

DMDC

Information and Technology for Better Decision Making

July 2003 Status of Forces Survey of Active-Duty Members

Overview Briefing

April 2004



Briefing Overview

- ✓ **Introduction**
- **Recurring measures**
- **Detailed tempo**
- **Spouse employment and child care**
- **Support programs/services**
- **Commissaries and exchanges**
- **Health care**
- **Housing issues**
- **Military/civilian comparisons**
- **Major findings**

Introduction

- Web-based, active-duty survey fielded July 21– August 28, 2003
- 32K Service members surveyed, weighted response rate of 35%
 - High quality data achieved (margins of error generally within +/-5 percentage points)
- Briefing includes the following:
 - Graphic displays of recurring item results
 - Statistical tests based on reporting categories of Service members
 - To determine whether opinions differ by reporting categories, e.g., Service, paygrade, gender
 - Tests compared each subgroup to its respective “all other” group
 - Summaries of key findings

Introduction

- Trend data compare July 2003 Status of Forces Survey (SOFS) of Active-Duty Members with
 - March 2003 Status of Forces Survey of Active-Duty Members
 - Web survey
 - 35K Service members surveyed; weighted response rate of 35%
 - July 2002 Status of Forces Survey of Active-Duty Members
 - Web survey
 - 38K Service members surveyed; weighted response rate of 32%
 - 1999 Active-Duty Survey
 - Paper-and-pencil survey
 - 66K Service and Coast Guard members surveyed; weighted response rate of 52%
 - Since active-duty SOFS excludes Coast Guard and Reservists on active duty, these members were excluded for comparability

Introduction

Reporting Categories

Service

- Army
- Navy
- Marine Corps
- Air Force

Paygrade

- E1-E4 • O1-O3
- E5-E9 • O4-O6

Location

- CONUS
- Overseas

Residence

- On base
- Off base

Ethnicity

- Non-Minority
- Minorities

Family status

- Single w/ kids
- Single w/o kids
- Married w/ kids
- Married w/o kids

Gender

- Male
- Female

Service by paygrade*

- | | |
|------------------------|-------------------------|
| • Army officer | • Army enlisted |
| • Navy officer | • Navy enlisted |
| • Marine Corps officer | • Marine Corps enlisted |
| • Air Force officer | • Air Force enlisted |

Gender by paygrade*

- Male enlisted
- Male officer
- Female enlisted
- Female officer

*Note: Service by Paygrade and Gender by Paygrade findings not mentioned in summaries, if majority finding already mentioned

Introduction

Use of Red/Yellow/Green Indicators With SATISFACTION and AGREEMENT Findings

How satisfied are you with each of the following?

- Green -- more satisfied → Very satisfied
 Satisfied
- Yellow -- less satisfied → Neither satisfied nor dissatisfied
- Red -- more dissatisfied → Dissatisfied
 Very dissatisfied

Indicate the extent to which you agree or disagree with the following statements.

- Green -- more agree → Strongly agree
 Agree
- Yellow -- less agree → Neither agree nor disagree
- Red -- more disagree → Disagree
 Strongly disagree

Introduction

Reading Reporting Categories Slides

KEY: More likely to increase desire to stay Less likely to increase desire to stay More likely to decrease desire to stay		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Impact of time away on desire to stay	Increase	9	8	10	13	9	10	9	9	7	8	6	10	9	13	10	9
	Decrease	22	25	22	23	18	29	18	19	12	25	21	24	14	24	14	19	15

Margins of error within +/- 4%

KEY: More likely to increase desire to stay Less likely to increase desire to stay More likely to decrease desire to stay		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Impact of time away on desire to stay	Increase	9	9	10	10	9	8	11	12	12	8	7	10	8	9	8	9
	Decrease	22	22	22	23	22	22	23	23	26	18	25	23	17	24	13	22	22

Margins of error within +/- 4%

Positive response • Increased • Satisfied • Agree • Etc.	More Positive <hr style="border: 1px solid red;"/>	More Negative <hr style="border: 1px solid red;"/>	Negative response • Decreased • Dissatisfied • Disagree • Etc.
	Less Positive <hr style="border: 1px solid yellow;"/>		

Briefing Overview

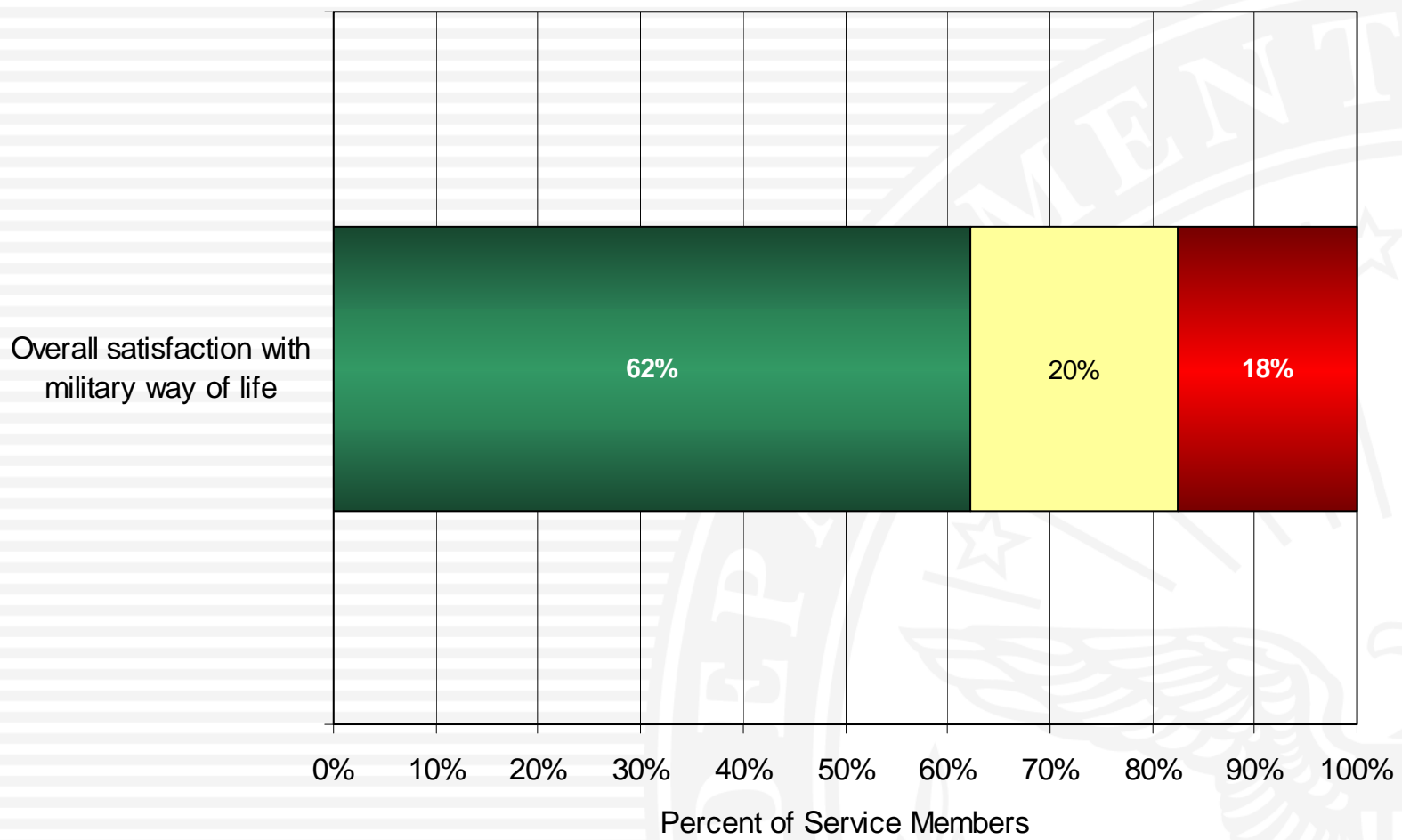
- Introduction
- ✓ Recurring measures
- Detailed tempo
- Spouse employment and child care
- Support programs/services
- Commissaries and exchanges
- Health care
- Housing issues
- Military/civilian comparisons
- Major findings

Recurring Measures

- ✓ **Satisfaction**
- **Retention**
- **Personal and unit preparedness**
- **Personal and work stress**
- **Tempo**

Satisfaction

Overall Military Way of Life



Margins of error within +/- 1% ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied

Satisfaction

Overall Military Way of Life

Percent of Service Members

KEY: More satisfied Less satisfied More dissatisfied		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
		Overall satisfaction w/ military way of life	SAT	62	57	61	57	72	46	70	75	84	54	74	58	81	54	85
	DIS	18	20	20	19	11	26	13	11	7	22	13	22	8	21	5	11	8

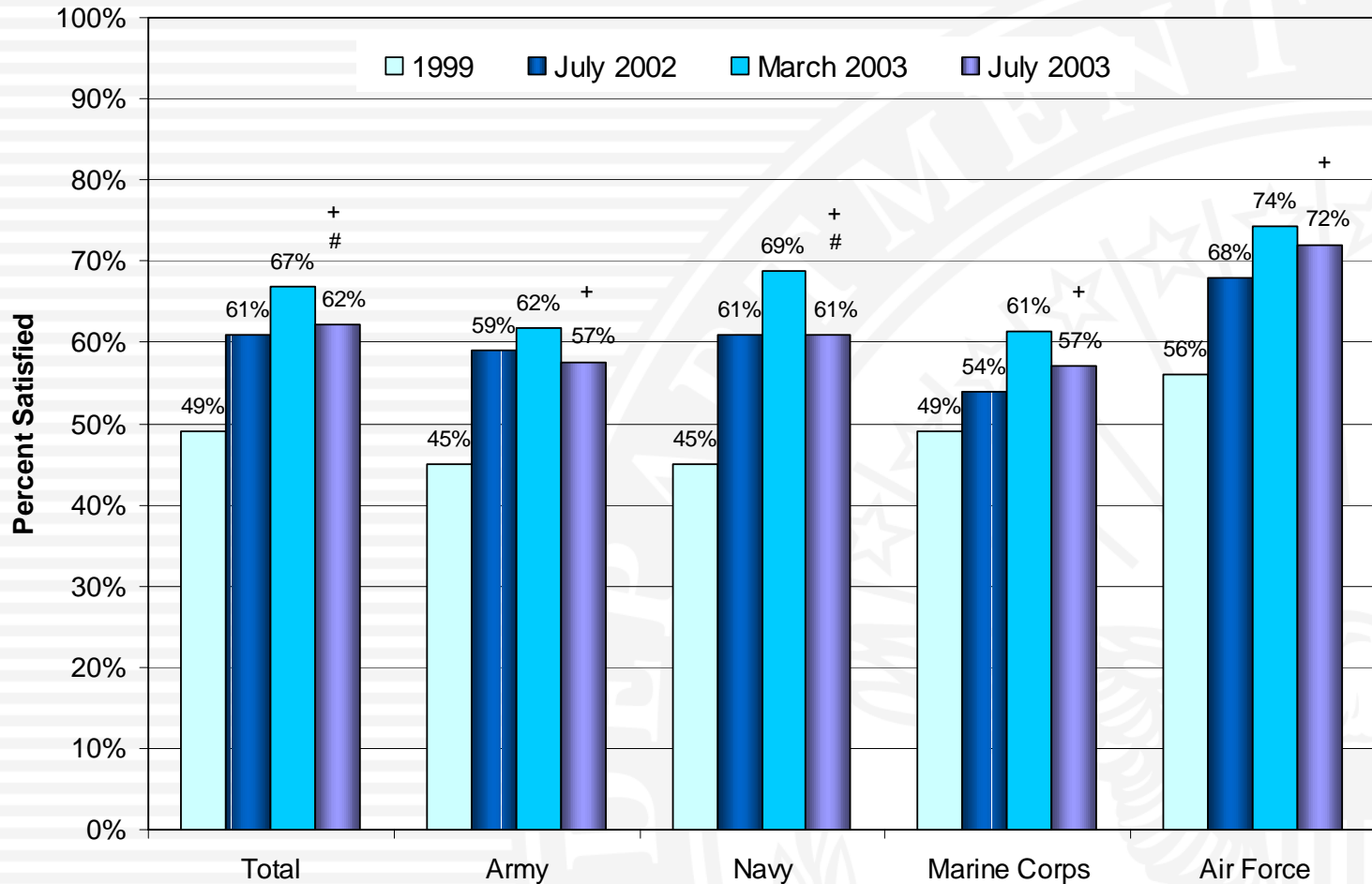
Margins of error within +/- 3%

KEY: More satisfied Less satisfied More dissatisfied		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
		Overall satisfaction w/ military way of life	SAT	62	63	59	56	67	63	61	66	53	71	60	59	80	60	75
	DIS	18	17	21	21	15	17	18	15	22	13	20	19	9	19	13	17	18

Margins of error within +/- 5%

Satisfaction

Overall Military Way of Life Trends



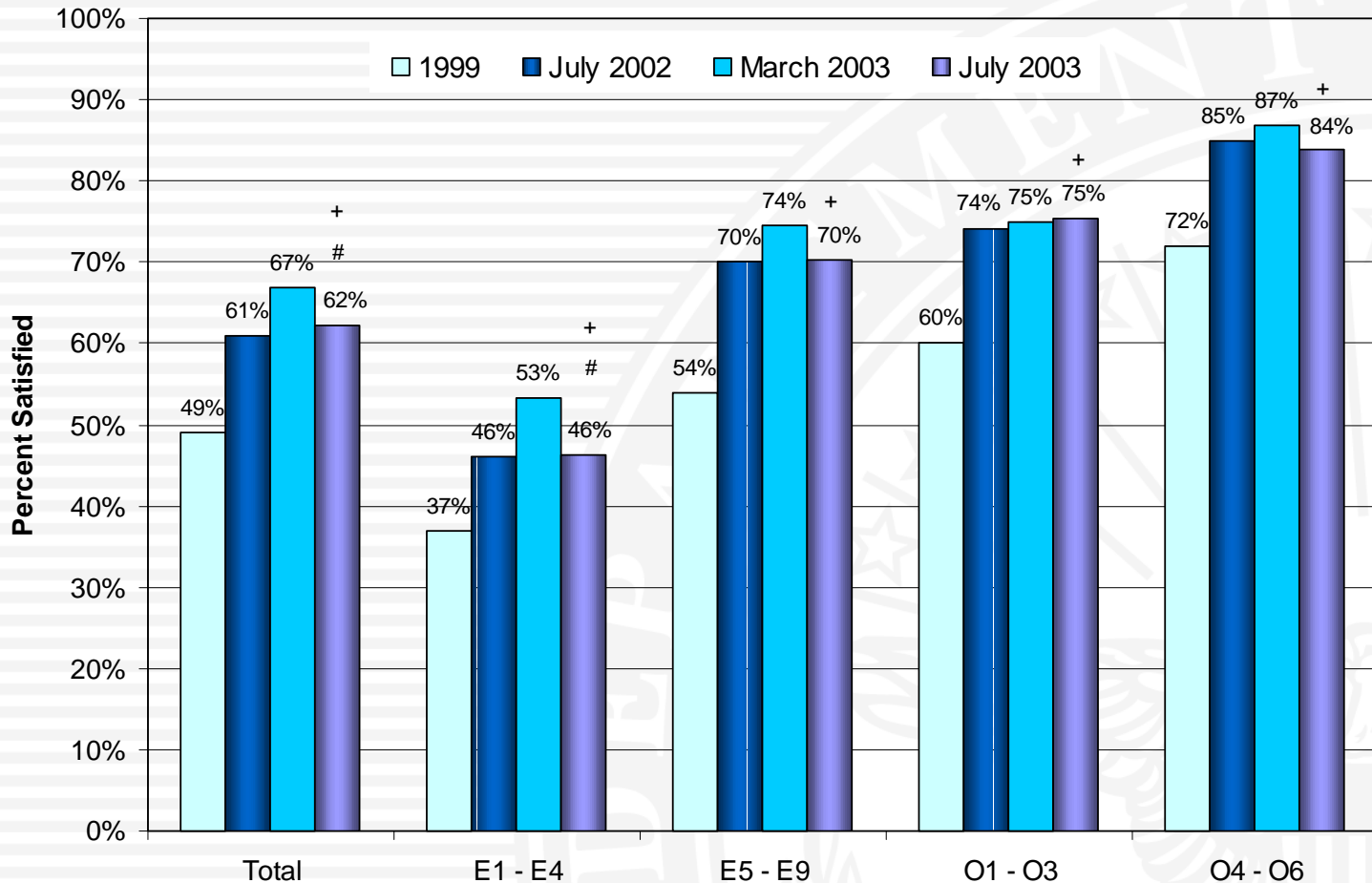
Margins of error within +/- 4%

+ = Significant difference between 1999 and July 2003
 * = Significant difference between July 2002 and July 2003
 # = Significant difference between March and July 2003

ADS99(Member)
 Q51
 SOFA0207
 Q52
 SOFA0303
 Q3
 SOFA0307
 Q22

Satisfaction

Overall Military Way of Life Trends



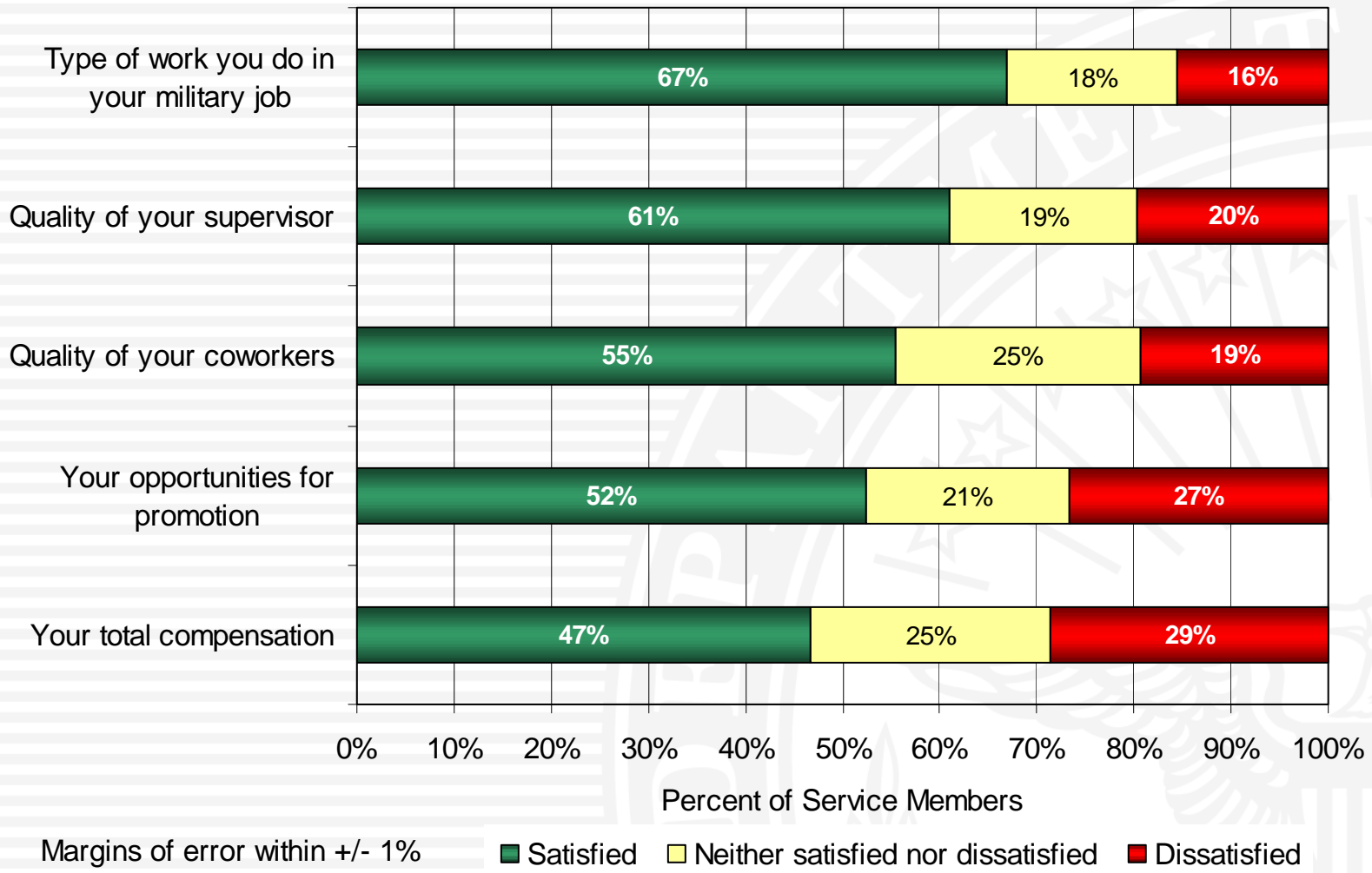
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ADS99(Member)
 Q51
 SOFA0207
 Q52
 SOFA0303
 Q3
 SOFA0307
 Q22

Satisfaction

Aspects of Military Service



Satisfaction

Aspects of Military Service

Percent of Service Members

KEY: More satisfied Less satisfied More dissatisfied		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Type of work you do in your military job	SAT	67	64	67	68	70	57	71	75	86	61	80	65	82	66	82	68	79
	DIS	16	18	15	14	13	22	13	11	5	20	9	16	8	15	7	15	9
Quality of your supervisor	SAT	61	54	59	63	71	55	62	72	78	51	68	57	75	61	78	69	78
	DIS	20	25	21	19	13	25	18	13	10	27	15	22	12	20	9	14	9
Quality of your coworkers	SAT	55	52	53	58	62	47	56	73	84	48	71	49	76	55	83	56	82
	DIS	19	20	22	17	16	25	19	9	4	23	10	24	9	19	6	19	4
Your opportunities for promotion	SAT	52	49	48	52	62	44	53	75	64	45	69	44	72	49	77	59	70
	DIS	27	29	33	25	18	31	27	9	19	32	13	36	14	27	11	19	13
Your total compensation	SAT	47	43	46	42	55	37	46	74	77	37	68	41	74	38	74	50	78
	DIS	29	33	30	32	21	34	29	12	13	35	19	32	14	34	12	24	10

Margins of error within +/- 4%

Satisfaction

Aspects of Military Service (Continued)

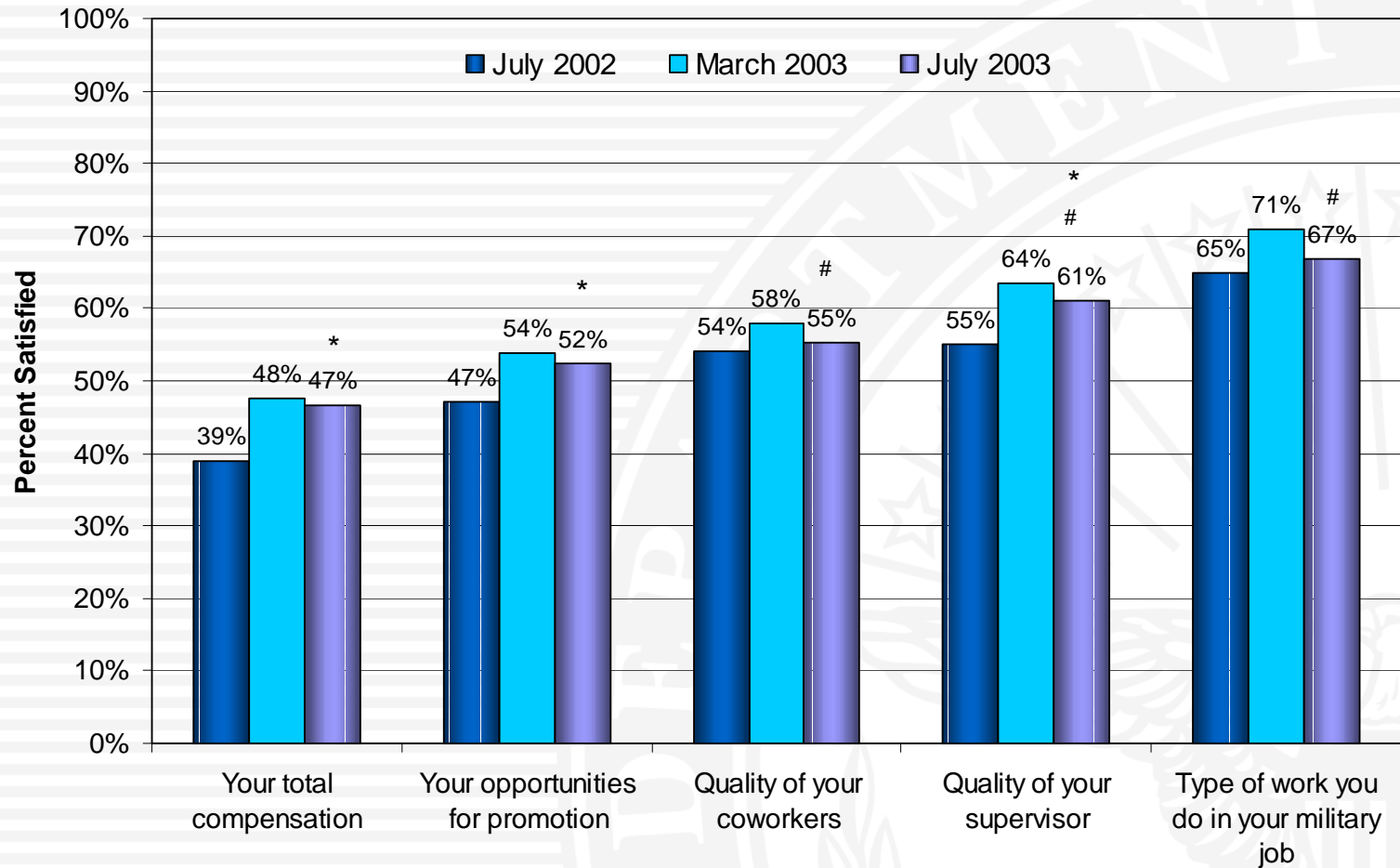
Percent of Service Members

KEY: More satisfied Less satisfied More dissatisfied		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Type of work you do in your military job	SAT	67	68	63	62	70	67	67	70	59	73	66	65	80	62	80	67
	DIS	16	15	18	18	14	15	16	15	19	12	18	17	9	19	9	15	17
Quality of your supervisor	SAT	61	61	60	59	63	63	58	60	58	64	60	59	74	55	72	62	58
	DIS	20	19	22	22	18	19	21	21	22	18	20	21	11	25	16	19	23
Quality of your coworkers	SAT	55	56	52	53	58	55	56	54	52	60	54	52	78	48	73	56	52
	DIS	19	19	19	20	19	20	18	17	22	17	21	21	7	26	10	19	23
Your opportunities for promotion	SAT	52	52	53	50	54	54	50	48	51	54	51	49	71	50	70	52	53
	DIS	27	27	26	27	27	25	28	32	25	27	28	29	13	31	14	26	28
Your total compensation	SAT	47	46	52	41	51	49	44	46	42	50	49	40	72	49	78	46	53
	DIS	29	30	24	30	27	27	32	31	31	27	27	32	15	26	12	29	24

Margins of error within +/- 5%

Satisfaction

Aspects of Military Service Trends



* = Significant difference between July 2002 and July 2003
 # = Significant difference between March and July 2003

Margins of error within +/- 2%

SOFA0207
 Q51
 SOFA0303
 Q2
 SOFA0307
 Q21

Satisfaction

Summary of Findings

July 2003 Findings

- 62% satisfied with overall military way of life
 - Led by Air Force, E5-E9s, commissioned officers, members living off base, and married with children
- 18% dissatisfied with overall military way of life
 - Led by Army, E1-E4s, Navy enlisted, members living on base, singles without children, and enlisted males
- 52% to 67% satisfied with 4 out of 5 aspects of military life
 - Highest satisfaction with *type of work you do* and lowest satisfaction with *total compensation*

Satisfaction

Summary of Findings

March 2003 – July 2003 Trends

- Overall satisfaction with military way of life down 5 percentage points
 - Led by Navy (down 8 percentage points) and E1-E4s (down 7 percentage points)
- Satisfaction down for 3 aspects of military service
 - *Quality of your coworkers* down 3 percentage points
 - *Quality of your supervisor* down 3 percentage points
 - *Type of work you do* down 4 percentage points

July 2002 – July 2003 Trends

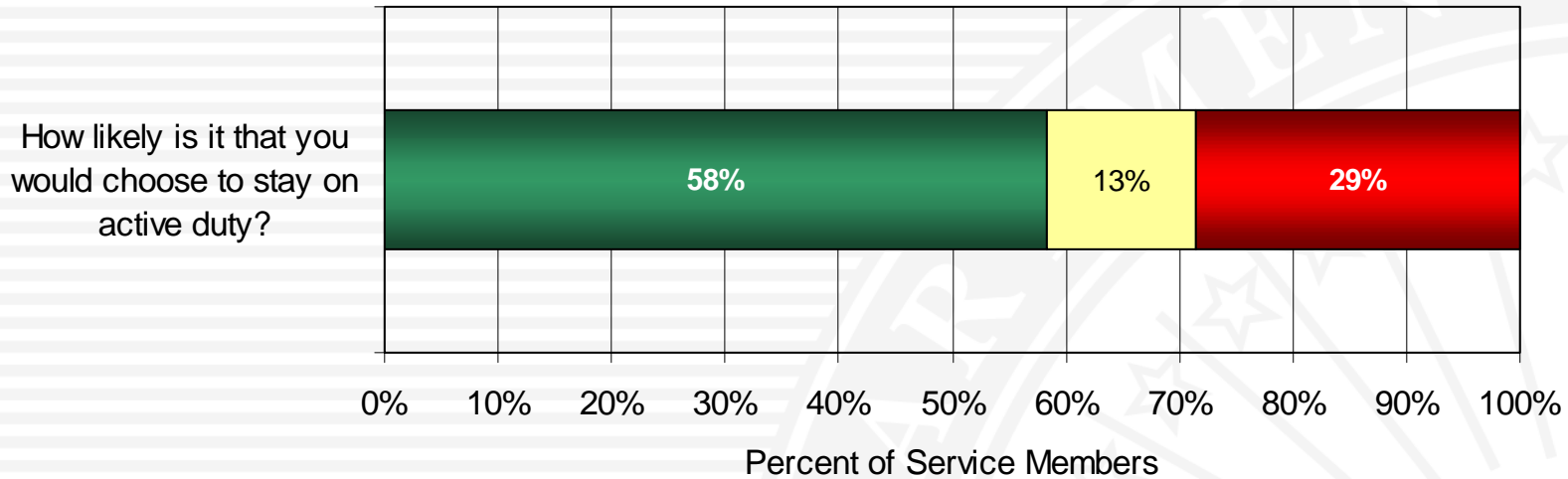
- Satisfaction up for 3 aspects of military service
 - *Total compensation* up 8 percentage points
 - *Opportunities for promotion* up 5 percentage points
 - *Quality of your supervisor* up 6 percentage points

Recurring Measures

- **Satisfaction**
- ✓ **Retention**
- **Personal and unit preparedness**
- **Personal and work stress**
- **Tempo**

Retention

Likelihood To Stay on Active Duty



Margins of error within +/- 1%

■ Likely ■ Neither likely nor unlikely ■ Unlikely

Retention

Likelihood To Stay on Active Duty

Percent of Service Members

Likelihood of staying on active duty	KEY: More likely Less likely More unlikely																
		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted
Likely	58	55	60	49	65	39	71	67	75	52	68	59	72	46	74	64	72
Unlikely	29	32	27	37	22	43	19	20	16	34	21	28	18	39	17	23	17

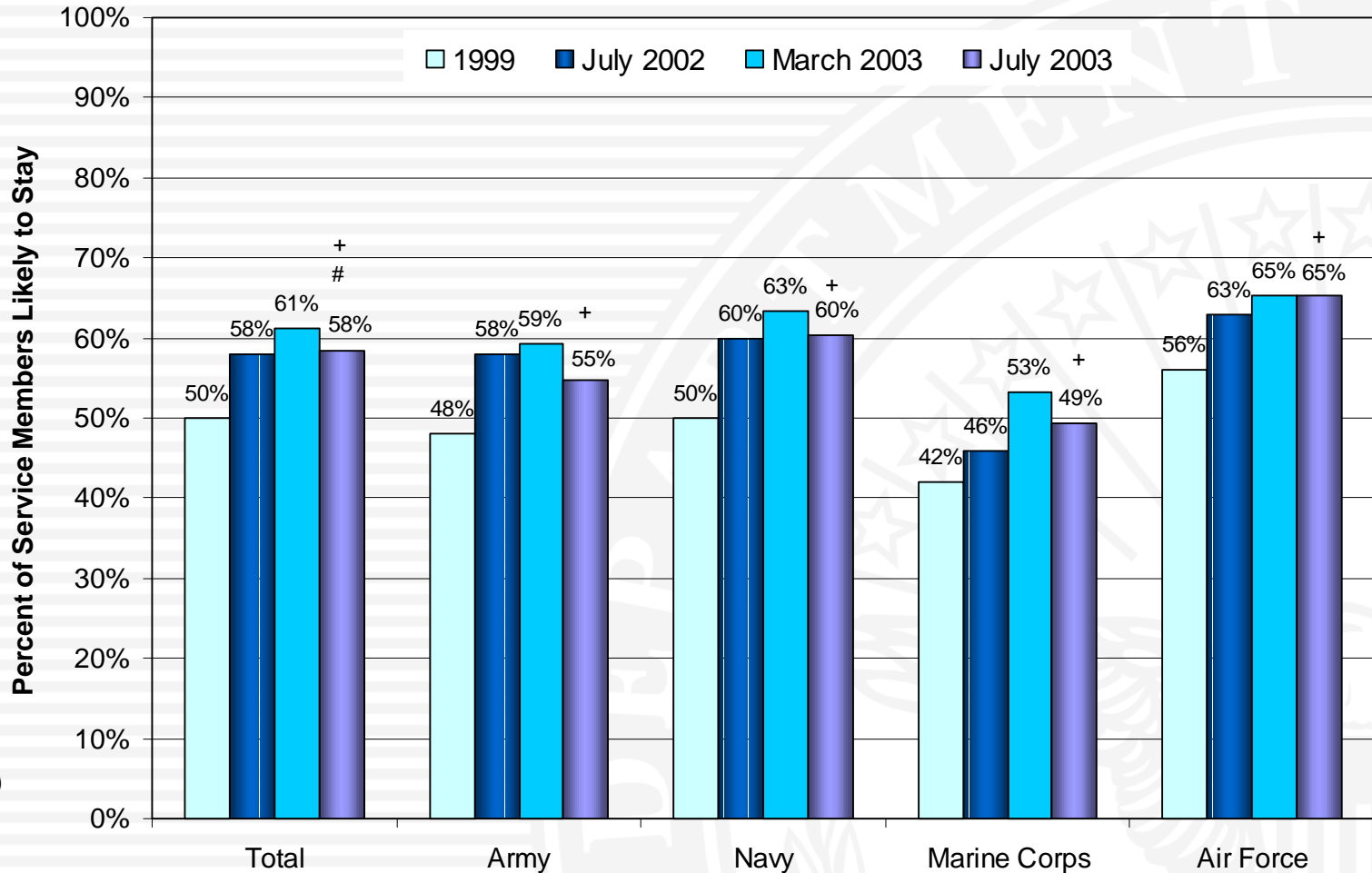
Margins of error within +/- 3%

Likelihood of staying on active duty	KEY: More likely Less likely More unlikely																
		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male
Likely	58	59	56	51	64	58	59	71	43	71	56	57	72	53	63	59	55
Unlikely	29	29	28	34	24	30	27	19	39	20	30	30	17	34	25	28	32

