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United States General Accounting Office  
Washington, DC 20548

December 14, 2000

The Honorable Tim Hutchinson  
Chairman  
The Honorable Max Cleland  
Ranking Member  
Subcommittee on Personnel  
Committee on Armed Services  
United States Senate

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Subject: Quality of Life for U.S. Soldiers Deployed in the Balkans.

As agreed with your office, we are providing information on the quality of life for U.S. military personnel deployed to the Balkans. On December 1, 2000, we briefed Subcommittee staff on (1) how the Army defines and views the quality of life of deployed soldiers there and (2) the results of our assessment of quality of life at three base camps in Bosnia, Kosovo, and Macedonia. This report transmits the information we provided the staff at this briefing (see encl.). We obtained this information as part of a broader review that we conducted on whether there are opportunities to improve the use of contractors that support Balkan operations and reduce the costs of that support without jeopardizing mission success. We issued our report on the broader review in September 2000.<sup>1</sup>

U.S. Army ground forces have been deployed to the Balkans since December 1995. For these deployed personnel, a tour of duty in this region poses a significant departure from life at their home bases in terms of living conditions and separation from family and friends. The Army has spent over \$2 billion to develop camps and implement services to sustain deployed personnel. Much of what has been spent contributes to enhancing soldiers' quality of life.

#### SUMMARY

The Army defines quality of life as the provision of equitable, adequate, and appropriate living, working, and leisure conditions consistent with available resources and political and military considerations. To ensure an adequate quality of life for deployed soldiers, it has developed standards for facilities and services. One formal Army survey in Bosnia and Hungary in 1997 and other informal assessments indicated that soldiers enjoy a good quality of life in the Balkans. Our assessment

<sup>1</sup> Contingency Operations: Army Should Do More to Control Contract Cost in the Balkans (GAO/NSIAD-00-225, Sept. 29, 2000).

showed that the Army was providing facilities in keeping with its quality of life standards.

The vast majority of soldiers we surveyed during April and May 2000 said that the Army's efforts to provide a good quality of life met or exceeded their expectations. The three most important factors to quality of life for the soldiers we surveyed were (1) housing, (2) the ability to communicate with family and friends back home, and (3) food services. The vast majority of the soldiers agreed that the Army met their expectations in these areas. While not viewed as one of the three most important factors affecting quality of life, the majority of all soldiers we surveyed were also satisfied with their recreational facilities, exchange facilities, medical and dental services, educational opportunities, and laundry services. Survey results and focus group sessions revealed that some soldiers were dissatisfied with the amount of space and privacy in the barracks, the small amount of time they had away from their job and the mission, and the cost of telephone calls to family and friends. To the extent possible, Army officials are taking steps to address these concerns.

#### SCOPE AND METHODOLOGY

To determine soldiers' views on the adequacy of facilities, services, and programs at U.S. camps in the Balkans, we visited the three headquarters camps in the Balkans-- Camp Eagle in Bosnia, Camp Bondsteel in Kosovo, and Camp Able Sentry in Macedonia. Almost one-third of U.S. soldiers in Bosnia are based at Camp Eagle, the largest single U.S. camp; more than half of U.S. soldiers in Kosovo are based at Camp Bondsteel, the largest single U.S. camp; and all U.S. soldiers in Macedonia are based at Camp Able Sentry. We gathered data pertaining to quality of life at these camps using a variety of methods. These included personal observations of the facilities and programs at each camp, individual interviews with key personnel at each camp, and review of pertinent records supporting the Army's goals and plans for its quality of life programs.

We also administered a survey to a cross section of soldiers at each camp to determine whether quality of life efforts met their expectations. The survey was administered separately to lower enlisted personnel, senior enlisted personnel, and officers at each camp. We held focus group meetings with each group after the survey was completed in order to gain additional insight into their responses. We surveyed 84 soldiers representing about 1 percent of the total personnel in the camps in May 2000. The results are not projectable. However, findings from this sample provide illustrative insights and are reinforced with information from individual and group interviews and personal observations.

We reviewed this information with Army officials and made changes where appropriate. We performed our work between April and November 2000 in accordance with generally accepted government auditing standards.

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We are sending copies of this report to the Honorable William S. Cohen, Secretary of Defense; the Honorable Louis Caldera, Secretary of the Army; and the Honorable Jacob Lew, Director, Office of Management and Budget. We will also make copies available to appropriate congressional committees and other interested parties on request. An on-line version of this report containing color photographs can be viewed on GAO's web site ([www.gao.gov](http://www.gao.gov)) by searching on the report number, GAO-01-201R, or by directly accessing the report at <http://www.gao.gov/cgi-bin/gettrpt?rptno=gao-01-201r>.

If you or your staff have any questions about this report, please call me at (202) 512-5140. Principal contributors to this report were Steve Sternlieb, Assistant Director; Ray Carroll, Evaluator-in-Charge; Les Ward, Senior Evaluator; and Jack Edwards, Senior Evaluator.

Sincerely yours,

Carol R. Schuster  
Director, Defense Capabilities  
and Management

Enclosures-2

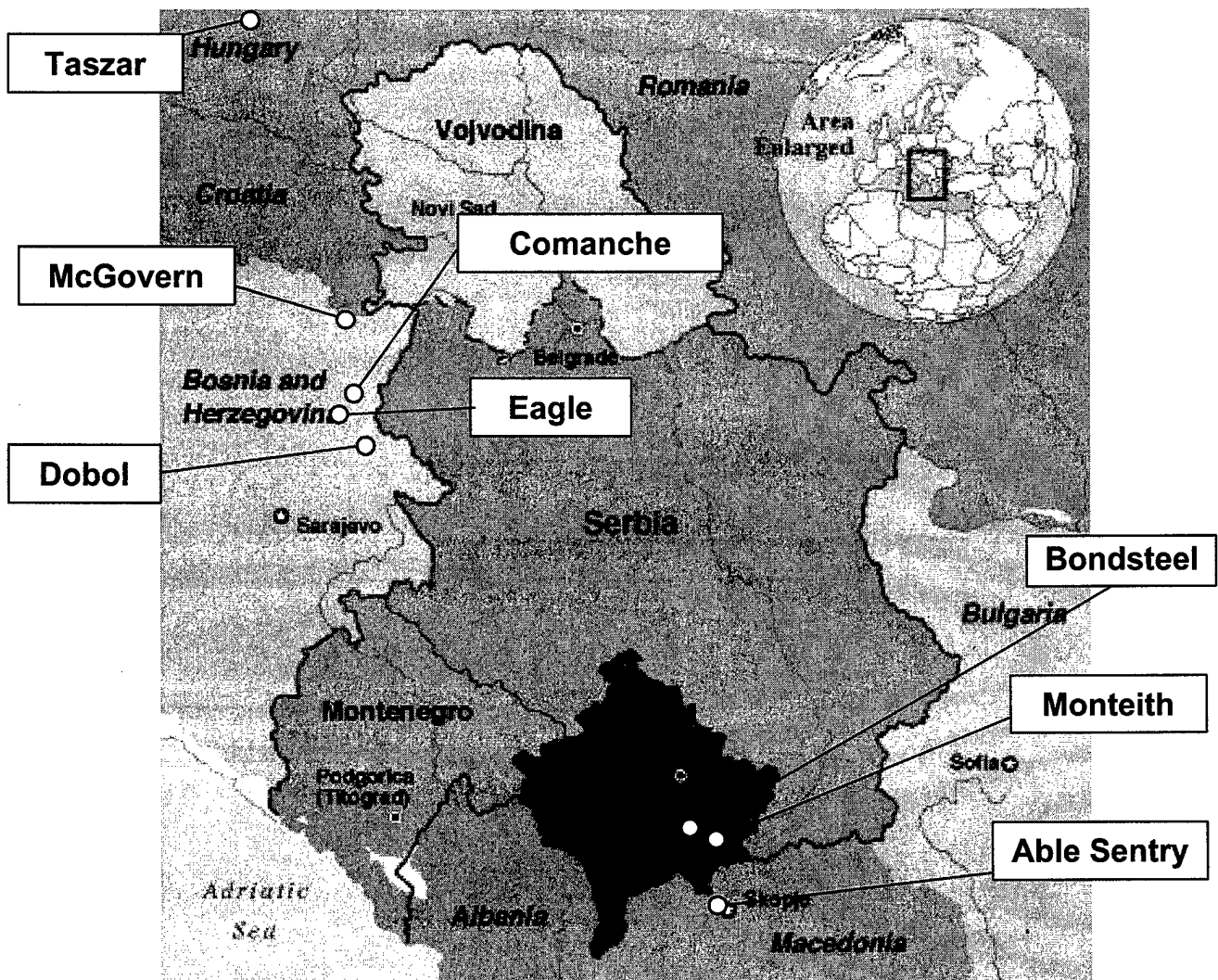
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## **Background**

- About 11,000 U.S. personnel were deployed in Balkan and neighboring countries as of June 2000.
  - About half (5,500) were deployed in Kosovo and 4,400 in Bosnia.
  - The remainder were deployed in Macedonia and Hungary to support operations in Bosnia and Kosovo.

# Major Army Locations in the Balkans



## **Quality of Life Services Provided by Various Groups**

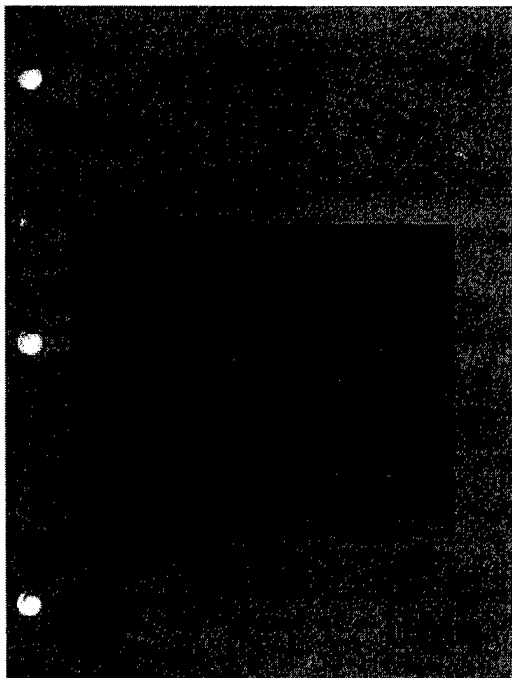
- The Army, the Navy, the Air Force, and one Army contractor, Brown and Root Services, were involved in building the base camps.
- A number of contractors provide services related to quality of life. The largest of these is Brown and Root Services, which provides food and laundry services and operates some recreational facilities.

