

**IN-DEPTH ANALYSIS OF
THE SURVEY OF ARMY FAMILIES II
(1991-1992)**

FINAL REPORT

**Volume II
Thematic Analysis of Spouses'
Comments**

DISTRIBUTION STATEMENT A

**Approved for public release;
Distribution Unlimited**

19960801 050

August 1995

DTIC QUALITY INSPECTED 1

**IN-DEPTH ANALYSIS OF
THE SURVEY OF ARMY FAMILIES II
(1991-1992)**

FINAL REPORT

**Volume II
Thematic Analysis of Spouses' Comments**

Prepared by

**Doris B. Durand
Department of Military Psychiatry
Walter Reed Army Institute of Research**

**Cindy L. Larison
Department of Military Psychiatry
Walter Reed Army Institute of Research**

**Florence R. Rosenberg
Department of Military Psychiatry
Walter Reed Army Institute of Research
and
Department of Psychiatry
Uniformed Services University of the Health Sciences**

August 1994

NOTICE: The views expressed in this document are the authors' and do not purport to reflect the position of the Department of the Army or the Department of Defense. (para 4-3, AR 360-5)

CONTENTS

Executive Summary	i
Introduction	1
Methodology	2
Development of the Code	2
Coding Categories	3
Reliability	4
The Sample	4
Results	5
General Findings	5
General Category and Sub-Category Analysis	6
Medical Care	7
ODS	8
Comments on the Survey	10
Unit Climate	11
Military Way of Life	12
Support Programs for Families and Spouses	13
Soldier's Work Conditions	14
The Military Organization	15
Post Facilities	16
Moving	17
Spouses' Issues	18
Finances	19
Army's Attitudes toward Families/Spouses	19
Downsizing	20
Housing on Post	21
Social and Psychological Effects of the Military Community on Spouses	22
Dental Care	23
Overseas (OCONUS) Experience	24
Family Separation (other than ODS)	25
Communication/Information Dissemination	26
Civilian Attitudes toward the Military	27
Housing Off-Post	27
Schools	28
Patriotism, Nationalism, Pride/Shame in the Military ...	28
Children	29
Social and Post Problems	29

Effect of Location (CONUS, OCONUS) 30
Effect of Rank 34

Appendices

A. Comment Sheet 39
B. Coding Book 40
C. Coding Sheet 41
D. Tables: Effect of Location on Spouses' Responses for All
 Major Categories/Sub-categories 42
E. Tables: Effect of Rank- Percent General Comments . . 58
F. Tables: Effect of Rank- Percent Negative Comments . 63

EXECUTIVE SUMMARY

The 1991 Survey of Army Families included a comment sheet which provided respondents with the opportunity to make themselves heard on any topic pertaining to the United States Army or the military way of life. Over 1800 spouses, 40% of all respondents, chose to make comments. This report is a thematic analysis of those comments.

Because the spouses are self-selected, their comments may not be representative of the total population of Army spouses, but they do provide additional insight into the spouses' concerns and feelings which augments and illustrates the findings of the survey. A total of 802 respondents/2756 comments were included in the final sample. The comments were categorized by topic and valence (negative, positive, or neutral feelings about the issue.) The categories were examined for all respondents, then analyzed by location (CONUS, OCONUS) and by rank.

Results

1. The results of the 1991 thematic analysis are remarkably similar to the results of the 1987 survey. The hierarchy of importance of the topics between the two time periods showed little change (0-3% difference).
2. The preponderance of comments was negative for both years; in 1991 85 % of all comments were negative, an increase over 81% in 1987. The percentage of neutral comments remained unchanged, 1%.
3. Only three topics elicited a majority or near majority of positive comments: Patriotism(95%) positive, Military Way of Life (61%), and Comments on the Survey (41%). For the other 23 categories, there was a higher percentage of negative comments than positive.
4. Medical Care, both in 1987 and 1991, received the greatest number of comments. The comments were decidedly negative; in 1987 86% of the comments were negative and this increased to 89% in 1991.
5. The major difference between the two time periods was the introduction of two new topics in 1991, Operation Desert Shield/Storm (ODS) and Downsizing.

ODS accounted for 8% of all the comments, ranking second to medical care; 83% of the comments were negative. The largest number of negative comments made by the spouses concerned the lack of support for spouses and families and the burden placed on wives trying to lead support groups. Interestingly, the largest

percentage of positive comments focused on the same issues. Spouses were grateful for the support they received during ODS and appreciative of the fine job done by FSGs and their leaders.

Downsizing received only four percent of all comments, but 94% of these comments were negative. Spouses were anxious and fearful about the consequences of downsizing for themselves and for the Army.

6. There was a difference in responses in terms of location. The issues that were mentioned proportionately more frequently in CONUS were Patriotism, Medical Care, Off-Post Housing and Dental Care; in OCONUS they were Overseas Experience, Unit Climate, ODS and Support Groups.

7. Overall concerns of military spouses did not vary significantly by rank of the soldier spouse. As the soldier spouse's rank rose, there was some increase in negative responses for the categories, Military Way of Life and Finances.

Medical Care was the dominant concern for spouses, except for the junior enlisted spouses (E1 - E4) who were most concerned with issues within their spouses' units.

INTRODUCTION

The 1991 Survey of Army Families (SAF) was sent out to a sample of 14,538 Army civilian spouses. The survey focused on many of the same topics as in the 1987 Survey of Army Families: housing and transportation; relocation; family programs and services; medical care; children; work experience; background of respondent; background of soldier spouse. However, a substantial portion of the current survey introduced a new topic - family issues specifically related to Operation Desert Shield/Storm (ODS): deployment/relocation and separation, family reunion after ODS, spouses not deployed/relocated for ODS, and family support groups.

Of the 14,538 spouses to whom the survey was sent, 4897 spouses completed and returned the questionnaires; 61% in the United States (CONUS) and 39% outside the continental United States (OCONUS). Of all respondents, almost forty percent (1818) took advantage of the opportunity provided by the final question in the survey to make comments on issues important to them as Army family members; "**We are interested in any comments you may have about Army families, whether or not the topic was covered in this survey. Do you have any comments?**" (A copy of the comment sheet is found in Appendix A.)

A thematic analysis of these comments identified the issues which were important to this self-selected group of spouses as well as their feelings about those issues. Some of the comments related to issues not included in the structured questionnaire. For example one respondent suggested: "Commissary- All dog and cat food should be on an end aisle. That way, those who don't have pets may skip that aisle altogether."

The thematic analysis provided a ranking of respondents' concerns which was unobtainable through the formal pre-categorized responses. In addition, it was possible to examine the differences among ranks and duty stations (CONUS/OCONUS) in terms of salience of the issues.

Of the 1818 comment sheets received, 802 were used for the analysis. The comment sheets were first divided by location (CONUS and OCONUS) and then half the sheets from each location were drawn to be included in the data base. However, 107 (12% of the 909) were discarded because they were illegible, uncodeable, etc.

METHODOLOGY

As indicated above, of the 1092 comment sheets from CONUS and the 726 from OCONUS, every other sheet was selected for inclusion in the data base. However, sixty-nine of the comment sheets (42 CONUS, 27 OCONUS) were randomly selected in order to establish a coding scheme for the analysis and were **not** reentered into the data base. Another thirty-eight were eliminated because the respondents were ineligible, i.e., they were in the military, or the comments could not be coded, i.e., they were illegible, the ID number was missing, etc. Thus, the final sample included 473 comment sheets from CONUS respondents and 329 from OCONUS respondents.

The comments of these 802 respondents were read, categorized, and entered into the data base. There were a total of 2756 comments. **Throughout the report it is important to note the distinction between the number of respondents and the number of comments.** In some cases a respondent may have volunteered a single comment; however, in most cases, respondents addressed several areas.

A. Development of the Code

A code book had been developed for the analysis of comments in the 1987 SAF. This served as the basis for the current coding procedures. However, in the initial reading of responses, it became apparent that, because of ODS and other new issues, the 1987 code book had to be revised. Sixty-nine comment sheets were randomly selected in order to construct a code that would address all issues raised by respondents in 1991. Comments were read independently by two investigators who identified issues that had not been included in the 1987 coding scheme. The code book was modified to reflect additions and changes in the original code. Then, in order to test the validity and reliability of the code, each investigator independently coded sixteen comment sheets randomly selected from the data base. The coding was reviewed by the investigators to ensure that their perceptions and judgements were in general agreement. When consensus was reached, the coding scheme was further refined and clarified. (The 1991 coding book is found in Appendix B.)

The comments of 802 respondents were recorded manually on a coding sheet for later entry into a computer data base. The coding sheet provided space for: 1) the respondent's ID number which also indicated a soldier's duty station, and 2) a four digit code for all comments made by that respondent. The four digit code allowed two digits for the major code category, one for the sub-category, and one to note the valence, i.e., the respondent's feelings toward the issue - positive, negative, neutral. (The coding sheet is reproduced in Appendix C.)

Although the soldier's rank was not included on the comment sheets as had been the case in 1987, it was possible to identify rank by matching the respondent's ID on the 1991 comment sheet with the ID of the survey which did include rank. The rank was then entered onto the coding sheet for use in the thematic analysis.

B. Coding Categories

Twenty-six major categories were identified in classifying the issues raised by spouses. Following is a list of the major categories, identified by two digits:

- 01 Medical Care
- 02 Dental Care
- 03 Housing on Post
- 04 Housing off Post
- 05 Moving
- 06 Finances
- 07 Post Facilities
- 08 Soldier's Work Conditions
- 09 Unit Climate
- 10 Army Attitudes toward Families/Spouses
- 11 Support Programs for Families and Spouses
- 12 Family Separation (other than ODS)
- 13 Spouses' Issues
- 14 Children
- 15 Schools
- 16 Social and Post Problems
- 17 Military Way of Life
- 18 Social and Psychological Effects of the Military
Community on Spouses
- 19 Communication/Information Dissemination
- 20 Civilian Attitudes toward the Military
- 21 Patriotism, Nationalism, Pride/Shame in the Military
- 22 The Military Organization
- 23 Overseas (OCONUS) Experience
- 24 Comments on the Survey
- * 25 Downsizing
- * 26 ODS

* Categories 25 and 26 represent new issues raised in 1991.