Margins of error within +/- 4%

Retention

Likelihood To Stay on Active Duty Trends



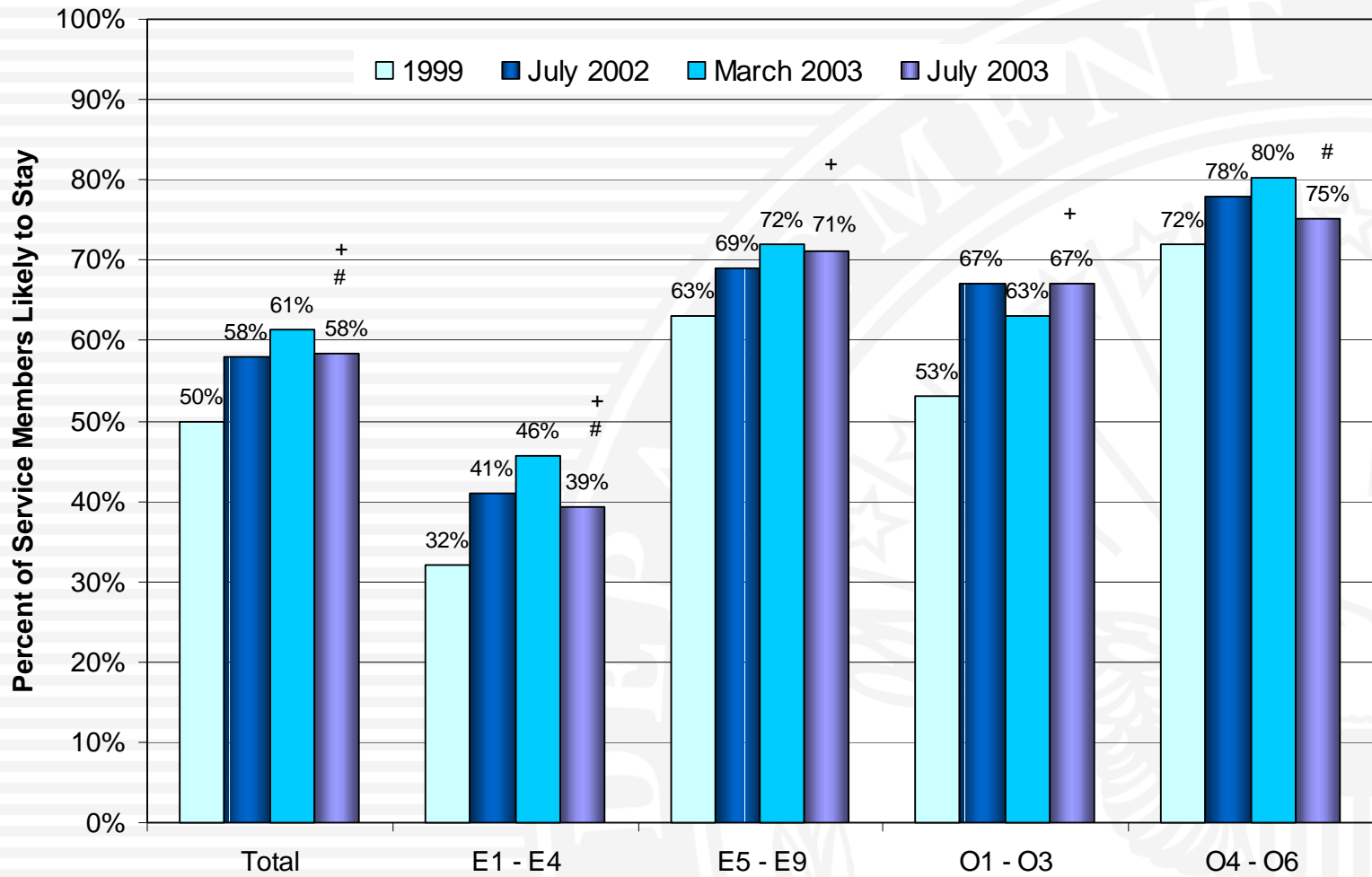
Margins of error within +/- 4%

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ADS99(Member)
 Q32
 SOFA0207
 Q22
 SOFA0303
 Q6
 SOFA0307
 Q23

Retention

Likelihood To Stay on Active Duty Trends



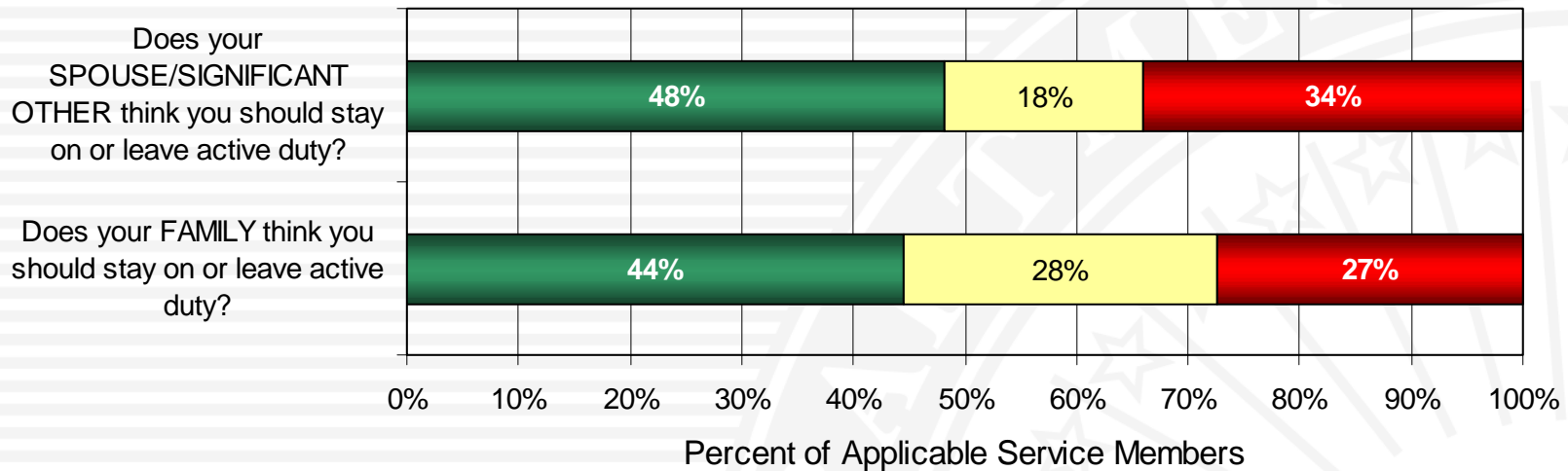
Margins of error within +/- 3%

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ADS99(Member)
 Q32
 SOFA0207
 Q22
 SOFA0303
 Q6
 SOFA0307
 Q23

Retention

Support To Stay on Active Duty



Margins of error within +/- 2%

■ Favors staying ■ No opinion ■ Favors leaving

Retention

Support To Stay on Active Duty

Percent of Applicable Service Members

KEY: More likely to favor staying Less likely to favor staying More likely to favor leaving		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Spouse or significant other	Stay	48	45	49	43	54	33	57	53	58	44	52	48	55	41	57	52	59
	Leave	34	39	32	37	29	44	28	30	31	39	36	32	29	39	28	29	28
Family	Stay	44	39	47	42	50	38	49	48	49	38	44	47	50	41	50	50	52
	Leave	27	35	24	27	21	31	25	21	25	36	30	24	20	28	19	22	20

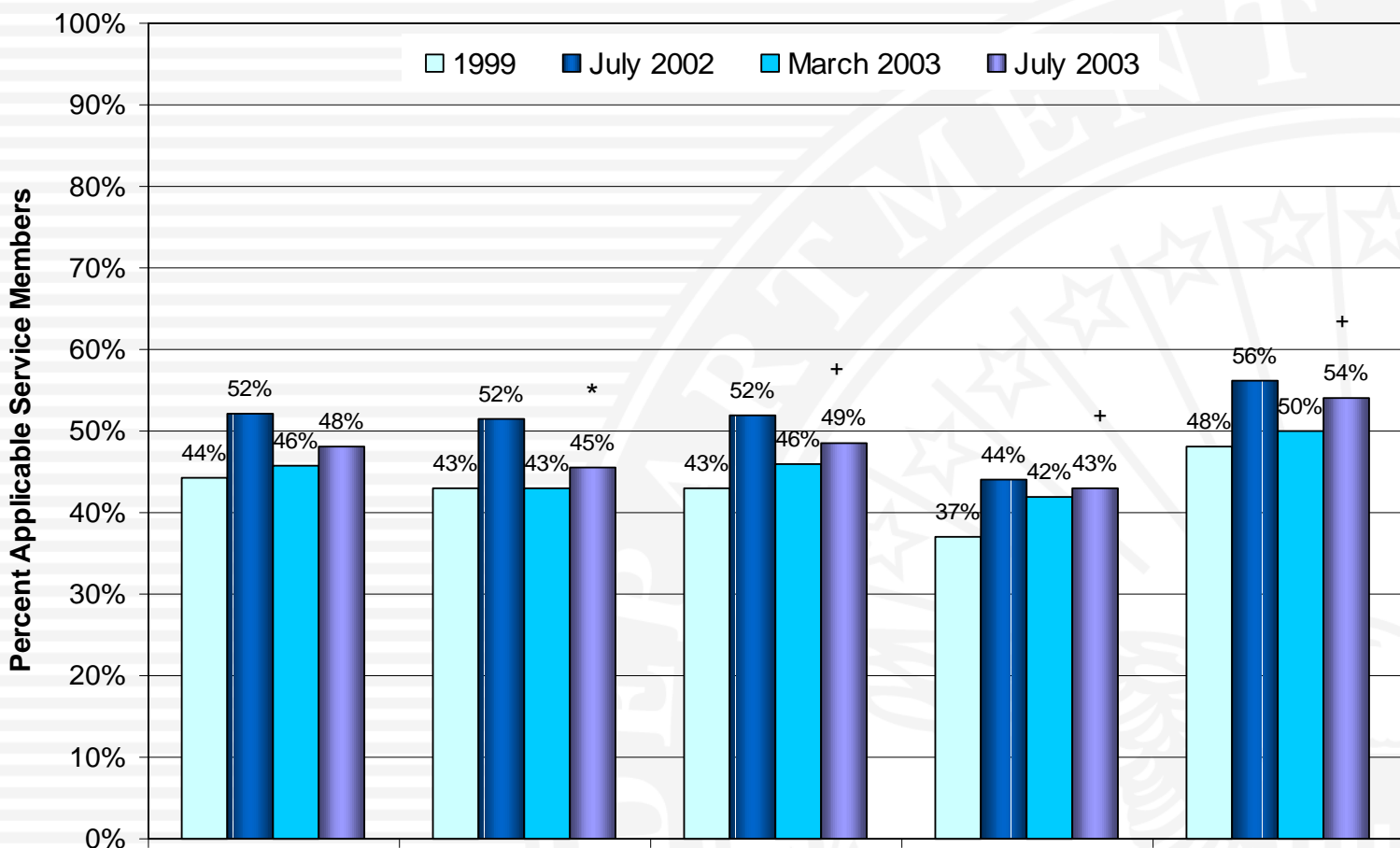
Margins of error within +/- 4%

KEY: More likely to favor staying Less likely to favor staying More likely to favor leaving		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Spouse or significant other	Stay	48	49	46	44	51	48	49	43	28	58	48	47	56	42	51	49	44
	Leave	34	34	34	36	33	35	32	29	41	30	37	34	31	36	33	34	36
Family	Stay	44	45	41	42	46	44	45	50	38	50	44	44	48	43	49	45	44
	Leave	27	27	29	29	27	27	28	25	29	26	28	27	23	33	26	27	32

Margins of error within +/- 6%

Retention

Spouse/Significant Other Support To Stay on Active Duty Trends



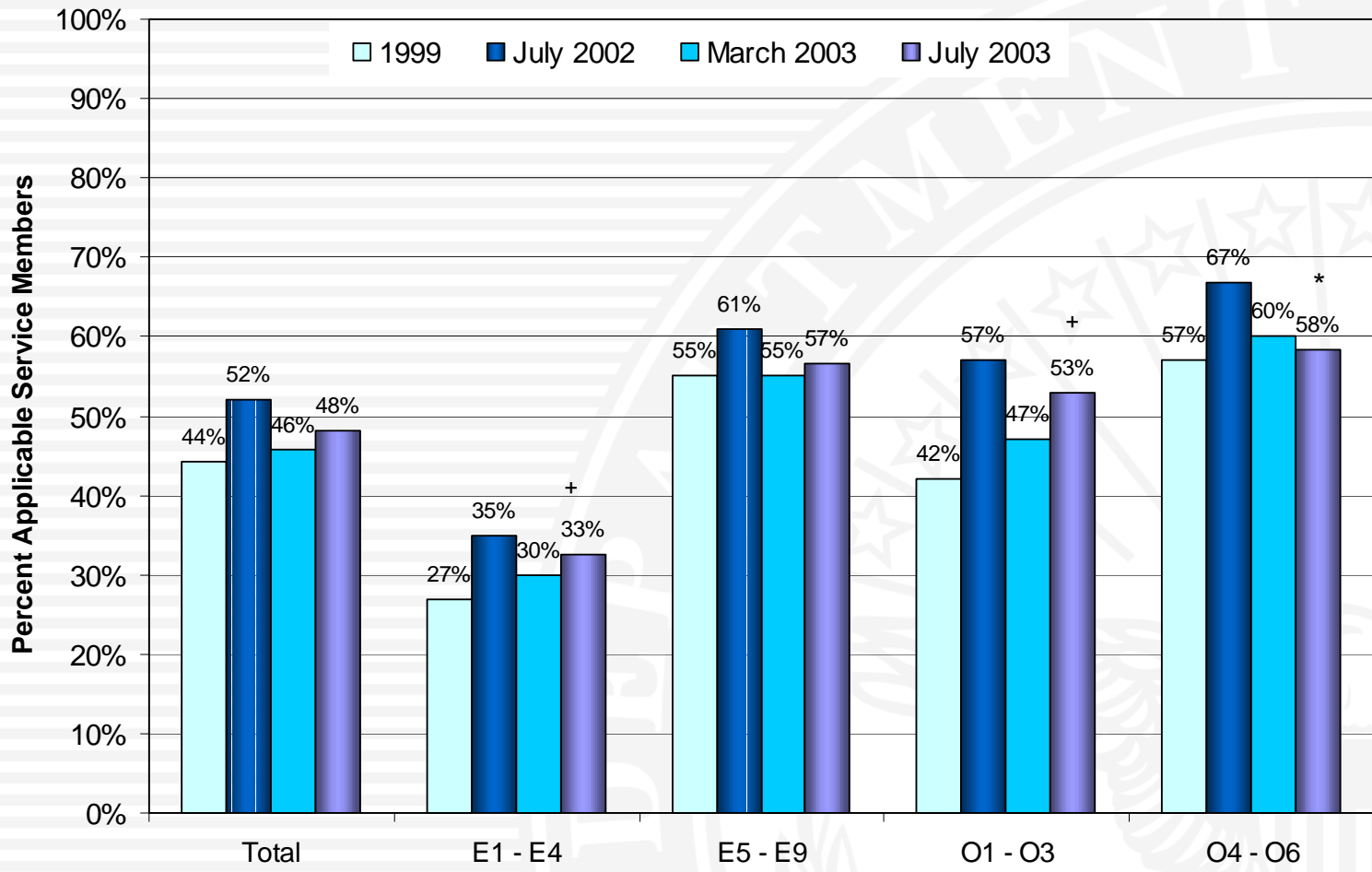
Margins of error within +/- 4%

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 # = Significant difference between March and July 2003

ADS99(Member)
 Q34
 SOFA0207
 Q26
 SOFA0303
 Q36
 SOFA0307
 Q24, Q25

Retention

Spouse/Significant Other Support To Stay on Active Duty Trends



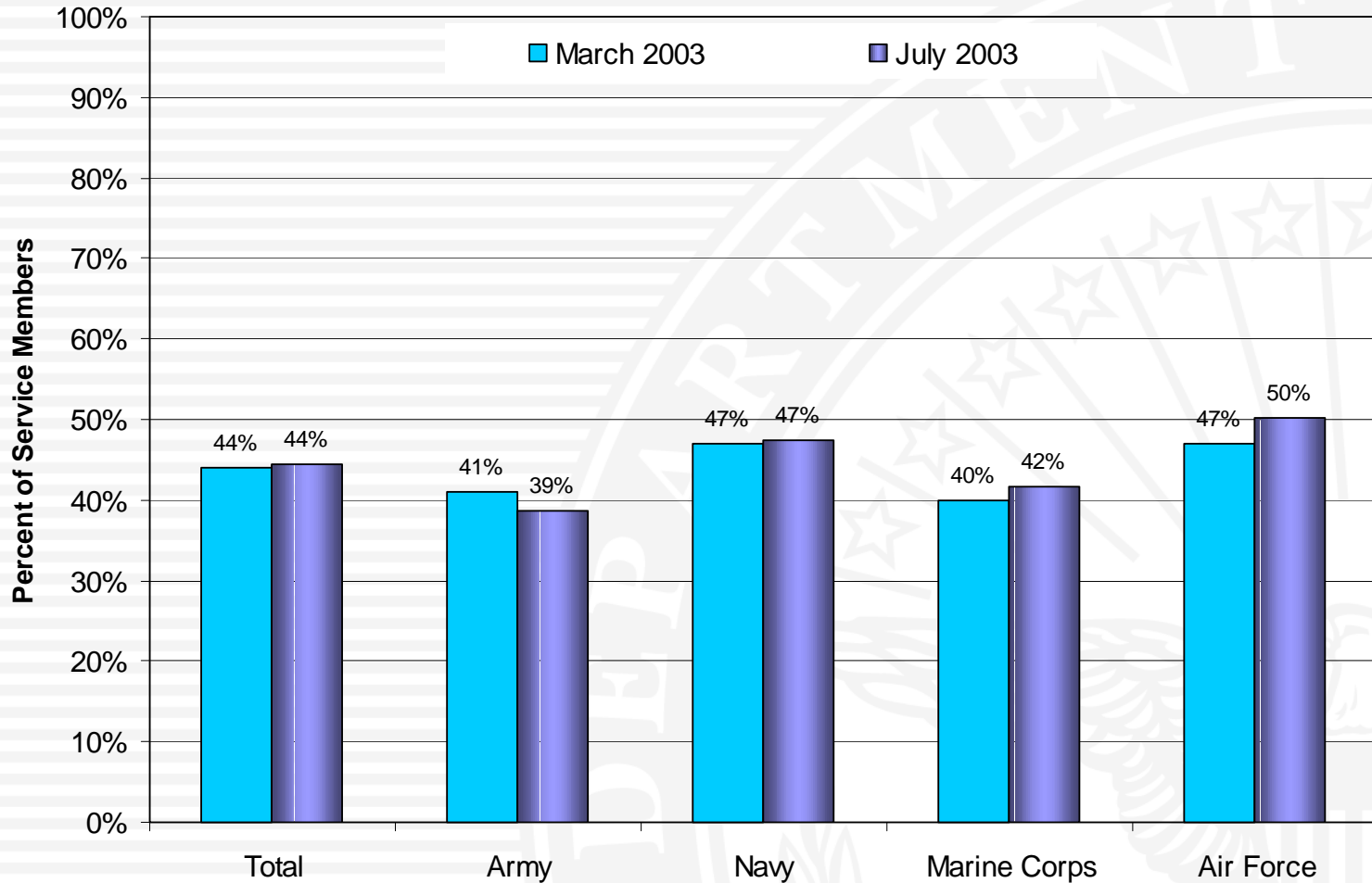
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ADS99(Member)
 Q34
 SOFA0207
 Q26
 SOFA0303
 Q36
 SOFA0307
 Q24, Q25

Retention

Family Support To Stay on Active Duty Trends

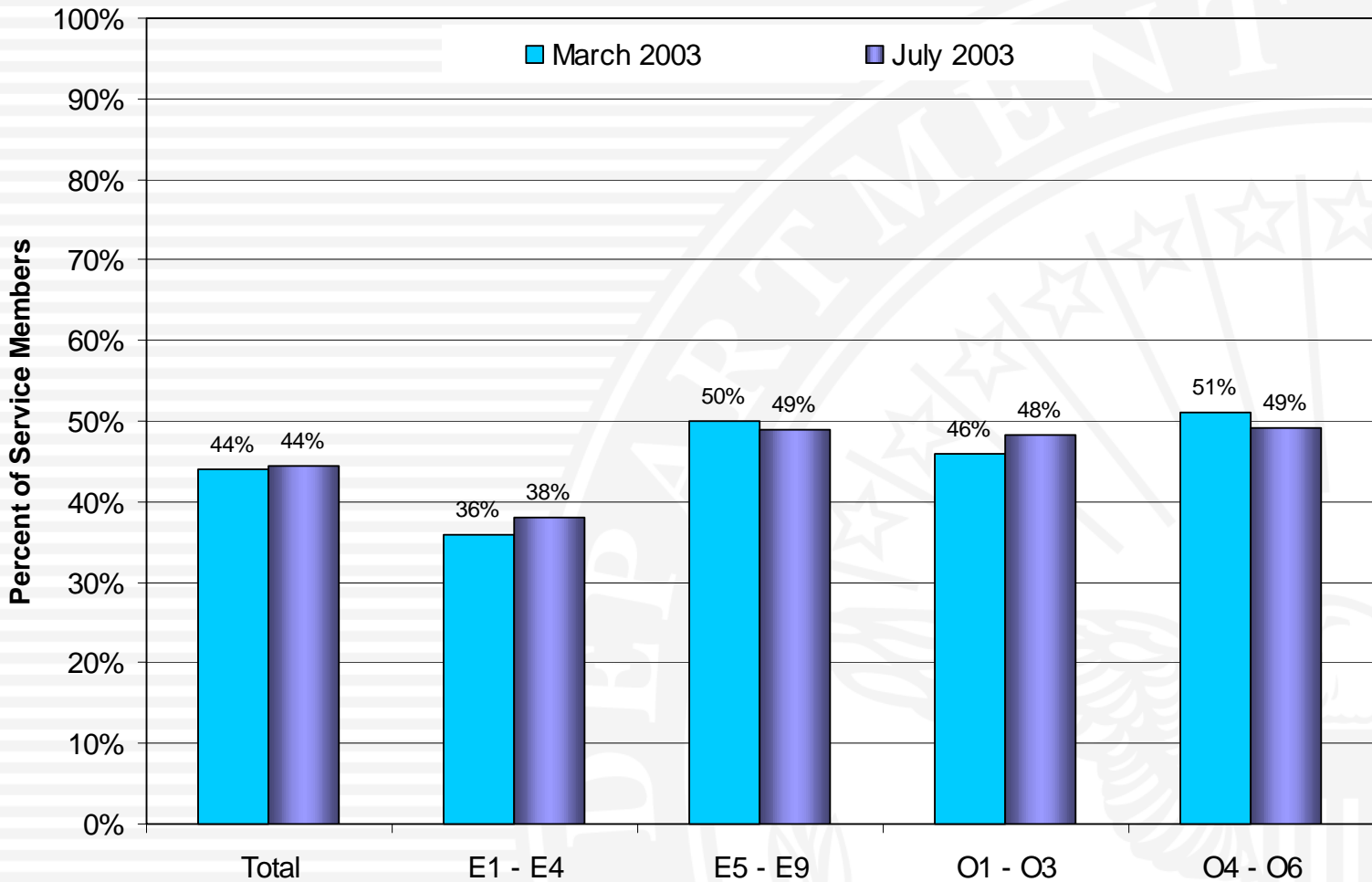


Margins of error within +/-3 %

= Significant difference between March and July 2003

Retention

Family Support To Stay on Active Duty Trends



Margins of error within +/- 3%

= Significant difference between March and July 2003

Retention

Summary of Findings

July 2003 Findings

- 58% likely to stay
 - More likely to stay led by Air Force, E5-E9s, O1-O3s, O4-O6s, officers of all Services, members living off base, singles with children, married with children, and males
 - More unlikely to stay led by Army, Marine Corps, E1-E4s, members living on base, singles without children, enlisted males, and females
- 48% of spouses/significant others support staying on active duty
 - Support staying led by Air Force, E5-E9s, O1-O3s, O4-O6s, Navy officers, Marine Corps officers, members living off base, married with children, and males
 - Support leaving led by Army, E1-E4s, and singles without children
- 44% of the families support staying on active duty
 - Support staying led by Air Force, E5-E9s, O1-O3s, O4-O6s, Navy officers, Marine Corps officers, married with children, and male officers
 - Support leaving led by Army, E1-E4s, and females

Retention

Summary of Findings

March 2003 – July 2003 Trends

- Retention intentions declined 3 percentage points
 - Led by E1-E4s and O4-O6s

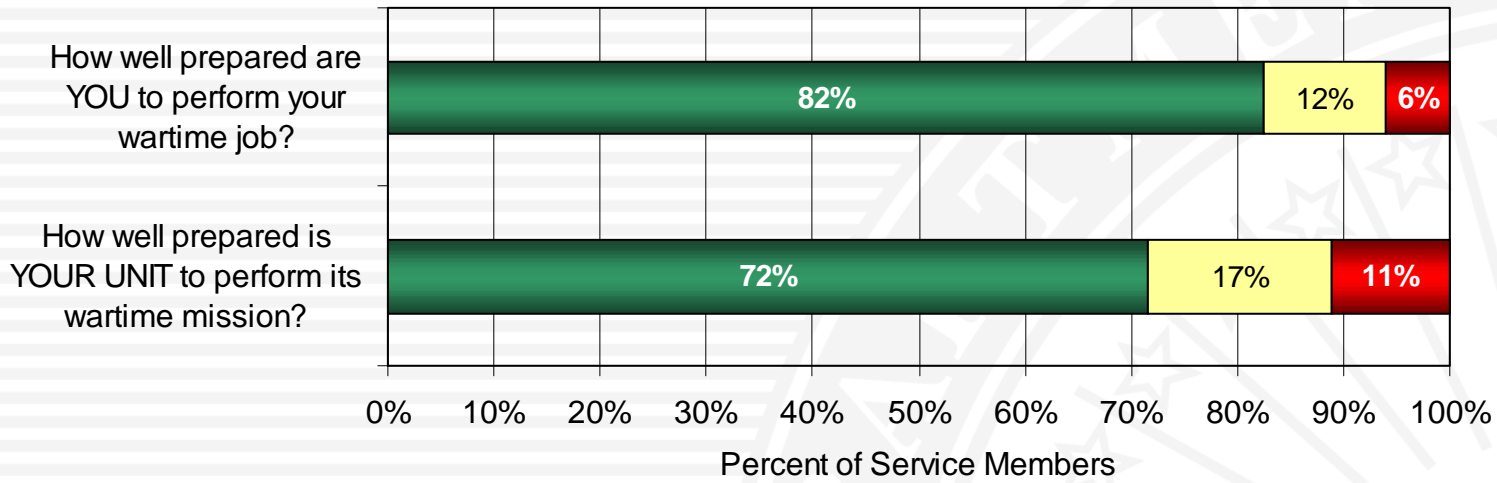
July 2002 – July 2003 Trends

- Spouse/significant other support for staying on active duty declined for Army and O4-O6s

Recurring Measures

- Satisfaction
- Retention
- ✓ Personal and unit preparedness
- Personal and work stress
- Tempo

Personal and Unit Preparedness To Perform Wartime Mission



Margins of error within +/- 1%

Well prepared Neither well nor poorly prepared Poorly prepared

Personal and Unit Preparedness To Perform Wartime Mission

Percent of Service Members

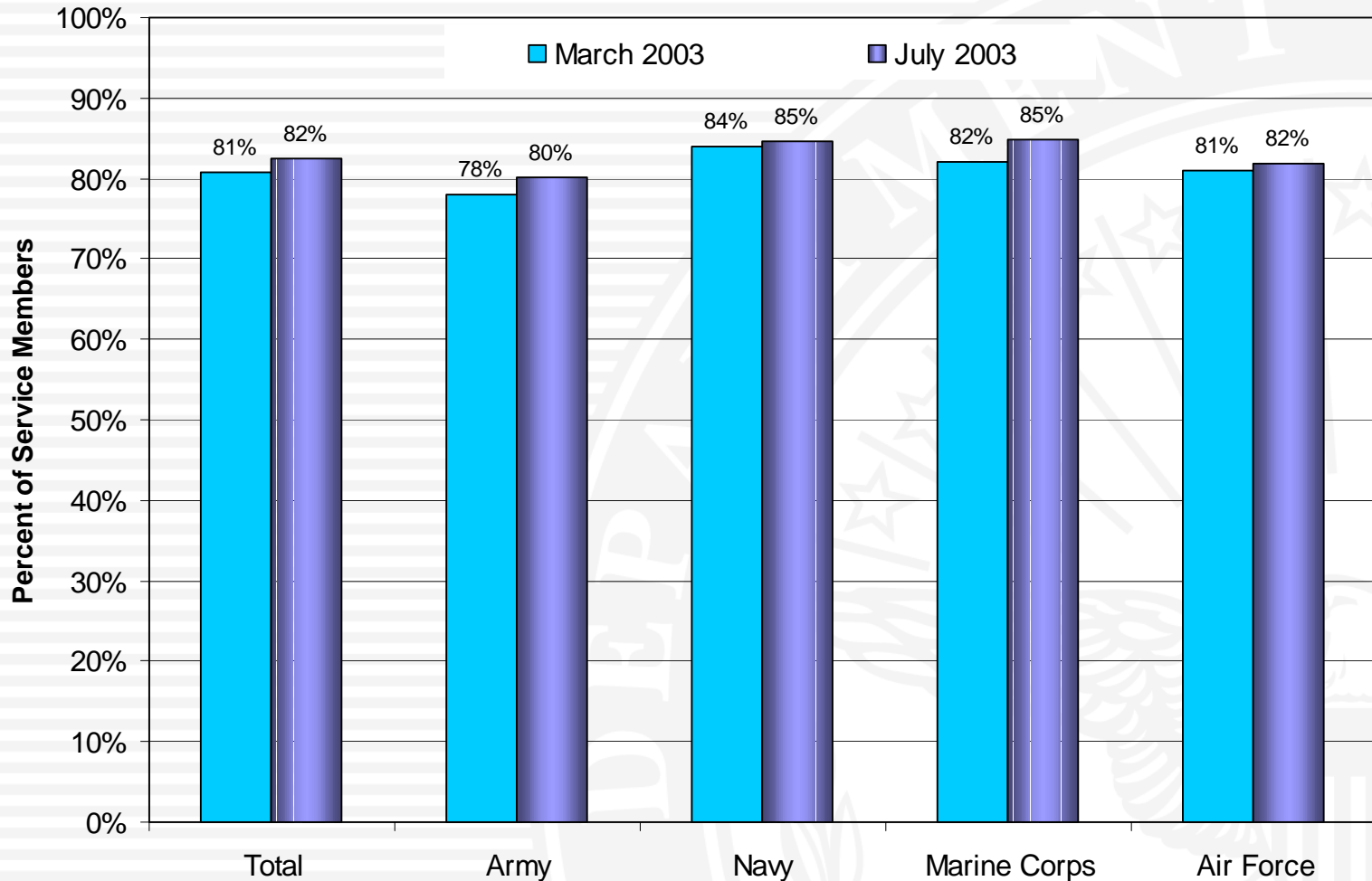
KEY: More well prepared Less well prepared More poorly prepared		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Individual preparedness	Well	82	80	85	85	82	77	87	79	88	80	83	84	88	84	89	83
	Poorly	6	7	4	5	6	8	4	7	4	8	5	5	3	6	3	6	8
Unit preparedness	Well	72	59	77	76	79	70	72	74	77	57	67	77	78	76	80	80	78
	Poorly	11	18	8	8	8	13	11	8	5	19	9	8	5	8	4	8	6

Margins of error within +/- 3%

KEY: More well prepared Less well prepared More poorly prepared		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Individual preparedness	Well	82	83	80	80	84	83	81	82	78	87	80	84	84	72	73	84
	Poorly	6	6	7	7	5	6	6	5	7	4	7	6	5	9	10	5	9
Unit preparedness	Well	72	72	69	70	72	72	71	73	70	73	71	71	75	69	71	72	69
	Poorly	11	11	13	12	10	11	11	9	12	10	13	12	7	13	9	11	12

