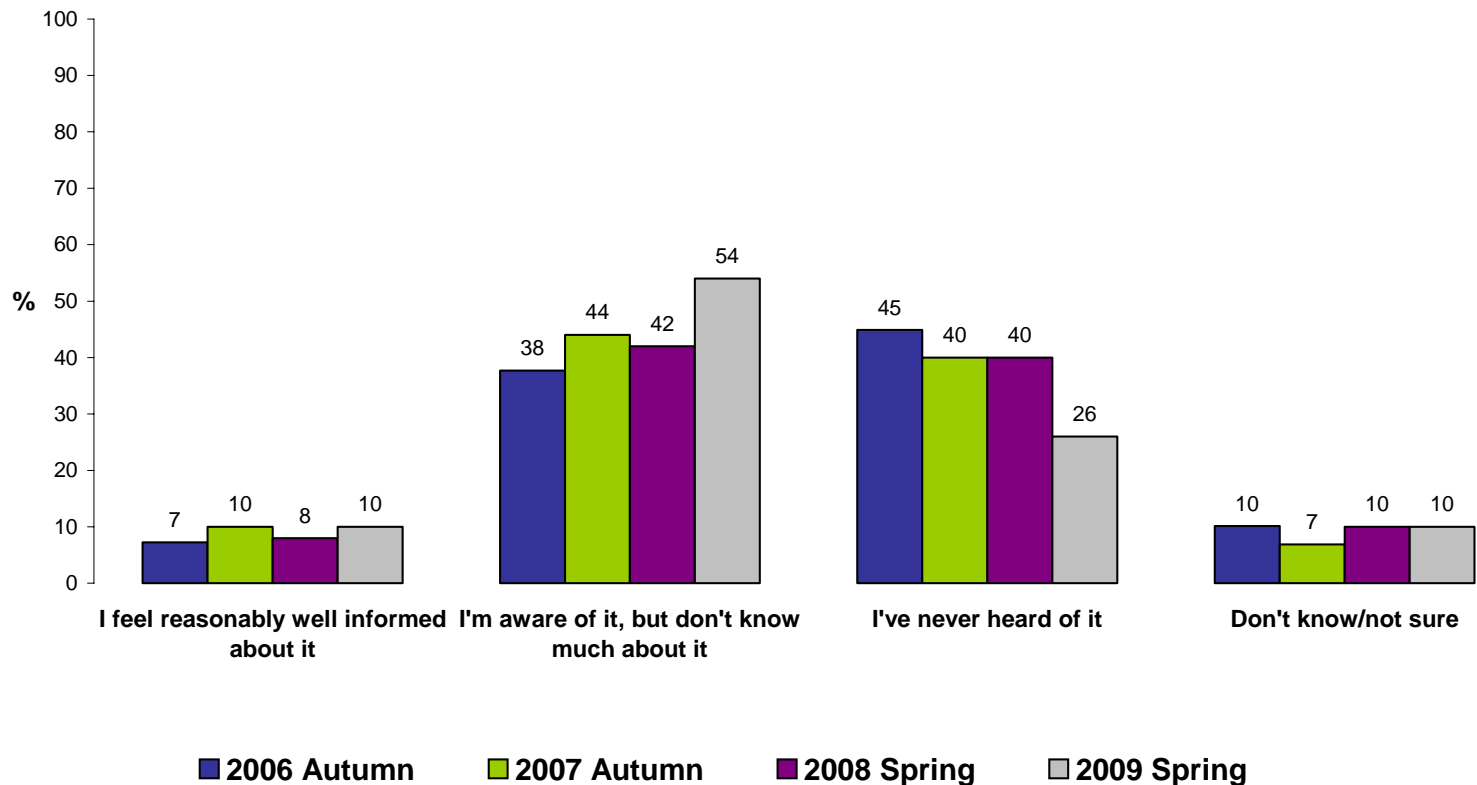


*Data have been weighted to proportionally reflect the characteristics of the overall population. All respondents who answered this question are included in the percentages.

Comparative questions were not available between 2003-2005.



Internal Communication Channels Trend*: Q14 How well informed do you feel about the following? The Defence Board



2009 Maximum Margin of Error	+/-3%
2009 Minimum Unweighted base count	1883



*Data have been weighted to proportionally reflect the characteristics of the overall population. All respondents who answered this question are included in the percentages. Comparative questions were not available between 2003-2005.



Can we help?

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Lisa Carey

Tel: 020 7305 2191

e-mail address: surveys@dasa.mod.uk

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