## **The Army's Standards and Views on** **Quality of Life**

- The Army defines quality of life as “the provision of equitable, adequate, and appropriate living, working, and leisure conditions consistent with available resources and political and military considerations.”
  
- The Army's definition recognizes that
  - quality of life is affected by both working and leisure conditions,
  - facilities and services must be equitably provided, and
  - quality of life actions are constrained by available resources and political and military considerations.

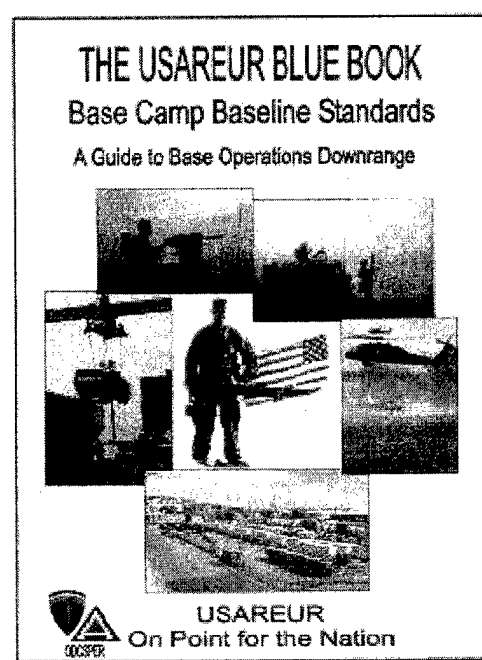
## Quality of Life Standards

To ensure adequate quality of life for its personnel, the Army has developed standards for facilities and services in the Balkans.



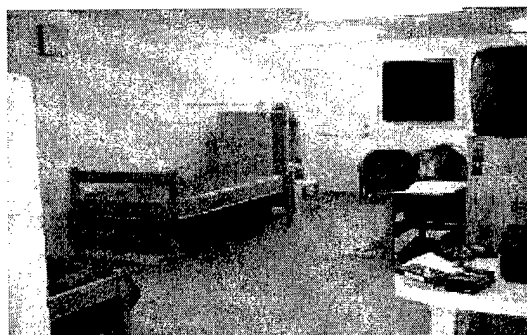
The draft Blue Book is the Army's first effort to provide standards for services available to deployed personnel. Camp commanders are applying the standards, and U.S. Army, Europe (USAREUR) hopes to finalize them in December 2000.

For Army base camps, the Red Book provides standards covering housing; unit facilities; soldier support facilities; and morale, welfare, and recreation facilities.



## Quality of Life Standards (Facilities)

- Published in 1997, the Red Book provides minimum standards for the construction of camp facilities.
- The standards are expressed in terms of
  - square feet ( e.g., 80 square feet of barrack space per soldier),
  - quantity ( e.g., one electrical outlet per soldier in the barracks), and
  - construction materials ( e.g., plywood exteriors and metal roofs).



Interior of SEAhut wooden barracks at Camp Bondsteel, Kosovo

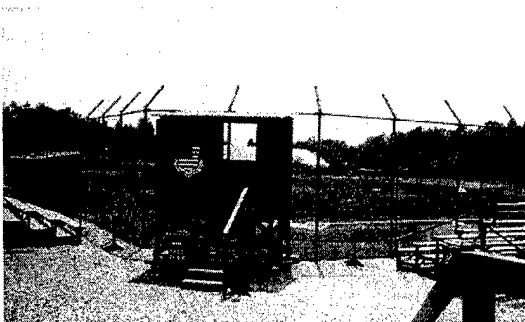


Exterior of SEAhuts at Camp Bondsteel, Kosovo



Interior of SEAhut at Camp Eagle, Bosnia

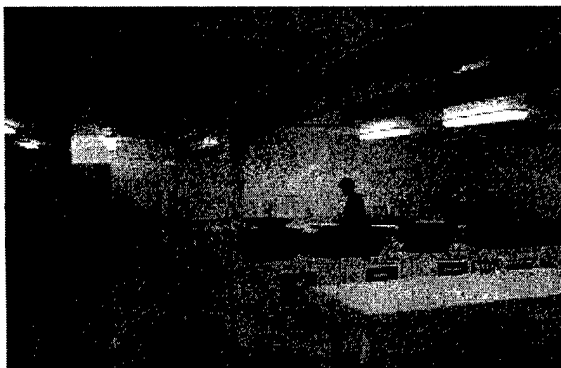
## Quality of Life Standards (Services)



Ballfield at Camp Eagle, Bosnia



E-mail center at Camp Able Sentry, Macedonia



Contractor laundry facility serving Camp Eagle, Bosnia

- The draft Blue Book's minimum standards, which are being applied by camp commanders, specify
  - accessibility ( e.g., recreational facilities at each camp),
  - availability (e.g., 24-hour access to nonsecure e-mail and telephone systems), and
  - quality ( e.g., water temperatures for sleeping bags are specified to ensure thorough cleaning).

## Army Quality-of-Life Assessments

- From August to November 1997, the Army's Community and Family Support Center surveyed 570 soldiers in Bosnia and Hungary.
  - Over 96 percent were satisfied with morale, welfare, and recreation (MWR) activities;
  - 66 percent reported using MWR activities and programs daily; and
  - the top five MWR activities were sports facilities (69%), recreation centers (40%), post exchanges (35%), rest and recuperation trips (21%), and commercial telephones (18%).
- The Army has not conducted formal quality-of-life or MWR assessments in Kosovo or Macedonia.
- Visiting military personnel and Inspector General teams routinely provide information obtained and observations to deployed commanders and other Army officials. Their trip reports cite a good quality of life for U.S. personnel in the Balkans.

## **Our Assessment of Quality of Life**

- We obtained soldiers' views on the adequacy of facilities, services, and programs at Camp Eagle in Bosnia, Camp Bondsteel in Kosovo, and Camp Able Sentry in Macedonia.
- We gathered data pertaining to quality of life and satisfaction with the Army's efforts to provide for quality of life through
  - personal observations,
  - individual interviews with key personnel at each camp,
  - reviews of pertinent records,
  - a survey, and
  - focus group meetings.

# U.S. Camps We Visited

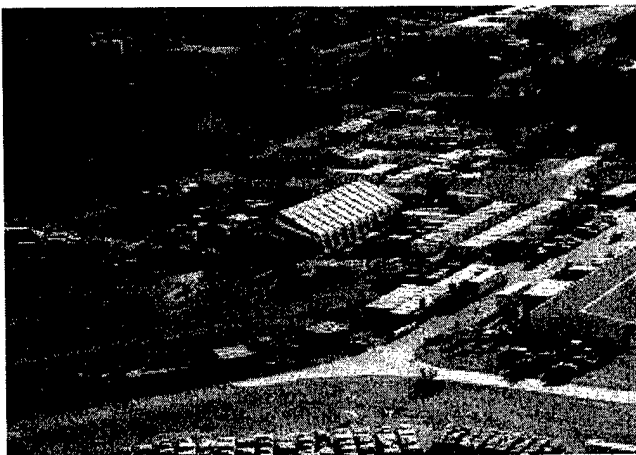
Camp Bondsteel, Kosovo



Camp Eagle, Tuzla, Bosnia



Camp Able Sentry, Macedonia



## Our Survey of Quality of Life

- We administered a survey to a cross section of soldiers in each of the camps.
- The soldiers surveyed, grouped by pay grade at each camp, are shown below. We also held focus group discussions with each personnel group.

<u>Pay grade</u>	<u>Camp Eagle</u>	<u>Camp Bondsteel</u>	<u>Camp Able Sentry</u>	<u>Total</u>
E1-E4	17	16	11	44
E5-E9	4	2	8	14
Officers	9	11	6	26
Total	30	29	25	84

- The number surveyed represents about 1 percent of total personnel at the camps in May 2000, and the results are not projectable. However, this sample group provides illustrative insights that are reinforced with information from individual and group interviews and personal observations.

# First Page of Our Questionnaire Completed by Personnel in the Balkans

United States General Accounting Office

**GAO**

**Quality of Life of U.S. Forces Operating  
in the Balkans**

**Purpose**

The U.S. General Accounting Office (GAO)—an agency of the Congress—is reviewing the support of U.S. forces operating in the Balkans. Our review is being conducted at the request of the Senate Armed Services Committee, Subcommittee on Readiness and Management Support.

We are assessing quality of life and determining if there are opportunities to improve quality of life for U.S. forces operating in Bosnia, Kosovo, and Macedonia. To assess quality of life properly, we need to consider the experiences of men and women, like you, who have served in this theater of operations.

**Privacy Protection**

GAO will take steps to protect the privacy of the information you provide. For that reason, we have purposely not asked you to provide information that can easily identify you. Your responses will be aggregated in our report, and you will not be personally identified.

**Directions for Completing This Survey**

We encourage you to answer each question as honestly and as completely as possible. Where we ask for your opinion, there are no right or wrong answers. Your honest opinions are what we seek.

The survey should take 15-20 minutes to complete. Providing information is voluntary; however, your views on these issues are very important to the Congress.

Before choosing an answer, please read each question and all possible response choices carefully. You may use a pen or pencil to mark your answers.

Some response choices are followed by a skip instruction. This instruction, to skip to another question following a response choice, is there to save you time and prevent you from answering questions that don't apply to you. If you select a response that is followed by "→ Skip to Question \_\_\_," please skip to the question indicated and do not answer any questions between your current answer and the specified question.

You will be asked to supply two types of answers.

- Most often, you should select only one answer from a list of answers, but a few questions will ask you to mark multiple answers. For this type of question, you should black the bubble next to the one or more answers that best describe your situation or your opinion.
- A second type of question asks you to write a short answer. If you need additional space for your answer, it is provided on the last page of the survey. Be sure to indicate the question number when you write any additional comments on the last page.

Thank you in advance for your cooperation.

