Status of Forces Surveys of Active Duty Members (2013 & 2014 SOFS-A)

Briefing on Leading Indicators, Military OneSource, Financial Health, Family Life, Access to Technology, Impact of Deployments, and Permanent Change of Station (PCS) Moves

Defense Manpower Data Center (DMDC) Research, Surveys, and Statistics Center (RSSC)
SOFS-A

- 70K Service members surveyed in 2013; 65K surveyed in 2014
  - Response rates: 25% in 2013; 21% in 2014 (26% in Jun 2012; 20% in Feb 2012; 23% in 2011 – current DMDC/DoD survey response rates are ~ 20%)
- 2013 survey included the following topics:
  - Leading indicators
  - Deployments since 9/11
  - Military OneSource
  - Financial health
  - Adaptability
  - Transition assistance
  - Career opportunities
  - Family life
  - Access to technology
  - Trafficking in Persons program
  - Compensation
  - Detailed financial health
  - Impact of deployments
  - Detailed retention
  - Detailed PCS moves
  - Overseas assignments
  - Housing and workplace
  - Motorcycles
  - Safety

Core in every SOFS-A (Module A)
Executive Top-Line Results

• More stress in work life in 2014 significantly higher than 2013 but lower than 2003-2008
• Members with comfortable financial condition in 2014 higher than 1999-Feb 2012/2013
• Members currently working on financial goals (e.g., no credit card debt, saving for retirement) significantly higher in 2013 than 2006-2012
• Problems in personal relationships are occurring less often than 12 months ago – significant improvement in 2013 vs. 2005-2009
• Members reported significant improvements in 2013 in their concerns while away during their most recent deployment vs. 2009-2011
• Significant improvements in children’s emotional/behavioral changes in 2013 in response to deployment vs. 2006-2009
• Significant improvements in problems with PCS moves in 2013 vs. 2003-2007 although spouse problems remain consistent (spouse employment and loss/decrease of income)

Bottom Line: Overall improvements in financial health and family life, including impact of deployments and PCS moves, compared to previous results, but retention lower and stress in work life higher in 2014 vs. 2013.

* Only statistically significant findings are reported. Statistical tests are used to compare current estimates with other subgroups and previous results based on unrounded estimates.
BRIEFING OVERVIEW

- Leading Indicators (Satisfaction, Retention, Stress) .......................... 5
- Military OneSource ........................................................................ 10
- Detailed Financial Health ................................................................. 13
- Family Life .................................................................................... 21
- Access to Technology ..................................................................... 26
- Impact of Deployments .................................................................. 30
- Detailed Permanent Change of Station (PCS) Moves ................. 39
### Overall Military Way of Life

<table>
<thead>
<tr>
<th>Percent of All Active Duty Members</th>
<th>MEs ±2%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfied</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Neither satisfied nor dissatisfied</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Dissatisfied</strong></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Overall satisfaction with military way of life</th>
</tr>
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<tbody>
<tr>
<td>64</td>
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<tr>
<td>19</td>
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<tr>
<td>18</td>
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</tbody>
</table>

#### Highest percentages
- Highest percentages of Air Force members reported being *satisfied* (71%) vs. other Services
- Highest percentages of Marine Corps members reported being *dissatisfied* (24%)
- Among Enlisted members, Marine Corps (26%) and Navy (21%) were most *dissatisfied*
Serving Those Who Serve Our Country

Likelihood To Stay on Active Duty
Percent of All Active Duty Members

- Highest percentages of Air Force members more likely to stay (68%) vs. other Services
- Highest percentages of Marine Corps members unlikely to stay (35%)
- Among Enlisted, highest percentages of Marine Corps members (37%) unlikely to stay
Serving Those Who Serve Our Country

Support To Stay on Active Duty
Percent of Applicable Active Duty Members

<table>
<thead>
<tr>
<th></th>
<th>Favoring Staying</th>
<th>No Opinion</th>
<th>Favoring Leaving</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spouse/Significant other support</td>
<td>55%</td>
<td>17%</td>
<td>27%</td>
</tr>
<tr>
<td>Family support</td>
<td>48%</td>
<td>29%</td>
<td>23%</td>
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</tbody>
</table>

- Marine Corps members have the least amount of support to stay from spouse/SO (49%) and family (40%)
- Highest percentages of junior Enlisted members’ spouses/Spousal Support Fears (SOFs) favor them leaving (32%)

SOFS-A 2014 Q28, Q29

March 2016
Current Levels of Work and Personal Stress
Percent of All Active Duty Members

