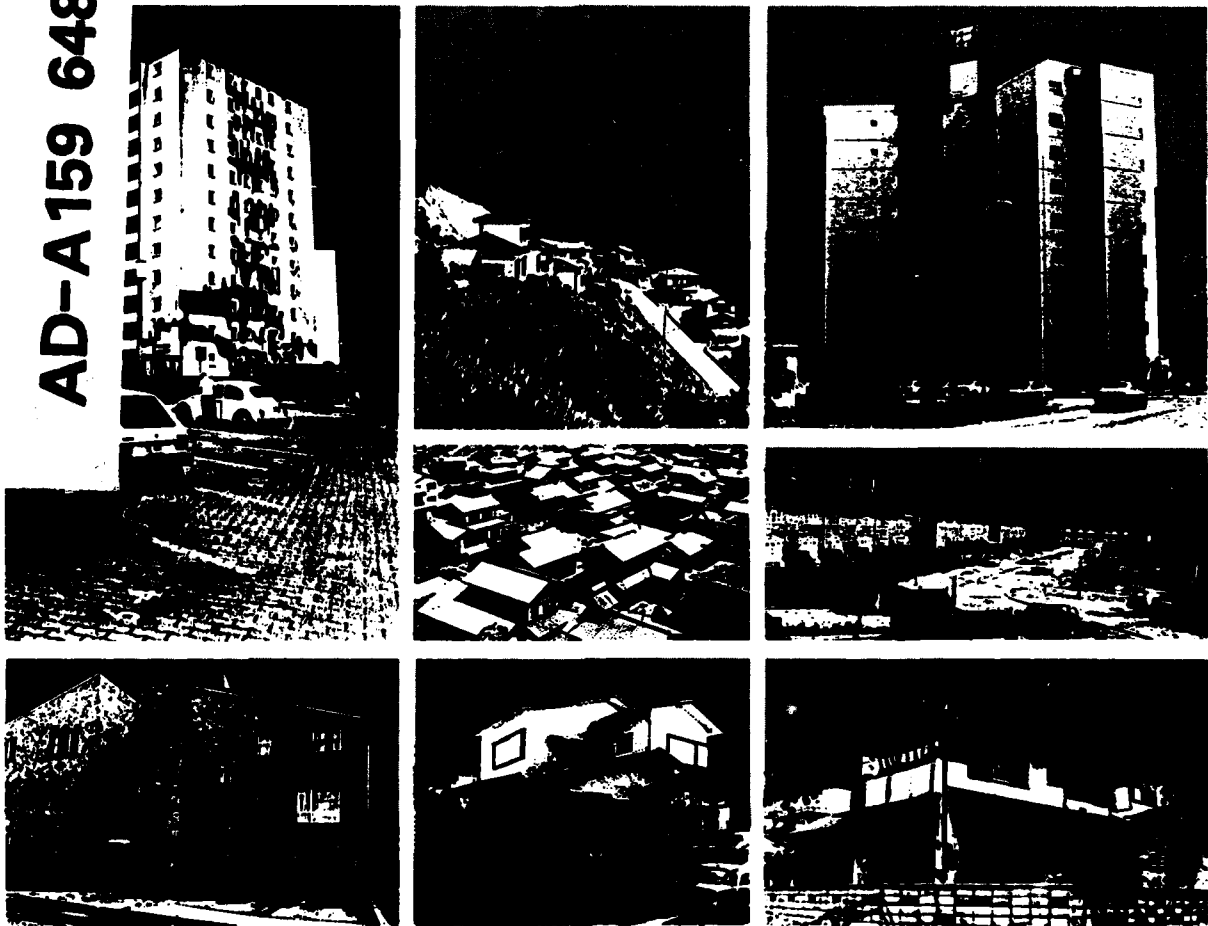


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Department of Defense Survey of Living Conditions Overseas 1984

Volume 1: Management Report

AD-A159 648



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NPRDC TR 85-27 July 1985

Prepared for the Defense Housing Management Systems Office, Office of the Deputy Assistant Secretary of Defense (Installations), by Navy Personnel Research & Development Center, San Diego, California, 92152-6800

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Foreword

This survey of service personnel with dependents stationed overseas was conducted in cooperation with the housing offices for the Army, Navy, Air Force, and Marine Corps under the auspices of, and funded by, the Defense Housing Management Systems Office (DHMSO), Office of the Deputy Assistant Secretary of Defense (Installations). The results are directed primarily to those involved in setting and implementing policies, procedures, and instructions affecting the living conditions of service personnel and their families outside the continental United States. Results are reported on responses from service members stationed in the United Kingdom, Germany, Italy, Japan/Okinawa, and Korea.

This report is the first in a series of three reports on the Department of Defense (DoD) Survey of Living Conditions Overseas 1984. It presents the highlights of the survey results aggregated across Services and countries. The other two reports in this series are NPRDC TR 85-28 (*Vol. 2: Results*), which presents and discusses the survey results in detail, and NPRDC TR 85-29 (*Vol. 3: Responses*), which presents the responses by Service, country, and DoD totals for accompanied and unaccompanied respondents.

Appreciation is extended to the following persons for their assistance with the survey:

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Technical Director

DEPARTMENT OF DEFENSE SURVEY OF LIVING CONDITIONS OVERSEAS

1984

VOL. 1: MANAGEMENT REPORT

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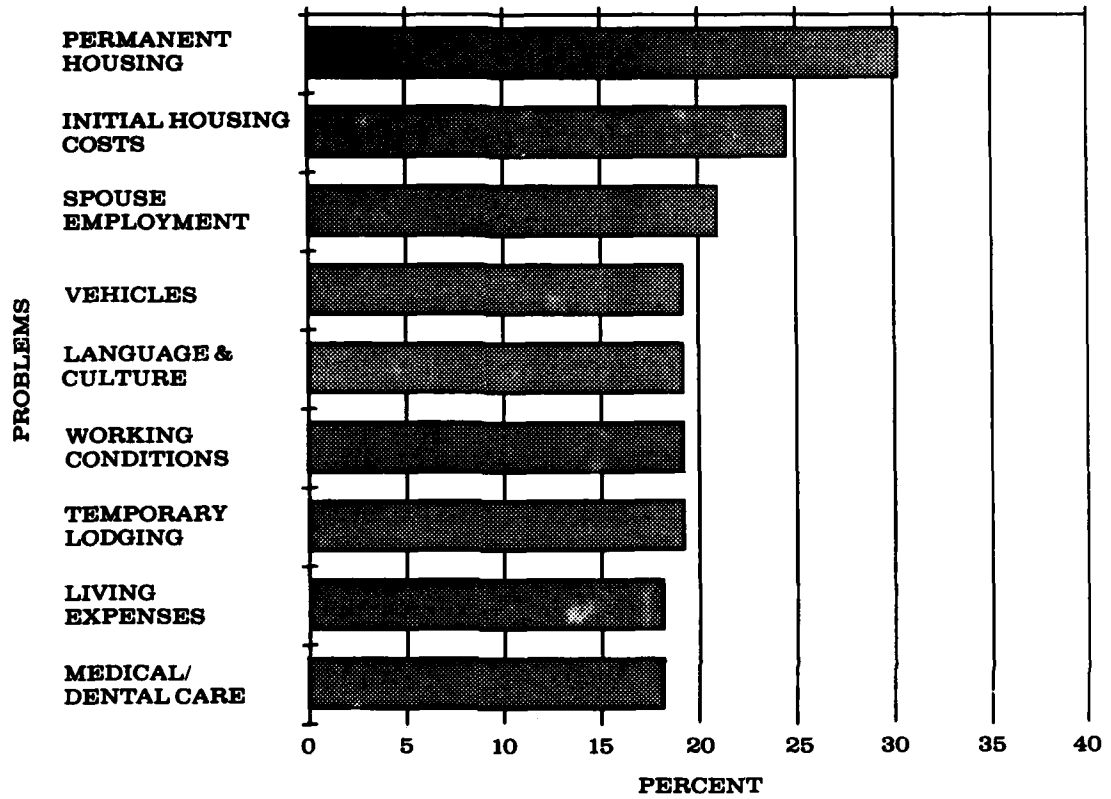
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The most frequently reported problems for overseas military personnel with dependents in 1984.



Executive Summary

In 1984, a random sample of the approximately 267,000 military personnel who had dependents and were living in the United Kingdom, Germany, Italy, Japan/Okinawa, or Korea were asked about their experiences and attitudes toward living overseas. The study concentrated on the adequacy of family housing, temporary lodging, and support facilities and services for accompanied personnel. The study also looked at problems, improvements needed, some proposed policy changes, and the perceived effects of living conditions on job performance and career intentions.

Responses were received from over 17,000 service members. About 60 percent of these military personnel were satisfied with the overall adequacy of their residence, but the survey revealed serious shortcomings in the support systems for military families. The most frequently reported problems were the scarcity and condition of family housing and the high initial cost of deposits and equipping housing on the economy. Other serious problems included limited opportunities for spouse employment, inadequacies in medical facilities, and the scarcity and poor condition of temporary lodging facilities. Family housing was most often chosen as the area needing improvement. Inadequate services by the housing offices and inconsistency in the sponsor program were also reported. ←

Resettlement problems are magnified overseas compared to moves within the continental United States. Differences in language, customs, transportation systems, standards of housing, and shopping hours create difficulties in routine daily activities. The unfamiliarity of foreign economies and the inability of members and their families to rely on them for services result in a strong dependence on government facilities and services. Many members also suffer financially from relocation expenses that are not reimbursed. This hardship is compounded for personnel living in foreign-built and managed housing by the high cost of providing their own fixtures and furnishings (e.g., lights, kitchen cabinets), and costly rental fees and utility deposits. At the same time, limited employment opportunities for spouses and dependents have reduced family income. Over half of the service members said that living conditions in foreign lands affected their job performance and a third said that they affected their career intentions. Of those reporting an effect, the majority said it was negative.

This study presents and examines the reactions of U.S. military personnel to their support systems overseas. The results are presented in three volumes. Volume 1 (NPRDC TR 85-27), *Management Report*, provides highlights of the study; Volume 2 (NPRDC TR 85-28), *Results*, provides an in-depth analysis of responses for each Service and country; and Volume 3 (NPRDC TR 85-29), *Responses*, provides a detailed breakdown of the answers to each question.

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Description of the Sample

The 17,364 military personnel who answered the questionnaire were highly career-motivated—over 80 percent had served or planned to serve 20 years. The typical respondent was male and married. Nearly half had at least one child between the ages of 6 and 12.

The obtained sample of 17,364 military personnel represented 12 country/Service groups. The following sample sizes were used in the analysis for each country/Service group.

Army		Air Force	
Germany	2770	United Kingdom	1996
Italy	710	Germany	1681
Korea	1784	Italy	418
Total	5264	Japan/Okinawa	1878
		Korea	790
		Total	6763
Navy		Marine Corps	
United Kingdom	830	Japan/Okinawa	1884
Italy	785	Total	1884
Japan/Okinawa	1838		
Total	3453		

Pay Grade

Military personnel who returned the questionnaire were in pay grades ranging from E-1 to O-6. For purposes of analysis, pay grades were grouped as shown in Figure 1, which presents the distribution of the respondents by pay grade groups.

Questionnaire return rates were higher for officers than enlisted personnel. The lowest return rates came from the E-1 to E-3 group in all Services and countries. The underrepresentation of the lower pay grades may have produced some bias in the overall results in favor of the opinions, attitudes, and experiences of higher pay grade service members (E-7 to O-6). In addition, the size of the samples of E-1 to E-3s from some countries precluded some analy-

ses and generalizations to the population of E-1 to E-3s.