Margins of error within +/- 4%

Personal Preparedness To Perform Wartime Mission Trends

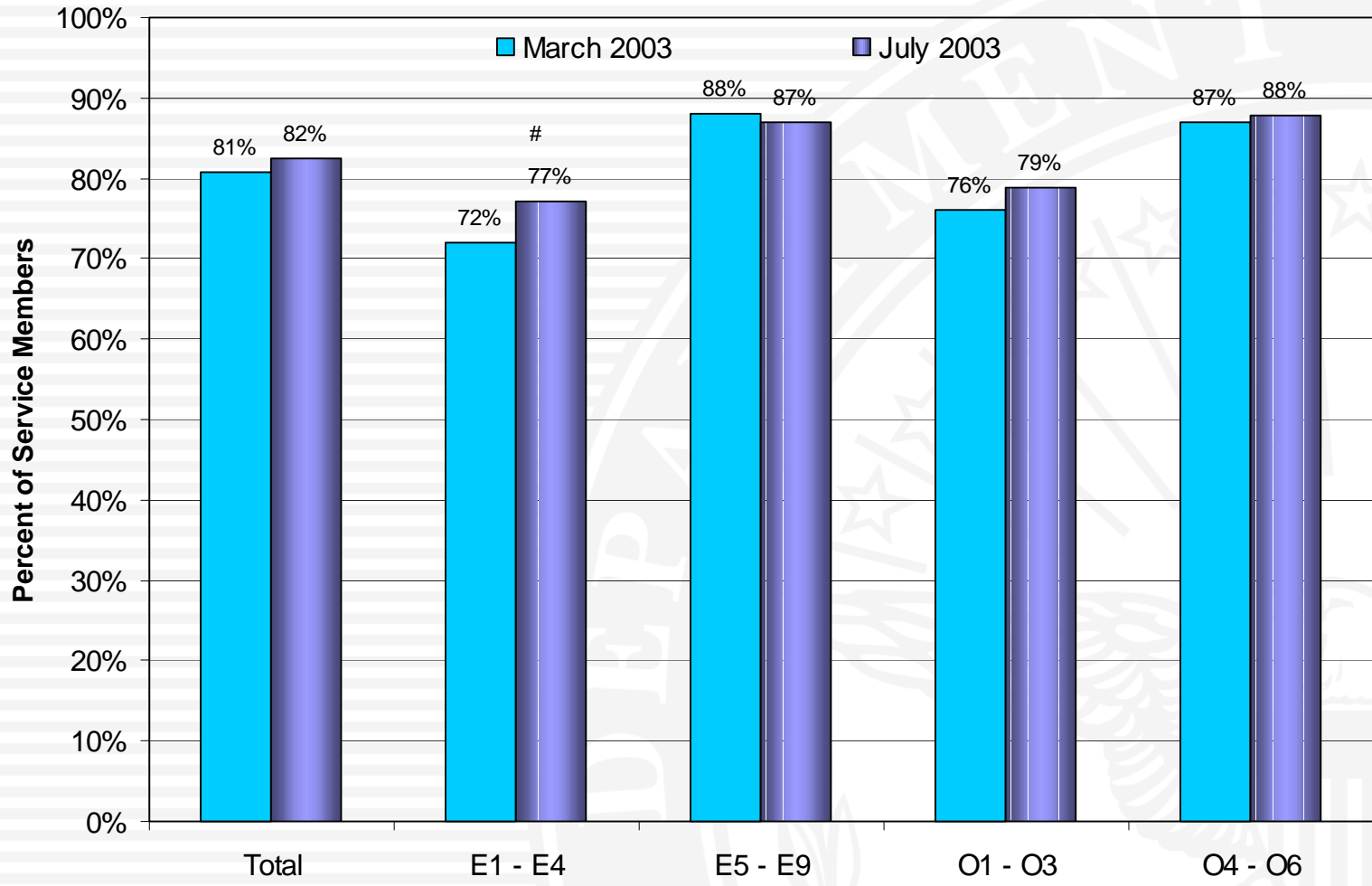


SOFA0303
Q18
SOFA0307
Q33

Margins of error within +/-3 %

= Significant difference between March and July 2003

Personal Preparedness To Perform Wartime Mission Trends

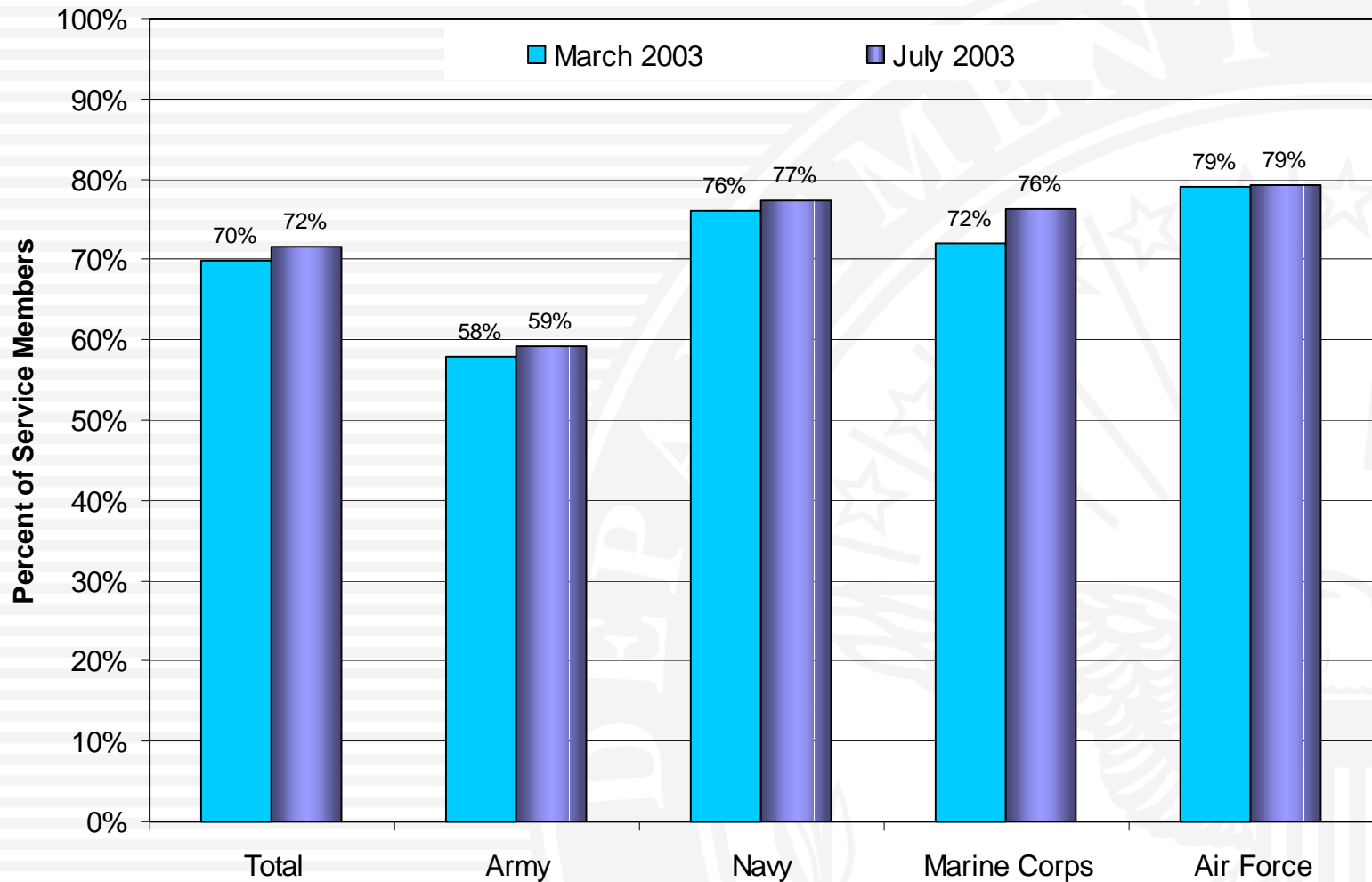


SOFA0303
Q18
SOFA0307
Q33

Margins of error within +/- 2%

= Significant difference between March and July 2003

Unit Preparedness To Perform Wartime Mission Trends

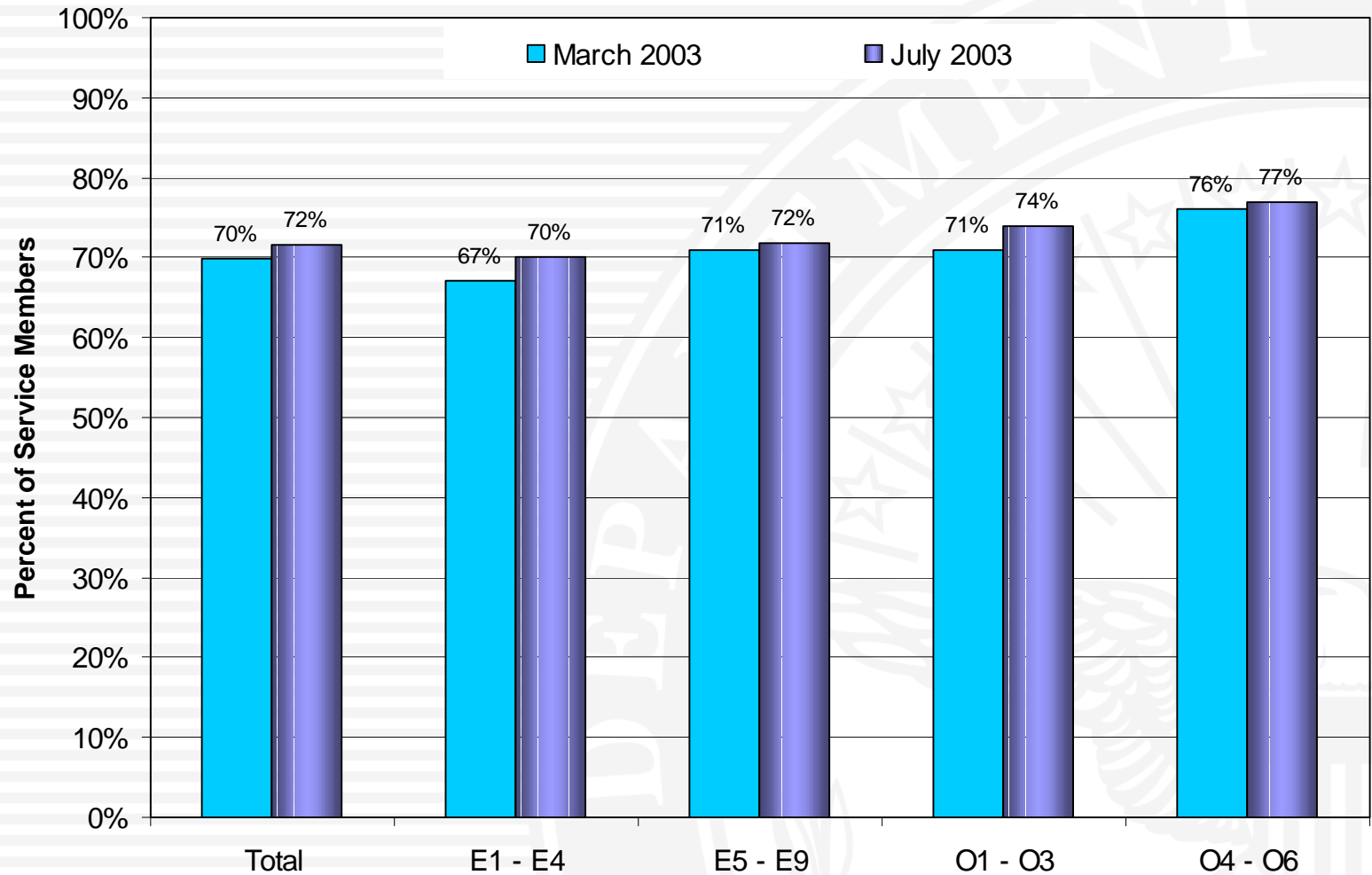


SOFA0303
Q19
SOFA0307
Q34

Margins of error within +/-3 %

= Significant difference between March and July 2003

Unit Preparedness To Perform Wartime Mission Trends



SOFA0303
Q19
SOFA0307
Q34

Margins of error within +/- 2%

= Significant difference between March and July 2003

Personal and Unit Preparedness

Summary of Findings

July 2003 Findings

- Majority reported they (82%) and their units (72%) were well prepared for wartime mission
 - Higher personal preparedness led by E5-E9s, O4-O6s, Navy officers, Marine Corps officers, members living off base, married with children, and males
 - Lower personal preparedness led by E1-E4s, Army enlisted, singles without children, and females
 - Higher unit preparedness led by Navy, Marine Corps, Air Force, O4-O6s, and male officers
 - Lower unit preparedness led by Army and E1-E4s

March 2003 – July 2003 Trends

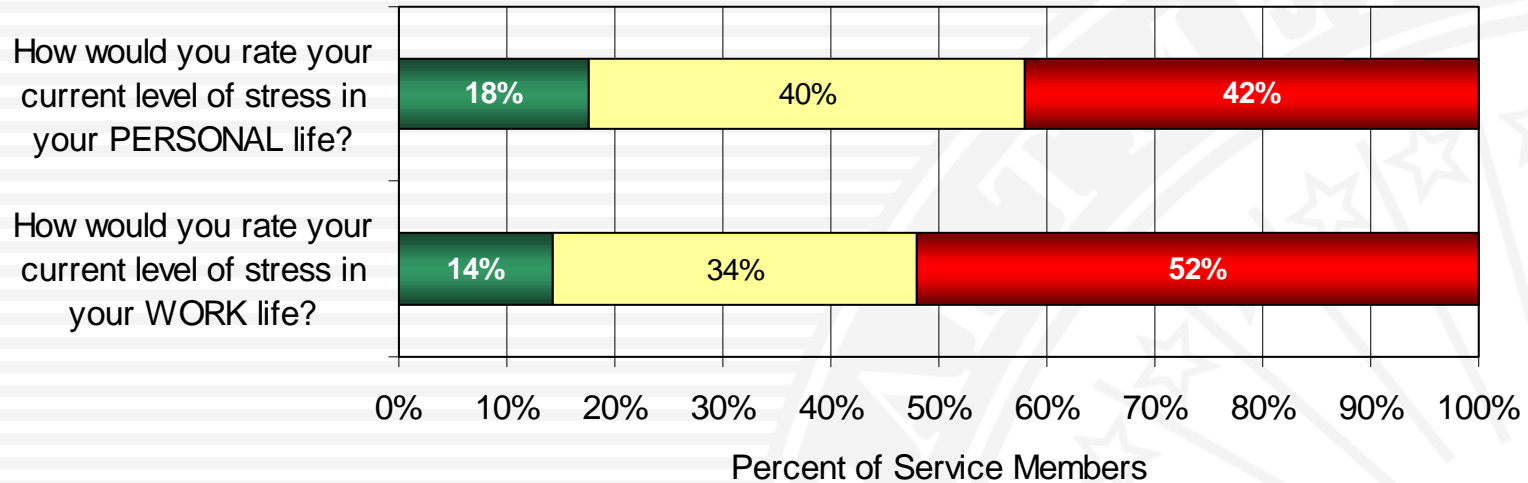
- E1-E4s who reported themselves well prepared to perform their wartime mission increased by 5 percentage points

Recurring Measures

- **Satisfaction**
- **Retention**
- **Personal and unit preparedness**
- ✓ **Personal and work stress**
- **Tempo**

Personal and Work Stress

Current Level of Stress



Margins of error within +/- 1%

■ Less than usual

■ About the same as usual

■ More than usual

Personal and Work Stress

Current Level of Stress

Percent of Service Members

KEY: Higher response of "less than usual" Lower response of "less than usual" Higher response of "more than usual"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
		Stress in personal life	Less	18	18	19	16	17	18	19	15	12	18	15	19	15	17	15
	More	42	47	43	39	37	47	39	37	40	48	41	43	37	40	35	37	37
Stress in work life	Less	14	15	15	15	12	13	16	16	14	14	17	15	18	14	16	13	11
	More	52	56	52	48	50	56	50	47	49	57	48	53	45	49	40	49	52

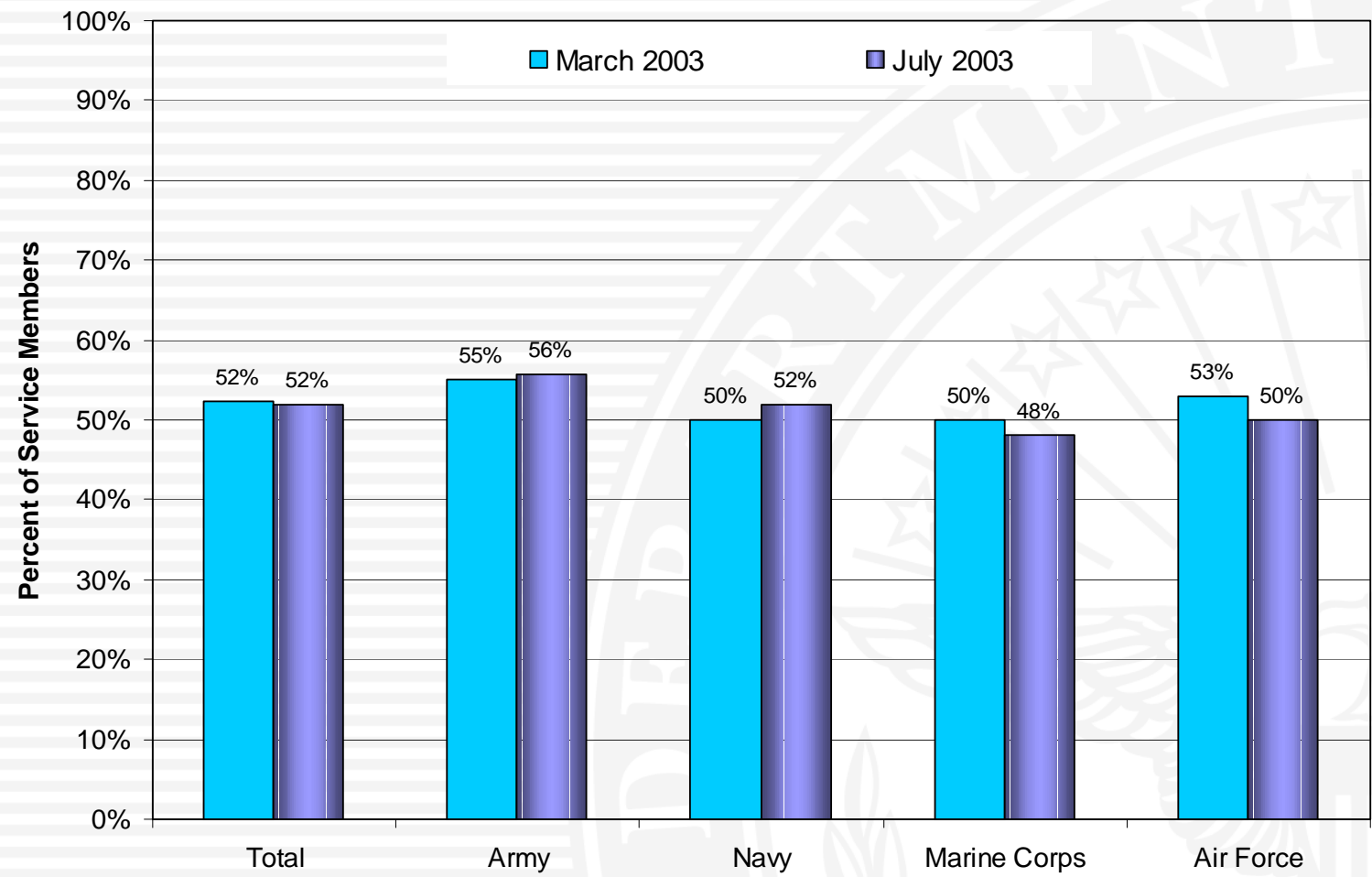
Margins of error within +/- 4%

KEY: Higher response of "less than usual" Lower response of "less than usual" Higher response of "more than usual"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
		Stress in personal life	Less	18	17	18	17	18	16	20	19	19	16	20	18	14	19	12
	More	42	41	45	44	41	42	42	41	42	43	41	43	38	42	41	42	42
Stress in work life	Less	14	15	12	12	16	13	17	19	14	14	14	14	15	14	14	14	14
	More	52	51	55	54	51	54	50	51	53	52	51	53	48	51	49	52	51

Margins of error within +/- 5%

Personal and Work Stress

More Than Usual Level of Stress in Work Trends



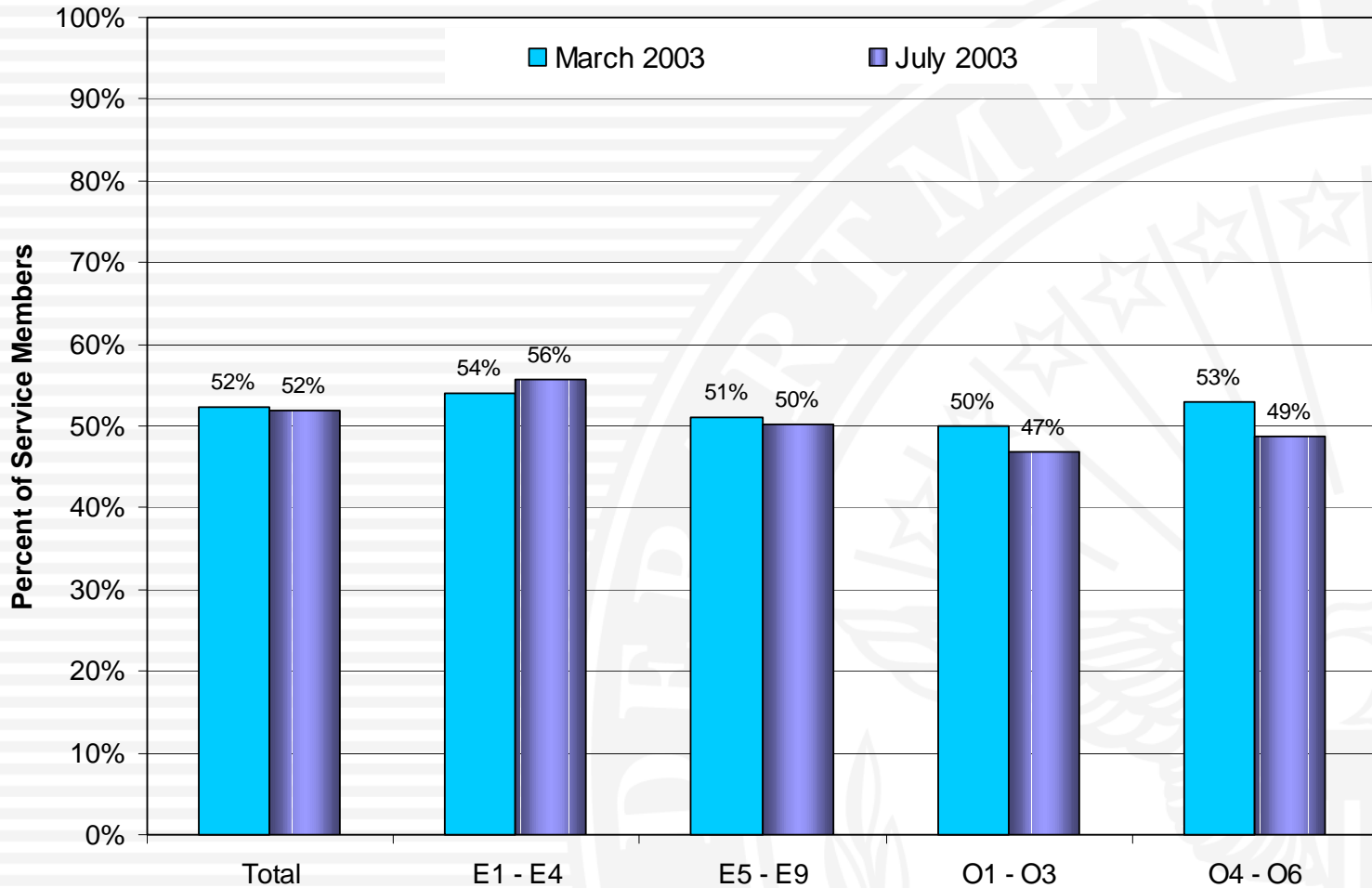
SOFA0303
Q20
SOFA0307
Q35

Margins of error within +/-4%

= Significant difference between March and July 2003

Personal and Work Stress

More Than Usual Level of Stress in Work Trends



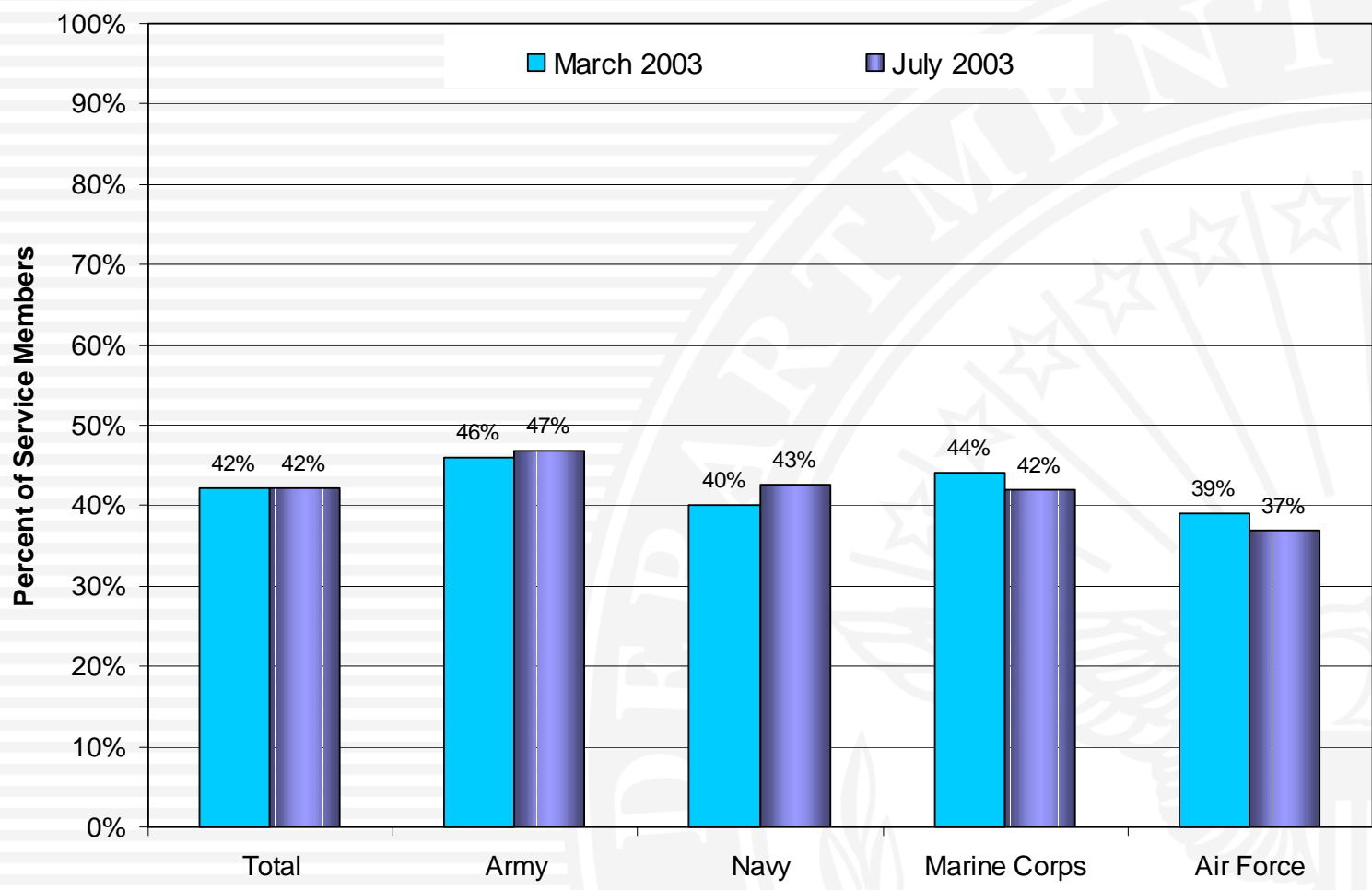
Margins of error within +/- 3%

= Significant difference between March and July 2003

SOFA0303
Q20
SOFA0307
Q35

Personal and Work Stress

More Than Usual Level of Stress in Personal Life Trends



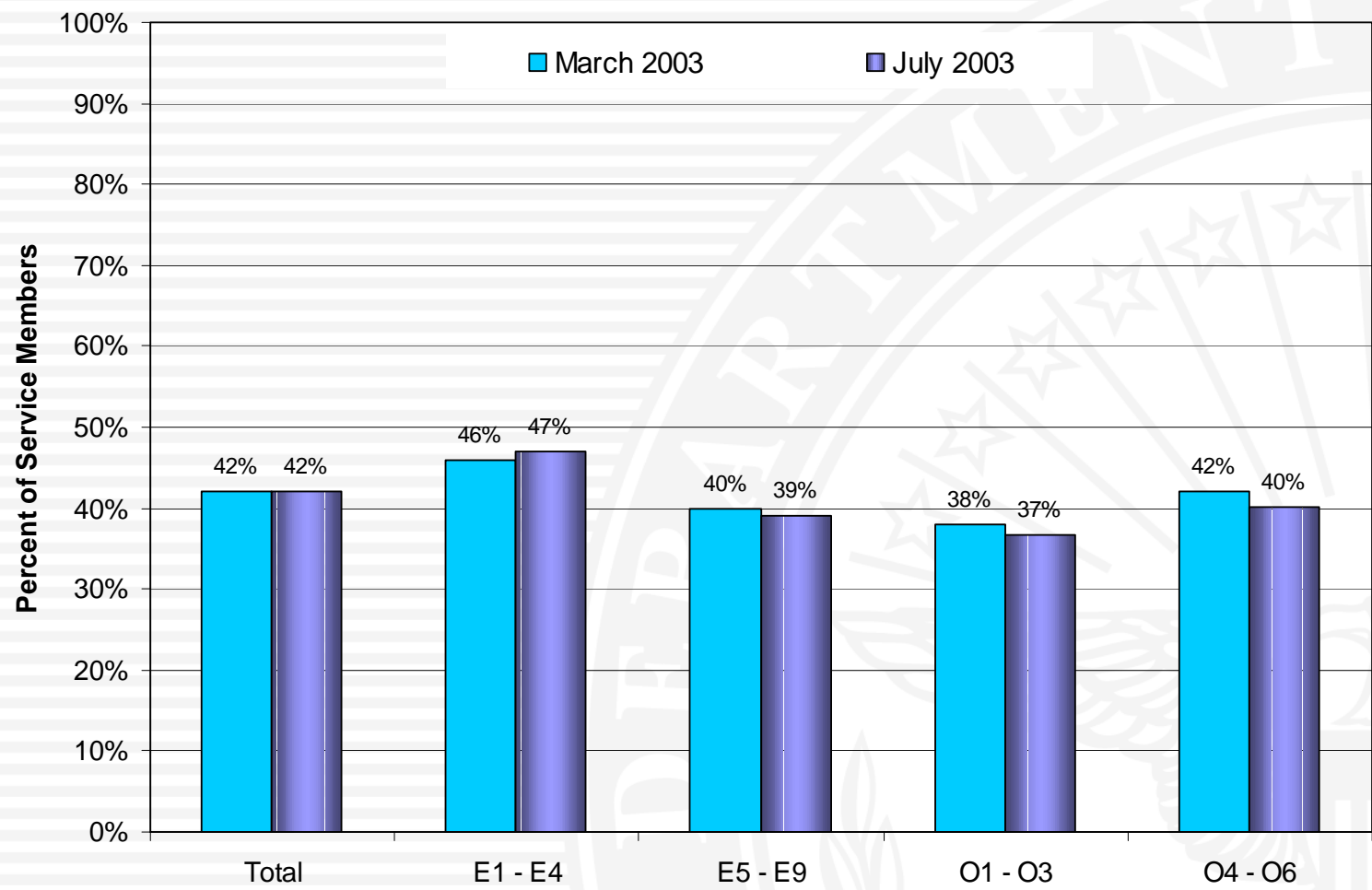
Margins of error within +/-4%

= Significant difference between March and July 2003

SOFA0303
Q21
SOFA0307
Q36

Personal and Work Stress

More Than Usual Level of Stress in Personal Life Trends



Margins of error within +/-3%

= Significant difference between March and July 2003

SOFA0303
Q21
SOFA0307
Q36

Personal and Work Stress

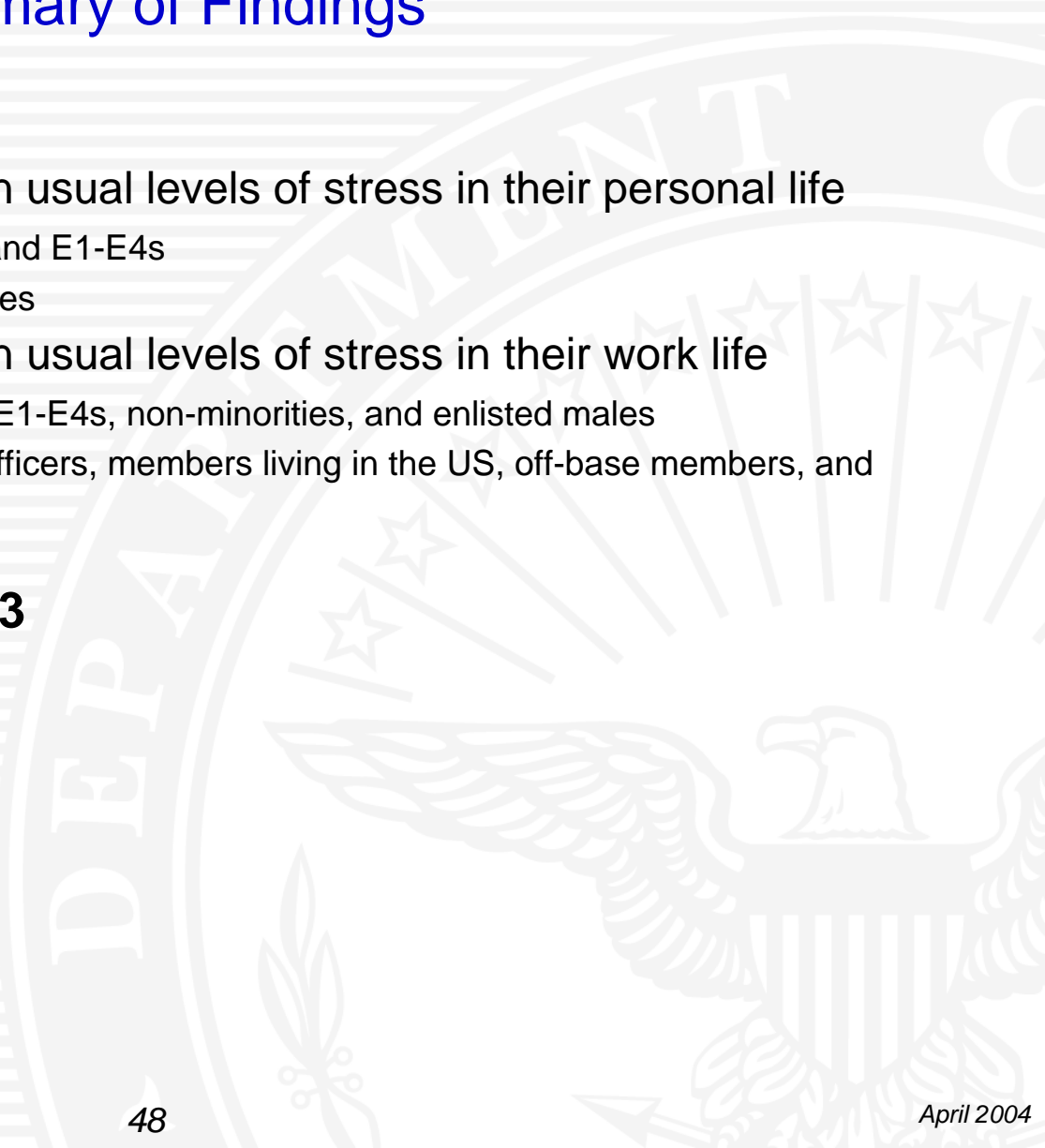
Summary of Findings

July 2003 Findings

- 42% reported more than usual levels of stress in their personal life
 - More stress led by Army and E1-E4s
 - Less stress led by minorities
- 52% reported more than usual levels of stress in their work life
 - More stress led by Army, E1-E4s, non-minorities, and enlisted males
 - Less stress led by Navy officers, members living in the US, off-base members, and minorities

March 2003 – July 2003

- No change

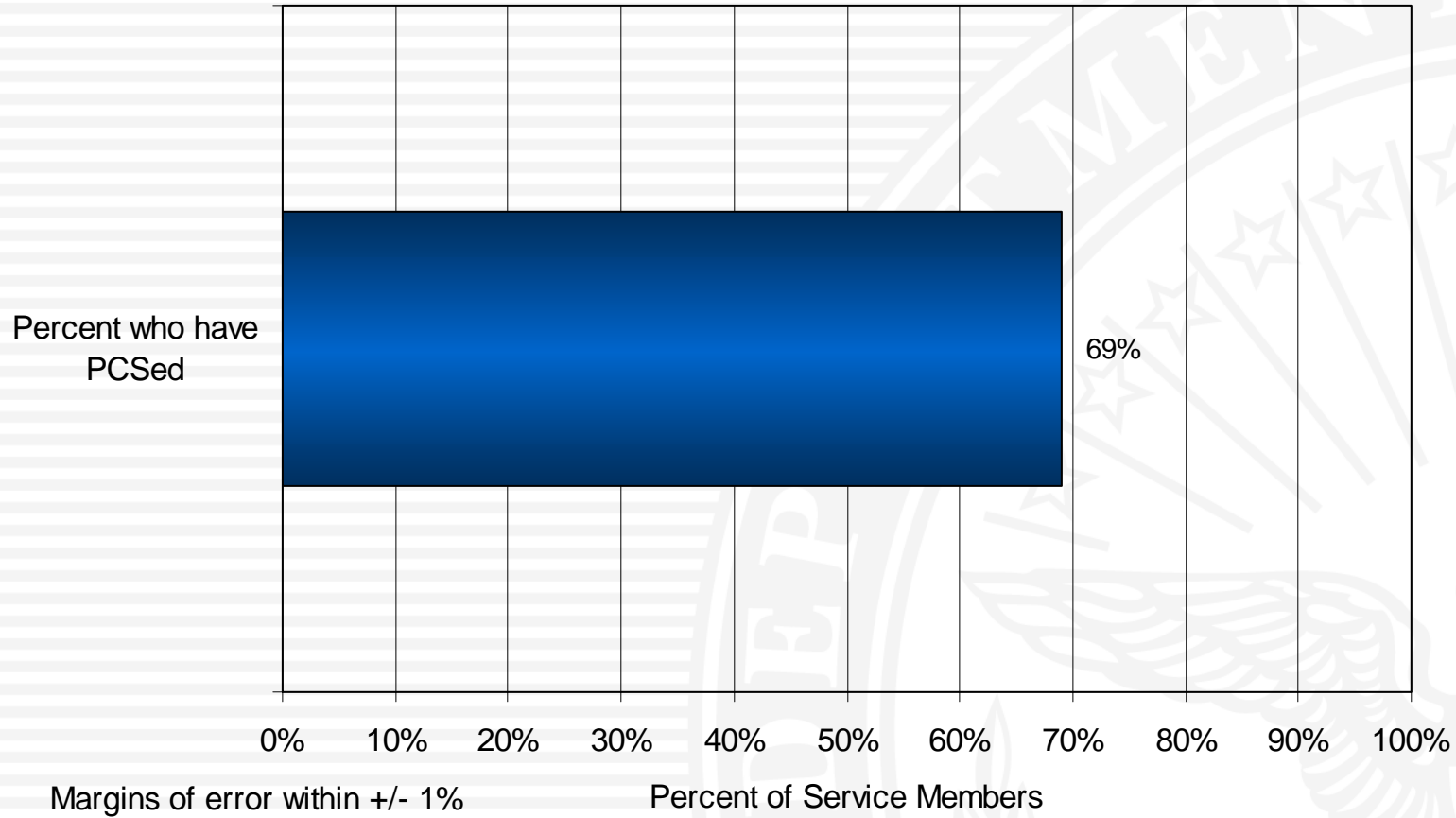


Recurring Measures

- **Satisfaction**
- **Retention**
- **Personal and unit preparedness**
- **Personal and work stress**
- ✓ **Tempo**

Tempo

Ever PCSed



Tempo

Ever PCSed

KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Have PCSed	Yes	69	72	68	55	73	35	91	88	99	68	94	64	97	50	96	69
	No	31	28	32	45	27	65	9	12	1	32	6	36	3	50	5	31	10

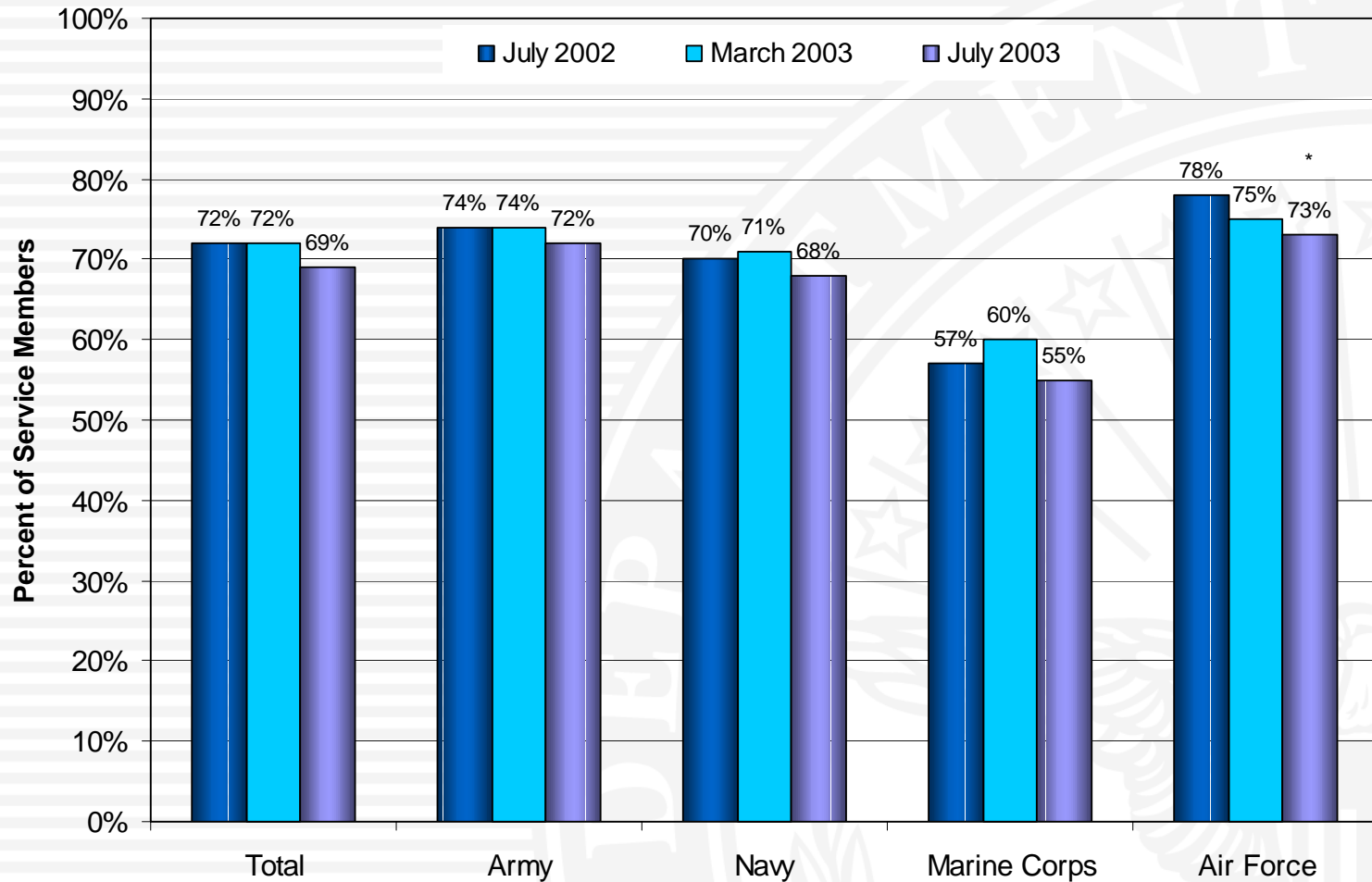
Margins of error within +/- 3%

KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Have PCSed	Yes	69	69	72	56	79	71	66	79	48	86	69	65	94	63	87	70
	No	31	31	28	44	21	29	34	22	52	14	31	35	6	37	13	30	33