**Quality of Life**

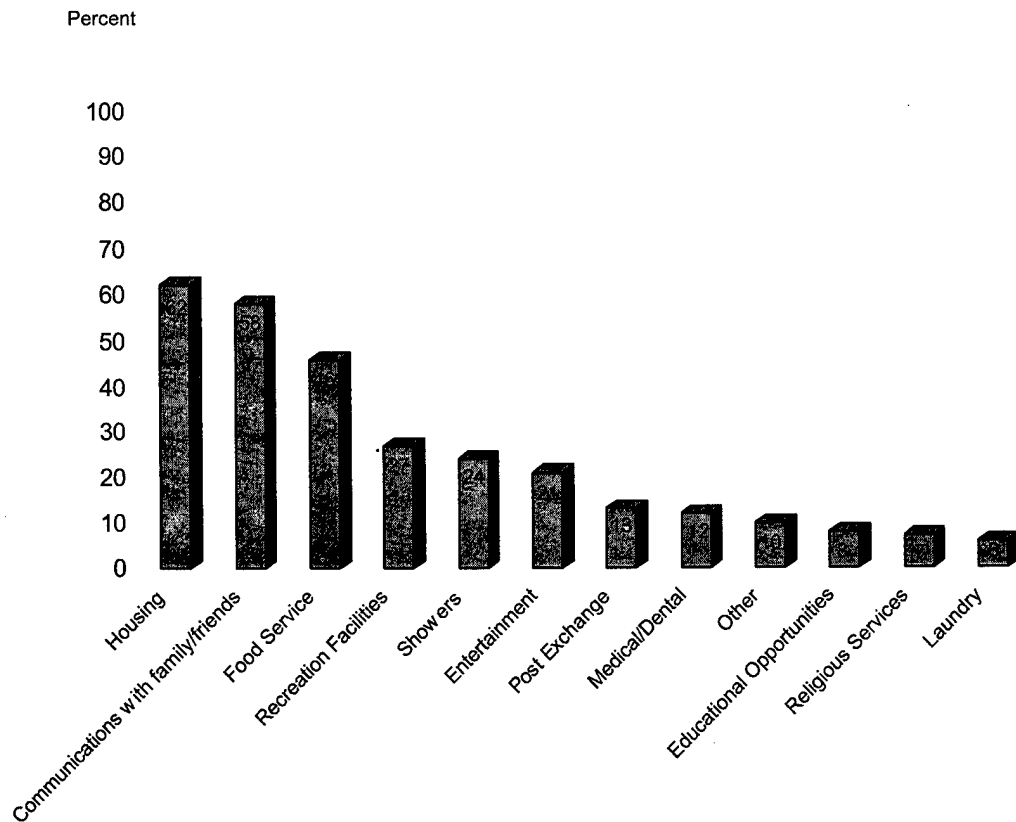
*If you have been deployed more than once to Bosnia, Kosovo, or Macedonia, please provide answers for only your current tour.*

1. Which of the following are the 3 most important factors affecting your quality of life at your current camp? *Mark 3 answers.*
- Housing
  - Showers
  - Recreational facilities
  - Food services
  - Medical/dental services
  - Educational opportunities
  - Ability to communicate with family/friends
  - Entertainment
  - Religious services
  - Laundry services
  - PX facilities
  - Other (specify): \_\_\_\_\_

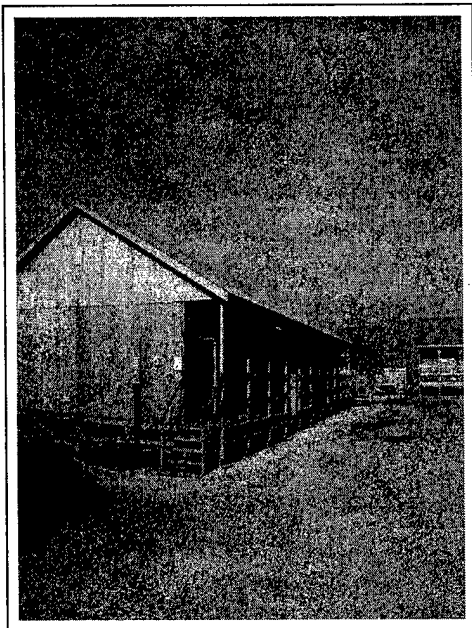
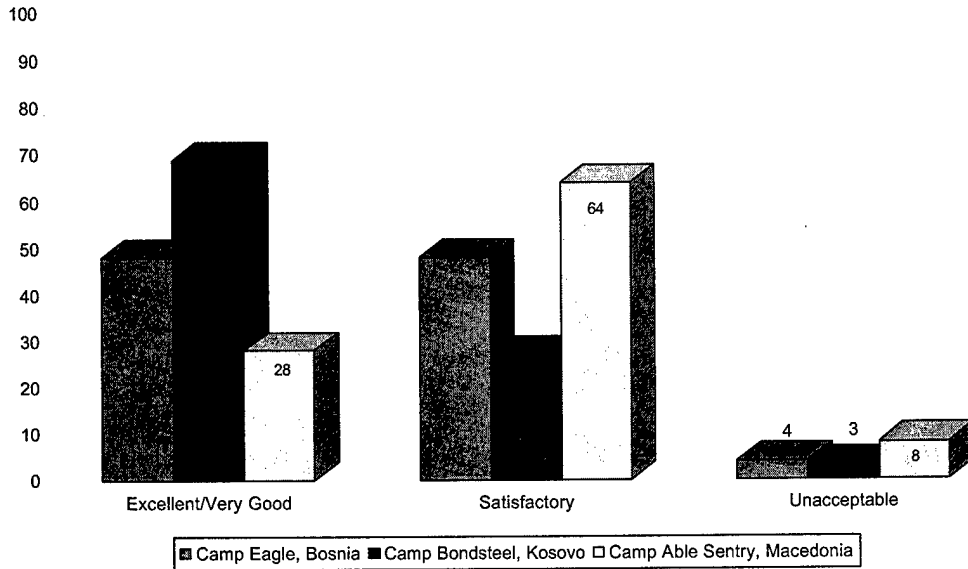
# What Is Most Important To Quality of Life

- The three most important factors to quality of life for those surveyed were (1) housing, (2) ability to communicate with family and friends at home, and (3) food services.

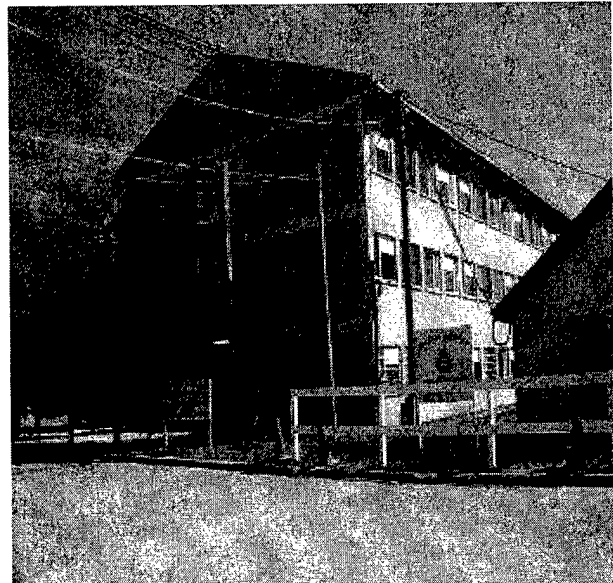
Soldiers who cited each factor as one of three most important.



# Soldiers' Views on Housing by Camp



SEAhut at Camp Bondsteel, Kosovo



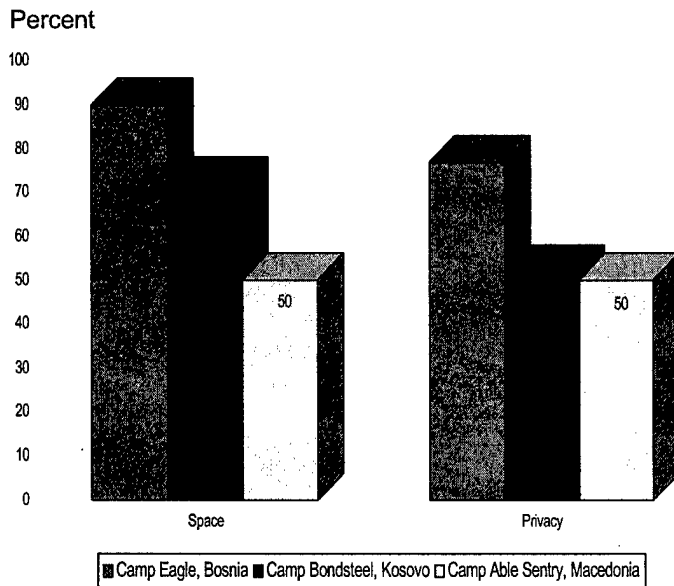
Barracks building, Camp Able Sentry, Macedonia

## **Soldiers' Views on Housing**

- The housing soldiers occupy in the Balkans meets Red Book standards, according to Army officials.
- More than 90 percent of soldiers surveyed rated their housing as satisfactory or better.
- In Bosnia and Kosovo, the Army's "SEAhuts" are unpainted wooden barracks with wooden floors, a single heating/air conditioning unit, and no partitions. While amenities vary by rank, most personnel share bathroom facilities.
- Soldiers assigned to Camp Able Sentry, Macedonia, are housed on a former Yugoslav base in concrete barracks.

# Adequacy of Housing Space and Privacy

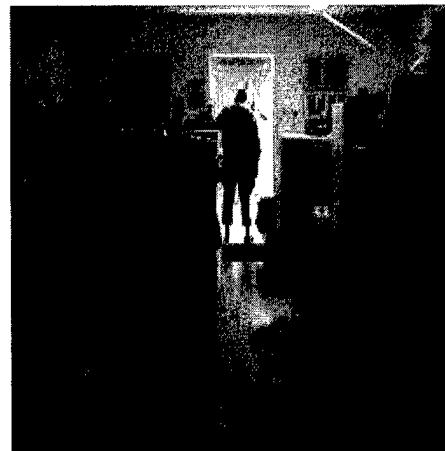
**Soldiers who believe that their housing is adequate.**



SEAhut interior at Camp Bondsteel, Kosovo



SEAhut interior at Camp Eagle, Bosnia

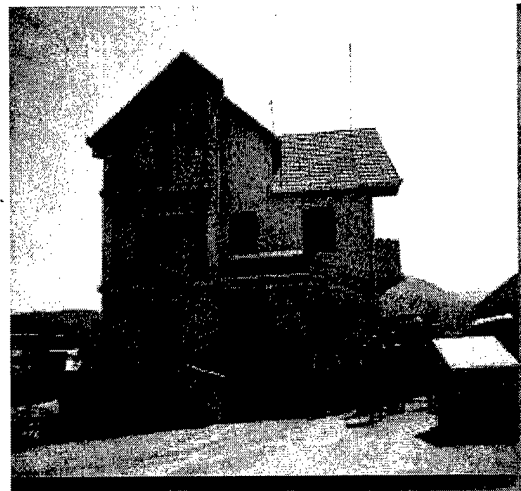


## **Adequacy of Housing Space and Privacy**

- The majority of soldiers we surveyed believed their housing was adequate in terms of space and privacy, with those assigned to Camp Eagle being the most satisfied.
- 48 percent of respondents at Camp Bondsteel and 50 percent at Camp Able Sentry said their housing was inadequate in terms of privacy.
- Focus group participants reported sharing their SEAhuts with two to seven soldiers.
- More than one-quarter of the respondents at Camp Bondsteel and one-half of the respondents at Camp Able Sentry said their housing was also inadequate in terms of personal space.