Marital Status, Spouse Nationality, and Sex

Only service members who had dependents qualified to be sampled. Over 98 percent of the accompanied sample were currently married, with about 5 percent having married since they arrived at their present duty station. Nearly 30 percent of the respondents were married to foreign born spouses, most of whom (60%) were from the local country. Ninety-six percent of the respondents were male.

Household Composition

Approximately 84 percent of the accompanied respondents had children in their household. Figure 2 shows the

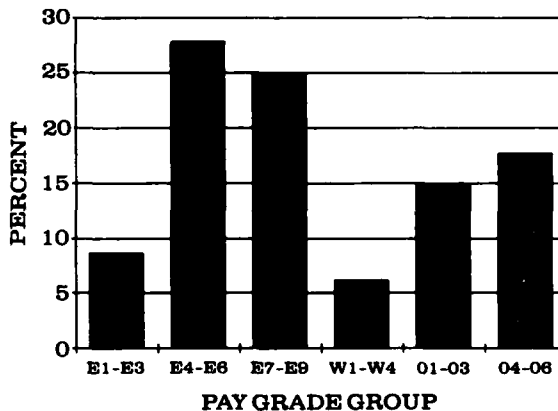


Figure 1. Distribution of the sample by pay grade group.

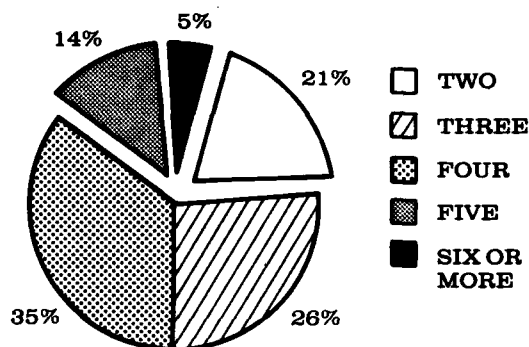


Figure 2. Family size (including service member and live-in dependents).

distribution of family size. Over 80 percent of the service members had three or fewer dependents with them (family size four or less). The largest group was a family size of four (three dependents).

Figure 3a shows the percentage of service members with children in various age groups. The largest percentage of those who had children with them had children in the 6 to 12 year group (46%). Figure 3a does not show the percentage of respondents who had children in more than one age group. Figure 3b shows the median number of children in each age group.¹ Service members with children in the 6 to 12 year old group were most prevalent (1.3 children per service member).

Spouse Employment and Income

Spouses of service members were more often unemployed, more often looking for work, and less often working full time on their present foreign tour, compared to those whose previous tour was in the continental United States (CONUS). Overseas, almost two-

thirds (64%) of the spouses were unemployed. Of these, 68 percent were not looking for work and 32 percent were seeking employment. Only 16 percent of all spouses were employed in full-time civilian positions, and 3 percent were in the military (i.e., members of dual career couples). By comparison, for service members whose previous tour was in CONUS, 42 percent had unemployed spouses in CONUS, of whom 13 percent had been looking for work. Of the total number of spouses who had been employed in CONUS, 36 percent were in full-time civilian positions and 5 percent were in the military.

Unemployment among spouses in foreign locations did not differ much among pay grade groups. The median income for the previous month among spouses who had an income was \$600. In general, spouses of enlisted service members earned less than those of officers.

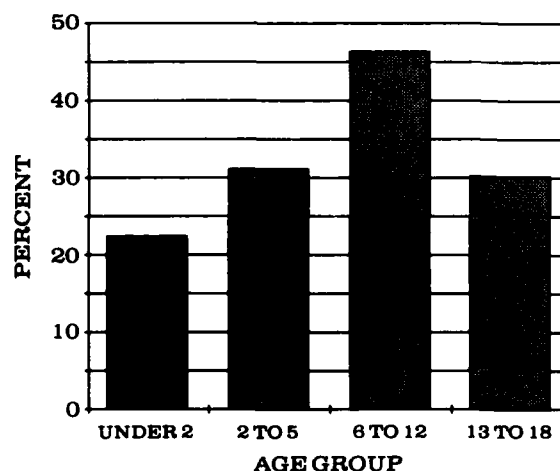


Figure 3a. Percentage of service members with children by age group.

¹The median is the point below which one-half of the responses fell. It is used here (and elsewhere in the report) in place of the mean (or average) because it is not influenced by extreme responses that probably represent errors in the data.

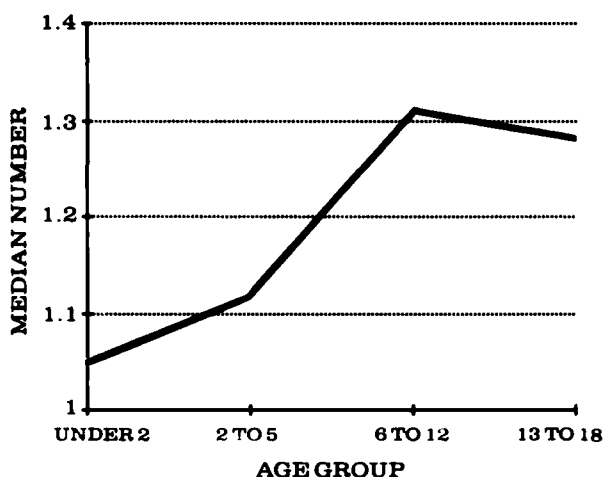


Figure 3b. Median number of children per service member by age group.

Family Income

Respondents were asked to state the total family income from both civilian and military sources for the past calendar month. Figure 4 presents the median income by pay grade group.

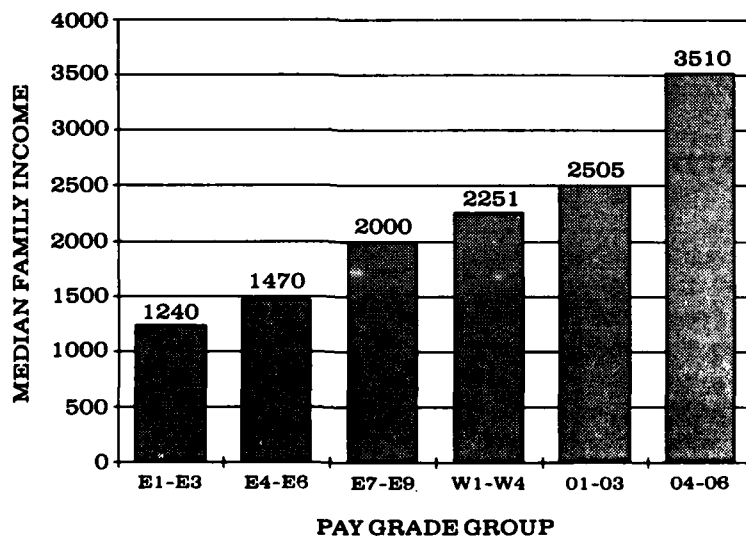


Figure 4. Median family income (last month) by pay grade group.

Special Groups

Six special groups were identified as potentially different from most respondents in experience, attitudes, and opinions: (1) accompanied female service members, (2) accompanied single parents, (3) service members with local national spouses, (4) service members living with nonsponsored dependents, (5) service members with less than 20 years of service who preferred to leave the Service after their current tour, and (6) unaccompanied personnel. The largest special group consisted of personnel who were married to local national spouses (18%). Most of these were stationed in Korea, where 72 percent of accompanied Air Force personnel and 48 percent of accompanied Army personnel were married to Koreans. Unaccompanied service members comprised 16 percent of the total sample, with the largest percentages in the Army and Air Force in Korea (48% of all personnel there), and in the Marine Corps in Japan/Okinawa (44% of all Marines there). All of the other special groups comprised less than 10 percent of the sample.

Service History and Career Intentions

In general, the sample was relatively sophisticated with respect to living in foreign countries. About two-thirds had spent at least one year in a foreign location prior to the current tour. Slightly over one quarter reported no previous foreign tour experience. Almost 70 percent of the respondents had been assigned to their present duty station for one year or more. Of these, about one-third had been there for two years or more.

Figure 5 shows the military career intentions of the respondents. The sam-

ple was a highly career-motivated group. Almost 70 percent said that they would probably or definitely remain in the service for at least 20 years, with a majority saying that they would definitely remain. Somewhat less than one-fifth (17%) had already been in military service for 20 years or more. Of those who had *not* already served 20 years or more, almost 83 percent said they probably or definitely would remain for at least 20 years. Only about 5 percent reported that they definitely or probably would not remain in service for at least 20 years.

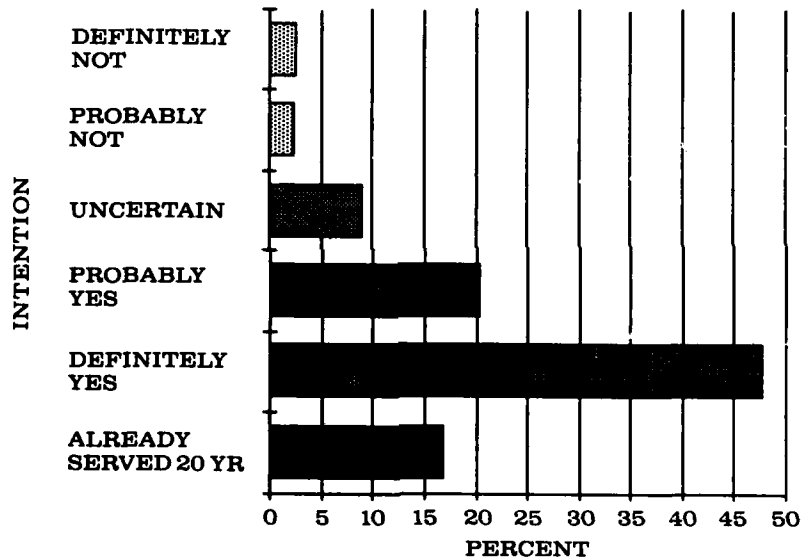


Figure 5. Intention to remain in the military for at least 20 years.

RESULTS OF THE SURVEY

This management report presents the results of the 1984 Department of Defense Survey of Living Conditions Overseas in the same order used in the full report of survey results (NPRDC TR 85-28). The facts that follow are only an overview of what 17,000 military personnel said about living conditions for families overseas. In some

cases, the results for all personnel are misleading for specific groups. For example, high initial cost of housing is a moderately serious concern overall, but is very serious to the subgroup of personnel who rent foreign-managed housing. Readers are cautioned to refer to the complete report for full information by specific groups and locations.

Permanent Housing Type and Preference

Over 80 percent of personnel in government-owned housing preferred it to the other types, and it was especially preferred in the Far East. In Germany, economy housing was preferred.

Current Housing Type

Figure 6 shows the percentage of respondents currently living in each type of housing in each country. "Other" housing is usually foreign-built and managed by the local country. Government-owned housing is most often located on the installation, whereas the other three types are most often in the local economy.

There were wide variations by country (and to some extent by Service within country) in the percentages living in the various types of housing. The majority of service members in Germa-

ny (54%) and Japan (71%) lived in government-owned housing. In contrast, 70 percent of service members in Italy lived in economy housing. In many areas, the percentages who live in government-leased and economy housing may largely be a function of the availability of suitable government-owned housing. Write-in comments from respondents suggested shortages of government-owned housing, especially in the United Kingdom, Japan, and Korea. The effects of these shortages may be exacerbated by the lack of suitable and/or affordable economy housing.