Margins of error within +/- 5%

Tempo

Ever PCSed Trends



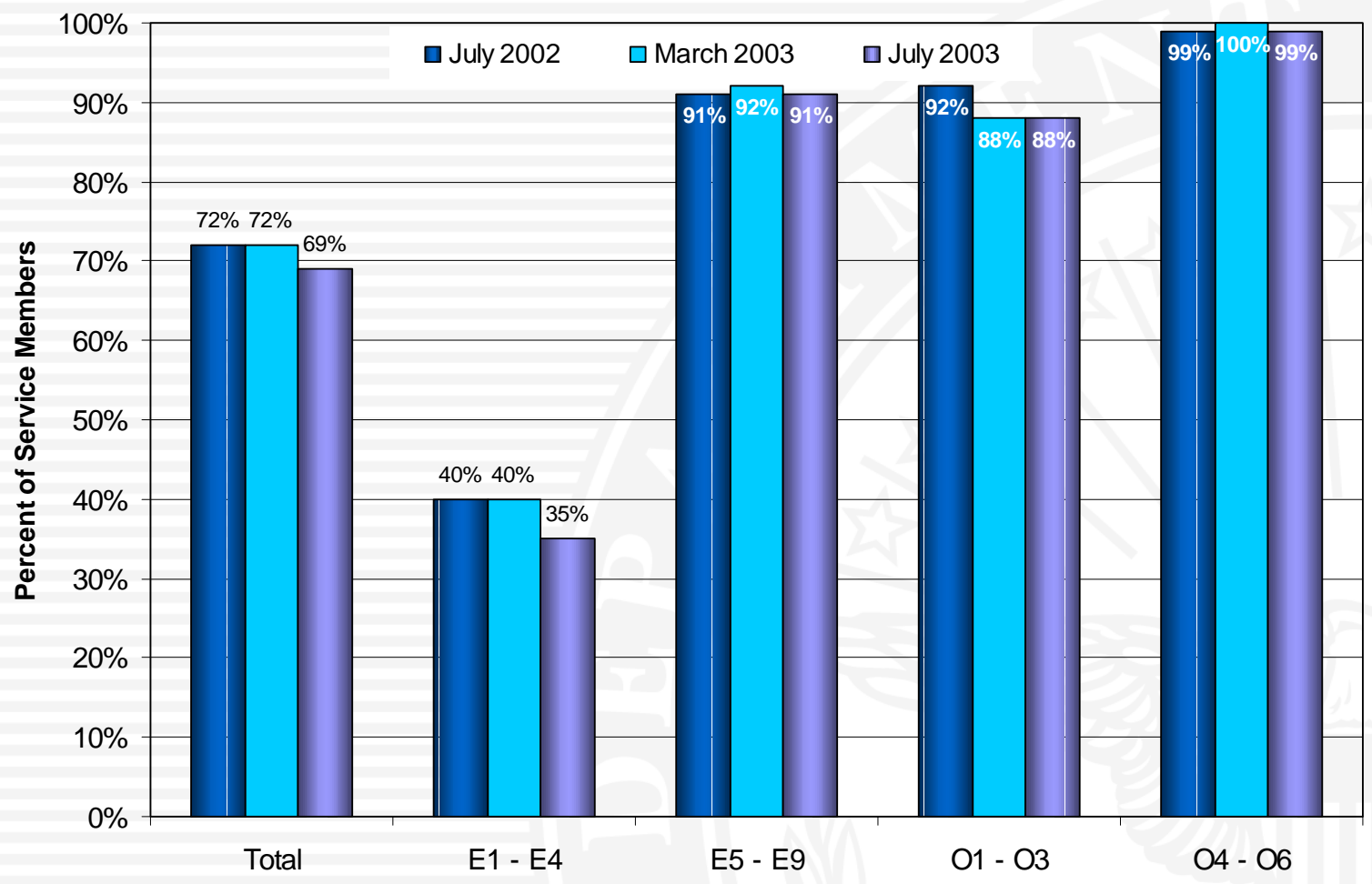
Margins of error within +/-4 %

* = Significant difference between July 2002 and July 2003
 # = Significant difference between March and July 2003

SOFA0207
 Q35
 SOFA0303
 Q9
 SOFA0307
 Q27

Tempo

Ever PCSed Trends



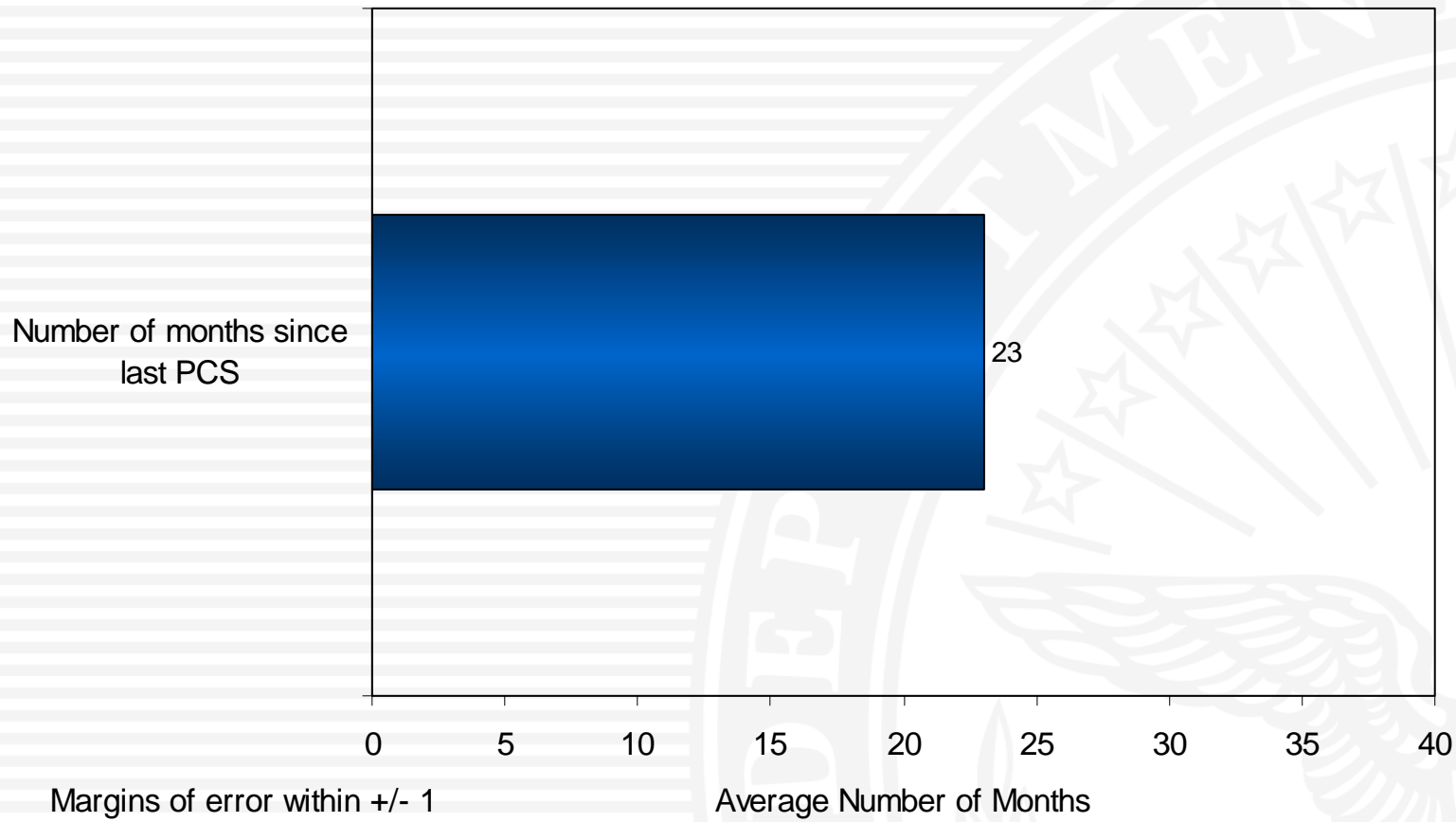
Margins of error within +/-3 %

* = Significant difference between July 2002 and July 2003
 # = Significant difference between March and July 2003

SOFA0207
 Q35
 SOFA0303
 Q9
 SOFA0307
 Q27

Tempo

Time Since Last PCS



Tempo

Time Since Last PCS

Average Months Reported by Applicable Service Members

KEY: More than average Less than average	Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Number of months since last PCS	23	20	21	23	28	15	27	17	21	21	17	22	20	23	21	31

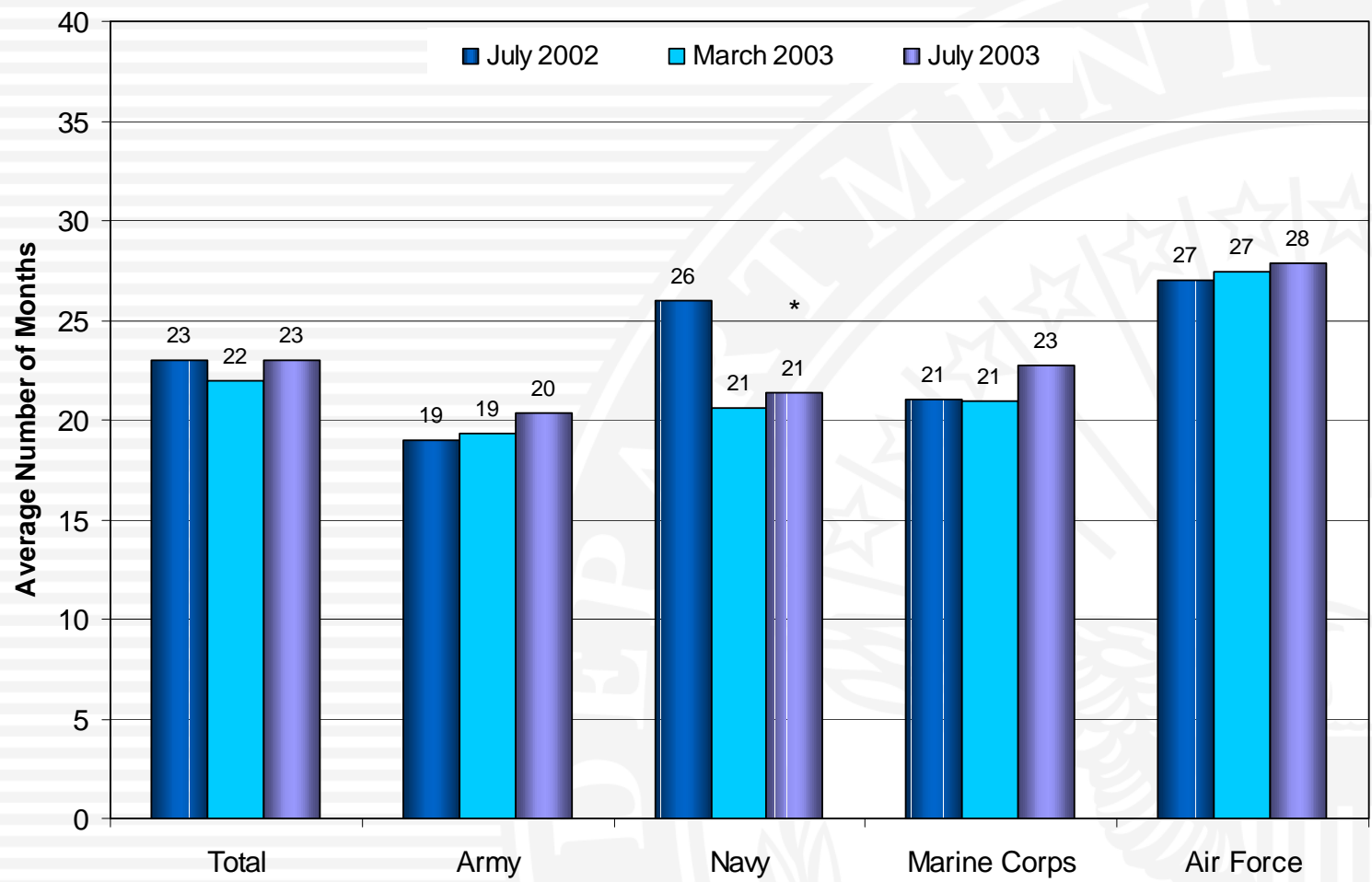
Margins of error within +/- 2 months

KEY: More than average Less than average	Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Number of months since last PCS	23	24	18	21	24	23	23	26	18	26	22	24	19	23	19	23

Margins of error within +/- 2 months

Tempo

Time Since Last PCS Trends



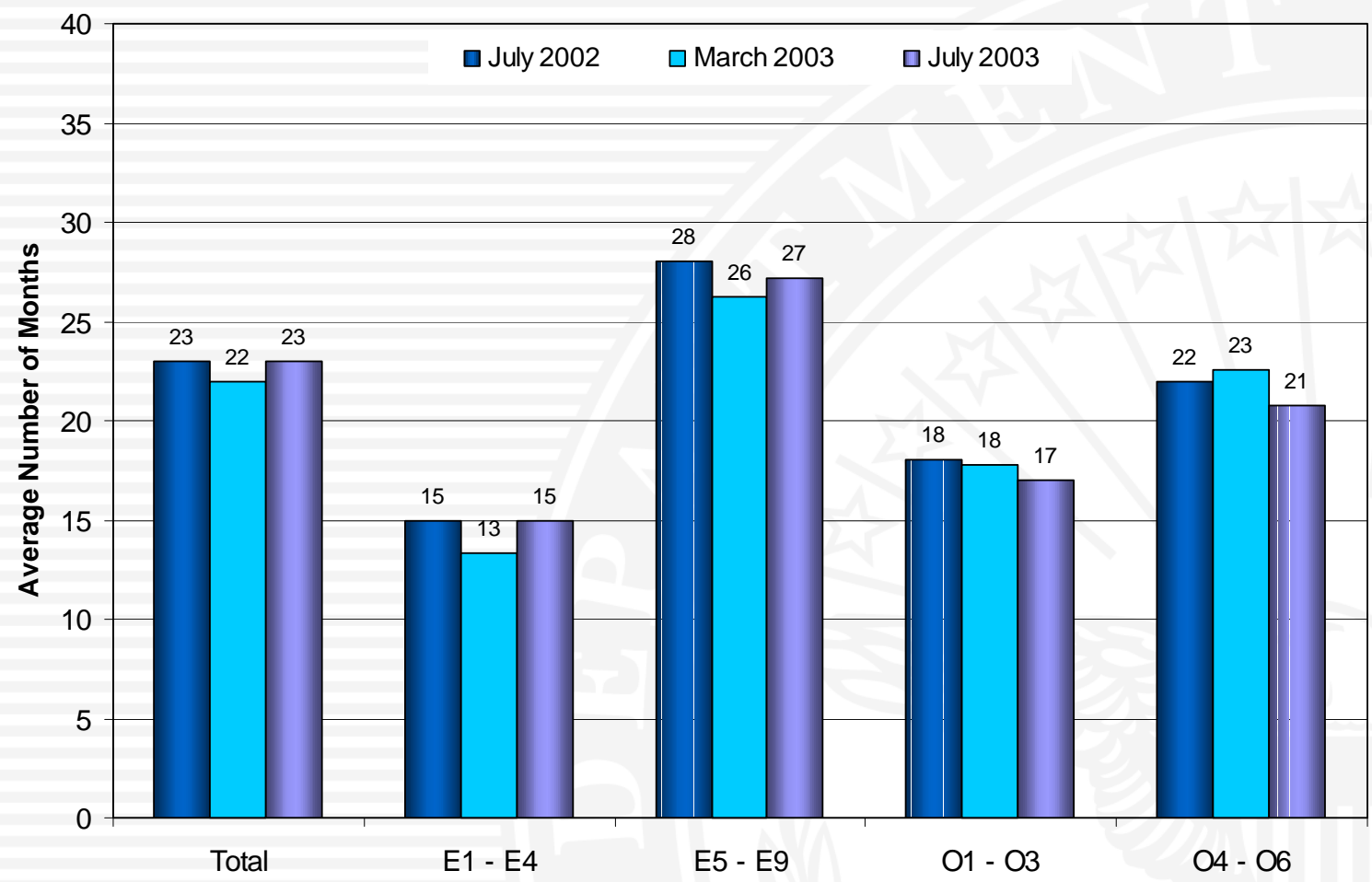
Margins of error within +/- 2 months

* = Significant difference between July 2002 and July 2003
= Significant difference between March and July 2003

SOFA0207
Q36
SOFA0303
Q10
SOFA0307
Q28

Tempo

Time Since Last PCS Trends



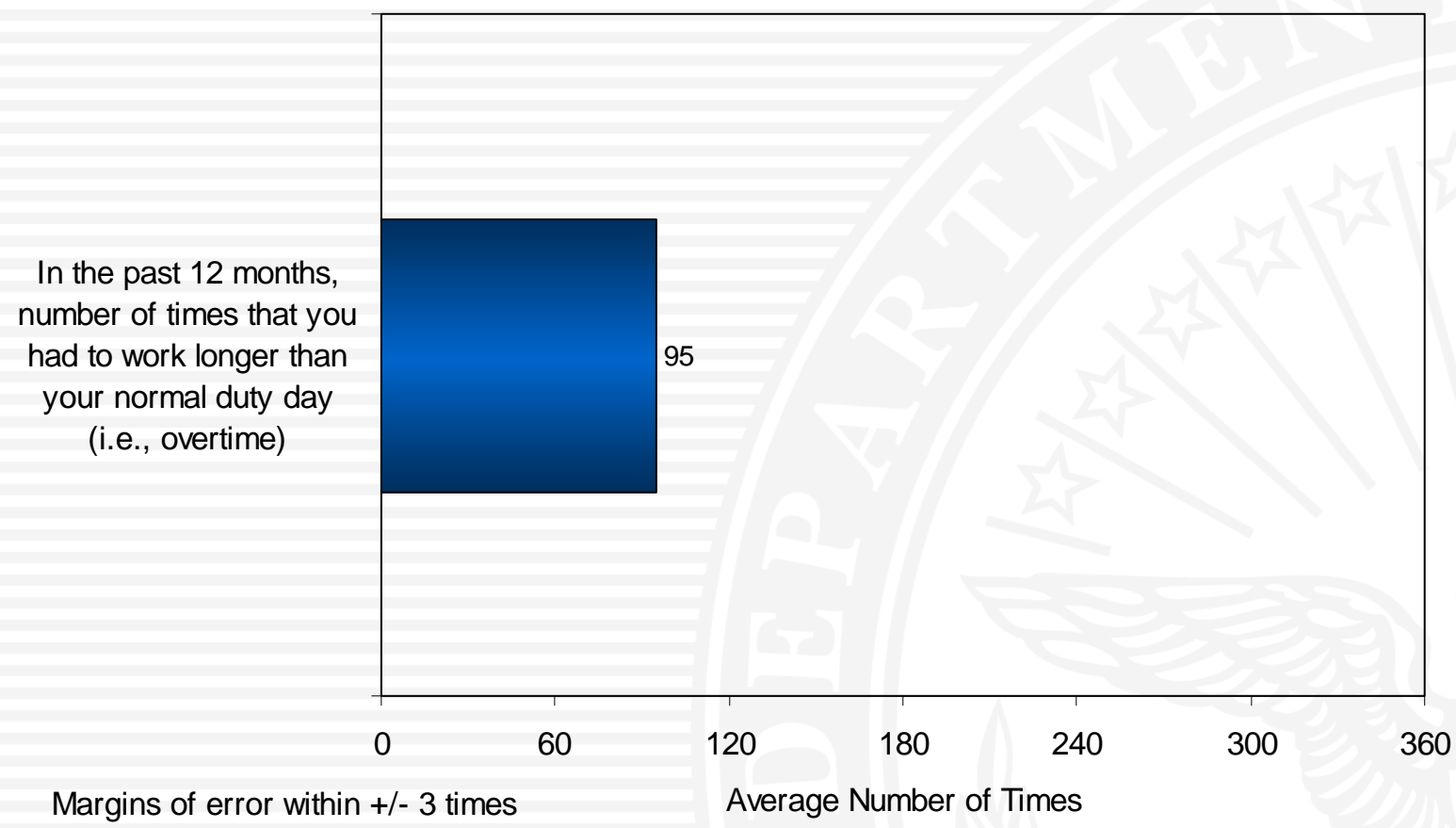
SOFA0207
Q36
SOFA0303
Q10
SOFA0307
Q28

Margins of error within +/-1 month

* = Significant difference between July 2002 and July 2003
= Significant difference between March and July 2003

Tempo

Worked Longer Than Normal



Tempo

Worked Longer Than Normal

Average Number of Times Reported by Service Members

KEY: Less than average More than average	Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Times worked longer than normal duty day	95	109	82	106	83	78	99	114	137	103	136	79	107	103	135	74

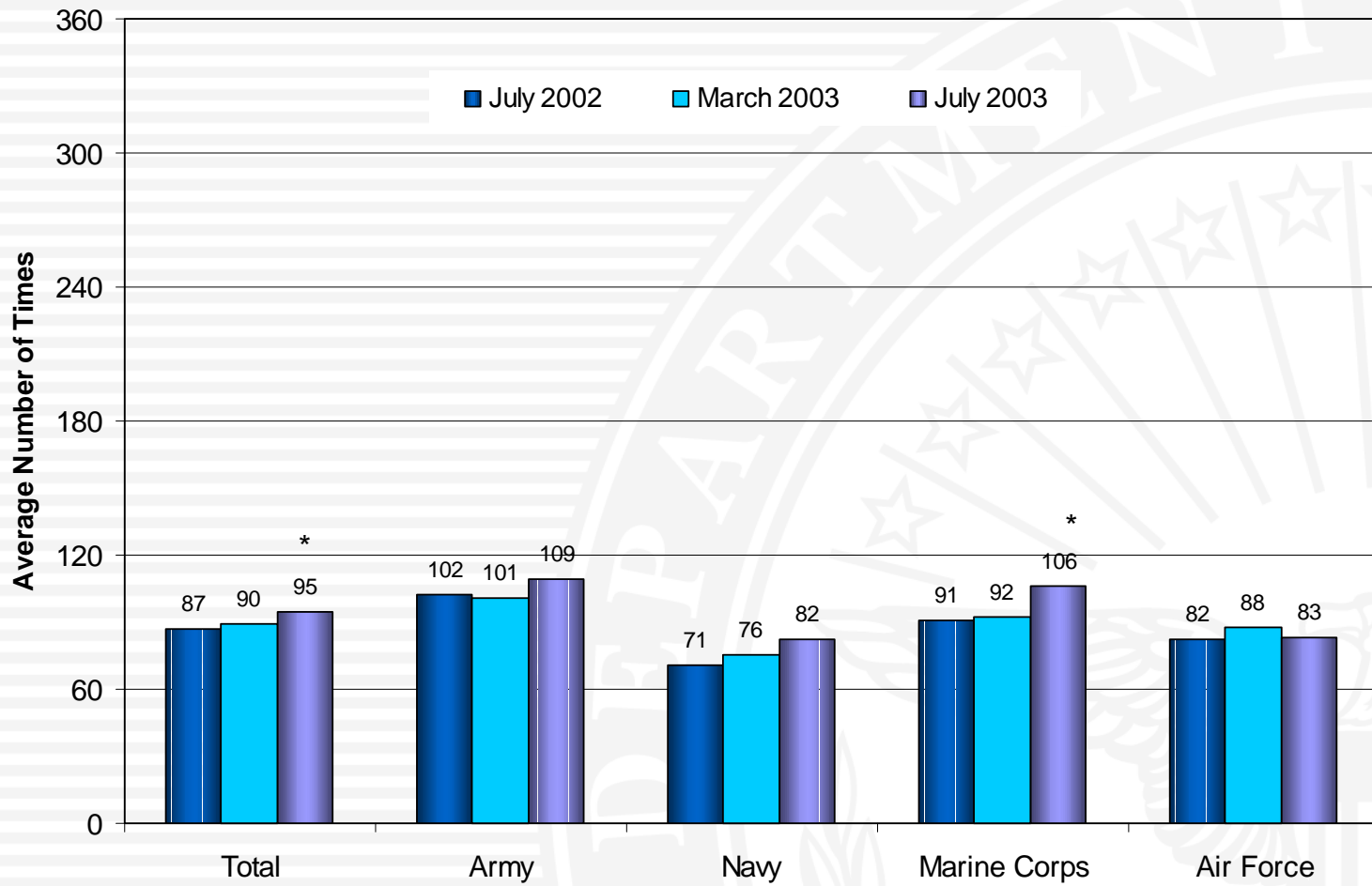
Margins of error within +/- 7 times

KEY: Less than average More than average	Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Times worked longer than normal duty day	95	95	95	90	98	104	81	83	83	105	98	94	125	62	113	99

Margins of error within +/- 9 times

Tempo

Worked Longer Than Normal Trends



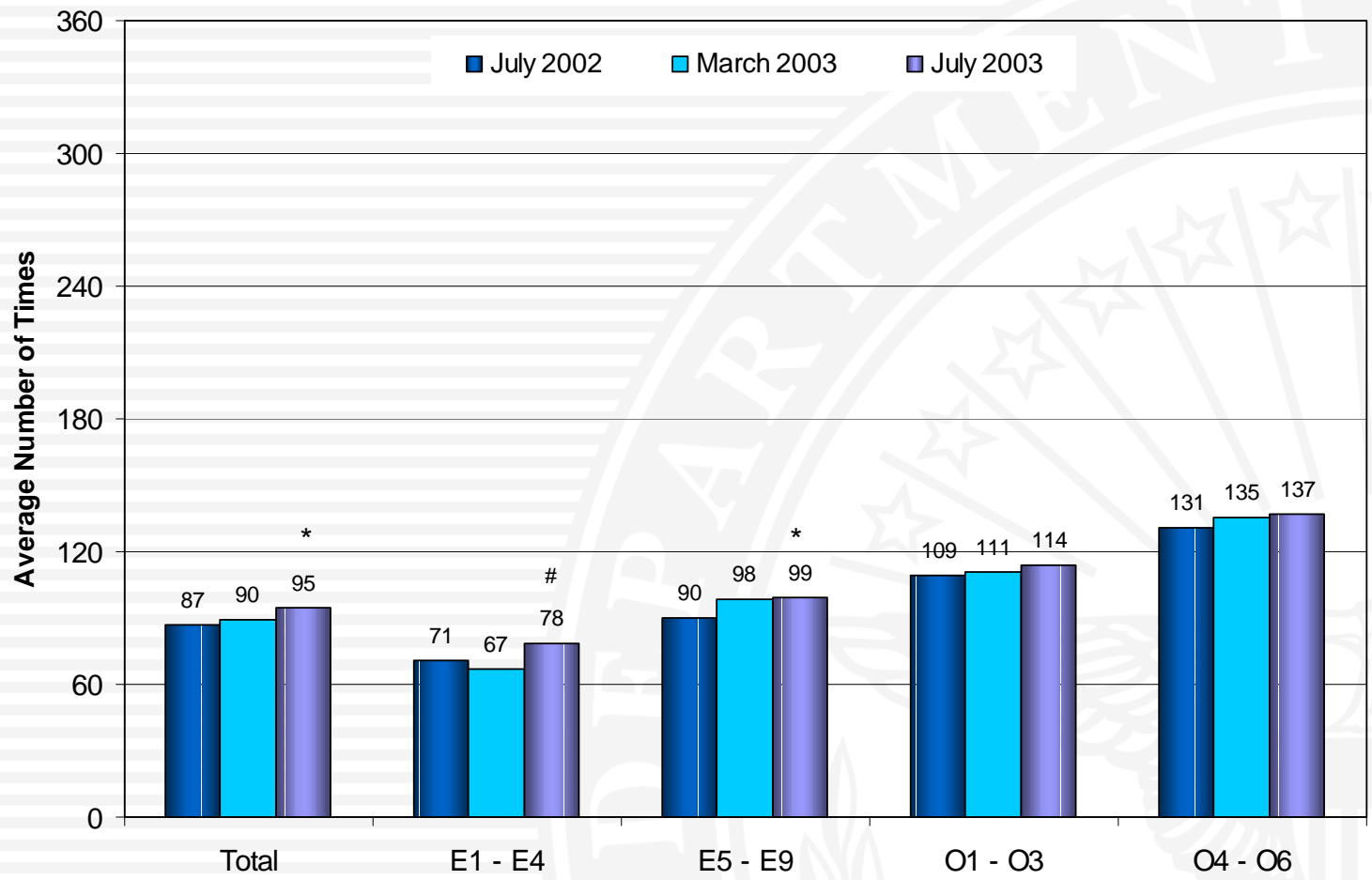
Margins of error within +/-7 times

* = Significant difference between July 2002 and July 2003
= Significant difference between March and July 2003

SOFA0207
Q39
SOFA0303
Q11
SOFA0307
Q29

Tempo

Worked Longer Than Normal Trends



Margins of error within +/-5 times

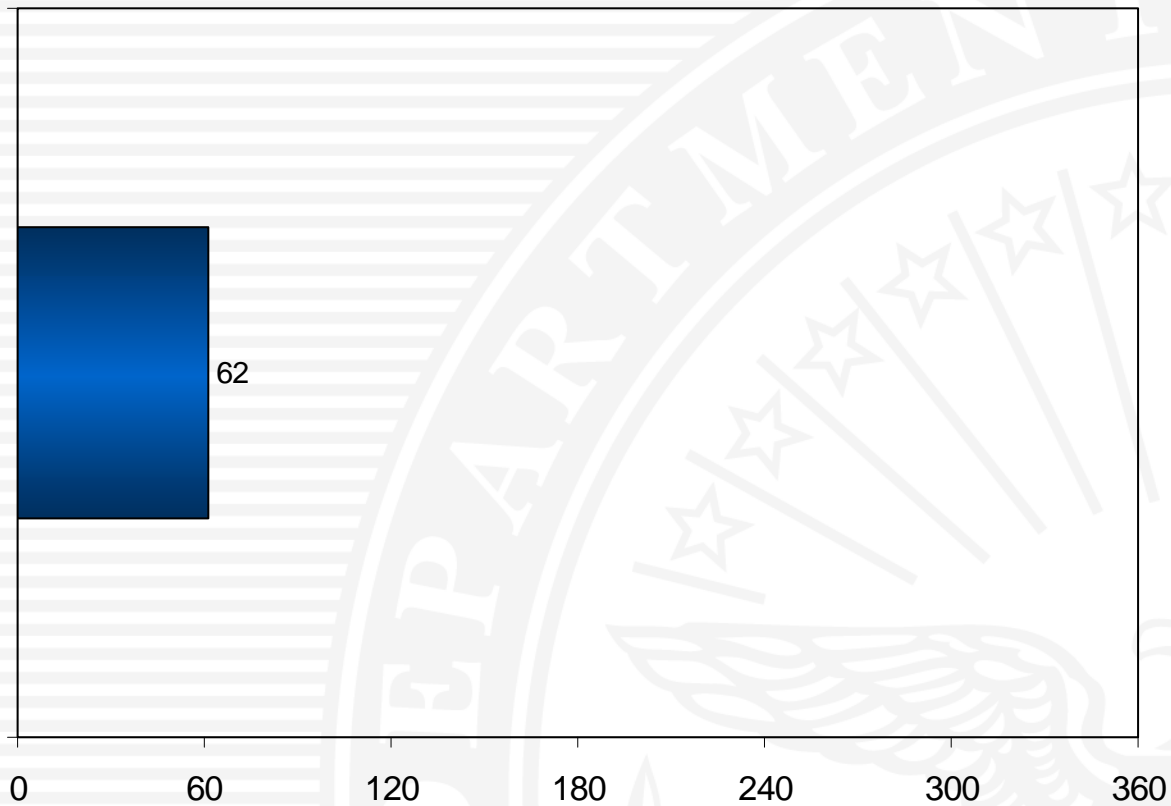
* = Significant difference between July 2002 and July 2003
= Significant difference between March and July 2003

SOFA0207
Q39
SOFA0303
Q11
SOFA0307
Q29

Tempo

Days Away From PDS

In the past 12 months, number of days that you been away from your PDS overnight because of your military duties



Margins of error within +/- 2 days

Average Number of Days

Tempo

Days Away From PDS

Average Number of Days Reported by Service Members

KEY: Less than average More than average	Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Days away from PDS overnight	62	72	60	73	44	55	65	71	60	70	79	60	62	73	80	41

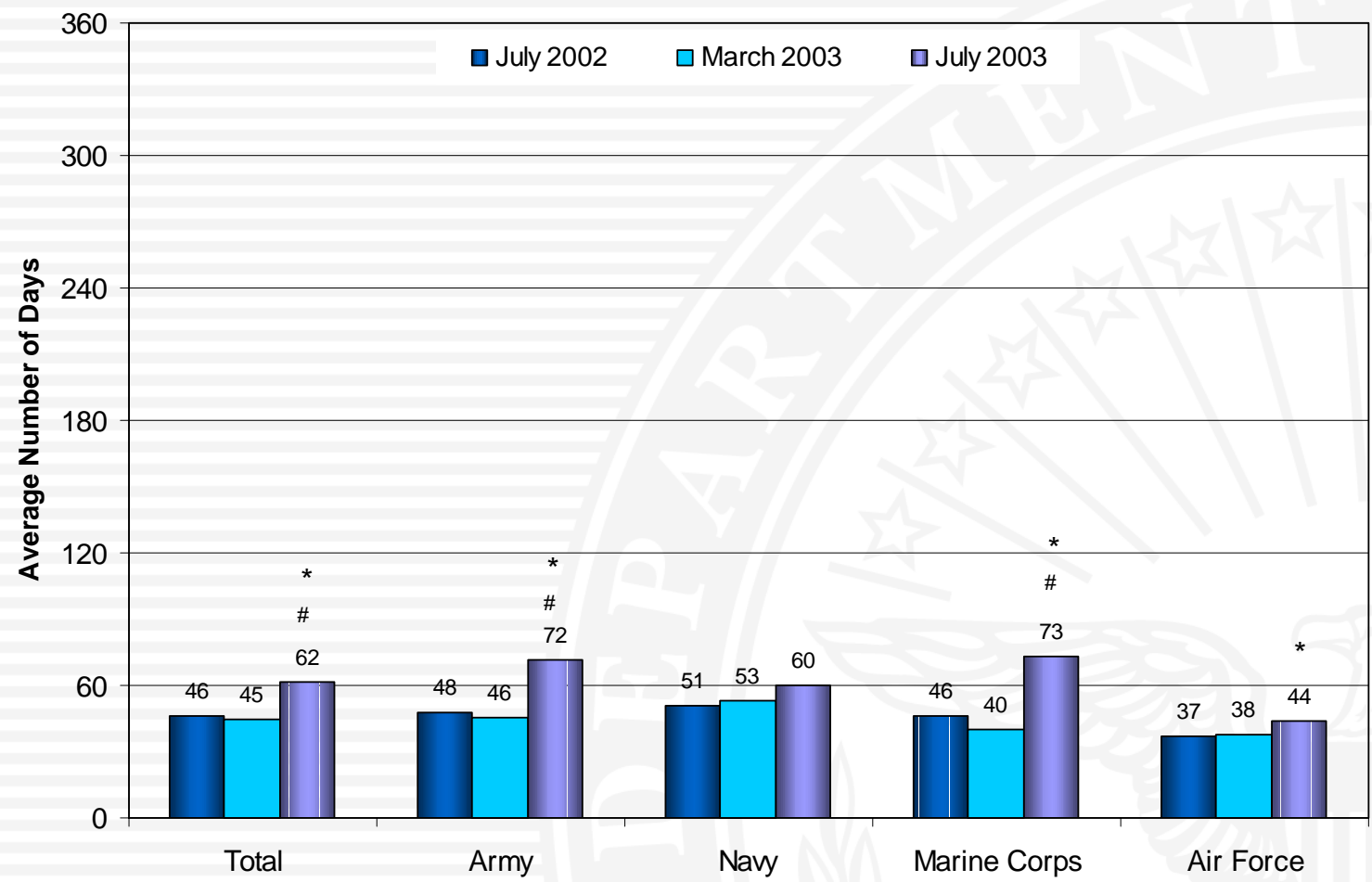
Margins of error within +/- 6 days

KEY: Less than average More than average	Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Days away from PDS overnight	62	64	51	59	63	63	58	56	55	66	64	64	71	37	49	65