More stress than usual in personal life

|               | Mar 03 | Jul 03 | Nov 03 | Apr 04 | Aug 04 | Dec 04 | Mar 05 | Jul 05 | Nov 05 | Apr 06 | Aug 06 | Dec 06 | Mar 07 | Jul 07 | Nov 07 | Apr 08 | Aug 08 | Dec 08 | Mar 09 | Jul 09 | Nov 09 | Apr 10 | Aug 10 | Dec 10 | Mar 11 | Jul 11 | Nov 11 | Apr 12 | Aug 12 | Dec 12 | 2013 | 2014 |
|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|-------|
| Total         | 42     | 42     | 41     | 42     | 42     | 41     | 42     | 41     | 42     | 41     | 42     | 42     | 43     | 42     | 43     | 42     | 43     | 43     | 43     | 40     | 39     | 36     | 36     | 36     | 33     | 36     | 36     | 33     | 36     |
| Army          | 46     | 47     | 48     | 44     | 49     | 47     | 48     | 45     | 47     | 48     | 46     | 49     | 46     | 49     | 48     | 47     | 43     | 45     | 49     | 40     | 40     | 39     | 35     | 37     | 34     | 36     | 36     | 33     | 36     |
| Navy          | 40     | 43     | 40     | 40     | 40     | 39     | 41     | 40     | 42     | 41     | 42     | 42     | 43     | 42     | 42     | 43     | 41     | 45     | 43     | 39     | 42     | 41     | 40     | 38     | 40     | 35     | 39     | 39     | 39     | 40     |
| Marine Corps  | 44     | 39     | 44     | 42     | 43     | 44     | 45     | 45     | 43     | 44     | 46     | 44     | 44     | 42     | 47     | 46     | 42     | 43     | 44     | 41     | 41     | 40     | 38     | 40     | 39     | 39     | 40     | 39     | 39     | 40     |
| Air Force     | 39     | 37     | 35     | 34     | 34     | 35     | 33     | 35     | 34     | 36     | 35     | 36     | 34     | 35     | 32     | 35     | 33     | 33     | 33     | 32     | 31     | 30     | 28     | 30     | 28     | 30     | 28     | 30     | 28     | 30     |

More stress than usual in work life

|               | Mar 03 | Jul 03 | Nov 03 | Apr 04 | Aug 04 | Dec 04 | Mar 05 | Jul 05 | Nov 05 | Apr 06 | Aug 06 | Dec 06 | Mar 07 | Jul 07 | Nov 07 | Apr 08 | Aug 08 | Dec 08 | Mar 09 | Jul 09 | Nov 09 | Apr 10 | Aug 10 | Dec 10 | 2013 | 2014 |
|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|-------|
| Total         | 52     | 52     | 51     | 51     | 52     | 50     | 52     | 51     | 51     | 50     | 51     | 50     | 51     | 50     | 48     | 50     | 51     | 49     | 48     | 48     | 47     | 47     | 46     | 46     | 46     | 46     | 46     | 46     | 46     |
| Army          | 55     | 56     | 56     | 54     | 52     | 52     | 55     | 55     | 54     | 55     | 51     | 56     | 55     | 52     | 55     | 55     | 54     | 50     | 50     | 47     | 47     | 47     | 46     | 47     | 45     | 46     | 45     | 46     | 44     | 48     |
| Navy          | 50     | 52     | 51     | 52     | 53     | 49     | 52     | 53     | 49     | 53     | 53     | 50     | 50     | 47     | 50     | 52     | 47     | 49     | 51     | 50     | 50     | 47     | 48     | 44     | 44     | 44     | 44     | 44     | 44     | 44     |
| Marine Corps  | 50     | 48     | 48     | 51     | 52     | 53     | 50     | 52     | 52     | 48     | 52     | 47     | 50     | 46     | 51     | 47     | 46     | 47     | 46     | 47     | 49     | 45     | 47     | 46     | 43     | 43     | 43     | 43     | 43     | 43     |
| Air Force     | 53     | 50     | 47     | 49     | 50     | 44     | 49     | 51     | 46     | 47     | 43     | 47     | 45     | 46     | 44     | 44     | 44     | 44     | 46     | 43     | 45     | 42     | 45     | 43     | 41     | 40     | 40     | 40     | 40     | 40     |

Stress in 2014 lower than or similar to all previous years except stress in work life vs. 2013

SOFS-A 2014 Q45, Q46

March 2016
BRIEFING OVERVIEW

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- Military OneSource ............................................................................................ 10
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- Access to Technology .......................................................................................... 26
- Impact of Deployments ......................................................................................... 30
- Detailed Permanent Change of Station (PCS) Moves ........................................ 39
Use of Military OneSource in Past 12 Months
Percent of All Active Duty Members

- 28% of members accessing Military OneSource in 2014 significantly lower than Aug 2009/Jan 2011 but higher than 2006 2007
- Significantly higher percentage of Army members reported accessing M1S via all methods except via M1S website
- Highest percentages of E5 E9 members accessed M1S
Usefulness of Military OneSource