# Some Soldiers in Kosovo Live At Remote Outposts Under Spartan Conditions

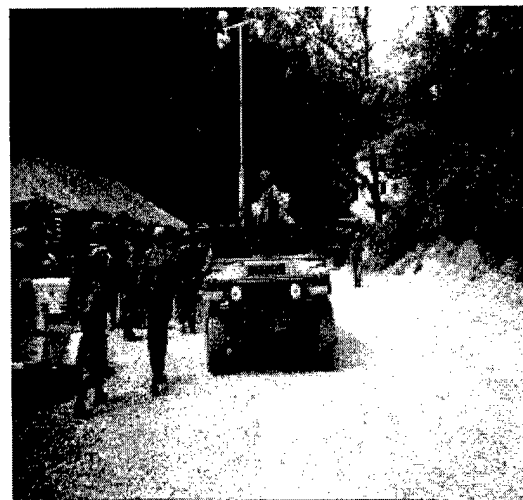
Soldiers guarding a school in Kosovo live in an abandoned, unfinished house



Spartan living conditions for soldiers guarding a church in Kosovo



Soldiers guarding a monastery in Kosovo live in a floored tent

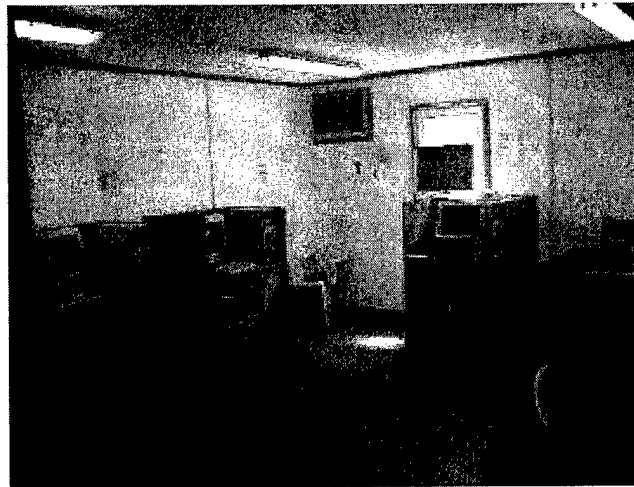


## **Some Soldiers in Kosovo Live Under Spartan Conditions**

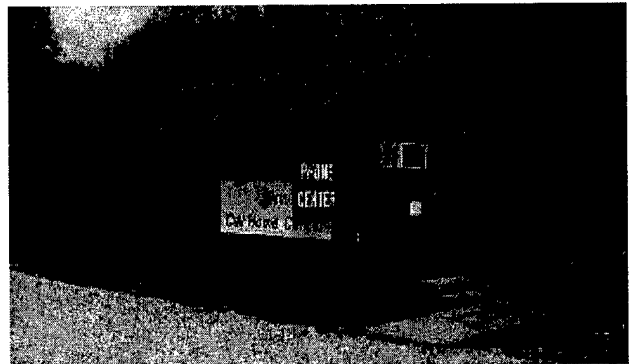
- Nearly 40 percent of the soldiers deployed in Kosovo live outside the main camps to protect people and buildings from attack.
- Soldiers assigned to remote sites normally remain there for up to 2 weeks and are then relieved by another unit.
- The Army's quality-of-life standards do not apply to these remote locations. Soldiers live in abandoned, unfinished houses or buildings and tents. At some locations there is no running water, hot water, or shower. The Army's contractor provides water and portable toilets for sanitation and brings in one hot meal per day from Camp Bondsteel.

# Principal Forms of Communication With Family/Friends

E-mail center at Camp Able Sentry, Macedonia



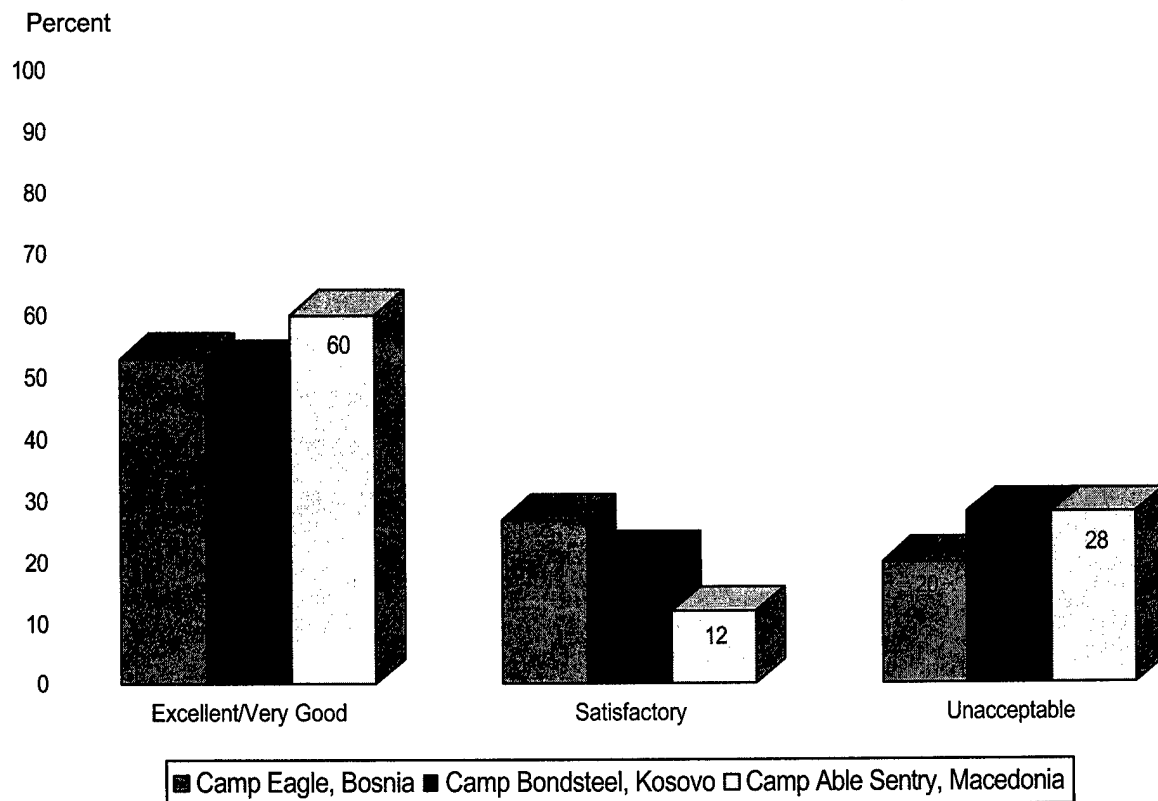
Telephone center at Camp Eagle, Bosnia



## **Principal Forms of Communication** **With Family/Friends**

- Soldiers most frequently communicate by e-mail, using government provided computers.
- Soldiers at all U.S. camps in the Balkans have access to computers for e-mail and to telephones. The majority of soldiers told us that their wait to use either computers or telephones is generally 15 minutes or less.
  - Since our visit, the Army has installed cameras on some computers to allow soldiers to videoconference with their families, who go to family centers at home station.
- 86 percent of soldiers reported communicating with family and friends by e-mail at least 10 times in the 30-day period preceding our survey, and 31 percent of this group reported doing so every day during the period.

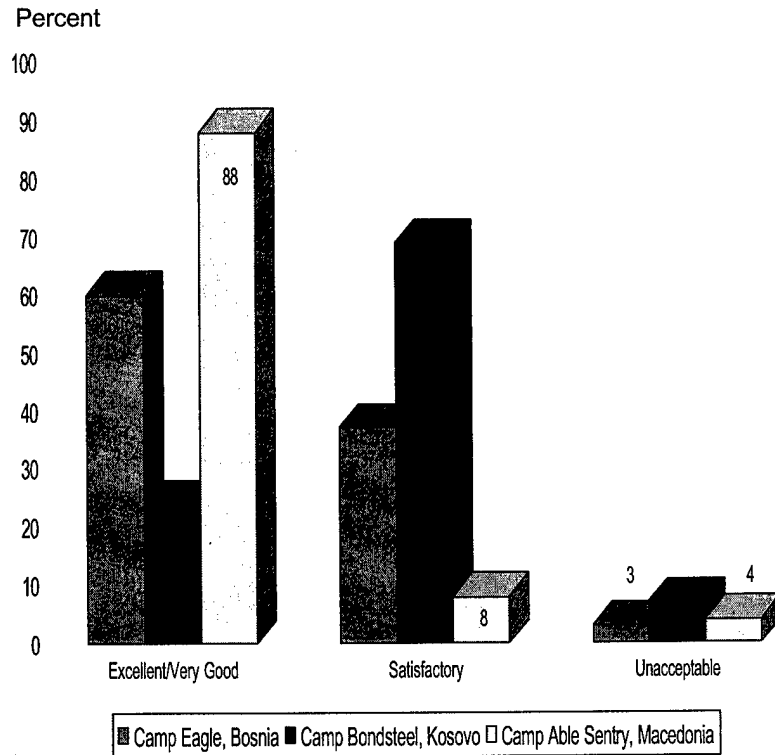
## Adequacy of Ability to Communicate With Family/Friends



## **Adequacy of Ability to Communicate With Family/Friends**

- Well over half of the soldiers in each camp rated their ability to communicate with family and friends as satisfactory or better.
- Between 20 and 28 percent of respondents at each camp said communications were unacceptable because of cost of available telephone service.
  - At the time of our visit, calls using phone cards cost nearly \$1 dollar per minute. A typical comment we received was, “[We need] phone cards that offer more time for less money, 26min/\$20 is unacceptable.”
  - Since our visit, the Army has switched telephone service providers, and the cost has been reduced to 50 to 75 cents per minute, depending on location.
- In contrast to the frequent use of e-mail, one quarter of the soldiers reported they had telephoned family or friends twice or less in the 30 days preceding our survey.