Margins of error within +/- 8 days

Tempo

Days Away From PDS Trends



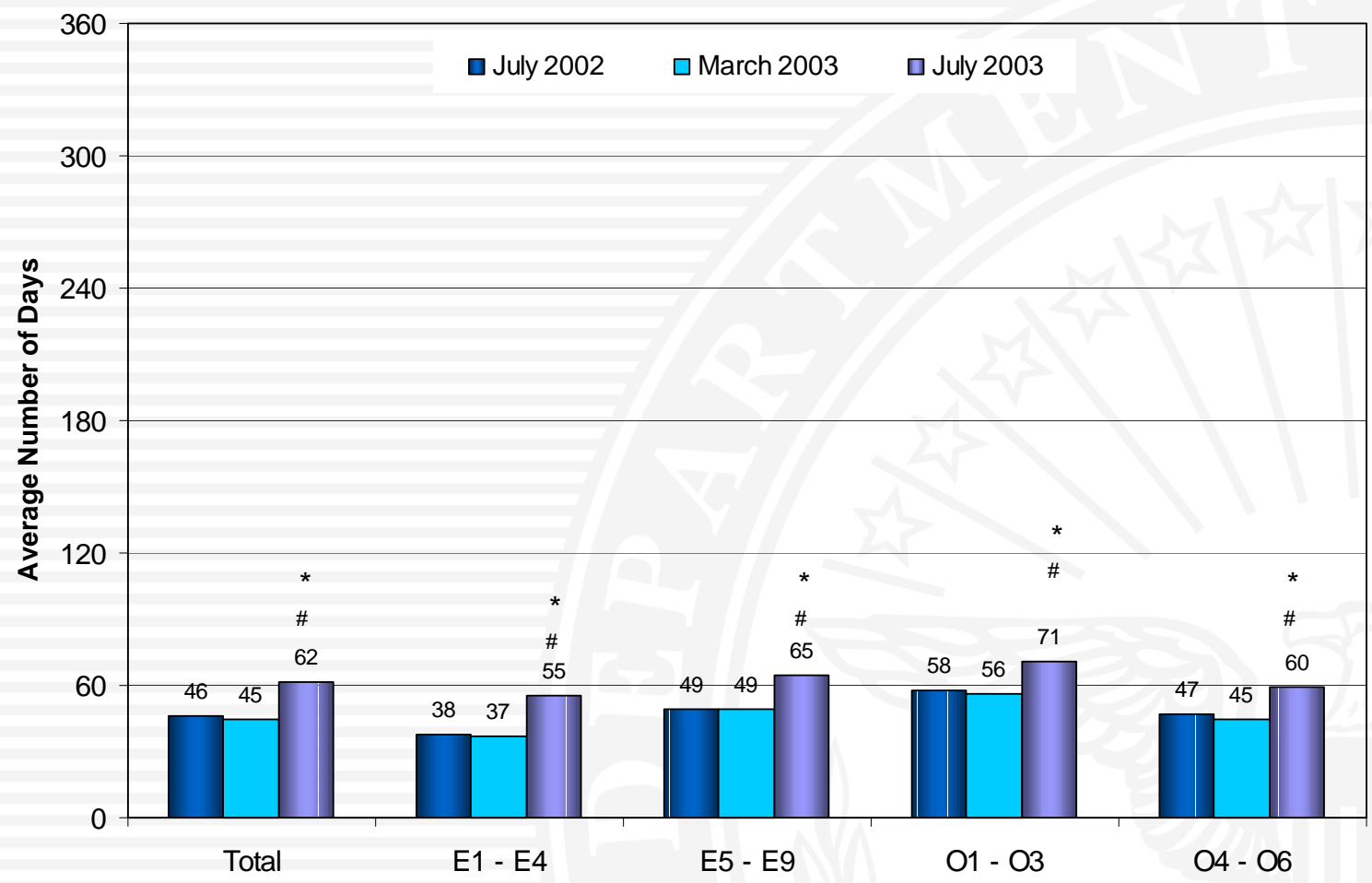
SOFA0207
Q41
SOFA0303
Q14
SOFA0307
Q30

Margins of error within +/-6 days

* = Significant difference between July 2002 and July 2003
= Significant difference between March and July 2003

Tempo

Days Away From PDS Trends



SOFA0207
Q41
SOFA0303
Q14
SOFA0307
Q30

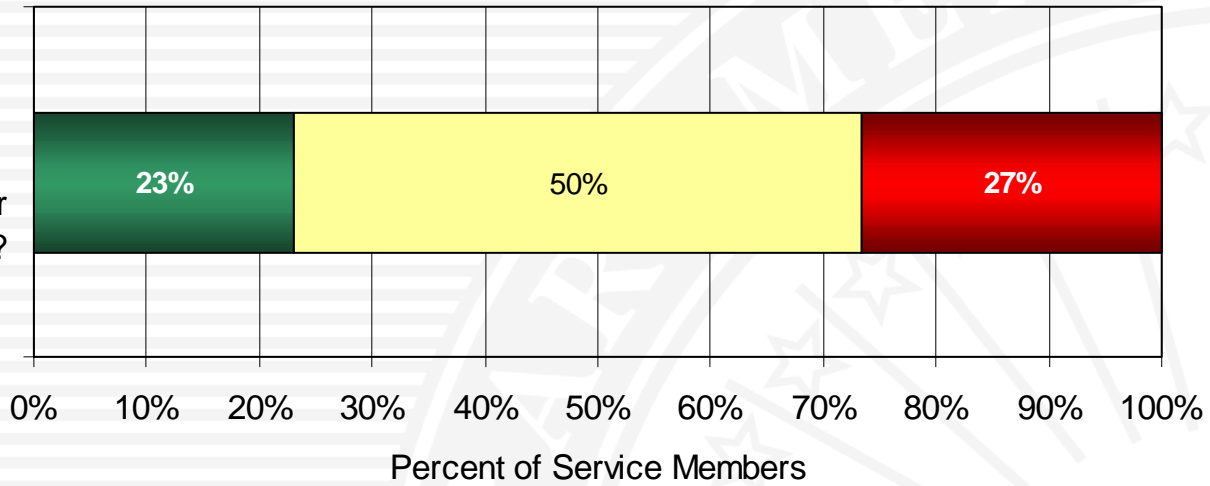
Margins of error within +/-4 days

* = Significant difference between July 2002 and July 2003
= Significant difference between March and July 2003

Tempo

Time Away Versus Expectations

In the past 12 months, have you spent more or less time away from your PDS than you expected?



Margins of error within +/- 1%

■ Less than expected ■ About expected ■ More than expected

Tempo

Time Away Versus Expectations

Percent of Service Members

KEY: Higher response of "less than expected" Lower response of "less than expected" Higher response of "more than expected"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Time away from duty station vs. expectations	Less	23	21	19	27	28	27	21	19	22	22	19	19	17	28	22	30
	More	27	33	28	25	18	26	27	27	25	33	33	29	24	25	25	17	24

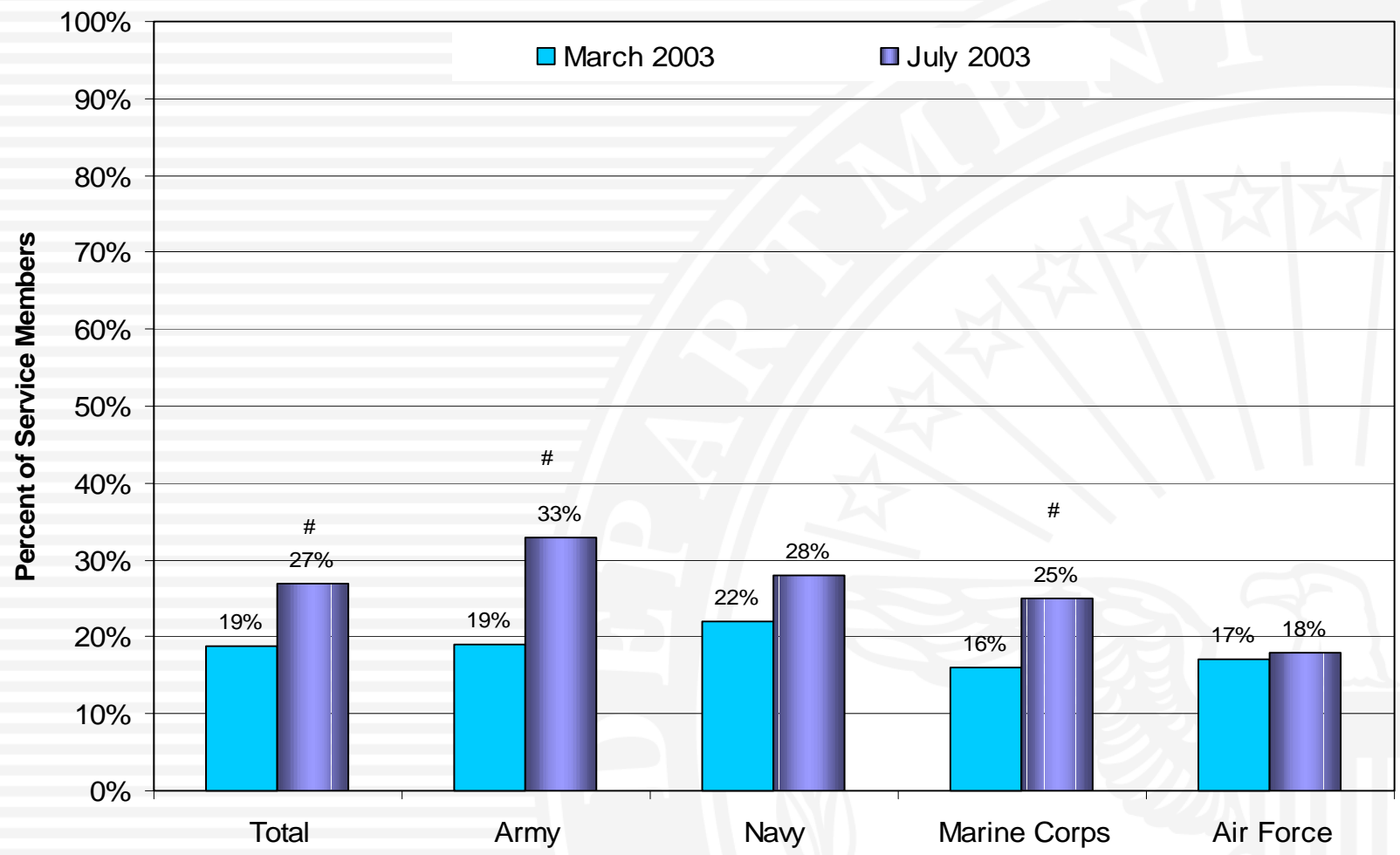
Margins of error within +/- 3%

KEY: Higher response of "less than expected" Lower response of "expected" Higher response of "more than expected"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Time away from duty station vs. expectations	Less	23	23	22	25	21	23	23	26	27	21	20	23	19	25	21	23
	More	27	27	27	26	27	26	28	21	24	28	29	28	29	18	19	28	18

Margins of error within +/- 5%

Tempo

More Time Away Than Expected Trends



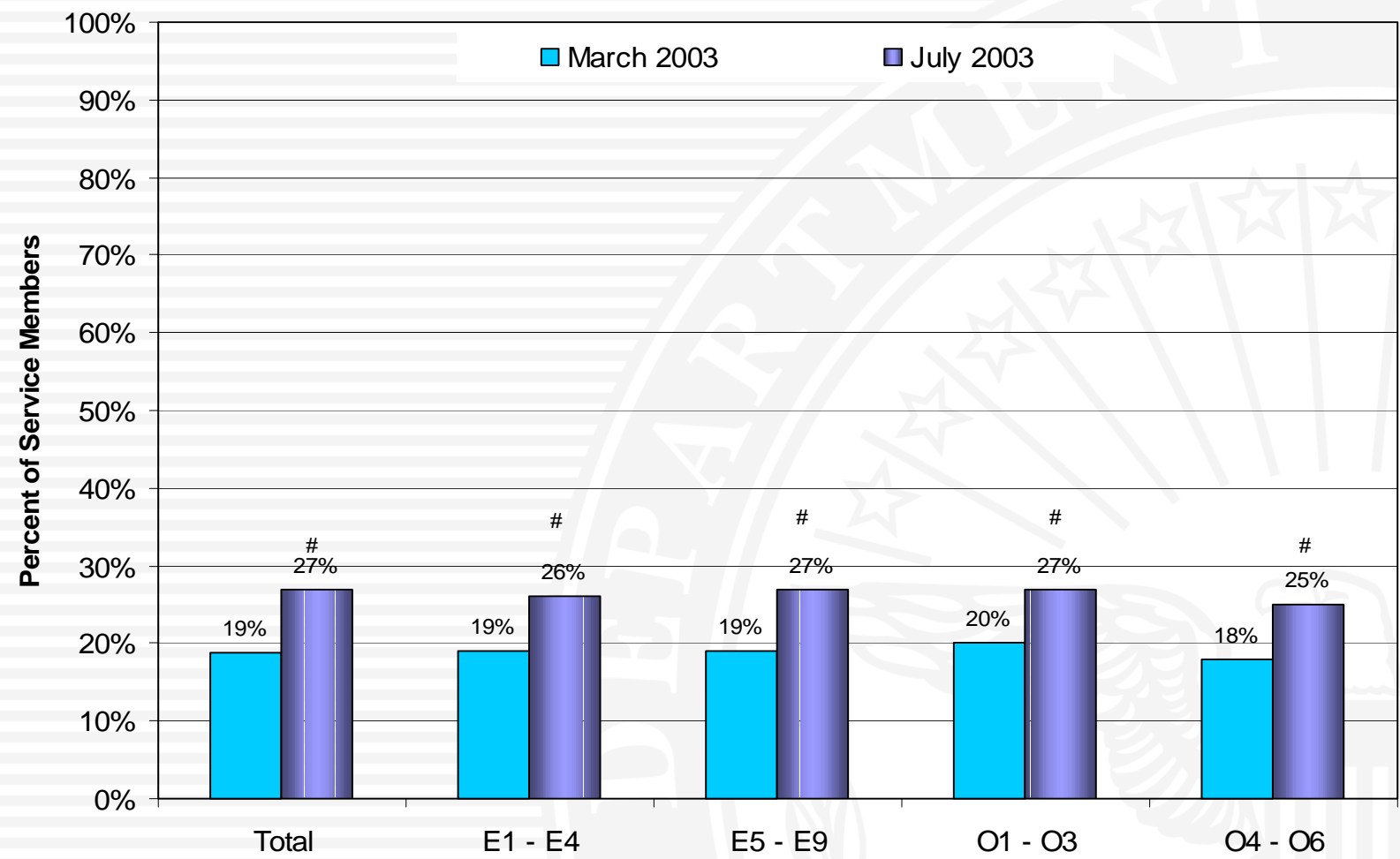
SOFA0303
Q15
SOFA0307
Q31

Margins of error within +/-3 %

= Significant difference between March and July 2003

Tempo

More Time Away Than Expected Trends



SOFA0303
Q15
SOFA0307
Q31

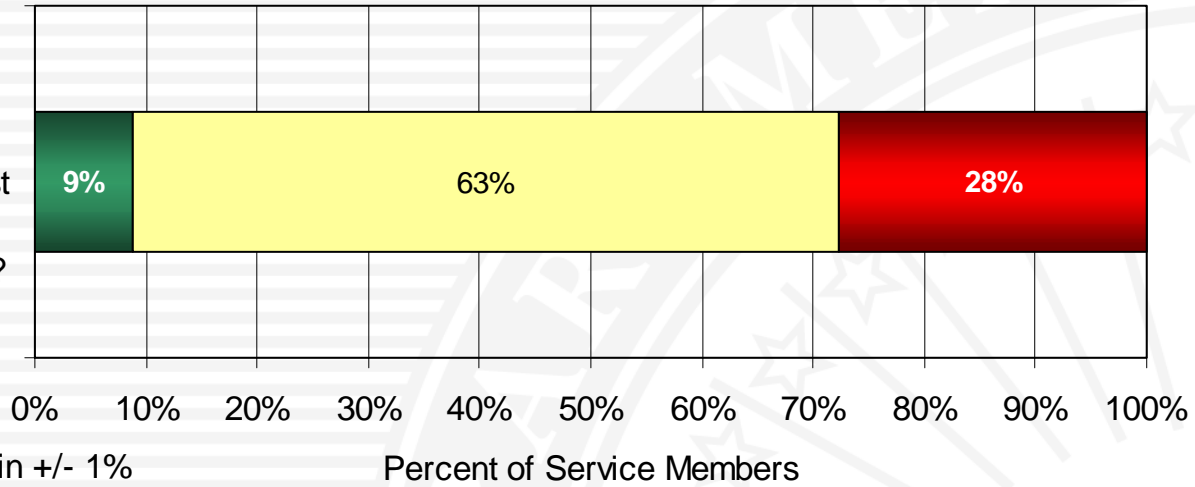
Margins of error within +/- 2%

= Significant difference between March and July 2003

Tempo

Impact of Time Away

What impact has time away (or lack thereof) from your PDS in the past 12 months had on your military career intentions?



■ Increased desire to stay ■ Neither increased nor decreased desire ■ Decreased desire to stay

Tempo

Impact of Time Away

Percent of Service Members

KEY: More likely to increase desire to stay Less likely to increase desire to stay More likely to decrease desire to stay		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Impact of time away on desire to stay	Increase	9	7	9	11	10	9	9	10	7	8	6	9	9	11	11	10
	Decrease	28	34	26	27	22	34	25	23	17	35	27	27	19	28	17	23	17

Margins of error within +/- 3%

KEY: More likely to increase desire to stay Less likely to increase desire to stay More likely to decrease desire to stay		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Impact of time away on desire to stay	Increase	9	9	9	10	8	8	10	10	9	9	8	9	9	8	9	9
	Decrease	28	27	29	30	26	28	27	21	31	26	28	30	22	24	17	29	23

Margins of error within +/- 4%

Tempo

Tempo & Career Intentions

Percent of Service Members

In the past 12 months, have you spent more or less time away from your PDS than you expected when you first entered the military?

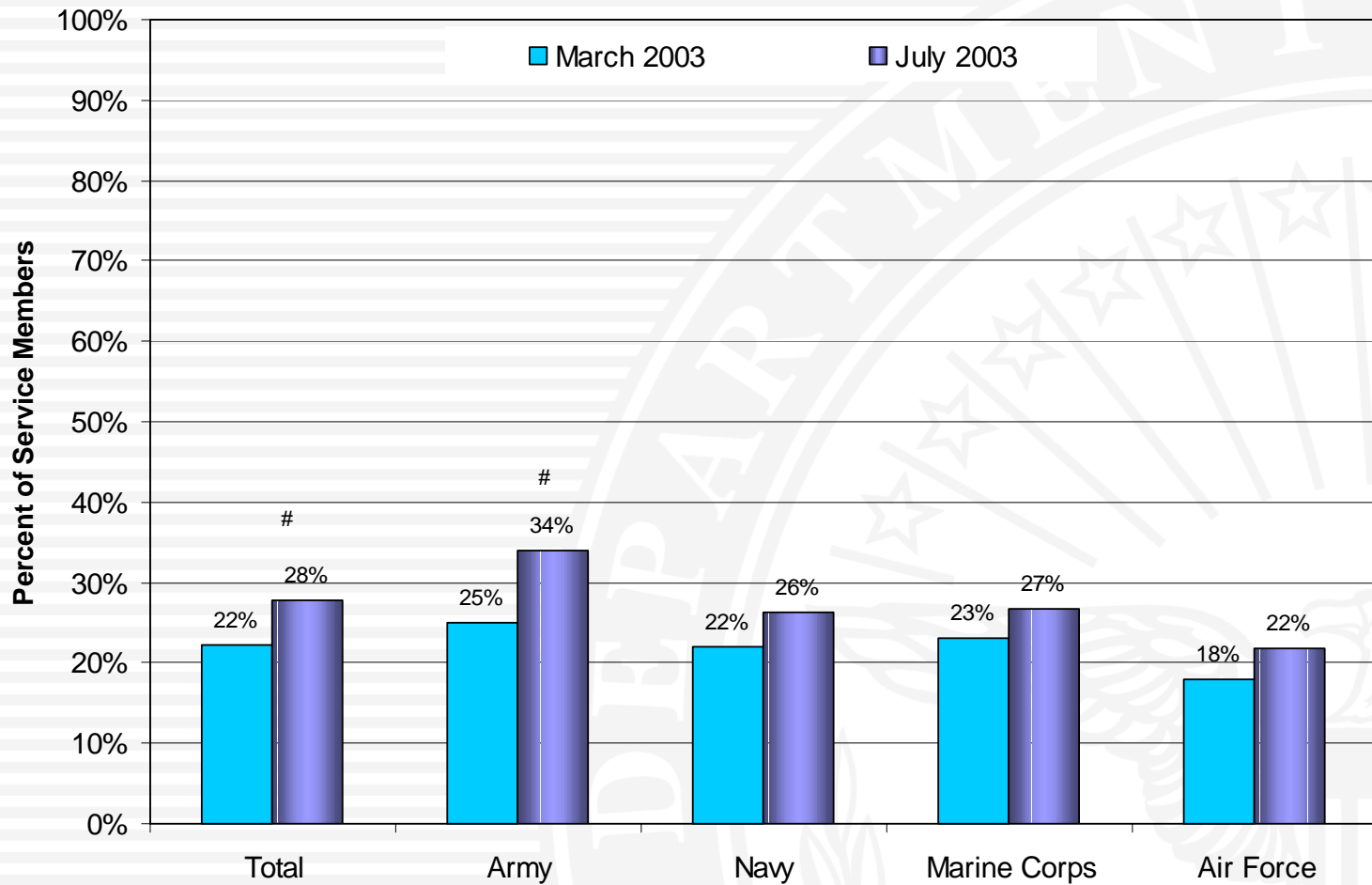
What impact has time away (or lack thereof) from your PDS in the past 12 months had on your military career intentions?

	Less time than expected	About the time expected	More time than expected
Decreased desire to stay	22%	16%	55%
Neither increased nor decreased desire to stay	66%	75%	39%
Increased desire to stay	11%	9%	6%
Total	100%	100%	100%

Margins of error within +/-3%

Tempo

Time Away Decreased Desire To Stay Trends

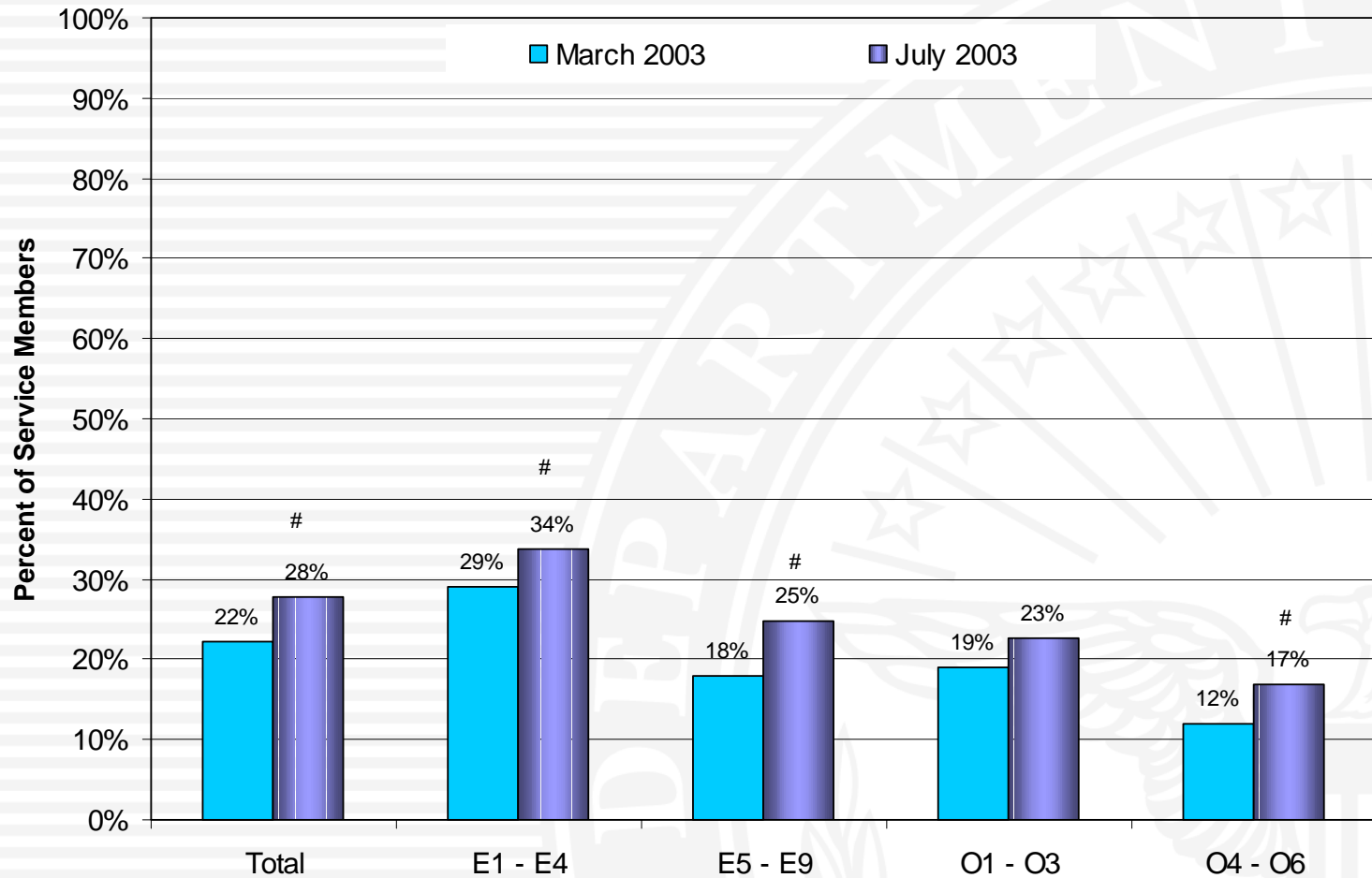


Margins of error within +/-3 %

= Significant difference between March and July 2003

Tempo

Time Away Decreased Desire To Stay Trends



Margins of error within +/- 2%

= Significant difference between March and July 2003

Tempo

Summary of Findings

July 2003 Findings

- 69% reported having PCSed
 - Led by Army, Air Force, E5-E9s, commissioned officers, members living off base, non-minorities, singles with children, and married with children
- Time since last PCS move averaged 23 months
 - Longer times reported by Air Force, E5-E9s, members living in the US, members living off base, singles with children, married with children, and enlisted males
- Members reported working longer than normal duty days an average of 95 days in the past 12 months
 - More than average led by Army, Marine Corps, E5-E9s, commissioned officers, members living off base, non-minorities, married with children, and males
- Members reported an average of 62 days away from PDS in the past 12 months
 - More than average led by Army, Marine Corps, E5-E9s, O1-O3s, members living in the US, married with children, and males

Tempo

Summary of Findings

July 2003 Findings (continued)

- 27% reported being away more and 23% reported being away less than expected
 - More time away than expected led by Army and males
 - Less time away than expected led by Marine Corps, Air Force, E1-E4s, members living on base, and singles without children
- 28% reported time away (or lack thereof) decreased desire to stay
 - Led by Army, E1-E4s, members living on base, singles without children, and males
- 55% of those with more time away than expected reported a decreased desire to stay

Tempo

Summary of Findings

March 2003 – July 2003 Trends

- Number of times E1-E4s reported working longer than normal duty days increased by 11 days
- Average time away from PDS increased 17 days
 - Led by Army, Marine Corps, and across all paygrade groups
- More time away than expected increased 8 percentage points
 - Led by Army, Marine Corps, and across all paygrade groups
- Decreased desire to stay due to time away increased 6 percentage points
 - Led by Army, E1-E4s, E5-E9s, and O4-O6s

Tempo

Summary of Findings

July 2002 – July 2003 Trends

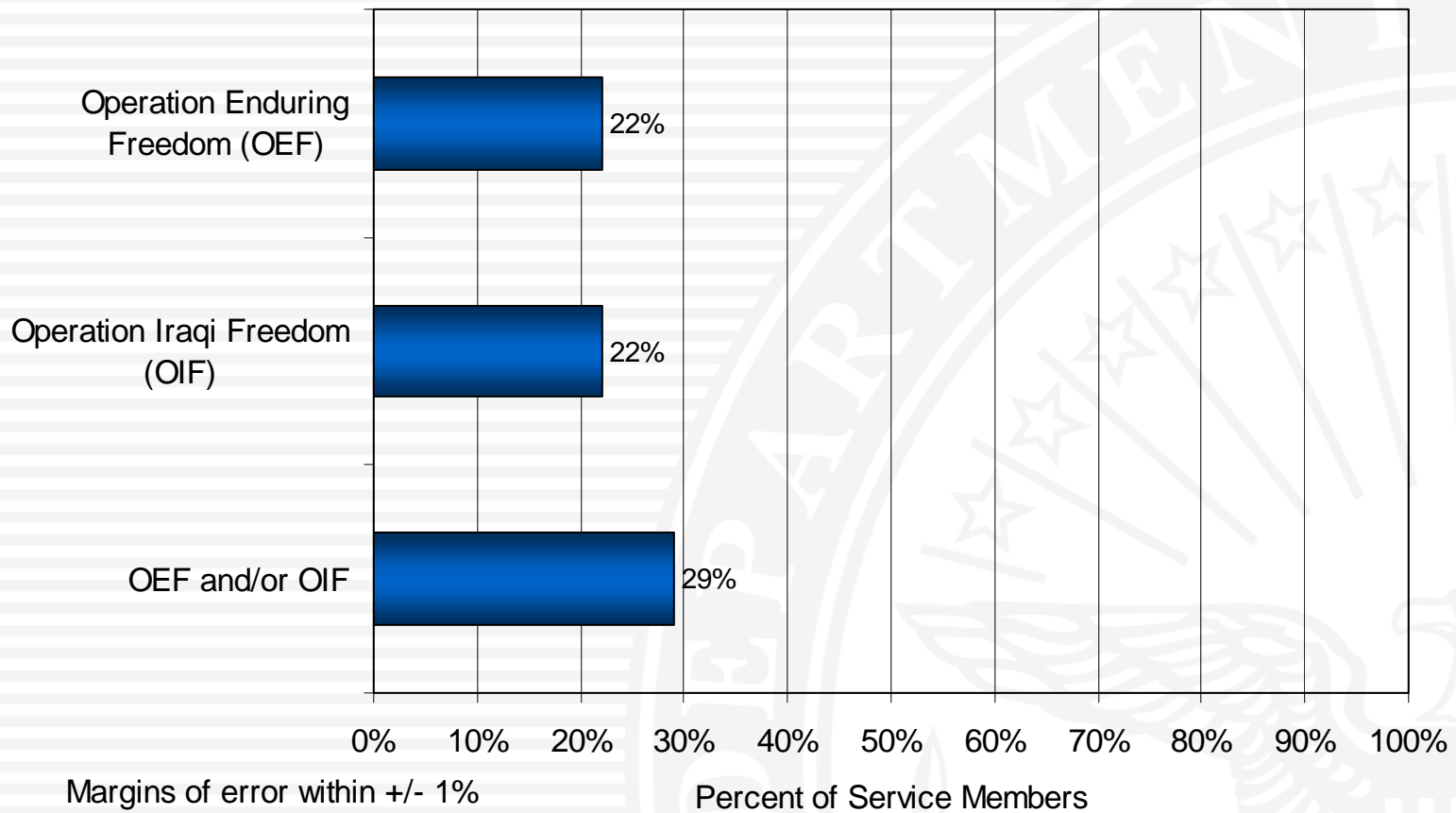
- Number of Air Force members ever PCSed decreased 5 percentage points
- Average number of months since Navy members' last PCS move decreased by 5 months
- Average number of times worked longer than normal duty days increased by 8 days
 - Led by Marine Corps and E5-E9s
- Average number of days away from PDS increased by 16 days
 - Led by Army, Marine Corps, Air Force, and across all paygrade groups

Briefing Overview

- Introduction
- Recurring measures
- ✓ Detailed tempo
- Spouse employment and child care
- Support programs/services
- Commissaries and exchanges
- Health care
- Housing issues
- Military/civilian comparisons
- Major findings

Detailed Tempo

Participated in Operations



Detailed Tempo

Participated in Operations

Percent of Service Members

KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Operation Enduring Freedom (OEF)	Yes	22	22	23	24	20	21	24	21	18	22	21	24	21	25	22	21
	No	78	78	77	76	80	79	76	79	82	78	79	76	79	75	78	79	81
Operation Iraqi Freedom (OIF)	Yes	22	25	20	28	16	23	21	21	17	26	23	20	17	28	27	16	16
	No	78	75	80	72	84	77	79	79	83	74	78	80	83	72	73	84	84
OEF and/or OIF	Yes	29	31	28	33	25	29	30	28	25	31	30	28	25	33	32	25	25
	No	71	69	72	67	75	71	70	72	75	69	70	72	75	67	68	75	75

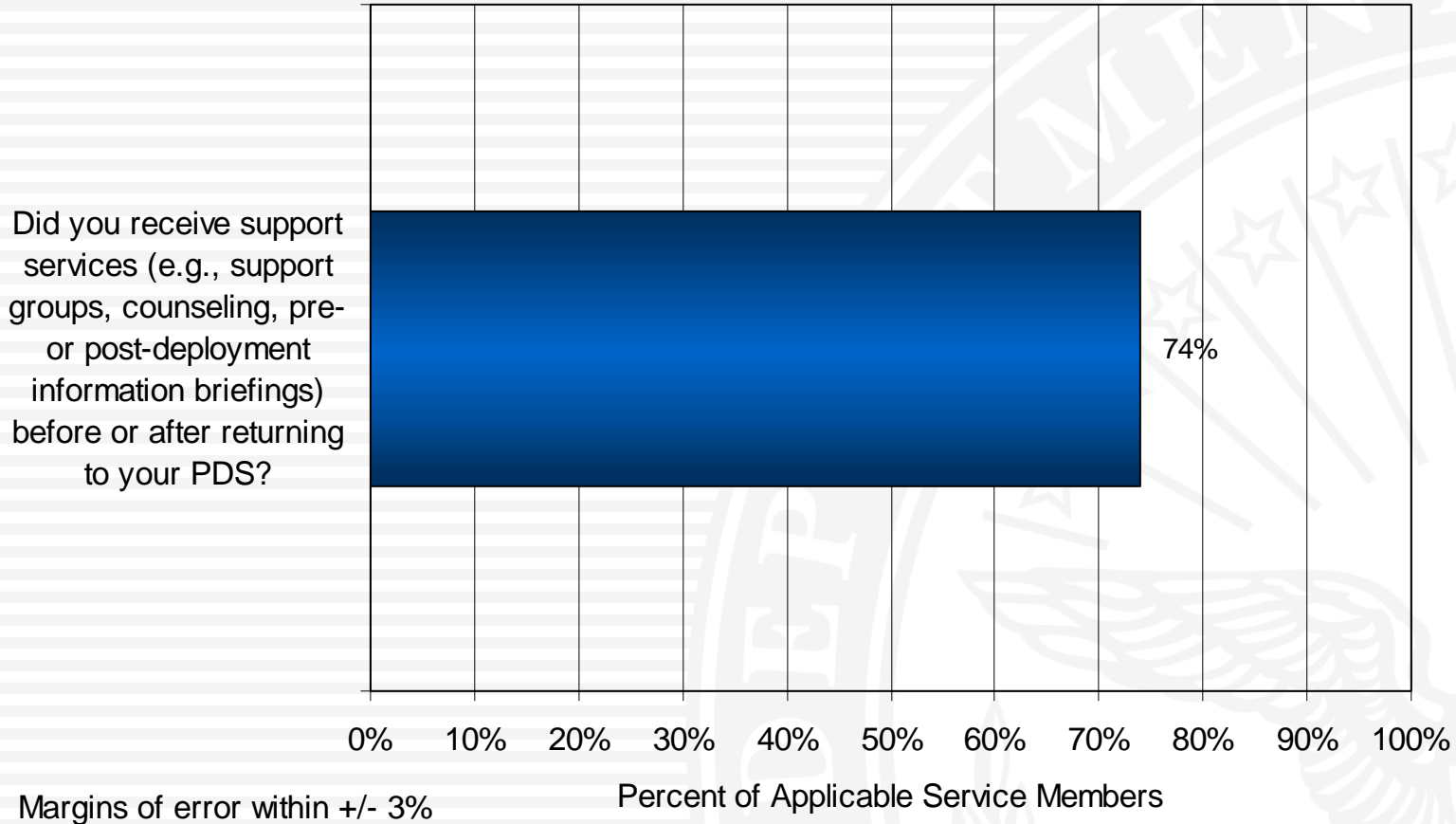
Margins of error within +/- 3%

KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Operation Enduring Freedom (OEF)	Yes	22	24	16	20	24	22	22	22	20	23	23	24	21	15	16	23
	No	78	76	84	80	76	78	78	78	80	77	77	76	79	85	84	77	85
Operation Iraqi Freedom (OIF)	Yes	22	22	19	21	22	22	21	19	21	22	23	23	21	14	13	23	14
	No	78	78	81	79	78	78	79	81	79	78	77	77	79	86	87	77	86
OEF and/or OIF	Yes	29	30	25	27	30	29	28	27	27	30	31	31	28	19	20	31	19
	No	71	70	75	73	70	71	72	73	73	70	69	69	72	81	80	70	81