Percent of Active Duty Members Who Used Specified Military OneSource Feature in Past 12 Months

- No significant differences among the Services in 2014
- Highest percentages of E5 E9 members reported that the M1S website was useful among paygrade groups

- 75% of Enlisted members who indicated website was useful in 2014 was significantly higher than Officers (69%)
- 81% of Single members with children said website was useful in 2014 vs. 69% of Single without children and 74% of Married with and without children

SOFS-A 2014 Q64
BRIEFING OVERVIEW

- Leading Indicators (Satisfaction, Retention, Stress) ......................... 5
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- Detailed Permanent Change of Station (PCS) Moves .......................... 39
Financial Condition
Percent of All Active Duty Members

Which best describes your (and/or your spouse’s) financial condition?

- Comfortable
- Some difficulty
- Not comfortable

Comfortable financial condition in 2014 significantly higher than condition since 1999 except for Jun 2012 (comparable level of comfort)

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<td>E5-E9</td>
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<td>O1-O3</td>
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<td>91</td>
<td>86</td>
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<td>87</td>
<td>89</td>
<td>87</td>
<td>90</td>
<td>88</td>
<td>90</td>
</tr>
</tbody>
</table>

SOFS-A 2014 Q66

March 2016
Financial Problems in Past 12 Months
Percent of All Active Duty Members

Any of the listed problems (excludes paying overdraft fees)

- Had to pay overdraft fees to your bank or credit union two or more times: 17%
- Failed to make minimum payment on credit card, AAFES, NEXCOM: 10%
- Was pressured to pay bills by stores, creditors, or bill collectors: 9%
- Had telephone, cable, or Internet shut off: 8%
- Failed to make a car payment: 5%
- Bounced two or more checks: 4%
- Fell behind in paying rent or mortgage: 3%
- Had water, heat, or electricity shut off: 3%
- Had a car, household appliance, or furniture repossessed: 2%
- Filed for personal bankruptcy: 1%

17% of members experiencing any of listed problems (excludes paying overdraft fees) significantly lower in 2014 vs. 2004 2009/2012/2013; comparable to 2010

Most significant improvements (2014 vs. prior)

- Marine Corps: 11 points, 21 percentage points
- Army: 5 points, 16 percentage points
- E1-E4: 6 points, 20 percentage points
- E5-E9: 4 points, 9 percentage points

SOFS-A 2014 Q65
March 2016
Sources of Income/Financial Support Received in Past 12 Months
Percent of All Active Duty Members

No significant differences in sources of income/financial support in 2013 vs. 2008 2012 except second job (↑ 3 percentage points in 2013 vs. 2012)

Note: “Other” responses include rental properties, VA benefits, family, bank loan, investment income, spouse retirement, financial aid for student loans, a third job, and social security.
Serving Those Who Serve Our Country

Saving Habits of Member (and Spouse, if Applicable)
Percent of All Active Duty Members

- 94% of Officers with any savings habits vs. 84% of Enlisted members

- Significantly higher percentage of Air Force members reported having any savings habits (89%) and saving regularly by putting money aside each month (51%) in 2013 vs. other Services

Most recent HIGHER than Most recent LOWER than Feb 12 2013
- Service members (and spouses, if applicable) with any saving habits 84 86
- Save regularly by putting money aside each month 42 45
- Save whatever is left over at the end of the month - no regular plan 38 35
- Don’t save - usually spend about as much as income 13 12
- Save income of one family member, spend the other 3 4
- Don’t save - usually spend more than income 3 2
- Spend regular income, save other income 2 2

MEs ±1% to ±2%

No significant differences in savings habits in 2013 vs. 2012
### Financial Goals

**Percent of Applicable Active Duty Members**

<table>
<thead>
<tr>
<th>Goal</th>
<th>2013</th>
<th>2012</th>
<th>2010/2012</th>
<th>Significant Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being free of credit card debt (e.g., no carryover from month to month)</td>
<td>73</td>
<td>22</td>
<td>5</td>
<td>Higher than 2012/2010</td>
</tr>
<tr>
<td>Being free of debt, except for mortgage</td>
<td>69</td>
<td>28</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Saving for retirement</td>
<td>57</td>
<td>36</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Saving for a safety net/emergency fund</td>
<td>55</td>
<td>39</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Saving for child(ren)'s education</td>
<td>47</td>
<td>42</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Buying a home</td>
<td>47</td>
<td>42</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Paying off education-related loans (e.g., Stafford loan, PLUS loan)</td>
<td>34</td>
<td>33</td>
<td>33</td>
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</tr>
<tr>
<td>Buying a car</td>
<td>33</td>
<td>33</td>
<td></td>
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</tr>
<tr>
<td>Saving for a vacation</td>
<td>31</td>
<td>42</td>
<td>27</td>
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<tr>
<td>Purchasing furniture/appliances</td>
<td>31</td>
<td>39</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>Saving for my spouse's education</td>
<td>22</td>
<td>50</td>
<td></td>
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</tr>
</tbody>
</table>