Most of the categories included sub-categories; exceptions are categories 10 (Army's Attitudes toward Families/Spouses) and 21 (Patriotism, Nationalism, Pride/Shame in the Military). The sub-categories, represented by the third digit, range from 0 to 8. Zero indicates either no subcategory, e.g., 100 (Army's Attitudes toward Families/Spouses) or a general comment about the category, as 010, e.g. "Medical care is poor." The digit 8 was used as the third digit if the comment was not classifiable under any other sub-category. The numbers 1-7 refer to a specific sub-category, e.g. 044-"cost" of off-post housing. (See the coding book, Appendix B, for all major categories and sub-categories.)

The fourth digit of the code is either 0, 1, or 9 indicating the valence (i.e. respondent's feelings): negative, positive, or neutral, respectively. For example, 0440, indicates that the respondent made a negative statement about the cost of off-post

housing- "The rents are too high for an E-4." The negative valence was used not only when the respondents were critical of some policy, activity, or program, but also in cases where the respondent felt certain policies, activities, or programs were lacking. For example, " I think the Army should have a medical card for civilian pharmacies." The code "1" was used for positive statements such as "I have been an Army wife for 17 years and love this way of life." The neutral valence (9) was used where the comment did not reflect either negative or positive feeling or where it was impossible to determine. For example, "We have been supported by 2 different Air Force bases in the last 4 yrs." In summary, the four digit code indicates the major subject area, a specific sub-category, and a negative/positive/neutral attitude toward that issue.

C. Reliability

As noted above, sixteen comment sheets, ten CONUS and six OCONUS, were randomly selected from the 909 (50% of the returned surveys) originally slated for analysis. Each of the two investigators independently coded the 16 sheets. Where there were differences in the assigned codes for either major category, sub-category or valence, the investigators discussed the reasons for their codes and then agreed on the most appropriate code to be used throughout the analysis. There was almost universal agreement on the coding of major categories and a high degree of consistency on both subcategories and valences. Throughout the coding procedure, the investigators conferred whenever either had questions on how a comment was to be coded. Only two investigators worked on the coding procedure which helped to ensure a high degree of reliability.

D. The Sample

To summarize the selection of the sample, there were 1818 comment sheets submitted by the survey respondents, 1092 CONUS, 726 OCONUS. Every other comment sheet was slated for entry into the data base, however, 108 were eliminated because: 1) they had been used in developing the code book, 2) the respondents were ineligible, or 3) the comments could not be coded. Eight hundred and two respondents were represented in the final sample; they volunteered 2756 comments. The 473 CONUS respondents made 1526 comments (55% of the total number of comments); the 329 OCONUS respondents made 1230 comments (45% of the total). The findings from the thematic analysis will be presented in terms of **the number of comments** and not the number of respondents, except where noted.

RESULTS

A. General Findings

There was a remarkable degree of similarity (0-3% difference) in the hierarchy of importance of topics in 1987 and 1991. In both surveys "Medical Care" was the most frequently mentioned issue.

Table 1: Major Categories Ranked by Percentage of Responses, 1991 and 1987

Rank	Major Category	Percent of total responses - 1991	Percent of total responses - 1987	Percentage difference 1991-1987
1	MEDICAL CARE	13% (363)	13%	---
2	ODS	8% (217)	na	na
3	COMMENTS ON SURVEY	6% (167)	5%	+1%
4	UNIT CLIMATE	6% (158)	4%	+2%
5	MILITARY WAY OF LIFE	5% (140)	6%	-1%
6	SUPPORT PROGRAMS	5% (136)	4%	+1%
7	SOLDIER'S WORK COND.	5% (131)	4%	+1%
8	THE MILITARY ORG.	5% (126)	8%	-3%
9	POST FACILITIES	4% (123)	4%	---
10	MOVING	4% (122)	6%	-2%
11	SPOUSES' ISSUES	4% (114)	5%	-1%
12	FINANCES	4% (114)	5%	-1%
13	ARMY'S ATTITUDES	4% (113)	4%	---
14	DOWNSIZING	4% (110)	na	na
15	HOUSING-ON-POST	4% (102)	5%	-1%
16	EFFECTS OF COMMUNITY	3% (91)	4%	-1%
17	DENTAL CARE	3% (90)	3%	---
18	OVERSEAS EXPERIENCE	3% (82)	5%	-2%
19	FAMILY SEPARATION	2% (60)	5%	-2%
20	COMMUNICATION/INFO.	2% (53)	2%	---
21	CIVILIAN ATTITUDES	1% (38)	2%	-1%
22	HOUSING-OFF-POST	1% (28)	2%	-1%
23	SCHOOLS	1% (25)	2%	-1%
24	PATRIOTISM	<1% (19)	1%	---
25	CHILDREN	<1% (18)	1%	---
26	SOCIAL/POST PROBLEMS	<1% (16)	2%	-2%
	N=	2756	10578	

In interpreting these data it is important to note two points:

1. In 1991 there were only 2756 comments/802 respondents compared to 10578 comments/2,205 respondents in 1987. The 1987 survey was sent out to 20,272 spouses compared to 14,538 in 1991.

2. The major categories in 1991 differed somewhat from those of 1987 because of the addition of "ODS" and "Downsizing" categories and the elimination of "Army Retention". In 1987 "Army Retention" was the least frequently mentioned subject (1% of the respondents referred to retention).

Of the total (2756) comments, most (85%) were negative. Fourteen percent were positive, while only one percent was neutral. These results were not unexpected. Research has shown that when people are given the opportunity to volunteer comments, they discuss problems or issues that bother them rather than things with which they are satisfied. In 1987, 81% of the comments were negative, 18% positive, and 1 percent neutral. Thus, in 1991 there was a small increase in the proportion of negative comments.

B. General Category and Sub-Category Analysis

We analyzed the comments in each of the major twenty-six categories, noting the total number of comments received for that category as well as the percentage that were positive, negative, or neutral. The analysis lists the categories in order of rank; the category most frequently mentioned is discussed first. We provided examples of respondents' comments for each category wherever possible. The quotations have not been edited; the words, spelling, and grammar are the respondents' own. The sub-categories are also presented in rank order, i.e., the most frequently mentioned issue is listed first.

It is important to note that the percentages for different categories cannot be easily compared since they are based on different **numbers** of comments. For example, 11% of the comments on medical care were positive and 11% of the comments on children were positive, but medical care reflected 41 comments and children only 2.

1. MEDICAL CARE

363 comments: 41 (11%) positive; 322 (89%) negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	CHAMPUS/cost/coverage	72	13%	88%	0%
2	Availability of appointments/waiting time	72	3	97	0
3	Adequacy/competency of care	63	14	86	0
4	Attitudes of personnel	57	9	91	0
5	Staffing/shortages of personnel	40	3	98	0
6	General comments	30	23	77	0
7	Other (PRIMUS, Family Medical Practice)	18	44	56	0
8	Administration	6	0	100	0
9	Accessibility (hours, location)	5	0	100	0

As in 1987, Army medical care was the issue of greatest concern to respondents. Medical care elicited 13% (363) of the total number of comments. Its importance to the spouses can be gauged by the fact that the second most important issue, ODS, received only 217 comments or 8% of the total. Of the 363 comments that addressed medical care, almost 90% were negative. Most negative comments related to spouses' inability to get appointments, the time spouses had to wait to see medical personnel and the lack of coverage as well as the cost to supplement coverage.

I suffer from a severe case of rheumatoid arthritis. Since I was diagnosed 6 years ago, I have been pleased overall with my medical care. Recently, I have noticed the availability of care for me as a dependent steadily decreasing. The pharmacy does not stock some of my medications and periodically reevaluates its stocking of others. This past summer I used CHAMPUS for total hip replacement surgery because the wait to have it done at Walter Reed was very long. Supplemental insurance is an expensive option for our family because my condition is preexisting. The Army always is quick to list our health benefits as part of my husband's earnings, but I see this steadily dwindling with no commiserate pay increases to cover civilian care. With the realistic expectation that I will need medication and treatment for the rest of my life, this cutback in care is a real concern for our family.

I waited 4 months for appt. and delivered 3rd child off post due to understaffing.

The spouses were also upset by the treatment they received. Many complained that the professionals were not competent; e.g., doctors did not diagnose an illness correctly, they prescribed the wrong medications, they could not communicate with them because of language difficulties. Others complained that personnel did not treat them in a courteous and helpful manner.

Medical care is a problem: long waits, doctors who don't speak English well enough to understand the patient's complaint, rude/hostile technicians and staff, patients treated like cattle. Med. facilities are always understaffed and hurried.

2. ODS

217 comments: 33 (15%) positive; 180 (83%) negative; 4 (2%) neutral

Rank	Sub-category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Support of spouses/burden on wives	82	24%	72%	4%
2	Lack of support for non-ODS personnel	47	0	100	0
3	Information issues	30	13	87	0
4	Psychological problems	15	27	73	0
5	Disruption of family	13	8	92	0
6	Financial problems	10	0	100	0
7	NEC	9	11	78	11
8	Communication	6	33	67	0
9	Reunion problems	5	20	80	0

ODS was a new category specific to this time period. However, the responses indicate problem areas to be considered in planning future support and services for families. The single largest group of negative comments concerned the lack of support for spouses and families and the burden placed on wives trying to lead support groups. Interestingly, the largest number of positive comments were also in the same sub-category; many spouses were grateful for the support they received during ODS and were appreciative of the fine job done by FSGs and their leaders. Clearly, this was the salient issue with regard to ODS.

It was difficult staying in Europe during ODS. There were two groups of people present: those who gave help & those who asked/took it. I felt it was difficult for me to obtain support since I was in a position to give, give, give.