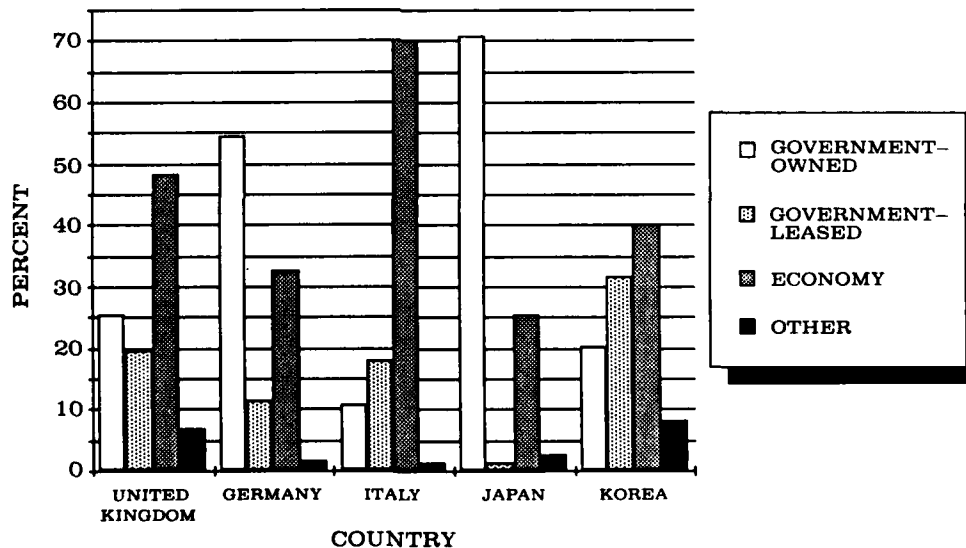


Figure 6. Type of housing by country.

Preferred Type of Housing

Figure 7 presents the preferences of military personnel for each of the three major housing types (government-owned, government-leased, and economy) as a function of current type of housing. For example, Figure 7 shows that for those currently living in government-owned housing, 82 percent preferred that type while 15 percent preferred economy housing and 2 percent preferred government-leased housing.

With the exception of government-leased housing, where the respondents currently lived predicted where they preferred to live. That is, over 80 percent of service members who were residents of government-owned housing preferred that type, and over 60 percent of those in economy housing preferred that type. In contrast, only 34 percent of those occupying government-leased housing preferred it over the other types. Across all five countries, 57 percent preferred government-owned

housing, with most of the rest preferring economy housing.

A possible explanation for the low preference for government-leased housing may be its inconvenience to the installation and support facilities. In addition, a relatively small percentage of the sample lived in government-leased housing, perhaps resulting in a general lack of knowledge about this type of housing.

There was a greater preference for government-owned housing among service members living in the Far East than in Europe. Data on overall and specific aspects of satisfaction with housing show that the difference between government-owned and economy housing (and to lesser extent government-leased housing) was greater in Korea and Japan than in Europe. Residents of economy housing in the two Far Eastern countries were much more dissatisfied than those in government-owned housing. In Germany, there was more satisfaction with economy than government-owned housing.

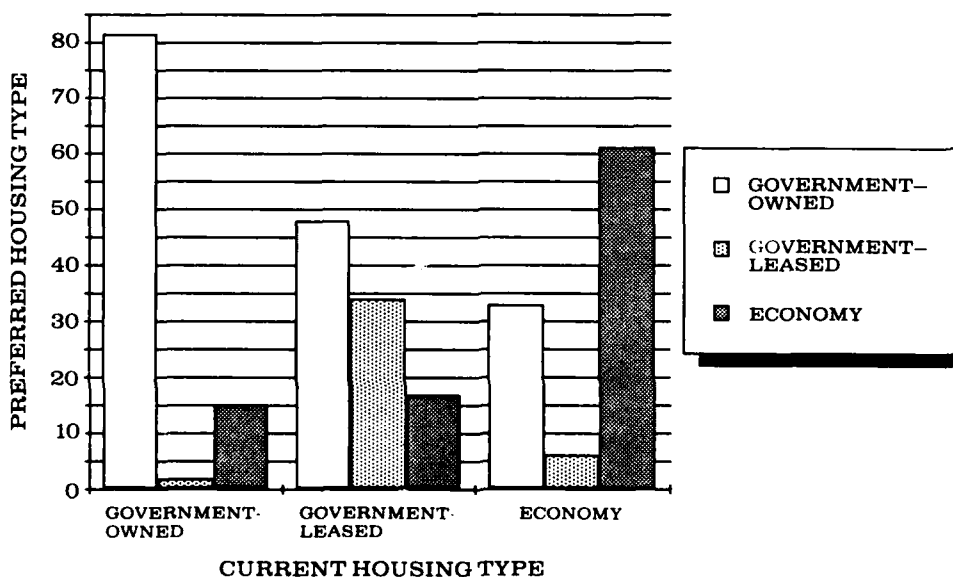


Figure 7. Current versus preferred housing.

The Process of Obtaining Housing

Over 40 percent of respondents were dissatisfied with the wait for government housing. Those who used housing offices to find economy housing said they were generally helpful, but the number of listings and size of economy units were reported as unsatisfactory.

Temporary Lodging Experiences

The usual process for obtaining housing in overseas locations begins with the first move into temporary lodgings. These lodgings, coupled with sponsor and housing office support, affect the ease with which families adjust to the new environment.

Type, Preference, and Satisfaction. Those who responded to questions concerning temporary lodging facilities had chiefly lived in government-owned (52%) or economy (44%) temporary quarters when they arrived at their present duty station. There were wide variations by country. In Italy, 86 percent had lived in economy lodgings. In Germany and Japan, most had lived in government-owned temporary lodging (60 and 70%, respectively).

Seventy percent of the respondents preferred government-owned temporary lodging facilities. In all countries, more respondents preferred government-owned temporary lodgings than had actually stayed in them. The greatest discrepancies were in Italy, where 12 percent had lived in government-owned temporary lodgings and 74 percent preferred them, and in the United Kingdom, where 44 percent had lived in government-owned lodgings and 69 percent preferred them.

Somewhat fewer were satisfied (40%) than dissatisfied (45%) with the overall comfort and adequacy of temporary lodgings. Dissatisfaction ranged from 43 percent of the respondents in

Japan to 50 percent in Korea.

Across all five countries, at least half of the respondents were satisfied with convenience of their temporary lodgings to the installation (63%), convenience to installation facilities (61%), cleanliness (56%), and security (55%). Slightly more were dissatisfied than satisfied (44 vs. 41%) with the privacy of their temporary residence. Dissatisfaction was highest with the size of the lodging (57%). Temporary lodgings were sometimes reported lacking in play space for children, laundry facilities, and kitchen, eating, and cooking facilities (20 to 26% of the respondents).

Effects of Temporary Lodging Experience. Respondents were asked if their experiences in temporary lodgings had affected their choice of a permanent residence and their attitudes toward living in the foreign location, and if so, in what way. Results revealed that, for all countries and Services, temporary lodging experiences had more of an influence on choice of a permanent residence (about 50%) than on attitude toward living in the foreign location (about 30%).

Thirty-one percent reported a less than satisfactory choice of permanent residence as the result of the temporary lodging experiences; 20 percent reported a satisfactory choice. The negative effects may be partly a function of the desire to leave the temporary lodgings as soon as possible.

Over two-thirds (71%) of the respondents reported "no effect" of temporary lodging experiences on their attitude

toward the foreign location. Approximately 22 percent said that their attitude had worsened as a result of temporary lodging experiences and 7 percent reported their attitude had improved.

Sponsor Program

Two questions concerned the service members' evaluation of their sponsor—one on the attitude of the sponsor toward local living conditions and the other on the helpfulness of the sponsor in family adjustment. Approximately 13 percent of the total sample reported having no sponsor. Lack of sponsors was most common among the enlisted groups (15% of the E-7 to E-9s to 21.5% of the E-1 to E-3s), among Marine Corps personnel (29%), and among all Services in Korea (24%).

Sponsor Attitude Toward Local Living Conditions. Nearly half of those who had sponsors (47%) reported the sponsor's attitude as positive while 32 percent said it was negative. Korea and the United Kingdom had the highest percentages of sponsors with a negative attitude (39 and 37%) while Japan had the lowest (25%). Lower enlisted grades (E-1 to E-3 and E-4 to E-6) were more likely to indicate that their sponsors were negative toward living conditions (41% and 38%) than the other pay grade groups (24 to 32%).

Sponsor Helpfulness. Sixty-three percent of those with sponsors reported that their sponsor was somewhat or very helpful in family adjustment. Only 18 percent reported that their sponsor was not helpful. The remainder (19%) reported that their sponsor was unavailable (although they had a sponsor) or that they did not need help. The four Services showed very similar percentages of personnel with helpful sponsors (62 to 65%). Service members in Korea who had sponsors rated them as helpful 51 percent of the time, in contrast to the other four countries where 61 to 67 percent had helpful sponsors. The

lower pay grade groups were somewhat less likely to see their sponsor as helpful (52% for the E-1 to E-3 group and 54% for the E-4 to E-6 group) than the other pay grade groups. Commissioned officers were most likely to report that their sponsor was helpful (68% for the O-1 to O-3 group and 75% for the O-4 to O-6 group).

Housing Office Services

Housing offices provide a range of services to military personnel. These include maintaining waiting lists for government-owned/managed housing, assignment to government housing, development and maintenance of economy housing lists, and referral services to economy housing. Government-owned housing is managed by the housing offices, built to U.S. specifications, and usually located on the installations. Government-leased housing is also managed by the housing offices, but is usually foreign-built and located in the economy. Economy housing is locally built and owned, and is managed by civilian landlords.

Respondents assessed the housing office in terms of (1) satisfaction with listings of economy housing; (2) helpfulness in finding economy housing (including whether or not various services were provided or used), (3) satisfaction with waiting time for government housing, and (4) satisfaction with assignment and referral services.

Listings of Economy Housing. Service members rated their satisfaction with five aspects of listings of economy rental units—number, up-to-date information, size, cost, and distance to the installation.² Satisfaction/dissatisfaction varied by country, Service, and the specific aspect of the listings. The dissatisfaction discussed below may be, in part, a function of the lack of availability of economy rentals, which in turn may have affected satisfaction with other aspects.

²Analysis was done only for respondents currently living in economy housing.

Dissatisfaction was greatest with the number of listings provided, with 52 to 80 percent dissatisfied among the 12 country/Service groups. Dissatisfaction with the timeliness of information about economy rental listings ranged from 40 to 64 percent, with a majority dissatisfied in all Services in Germany (52%) and Italy (54%) and among Air Force personnel in Korea (64%). The size of economy rentals was unsatisfactory to 55 to 65 percent of personnel in the United Kingdom, Japan, and Korea. Dissatisfaction with cost was highest in the United Kingdom (52%) and Korea (69%) and lowest among Air Force respondents in Germany (33%) and all three Services in Italy (34%). By comparison, the least amount of dissatisfaction with economy listings (31%) was expressed for commuting distance to the installations. Only the Air Force in the United Kingdom expressed majority (58%) dissatisfaction with commuting distance. Air Force installations in the United Kingdom are mainly located in rural areas.

Helpfulness of Housing Office Staff

Respondents were asked about the helpfulness of the housing office to those seeking economy housing.³ The six services rated were orientation to the local housing market, transportation to inspect economy listings, language interpretation to the landlord, lease review and/or rental negotiation, assistance with utility companies, and overall assistance in finding economy housing. Possible responses to questions included "nonprovision" and "nonuse" of each service.

For most of the country/Service groups, those who were living in economy housing and rated helpfulness judged the housing office as somewhat

or very helpful on most of the six services. Assistance with orientation to the local housing market, language interpretation in dealing with the landlord, and lease review and/or rental negotiation were rated as helpful (70 to 83%). Less help was reported with transportation to inspect rental units (64%) and assistance with utility companies (53%). Sixty-two percent of the respondents who rated helpfulness reported that the office was helpful in providing overall assistance in finding economy housing.