# Soldiers' Views of Food Service



Dining facility at Camp Bondsteel, Kosovo



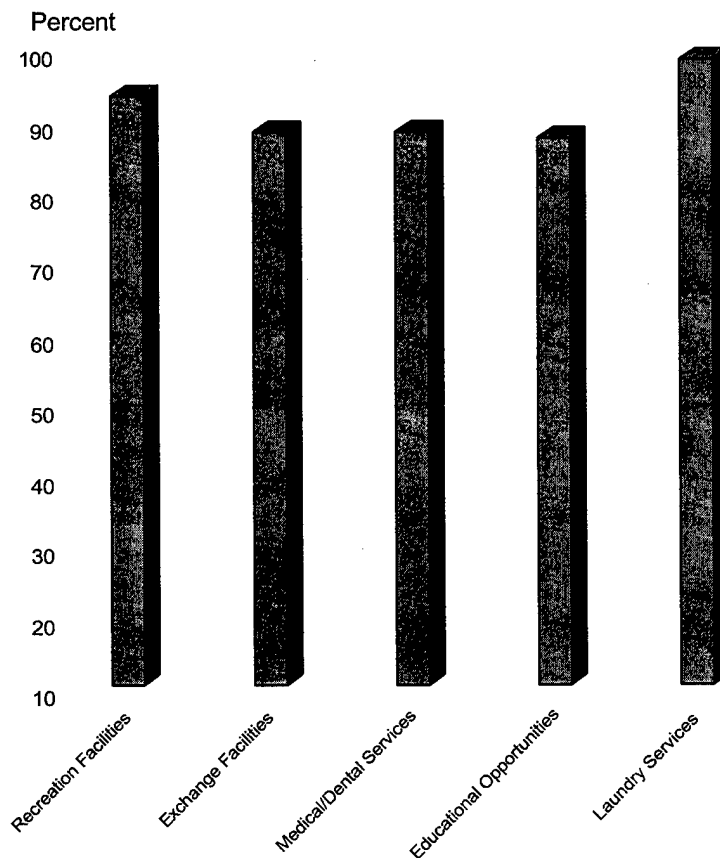
Dining facility at Camp Able Sentry, Macedonia

## **Soldiers' Views of Food Service**

- More than 90 percent of the soldiers rated food services at their camp as excellent, very good, or satisfactory.
- The dining facilities at all U.S. camps operate 24 hours a day.
- Numerous selections are available to the soldiers at each meal. Sandwiches, soups, and beverages are always available.
- Unit officials in Bosnia said that the quantity and quality of the food is so good that personnel are gaining weight.

## Soldiers' Views of Other Factors Affecting Quality of Life

Soldiers who rated other quality of life factors as satisfactory, very good, or excellent

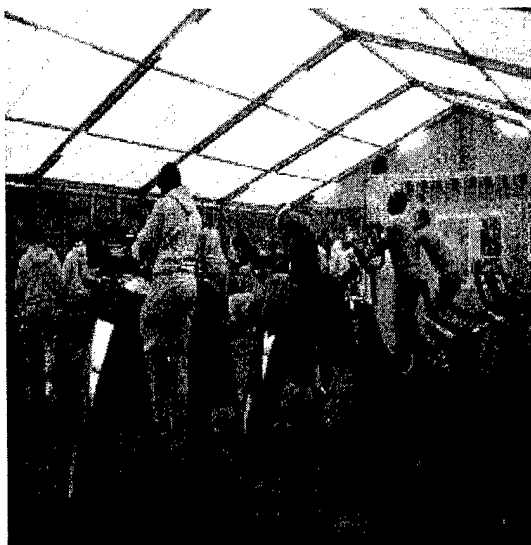
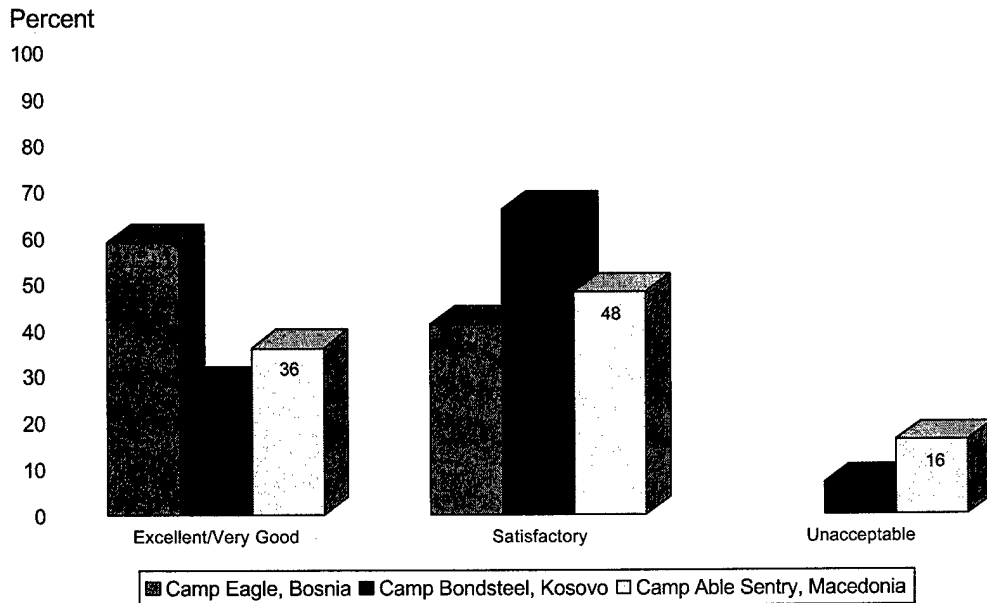


Note: Figure reflects responses from soldiers at all the camps we visited. Survey results by individual camp are shown in the following sections.

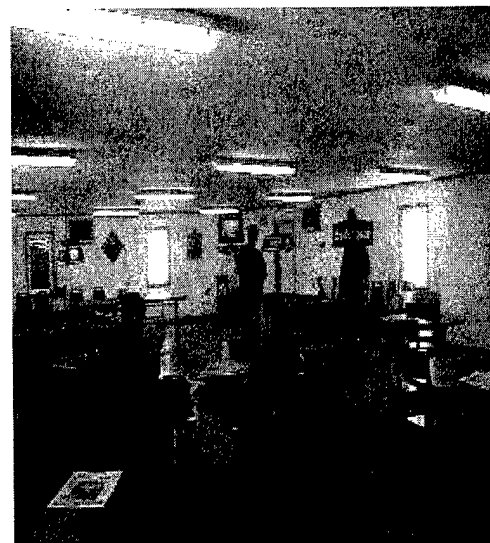
## **Soldiers' Views of Other Factors** **Affecting Quality of Life**

- The majority of soldiers we surveyed were satisfied with
  - recreational facilities,
  - exchange facilities,
  - medical and dental services,
  - educational opportunities, and
  - laundry services.
- The level of satisfaction varied among the camps, especially regarding the adequacy of exchange facilities.

# Soldiers' Views of Recreation Facilities



Fitness center at Camp Bondsteel, Kosovo

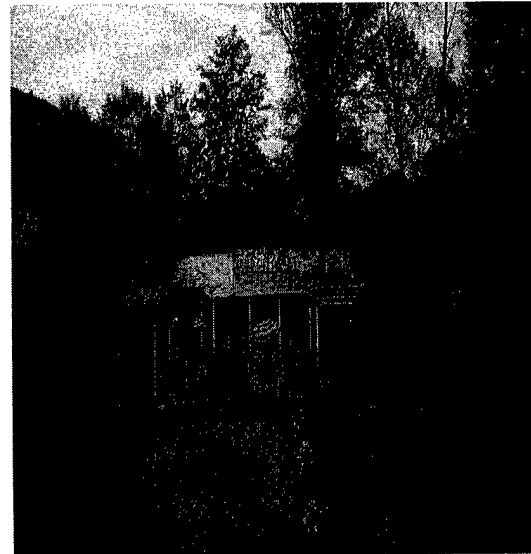
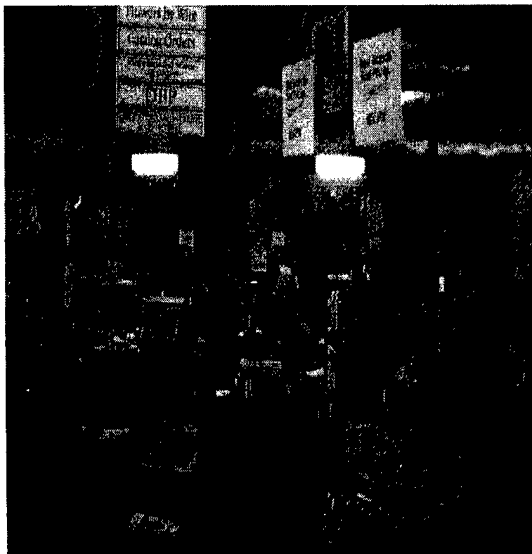
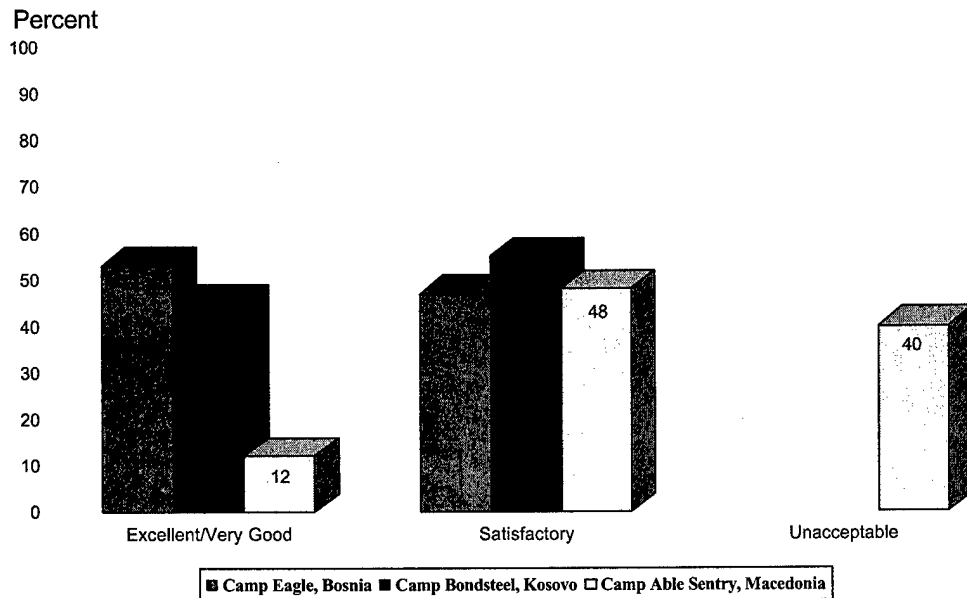


Recreation Center at Camp Able Sentry, Macedonia

## **Soldiers' Views of Recreation** **Facilities**

- The Army has provided a wide array of recreational facilities at all the camps. These include
  - outdoor running trails, volleyball courts, and ballfields;
  - game rooms with pool tables, board games, and tables for playing cards;
  - physical fitness centers with weights and exercise machines;
  - library centers with books and videos; and
  - movie theaters that offer several movies per month.
- Nearly all the soldiers we surveyed indicated that recreation facilities were at least satisfactory.