If I had to do it over again I would definitely fly home where I could receive the support I needed.

I would just like to state my husband's unit and support group were a great help and support during the most stressful time in my life (ODS) and I feel they should be congratulated for a job well done. They kept us informed, kept us strong and gave up all the up front information they were permitted. I consider myself a strong person well able to cope but having the family support group made life a lot easier.

There were very negative statements made about the lack of support for or interest in those troops who had not deployed. A strong feeling existed that those who remained behind had made vital contributions to the war, but that their efforts were ignored by both the Army and the public. Similarly, spouses whose husbands were on hardship tours perceived a great difference in their treatment compared to that of ODS spouses.

I feel that the soldiers that were not deployed to Saudi were treated like they did not matter--all the extra things were just for active duty soldiers deployed--what about those like my spouse who worked 70-80 hours per week--nights/week-ends to compensate for those who were deployed. My spouse would have worked less deployed--some of those units played games and stated much boredom during this ordeal.

A lot of soldiers redeploying from ODS seem to feel like they are better than the soldiers who stayed here. If it weren't for the people here and the support they got where would they be.

I would like to say that I am dissatisfied with the way our family was treated when my husband was stationed in Korea. We have two small children and my children and I were forced to move in with my mother-in-law and we had to sell many of our possessions such as our furniture. There should be much more assistance for families like us. There was a lot of support for families of O.D.S. Where is our support?

3. COMMENTS ON THE SURVEY

167 comments: 69 (41%) positive; 89 (53%) negative; 9 (5%) neutral

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Changes/omissions	62	5%	90%	5%
2	Appreciation of survey	48	92	8	0
3	Survey's making a difference	23	26	65	9
4	NEC	18	44	44	11
5	Feeling someone cares	7	71	29	0
6	Other	7	43	29	29
7	Lack of earlier surveys	2	0	100	0

Most of the comments on the survey concerned the structure of the questionnaire and while the comments on omissions and changes were classified as negative, they reflect a positive interest in improving the questionnaire for future use.

Only one two part question about the dental care system and 18 questions on the medical care system seems a little unbalanced. That one question hardly gives you the sad picture on dental care in the Army.

Spouses were very appreciative of the Army's showing of concern for their well-being via the survey. Respondents expressed their gratitude for the opportunity to provide opinions and feelings to those with the capability of doing something.

This survey shows me a real statement of concern for the quality of life for Army families. Thank you!

I would like to thank-you all very kindly for asking how we (dependents) feel about the Army. Communication is the best was to solve any problem.

There were several comments expressing hope that the survey's comments would make a difference but, of those, most were doubtful that input would contribute to change. However, there was a heartfelt expressed by spouses to be considered as an important part of the Army community.

It won't do any good to comment! But please keep us informed.

Although there were only two comments referring to lack of concern for families of the Vietnam era, those comments accentuated the ODS findings that not all families felt they had received adequate appreciation for their contribution to the Army's mission. Data

consistently show family members need to be recognized for the support they provide to the soldier and to the Army.

Where was the survey after Viet Nam??? You think about that!!!!!!!!!!!!!!!!!!!!

4. UNIT CLIMATE

158 comments: 15 (9%) positive; 143 (91%) negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Unit leadership	49	12%	88%	0%
2	Unit's attitude toward spouses	45	7	93	0
3	Unit family support (other than Family Support Groups)	32	6	94	0
4	NEC	11	36	64	0
5	Unit morale	10	0	100	0
6	Rank/favoritism	10	0	100	0
7	Other	1	0	100	0

Unit Climate refers to the individual soldier's unit in which he finds his primary identification. The category, The Military Organization, refers to the Army as a whole. The overall finding is that spouses were dissatisfied with the way soldiers and their families were treated by the units. There were almost ten times as many negative comments as positive on unit climate. The preponderance of negative comments (60%) were almost equally divided between "unit leadership" and "unit's attitude toward families and spouses." Spouses felt that the officers and the NCOs were more concerned with their individual careers than with the welfare of their troops. There was no "unit leadership;" favoritism and unfairness in promotions were frequently mentioned.

Due to certain commanders and senior NCOs the mens moral is very poor now days. The few good men as you say you want to keep are mostly people that are going out of their way to keep COs happy. You are losing a lot of fine people due to bad command and that is unfortunate.

I do not like the way my husbands commander handles the Junior Enlisted Counsel. My husband is a member of the board and his commander says that there will be no JEC unless everything goes his way.

The unit's lack of concern and caring for its families was a major complaint. The spouses felt that most unit leaders did not recognize the importance of a positive interface between the

unit and the family. There were few unit activities that included the families, little time off for families (even on "family afternoons"), and a lack of support when the soldiers were in the field or deployed.

This unit has a high suicide rate, family problems, separations, divorces. What is family time on Thursdays? When does the duty day end?

I was always told that is your husband PCSed on a unaccompanied tour that his old unit in the U.S. was the one to contact and they would help. Well now that my husband is in Korea it is like they can't be bothered.

5. MILITARY WAY OF LIFE

140 comments: 85 (61%) positive; 49 (35%) negative; 6 (4%) neutral

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	General	114	69%	26%	4%
2	Change in the military way of life	26	23	73	4

This category included comments by spouses on their ideas and feelings of being a member of the Army community. In 1991 a sub-category was added to clarify many comments reflecting spouses' perceptions that changes were occurring which were having a negative effect on the community. Military way of life differs from most other categories in eliciting mostly positive comments. Spouses wrote favorably of the military lifestyle. They felt that it had contributed to their independence, provided them opportunities to experience other peoples and cultures, and, most important, it enabled to them to make a contribution to their country. Army wives routinely express their patriotism and their sense that as an Army spouse they are essential to the Army's successful completion of its missions.

It has been a wonderful life! Army spouses have served their country!

6. SUPPORT PROGRAMS

136 comments: 31 (23%) positive; 105 (77%) negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Childcare facilities (pre-school or after school)	51	10%	90%	0%
2	General	30	20	80	0
3	Wives/family support groups	16	44	56	0
4	Red Cross/AER	10	30	70	0
5	ACS	8	13	88	0
6	Chaplain; counseling	8	50	50	0
7	Umbrella svcs; e.g. com. life, fin. prog.	5	60	40	0
8	Other; legal svc, mayor	5	0	100	0
9	Spouses' centers; wives' clubs	3	67	33	0

Support Programs encompasses all the **formal** programs set up by the military organization to help spouses and families cope with the unique military lifestyle. Respondents showed the greatest interest in the Army's childcare program; more than a third of the comments on support programs were concerned with childcare facilities. Most of the comments consisted of criticisms of the program or recommendations for its improvement. Very few respondents felt that the program was adequate for today's families, particularly if both spouses are working. The perception that the Army has been slow to respond to the needs of the single parent and the dual military parents certainly needs to be addressed in general, not solely during a deployment.

Child-care beyond the "normal" working hours should be considered since the Army runs 3 shifts a day (or 24 hours a day).

I believe that the child care here in Germany is a total disgrace. Not so much the care itself, but the cost. This business about FCC providers charging \$75.00 per child is ridiculous. How can you expect families of 2 or more children to honestly meet this cost.

The category of wives/family support groups related to those groups **not** specific to ODS support. Many of the comments favored establishing such programs even when the soldiers are not deployed, both to enhance unit cohesion and to help individuals cope with daily stress and social needs.

I really believe family support groups are GREAT!- But believe that the leader in charge should never ever think she wears her spouses RANK!!! Please lead us but don't command us.

Army is attempting family support/ has a long way to go yet!

7. SOLDIER'S WORK CONDITIONS

131 comments: 3 (2%) positive; 121 (92%) negative; 7 (5%) neutral

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Hours worked	37	0%	100%	0%
2	Stress	29	0	100	0
3	Promotions	23	4	96	0
4	Off-post duty stations	23	0	70	30
5	TDY	5	0	100	0
6	Access to education and training	5	0	100	0
7	NEC	4	50	50	0
8	Misutilization	4	0	100	0
9	Other	1	0	100	0

This category refers to all aspects of the soldier spouse's work, e.g., hours, training, promotions. Over ninety percent of the comments on the soldier's work conditions were negative and over a third of these related to long hours on the job. Spouses felt that, with the end of Operation Desert Storm and entrance into an era of peace, the amount of time the soldiers spent at the work site was excessive. They could not justify the need to train, train, train.

I think the major problem in the Amy in recent years has to do with unit personnel strength. When a unit is undermanned, sometimes by 50% and it is still expected to perform as though it was at full strength, it becomes overworked. This undermanning also causes individuals to perform more field duty than if at normal strength and the time away from home causes marital problems. If this was occurring in a national emergency or during way it is excusable but not in peacetime.

We are currently having a lot of trouble with the military. Especially our pay. My husband was trained to be an MP and doesn't feel he gets to do his job, he wants out of the military as soon as possible. XXXX works very long hours and our pay is never right. AND the rest of his family (me and my son) are of no importance. The Army is destroying us.

The negative comments about the promotion system focused primarily on its perceived unfairness.

I really want to know what is happening with the promotions of our soldiers. They have to wait so long to be promoted. Could you please check or investigate if there is a real "equal opportunity " for hispanics to be promoted?

The spouses of soldiers who are assigned to remote duty stations complained about the effects of the isolation and the lack of services and support.

We live at a remote site XXX. Our children get up at 05:00 in order to eat and get the bus for the 35 mile drive to town. We do not receive any compensation for being at a remote site nor any additional consideration for our children at the remote site.

We are currently serving an ROTC assignment at an extension center so we have no military support. I believe we should receive additional money to compensate for lack of commissary/PX as recruiters do!