Margins of error within +/- 5%

Detailed Tempo

Received Support Services Before or After Deployment



Detailed Tempo

Received Support Services Before or After Deployment

Percent of Applicable Service Members

KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers	
			Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Received support services before or after returning to PDS	Yes	74	82	63	84	73	76	76	74	57	83	75	64	56	84	77	75	64	
	No	26	18	37	16	27	24	24	26	43	17	25	36	44	16	23	25	36	

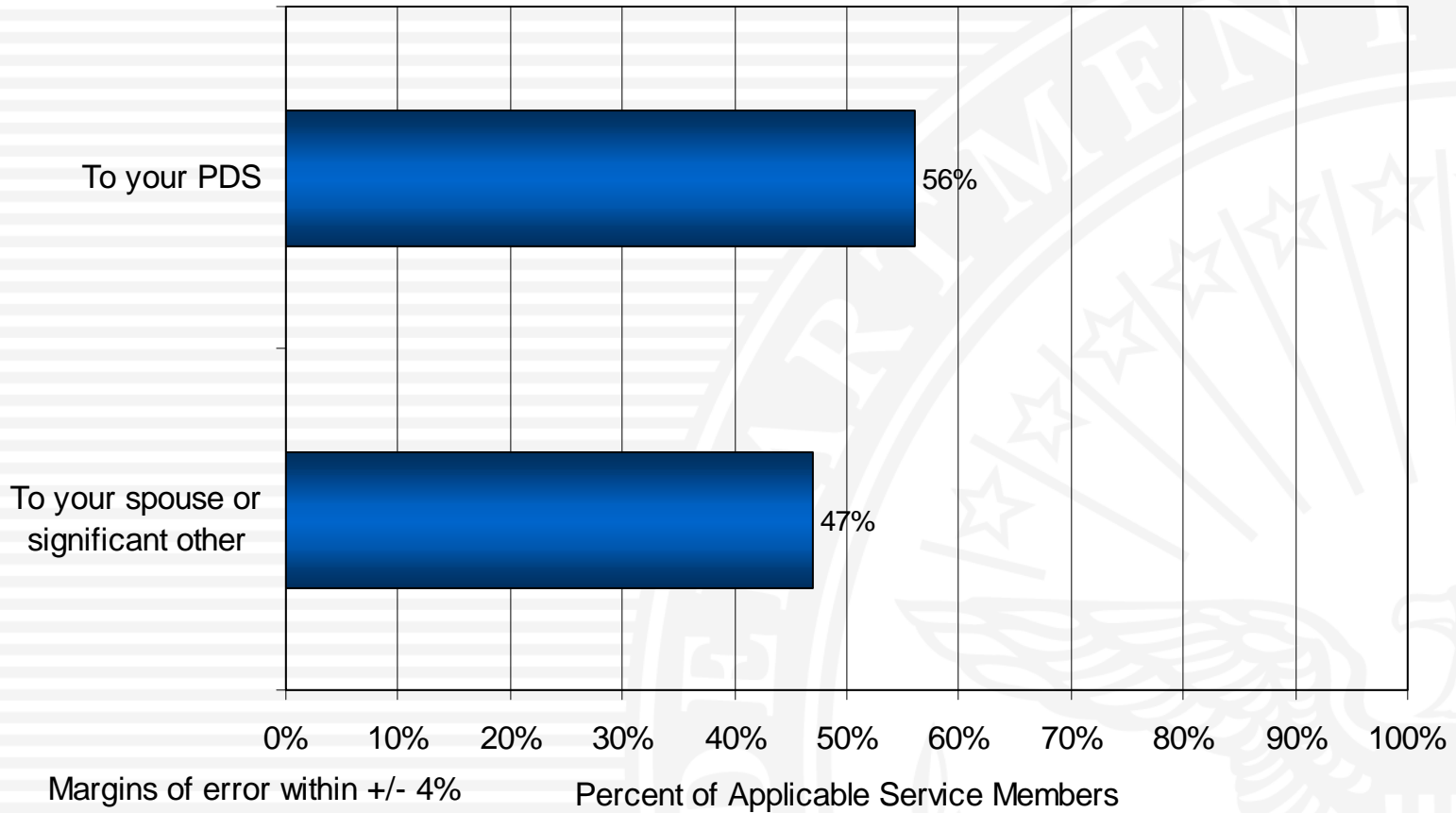
Margins of error within +/- 7%

KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
			Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Received support services before or after returning to PDS	Yes	74	76	63	76	73	74	75	71	75	75	74	76	66	75	75	74	75
	No	26	24	37	24	27	26	25	29	25	25	26	24	34	25	25	26	25

Margins of error within +/- 9%

Detailed Tempo

Support Services Help Adjusting After Deployment



Detailed Tempo

Support Services Help Adjusting After Deployment

Percent of Applicable Service Members

KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Support services help adjust to return to PDS	Yes	56	56	61	54	51	58	54	57	54	56	57	61	60	54	56	52
	No	44	44	39	46	49	42	46	43	46	44	43	39	40	46	44	48	50
Support services help adjust to return to spouse/significant other	Yes	47	51	56	47	35	49	47	43	44	51	49	57	49	46	51	35	33
	No	53	49	44	53	65	51	53	57	56	49	51	43	51	54	49	65	67

Margins of error within +/- 9%

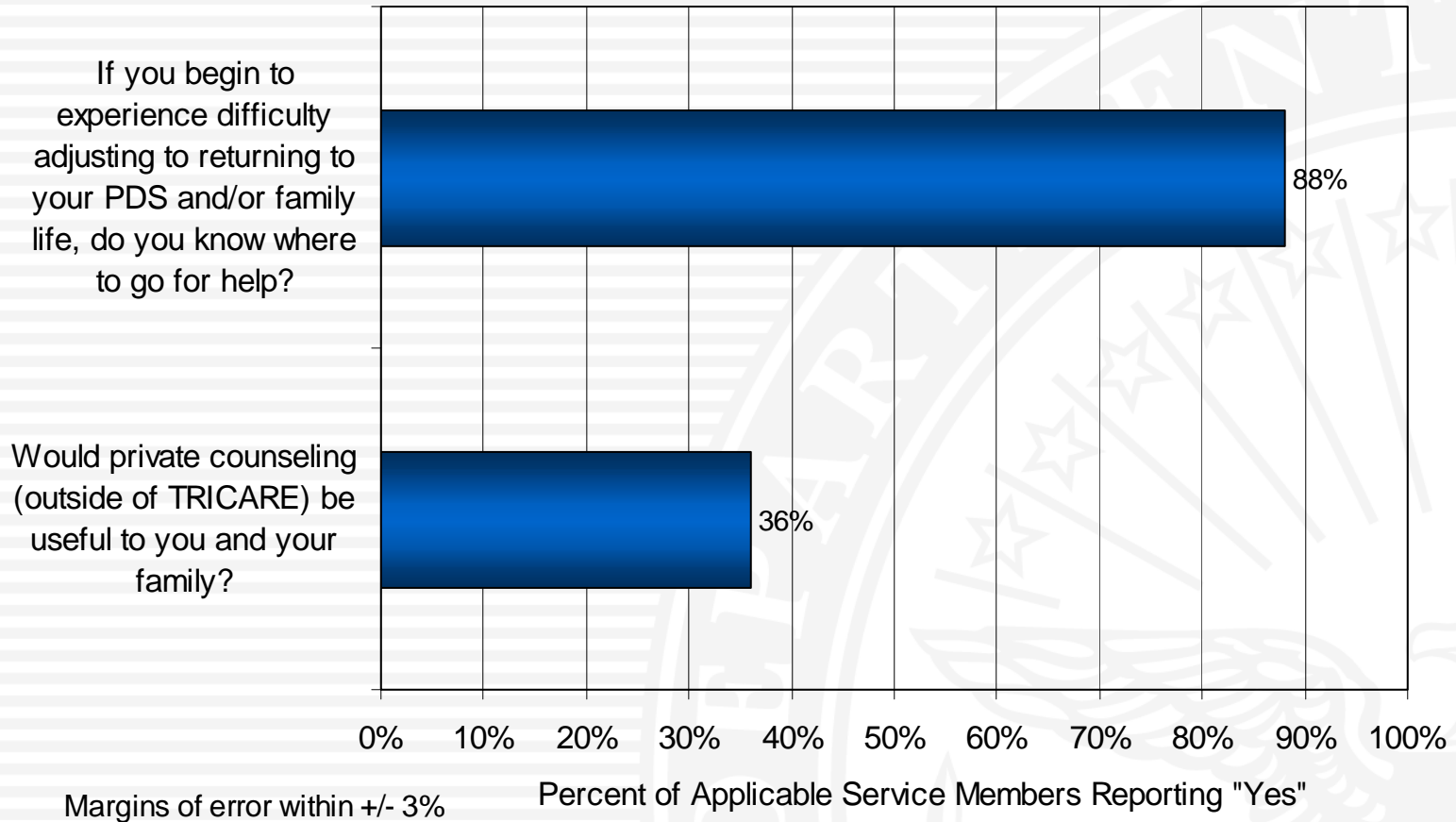
KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Support services help adjust to return to PDS	Yes	56	56	54	55	56	49	67	53	56	55	57	55	55	61	55	55
	No	44	44	46	45	44	51	33	47	44	45	43	45	45	39	45	45	40
Support services help adjust to return to spouse/significant other	Yes	47	47	43	43	49	39	61	NR	34	49	53	47	44	53	42	47	51
	No	53	53	57	57	51	61	39	NR	66	51	47	53	56	47	58	53	49

Margins of error within +/- 15%

NR: Not Reportable

Detailed Tempo

Support Services After Deployment



Detailed Tempo

Support Services After Deployment

Percent of Applicable Service Members

KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Know where to go for help if having trouble adjusting	Yes	88	87	83	88	95	80	93	90	95	86	91	82	93	87	96	96
	No	12	13	17	12	5	20	7	10	5	14	9	18	7	13	4	4	9
Private counseling (outside of TRICARE) useful	Yes	36	35	40	37	33	38	37	27	25	37	26	42	28	38	25	34	28
	No	64	65	60	63	67	62	63	73	75	63	74	58	72	62	75	66	72

Margins of error within +/- 6%

KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Know where to go for help if having trouble adjusting	Yes	88	89	83	85	90	91	83	87	83	92	88	87	93	88	85	88
	No	12	11	17	15	10	9	17	13	17	8	12	13	7	12	15	12	12
Private counseling (outside of TRICARE) useful	Yes	36	36	39	34	37	29	48	46	29	40	37	37	28	42	22	36	38
	No	64	64	61	66	63	71	52	54	71	60	63	63	72	58	78	64	62

Margins of error within +/- 10%

Detailed Tempo

Summary of Findings

July 2003 Findings

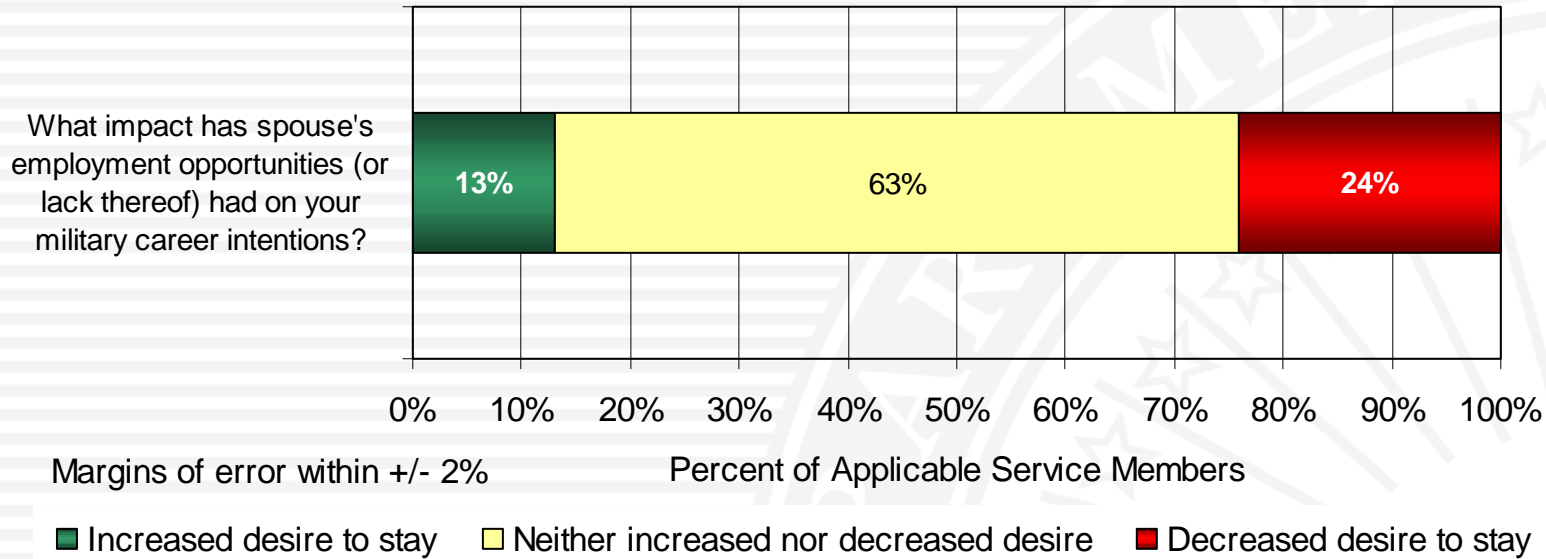
- 29% reported participation in OIF and/or OEF
 - More participation led by Marine Corps, members living in the US, and males
 - Less participation led by Air Force, O4-O6s, members living overseas, and females
- 74% of returning participants reported receiving support services
 - 56% of those who received services reported support services helped them adjust to their return to PDS
 - 47% of those who received services reported support services helped them adjust to their return to spouse/significant other
- 88% of returning participants knew where to go for help if they began to experience difficulty returning to their PDS and/or family life
 - Led by Air Force, E5-E9s, O4-O6s, Navy officers, Marine Corps officers, non-minorities, married with children, and male officers
- 36% of returning participants reported private counseling (outside of TRICARE) would be useful
 - Led by minorities

Briefing Overview

- Introduction
- Recurring measures
- Detailed tempo
- ✓ Spouse employment and child care
- Support programs/services
- Commissaries and exchanges
- Health care
- Housing issues
- Military/civilian comparisons
- Major findings

Spouse Employment and Child Care

Impact of Spouse Employment Opportunities



Spouse Employment and Child Care

Impact of Spouse Employment Opportunities

Percent of Applicable Service Members

KEY: More likely to increase desire to stay Less likely to increase desire to stay More likely to decrease desire to stay		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Impact of spouse's employment opportunities on desire to stay	Increase	13	13	16	12	10	13	15	8	5	14	7	17	9	13	6	12
	Decrease	24	28	18	25	24	27	20	32	28	26	34	16	26	25	26	23	29

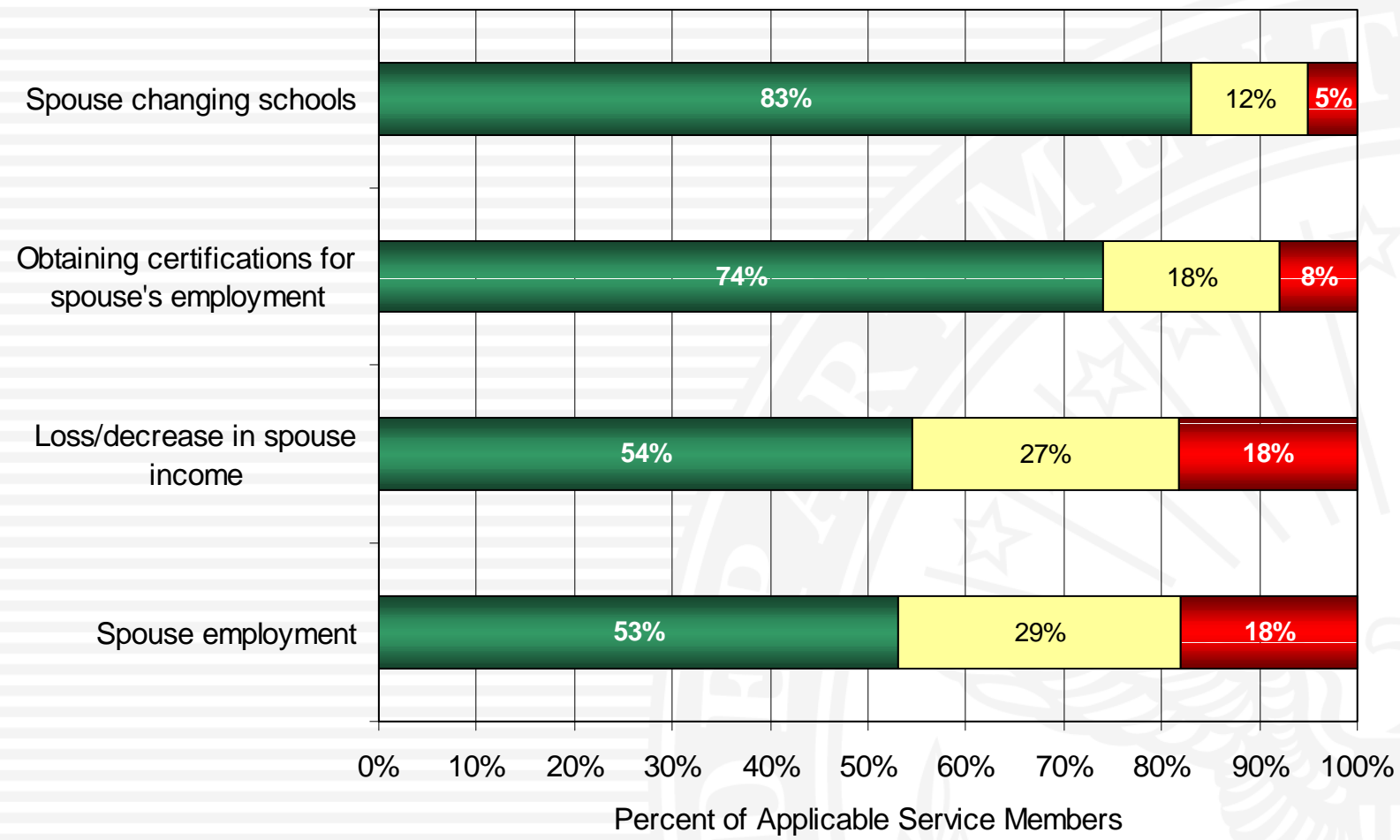
Margins of error within +/- 4%

KEY: More likely to increase desire to stay Less likely to increase desire to stay More likely to decrease desire to stay		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Impact of spouse's employment opportunities on desire to stay	Increase	13	13	12	14	12	10	18	NA	NA	13	11	14	6	13	12	13
	Decrease	24	24	26	25	23	25	23	NA	NA	22	28	22	29	28	37	23	30

Margins of error within +/- 5%

Spouse Employment and Child Care

Spouse Employment Problems During Most Recent PCS Move



Margins of error within +/- 2% ■ Not a problem ■ Slight/Somewhat of a problem ■ Serious problem

Spouse Employment and Child Care

Spouse Employment Problems During Most Recent PCS Move

Percent of Applicable Service Members

KEY: Higher response of "not a problem" Lower response of "not a problem" Higher response of "serious problem"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Spouse changing schools	Less	83	82	83	82	86	80	82	85	90	80	87	81	90	81	87	86
	More	5	6	5	4	4	6	5	4	3	6	5	5	3	4	3	4	4
Obtaining certifications for spouse's employment	Less	74	71	76	72	77	68	74	78	79	70	74	75	81	70	80	76	80
	More	8	10	6	8	6	8	8	7	6	11	8	20	16	9	16	6	5
Loss/decrease in spouse income	Less	54	49	61	52	56	50	52	60	66	46	58	59	66	49	61	53	64
	More	18	23	15	16	16	23	20	13	9	27	13	16	12	18	11	19	9
Spouse employment	Less	53	48	57	52	55	48	52	56	61	46	54	56	61	50	57	52	61
	More	18	22	16	19	16	23	19	16	11	24	16	17	13	20	14	18	11

Margins of error within +/- 6%

Spouse Employment and Child Care

Spouse Employment Problems During Most Recent PCS Move

Percent of Applicable Service Members

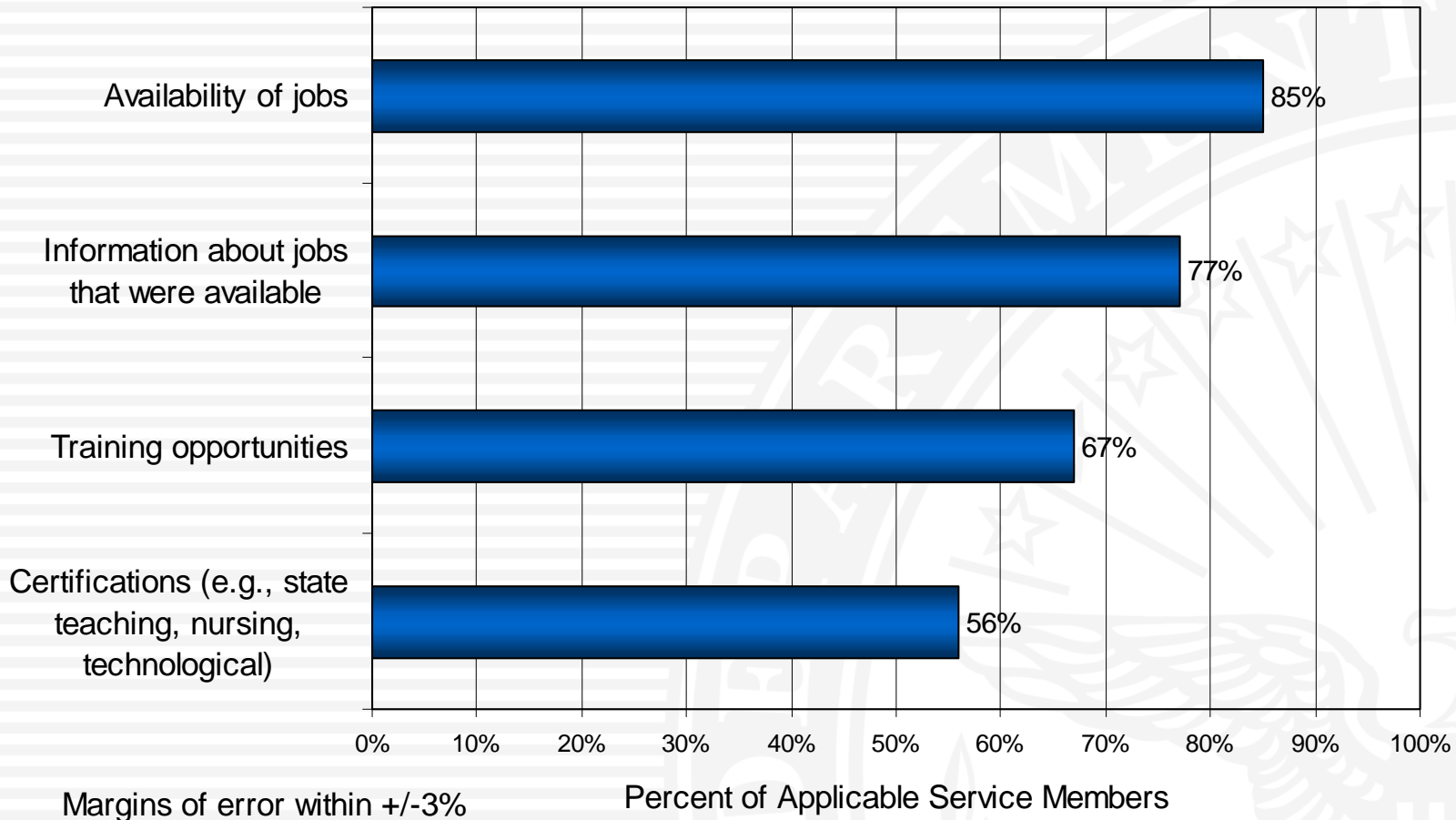
KEY: Higher response of "not a problem" Lower response of "not a problem" Higher response of "serious problem"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Spouse changing schools	Less	83	83	83	82	84	85	79	NA	NA	84	82	81	87	92	92	82
	More	5	5	5	6	4	4	6	NA	NA	4	7	5	5	2	2	5	2
Obtaining certifications for spouse's employment	Less	74	75	72	73	75	78	67	NA	NA	75	72	72	77	86	90	73	87
	More	8	7	9	9	7	6	10	NA	NA	7	8	8	7	5	3	8	5
Loss/decrease in spouse income	Less	54	54	54	50	56	57	50	NA	NA	54	54	50	61	70	71	52	71
	More	18	18	19	22	17	17	20	NA	NA	19	17	22	11	12	12	19	12
Spouse employment	Less	53	53	51	48	55	55	49	NA	NA	53	53	48	57	73	66	51	71
	More	18	18	21	21	17	17	21	NA	NA	18	18	21	13	13	15	19	13

Margins of error within +/- 5%

NA: Not Available

Spouse Employment and Child Care

Helps Spouse Obtain Employment After PCS



Spouse Employment and Child Care Helps Spouse Obtain Employment After PCS

Percent of Applicable Service Members

KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Availability of jobs	Yes	85	85	85	86	85	90	85	86	79	85	86	86	81	87	84	85
	No	15	15	15	14	15	10	15	14	21	15	14	14	19	13	16	15	18
Information about jobs that were available	Yes	77	79	78	82	71	85	77	72	66	80	73	80	70	84	70	72	68
	No	23	21	22	19	29	15	23	28	34	20	27	20	30	16	30	28	32
Training opportunities	Yes	67	70	71	67	61	77	71	50	47	75	53	76	51	70	51	64	49
	No	33	30	29	33	39	23	29	50	53	25	47	24	49	30	49	36	51
Certifications	Yes	56	60	55	55	50	59	57	43	51	62	54	58	44	56	49	52	44
	No	44	40	45	45	50	41	43	57	49	39	46	42	56	44	51	48	56

Margins of error within +/- 9%

Spouse Employment and Child Care

Helps Spouse Obtain Employment After PCS

Percent of Applicable Service Members

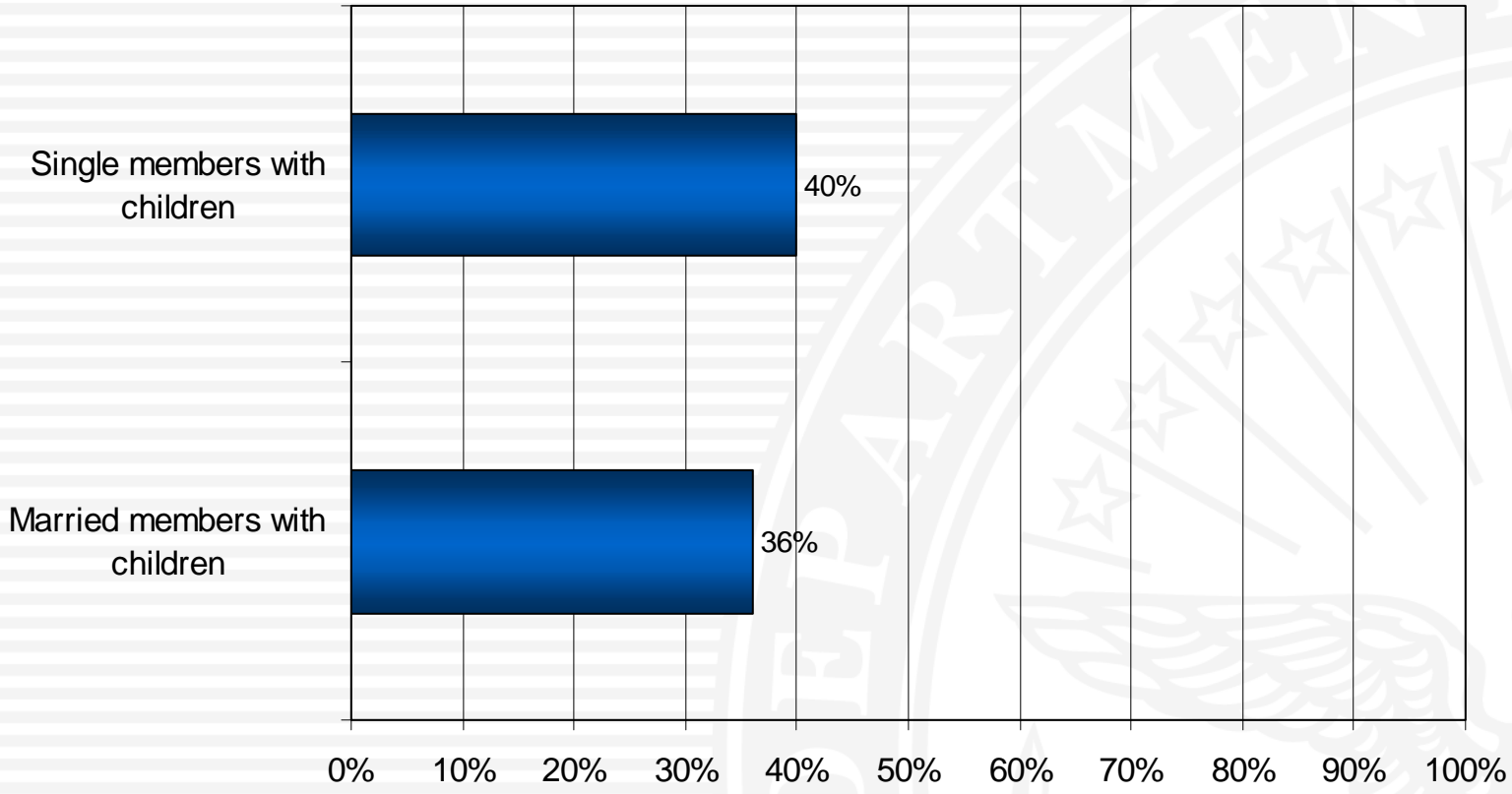
KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Availability of jobs	Yes	85	85	89	87	85	84	88	NA	NA	84	88	86	83	83	87	85
	No	15	16	11	13	15	16	12	NA	NA	16	12	14	17	17	13	15	16
Information about jobs that were available	Yes	77	78	72	78	76	73	83	NA	NA	77	76	79	70	77	75	77	76
	No	23	22	28	22	24	27	17	NA	NA	23	24	21	30	23	25	23	24
Training opportunities	Yes	67	69	60	69	67	63	75	NA	NA	69	63	72	52	67	48	68	61
	No	33	31	40	31	33	37	25	NA	NA	31	37	28	48	33	52	32	39
Certifications	Yes	56	58	56	54	56	52	61	NA	NA	56	56	58	50	52	36	56	47
	No	44	42	44	46	44	48	39	NA	NA	44	44	44	50	48	64	44	53

Margins of error within +/- 13%

NA: Not Available

Spouse Employment and Child Care

Use Child Care to Work



Margins of error within +/- 5%

Percent of Applicable Service Members

Spouse Employment and Child Care

Use Child Care to Work

Percent of Applicable Service Members

KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Single members with children	Yes	40	33	42	45	51	41	41	42	29	33	28	43	36	47	NR	52
	No	60	67	58	55	49	59	59	58	71	67	72	57	64	53	NR	48	NR
Married members with children	Yes	36	38	33	36	36	37	39	33	21	41	28	34	27	39	23	40	24
	No	64	62	67	64	64	63	61	67	79	59	72	66	73	61	77	60	76

Margins of error within +/- 15%

NR: Not Reportable

KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Single members with children	Yes	40	42	33	41	40	37	43	43	NR	NA	NA	27	20	69	66	26
	No	60	58	67	59	60	63	57	57	NR	NA	NA	73	80	31	35	74	31
Married members with children	Yes	36	36	34	34	37	31	44	NA	NA	36	48	35	22	74	68	32	73
	No	64	64	66	66	63	69	56	NA	NA	65	52	65	78	26	32	68	27

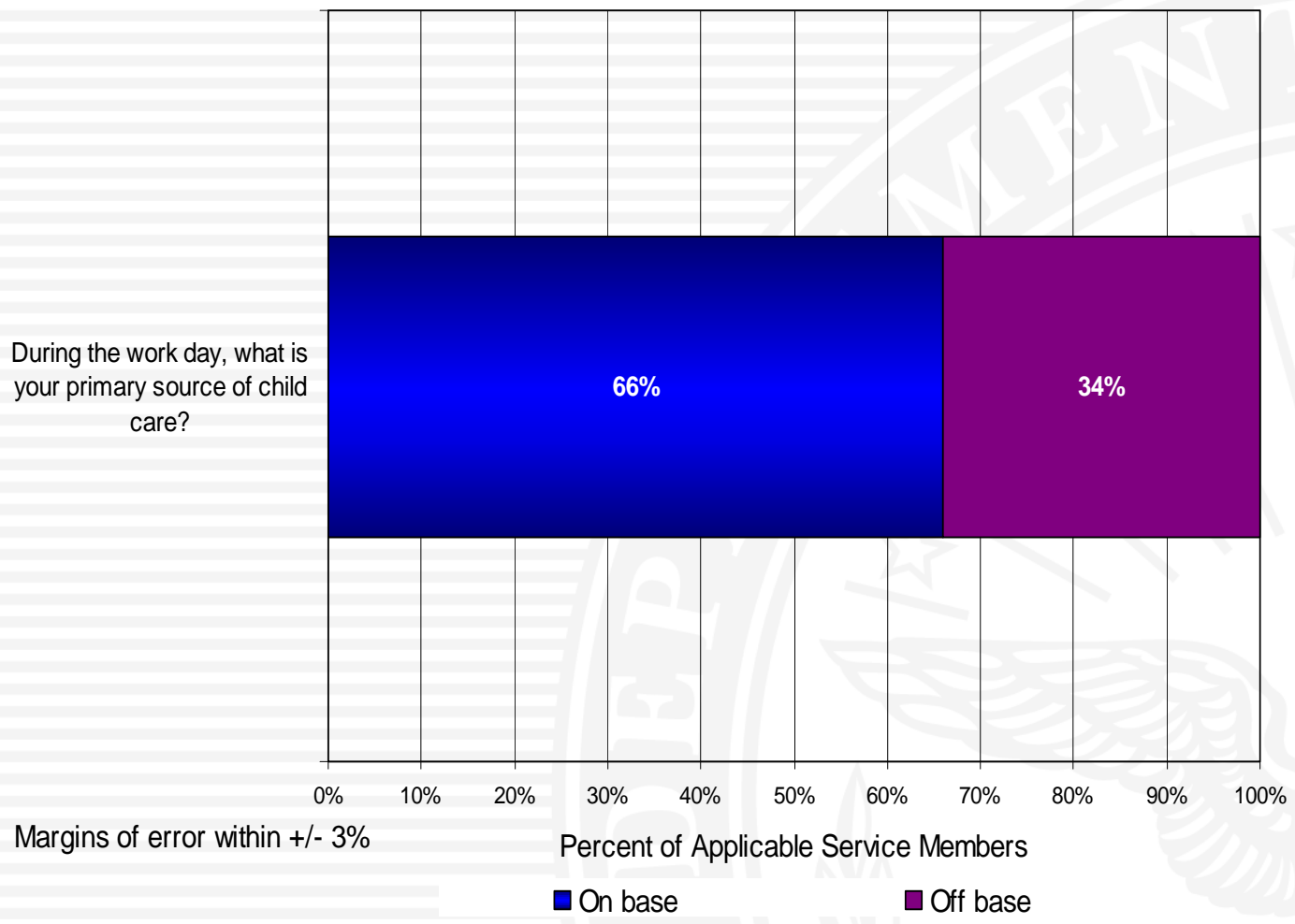
Margins of error within +/- 13%

NR: Not Reportable

NA: Not Available

Spouse Employment and Child Care

Primary Source of Child Care



Spouse Employment and Child Care

Primary Source of Child Care

Percent of Applicable Service Members

KEY: Higher response of "On base" Higher response of "Off base"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Primary source of child care	On base	66	64	75	72	60	60	67	67	71	63	68	74	79	73	67	59
	Off base	34	36	25	28	40	40	33	33	29	37	32	26	21	27	33	41	33

Margins of error within +/- 8%

KEY: Higher response of "On base" Higher response of "Off base"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Primary source of child care	On base	66	69	47	43	77	69	63	61	NR	68	50	69	73	57	62	69
	Off base	34	31	53	57	23	31	37	39	NR	32	50	31	27	43	38	31	42

Margins of error within +/- 11%

NR: Not Reportable

Spouse Employment and Child Care

Summary of Findings

July 2003 Findings

- 24% reported that their spouse's employment opportunities (or lack thereof) have decreased their desire to stay
 - Led by Army, O1-O3s, O4-O6s, Air Force officers, married without children, male officers, and females
- 18% reported *spouse employment problems and loss/decrease in spouse income* during most recent PCS move
 - Led by Army
- 56% to 85% reported finding *availability of jobs, information about available jobs, training opportunities and certifications* a help after a PCS move

Spouse Employment and Child Care

Summary of Findings

July 2003 Findings (continued)