# Soldiers' Views of Post Exchange (PX) Facilities



Interior and exterior of the PX at Camp Eagle, Bosnia

## **Soldiers' Views of PX Facilities**

- All the soldiers surveyed at Camp Eagle and Bondsteel said their exchange services were satisfactory or better.
- Facilities appeared to be adequate in size and well stocked with items similar to those of other military exchanges, including military items and clothing, snack foods, souvenirs, and electronics.
- At Camp Able Sentry 40 percent of the soldiers said that the exchange was unacceptable due to its small size and high prices.

# The PX Facility at Camp Able Sentry



The PX at Camp Able Sentry

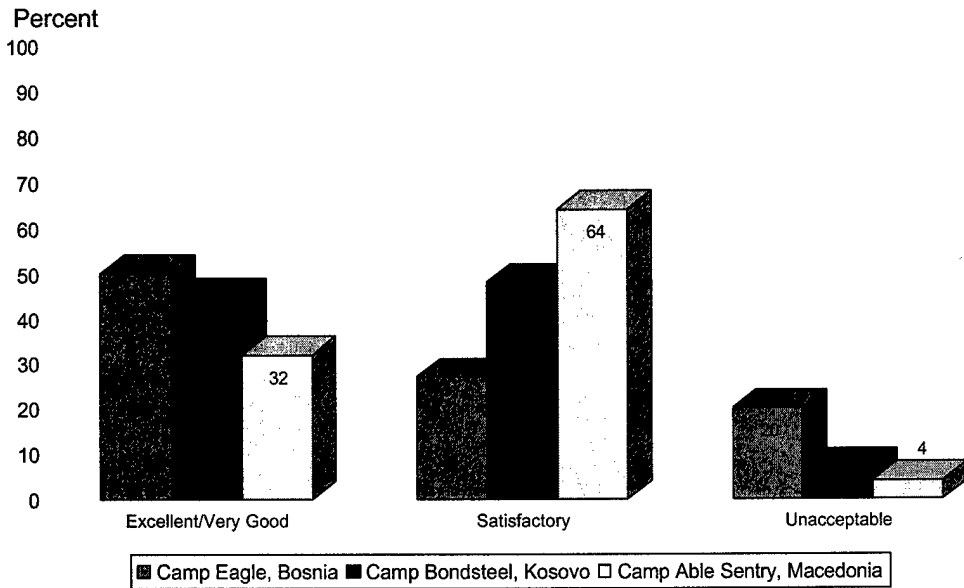


The interior of the PX

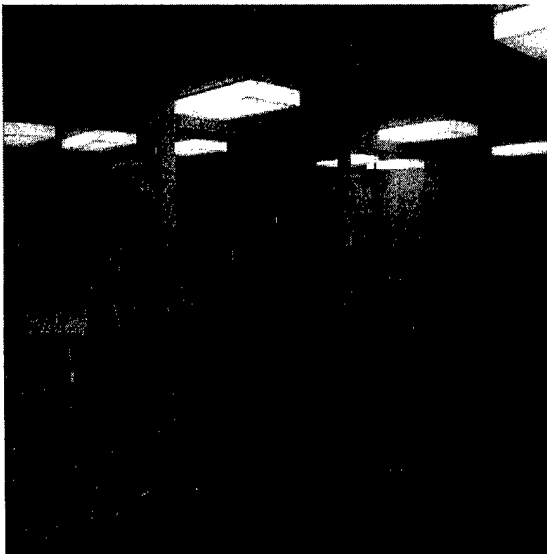
## **Limitations of the PX Facility at Camp Able Sentry**

- The exchange facility at Camp Able Sentry is about 1/10th the size of the PXs at Camps Eagle and Bondsteel.
- The size of the force stationed at Camp Able Sentry is much smaller than that at Camp Eagle or Bondsteel, but a large number of transient personnel are processed through Camp Able Sentry, increasing the number of people using the exchange.
- The number and selection of items available for purchase are very limited compared with those of other camps.
- Camp officials said that the camp did not have enough room for a larger facility, but the PX has been remodeled since our visit. Also, unlike at Camp Eagle and Bondsteel, soldiers can sometimes shop in nearby Skopje on Saturdays.

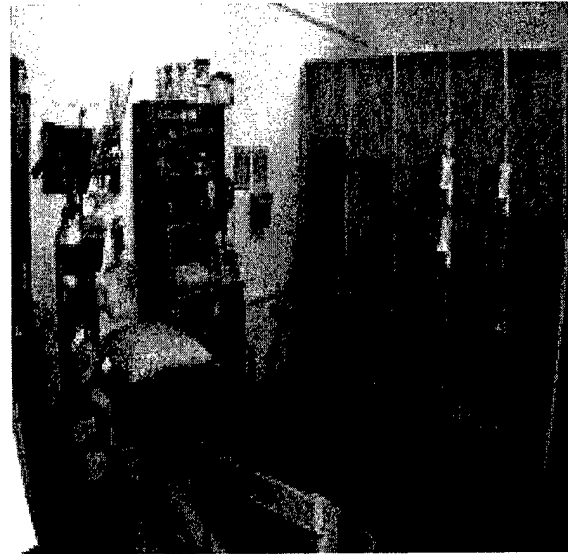
# Soldiers' Views of Medical/Dental Services



Medical facility at Camp Eagle, Bosnia



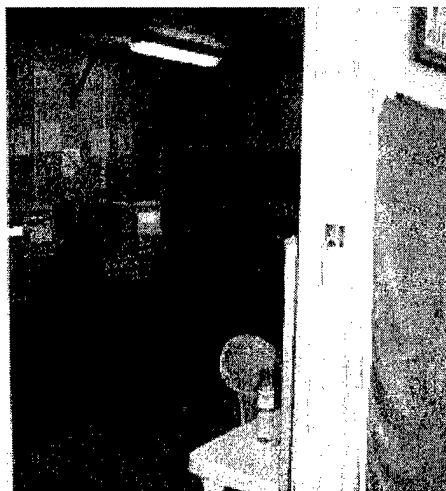
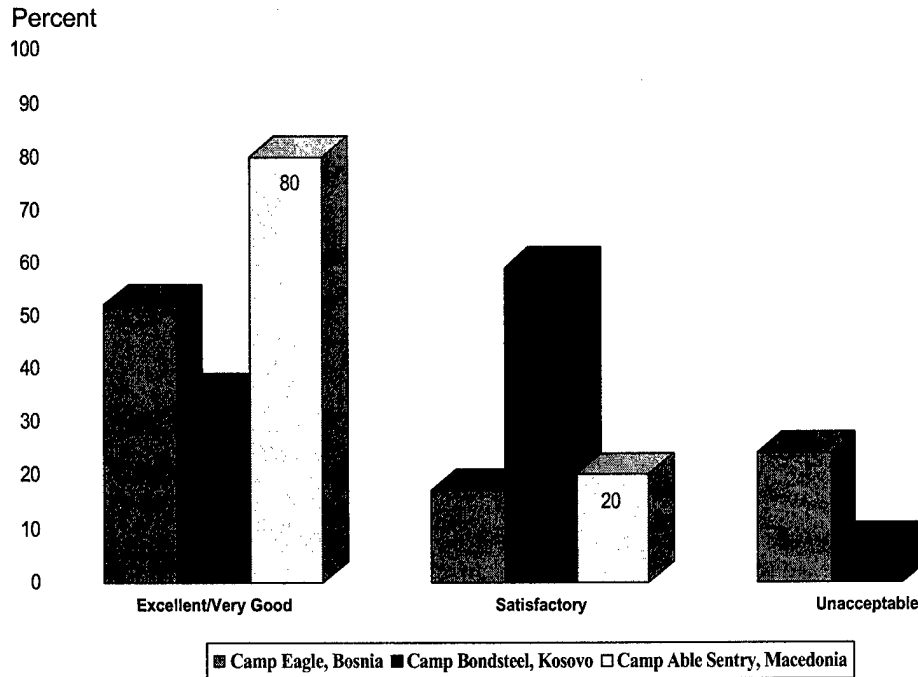
Medical facility at Camp Able Sentry, Macedonia



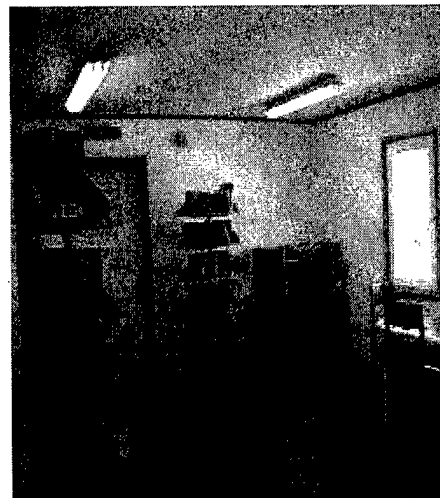
## **Soldiers' Views of Medical/Dental Services**

- Medical facilities at the major camps in Bosnia, Kosovo, and Macedonia provide full medical and dental services.
- Ninety percent of survey respondents said that the services met their quality-of-life expectations.
- Only 13 percent of respondents reported having to postpone any medical or dental procedure while in the Balkans. The procedures that were reported as postponed were routine teeth cleanings and eye examinations.