Some individuals reported that a housing office service was not provided or that they did not use a service. Figures 8a and 8b show the percentages in each country who reported the listed services as not provided (Figure 8a) or not used (Figure 8b). Transportation to inspect economy rentals was most frequently reported as not provided (30% in Germany to 59% in Korea). Service members in Italy and Germany least often reported nonprovision of the six services measured (3 to 34%). In contrast, 39 to 59 percent of the respondents in Korea reported nonprovision of the services.

Nonuse of services (Figure 8b) was reported more often in Japan and Korea (17 to 31% for the six housing office services) than in the other countries. Services most often not used across all five countries were help with utility companies (10% nonuse in Italy to 38% in Germany) and language interpretation in dealing with landlords (13% nonuse in Italy to 34% in the United Kingdom).

Nonuse and nonprovision of services cannot be explained by the survey data. Nonuse may be a result of service members' perceptions of housing office deficiencies or a lack of need for the service. Reported nonprovision of services may be a partial result of poor

³Analysis was done only for respondents currently living in economy housing.

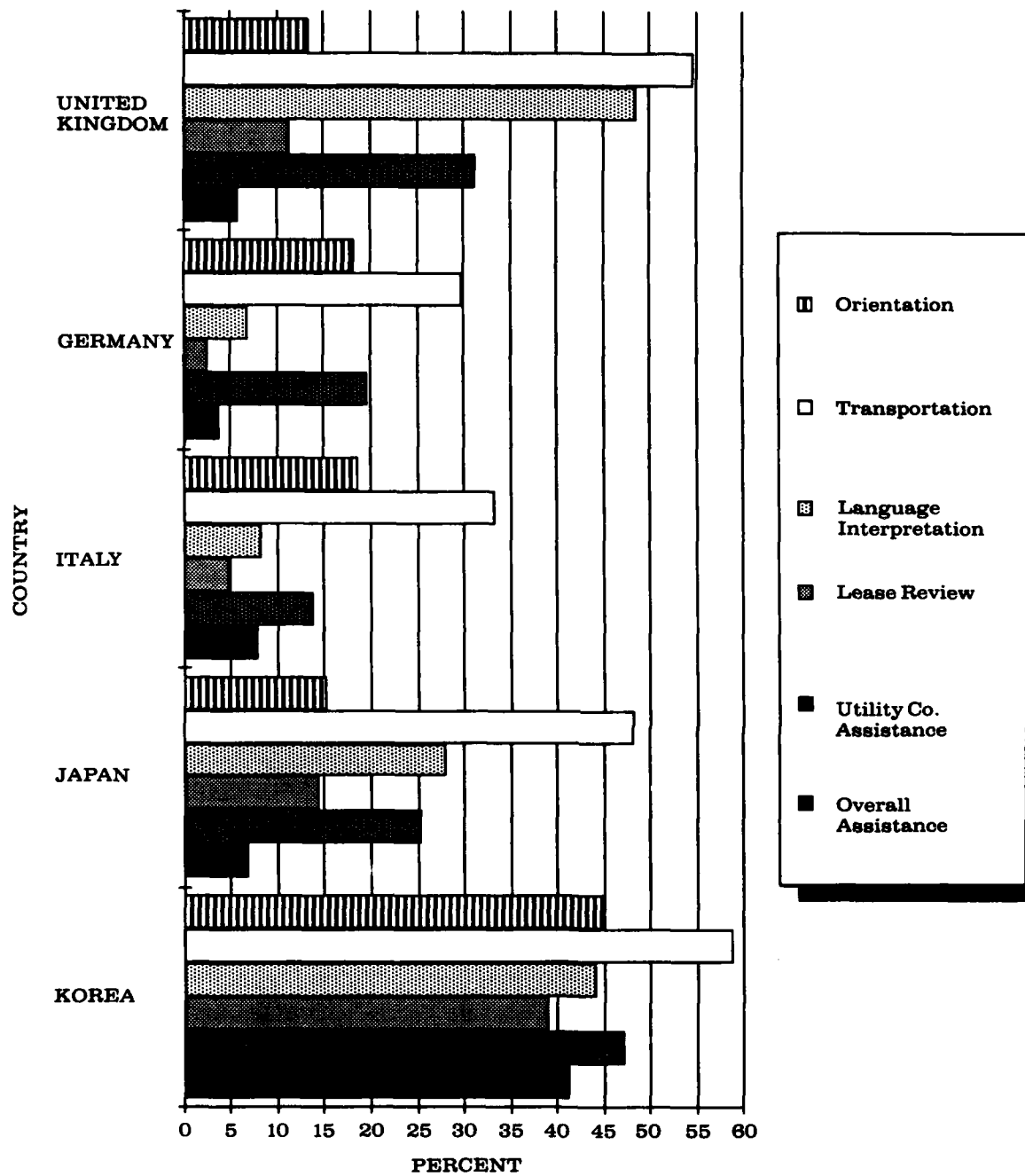


Figure 8a. Housing office services reported not provided.

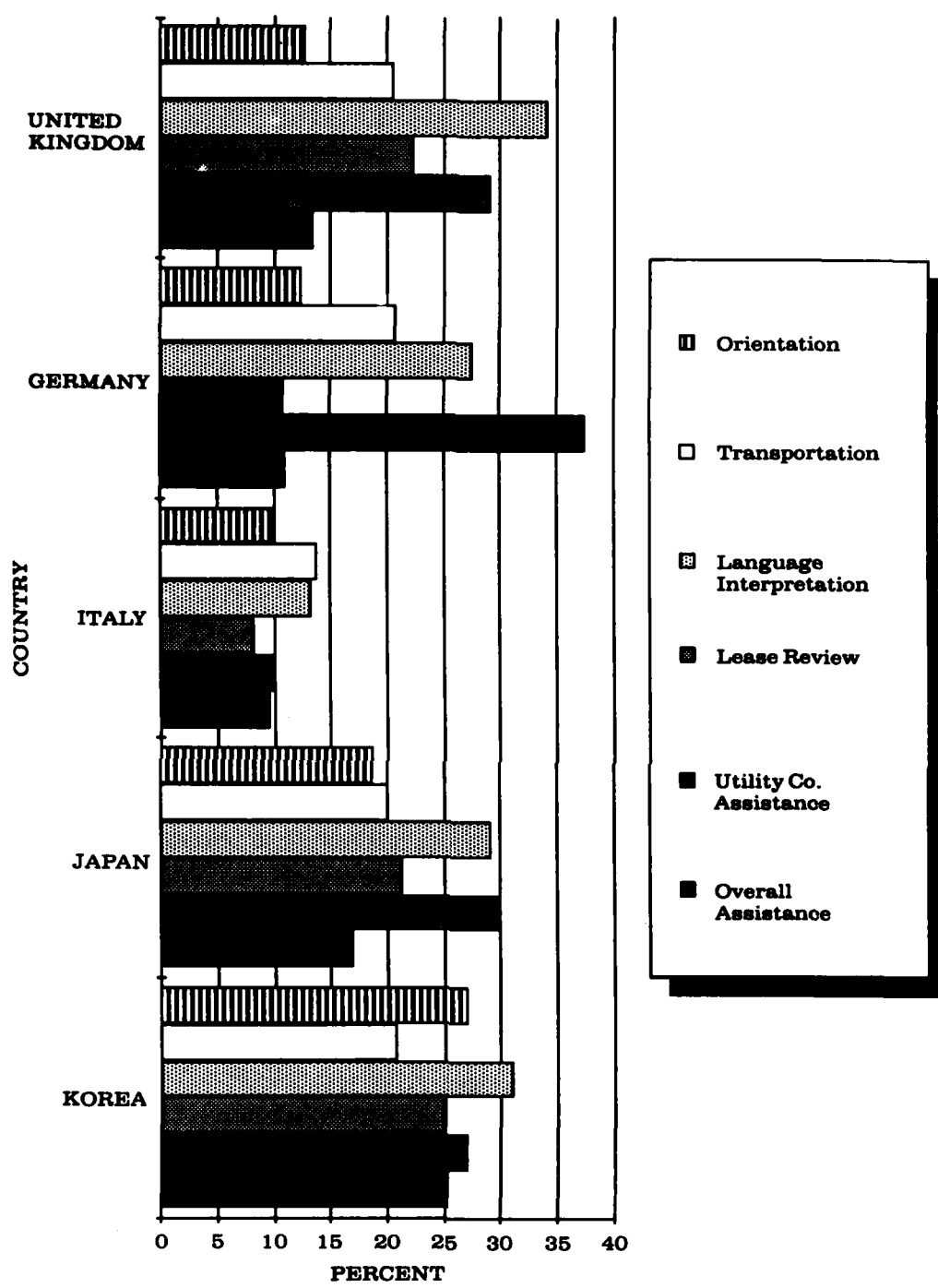


Figure 8b. Percentage reporting nonuse of housing office services.

communication of the services available at the housing office. The greatest reporting of combined nonuse and nonprovision of services came from Korea, where from 64 to 80 percent of the respondents did not receive help from the housing offices.

Waiting Time for Government Housing

Over 40 percent of all respondents expressed dissatisfaction with the length of waiting time for government housing, ranging from 42 to 64 percent for all Services in all countries except Italy, where only one-third of the Navy expressed dissatisfaction. The level of dissatisfaction with waiting time suggests that shortages exist in government family housing relative to demand.

Referral and Assignment Services

Dissatisfaction with referral services (services that deal with finding housing in the economy) was also moderately high, ranging from 44 to 64 percent of all respondents across the five countries. Data presented previously concerning satisfaction with economy listings and helpfulness of the housing office, including nonprovision and nonuse of services, may help to explain the relatively high levels of dissatisfaction with referral services.

Dissatisfaction with assignment services of the housing offices (being placed on waiting list and assigned to government family housing) ranged between 36 and 55 percent of each country/Service group. This is slightly less than dissatisfaction for the length of the wait for government housing.

Satisfaction with Residence, Facilities, and Services

Over 60 percent of military personnel were satisfied with the overall adequacy and comfort of their permanent residence. Most of the dissatisfied were in economy housing in the Far East and in government-leased housing in Italy. Overall, residence size was the best predictor of satisfaction.

Across Countries and Services

Combining all countries and Services, 60 percent of the sample said they were somewhat or very satisfied with the overall comfort and adequacy of their permanent residence. About 29 percent reported that they were somewhat or very dissatisfied, and 11 percent were neutral.

Differences by Country and Housing Type

Overall satisfaction with the residence varied by country and type of housing (see Figure 9). Service mem-

bers in Korea (where 72% lived in economy or government-leased housing) had the lowest percentage of satisfaction (45%) and the highest percentage of dissatisfaction (41%). At the other end of the continuum, service members in Japan/Okinawa (where 71% lived in government-owned housing) had the highest percentage of satisfaction (66%) and the lowest percentage of dissatisfaction (24%). Service members in the other three countries (Italy, United Kingdom, and Germany) expressed similar percentages of satisfaction (56 to 61%) and dissatisfaction (29 to 32%).