8. THE MILITARY ORGANIZATION

126 comments: 2 (2%) positive; 124 (98%) negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Assignment policies	26	0	100	0
2	Effectiveness	22	0	100	0
3	Unfairness	20	0	100	0
4	Bureaucracy	18	0	100	0
5	Trust	12	0	100	0
6	Concern for all soldiers/single soldiers	9	0	100	0
7	Other	7	0	100	0
8	NEC	7	14	86	0
9	Army leadership	5	20	80	0

The category The Military Organization refers to the overall Army and not to a specific organizational unit. The issues of the unit were previously addressed under Unit Climate. The spouses designated "assignment policies " as their top concern. Several voiced the opinion that single soldiers should be the ones sent on hardship assignments, allowing fathers to stay home with their children where they are most needed.

I think the military should consider family needs as well as military needs when PCSing a soldier to match married soldiers with dependents to duty stations that will be conducive to the family as a whole. Should try to send single soldiers to unaccompanied tours first to keep soldiers at duty stations where families can be.

It is difficult for the spouses to understand why organizational needs should have such a negative impact on the individual soldier. "For the good of the service" is not a disclaimer for the financial and emotional turmoil the organization can produce on the single family unit. The need for fairness in all aspects of the soldier's life is seen as essential.

I feel the Army has treated soldiers unfairly by not supporting their end of the contract offered in the way of benefits when a person signs up. I also feel it is very wrong to cut out retiree benefits when those affected have already risked life and limb for their country and those were the benefits offered. The Army's treatment of retired veterans is bordering on grotesque in my opinion.

My main dissatisfaction with the Army: those that run it is that, when a dependent or soldier are being treated unfairly no one will go out of their way to make sure things are corrected. No one is willing to go out of their way or "make waves" because they are afraid they won't get their next promotion.

9. POST FACILITIES

123 comments: 10 (8%) positive; 111 (90%) negative; 2 (2%) neutral

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	PX	50	6%	92%	2%
2	Commissary	42	7	93	0
3	NEC	11	9	82	9
4	Other; library, bank	9	11	88	0
5	Recreation	7	29	71	0
6	Transportation	4	0	100	0
7	Religion	----	---	---	---
8	MP's	----	---	---	---

Three-fourths of the comments on post facilities addressed either the PX or the commissary and 92% of these comments were negative. Most comments referred to the high prices found on-post as compared to off-post grocery stores and discount department stores (e.g., Walmart, K-Mart). Other facilities were cited much less frequently; in fact, religion and MP's, two categories in 1987, received no mention in 1991.

I have stopped shopping at the PX and commissary because it is cheaper off post. Except cigarettes I buy them at the commissary.

PX/BXs have turned into boutiques at which families cannot afford to shop.

10. MOVING

122 comments: 3 (2%) positive; 119 (98%) negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Timing /disruption	31	0%	100%	0%
2	Cost; loss of money on owned house	26	0	100	0
3	Information	24	0	100	0
4	Sponsorship	18	11	89	0
5	Frequency of moves	14	7	93	0
6	NEC	3	0	100	0
7	Household goods problem	3	0	100	0
8	Longer tours	3	0	100	0
9	Immediate duty	---	---	---	---

The Army's failure to consider the family or individual needs in conjunction with a move was the primary issue for Army spouses. The negative effects of moving during the school year and giving up a job were significant concerns. Other problems included financial crises due to the Army's failure to provide a sufficient allowance to cover moving expenses as well as the loss of money caused by selling a house quickly or maintaining two houses.

One welcome change as far as relocation goes will be for the Army to tell soldiers at least six months in advance what will the next duty station be, specially when we are in Europe. This will give families a little edge on preparing for the move by establishing bank accounts, obtaining employment information, school/university/college information, etc.

I feel a lot of family members loose a lot of unity, due to this, (Dad or Mom's) gone for 6 mos when they return they have to re-acquaint themselves with small ones, sometimes its okay but Teenagers its difficult having to transfer school seven times in a lifetime or three times in one year or if the wife has a house she stays while the husband does one year unaccompanied tour that's hard financially and mentally.

Army does not compensate all expenses during PCS moves. Seems that every time you have to move, your saving get depleted or advance pay is needed to off-set costs.

11. SPOUSES' ISSUES

114 comments: 4 (4%) positive; 108 (95%) negative; 2 (2%) neutral

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Establishment of a career	32	3%	97%	0%
2	Job availability	20	5	90	5
3	NEC	19	0	100	0
4	CPO	14	7	86	7
5	Participation pressure	13	8	92	0
6	Education	10	0	100	0
7	Volunteer work	4	0	100	0
8	DODD's employment	2	0	100	0

Spouses' issues was not an all-inclusive category for spouses' concerns; rather its focus was on paid and unpaid work. The difficulty of being able to pursue a career or to find suitable employment while married to a soldier is a major problem for spouses.

When my husband first entered the Army we met with his recruiter. We were both assured that as a military wife my career would not be impacted upon. We were told that it would not be a problem. Over the years we have found that to be a gross falsehood. It is extremely difficult for military family members to find meaningful employment. On post jobs are scarce not to mention the demand far exceeds the supply. On the other hand off post employers are very reluctant to hire us because we are so transient. I feel that the recruiters should be more honest in this area. Self-fulfillment is extremely important and to ask someone to give this up especially without having all the facts can lead to problems in that military family.

My ability to get a teaching job has been so hampered by local prejudice that I no longer wear my wedding band to interview.

I think it's pitiful that there are so many American spouses and dependents who want to work but can't because no jobs are available BECAUSE THEY'RE GIVEN TO GERMANS! Start giving your dependents jobs and you will see a HUGE jump in the morale of everyone involved!!!

Spouse preference is a worthless piece of paper, nothing else.

Of particular interest was the expression by some spouses that they did not care to participate in the traditional role of Army wife.

The lack of respect for spouses is disgraceful. I strongly resent having to do volunteer work as an Army spouse. I also resent having to attend OWC functions. When my husband was a company commander I was told by the battalion commander that I had to have coffees for the wives of officers and enlisted men in my husband's company. This was an incredible burden on my time.

12. FINANCES

114 comments: 8 (7%) positive; 106 (93%) negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Inadequate pay	38	3%	97%	0%
2	Erosion of benefits	33	9	91	0
3	Administrative hassles	16	6	94	0
4	Retirement benefits	11	0	100	0
5	Security	7	43	57	0
6	Other- pay deductions	6	0	100	0
7	Other	3	0	100	0

While inadequate pay continues to be a significant complaint in the financial area, the perception that benefits are being eroded is also a highly worrisome issue. The theme that the Army is failing to keep its promises, as with retirement benefits, recurs in a number of categories, e.g. Downsizing, Military Organization. The perception exists that the Army "promised" medical benefits after twenty years, a secure career if you did your job, etc., and that now the Army is reneging.

I find it very difficult to understand that Army family are able to qualify for food stamps. They should not have to seek other services for lack of pay given by the government.

The military salary is getting farther and farther behind the civilian sector.

Too many benefits are being taken from what we used to look forward to when we retire, such as retirees always coming in last in medical facilities, etc. - which are issues concerning me since my husband has 2 years until retirement.

13. ARMY'S ATTITUDES TOWARD FAMILY/SPOUSES

113 comments; 12 (11%) positive, 101 (89%) negative

This category focuses on overall perception of Army attitudes; there are no sub-categories. There has been an increase in the percent of negative comments expressed about the Army's attitudes toward spouses. In 1987 81% of the 451 comments were negative and 19% were positive compared with 89% and 11% in 1991. The respondents feel that the Army gives lip-service to the importance of the family, "The Army takes care of its own," but that, in reality, the family is of minor importance.

Thank you for letting me participate. My answers may seem like I deliberately put down the Armed Forces but I have had nothing but pain since my husband joined. I did take this survey serious and want my opinion known. From what I see and have seen the Army cares less about the Family. I struggle to get my husband off to take me and my baby to see a Dr. Special times off- my husband always has to work anyway. When you need your husband and call, the soldiers who answer the phone are rude, mean, and curse you when they leave the phone. It's offensive. If you complain to higher common your treated as a liar. I'm sorry this is not all positive. Thank you for your survey and taking my comments.

"if the Army wanted you to have a wife and family they would have issued you one" still holds true.

Being new to the military I don't know much about it. The sad part is that the military doesn't seem to care whether the spouse is informed or not.

It was notable that 43% of the spouses remarked positively on the security provided by an Army career.

14. DOWNSIZING

110 comments: 6 (5%) positive; 103 (94%) negative; 1 (1%) neutral

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Fear, anxiety about downsizing	31	0%	100%	0%
2	Army didn't keep its promises	14	0	100	0
3	Personal expectations	13	15	85	0
4	Need for information	12	0	100	0
5	Unfairness	11	0	100	0
6	Quality of Army life after downsizing	10	30	60	10
7	Transition to civilian life	9	0	100	0
8	Other	6	0	100	0
9	NEC	4	25	75	0

Downsizing was a new category in the 1991 survey. At the time of administration, the spouses were feeling very uncertain about its effect on themselves or on their families. Almost one-third of the comments on downsizing reflected a fear of the effect on soldiers and their families.

The uncertainty military family's are going through as far as job security is terrifying for them. They need to know so they can plan for.

My family is very concerned about being separated from the Army. It has been a way of our lives for 3 generations. My husband's whole family is in the military (3 brothers and a sister in law) so I'm sure you can see the Army is all we know. So you can see why we have great concerns.

Once again, the theme that the Army has not kept its promises occurs, combined with with the perception that there is unfairness in the way soldiers are being treated.

The Army should not try to force soldiers out under the RIF, SERB, etc. Soldiers signed up to make careers of the service.

My spouse is currently deployed to Saudi and I believe they all are committed to doing the jobs they are trained to do and to come back home only to be put out involuntary is too cruel. Can't Congress be drawn down?

15. HOUSING ON POST

102 comments: 7 (7%) positive; 95 (93%) negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Availability	39	5%	95%	0%
2	Maintenance/ quality	22	14	86	0
3	Attitudes of housing personnel	14	7	93	0
4	Rules, environment, other	9	0	100	0
5	Inequities in housing	8	0	100	0
6	General	6	17	83	0
7	Post community	4	0	100	0

The findings in 1991 parallel those of 1987 in which 93% of the comments were negative and 7% were positive. The lack of available housing persisted as the major complaint. The question as to who should have on-post housing also persisted. Should it be given to the lower ranking personnel who can least afford off-post housing or to those NCO's and officers who have already contributed to the Army mission and deserve housing as a reward ?