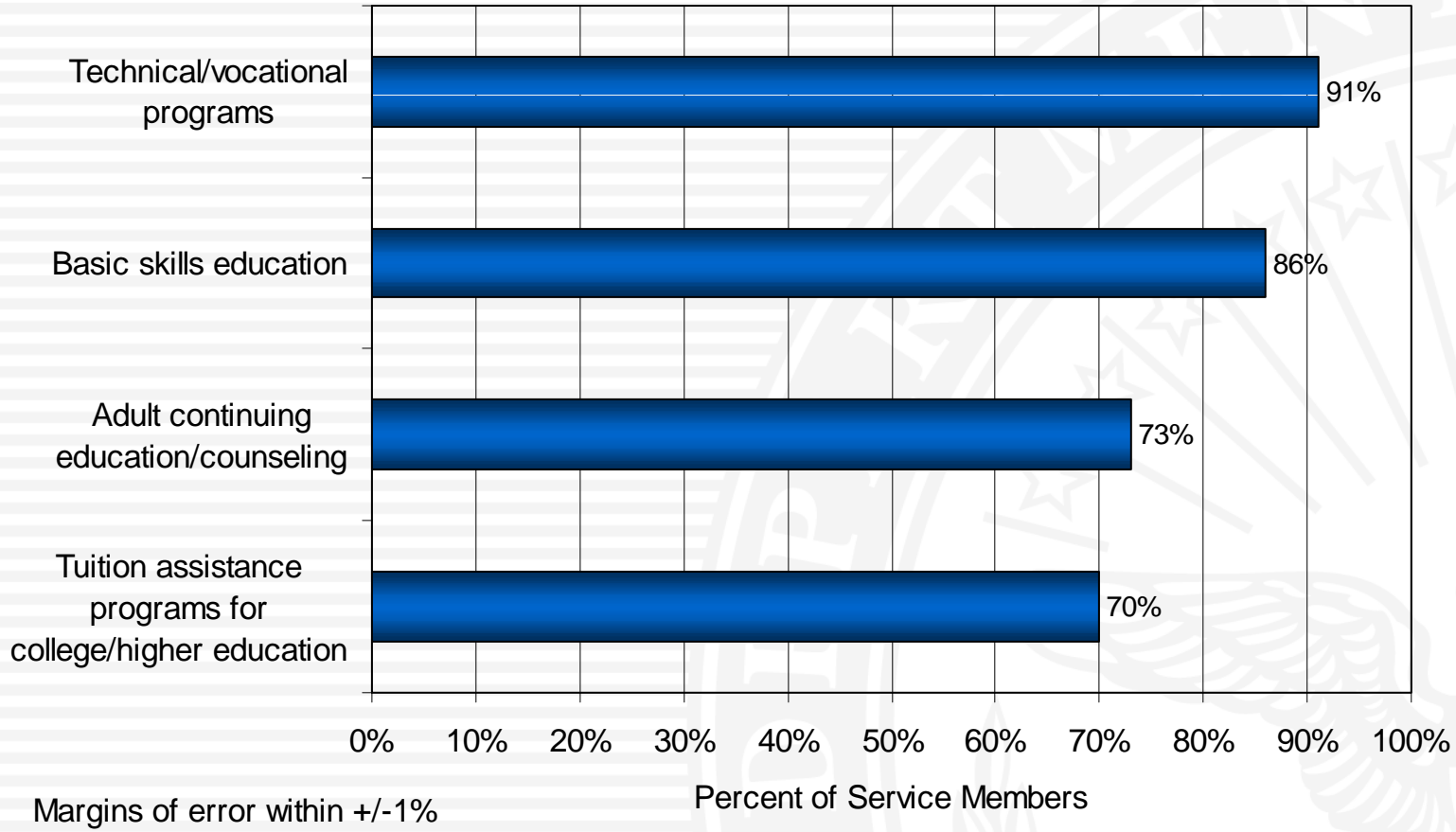
- 40% of singles with children routinely used child care so they could work
 - Led by Air Force and females
- 36% of married members with children routinely used child care so they and their spouse can work
 - Led by E5-E9s, Army enlisted, minorities, and females
- 66% used on-base child care as their primary source of child care
 - Led by Navy, members living in the US, members living off base, married with children, and males
- 34% used off-base child care as their primary source of child care
 - Led by members living overseas, members living on base, married without children, and females

Briefing Overview

- Introduction
- Recurring measures
- Detailed tempo
- Spouse employment and child care
- ✓ Support programs/services
- Commissaries and exchanges
- Health care
- Housing issues
- Military/civilian comparisons
- Major findings

Support Programs/Services

Use of Educational Programs and Services



Support Programs/Services

Use of Educational Programs and Services

Percent of Service Members

		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Technical/vocational programs	Yes	91	92	91	92	89	90	89	98	98	91	98	90	98	91	98	87	98
	No	9	8	9	8	11	10	11	2	2	9	2	10	2	9	2	13	2
Basic skills education	Yes	86	87	85	86	88	81	87	96	99	84	98	83	97	84	97	86	97
	No	14	13	15	14	12	19	13	4	1	16	2	17	3	16	3	14	3
Adult continuing education/counseling	Yes	73	68	79	79	70	74	67	87	90	65	85	77	90	78	88	66	87
	No	27	32	21	21	30	26	33	13	10	35	15	23	10	22	12	34	13
Tuition assistance programs for college/higher education	Yes	70	68	73	70	68	72	62	80	92	64	84	71	87	68	86	64	82
	No	30	32	27	30	32	28	38	20	8	36	16	29	13	32	14	36	18

Margins of error within +/- 3%

Support Programs/Services

Use of Educational Programs and Services

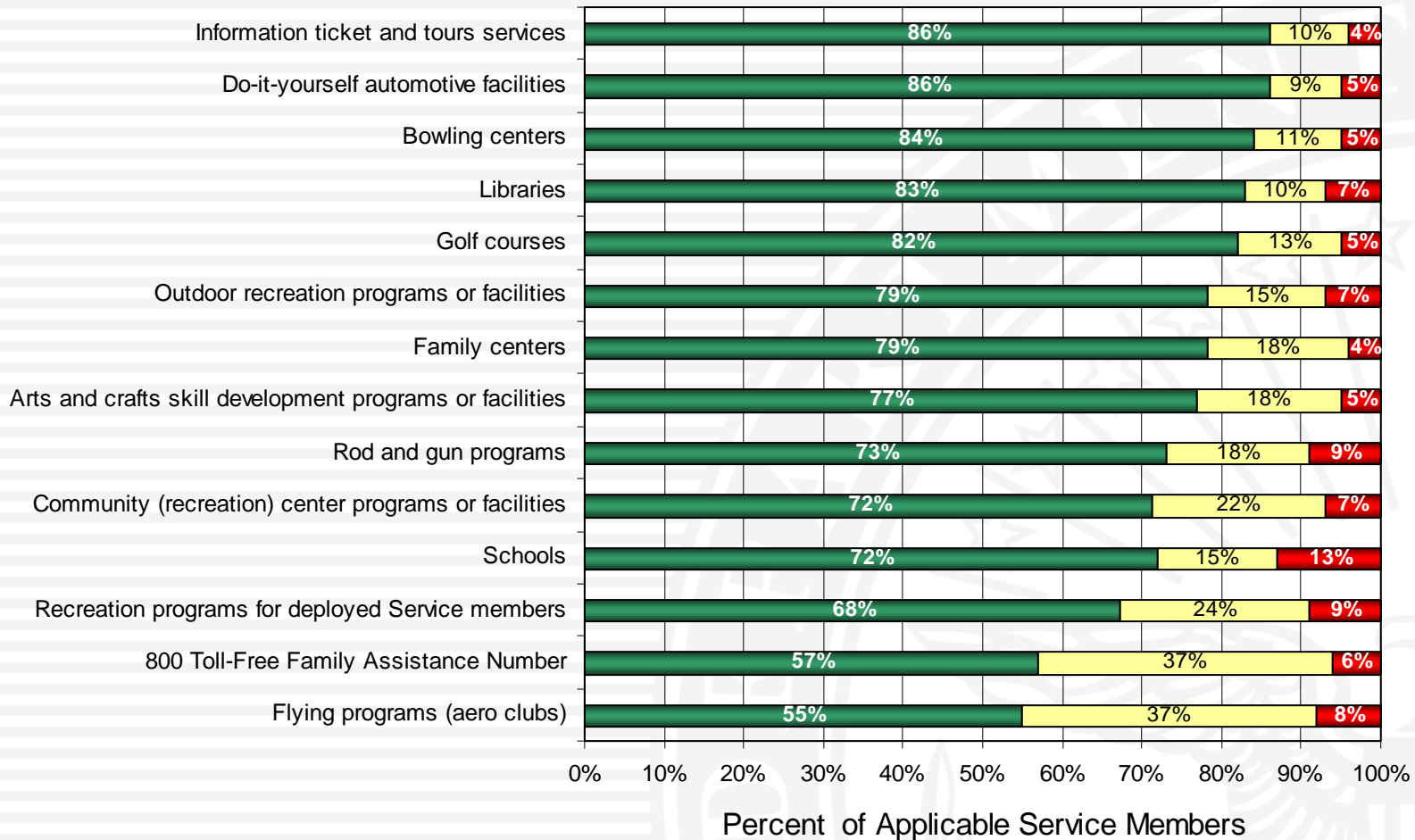
Percent of Service Members

KEY: Higher response of "Yes" Lower response of "Yes" Higher response of "No"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Technical/vocational programs	Yes	91	91	89	91	91	93	88	92	91	92	90	90	98	89	98	91	91
	No	9	9	11	9	9	7	12	8	9	8	10	10	2	11	2	9	9
Basic skills education	Yes	86	87	83	84	88	90	81	88	84	89	85	85	98	80	96	87	83
	No	14	13	17	16	12	10	19	12	16	11	15	15	2	20	4	13	17
Adult continuing education/counseling	Yes	73	74	69	72	74	77	67	66	75	72	73	72	87	61	85	74	65
	No	27	26	31	28	26	23	33	34	25	28	27	28	13	39	15	26	35
Tuition assistance programs for college/higher education	Yes	70	71	64	70	69	74	62	63	71	69	69	69	85	54	80	71	58
	No	30	29	36	30	31	26	38	37	29	31	31	31	15	46	20	29	42

Margins of error within +/- 5%

Support Programs/Services

Level of Satisfaction With On-Base Programs



Margins of error within +/-9% ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied

Support Programs/Services

Level of Satisfaction With On-Base Programs

Percent of Applicable Service Members

KEY: More satisfied Less satisfied More dissatisfied		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Information ticket and tours services	SAT	86	85	86	87	87	82	87	86	90	84	85	85	89	86	90	86	88
	DIS	4	4	5	3	4	4	4	4	4	3	5	5	3	3	3	3	4
Do-it-yourself automotive facilities	SAT	86	83	86	88	87	86	86	88	85	83	82	86	87	88	90	87	88
	DIS	5	7	5	5	4	5	6	4	4	7	3	5	6	5	5	5	4
Bowling centers	SAT	84	82	87	82	86	82	85	87	88	81	85	87	90	82	85	85	88
	DIS	5	6	3	7	3	6	4	2	4	6	5	3	2	7	2	3	3
Libraries	SAT	83	85	73	83	86	79	86	81	88	85	83	72	78	83	85	86	87
	DIS	7	7	11	7	5	8	5	9	5	6	10	11	9	7	6	4	6
Golf courses	SAT	82	83	83	82	81	80	82	84	85	82	85	81	88	82	84	81	81
	DIS	5	5	3	6	6	5	5	7	6	5	6	3	5	6	4	6	8
Outdoor recreation programs or facilities	SAT	79	75	80	77	82	75	80	84	86	74	79	79	86	77	84	81	88
	DIS	7	9	5	7	5	7	7	5	4	9	8	6	4	7	6	5	3
Family centers	SAT	79	76	78	73	83	72	82	78	86	75	80	78	80	72	78	82	84
	DIS	4	4	4	5	3	5	3	4	5	4	7	3	8	5	5	3	1
Arts and crafts skill development programs or facilities	SAT	77	80	73	66	78	71	78	79	84	81	78	72	79	64	77	77	82
	DIS	5	6	4	6	4	7	3	6	5	4	11	3	6	6	6	4	4
Rod and gun programs	SAT	73	76	67	74	72	67	77	72	79	77	74	67	63	72	82	70	77
	DIS	9	11	6	11	8	14	6	9	8	11	10	4	15	13	6	8	5
Community (recreation) center programs or facilities	SAT	72	73	73	71	70	70	72	76	77	73	73	73	76	70	76	68	77
	DIS	7	7	7	6	7	8	6	5	3	7	7	7	5	6	4	8	3
Schools	SAT	72	68	73	69	78	62	75	71	73	67	74	75	58	67	77	78	73
	DIS	13	15	11	12	12	13	12	18	19	14	17	9	27	11	14	11	19
Recreation programs for deployed Service members	SAT	68	67	65	71	71	65	70	68	70	67	62	63	76	71	68	71	70
	DIS	9	12	8	11	4	11	7	10	6	11	12	8	8	12	6	4	4
800 Toll-Free Family Assistance Number	SAT	57	66	44	61	63	56	57	71	NR	66	NR	43	NR	NR	60	63	NR
	DIS	6	7	7	1	NR	5	6	NR	4	7	NR	7	NR	NR	10	NR	NR
Flying programs (aero clubs)	SAT	55	NR	32	NR	72	NR	NR	79	84	NR	NR	NR	77	NR	NR	NR	88
	DIS	8	NR	8	NR	4	13	5	5	4	NR	NR	NR	NR	NR	NR	6	NR

Margins of error within +/- 16%
NR: Not Reportable

Support Programs/Services

Level of Satisfaction With On-Base Programs

Percent of Applicable Service Members

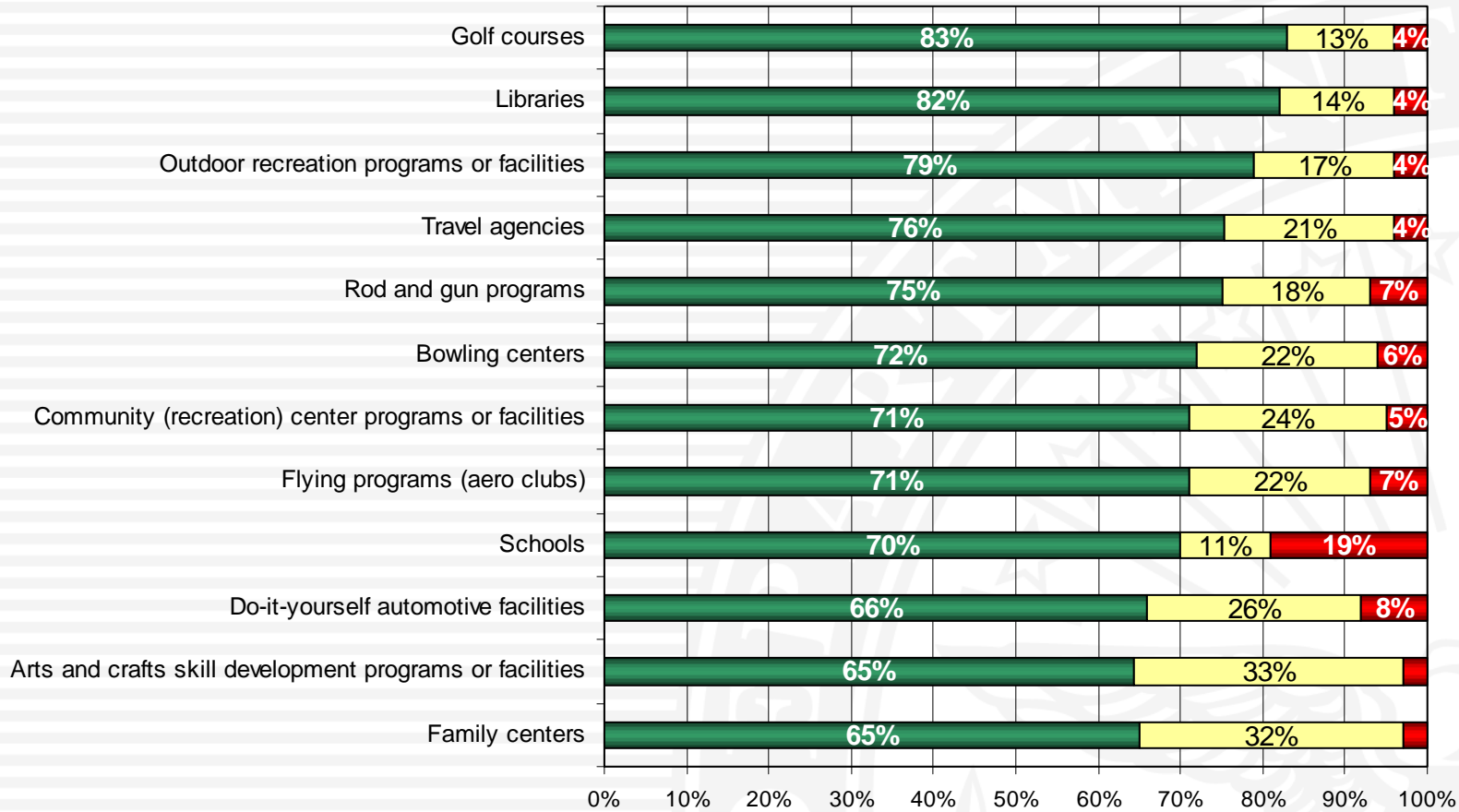
KEY: More satisfied Less satisfied More dissatisfied		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
		Information ticket and tours services	SAT	86	87	81	85	87	86	85	89	81	88	87	85	87	86	92
	DIS	4	4	5	4	4	4	5	2	5	4	5	4	4	5	2	4	4
Do-it-yourself automotive facilities	SAT	86	87	81	85	87	85	86	87	88	85	82	85	86	88	87	85	88
	DIS	5	5	7	6	5	6	5	4	3	7	7	6	4	1	3	6	2
Bowling centers	SAT	84	85	82	82	86	83	86	88	81	86	84	84	87	84	89	84	85
	DIS	5	4	7	6	4	5	4	4	5	4	5	5	4	5	2	5	4
Libraries	SAT	83	83	84	81	85	83	83	90	78	86	84	83	84	80	84	83	81
	DIS	7	7	7	8	6	7	7	3	9	5	7	6	8	9	9	6	9
Golf courses	SAT	82	83	76	81	83	84	77	88	77	84	83	82	84	75	84	82	78
	DIS	5	4	9	6	5	6	4	4	5	6	5	5	7	6	4	5	5
Outdoor recreation programs or facilities	SAT	79	79	77	76	81	79	78	83	73	82	80	77	84	78	85	79	79
	DIS	7	7	7	9	5	7	6	4	8	6	6	7	5	6	5	7	6
Family centers	SAT	79	79	79	78	79	79	79	76	66	82	80	79	80	75	89	79	76
	DIS	4	4	3	2	5	3	4	3	4	3	4	4	5	2	2	4	2
Arts and crafts skill development programs or facilities	SAT	77	77	77	75	78	77	77	80	73	79	77	76	80	78	79	77	78
	DIS	5	5	5	6	4	4	5	3	5	4	8	3	7	7	6	4	7
Rod and gun programs	SAT	73	74	68	69	75	75	67	NR	67	76	75	72	74	79	NR	73	79
	DIS	9	8	15	13	6	10	6	NR	11	7	12	9	9	NR	NR	9	6
Community (recreation) center programs or facilities	SAT	72	72	72	70	74	71	73	77	68	72	76	70	74	76	82	71	77
	DIS	7	7	7	8	5	6	7	6	8	6	6	7	5	8	4	7	7
Schools	SAT	72	72	73	73	71	74	70	74	NR	75	72	74	72	64	75	73	65
	DIS	13	11	17	13	12	12	13	5	9	13	17	10	19	23	11	11	22
Recreation programs for deployed Service members	SAT	68	70	62	66	70	69	66	73	64	67	77	68	69	64	67	68	64
	DIS	9	9	8	10	7	9	9	9	10	9	5	9	8	10	11	9	10
800 Toll-Free Family Assistance Number	SAT	57	57	59	52	60	56	59	NR	30	64	NR	57	64	NR	NR	58	NR
	DIS	6	7	NR	7	5	6	5	NR	NR	6	NR	6	7	NR	NR	6	NR
Flying programs (aero clubs)	SAT	55	55	NR	NR	56	59	47	NR	51	62	NR	44	79	NR	NR	55	NR
	DIS	8	6	NR	10	7	7	10	NR	9	6	NR	8	5	NR	NR	7	NR

Margins of error within +/- 16%

NR: Not Reportable

Support Programs/Services

Level of Satisfaction With Off-Base Programs



Margins of error within +/-9%

Percent of Applicable Service Members

■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied

Support Programs/Services

Level of Satisfaction With Off-Base Programs

Percent of Applicable Service Members

		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Golf courses	SAT	83	82	87	78	82	73	85	88	91	80	86	86	89	75	92	79	89
	DIS	4	5	5	4	2	7	3	2	2	6	2	5	2	5	1	2	2
Libraries	SAT	82	81	83	79	83	75	84	86	90	79	90	82	88	78	86	81	88
	DIS	4	4	3	3	4	5	3	3	2	5	2	3	3	2	3	4	3
Outdoor recreation programs or facilities	SAT	79	79	80	78	79	74	79	86	87	77	85	79	87	76	86	76	87
	DIS	4	3	3	7	4	5	3	3	2	3	3	3	3	7	2	4	3
Travel agencies	SAT	76	79	74	65	78	68	79	79	83	77	84	74	75	63	78	77	81
	DIS	4	3	6	4	2	5	3	3	3	3	3	6	6	4	3	2	1
Rod and gun programs	SAT	75	75	76	77	74	68	79	76	84	76	72	NR	83	77	78	71	81
	DIS	7	8	NR	4	9	11	4	12	5	7	10	NR	NR	4	9	NR	NR
Bowling centers	SAT	72	73	73	69	72	69	75	71	78	73	77	74	72	68	77	72	74
	DIS	6	6	4	6	8	7	5	8	5	6	8	4	6	6	4	8	6
Community (recreation) center programs or facilities	SAT	71	69	75	67	73	68	71	80	82	67	79	75	79	66	78	70	81
	DIS	5	6	4	4	5	7	4	2	3	6	3	4	2	4	3	6	3
Flying programs (aero clubs)	SAT	71	NR	NR	NR	89	NR	73	81	85	NR	83	NR	NR	NR	88	93	82
	DIS	7	3	NR	1	1	NR	NR	1	NR	NR	5	NR	NR	NR	NR	NR	NR
Schools	SAT	70	68	66	73	73	53	70	74	79	66	76	64	76	73	75	71	78
	DIS	19	19	20	15	19	29	19	15	12	21	13	21	14	15	16	20	14
Do-it-yourself automotive facilities	SAT	66	68	69	60	63	66	66	69	69	68	64	69	67	60	62	62	NR
	DIS	8	5	9	9	11	8	8	11	6	5	6	9	12	9	9	11	NR
Arts and crafts skill development programs or	SAT	65	68	64	56	64	57	65	67	78	66	71	64	66	53	69	60	75
	DIS	3	1	2	1	6	4	2	2	2	0	3	2	2	1	1	8	2
Family centers	SAT	65	59	61	64	74	61	62	82	77	54	80	61	65	62	71	70	87
	DIS	3	6	2	6	1	5	3	2	2	7	3	2	3	6	4	1	2

Margins of error within +/- 16%

NR: Not Reportable

Support Programs/Services

Level of Satisfaction With Off-Base Programs

Percent of Applicable Service Members

		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Golf courses	SAT	83	85	73	73	88	84	80	NR	77	87	85	81	88	82	88	83	84
	DIS	4	3	7	6	2	3	5	NR	4	3	3	4	2	2	3	4	2
Libraries	SAT	82	86	58	72	87	84	79	84	72	86	85	81	89	79	87	82	80
	DIS	4	3	9	5	3	4	3	3	6	3	3	4	3	4	4	4	4
Outdoor recreation programs or facilities	SAT	79	80	72	73	83	81	76	83	75	81	80	77	86	77	88	79	79
	DIS	4	3	6	5	3	4	4	2	5	3	4	4	3	3	3	4	3
Travel agencies	SAT	76	75	77	69	80	76	76	78	71	79	76	75	81	73	81	76	74
	DIS	4	3	5	5	3	4	3	2	5	3	3	4	3	3	2	4	3
Rod and gun programs	SAT	75	78	NR	63	81	74	78	NR	71	78	NR	74	76	79	NR	75	79
	DIS	7	6	NR	9	6	8	4	NR	12	5	NR	7	8	7	NR	7	7
Bowling centers	SAT	72	73	67	66	77	73	72	75	70	74	72	72	74	75	79	72	75
	DIS	6	6	6	6	6	7	5	9	6	5	6	6	6	7	9	6	7
Community (recreation) center programs or facilities	SAT	71	73	65	63	77	73	70	76	69	73	70	70	78	70	87	71	73
	DIS	5	4	7	8	3	4	5	2	8	4	4	5	3	5	2	5	5
Flying programs (aero clubs)	SAT	71	69	86	NR	77	72	68	NR	65	NR	NR	68	79	NR	NR	71	NR
	DIS	7	8	NR	6	8	NR	9	NR	5	NR	NR	10	4	NR	NR	8	NR
Schools	SAT	70	69	74	56	75	68	73	66	NR	70	76	69	77	58	78	71	62
	DIS	19	20	5	27	16	22	14	18	NR	19	NR	19	13	31	16	18	28
Do-it-yourself automotive facilities	SAT	66	67	61	60	71	66	66	72	65	66	68	66	67	64	NR	66	65
	DIS	8	8	8	10	7	7	9	2	10	7	9	8	9	5	NR	8	5
Arts and crafts skill development programs or	SAT	65	66	57	50	72	66	62	75	58	66	66	62	70	66	79	64	69
	DIS	3	3	3	4	2	3	2	NR	4	2	3	3	2	2	2	3	2
Family centers	SAT	65	66	56	50	71	66	62	59	63	65	65	60	77	69	90	63	72
	DIS	3	3	2	5	2	4	3	1	6	2	6	4	3	1	NR	4	1

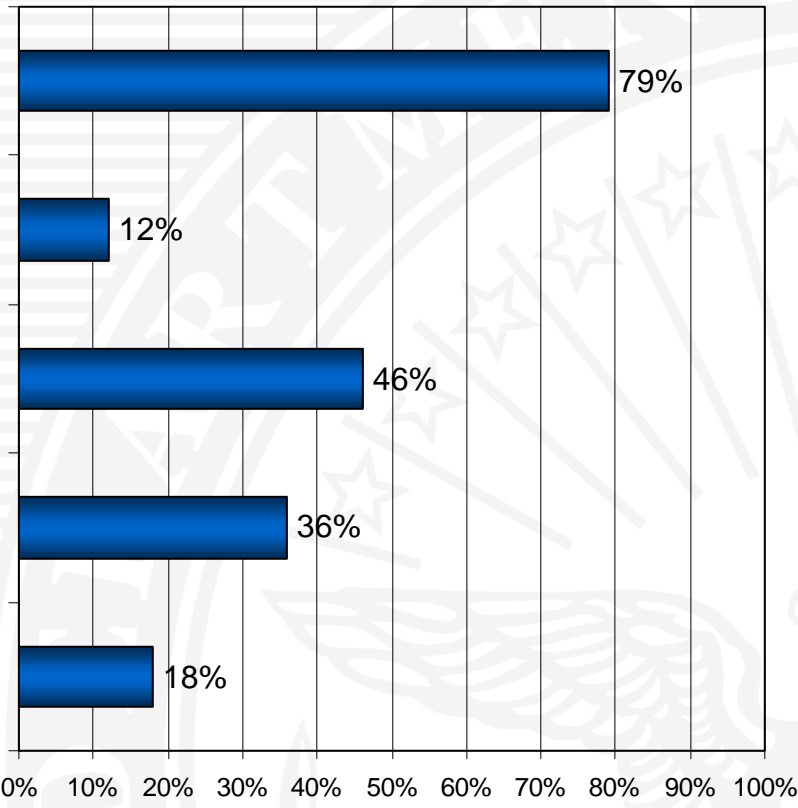
Margins of error within +/- 15%

NR: Not Reportable

Support Programs/Services

Cultural and Ethnic Needs

Overall, does the military provide programs that meet the unique cultural and ethnic needs of military members and their families?



Of this 12%, members reported:

Family member(s) would benefit from ESL

Service member and family member(s) would benefit from ESL

Service member would benefit from ESL

Margins of error within +/-1%

Percent of Service Members Reporting "Yes"

Support Programs/Services

Cultural and Ethnic Needs

Percent of Applicable Service Members

	Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers	
																		KEY: Higher response of "Yes"
Military provides programs for cultural and ethnic needs of members and families	Yes	79	76	78	77	86	74	81	87	89	73	86	76	88	75	88	85	89
Service member or family members would benefit from ESL services	Yes	12	11	16	11	8	14	12	5	2	12	7	18	4	12	3	10	3
Family members would benefit from ESL services	Yes	46	51	42	47	46	33	56	71	81	48	82	41	65	47	NR	44	NR
Service member and family members would benefit from ESL services	Yes	36	35	38	34	36	42	33	24	13	38	12	39	35	34	NR	36	NR
Service member would benefit from ESL services	Yes	18	13	20	19	18	26	11	5	NR	14	6	21	NR	19	NR	19	NR

Margins of error within +/- 12%

NR: Not Reportable

Support Programs/Services

Cultural and Ethnic Needs

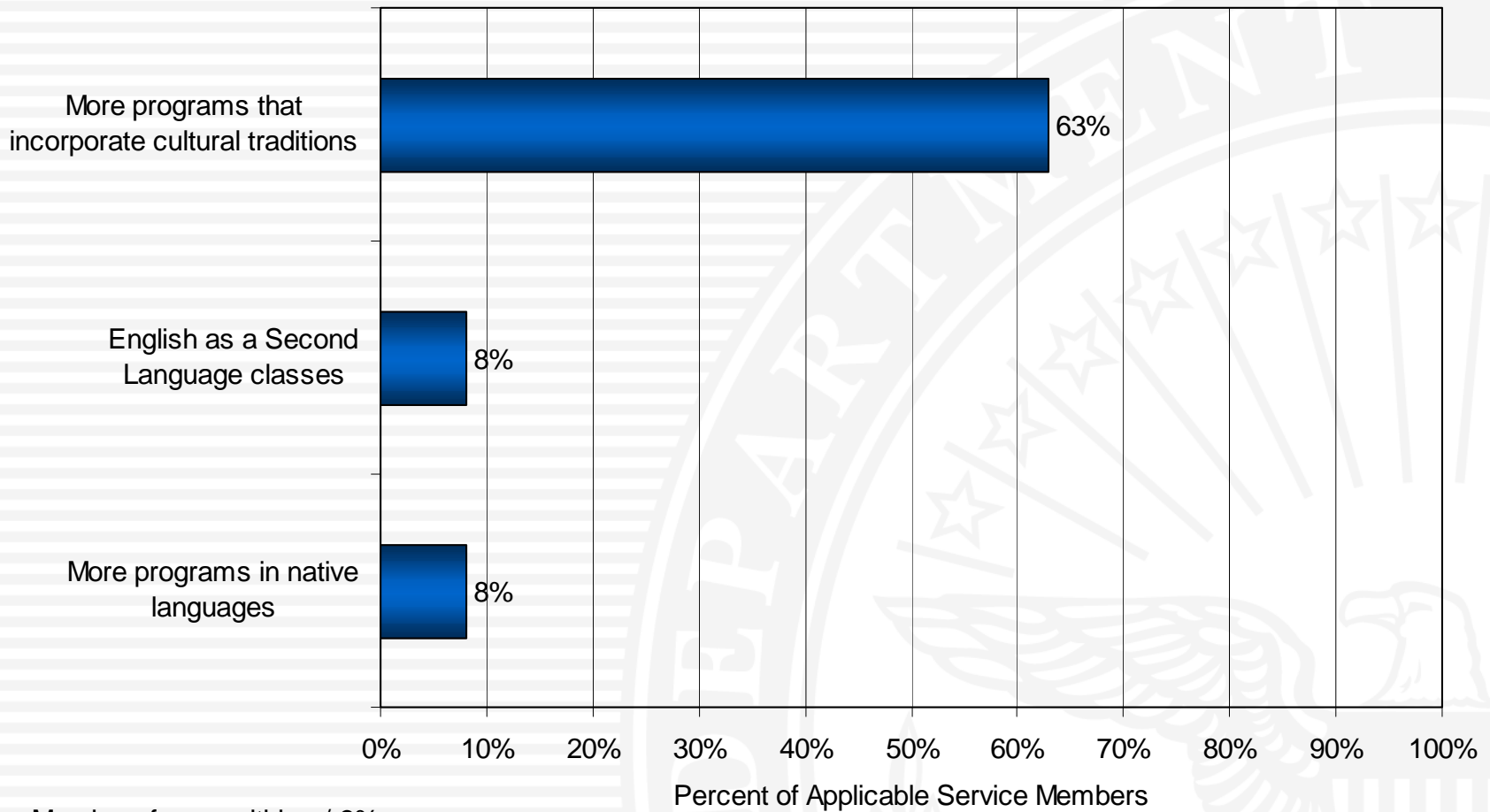
Percent of Applicable Service Members

		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	KEY: Higher response of "Yes"																	
Military provides programs for cultural and ethnic needs of members and families	Yes	79	79	79	75	82	85	70	77	77	80	80	77	88	78	86	79	79
Service member or family members would benefit from ESL services	Yes	12	10	17	14	10	6	20	12	12	11	11	14	5	9	3	12	8
Family members would benefit from ESL services	Yes	46	43	56	48	45	52	43	27	35	56	55	46	78	29	NR	48	30
Service member and family members would benefit from ESL services	Yes	36	39	29	32	40	24	43	52	31	38	40	37	18	42	NR	36	41
Service member would benefit from ESL services	Yes	18	19	14	20	15	24	14	21	34	6	55	17	3	29	NR	16	29

Margins of error within +/- 15%

NR: Not Reportable

Support Programs/Services Helpful in Meeting Cultural and Ethnic Needs



Support Programs/Services

Helpful in Meeting Cultural and Ethnic Needs

Percent of Applicable Service Members

KEY: More helpful	Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Programs that incorporate cultural traditions	63	64	66	61	56	64	65	52	49	65	52	67	57	62	46	57
English as a second language classes	8	7	9	10	6	7	9	10	10	7	10	9	12	10	16	7	5
Programs in native languages	8	7	8	10	12	10	7	9	6	7	7	8	4	10	5	12	12

Margins of error within +/- 12%

Support Programs/Services

Helpful in Meeting Cultural and Ethnic Needs

Percent of Applicable Service Members

KEY: More helpful	Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Programs that incorporate cultural traditions	63	63	64	64	62	51	73	71	62	64	59	63	49	73	68	61
English as a second language classes	8	8	7	7	9	10	7	5	8	9	8	8	11	5	4	9	5
Programs in native languages	8	8	10	10	7	9	8	7	10	8	8	9	8	8	5	9	8

Margins of error within +/- 10%

Support Programs/Services

Summary of Findings

July 2003 Findings

- 70% to 91% reported they used *technical/vocation programs, basic skills education, adult continuing education/counseling, and tuition assistance programs for college/higher education*
- 55% to 86% satisfied with 14 on-base programs
- 65% to 83% satisfied with 12 off-base programs
- 79% agreed the military provides programs that meet the unique cultural and ethnic needs of military members and their families
 - Led by Air Force, E5-E9s, O1-O3s, O4-O6s, Army officers, Navy officers, Marine Corps officers, members living off base, non-minorities, and male and female officers
 - Members who disagreed identified programs helpful in meeting cultural and ethnic needs of the members and their families
 - *More programs which incorporate cultural traditions (63%)*
 - *ESL classes (8%)*
 - *More programs in native languages (8%)*

Support Programs/Services

Summary of Findings

July 2003 Findings (continued)