In the two Far Eastern countries, service members in government-owned

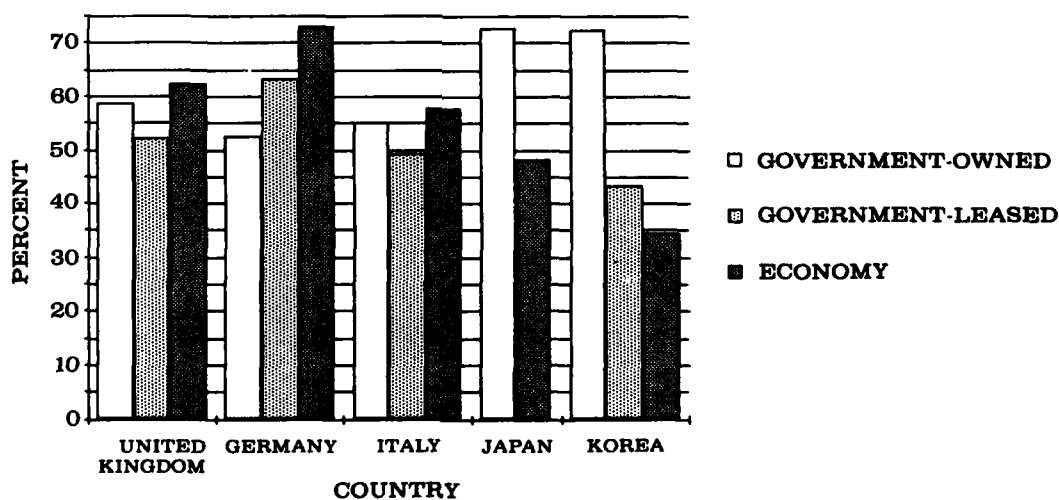


Figure 9. Percentage satisfied with permanent residence by country and housing type.

housing reported more satisfaction (72 to 73%) than those in government-leased (43 to 67%) and economy housing (34 to 48%). In Germany, the reverse was found. There was greater satisfaction among residents of economy (73%) and government-leased housing (63%) than government-owned housing (52%). This reversal in Germany may be partially explained by the dissatisfaction with privacy in government-owned stairwell units. In the United Kingdom and Italy, about the same percentage of people expressed satisfaction with economy (58 to 61%) and government-owned housing (55 to 59%), but there was less satisfaction with government-leased housing (49 to 52%).

Differences by Pay Grade Group

Relatively moderate differences in overall satisfaction were found among pay grade groups. The percentage of satisfaction ranged from 65 percent for the O-1 to O-3 group to 56 percent for the E-1 to E-3 group. However, there was no trend for satisfaction to be appreciably lower among the lower enlisted groups (E-1 to E-3 and E-4 to E-6). Pay grade was less of a factor in overall satisfaction than location (country), type of housing, or the combination of country and type of housing.

Predicting Overall Satisfaction

Analyses of the 12 country/Service groups determined the variables that contributed most to the statistical prediction of overall residence satisfaction. The most predictive variable for all services in the United Kingdom, Korea, and Japan was satisfaction with the size of the residence. Those who expressed satisfaction with size were like-

ly to report overall satisfaction and vice versa.

The most predictive variable in Italy differed for each Service. For the Army, satisfaction with privacy was the single best predictor of overall satisfaction; for the Navy, external appearance; and for the Air Force, size. In Germany, both Services showed that satisfaction with size and privacy contributed about equally to overall satisfaction.

Specific Aspects of the Residence, Facilities, and Services

Table 1 presents specific aspects of the permanent residence, support facilities and services that received the greatest percentages of satisfaction and dissatisfaction ratings.

Differences Among Countries and Services. Respondents tended to be more satisfied than dissatisfied with most of the aspects of the residence, support facilities, and services that were measured. However, satisfaction with individual aspects varied considerably across the country/Service groups and also varied as a function of the type of housing. Respondents in Italy and Air Force personnel in Korea generally have government-leased or economy housing available to them and most (52 to 90%) live in economy housing. They reported more dissatisfaction with more aspects of their residences than any of the other groups. In Italy, economy housing is preferred to government-leased housing, but only as the lesser of two undesirable alternatives. In Korea, where there is also relatively high dissatisfaction, the reverse is true—government-leased housing is more desirable than economy housing. In contrast, respondents in Germany and Japan were satisfied with most of the aspects of the residence, facilities, and services.

In Germany, government-owned housing is more plentiful and economy housing is generally desirable. In Japan, the majority live in and prefer government-owned housing.

With the data aggregated across all countries and Services, between 60 and 66 percent of respondents were satisfied with personal safety and security, number of bedrooms, hot water supply, convenience of the residence to the installation, convenience of the residence to government facilities, operating condition of the kitchen appliances, and adequacy of the electrical service. However, over 50 percent of Navy personnel in Italy reported dissatisfaction with safety/security, hot water supply, convenience to government facilities, and adequacy of electric service. In Korea, 54 percent of the Air Force respondents were dissatisfied with their hot water supply.

Three of the six aspects (see Table 1) that respondents were most dissatisfied with dealt with recreational facilities for teenagers and children. Among service members who rated the relevant items, the highest percentages of dissatisfaction were in Italy (70 to 71%) and the United Kingdom (53 to 66%). The three other aspects causing the greatest amount of dissatisfaction across countries and Services were the convenience of the residence to major medical facilities (47%), heating systems (46%), and bedroom sizes (43%). High levels of dissatisfaction with convenience to medical facilities were reported mainly in Europe. At least 40 percent of each country/Service group in Europe reported dissatisfaction with convenience to major medical facilities; none of the country/Service groups in the Far East reported dissatisfaction greater than 40 percent. Dissatisfaction with the convenience of medical facilities was highest in Italy (63%).

Bedroom sizes (but not number of bedrooms, which was one of the more

satisfactory aspects) were a predominate problem to Air Force personnel in the United Kingdom and Korea (over 50% of both groups). Forty percent or more of the respondents in all Services in Japan, the Army in both Italy and Germany, and the Navy in the United Kingdom also reported dissatisfaction with bedroom sizes.

Heating was a problem in every country except Germany (46% overall). The highest amounts of dissatisfaction were reported by the Navy and Air Force in Italy (over 70%) and the Navy in the United Kingdom (over 60%). Written comments from respondents reported that many of the homes overseas are not adequately insulated and therefore the costs of heating are often very high.

Water purity was a major concern to over 70 percent of the Air Force and 50 percent of the Army in Korea. In the private community, water often is not potable and has to be carried to the residence.

Government-Provided and Loaner Furniture. Several questions concerned the use and preference for government-provided versus one's own furniture as well as an evaluation of the loaner furniture used by many service members while waiting for their own.

An overwhelming percentage (90%) of those responding preferred to use their own furniture. Slightly over one-half (53%) of the respondents were using all their own furniture, with another one quarter (25%) using mostly their own furniture. The rest, (23%) were using mostly or all government furniture. Government furniture was most often being used in Japan (39%) and least often in the United Kingdom (1.4%). Between 25 and 28 percent of Army, Marine Corps, and Air Force were using government furniture, but only 13 percent of Navy personnel reported its use.

To a general question regarding availability and quality of government furniture, 44 percent expressed dissatisfaction, about 33 percent were satisfied, and the remainder were neither satisfied nor dissatisfied. Among the four Services, the Marine Corps expressed the highest dissatisfaction (54%) while Navy service members had the lowest (36%). By country, highest dissatisfaction with availability/quality of government furniture was found among respondents in Italy and Korea (both 54%).

In evaluating loaner furniture, service members were asked about quantity, size, and condition. Of all who used loaner furniture, 68 percent said the quantity was adequate and 79 percent said the size was appropriate. Less satisfaction (41%) was found with the condition of the loaner furniture.

There were some differences among countries in evaluating the loaner furniture. Sixteen to thirty-eight percent reported the quantity of furniture was less than needed, with the lowest percentage in Japan and the highest in

Table 1. Aspects of permanent housing, facilities, and services with high satisfaction and dissatisfaction ratings.

The Satisfactory Aspects	Percentage Satisfied^a
Personal safety and security	66.5
Number of bedrooms	64.7
Hot water supply	63.4
Convenience of residence to the installation	62.0
Convenience of residence to government facilities	61.2
Operating condition of kitchen appliances	60.4
Adequacy of electrical service	60.0
The Unsatisfactory Aspects	Percentage Dissatisfied
Number/availability of recreational facilities for teenage children ^b	56.1
Number/availability of recreational facilities for pre-teen children ^b	51.4
Convenience of residence to major medical facilities	47.2
Adequacy of heating system	46.5
Convenience of residence to youth activity centers ^b	44.5
Bedroom sizes	42.7

^aBased on total number responding to the question minus the number who replied "Does not apply."

^bApplied primarily to those respondents with children in their households.

The Dimensions of Housing Evaluation

Statistical analysis of the 31 specific aspects of housing on the questionnaire showed that service members evaluated their residences in terms of six basic dimensions:

- **Convenience**, including convenience to the duty station and support facilities and services;
- **Structural aspects**, especially overall size, room size, number of bedrooms and baths;
- **Operating systems**, including kitchen appliances, heating, laundry facilities, and water;
- **Recreational facilities for children**, including the number/availability for teens and preteens, convenience to playgrounds and youth centers;
- **Immediate physical-psychological surroundings**, including security, privacy, residence and neighborhood appearance; and
- **Costs**, including housing and utility expenses.

How the Dimensions of Housing Evaluation Relate to Housing Satisfaction

Housing satisfaction is multidimensional and involves each of the six areas shown above. Serious deficiencies in any of these areas may be expected to result in discontent.

In 1984, service member overall satisfaction with the residence was most closely related to evaluation of structural aspects and the immediate physical-psychological surroundings. This implies that satisfaction may be increased by provision of well-kept housing in secure neighborhoods. Additionally, housing should be of at least average size by American standards and provide reasonable privacy for the families.

Italy. Service members in Italy were more likely than others to report that their furniture was too small (30%). Dissatisfaction with the condition of the furniture ranged from 36 percent in Germany to between 41 and 45 percent

in all other countries. Marine Corps and Air Force respondents reported dissatisfaction with the furniture's condition (46 to 47%) more often than the other two Services.

Serious Problems of the Current Tour

Permanent housing was by far most frequently selected among the serious problems of military personnel in all countries. It was also chosen most frequently as the most serious problem.

Respondents were asked to select, from a list of 21, the 3 most serious problems that they and their dependents faced during their current tour. The list included a wide range of support services, facilities, and processes involved in daily living such as schools, medical/dental care, transportation, spouse employment, permanent and temporary housing, initial housing costs, living expenses, security, and telephone service.

The questions about overall problems on the tour were asked to help determine the seriousness of housing problems relative to other aspects of living and working overseas. They were also intended to provide important information on changes needed and the priorities for change.

Figure 10 shows the problems selected among the three most serious by at least 18 percent of the sample. The 18 percent level of choice is significantly different from the percentage to be expected if choices were made randomly (slightly over 14%). Selection by 18 percent or more therefore reflects a definite tendency for military personnel to consider that problem serious.

Problem No. 1: Permanent Housing

Permanent housing was by far the most frequently selected serious prob-

lem of military personnel in all five countries. It was also chosen most frequently as the the *most* serious problem (16%).⁴ Only Navy personnel in Italy, where concern about security was paramount, did not choose permanent housing as the most serious problem.

A pattern of responses appeared among respondents who selected permanent housing as the most serious problem: They showed a higher percentage of dissatisfaction with the wait for military housing, assignment and referral services of the housing offices, overall adequacy of the permanent residence, and most of the 31 specific aspects of housing, facilities, and services. They also reported negative effects of living conditions on job performance, career intentions, and willingness to choose the present assignment again.

Problem No. 2: Initial Housing Costs

Initial housing cost was the second most serious problem of the service members' current foreign tour. Initial costs often involve deposits (phone, utilities), first and/or last month's rent, and real estate fees for obtaining economy housing. In some countries, appliances and fixtures also must be purchased. Initial housing cost was among the most serious problems of over 30

⁴The random expectation for selection of any of the 21 problems as the most serious is less than 5 percent (1 out of 21).