I feel that there should be post housing for E1 to E4. Because a E1 to E4 has a hard time paying rent or to buy a place to live.

I am dissatisfied with our current housing. It is to small. A senior NCO should be given larger quarters. We have two sons and a three bedroom stairwell apt is not large enough.

Most bases do not have adequate housing for officers- field grade.

16. SOCIAL AND PSYCHOLOGICAL EFFECTS OF THE MILITARY COMMUNITY ON SPOUSES

91 comments: 16 (18%) positive; 72 (79%) negative; 3 (3%) neutral

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Loss of identity	21	19%	71%	9%
2	Expected roles	16	25	69	6
3	Fosters overdependence	16	0	100	0
4	Morale and cohesion	12	50	50	0
5	Loneliness and isolation	10	0	100	0
6	Rank among spouses	7	14	86	0
7	Other; to include male spouse	6	0	100	0
8	General	3	33	67	0

The major problems in this area reflect the spouses' perceptions that the Army sees them not as individuals, but as positions with certain duties and responsibilities, regardless of personal interest.

The military absolutely expects too much as their company, battalion, brigade, etc. commanders' wives. Taking care of the military family is often seen as their responsibility.

My feelings regarding the Army and the way of life provided to Army families are often ambiguous. As an officer's wife, I cannot possibly find fault with my husband's salary and the security that is provides. Yet, I wonder, does having that security mean forsaking family stability and personal fulfillment, and if so, is security worth such sacrifices? Many people would answer "yes." However, though I am grateful of the monetary security and the numerous programs available to me and my spouse by the Army, the greater fulfillment, greater peace of mind, and greater personal freedom that we can achieve as civilians is more important to me.

Interestingly, 18% of the comments in this category were complaints that by providing so many services and supports to spouses, the Army was fostering overdependence at a time when a rapid deployment force requires family independence during the soldier's absence. This was a new sub-category in 1991, most likely a consequence of ODS. Many ODS Family Support Groups leaders complained of "burn-out" caused by some group members' expectations that they would meet all their needs.

We did too much for ODS spouses. Too many abused the services and the people who tried to provide it. They need help, support, etc. However, they need to continue living as adults who are productive also.

17. DENTAL CARE

90 comments: 4 (4%) positive; 86 (96%) negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Cost/ coverage	57	5%	95%	0%
2	General	13	8	92	0
3	Staff competency	7	0	100	0
4	Shortage of physicians	6	0	100	0
5	Personnel attitudes	5	0	100	0
6	Accessibility; location, hours	2	0	100	0

As in the medical category, the spouses voiced concern about the lack of adequate care at a reasonable cost. The failure of the Delta Dental plan to provide what they consider basic dental care was viewed as a major flaw in the Army's plan to provide for the families' dental health.

It seems to me that the medical benefits have slowly been decreasing in scope for dependents. Delta Dental only takes care of the basics and recently we had to pay for a root canal, crown, and orthodontics (\$4000+).

Please check into the dental care we get. I am totally disappointed in it.

Dental Care need a major overhaul in the services available to family members in Europe especially we must use the on post dentist.

18. OVERSEAS EXPERIENCE

82 comments: 9 (11%) positive; 73 (89%) negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	General comments	26	31%	69%	0%
2	Culture shock	15	0	100	0
3	Emotional stress	9	0	100	0
4	Cost of living	9	0	100	0
5	NEC	7	14	86	0
6	Language	5	0	100	0
7	Preparation	5	0	100	0
8	Geographical isolation	4	0	100	0
9	Other	2	0	100	0

Not surprisingly, this category was more relevant to spouses currently living overseas; 77% of the comments came from OCONUS, although CONUS respondents did comment about their previous overseas experiences. Of all the comments on overseas living, only eleven percent were positive, all others were negative, and none was neutral. These results are similar to 1987 results; then 86% were favorable and 14% negative. Most of the comments dealt with the total experience of residing overseas. (OCONUS spouses most frequently lived in Germany.)

Being stationed in Italy has been a wonderful experience for me.

Vs

Quality of life is seriously disrupted in USAREUR. I can only hope & pray it's better in CONUS.

Due to the lack of a caring attitude by the command, I have found this tour overseas an unpleasant experience.

19. FAMILY SEPARATION- (OTHER THAN ODS)

60 comments: 1 (2%) positive; 59 (98%) negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Effect on children and family	17	0%	100%	0%
2	Frequency	15	0	100	0
3	Effect on marriage	12	0	100	0
4	Duration	7	0	100	0
5	Need for counseling	3	0	100	0
6	Other	3	0	100	0
7	NEC	2	0	100	0
8	Effect on soldier	1	100	0	0

This category includes all separations, e.g., field duty, unaccompanied tours, TDY, except those due to ODS. All but one of the comments made on separation were negative. Spouses dislike separation; almost fifty percent of the comments (29) stated that children and the family suffer when the soldier is gone. And thirty-six percent (22) complained that separations were too frequent and too long. Many respondents suggested that whenever possible, the family should travel with the soldier and, as noted before, they recommended that single soldiers be given the unaccompanied duty so that fathers can remain with their families.

My husband will be leaving in a month for language school followed by a 15 month unaccompanied assignment. He has to rent and furnish his own apartment. This means spending several thousands of dollars from our savings. We received no compensation. With the added money my husbands will receive while gone as well as his added expenses, our monthly income will drop by approximately \$800.00. Once again my child and I bear the burden of military life.

As an Army spouse, I've seen my husband work 15 hour days for 2 yrs at a time. His first assignment, as a 2LT., was in Germany and for the first year he trained away from home for 9 mos. Our daughter cut her first tooth, said her first word, took her first step, and celebrated her first birthday while her father was "in the field."

20. COMMUNICATION/INFORMATION DISSEMINATION (refers to general information not coded elsewhere)

53 comments; 5 (9%) positive; 48 (91%) negative.

This category includes only general comments about communication and dissemination of information. Comments specific to a particular issue are found within that major category. For example, ODS has a sub-category, "information issues." The major finding was that spouses are dissatisfied with the amount of information they are given. They addressed the need for information when one is either new to the Army way of life or new to a post. Spouses are not receiving sufficient information on facilities, programs, and/or activities. Some of spouses found out about existing programs only through the SAF.

There should be some type of "mandatory" orientation for spouses who come into the Army family. I know this is difficult and unpopular concept because spouses are no "in the Army" however spouses need to know about the responsibilities a soldier has and the possibility of separation.

--Also at the time of enlistment they should give all the information about all the programs I didn't know about even half of the programs listed here. My husband graduates January 30, 1992 from Basic and AIT. I still don't know a lot about all of the Army programs but would like to very much.

Many spouses wanted more information from the unit and the Army on specific plans in order to plan, e.g., when are they going to the field? On what day will they be back?

The only way we can get infor. is by going to the other wives in the unit on our own. Then we have to compare the infor. we have with each other.

I also feel that the higher ranked persons in charge of the units overseas (or hardship tours) should put forth an effort to make sure the family members left behind are informed about important issues because there is not a unit in the States for us to go to for support with the children.

Spouses feel themselves to be an integral part of the Army, and, therefore, they should be provided with basically the same information that an active duty soldier receives.

21. CIVILIAN ATTITUDES TOWARD THE MILITARY

38 comments: all negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	CONUS	20	0%	100%	0%
2	Congress	8	0	100	0
3	OCONUS	7	0	100	0
4	NEC	3	0	100	0

Although this category contained only one percent of the total number of comments, it is important to note that all the comments about civilians' attitudes toward the military were negative. This is somewhat surprising in light of the support the military received during and following Operation Desert Storm; however, many of the comments dealt with post civilian employees as opposed to civilians from the surrounding communities. Recall that civilian employees' attitudes and behaviors have also been mentioned in other categories, e.g. Medical Post Facilities, Housing.

I have encountered civilian employees working on military bases that seem to think being rude is in their job description. The worst cases are usually the receptionists at any military hospital.

On this installation different buildings house various services that I could use, however the personnel in charge (or the receptionist) treat you like an idiot if you don't know the location of the requested service. Many civilian workers and volunteer workers behave in an impersonal & unprofessional manner.

22. HOUSING OFF POST

28 comments: 1 (4%) positive; 26 (93%) negative; 1 (4%) neutral

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Rental cost	14	0%	100%	0%
2	Distance from post	7	0	86	14
3	Availability	4	0	100	0
4	Quality/maintenance	2	50	50	0
5	Community	1	0	100	0

As in 1987, cost of off-post housing was the major issue in this category. Army families, both CONUS and OCONUS, have difficulty finding quality housing on Army pay. Some spouses noted that they had to move far from post in order to find affordable housing.

Housing isn't easily available and it's almost too expensive to live on your own with what little supplement pay you receive.

Had we changed the coding procedures to combine post and off-post housing issues, housing, with a total of 130 comments, would have ranked as the eighth most important issue.

23. SCHOOLS

25 comments: 6 (24%) positive; 19 (76%) negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	OCONUS-DODDS	16	13%	88%	0%
2	CONUS- local	6	50	50	0
3	CONUS- DODDS	1	0	100	0
4	OCONUS-local	1	0	100	0
5	Other	1	100	0	0

There are a variety of school systems available to Army children: 1) schools run by the Department of Defense overseas, 2) section 6 schools on post operated by the DOD in the United States, and 3) local schools both in the U.S. and abroad. Only one percent of the comments addressed the issue of schools for children. In CONUS the comments were somewhat equally divided between positive and negative, 5 (42%) positive versus 7 (58%) negative, but the OCONUS comments were heavily negative 12(92%) vs 1 (8%) positive. Most of the OCONUS comments felt that their education was inferior to that of American schools.