# Soldier's Views of Educational Opportunities



Education Center at Camp Bondsteel, Kosovo

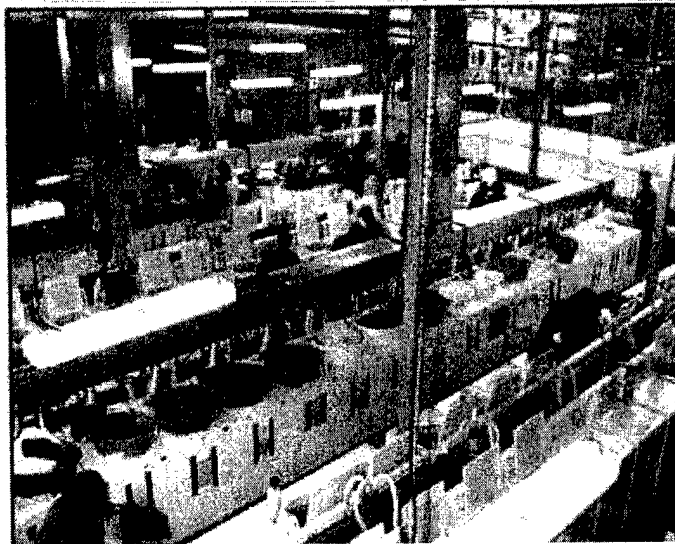
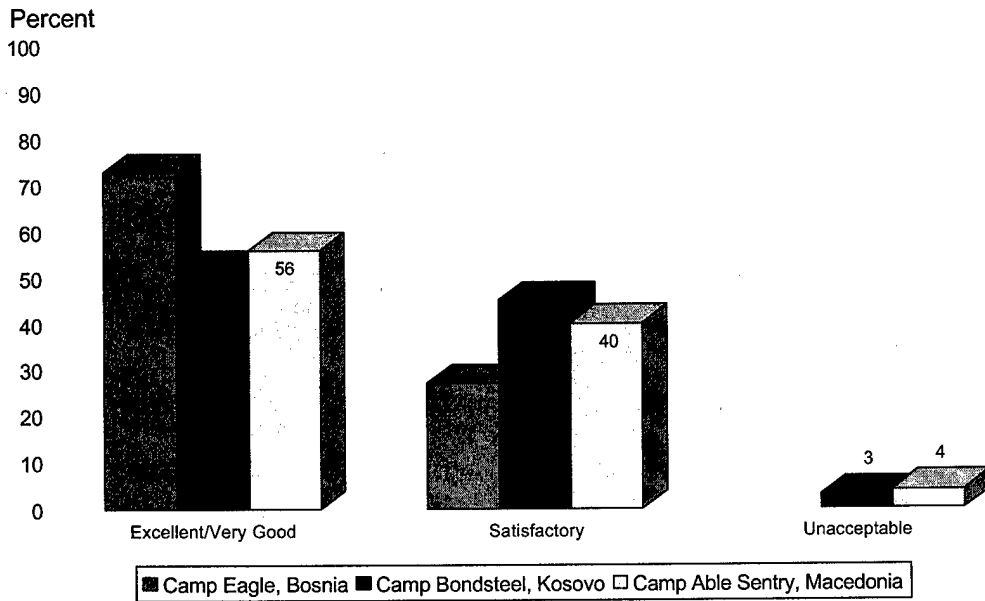


Education Center at Camp Able Sentry, Macedonia

## **Soldiers' Views on Educational Opportunities**

- The majority of all soldiers surveyed said that educational opportunities in their camps were satisfactory or better.
- Officials at all the camps we visited mentioned the education center as one of their priorities.
- Education centers at all the camps provide access to Army correspondence programs via Internet, testing services for college admission and military certifications, and college courses through on-line distance learning from a number of universities.
- All soldiers deployed to the Balkans receive 100 percent tuition assistance for college courses up to \$189 per credit hour.

# Soldiers' Views of Laundry Services



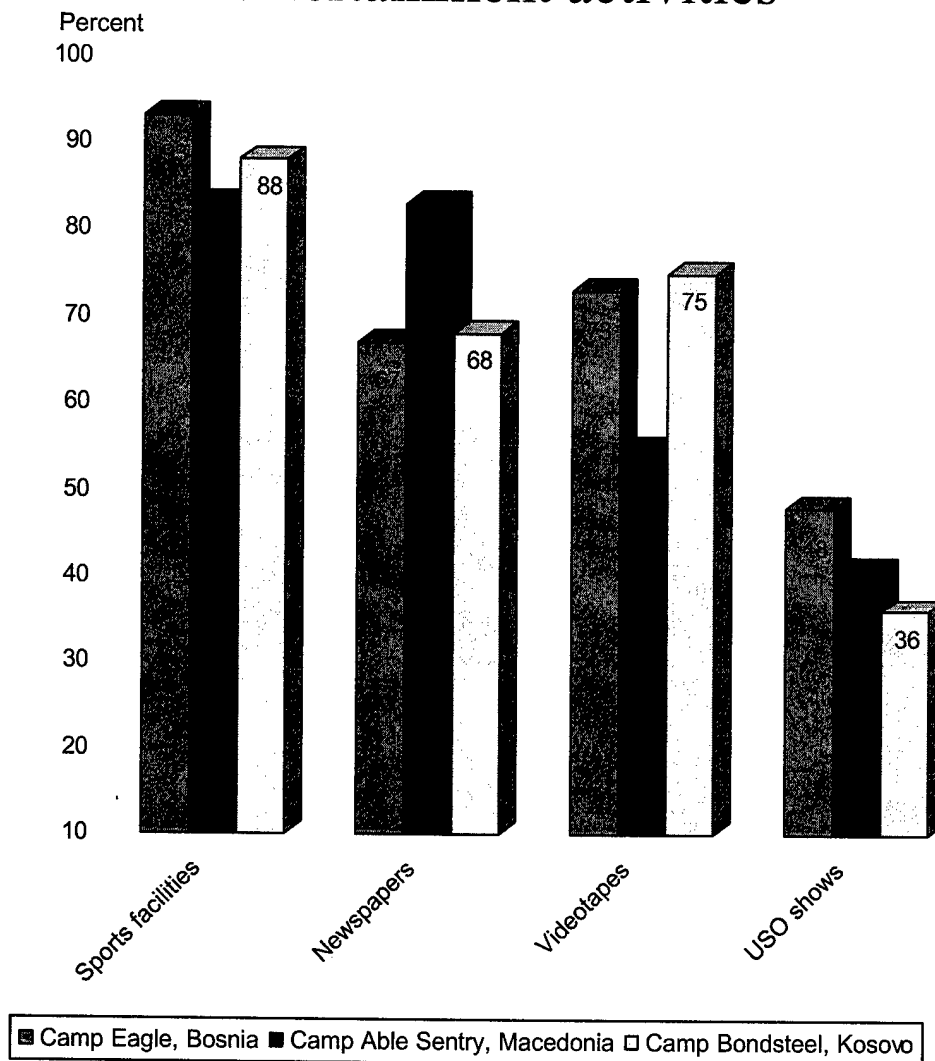
Contractor laundry facility serving Camp Eagle, Bosnia

## **Soldiers' Views of Laundry Services**

- Almost all of the soldiers we surveyed said that the contractor-operated laundry service in their camp was satisfactory, very good, or excellent.
- Laundries at all the camps are open 12 hours per day, 7 days per week. Soldiers may have 20 pounds of clothes laundered per week.
- Turnaround time for laundry ranges from 1 to 3 days, depending on location. Where current turnaround time is 3 days, the Army's goal is to reduce it to 2 days.
- Some soldiers wanted access to self-service washers and dryers. The Army's draft Blue Book for operation standards plans for this.

# Soldiers' Use of Off-Duty Activities

## Soldiers who use recreational and entertainment activities

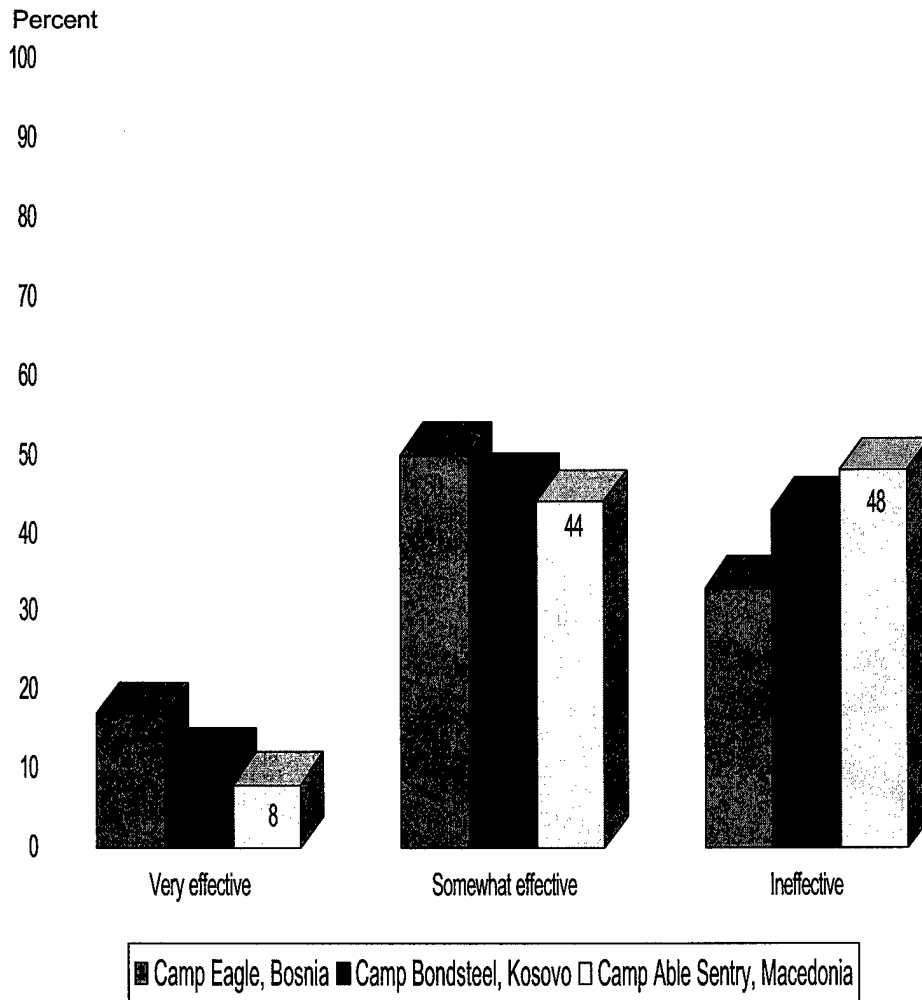


## **Soldiers' Use of Off-Duty Activities**

- Most soldiers at all the camps take advantage of recreational and entertainment opportunities.
- Available sports facilities are used the most, and soldiers said they are outstanding. Newspapers and videos are also widely used.
- USO shows are used the least by soldiers at all the camps. Comments suggested that the types of performances and the occasional cancellation of performances affect usage. Army officials said that 90 percent of cancellations are due to transportation problems.