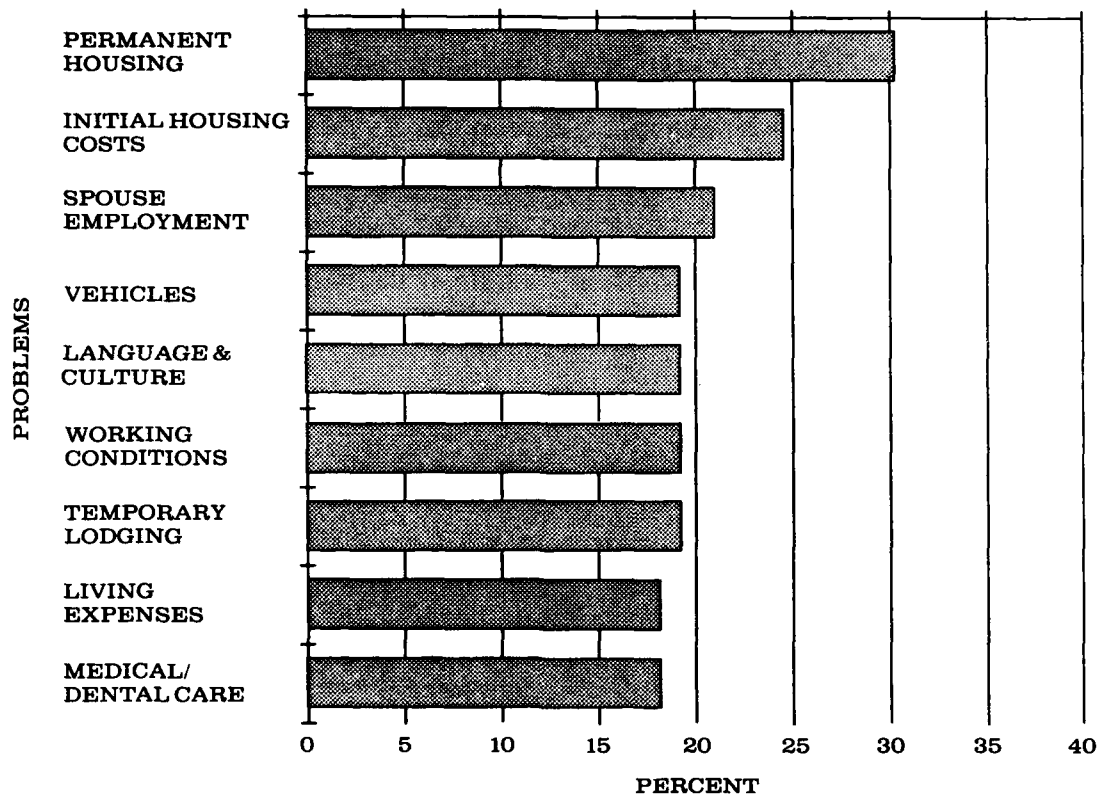


Figure 10. Problems most frequently reported across countries and services.

percent of the Air Force in the United Kingdom and Italy and of Navy personnel in Japan.

High initial costs were primarily a problem for those living in economy housing. Thirty-five percent of those living in economy housing chose this as one of their most serious problems, compared to under 20 percent of residents of other housing types (government-owned, government-leased, or other). Enlisted service members were more likely than officers to select initial housing costs as a serious problem.

Other Serious Problems

Other problems frequently chosen as the most serious were:

- Spouse employment – 21 percent
- Vehicles (shipping, insurance, inspection) – 19 percent
- Language and cultural differences – 19 percent
- Working conditions – 19 percent
- Temporary lodgings – 19 percent
- Living expenses (including utilities) – 18 percent
- Medical/dental care – 18 percent

Spouse employment was a problem in 9 of the 12 country/Service groups. It was reported most frequently by service members without children and by the lowest pay grade group (E-1 to E-3). The lack of employment opportunities for military spouses in foreign locations can create financial hardships for the family. A loss of spousal income may make it difficult to "make ends meet," especially among the lower pay grades.

Vehicles were a problem to the Air Force in the United Kingdom (23%) and Germany (19%), as well as to the three Services in Japan/Okinawa (22 to 39%). It was the most frequently selected problem of the Air Force sample in Japan (39%). In Japan, there are restrictions on shipping private vehicles from the United States.

The problem of language and cultural differences was a concern to all military personnel in Germany, Italy, and Japan and to the Army in Korea. Not unexpectedly, it was not frequently reported in the United Kingdom (under 3%).

Working conditions were selected by five of the seven country/Service groups in Europe (both Services in the United Kingdom and Germany, and the Air Force in Italy). Write-in comments mentioned inadequate parking facilities, overcrowded work places, and old, dilapidated buildings.

Temporary lodgings troubled the Air Force in the United Kingdom and Germany and all three Services in Japan/Okinawa. Individuals reporting problems with temporary lodging were more likely to be in the higher pay grades (E-7 and above) and to report negative effects of the temporary lodging experience on choice of a permanent residence and the attitude toward living in the foreign location, dissatisfaction with the overall adequacy of the temporary residence, and having spent a long time in temporary lodgings.

Living expenses (including utilities) were selected by 30 percent or more of military personnel in the United Kingdom. Air Force personnel in Italy and Japan and Navy personnel in Japan also had expense problems. In general, living expenses were a more serious problem to enlisted personnel and occupants of economy housing.

Medical/dental care was a serious problem for 7 of the 12 country/Service groups. Eighteen percent or more of all respondents in Germany and Korea, the Army and Air Force in Italy, and the Marine Corps in Japan reported this as a serious problem. Respondents reporting medical/dental care as a problem also tended to be dissatisfied with the convenience of the residence to medical facilities, to be less likely to always use government medical/dental facilities, to be in the E-4 to E-9 or W-1 to W-4 pay grades, and to have two or more dependents.

Problems Specific to Particular Country/Service Groups

Several problems were serious but specific to a few country/Service groups. Security was paramount for Navy personnel in Italy (40%) and it was also selected by Air Force personnel in Korea (18%). Write-in comments indicated that crime and vandalism in and around the Naples area (where most Navy personnel are located) are very high. None of the other country/Service groups selected security.

Local telephone service was a serious problem to all military personnel in Italy (18 to 31%) and to Air Force personnel in Korea (26%). In Italy, telephones are few and inadequate, and there is a poor communication system between the residences of military personnel and their families and the installations.

Other unique problems were transportation and the shipping and storing of household goods. Transportation was a problem in Korea (20%) and shipping problems were reported by those in Germany (22%) and Japan/Okinawa (22%).

Child care, schools, recreation and entertainment, family adjustment, separation from family members, and utility services (other than costs) were *not serious* problems for accompanied respondents in any of the 12 country/Service groups.

In summary, permanent housing was by far the most frequent serious problem of service members and their families overseas. It was not only selected most often among the three most serious problems but was also selected most often as the *most serious* problem of living overseas (16%). Permanent housing was a major concern for military personnel in all five countries surveyed.

Improvements Needed

Family housing was, by far, the area most frequently selected as needing construction, expansion, leasing, or renovation to improve living conditions.

In addition to inquiring about the most serious problems, service members were asked about the areas most in need of construction, expansion, leasing, or renovation to improve living or working conditions. The question was oriented to support facilities. One of the purposes was to determine the relative importance of improving family housing compared to other facilities, as

assessed by service members.

From a list of 14 possible areas for construction, expansion, etc., respondents ranked the four most important areas for improvement. Figure 11 shows the improvement areas selected. An average of 28.5 percent selection would be expected if the choices were random.

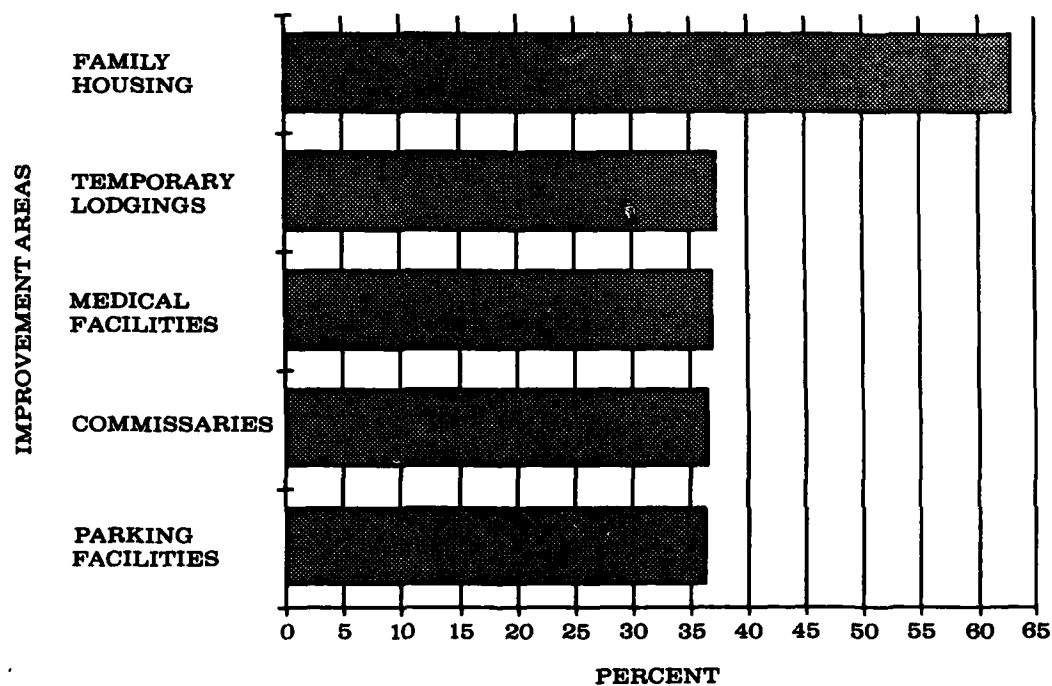


Figure 11. Most frequently selected areas for improvement.

There was a very strong consensus that family housing is in need of construction, leasing, expansion, or renovation to improve living conditions overseas. About 63 percent of the sample selected it among the four most important areas. Family housing was selected 25 percent more frequently than any of the next most frequently selected areas. In all 12 country/Service groups, 40 percent or more selected family housing.

Family housing was also most frequently chosen as the *most* important area for improvement (ranked first of the four choices) by almost 34 percent of all respondents. (An average of 7% selection for each area would be expected if choices were random.) All country/Service groups, with the exception of the Air Force in Italy (where housing was second to medical facilities), selected family housing as the most important area for improvement.

Other areas frequently selected for improvement included temporary lodging facilities, medical facilities, commissaries, and parking facilities. These facilities were selected by approximately 37 percent of the sample among the four priority areas for improvement. Medical facilities were selected by 30 percent or more in 10 of the 12 country/Service groups, commissaries in 11 of

the 12, temporary lodgings in 9 of the 12, and parking facilities in 6 of the 12. Parking needed improvement mainly in Europe. Medical facilities were named especially by the Air Force in Italy, the Marine Corps in Japan/Okinawa, and the Air Force in Korea. Commissaries were often selected by the Navy in the United Kingdom and the Army in Korea. Temporary lodgings were among the most important areas named by the Air Force in the United Kingdom, Italy, and Japan, and by the Navy in Japan.

Areas that appeared to be adequate (selection well below the expected level) were child care (18%), dental facilities (13%), and religious facilities (3%). This does not imply that these areas do not need improvement, but only that they were given a lower priority by the military personnel surveyed.