- Members indicating these are current financial goals significantly higher in 2013 than most previous surveys from 2006-2012 except saving for child(ren)'s education (no significant differences).
- Most significant difference in being free of credit card debt in 2013 vs. 2010/2012 (14-15 percentage points higher in 2013).
Sources of Messages About Reducing Debt and Increasing Savings
Percent of All Active Duty Members

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<tbody>
<tr>
<td>Bank or credit union brochures</td>
<td>31</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 13 percentage points in 2013 vs. 2007 2012</td>
</tr>
<tr>
<td>Military Service sponsored financial education programs</td>
<td>18</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5 10 percentage points in 2013 vs. 2007 2008</td>
</tr>
<tr>
<td>Financial education program provided by a nonprofit organization</td>
<td>14</td>
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<td></td>
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<td></td>
<td>3 7 percentage points in 2013 vs. 2007 2008</td>
</tr>
<tr>
<td>Military Saves Campaign</td>
<td>13</td>
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<td></td>
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<td>3 7 percentage points in 2013 vs. 2007 2008</td>
</tr>
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Action Taken as a Result of Receiving Messages
Percent of AD Members Who Received Messages

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<tbody>
<tr>
<td>No, I have decided not to make any changes to the level of my debt or savings</td>
<td>42</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6 9 percentage points in 2013 vs. 2007 2010</td>
</tr>
<tr>
<td>Yes, I have decided to reduce my debt or increase my savings</td>
<td>39</td>
<td></td>
<td></td>
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<td></td>
<td>7 percentage points in 2013 vs. 2007 2010</td>
</tr>
<tr>
<td>I am undecided</td>
<td>19</td>
<td></td>
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<td></td>
<td></td>
<td>No significant change in 2013 vs. 2007 2012</td>
</tr>
</tbody>
</table>

41% of Enlisted members reported they have decided to reduce their debt or increase their savings, while 21% are undecided.
Contribute to Thrift Savings Plan (TSP)
Percent of All Active Duty Members

Do you contribute to the Thrift Savings Plan (TSP)?

- 52%

4.8 percentage points in 2013 vs. 2008 2010

<table>
<thead>
<tr>
<th>Most recent HIGHER than Most recent LOWER than</th>
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<th>Dec 09</th>
<th>Jun 10</th>
<th>Feb 12</th>
<th>Jun 12</th>
<th>2013</th>
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<tr>
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<tr>
<td>Navy</td>
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<tbody>
<tr>
<td>Total</td>
<td>44</td>
<td>46</td>
<td>48</td>
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<tr>
<td>E1-E4</td>
<td>41</td>
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<td>45</td>
<td>50</td>
<td>49</td>
<td>46</td>
</tr>
<tr>
<td>E5-E9</td>
<td>43</td>
<td>46</td>
<td>47</td>
<td>50</td>
<td>52</td>
<td>54</td>
</tr>
<tr>
<td>O1-O3</td>
<td>48</td>
<td>44</td>
<td>49</td>
<td>52</td>
<td>48</td>
<td>51</td>
</tr>
<tr>
<td>O4-O6</td>
<td>59</td>
<td>62</td>
<td>61</td>
<td>63</td>
<td>64</td>
<td>65</td>
</tr>
</tbody>
</table>

Army ↑ 7 12 percentage points in 2013 vs. 2008 2010
E5 E9 ↑ 7 11 percentage points in 2013 vs. 2008 2010

Serving Those Who Serve Our Country

March 2016
<table>
<thead>
<tr>
<th>Slide</th>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Leading Indicators (Satisfaction, Retention, Stress)</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Military OneSource</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Detailed Financial Health</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Family Life</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>Access to Technology</td>
<td>26</td>
</tr>
<tr>
<td></td>
<td>Impact of Deployments</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>Detailed Permanent Change of Station (PCS) Moves</td>
<td>39</td>
</tr>
</tbody>
</table>
Spouse Unemployment Rate
Percent of Active Duty Members Who Were Married or Separated and Whose Spouses Were in the Labor Force (Not Including Spouses of Warrant Officers or Dual Service Spouses)

Among the Services, a significantly higher percentage of Army spouses were unemployed (26%), while a significantly lower percentage of Navy members were unemployed (17%).

A significantly higher percentage of Enlisted members’ spouses were unemployed (23%) compared to Officers’ spouses (18%).