# Soldiers Want a Break From the Routine

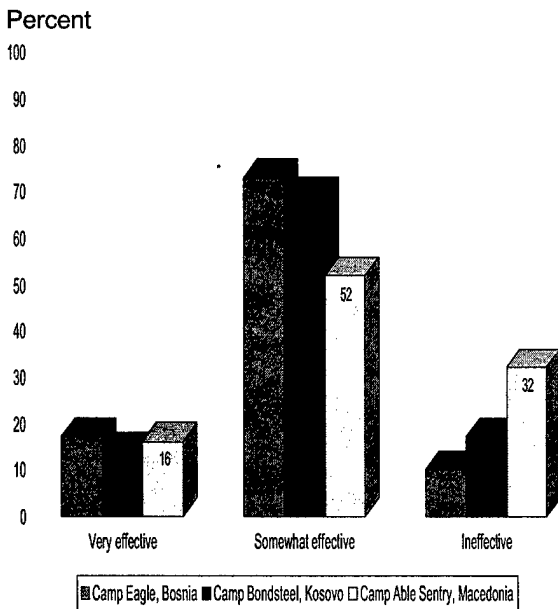
**Soldiers' perceptions of the effectiveness of quality of life actions in breaking the routine**



## **Soldiers Want a Break From the Routine**

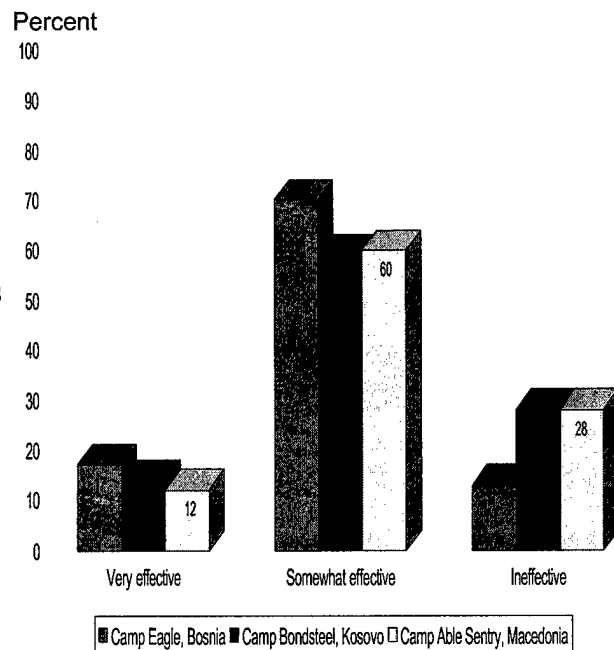
- The Army does not have a policy on time off because task force commanders determine work schedules and off-base leave policies.
- The majority of soldiers stated that the Army's quality-of-life activities effectively provided a break from their daily routine.
- One-third to nearly one-half of the soldiers at each camp, however, said that the Army's quality-of-life activities were ineffective in providing a break in daily routine.
- The most frequent complaints involved the lack of time away from the job and the inability to leave the camps when off duty.
- Commanders in the Balkans said that these issues are affected by force protection needs and troop ceilings.

# Effectiveness of Quality of Life Actions



**Effectiveness in helping to improve morale**

**Effectiveness in helping to control stress**



## **Effectiveness of Efforts to Provide a High Quality of Life**

- The Army's efforts to provide a high quality of life in the Balkans have helped to control stress and enhance morale.
- Among the minority that viewed the Army's programs and services as ineffective, there were important differences by camp, with the fewest people expressing concern in Camp Eagle and the most people expressing concern in Camp Able Sentry.
- At the time of our visits, the principal reasons for concern at Camp Able Sentry were the restrictive rules related to dress, firearms, and off-base access, given what soldiers saw as a more secure environment in Macedonia. However, since our visits, soldiers at Camp Able Sentry have been allowed day passes into Skopje and 4-day passes to other locations.
- Commanders are limited in what they can do to relieve stress and improve morale because of mission and force protection requirements.

## SUMMARY

- The Army has devoted a significant amount of attention to quality-of-life programs in the Balkans.
- The vast majority of soldiers we surveyed said the Army's efforts met or exceeded their quality-of-life expectations.
- Our survey, focus group sessions, personal observations, individual interviews, and reviews of documents revealed some areas of potential concern for commanders. These included
  - lack of space and privacy in the barracks, although Red Book standards were being met;
  - the small amount of time soldiers have away from their job and the mission; and
  - the cost of telephone calls to family and friends.

# Questionnaire Administered to Personnel in the Balkans

United States General Accounting Office

**GAO**

## Quality of Life of U.S. Forces Operating in the Balkans



The U.S. General Accounting Office (GAO)—an agency of the Congress—is reviewing the support of U.S. forces operating in the Balkans. Our review is being conducted at the request of the Senate Armed Services Committee, Subcommittee on Readiness and Management Support.

We are assessing quality of life and determining if there are opportunities to improve quality of life for U.S. forces operating in Bosnia, Kosovo, and Macedonia. To assess quality of life properly, we need to consider the experiences of men and women, like you, who have served in this theater of operations.



GAO will take steps to protect the privacy of the information you provide. For that reason, we have purposely not asked you to provide information that can easily identify you. Your responses will be aggregated in our report, and you will not be personally identified.

### Directions for Completing This Survey

We encourage you to answer each question as honestly and as completely as possible. Where we ask for your opinion, there are no right or wrong answers. Your honest opinions are what we seek.

The survey should take 15-20 minutes to complete. Providing information is voluntary; however, your views on these issues are very important to the Congress.

Before choosing an answer, please read each question and all possible response choices carefully. You may use a pen or pencil to mark your answers.

Some response choices are followed by a skip instruction. This instruction, to skip to another question following a response choice, is there to save you time and prevent you from answering questions that don't apply to you. If you select a response that is followed by "→Skip to Question \_\_\_," please skip to the question indicated and do not answer any questions between your current answer and the specified question.

You will be asked to supply two types of answers.

- Most often, you should select only one answer from a list of answer, but a few questions will ask you to mark multiple answers. For this type of question, you should black the bubble next to the one or more answers that best describe your situation or your opinion.
- A second type of question asks you to write a short answer. If you need additional space for your answer, it is provided on the last page of the survey. Be sure to indicate the question number when you write any additional comments on the last page.

Thank you in advance for your cooperation.

### Quality of Life

*If you have been deployed more than once to Bosnia, Kosovo, or Macedonia, please provide answers for only your current tour.*

1. Which of the following are the 3 most important factors affecting your quality of life at your current camp? Mark 3 answers.
  - Housing
  - Showers
  - Recreational facilities
  - Food services
  - Medical/dental services
  - Educational opportunities
  - Ability to communicate with family/friends
  - Entertainment
  - Religious services
  - Laundry services
  - PX facilities
  - Other (specify): \_\_\_\_\_

## Questionnaire Administered to Personnel in the Balkans

2. In your camp, how would you rate each of the following in meeting your quality of life expectations? **Mark one circle for each item.**

- Excellent  
 | --Very good  
 | | --Satisfactory  
 | | | --Available, but unacceptable  
 | | | | --Not available

- a. Housing
- b. Showers
- c. Recreational facilities
- d. Food services
- e. Medical/dental services
- f. Educational opportunities
- g. Ability to communicate with family/friends
- h. Entertainment
- i. Religious services
- j. Laundry services
- k. PX facilities
- l. Other (please specify): \_\_\_\_\_

3. For all items that you rated as "Available, but unacceptable" or "Not available," please tell us why you feel that way.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. How adequate or inadequate is your SEA hut with regard to the following 4 factors?

- All adequate  
 | --Marginally adequate  
 | | --Inadequate

- a. Privacy
- b. Comfort
- c. Amount of living space
- d. Amount of room for your belongings

5. How would you describe the food choices available to you at your camp's mess hall?

- More choices than needed are available at every meal
- More choices than needed are available at some meals
- About the right number of choices are available for each meal
- Fewer choices than needed are available at some meals
- Fewer choices than needed are available at every meal

6. Have you had to postpone a medical/dental procedure since you arrived in the Balkans?

- Yes
- No → Skip to Question 8

7. For each procedure that you had to postpone, please list the procedure, the reason why it was not performed, and how you resolved the problem (for example, by going to another camp to get the procedure). If you had to postpone more than two procedures, describe the other postponements on the last page of this questionnaire.

Procedure 1: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Procedure 2: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

8. Do you have access to computer/e-mail facilities for contacting family and friends when you would like to?

- Yes
- No (please explain why not): \_\_\_\_\_

9. Each time you use the following facilities, how long do you typically have to wait in line? **Mark one circle for each item.**

- Not applicable, I don't want to use that facility  
 | --Typically requires less than 15 minutes of waiting  
 | | --Typically requires 16 to 59 minutes of waiting  
 | | | --Typically requires 1-3 hours of waiting  
 | | | | --Typically requires more than 3 hours of waiting

- a. Computer for e-mailing
- b. Telephone to call home
- c. Educational tools

10. For the last 30 days, on how many days have you contacted a family member or friend by ...

- a. Telephone? \_\_\_\_\_ days out of the last 30 days
- b. E-mail? \_\_\_\_\_ days out of the last 30 days

11. Are the following recreational activities available at your camp and do you use them?

- It is available, and I use it  
 | --It is available, but I do not use it  
 | | --It is unavailable
- a. Sports facilities (for example, weights, machines, tables, and courts)
  - h. Recent newspapers/magazines
  - c. Satellite TV reception from the U.S.
  - d. Videotapes
  - e. USO shows

## Questionnaire Administered to Personnel in the Balkans

12. How effective are your camp's quality of life activities for ...
- Very effective  
 --Somewhat Effective  
 --Ineffective
- a. Helping you relax?  
   b. Helping you escape boredom?  
   c. Meeting others with similar interests?  
   d. Helping you stay physically fit?  
   e. Helping you stay mentally fit?  
   f. Helping you cope with stress?  
   g. Providing entertainment?  
   h. Providing a break from the routine?  
   i. Providing quiet time alone?  
   j. Improving your morale?

13. Do you believe that your leaders have done everything possible to provide you with the best quality of life possible?
- Yes
- No (please explain): \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

14. Do you believe that the parent command at your home station has established effective programs to help your dependents at home while you are deployed?
- Yes
- No (please explain): \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- Not applicable, I have no dependents at home

15. Aside from being away from your family and friends, what quality of life enhancements do you miss the most here as compared to home?
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

16. If you were in charge, what 3 things would you do immediately to improve quality of life at your camp?
- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_

17. Please identify any urgent changes or improvements that need to be made at your camp to improve quality of life?
- \_\_\_\_\_
- \_\_\_\_\_

18. Are there areas where the Army has gone overboard in providing for your quality of life?
- Yes (please describe them): \_\_\_\_\_
- \_\_\_\_\_
- No

**Background Information**

19. Which of the following paygrade groups describes you?
- E1-E5
- E6-E9
- Officer

20. What is the name of your current camp?
- Bosnia:**
- Camp Dohol
- Camp McGovern
- Comanche Base
- Camp Ogden
- Eagle Base/Tuzla Main

- Kosovo:**
- Camp Bondsteel
- Camp Montith
- Remote camp (please specify): \_\_\_\_\_

- Macedonia:**
- Camp Able Sentry

- Other:**
- Please specify: \_\_\_\_\_

21. Is this your first tour in the Balkans?
- Yes
- No