Some of the areas selected as most needing improvement were also selected as serious problems. Similarities on the two lists include family housing (permanent housing), temporary lodgings, and medical facilities (medical and dental care). Solutions to some of the serious problems faced by service families may be construction, expansion, leasing and/or renovation of facilities such as family housing, hospitals or clinics, and temporary housing.

Personnel Opinions on Policy Proposals

Extended eligibility for family housing and new construction for currently ineligible personnel were endorsed by most respondents, but support dropped when drawbacks were stated. Many respondents favored monetary allowances for minor repairs and fewer bedrooms in exchange for retaining some BAQ. "Status quo" in housing policy received only 25 percent endorsement.

Respondents were asked to state their opinions on 10 policy proposals affecting government family housing. Six of the proposals dealt with housing assignment and construction and four dealt with monetary allowances for choices made by the service member (choice-allowance proposals).

Assignment and Construction Proposals

Figure 12 shows the percentage of personnel who were somewhat or strongly in favor of six housing assignment and construction proposals. The proposals that would extend eligibility and construct housing for those currently ineligible for government housing received endorsement from 60 to 64 percent of the respondents. Assigning housing solely on bedroom requirements while maintaining officer and enlisted housing was also supported. Less than 30 percent opposed (somewhat or strongly) each proposal and between 8 and 11 percent were undecided.

When the potential negative impact of extended eligibility and construction for currently ineligible personnel was stated, there was a dramatic increase in unfavorable responses. All pay grade groups, including the E-1 to E-3 respondents, became less supportive of these

proposals when drawbacks were stated. The E-1 to E-3 respondents, however, still remained in favor on the average, while almost all the other pay grade groups gave ratings on the "opposed" side of the scale. Fifty-four percent opposed constructing family housing for those currently ineligible if it delayed construction of all other family housing, while 49 percent were opposed to extending eligibility if it would increase waiting time for everyone else.

The proposal to make "no change" to existing assignment procedures received the lowest endorsement of the six proposals, with about 59 percent opposed. Only about one-quarter of the respondents favored the status quo in housing assignment policy.

The junior enlisted group (E-1 to E-3) was most in favor of the assignment/construction proposals and most opposed to the status quo. Warrant officers (W-1 to W-4) and junior officers (O-1 to O-3) were most in favor of assigning housing by bedroom requirements alone while maintaining separate officer and enlisted housing.

Choice-Allowance Proposals

Figure 13 shows the opinion of military personnel on four proposals dealing with housing allowances based

POLICY PROPOSALS

- 1 Extend eligibility for assignment to government family housing to all service members with dependents regardless of pay grade
- 2 Assign government family housing solely on the basis of bedroom requirements, but retain designated officer and enlisted housing
- 3 Construct family housing for personnel with dependents in pay grades E-1 to E-3 and E-4 (2 years or less service)
- 4 Construct family housing for personnel with dependents in pay grades E-1 to E-3 and E-4 (2 years or less service) even if it delays construction of all other government housing
- 5 Extend eligibility for government family housing to personnel with dependents in pay grades E-1 to E-3 and E-4 (2 years or less service) even if time on waiting list increases for everyone else
- 6 Make no change to the existing assignment procedures for government family housing

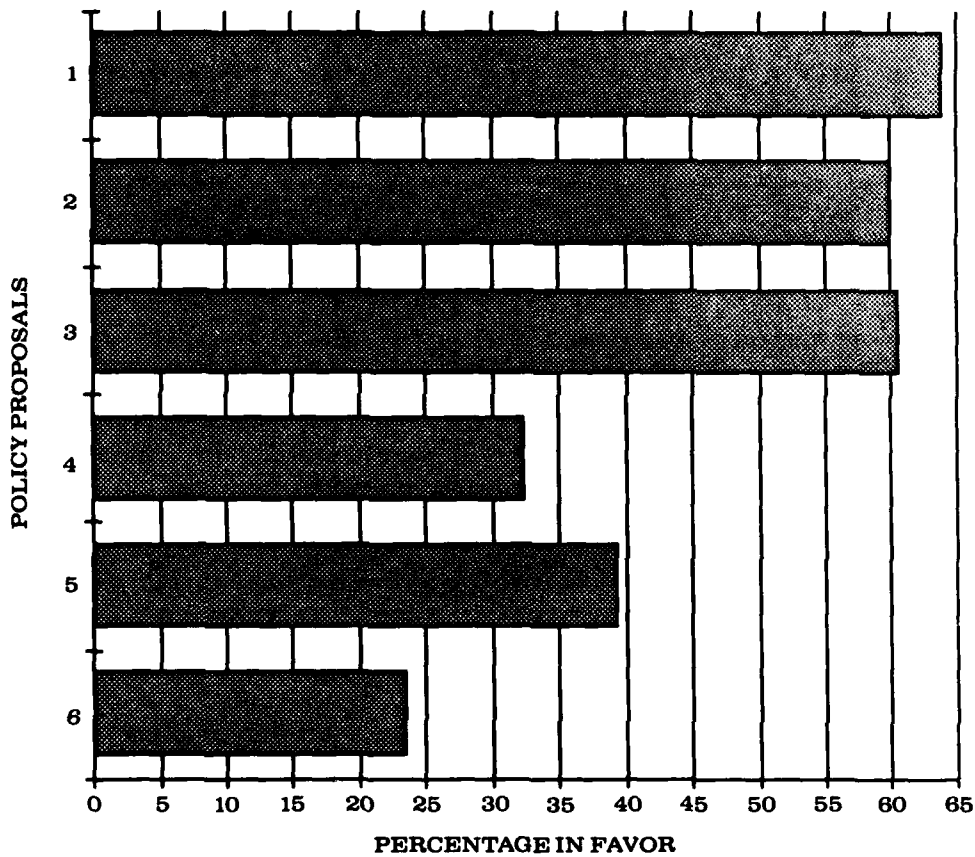


Figure 12. Percentage in favor of government family housing assignment and construction proposals.

POLICY PROPOSALS

- 7 Provide an annual utility allowance allowing you to keep any amount you did not spend on utilities and requiring you to pay out-of-pocket for any amount over your allowance.
- 8 Provide a reasonable allowance to occupants for doing selected minor repairs and maintenance on their units, over and above what would normally be expected of them
- 9 Allow service personnel to get housing with more bedrooms than they are qualified to have if they pay an additional amount of not more than 25 percent of their BAQ
- 10 Allow service members to retain not more than 25 percent of their BAQ if they live in housing units with fewer bedrooms than they are qualified to have

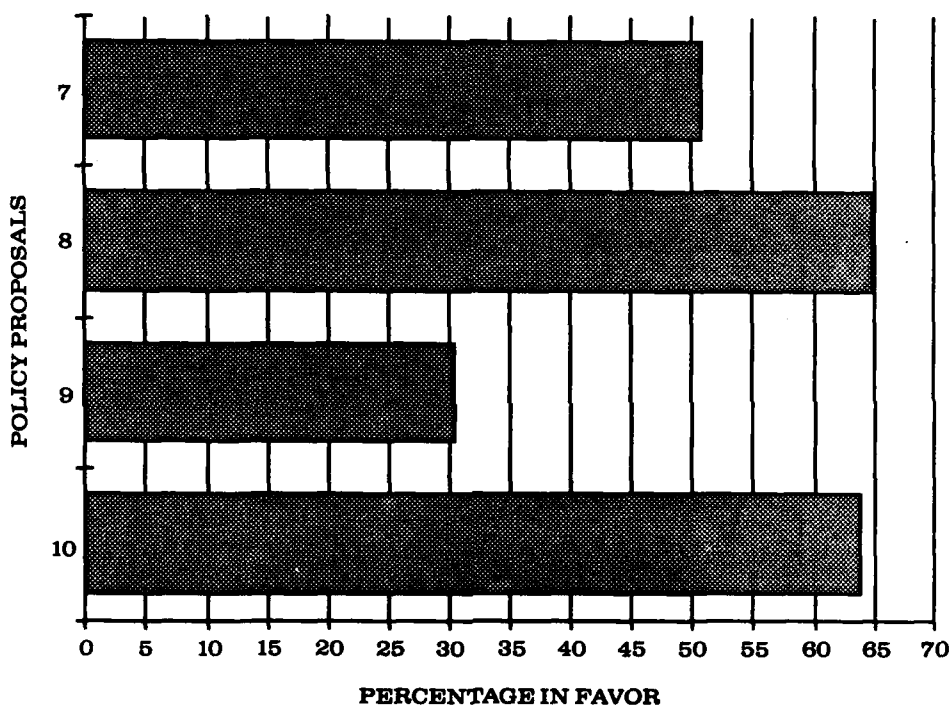


Figure 13. Percentage in favor of government family housing choice-allowance proposals.

on choices and behavior of the service member.

The two proposals that would provide extra allowances—for performing minor repairs and maintenance and for living with fewer bedrooms than the service member is qualified to have—were supported by nearly two-thirds of the respondents. The proposal that would require the service member to pay up to 25 percent of the BAQ for more bedrooms received the fewest favorable responses (31%) and 57 percent opposed it. The utility allowance based on the local situation, where

families would retain the part not used and pay if it was exceeded, was favored by the majority (51%), while 35 percent were opposed.

Lower grade enlisted personnel (E-1 to E-3 and E-4 to E-6) favored the utility and maintenance allowance proposals more than most of the other pay grade groups. The E-1 to E-3 group was most opposed to an extra allowance for using fewer bedrooms; the senior enlisted group (E-7 to E-9) was most opposed to paying beyond the BAQ for more bedrooms.

Special Groups

The largest special group was composed of service members married to local national spouses. Local spouses, nonsponsored dependents, and unaccompanied personnel were concentrated in Korea.

The target of this study was accompanied military personnel. However, where there were enough responses, the opinions of unaccompanied service members and those in other special groups were also determined. Six special groups were identified.

Accompanied Female Service Members. This group represented only 2 to 9 percent of each of the 12 country/Service groups. Female service members were overrepresented in the E-1 to E-3 and E-4 to E-6 pay grade groups; underrepresented in the senior enlisted and officer pay grades; more often single, separated, divorced, or widowed; more often married since arrival at the current installation; more likely to be single parents or members of dual career couples; and more likely to be undecided or negative about a military career.

Accompanied Single Parents. From less than 1 percent to just under 5 percent of each country/Service sample were accompanied single parents. No analyses were performed due to the small numbers.

Comparisons by Spouse Nationalities. With the exception of those in Korea, most service members (60 to 83%) were married to U.S. born spouses. Local national spouses were most prevalent among service members in Korea (48% Army, 72% Air Force) and among service members in the E-4 to E-6 and E-7 to E-9 pay grade groups. In all other countries surveyed, less than 20 percent of the respondents were married to local nationals.

Comparisons by spouse nationality revealed consistent findings: Service members with local national spouses were likely to prefer extensions or second tours in the country of their current assignment; respondents married to other foreign nationals frequently preferred a second overseas tour in a different foreign country. Personnel with U.S. born spouses preferred to return to CONUS.

Service members with local national spouses relied less on U.S. government facilities (e.g., for shopping) and were more likely to live in and prefer economy housing. In all countries, reliance on the service member for transportation was much higher when the spouse had not been born in the United States.

Respondents with Nonsponsored Dependents. In the Far East, a significant number of service members were living with nonsponsored dependents. One-fourth of the Army and over two-thirds of the Air Force in Korea had nonsponsored dependents, as did one-fourth of the Marine Corps in Japan. Less than 3 percent of the samples in the European countries had nonsponsored dependents.