A significantly higher percentage of spouses with children were unemployed (24%) compared to spouses without children (18%).

NOTE: Spouse unemployment rate not including spouses of warrant officers or dual Service spouse was not calculated prior to 2014 SOFS-A.

Margins of error do not exceed ±2%
Years of Marriage

Average of AD Members Who Were Married or Separated

- How many years have you been married to your current spouse?

1. Average: 6.0

Number of Times Divorced

Percent of AD Members Who Were Married, Separated, Widowed, or Divorced

- Never: 71%
- Once: 24%
- Twice: 4%
- Three or more times: 1%

No significant differences in years of marriage or number of times divorced in 2013 vs. 2007 2012

In 2013, 28% of Army members reported being divorced once, while 6% have been divorced twice significantly higher than the other Services

SOFS-A 2013 Q89

March 2016
Problems in Personal Relationships Compared to 12 Months Ago
Percent of Active Duty Members Who Had a Spouse/Significant Other

- More than 1/3 of members reported problems in personal relationships are occurring **less often** than 12 months ago.
- In 2013, highest percentages of **Army** enlisted members (42%) reported having problems **less often**, while highest percentages of **Navy** enlisted members (25%) reported having problems **more often**.
- Most significant improvement (problems less often) is among **Army** members (12 16 percentage points better in 2013 vs. 2005 2009).
- **E1 E4** members reported most significant improvement in 2013 (17 percentage points higher) among paygrade groups vs. 2005.
- 2013 results for Total, all Services, and all paygrade groups comparable to 2012 results.

SOFS-A 2013 Q91, Q92
No significant differences in Quality of Relationship for Total and Services in 2013 vs. 2005 2012

SOFS-A 2013 Q93

March 2016
BRIEFING OVERVIEW

- Leading Indicators (Satisfaction, Retention, Stress) .................................. 5
- Military OneSource .................................................................................. 10
- Detailed Financial Health ........................................................................ 13
- Family Life ............................................................................................. 21
- Access to Technology ............................................................................... 26
- Impact of Deployments ........................................................................... 30
- Detailed Permanent Change of Station (PCS) Moves .......................... 39
MEMBER'S AND/OR FAMILY'S USE OF OR ACCESS TO TECHNOLOGY

PERCENT OF ALL ACTIVE DUTY MEMBERS

<table>
<thead>
<tr>
<th>Technology</th>
<th>2013 Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer at home</td>
<td>96</td>
</tr>
<tr>
<td>Internet access at home</td>
<td>96</td>
</tr>
<tr>
<td>Smart phone or tablet (e.g., iPad)</td>
<td>95</td>
</tr>
<tr>
<td>Social media (e.g., Facebook, Twitter, Pinterest, Instagram, Tumblr)</td>
<td>91</td>
</tr>
</tbody>
</table>

Note: “Smart phone or tablet” and “Social media” added in 2013.

- 99% of Officers and 96% of Enlisted members reported in 2013 they and/or their family have or use a computer and Internet access at home.

- No significant differences between Officer and Enlisted member use of smart phone/tablet or social media in 2013.

- 96% of members reported in 2013 they and/or their family have or use a computer at home significantly higher than 2006.

- 96% of members reported in 2013 that they and/or their family have Internet access at home significantly higher than 2006/2008.

- Higher percentages of overseas members/families (94%) use social media compared to members/families in U.S./territories (90%).

SOFS-A 2013 Q94
Member's and Their Family's Use of Internet and/or Social Media To Communicate When **Not** Deployed

Percent of All Active Duty Members

<table>
<thead>
<tr>
<th>Question</th>
<th>Almost daily</th>
<th>About once a week</th>
<th>About twice a month</th>
<th>About once a month</th>
<th>Only while on TDY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does your family use the Internet and/or social media to communicate with you?</td>
<td>49</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you use the Internet and/or social media to communicate with your family?</td>
<td>43</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you (and/or your family) use Internet and/or social media to communicate with military families?</td>
<td>36</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: The item included “and/or social media” beginning with the 2013 SOFS-A.

36% 49% of members reported they and/or their family use the Internet and/or social media to communicate **almost daily** when the member is **not** deployed significantly higher in 2013 than 2008/2010

SOFS-A 2013 Q95
Member's and Their Family's Use of Internet and/or Social Media To Communicate When Deployed

Percent of Active Duty Members Deployed Since 9-11-01

Note: The item included "and/or social media" beginning with the 2013 SOFS-A.