I am completely dissatisfied with DODDS Schools. Children leaving Europe to return to stateside are far behind their peers. There is absolutely no excuse for this.

The post schools in Hawaii are a disaster. Many of us wish they were DODDS schools. Gifted education should receive the emphasis other exceptional family member programs get.

24. PATRIOTISM, NATIONALISM, PRIDE/SHAME IN THE MILITARY

19 comments; 18 (95%) positive; 1 (5%) negative

This is one of the three categories that elicited highly positive comments from the spouses. The spouses' feeling their soldiers are committed to serving their country was apparent, but there was also a strong feeling that spouses are also committed to serving.

It has been a wonderful life! Army spouses have served their country!

The Army requires a lot from spouses and their children, but I feel it is worth it. I feel its all of the family's responsibility to serve their country and the hardships the spouses and children undergo is us doing our part. The Army is not for everyone, but we enjoy it.

25. CHILDREN

18 comments: 2 (11%) positive; 16 (88%) negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Exceptional Family Member Program	9	11%	89%	0%
2	Facilities for teens	5	0	100	0
3	Facilities for young children	4	25	75	0

The issues covered under Children were limited: Exceptional Family Member Program, facilities for teens, and facilities for young children - other than day care. Less than one percent of SAF comments were concerned with these issues.

26. SOCIAL AND POST PROBLEMS

16 comments; all negative

Rank	Sub-Category	Total # of comments	Percent Positive	Percent Negative	Percent Neutral
1	Race issues	4	0	100	0
2	Child abuse and neglect	3	0	100	0
3	Alcohol abuse	3	0	100	0
4	Spouse abuse	2	0	100	0
5	Other	2	0	100	0
6	Drugs	1	0	100	0
7	Crime/safety on post	1	0	100	0

A very positive result is the relatively few comments the Social and Post Problem category. Only sixteen comments, less than 1% of the total, referred to problems such as crime, abuse, and racism. In 1987, this category ranked eighteenth out of twenty-five categories with 2 percent of the total comments, but in 1991 its rank declined to last among the twenty-six categories.

EFFECT OF LOCATION (CONUS, OCONUS) AND RANK

The comment sheets included two independent variables for each respondent: location of the respondent (CONUS/OCONUS) and rank of the soldier spouse. We examined and compared the impact of these variables on spouses' responses for all major categories and sub-categories.

LOCATION

In the final sample of 802 respondents, 473 CONUS respondents made 1526 comments (55% of the total) and 329 OCONUS respondents made 1230 comments (45% of the total). We were able to identify a respondent's location, CONUS or OCONUS, from the identification code on each comment sheet- a four digit code for CONUS and a five digit code for OCONUS.

Location has an impact on spouses' attitudes toward certain issues as shown by Table 2. If location had no effect, we would expect to see only a 10% difference between locations on all issues since 55% of the comments were from CONUS and 45% OCONUS. However, in column (b) we clearly observe that for many of the categories, the percentage of total comments in CONUS deviates noticeably from 55%, e.g., for Medical Care 71% of the comments were designated from CONUS respondents; that is 16 percentage points higher than would be expected if location had no effect. Similarly, in column (c), any departure from 45% indicates the effect of residing OCONUS.

Column (d) shows the percentage difference between CONUS and OCONUS. A positive difference over 10% reflects an issue considered relatively more important by CONUS respondents; a negative number reflects greater importance among OCONUS spouses.

The categories in Table 2 are arranged in order of largest positive percentage difference between CONUS and OCONUS to the largest negative difference.

Table 2: Importance of Major Categories by Location (CONUS, OCONUS), 1991

Code	Major Category	(a) Total # of comments	(b) Percent- CONUS	(c) Percent- OCONUS	(d) Percentage difference: CONUS-OCONUS
21	PATRIOTISM	19	84%	16%	+68%
2	MEDICAL CARE	363	71	29	+42
4	HOUSING-OFF-POST	28	71	29	+42
2	DENTAL CARE	90	70	30	+40
16	SOCIAL/POST PROBLEMS	16	69	31	+38
17	MILITARY WAY OF LIFE	140	69	31	+38
6	FINANCES	114	68	32	+36
8	SOLDIER'S WORK COND.	131	67	33	+34
20	CIVILIAN ATTITUDES	38	66	34	+32
14	CHILDREN	18	61	39	+22
10	ARMY'S ATTITUDES	113	58	42	+16
19	COMMUNICATION/INFOR	53	57	43	+14
12	FAMILY SEPARATION	60	57	43	+14
3	HOUSING-ON-POST	102	56	44	+12
7	POST FACILITIES	123	53	47	+6
5	MOVING	122	51	49	+2
13	SPOUSES' ISSUES	114	51	49	+2
22	THE MILITARY ORGANIZATION	126	51	49	+2
25	DOWNSIZING	110	49	51	-2
15	SCHOOLS	25	48	52	-4
18	EFFECTS OF COMMUNITY	91	48	52	-4
24	COMMENTS ON SURVEY	167	48	52	-4
11	SUPPORT PROGRAMS	136	46	54	-8
26	ODS	217	43	57	-14
9	UNIT CLIMATE	158	39	61	-22
23	OVERSEAS EXPERIENCE	82	23	77	-54

While certain categories such as Overseas Experience are obviously more relevant to overseas respondents, there were notable location variations in several categories. The issues that were relatively more important in OCONUS were Overseas Experience, Unit Climate, ODS, and Support Programs. In CONUS, these categories were Patriotism, Medical Care, Off-Post Housing, and Dental Care.

However, our analysis focused not on the total number of comments, but on the negative comments which were predominant by far. When we ranked the issues with the largest percentage differences in negative comments between CONUS and OCONUS, the issues were remarkably similar to those of 1987. The categories which reflected at least a five percentage point difference between the two locations in both 1991 and 1987 were: Schools; Children; Support Programs for Families and Spouses; Social and Psychological Effects of the Military Community on Family; Unit Climate; Overseas Experience; Patriotism, Nationalism, Pride/Shame in the Military; and Housing Off-Post.

One interesting finding in our analysis, similar to 1987, was the small number of comments on children and schools. In 1991 Schools elicited only 25 comments, ranking 23rd among 26 major categories, while Children was 25th with 18 comments. In 1987, among 25 major categories, their rankings were 20th and 23rd, respectively.

While the number of comments on Schools are almost evenly divided between CONUS and OCONUS (12 and 13, respectively), the percentage of negative comments differs significantly, 58% CONUS compared to 92% OCONUS; this is a factor worthy of attention. There were 11 CONUS comments on Children and 39 OCONUS, but again 82% CONUS were negative compared to 100% OCONUS.

It is significant that the number of categories with at least a five percent CONUS-OCONUS variation doubled between 1987 and 1991. The major categories which showed such a difference in negative comments and were cited by at least 2% of all respondents include: 1) Military Way of Life, 2) Communication/ Information Dissemination, 3) Support Programs for Families and Spouses, 4) Post Housing, 5) Social and Psychological Effects of the Military Community on Families /Spouses, 6) Overseas Experiences, and 7) Unit Climate.

Table 3 provides the total number of negative comments by location. While the major categories are shown in a rank order determined by the total number of comments received, for this analysis the last column on the table is the most important. It shows the percentage difference in negative comments between CONUS and OCONUS. To read the table, observe the example of Medical Care. Of the 258 CONUS comments on medical care, 90% were negative compared to OCONUS where only 86% of the 105 OCONUS comments were negative, a difference of four percentage points, indicating slightly more negative feeling medical care among CONUS spouses. (Data showing all comments, positive, negative, and neutral, for major and sub-categories, by location, are contained in Appendix D.)

Table 3: Percent of Negative Comments by Location, (CONUS, OCONUS) for Major Categories, 1991

MAJOR CATEGORIES	CONUS		OCONUS		Percent difference: CONUS-OCONUS
	Total Number of Comments	Percent Negative	Total Number of Comments	Percent Negative	
MEDICAL CARE	258	90%	105	86%	+4%
ODS	93	85	124	81	+4
COMMENTS ON SURVEY	80	54	87	53	+1
UNIT CLIMATE	61	87	97	93	-6
MILITARY WAY OF LIFE	97	28	43	51	-23
SUPPORT PROGRAMS	62	69	74	84	-15
SOLDIER'S WORK COND.	88	93	43	91	+2
THE MILITARY ORG.	64	100	62	97	+3
POST FACILITIES	65	88	58	93	-5
MOVING	62	98	60	97	+1
SPOUSES' ISSUES	58	93	56	96	-3
FINANCES	77	95	37	89	+6
ARMY'S ATTITUDES	65	89	48	90	-1
DOWNSIZING	54	96	56	91	+5
HOUSING-ON-POST	57	88	45	100	-12
EFFECTS OF COMMUNITY	44	84	47	74	+10
DENTAL CARE	63	95	27	96	-1
OVERSEAS EXPERIENCE	19	84	63	90	-6
FAMILY SEPARATION	34	100	26	96	+4
COMMUNICATION/INFOR	30	83	23	100	-17
CIVILIAN ATTITUDES	25	100	13	100	0
HOUSING-OFF-POST	20	95	7	88	-7
SCHOOLS	12	58	13	92	-34
PATRIOTISM	16	6	3	---	+6
CHILDREN	11	82	7	100	-18
SOCIAL/POST PROBLEMS	11	100	5	100	

RANK

The second independent variable we considered is rank of the soldier spouse. A few respondents (5%) failed to provide this information so that the total number of respondents is 760. Table 4 summarizes the data on rank, presenting 1) combined rank categories; 2) proportion of total number of respondents represented by each category; and 3) proportion of total number of comments offered by each category. (Figures in parentheses show absolute numbers of respondents and comments.)