Special problems were associated with nonsponsored dependents. These respondents usually lived in economy housing, but would much rather have lived in government housing. They expressed more dissatisfaction with their residences than personnel with sponsored dependents; they also reported transportation problems more frequently than the others. Perhaps of

prime significance, they were much more likely to report that their living conditions had negative effects on their job performance, military career intentions, and their willingness to choose the present assignment again.

Respondents Preferring to Leave the Service After the Current Tour.

Very few survey respondents indicated that they preferred to leave the service after their current tour (about 5% in each country).⁵ These individuals differed from other service members in the following ways: They expressed more negative attitudes toward living overseas, they more often reported working conditions as a problem, they were more likely to report adverse effects of living conditions on job performance and career intentions, and they were less likely to have had a sponsor when they arrived at the current installation.

Unaccompanied Respondents.

Unaccompanied service members were concentrated in the Far East (79 percent of the unaccompanied respondents were in Japan/Okinawa and Korea). Unaccompanied personnel in Japan/Okinawa were primarily in the Marine Corps, with 44 percent unaccompanied. Over half (55%) of the Army and 45 percent of the Air Force in Korea were unaccompanied. Most were unaccompanied because of circumstances beyond their control or because of family situations rather than personal preference.

Across all countries and Services, about two-thirds (67%) of the unaccompanied chose separation and related

problems due to their unaccompanied status as one of their most serious problems. Other frequently reported problems were working conditions (29%), language and cultural differences (28%), and permanent housing (24%). The data and written comments clearly show that separation from one's spouse and children is a serious problem for many of the unaccompanied. The selection of working conditions as a serious problem was much higher among unaccompanied than accompanied personnel.

In Korea, between 77 and 87 percent of the unaccompanied lived in barracks, and about half reported dissatisfaction with the comfort and adequacy. They reported that their living conditions had a negative effect on their job performance (51.5% Army, 50% Air Force), willingness to choose the present assignment again (59% Army, 51% Air Force), and military career intentions (38% Army, 31% Air Force). Perceived negative effects of living conditions were higher for both Services on all three aspects for the unaccompanied in Korea compared to the accompanied service members. Over a third of unaccompanied respondents in Korea reported that being unaccompanied made them less effective in their military job.

In summary, both having nonsponsored dependents and being unaccompanied produced negative situations that personnel reported as affecting job performance, career intentions, and willingness to choose the present assignment again.

⁵This group does not include those who had already served 20 years or more.

Perceived Effects of Living Conditions

Over half the respondents said that living conditions affected their job performance, and 41 percent said they affected career intentions. Most of those who perceived effects said they were negative, but positive effects of living conditions were also reported.

How do living conditions influence military readiness? How do they affect the ability of the armed services to attract and retain qualified, dedicated personnel? Although the present study cannot answer these questions directly, judgments of the effects of living conditions were collected from over 17,000 service members. One question asked how living conditions on the current tour (i.e., housing, support facilities, costs, transportation, etc.) affected their job performance. Another question asked what effect living conditions had on the service member's military career intentions. The first question indirectly assessed the perceived effects on readiness, and the second measured the perceived impact on retention. Figures 14a and 14b show the responses to both questions for all countries and Services combined.

Over half of the respondents reported that living conditions affected their job performance (57%). The majority of those who believed that there was an effect saw the effect as negative (57%), but almost as many reported a positive effect (43%). Career intentions were affected by living conditions in the judgment of 41 percent of this sample, most of whom had completed several years of their military careers and were committed to continuing. Of those who said that living conditions affected career intentions, 57 percent saw the effects as negative. Figure 15 shows the percentage of respondents who reported negative effects on job performance by country and Service. In Japan/Okinawa, only about 25 percent of the personnel said that living conditions had a negative effect on their job performance. In Italy and Korea,

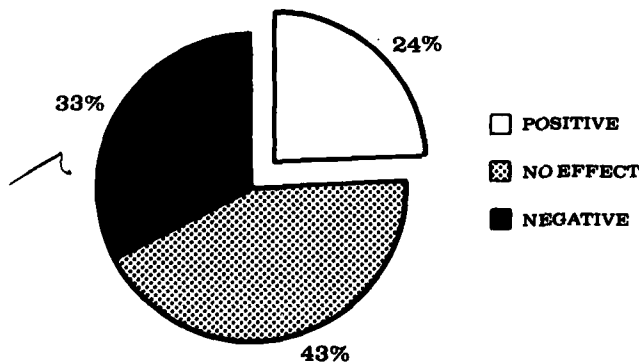


Figure 14a. Effect of living conditions on job performance.

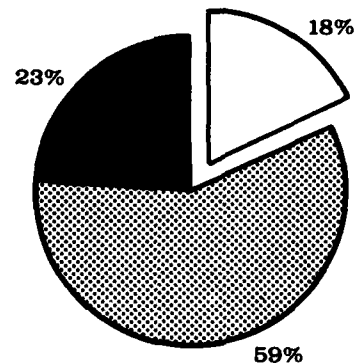


Figure 14b. Effect of living conditions on career intentions.

between 37 and 46 percent felt that living conditions had a negative effect.

For most of the country/Service groups, the expressed effect of temporary lodgings on attitude toward the foreign location was moderately related to a perceived effect of living conditions on job performance and career intentions. Respondents who said that their attitude had worsened as a result of their experience in temporary lodgings were more likely to report negative effects of living conditions on both job and career.

Across countries and Services, overall satisfaction with the permanent residence was most strongly and consistently related to whether a service member said that living conditions affected job performance and military career intentions. Those who were satisfied with their residence were likely to report positive effects of "living conditions." Satisfaction with the residence appears to be an important component of what people mean by living conditions.

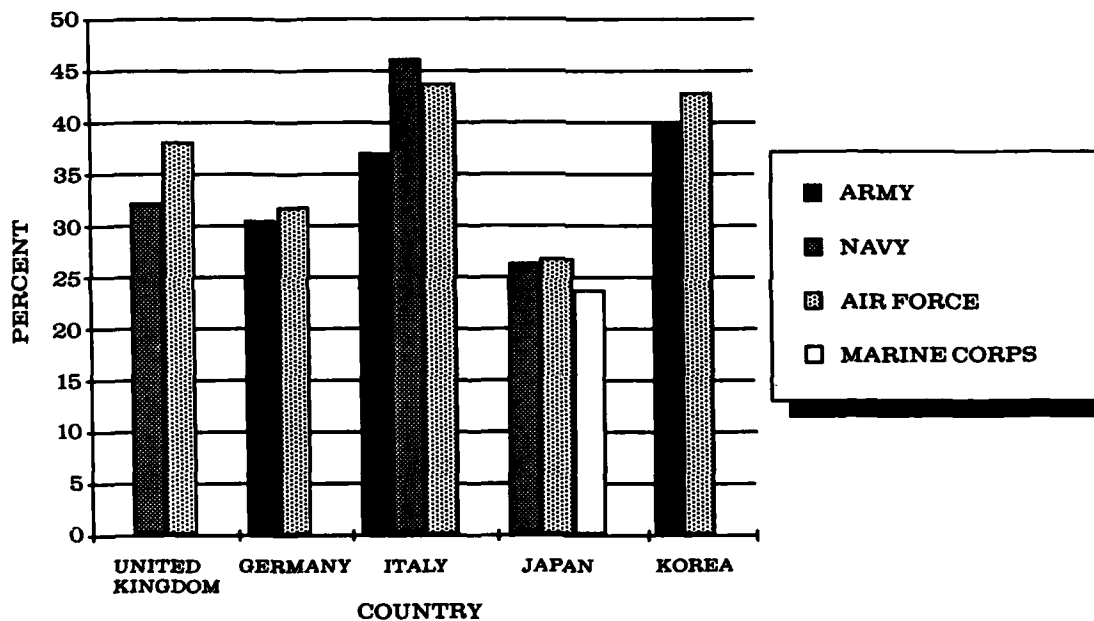


Figure 15. Negative effects of living conditions on job performance by country and service.

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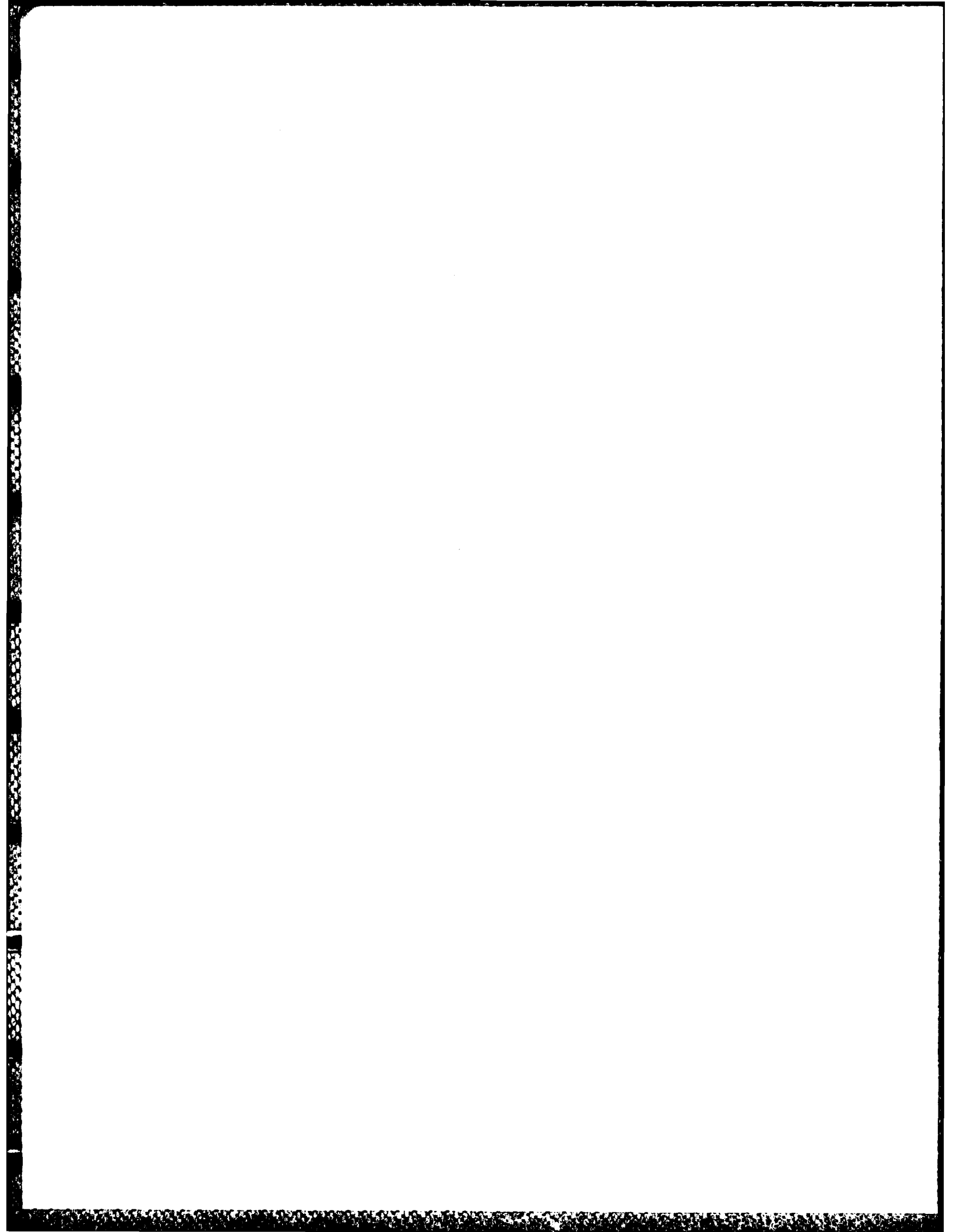
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