- 52% of members whose families used the Internet and/or social media to communicate with them almost daily when deployed is significantly lower in 2013 than 2008
- 49% of members who reported they used the Internet and/or social media to communicate with their family almost daily when deployed is significantly lower in 2013 than 2008/2010
BRIEFING OVERVIEW

- Leading Indicators (Satisfaction, Retention, Stress) ....................... 5
- Military OneSource ........................................................................ 10
- Detailed Financial Health ............................................................... 13
- Family Life ................................................................................... 21
- Access to Technology ..................................................................... 26
- Impact of Deployments .................................................................. 30
- Detailed Permanent Change of Station (PCS) Moves ....................... 39
Concerns While Away During Most Recent Deployment (1 of 2)
Percent of Applicable Active Duty Members Deployed Since 9-11-01

- Improvements in percentages of members reporting 9 of 11 concerns in 2013 vs. 2009/2011; most significant improvement in difficulty sleeping (6.7 percentage points lower in 2013)
- In 2013, Army enlisted members reported higher response of large extent for difficulty sleeping (27%), managing bills and expenses (18%), technical difficulties communicating with spouse/family (18%), and feelings of anxiety/depression (17%)
Improvements in percentages of members reporting 5 of 10 concerns in 2013 vs. 2009/2011; 2013 results comparable to 2012 for five other concerns

- In 2013, Army enlisted members reported higher response of large extent for ability to continue college education (15%), serious health problems in family (15%), unintended weight gain or loss (14%), major financial hardship or bankruptcy (6%), and loss of income from part-time job (7%).
Emotional/Behavioral Changes After Deployment
Percent of Members Deployed in Past 24 Months but Not Currently Deployed

<table>
<thead>
<tr>
<th>Change</th>
<th>Large extent</th>
<th>Moderate/Small extent</th>
<th>Not at all</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appreciate your family and friends more</td>
<td>46</td>
<td>39</td>
<td>15</td>
<td>90</td>
</tr>
<tr>
<td>Appreciate life more</td>
<td>40</td>
<td>42</td>
<td>19</td>
<td>101</td>
</tr>
<tr>
<td>Have more confidence in yourself</td>
<td>33</td>
<td>44</td>
<td>23</td>
<td>100</td>
</tr>
<tr>
<td>Get angry faster</td>
<td>26</td>
<td>38</td>
<td>36</td>
<td>98</td>
</tr>
<tr>
<td>Be more emotionally distant</td>
<td>21</td>
<td>41</td>
<td>38</td>
<td>100</td>
</tr>
<tr>
<td>Be different in another way</td>
<td>15</td>
<td>34</td>
<td>50</td>
<td>100</td>
</tr>
<tr>
<td>Drink more alcohol</td>
<td>13</td>
<td>29</td>
<td>57</td>
<td>99</td>
</tr>
<tr>
<td>Take more risks with your safety</td>
<td>10</td>
<td>31</td>
<td>58</td>
<td>100</td>
</tr>
</tbody>
</table>

Note: “Be different in another way” responses include appreciate Service members more, be less social, get too little sleep, focus more on physical fitness, be more social, be tired or have less energy, appreciate things previously taken for granted, and be more stressed or hypervigilant.

- Percent reporting positive emotional/behavioral changes significantly lower in 2013 than 2005/2006 but comparable to 2007 2012
- Improvements in 4 of 5 negative emotional/behavioral changes in 2013 vs. 2005 2007

SOFS-A 2013 Q162
Support Services Received After Deployment
Percent of Members Deployed in Past 24 Months but Not Currently Deployed

No significant differences in support services received after deployment in 2013 vs. 2006

Sources of Reunion and Reintegration Support Services
Percent of Members Deployed in Past 24 Months Who Received Support Services After Deployment

No, I did not want support services 67
Yes, and it helped 13
Yes, but it did not help 8
Don’t know 6
No, but I wanted support services 6

No significant differences in support services received after deployment in 2013 vs. 2006.

Sources of Reunion and Reintegration Support Services

Enlisted (6%) vs Officers (3%)
Talked to Anyone Regarding Impact of Deployment
Percent of Members Deployed in Past 24 Months Who Received Support Services After Deployment

- No significant differences in percentages of members who reported they talked to anyone about the impact of deployment regarding *any* of the 10 issues in 2013 vs. 2007 2012
- 25% of Males indicated they talked to someone about *dealing with family separations* in 2013 and it helped vs. 11% of Females
- 23% of Enlisted members talked to someone about *financial management* in 2013 and it helped vs. 12% of Officers
Degree of Difficulty in Readjusting to Return Home
Percent of Members Deployed in Past 24 Months but Not Currently Deployed

No significant differences in difficult readjustment to being back home in 2013 vs. 2006 2012 except Army members (9 percentage points lower in 2013 vs. Dec 2007)

- 19% of Enlisted members reported a difficult readjustment in 2013 vs. 13% of Officers

- In 2013, Air Force members reported highest percentage of easy readjustment (59%) with Army members reporting the lowest percentage of easy readjustment (43%)