Table 4. Distribution of Respondents and Comments by Rank

Rank	Percent of Respondents	Percent of Comments
E1-E3	9% (66)	8% (218)
E4	6 (48)	6 (169)
E5-E6	12 (89)	11 (310)
E7-E9, CSM	18 (140)	19 (521)
WO	12 (92)	11 (313)
O1-O3	22 (164)	20 (541)
O4-GEN	21 (161)	20 (555)

We can see that, in general, there is a correspondence between proportions of respondents and comments within each rank.

The focus of interest with regard to rank is a comparison of the content of the comments: is there any difference among ranks in terms of volume of comments in a particular code category (see Table 5); are there rank differences in the proportion of negative/positive responses in certain areas (see Table 6). Table 5 indicates the relative importance of each major category by determining its proportion of the total number of comments. Table 6 shows the percentage of those comments that are negative. In both tables, categories are presented in order of frequency and the rank categories listed above are used. A complete presentation of all sub-categories by rank can be found in Appendix E and F.

Table 5. Percent Total Comments in Major Categories by Rank

CATEGORY	E1-E3	E4	E5-E6	E7-E9, CSM	WO	LTS, CPT	MAJ, LTC, COL, GEN
MEDICAL	09%	11%	09%	15%	14%	15%	13%
ODS	03	07	09	07	08	10	08
UNIT	11	12	05	04	08	06	02
SURVEY	07	06	05	04	04	06	05
MIL. WAY LIFE	04	05	04	06	05	04	06
SUPPORT	05	08	05	03	03	06	06
SOLD.WORK	04	02	07	04	04	05	04
MIL. ORG.	06	05	05	05	08	04	02
POST FACIL.	05	01	01	06	03	04	06
MOVING	05	04	05	05	05	05	04
FINANCES	03	08	04	05	05	04	02
SPOUSE ISS.	02	03	03	04	03	03	07
ATT. FAM.	05	03	05	05	05	03	03
DOWNSIZING	02	05	05	03	04	03	05
DENTAL	01	04	04	05	05	04	04
POST HOUSING	05	05	05	04	03	04	03
MIL. COM.	03	02	03	03	02	04	06
OVERSEAS	04	03	03	02	05	02	03
SEPARATION	07	04	02	02	03	01	01
INFORMATION	07	02	01	01	01	02	02
CIV. ATT.	--	01	01	02	01	01	02
OFF POST	01	01	02	01	01	01	00
SCHOOLS	00	--	--	01	00	01	02
PRIDE IN MIL.	00	01	01	01	00	01	00
CHILDREN	--	--	01	01	00	01	01
SOCIAL PROB.	01	01	01	01	01	00	00
# OF RESPONSES	66	48	89	140	92	164	161
# OF COMMENTS	218	169	310	521	313	541	555

Note: The above categories are listed in order of overall frequency.

Table 6: Percent Negative Comments in Major Categories by Rank

CATEGORY	E1-E3	E4	E5-E6	E7-E9 CSM	WO	LTS, CPT	MAJ, LTC, COL, GEN
MEDICAL	85%	94%	86%	91%	96%	85%	88%
ODS	86	92	93	85	71	85	72
UNIT	91	95	88	100	85	85	100
SURVEY	25	50	44	60	50	50	40
MIL. WAY. LIFE	25	25	36	45	53	25	29
SUPPORT	73	77	94	56	78	73	91
SOL. WORK	100	100	91	86	92	100	83
MIL. ORG.	100	100	100	96	100	100	92
POST FACIL.	80	100	85	97	89	100	88
MOVING	100	100	100	100	87	100	95
FINANCES	86	100	100	96	100	71	100
SPOUSE ISS.	100	100	88	86	100	100	95
ATT. FAM.	92	100	94	88	100	72	88
DOWNSIZING	100	88	94	94	100	100	89
DENTAL	100	100	100	96	100	95	90
POST HOUSING	100	100	88	100	75	95	87
MIL. COM.	83	67	78	71	83	65	90
OVERSEAS	88	60	90	90	100	89	84
SEPARATION	100	100	100	100	100	86	100
INFORMATION	87	100	100	88	100	100	90
CIV. ATT.	--	100	100	100	100	100	100
OFF POST	100	100	80	100	100	86	100
SCHOOLS	100	--	--	86	00	100	82
PRIDE IN MIL.	100	00	00	00	00	20	00
CHILDREN	--	--	100	80	100	100	86
SOCIAL PROB.	100	100	100	100	100	100	100
# OF RESPONSES	66	48	89	140	92	164	161
# OF COMMENTS	218	169	310	521	313	541	555

Note: The above categories are listed in order of overall frequency.

The tables above include considerable data which can be analyzed in a number of ways. At this point, we will describe some of the major results that can be observed from these data.

1. The average number of comments per respondent does not change in any systematic way with rank. (Table 7) (The total number of comments per rank divided by the number of respondents in that rank.)

Table 7. Average Number of Comments by Rank

Rank	Average Number of Comments
E1-E3	3.3
E4	3.5
E5-E6	3.5
E7-E9, CSM	3.7
WO	3.4
O1-O3	3.3
O4-GEN	3.4

In analyzing the comments from the 1987 SAF, the average number of comments per person tended to increase with rank. There could be a genuine difference in the sample that responded to this survey, or it could be a function of the much smaller number of respondents who made comments on the 1991 survey. It must be noted that these figures measure only the average, not the dispersion within each rank category (i.e., whether the number of comments cluster about the average or represent a wide range in terms of volume).

2. With regard to the salience of major categories, there is overall consistency among ranks, with the exception of the category Unit climate and some interranks variation (Table 5). As the results were similar to the 1987 SAF, this reinforces the conclusion that the overall concerns of military spouses are not necessarily rank specific. Salience here is defined as the prominence or importance of an issue and is measured by the proportion of the number of comments made within a major category by a rank group to the total number of comments made by that rank. Differences in salience of categories across ranks range from 1 to 7 percent, with the exception of Unit Climate which shows a difference of 10 percent. Medical concerns clearly emerge as the dominant category for all ranks (as it did in 1987) except for E1-E3s and E4s (in which it ranks second), accounting for the highest proportion of comments in five of the seven ranked groups.

Unit concerns in this survey tend to decrease relative to total comments as rank rises. Both high ranking officer and senior enlisted spouses have a lower percentage of comments in this category than do junior officer ranks; and for E1-E3 and E4 spouses it is the category with the highest proportion of comments. This may reflect the advantages that come with higher rank, resulting in perceptions of fewer problems within the unit. It may also reflect greater

experience with and acceptance of the Army since higher rank is associated with longer service.

Another difference among ranks is that concerns about family separation and information dissemination represent a larger proportion of comments by E1-E3 spouses (7%) than all other ranks (1-4%). This may also reflect length of service in the Army. Presumably, senior spouses who have more experience with separations and with the Army in general, have resolved these issues, at least to some extent.

3. Unlike the 1987 survey, the proportion of negative comments shows no systematic variation with rank. This may reflect the smaller sample size for the 1991 survey as many categories have very few comments when broken down by rank. Consequently, a category with two comments in it may be either 100% or 50% depending on just one respondent. Thus, this may not reflect any actual differences among ranks.

4. The category with the lowest proportion of negative comments, Military Way of Life, also shows an increase in negativity with higher rank for both officer and enlisted spouses. The proportion of negative comments rises from 25% for E1-E3 spouses to 53% among warrant officer spouses. A smaller increase from 25% for junior officer spouses to 29% for senior officer spouses is also evident. This is the opposite of 1987 survey results. In 1987, the proportion of negative comments tended to decrease with higher rank among both officer and enlisted spouses. Again, this may be an artifact of the smaller number of respondents who made comments in the current survey, or it may indicate that there are other factors involved with the perception of the military way of life that are beyond the scope of this study (e.g., anxiety about downsizing).

5. Another category that differs somewhat by rank is Finances. Here again, the lower ranks are less negative than the higher ranks. Among E1-E3 spouses, 86% of the comments were negative while among all other enlisted groups, 96-100% were negative on finances. Similarly, 71% of the junior officer spouses made negative comments while every comment of the senior officer spouses was negative. A similar pattern was evident in the 1987 SAF. This pattern could reflect the fact that, although earnings rise with rank, very often so do family responsibilities. Children in college, mortgages, or growing families can add to the financial burden of more senior (and presumably older) personnel. It may also indicate that expectations regarding finances differ for higher rank spouses.

In summary, there are differences between junior and senior ranks both among enlisted and officer spouses in areas of comment and level of dissatisfaction, but the differences are relatively minor, and, in some cases, are inconsistent with the 1987 SAF results. This could reflect an actual change in attitudes over the period of four years, the much smaller number of comments in 1991, or it could point to more complex relationships that cannot be addressed unless additional factors are introduced into the analysis.

APPENDIX A: COMMENT SHEET

APPENDIX B: CODING BOOK

APPENDIX C: CODING SHEET

**APPENDIX D: THE EFFECT OF LOCATION ON SPOUSES' RESPONSES
FOR ALL MAJOR CATEGORIES/SUB-CATEGORIES**

We have ordered the twenty-six major categories by the total number of comments received. We have noted for CONUS and OCONUS the total number of comments and the percentage of those comments that are negative or positive. There were so few neutral comments, they are not shown.