March 2016
Children's Emotional/Behavioral Changes in Response to Deployment
Percent of Members Deployed in Past 24 Months but Not Currently Deployed and Who Had at Least One Child During Most Recent Deployment

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Closeness to family members</td>
<td>35</td>
<td>59</td>
<td>64</td>
<td>64</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Pride in having a military parent</td>
<td>33</td>
<td>64</td>
<td>67</td>
<td>67</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Problem behavior at home</td>
<td>30</td>
<td>64</td>
<td>70</td>
<td>70</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Fear/anxiety</td>
<td>29</td>
<td>69</td>
<td>78</td>
<td>78</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Being responsible</td>
<td>25</td>
<td>67</td>
<td>77</td>
<td>77</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Independence</td>
<td>24</td>
<td>70</td>
<td>75</td>
<td>75</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Anger about my military requirements</td>
<td>21</td>
<td>78</td>
<td>83</td>
<td>83</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Closeness to friends</td>
<td>18</td>
<td>77</td>
<td>83</td>
<td>83</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Problem behavior at school</td>
<td>18</td>
<td>77</td>
<td>83</td>
<td>83</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Distress over discussions of the war in the home, school, or media</td>
<td>15</td>
<td>75</td>
<td>83</td>
<td>83</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Other behavior(s)</td>
<td>8</td>
<td>73</td>
<td>92</td>
<td>92</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Academic performance</td>
<td>6</td>
<td>73</td>
<td>92</td>
<td>92</td>
<td>21</td>
<td></td>
</tr>
</tbody>
</table>

Note: "Other behavior(s)" include night terrors, disobedience towards adults, isolation, less attentive at school, and increased aggression.

SOFS-A 2013 Q168

March 2016
Importance of Factors for Children in Coping With Deployments
Percent of Members Deployed Since 9-11-01 With Children Age 22 or Under and Who Had at Least One Child During Most Recent Deployment

- Spouse/guardian ability to maintain a stable household routine: 89%
- Spouse/guardian support for the deployment: 87%
- Communications with the deployed parent: 86%
- Geographic stability during deployment: 84%
- The way family members deal with the deployment: 82%
- Caregiver/teacher reaction to deployment: 69%
- Limited exposure to media coverage of the war: 45%
- Other: 14%

Note: “Other” responses include support from church, involvement in extracurricular activities, spending time with other family members, providing children with member’s definite return date, having defined family roles, and member taking mid-tour leave.

- No significant differences in importance of factors in 2013 vs. 2006 2012
- Army enlisted members in 2013 reported higher percentages of importance for caregiver/teacher reaction to deployment (78%) and limited exposure to media coverage of war (55%)
BRIEFING OVERVIEW

- Leading Indicators (Satisfaction, Retention, Stress) ....................... 5
- Military OneSource ........................................................................... 10
- Detailed Financial Health .................................................................. 13
- Family Life ......................................................................................... 21
- Access to Technology ......................................................................... 26
- Impact of Deployments ...................................................................... 30
- Detailed Permanent Change of Station (PCS) Moves ....................... 39
### PCS Moves Made During Career
**Average of All Active Duty Members**

<table>
<thead>
<tr>
<th></th>
<th>Nov 03</th>
<th>Dec 05</th>
<th>Nov 07</th>
<th>Nov 09</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>2.9</td>
<td>2.8</td>
<td>2.8</td>
<td>2.7</td>
<td>3.8</td>
</tr>
<tr>
<td><strong>Army</strong></td>
<td>3.1</td>
<td>3.0</td>
<td>2.9</td>
<td>2.9</td>
<td>4.0</td>
</tr>
<tr>
<td><strong>Navy</strong></td>
<td>3.1</td>
<td>2.8</td>
<td>2.9</td>
<td>2.9</td>
<td>3.9</td>
</tr>
<tr>
<td><strong>Marine Corps</strong></td>
<td>2.1</td>
<td>2.0</td>
<td>2.0</td>
<td>1.8</td>
<td>3.3</td>
</tr>
<tr>
<td><strong>Air Force</strong></td>
<td>2.9</td>
<td>2.8</td>
<td>2.8</td>
<td>2.7</td>
<td>3.7</td>
</tr>
</tbody>
</table>

MEs ±0.1 to ±0.2 times

**Significant increase in average number of PCS moves in career in 2013 vs. 2003 2009 for all Services**

### Number of Family Moves Because of PCS
**Average of Members Who Were Married/Separated and/or Had Children or Other Legal Dependents and Had PCSed**

<table>
<thead>
<tr>
<th></th>
<th>Nov 03</th>
<th>Dec 05</th>
<th>Dec 07</th>
<th>Dec 09</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>1.9</td>
<td>1.8</td>
<td>2.4</td>
<td>2.3</td>
<td>2.8</td>
</tr>
<tr>
<td><strong>Army</strong></td>
<td>2.1</td>
<td>2.0</td>
<td>2.5</td>
<td>2.4</td>
<td>3.0</td>
</tr>
<tr>
<td><strong>Navy</strong></td>
<td>1.9</td>
<td>1.7</td>
<td>2.4</td>
<td>2.3</td>
<td>2.6</td>
</tr>
<tr>
<td><strong>Marine Corps</strong></td>
<td>1.3</td>
<td>1.1</td>
<td>1.9</td>
<td>1.8</td>
<td>2.6</td>
</tr>
<tr>
<td><strong>Air Force</strong></td>
<td>2.0</td>
<td>1.9</td>
<td>2.5</td>
<td>2.4</td>
<td>2.8</td>
</tr>
</tbody>
</table>

MEs ±0.1 to ±0.2 times

**Significant increase in average number of family moves due to PCS in 2013 vs. 2003 2005 for all Services except Navy (higher in 2013 vs. 2003/2005)**

Only senior Officer families averaged fewer total PCS moves in 2013 vs. 2003

---

*March 2016*
Extent of Problems With PCS Moves (1 of 2)

Percent of Active Duty Members Who Had at Least One PCS Move

- Significantly lower percentages of members experienced 6 of 11 specified problems with PCS moves to a large extent in 2013 vs. 2003 2007
- Army members in 2013 reported higher percentages of large extent for settling damage claims (20%) and non reimbursed transportation costs incurred during move (20%)
**Extent of Problems With PCS Moves (2 of 2)**

Percent of Active Duty Members Who Had at Least One PCS Move

- Significantly lower percentages of members experienced 4 of 11 specified problems with PCS moves to a large extent in 2013 vs. 2003 2007
- In 2013, Army members reported higher percentages of large extent for 8 of 11 specified problems with PCS moves in 2013 vs. the other Services
**Extent of Problems Spouse Experienced Due to PCS Moves**

Percent of Active Duty Members Whose Spouse and/or Family Members Moved to a New Location Because of PCS

<table>
<thead>
<tr>
<th>Problem Description</th>
<th>Not a problem</th>
<th>Moderate/Small extent</th>
<th>Large extent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spouse employment</td>
<td>51</td>
<td>21</td>
<td>29</td>
</tr>
<tr>
<td>Loss or decrease of spouse income</td>
<td>54</td>
<td>20</td>
<td>26</td>
</tr>
<tr>
<td>Obtaining certifications necessary for spouse’s employment</td>
<td>74</td>
<td>14</td>
<td>12</td>
</tr>
<tr>
<td>Availability of special medical and/or educational services for spouse</td>
<td>78</td>
<td>13</td>
<td>9</td>
</tr>
<tr>
<td>Spouse changing schools</td>
<td>80</td>
<td>11</td>
<td>9</td>
</tr>
</tbody>
</table>

- No significant differences in 2013 vs. 2003 2009
- In 2013, Army enlisted members reported most problems with availability of special medical and/or educational services for spouse (13%) and spouse changing schools (13%) vs. other Services

SOFS-A 2013 Q188

March 2016
Extent of Child-Related Problems With PCS Moves

Percent of Members Who Had Children or Other Legal Dependents Age 22 or Under, Who Had at Least One PCS Move, and Whose Family Members Moved to a New Location Because of PCS

- Only significant difference in 2013 vs. 2003 2009 is availability of child care less of a problem in 2013 vs. 2003
- Females reported children changing schools (32%) and availability of child care (33%) were problems to a large extent vs. Males (22% and 15%, respectively) in 2013
Summary of Results

- More stress in work life in 2014 significantly higher than 2013 but lower than 2003-2008
- Members with comfortable financial condition in 2014 higher than 1999-Feb 2012/2013
- Members currently working on financial goals (e.g., no credit card debt, saving for retirement) significantly higher in 2013 than 2006-2012
- Problems in personal relationships are occurring less often than 12 months ago – significant improvement in 2013 vs. 2005-2009
- Members reported significant improvements in 2013 in their concerns while away during their most recent deployment vs. 2009-2011
- Significant improvements in children’s emotional/behavioral changes in 2013 in response to deployment vs. 2006-2009
- Significant improvements in problems with PCS moves in 2013 vs. 2003-2007 although spouse problems remain consistent (spouse employment and loss/decrease of income)

Bottom Line: Overall improvements in financial health and family life, including impact of deployments and PCS moves, compared to previous results, but retention lower and stress in work life higher in 2014 vs. 2013.

* Only statistically significant findings are reported. Statistical tests are used to compare current estimates with other subgroups and previous results based on unrounded estimates.
DMDC Website
http://www.dmdc.osd.mil/surveys