1. MEDICAL CARE

MEDICAL CARE CODE 1		CONUS			OCONUS		
	Sub-Category	Total # of Com- ments	Percent Positive	Percent Negative	Total # of Com- ments	Percent Positive	Percent Negative
0	General comments	14	29	71	16	19	81
1	CHAMPUS/cost/ coverage	59	8	92	13	31	69
2	Adequacy/ competency of care	38	16	84	25	12	88
3	Attitudes of personnel	45	7	93	12	17	83
4	Availability of appointments/ waiting time	48	0	100	24	8	92
5	Accessibility (hours, location)	2	0	100	3	0	100
6	Administration	6	0	100	0	0	0
7	Staffing/ shortage of personnel	32	3	97	8	0	100
8	Other (Primus/ Family Medical Practice)	14	50	50	4	25	75
TOTALS		258 (71%)			105 (29%)		

2. ODS

ODS CODE 26		CONUS			OCONUS		
	Sub-category	Total # of com- ments	Percent Positive	Percent Negative	Total # of com- ments	Percent Positive	Percent Negative
0	NEC	5	20	60	4	---	100
1	Disruption of family	6	17	83	7	---	100
2	Information issues	14	7	93	16	19	81
3	Communication	1	100	---	5	20	80
4	Financial problems	4	---	100	6	---	100
5	Psychological problems	3	---	100	12	33	67
6	Support of spouses/burden on wives	34	24	76	48	25	69
7	Reunion problems	2	50	50	3	---	100
8	Lack of support for non-ODS personnel	24	---	100	23	---	100
		93 (43%)			124 (57%)		

3. COMMENTS ON SURVEY

COMMENTS ON SURVEY CODE 24		CONUS			OCONUS		
	Sub-category	Total # of com- ments	Percent Positive	Percent Negative	Total # of com- ments	Percent Positive	Percent Negative
0	NEC	10	30	60	8	63	25
1	Appreciation of survey	24	88	13	24	96	4
2	Feeling someone cares	5	60	40	2	100	---
3	Changes/ ommissions	29	7	93	33	3	88
4	Survey's making a difference	6	33	33	17	24	76
5	Lack of earlier surveys	2	---	100	0	---	---
8	Other	4	50	25	3	33	33
		80 (48%)			87 (52%)		

4. UNIT CLIMATE

UNIT CLIMATE CODE 09		CONUS			OCONUS		
	Sub-category	Total # of com- ments	Percent Positive	Percent Negative	Total # of com- ments	Percent Positive	Percent Negative
0	NEC	7	43	57	4	25	75
1	Unit leadership	16	13	88	33	12	88
2	Rank/favoritis m	6	---	100	4	---	100
3	Unit's attitude toward spouses	19	11	89	26	4	96
4	Unit family support	9	11	89	23	4	96
5	Unit morale	4	---	100	6	---	100
8	Other	0	---	---	1	---	100
		61 (39%)			158 (61%)		

5. MILITARY WAY OF LIFE

MILITARY WAY OF LIFE CODE 17		CONUS			OCONUS		
	Sub-category	Total # of comments	Percent Positive	Percent Negative	Total # of comments	Percent Positive	Percent Negative
0	General	81	75	19	33	55	45
1	Change in the military way of life	16	25	75	10	20	70
		97 (69%)			43 (31%)		

6. SUPPORT PROGRAMS FOR FAMILIES AND SPOUSES

SUPPORT PROGRAMS CODE 11		CONUS			OCONUS		
	Sub-category	Total # of comments	Percent Positive	Percent Negative	Total # of comments	Percent Positive	Percent Negative
0	General	10	30	70	20	15	85
1	ACS	4	25	75	4	---	100
2	Wives, Family Support Groups	12	50	50	4	25	75
3	Spouses' centers; wives' clubs	3	67	33	0	---	---
4	Childcare facilities (pre-school or after school)	15	7	93	36	11	89
5	Chaplain/counseling	4	50	50	4	50	50
6	Umbrella services; e.g. Community life; financial programs	4	50	50	1	100	---
7	Red Cross/AER	8	25	75	2	50	50
8	Other: legal services, mayor	2	---	100	3	---	100
		62 (46%)			74 (54%)		

7. SOLDIER'S WORK CONDITIONS

SOLDIER'S WORK CONDITIONS CODE 08		CONUS			OCONUS		
	Sub-category	Total # of com- ments	Percent Positive	Percent Negative	Total # of com- ments	Percent Positive	Percent Negative
0	NEC	3	33	67	1	100	---
1	Hours	24	---	100	13	---	100
2	TDY	3	---	100	2	---	100
3	Promotions	13	---	100	10	10	90
4	Stress	19	---	100	10	---	100
5	Off-post duty stations	21	---	76	2	---	---
6	Access to education and training	3	---	100	2	---	100
7	Misutilization	1	---	100	3	---	100
8	Other	1	---	100	0	---	---
		88 (67%)			43 (33)		

8. THE MILITARY ORGANIZATION

THE MILITARY ORGANIZATION CODE 22		CONUS			OCONUS		
	Sub-category	Total # of comments	Percent Positive	Percent Negative	Total # of comments	Percent Positive	Percent Negative
0	NEC	0	---	100	1	100	---
1	Trust	6	---	100	7	---	100
2	Bureaucracy	5	---	100	6	---	100
3	Unfairness	12	---	100	11	---	100
4	Effectiveness	9	---	100	12	---	100
5	Concern for soldiers/single soldier	10	---	100	9	---	100
6	Army leadership	1	---	100	4	25	75
7	Assignment policies	18	---	100	8	---	100
8	Other	3	---	100	4	---	100
		64 (51%)			62 (49%)		

9. POST FACILITIES

POST FACILITIES CODE 07		CONUS			OCONUS		
	Sub-category	Total # of com- ments	Percent Positive	Percent Negative	Total # of com- ments	Percent Positive	Percent Negative
0	NEC	2	---	50	9	11	89
1	Commissary	30	10	90	12	---	100
2	PX	30	10	87	20	---	100
3	Post transportation	0	---	---	4	---	100
4	Religious	0	---	---	0	---	---
5	Recreational	2	---	100	5	40	60
6	MP's	0	---	---	0	---	---
8	Other	1	---	100	8	13	88
		65 (53%)			58 (47%)		

10. MOVING

MOVING CODE 05		CONUS			OCONUS		
	Sub-category	Total # of com- ments	Percent Positive	Percent Negative	Total # of com- ments	Percent Positive	Percent Negative
0	NEC	2	---	100	1	---	100
1	Cost, loss of money on owned houses	18	---	100	8	---	100
2	Frequency of moves	10	10	90	4	---	100
3	Information	13	---	100	11	---	100
4	Sponsorship	5	---	100	13	15	85
5	Immediate duty	0	---	---	0	---	---
6	Timing/ disruption	14	---	100	17	---	100
7	Household goods problem	0	---	---	3	---	100
8	Longer tours	0	---	---	3	---	100
		62 (51%)			60 (49%)		

11. SPOUSES' ISSUES

SPOUSES' ISSUES CODE 13		CONUS			OCONUS		
	Sub-category	Total # of com- ments	Percent Positive	Percent Negative	Total # of com- ments	Percent Positive	Percent Negative
0	NEC	0	---	---	0	---	100
1	Establishment of a career	10	---	100	9	---	100
2	Job availability	18	6	94	14	---	100
3	CPO	9	11	89	11	---	91
4	Education	8	13	88	6	---	83
5	Participation pressures	10	---	100	0	---	---
6	Volunteer work	3	33	67	10	---	100
7	DODD employment	0	---	---	4	---	100
8	Other	0	---	---	2	---	100
		58 (51%)			56 (49%)		

12. FINANCES

FINANCES CODE 06		CONUS			OCONUS		
	Sub-category	Total # of com- ments	Percent Positive	Percent Negative	Total # of com- ments	Percent Positive	Percent Negative
0	Other	2	---	100	1	---	100
1	Inadequate pay	26	---	100	12	8	92
2	Security	3	33	67	4	50	50
3	Retirement benefits	11	---	100	0	---	---
4	Erosion of benefits	26	8	92	7	14	86
5	Administrative hassles	7	14	86	9	---	100
8	Other-pay deductions	2	---	100	4	---	100
		77 (68%)			37 (32%)		

13. ARMY'S ATTITUDES TOWARD FAMILIES/SPOUSES

ARMY'S ATTITUDE TOWARD FAMILIES/SPOUSES CODE 10		CONUS			OCONUS		
	Sub-category	Total # of comments	Percent Positive	Percent Negative	Total # of comments	Percent Positive	Percent Negative
0	General	65	11	89	48	10	90
		65 (58%)			48 (42%)		

14. DOWNSIZING

DOWN-SIZING CODE 25		CONUS			OCONUS		
	Sub-category	Total # of comments	Percent Positive	Percent Negative	Total # of comments	Percent Positive	Percent Negative
0	NEC	1	---	100	3	33	67
1	Fear, anxiety about down-sizing	20	---	100	11	---	100
2	Army didn't keep its promises	5	---	100	9	---	100
3	Need for information	5	---	100	7	---	100
4	Personal expectations	5	20	80	8	13	88
5	Quality of army life after down-sizing	5	---	80	5	60	40
6	Unfairness	5	---	100	6	---	100
7	Transition to civilian life	6	---	100	3	---	100
8	Other	2	---	100	4	---	100
		54 (49%)			56 (51%)		

15. HOUSING-ON-POST

HOUSING ON POST CODE 03		CONUS			OCONUS		
	Sub-category	Total # of com- ments	Percent Positive	Percent Negative	Total # of com- ments	Percent Positive	Percent Negative
0	General	3	33	67	3	---	100
1	Availability	29	7	93	10	---	100
2	Maintenance/ quality	12	25	75	10	---	100
3	Post community	0	---	---	4	---	100
4	Attitudes of Housing personnel	6	17	83	8	---	100
5	Inequities in housing	4	---	100	4	---	100
8	Rules, environment, other	3	---	100	6	---	100
		57 (56%)			45 (44%)		

16. SOCIAL AND PSYCHOLOGICAL EFFECTS OF MILITARY COMMUNITY ON SPOUSES

EFFECTS OF COMMUNITY CODE 18		CONUS			OCONUS		
	Sub-category	Total # of com- ments	Percent Positive	Percent Negative	Total # of com- ments	Percent Positive	Percent Negative
0	General	1	100	---	2	---	100
1	Morale and cohesion	5	60	40	7	43	57
2	Loneliness and isolation	8	---	100	2	---	100
3	Expected roles	10	10	90	6	50	33
4	Loss of identity	8	---	88	13	31	62
5	Rank among spouses	4	25	75	3	---	100
6	Fosters overdependence	6	---	100	10	---	100
8	Other; to include male spouse	2	---	100	4	---	100
		44 (48%)			47 (52%)		