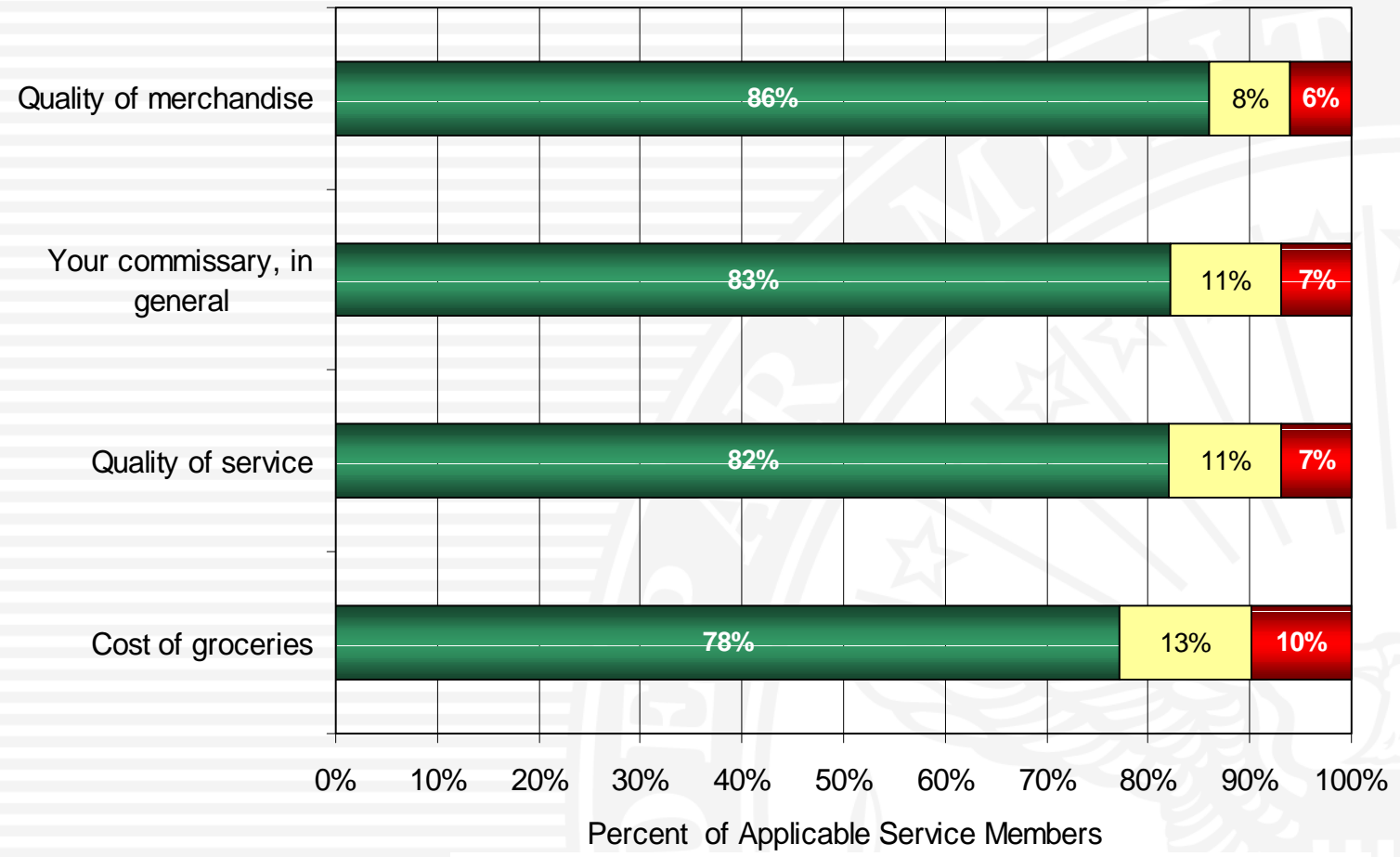
- 12% reported they or members of their family would benefit from English as a Second Language (ESL) services
 - 46% for their family members
 - Led by E5-E9s, O1-O3s, O4-O6s, Army officers, members living overseas, married with children, and males
 - 36% for themselves and their family members
 - Led by E1-E4s and minorities
 - 18% for themselves
 - Led by E1-E4s and singles without children

Briefing Overview

- Introduction
- Recurring measures
- Detailed tempo
- Spouse employment and child care
- Support programs/services
- ✓ Commissaries and exchanges
- Health care
- Housing issues
- Military/civilian comparisons
- Major findings

Commissaries and Exchanges

Satisfaction With Commissary



Margins of error within +/-1% ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied

Commissaries and Exchanges

Satisfaction With Commissary

Percent of Applicable Service Members

		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Quality of merchandise	SAT	86	86	87	89	85	86	87	85	86	85	88	87	86	90	84	86	83
	DIS	6	6	6	4	7	9	6	8	7	6	6	6	6	4	8	6	8
Your commissary, in general	SAT	83	82	83	84	82	82	82	83	86	82	83	83	84	84	83	82	83
	DIS	7	7	7	4	7	6	7	6	6	7	6	7	6	4	7	7	6
Quality of service	SAT	82	83	81	82	82	82	83	82	82	83	84	82	81	82	82	83	80
	DIS	7	6	8	7	7	7	7	8	7	6	7	8	9	7	8	6	8
Cost of groceries	SAT	78	73	80	79	80	75	78	85	87	72	82	79	87	78	83	78	86
	DIS	10	12	10	7	8	10	10	6	5	12	8	10	5	7	7	9	5

Margins of error within +/- 3%

Commissaries and Exchanges

Satisfaction With Commissary

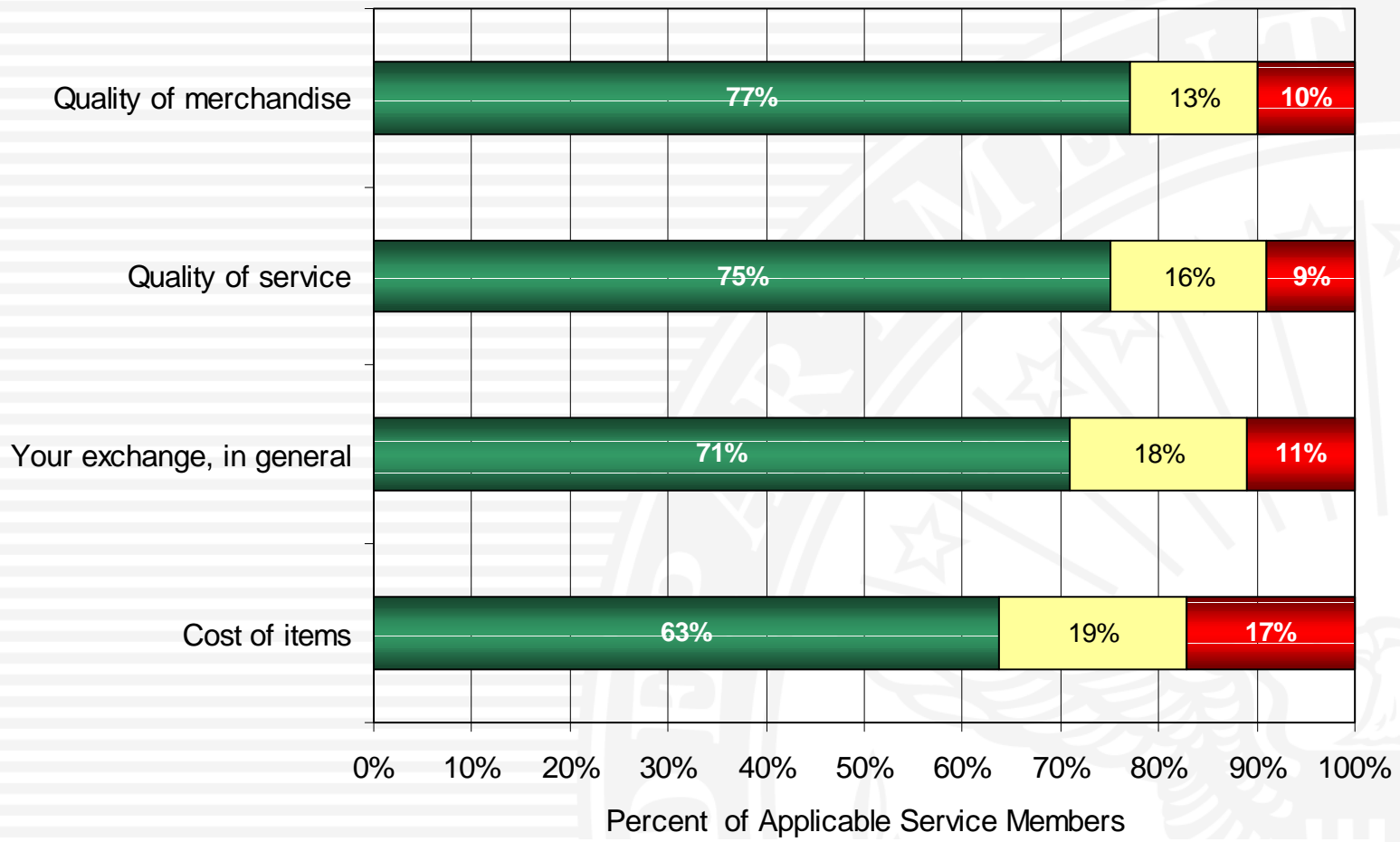
Percent of Applicable Service Members

		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Quality of merchandise	SAT	86	87	81	85	87	85	88	88	87	86	83	87	86	84	84	87	84
	DIS	6	5	10	7	6	6	5	4	5	6	9	5	7	8	8	6	8
Your commissary, in general	SAT	83	83	79	82	83	81	85	82	84	81	82	83	84	81	84	83	81
	DIS	7	6	8	7	7	8	5	5	5	8	7	7	6	8	6	6	8
Quality of service	SAT	82	83	81	83	82	79	87	87	83	82	81	82	81	83	86	82	83
	DIS	7	7	8	7	7	8	5	6	7	7	8	7	8	8	6	7	7
Cost of groceries	SAT	78	79	73	75	80	78	78	76	79	77	77	76	84	77	85	78	78
	DIS	10	9	12	11	9	10	9	10	8	11	11	10	6	10	5	10	9

Margins of error within +/- 4%

Commissaries and Exchanges

Satisfaction With Exchange



Margins of error within +/-1% ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied

Commissaries and Exchanges

Satisfaction With Exchange

Percent of Applicable Service Members

		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Quality of merchandise	SAT	77	72	84	79	75	78	76	78	77	72	74	85	82	79	78	74	78
	DIS	10	11	6	8	12	9	10	10	9	11	12	6	7	8	8	12	9
Quality of service	SAT	75	73	78	76	73	79	73	73	66	74	65	79	74	76	69	73	71
	DIS	9	10	8	7	11	7	11	10	13	9	14	8	11	7	14	11	9
Your exchange, in general	SAT	71	68	78	70	68	73	69	72	69	69	65	78	77	70	68	67	70
	DIS	11	12	8	10	14	10	12	12	11	12	15	8	10	10	12	15	10
Cost of items	SAT	63	58	69	59	65	64	61	69	66	57	61	68	73	59	63	65	68
	DIS	17	20	15	21	15	16	20	13	14	20	19	16	11	22	16	16	11

Margins of error within +/- 4%

Commissaries and Exchanges

Satisfaction With Exchange

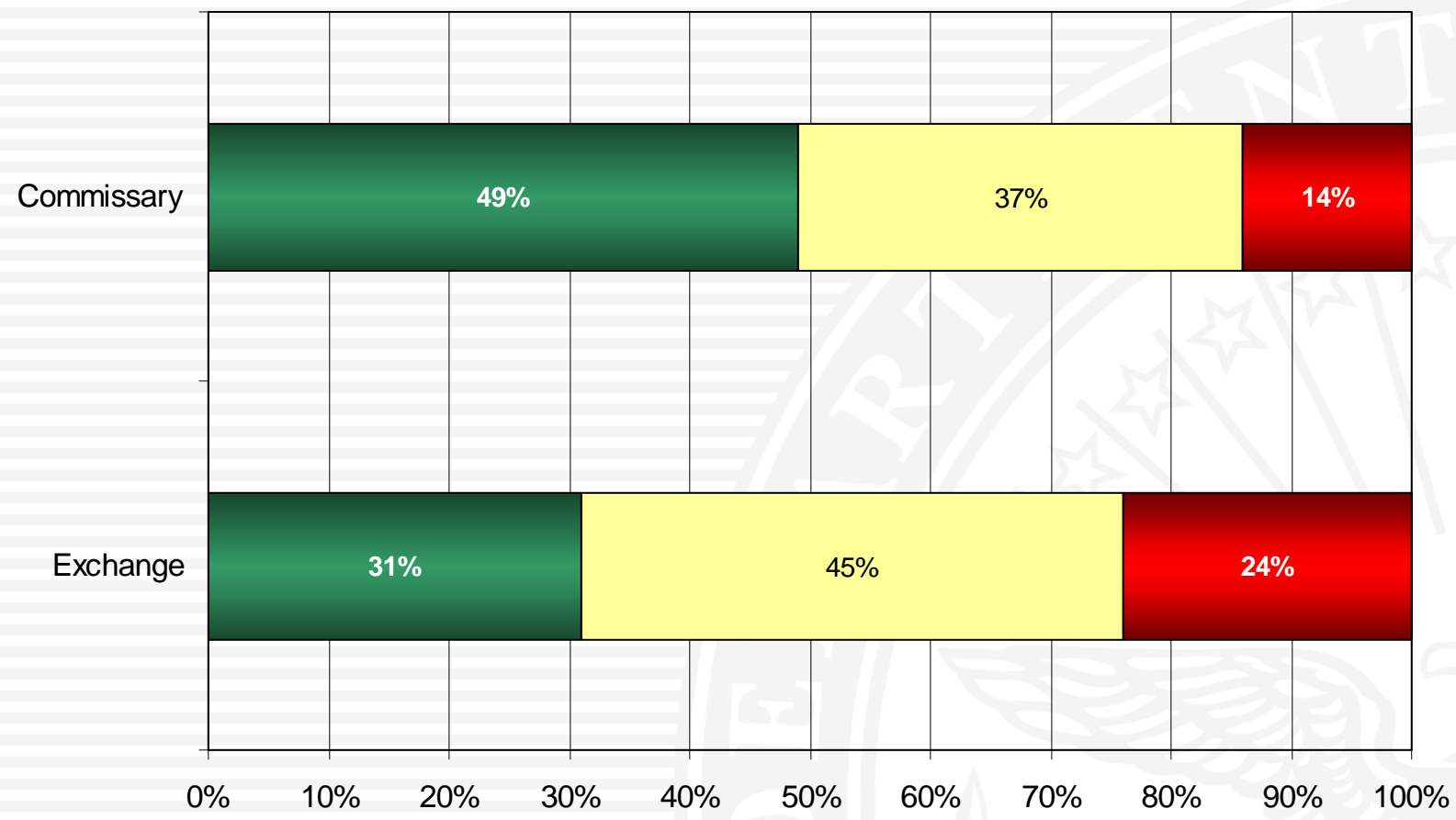
Percent of Applicable Service Members

		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Quality of merchandise	SAT	77	80	66	75	78	76	79	79	78	76	78	77	77	76	77	77	76
	DIS	10	8	16	11	9	10	9	10	9	10	10	9	10	11	10	9	11
Quality of service	SAT	75	76	70	75	75	71	80	76	78	71	75	76	68	76	76	74	76
	DIS	9	8	13	9	9	11	6	9	7	11	10	9	12	10	9	9	10
Your exchange, in general	SAT	71	73	63	69	72	68	76	74	73	67	73	71	69	72	74	71	72
	DIS	11	11	16	13	11	13	9	10	10	13	11	11	12	12	10	11	12
Cost of items	SAT	63	65	56	61	64	62	64	66	66	59	67	62	66	66	71	63	67
	DIS	17	17	21	19	17	18	17	18	14	21	16	18	14	18	13	17	18

Margins of error within +/- 5%

Commissaries and Exchanges

Compared to Other Retail Stores Used



Percent of Applicable Service Members

Margins of error within +/-2%

■ Better ■ Neither better nor worse ■ Worse

Commissaries and Exchanges

Compared to Other Retail Stores Used

Percent of Applicable Service Members

KEY: Higher response of "better" Lower response of "better" Higher response of "worse"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
		Commissary	Better	49	47	54	56	42	52	48	42	43	48	45	56	44	57	51
	Worse	14	15	12	10	17	13	14	19	17	14	17	11	19	9	17	17	20
Exchange	Better	31	28	40	33	25	37	29	24	19	30	19	41	29	34	20	26	19
	Worse	24	25	17	24	29	21	25	27	29	24	30	16	23	24	28	29	29

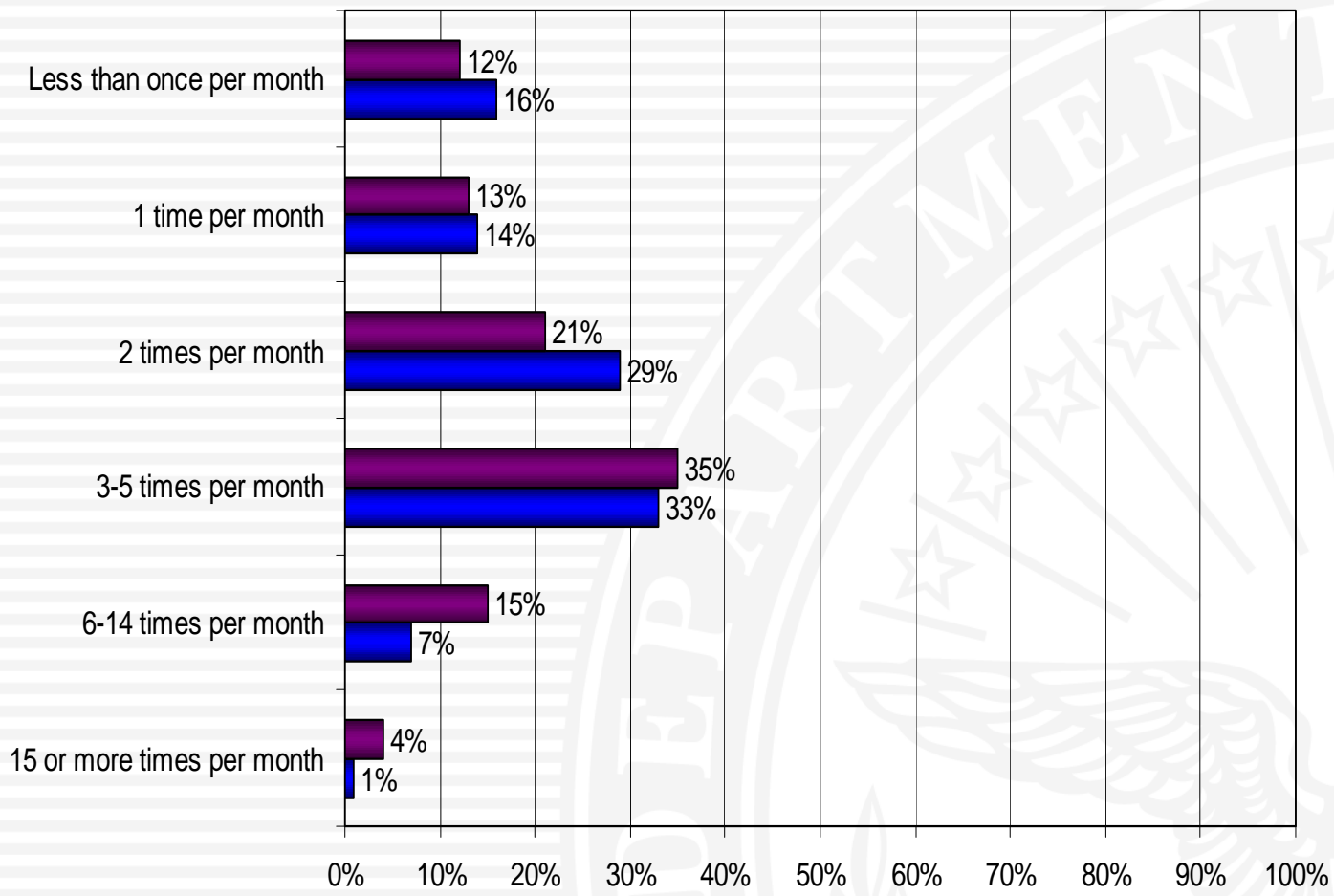
Margins of error within +/- 4%

KEY: Higher response of "better" Lower response of "better" Higher response of "worse"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
		Commissary	Better	49	52	35	50	48	45	55	55	51	48	46	51	43	48	39
	Worse	14	12	23	14	14	16	11	11	12	15	16	13	18	17	19	14	17
Exchange	Better	31	33	22	32	30	26	38	33	35	28	29	33	21	29	21	31	28
	Worse	24	21	35	25	23	27	18	22	22	26	24	23	28	25	29	23	26

Margins of error within +/- 5%

Commissaries and Exchanges

Times Used in Average Month



Margins of error within +/-1%

Percent of Applicable Service Members

■ Commissaries ■ Exchanges

Commissaries and Exchanges

Times Used in Average Month

Percent of Applicable Service Members

		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Less than once per month	Commissaries	16	15	18	18	15	21	13	15	11	15	11	19	15	18	13	16	14
	Exchanges	12	11	12	15	12	11	13	15	12	11	12	12	14	15	15	12	15
1 time per month	Commissaries	14	13	16	15	13	15	14	13	9	14	10	16	13	16	12	13	11
	Exchanges	13	12	14	13	15	11	14	18	14	12	14	13	18	12	18	14	17
2 times per month	Commissaries	29	31	28	29	27	30	29	28	23	32	27	28	25	29	28	28	24
	Exchanges	21	18	24	22	21	20	21	22	22	18	22	24	23	21	25	20	22
3-5 times per month	Commissaries	33	33	31	30	36	27	36	36	44	31	41	30	37	29	39	35	42
	Exchanges	35	37	34	29	36	35	35	33	36	37	35	34	34	29	30	37	22
6-14 times per month	Commissaries	7	7	6	6	7	5	8	7	12	7	10	6	9	6	7	7	8
	Exchanges	15	17	13	16	13	17	13	11	14	17	15	13	10	17	11	14	34
15 or more times per month	Commissaries	1	1	1	1	1	2	1	1	1	1	1	2	1	1	1	1	1
	Exchanges	4	5	4	6	3	6	3	2	2	5	2	4	2	6	2	3	11

Margins of error within +/- 4%

Commissaries and Exchanges

Times Used in Average Month

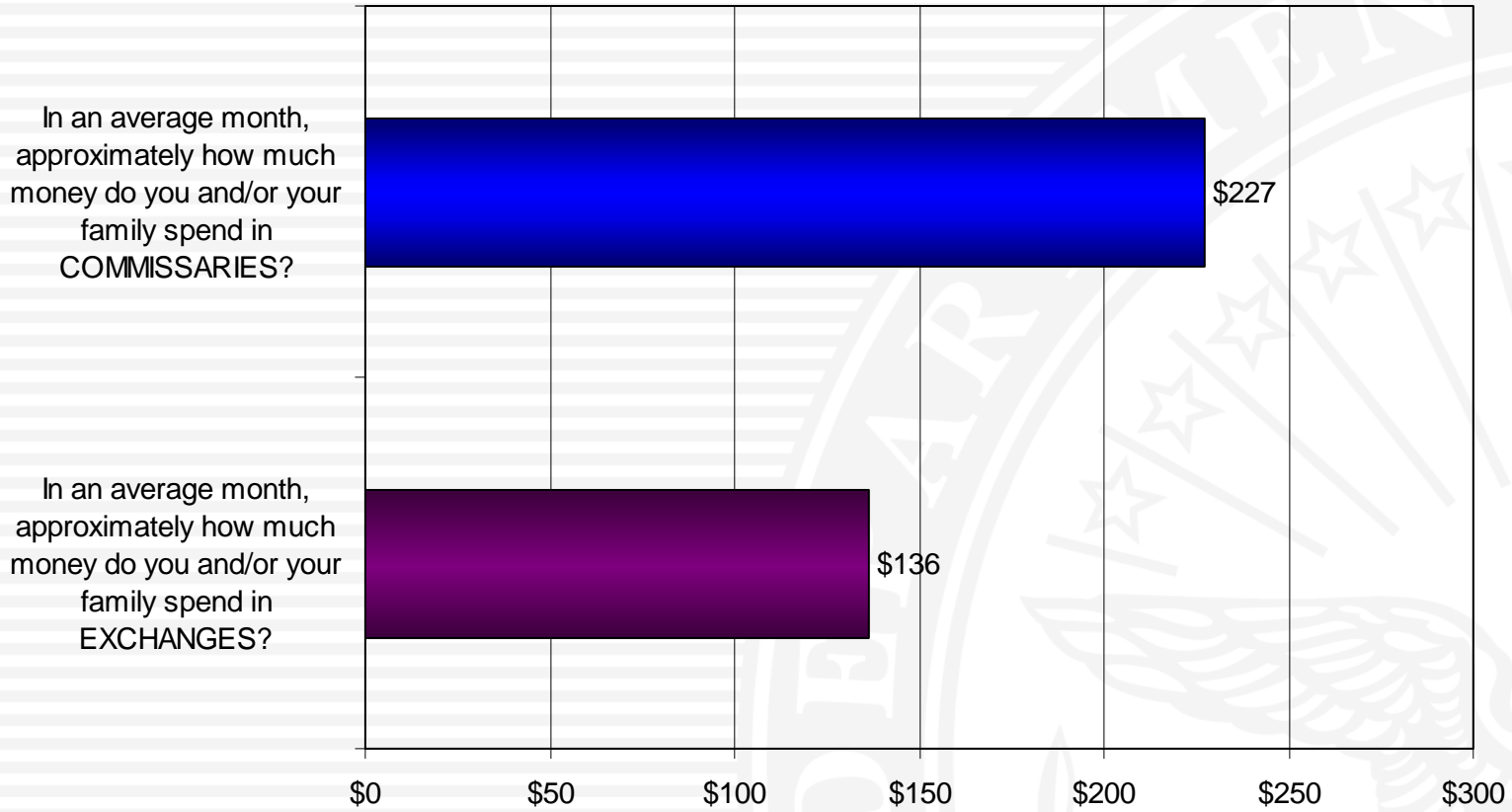
Percent of Applicable Service Members

		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Less than once per month	Commissaries	16	18	8	14	17	17	15	15	24	11	13	17	12	17	20	16	17
	Exchanges	12	14	6	8	16	13	11	12	11	13	13	12	12	14	21	12	15
1 time per month	Commissaries	14	15	11	12	15	13	15	16	18	10	14	15	11	13	13	14	13
	Exchanges	13	15	6	9	17	14	13	11	12	15	14	13	16	13	18	13	14
2 times per month	Commissaries	29	30	26	27	30	27	32	32	28	28	32	30	26	29	24	29	28
	Exchanges	21	22	15	18	23	20	22	20	20	22	20	21	22	19	23	21	20
3-5 times per month	Commissaries	33	31	40	35	31	34	31	31	23	40	36	31	41	33	35	33	33
	Exchanges	35	34	40	38	32	35	35	39	34	34	36	35	35	36	28	35	35
6-14 times per month	Commissaries	7	5	13	9	5	7	6	5	5	10	5	6	9	7	8	7	7
	Exchanges	15	12	25	21	10	14	15	14	17	13	14	16	13	13	10	15	13
15 or more times per month	Commissaries	1	1	2	2	1	1	1	1	2	1	1	1	1	2	1	1	2
	Exchanges	4	3	8	7	2	4	4	4	6	3	3	5	2	4	1	4	4

Margins of error within +/- 5%

Commissaries and Exchanges

Average Money Spent at Commissary and Exchange



Mean Spending of Applicable Service Members

Margins of error within +/- \$8

Commissaries and Exchanges

Average Money Spent at Commissary and Exchange

KEY: More than average Less than average	Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Average amount spent in COMMISSARIES per month	227	221	224	191	255	164	256	238	363	201	313	213	288	180	286	247
Average amount spent in EXCHANGES per month	136	146	140	117	130	148	130	112	149	146	144	143	128	116	123	135	114

Margins of error within +/- 29 dollars

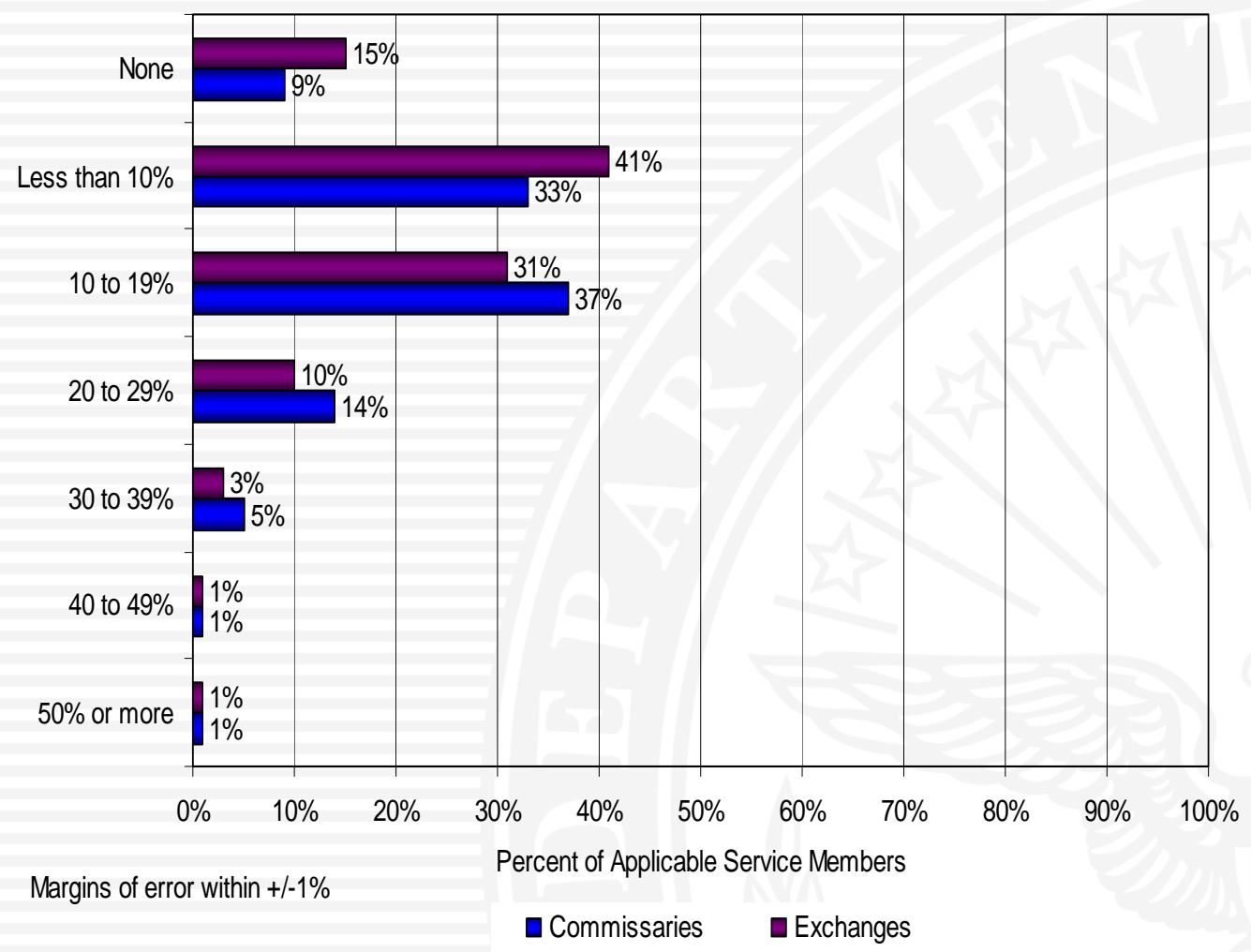
KEY: More than average Less than average	Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Average amount spent in COMMISSARIES per month	227	227	247	205	244	237	213	199	135	309	223	218	307	188	233	233
Average amount spent in EXCHANGES per month	136	122	198	149	127	126	153	NR	132	135	135	140	130	129	119	138	128

Margins of error within +/- 17 dollars

NR: Not Reportable

Commissaries and Exchanges

Average Savings



Commissaries and Exchanges

Average Savings

Percent of Applicable Service Members

		Total	Army				Navy				Air Force							
			Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
None	Commissaries	9	11	7	7	10	11	8	7	4	12	8	7	4	8	5	11	6
	Exchanges	15	17	10	15	16	14	16	13	11	17	17	10	9	15	14	17	11
Less than 10%	Commissaries	33	36	29	31	35	33	34	32	26	36	33	30	25	31	31	35	33
	Exchanges	41	41	38	40	42	38	40	46	48	40	46	37	42	39	49	40	50
10 to 19%	Commissaries	37	34	39	38	38	34	38	41	47	33	41	38	47	38	43	37	42
	Exchanges	31	28	35	31	31	32	30	33	33	28	30	34	39	31	31	30	31
20 to 29%	Commissaries	14	12	17	15	13	14	14	14	19	12	15	17	19	15	16	12	15
	Exchanges	10	9	12	9	9	11	11	7	7	10	6	13	9	10	6	10	6
30 to 39%	Commissaries	5	5	5	6	4	5	6	4	3	6	3	6	4	6	4	4	3
	Exchanges	3	3	3	3	2	4	2	1	1	3	1	3	2	3	1	2	1
40 to 49%	Commissaries	1	0	1	1	0	1	0	1	1	1	0	2	1	1	1	0	1
	Exchanges	1	1	1	1	0	1	1	0	0	1	0	1	0	1	0	0	0
50% or more	Commissaries	1	1	1	2	0	2	0	0	0	1	0	1	0	2	1	0	0
	Exchanges	1	1	1	1	0	2	0	0	0	1	0	2	NR	1	0	0	0

Margins of error within +/- 4%

NR: Not Reportable

Commissaries and Exchanges

Average Savings

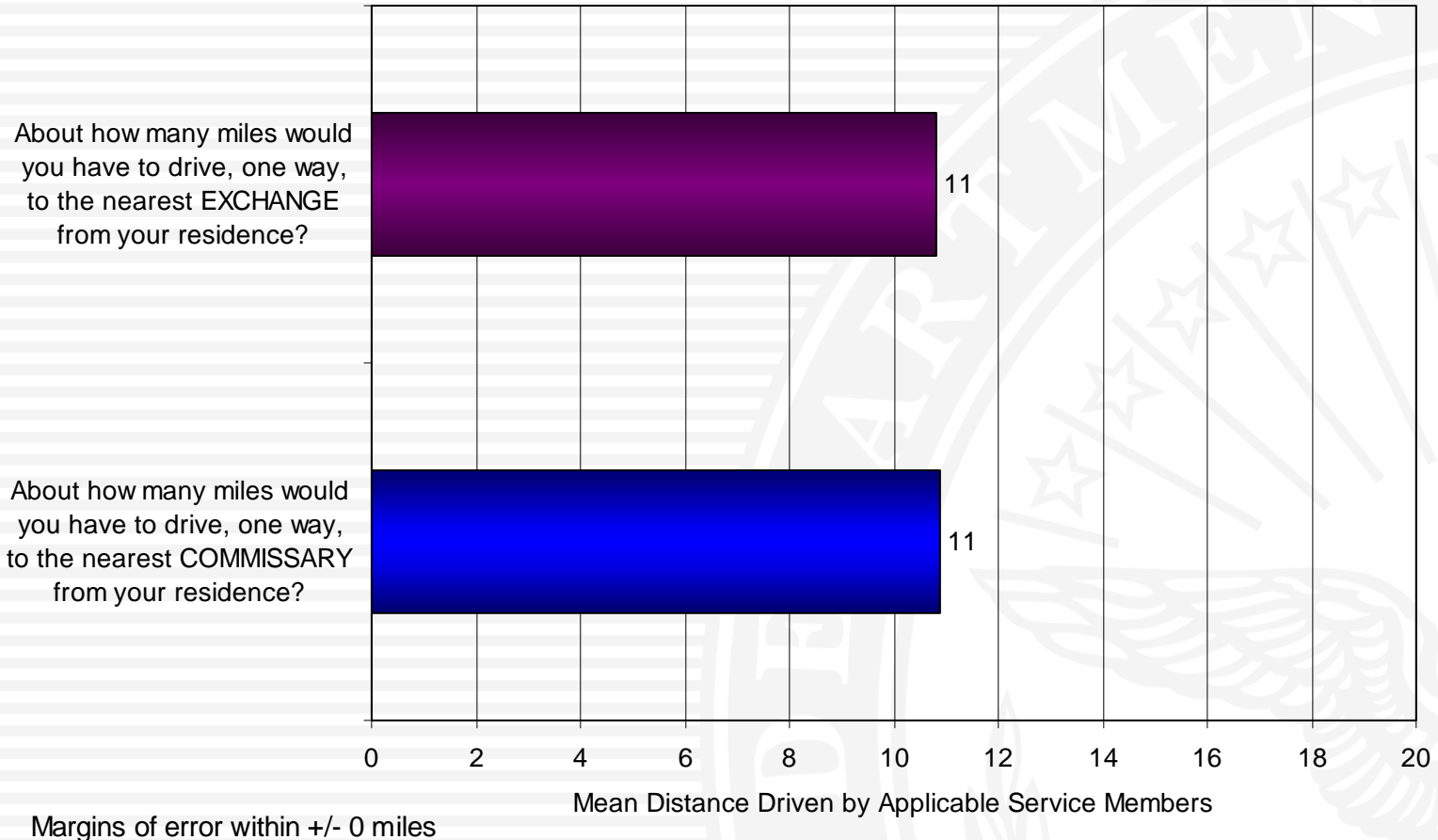
Percent of Applicable Service Members

		KEY: More likely to mark																
		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
None	Commissaries	9	8	13	11	8	10	9	10	11	7	10	10	6	11	6	9	11
	Exchanges	15	14	17	15	14	16	11	15	12	16	15	15	13	15	12	15	14
Less than 10%	Commissaries	33	33	34	33	33	34	31	28	34	33	33	34	31	32	31	33	32
	Exchanges	41	41	37	38	43	43	37	37	39	42	41	40	48	35	43	41	36
10 to 19%	Commissaries	37	37	36	37	37	37	36	36	36	38	36	37	43	31	38	38	32
	Exchanges	31	31	32	31	31	31	31	27	34	29	32	31	32	28	34	31	29
20 to 29%	Commissaries	14	15	11	13	15	13	15	18	12	15	15	13	16	16	18	14	16
	Exchanges	10	10	9	11	9	8	13	14	10	9	10	10	6	14	8	9	13
30 to 39%	Commissaries	5	5	4	5	5	4	6	7	5	6	4	5	3	8	6	5	8
	Exchanges	3	3	3	3	2	2	4	4	3	2	2	2	1	6	3	2	6
40 to 49%	Commissaries	1	1	0	1	1	0	1	1	1	1	1	1	1	1	0	1	1
	Exchanges	1	1	1	1	0	0	1	0	1	1	0	1	0	1	0	1	1
50% or more	Commissaries	1	1	1	1	1	1	1	1	1	1	1	1	0	1	0	1	1
	Exchanges	1	1	1	1	0	0	2	3	1	0	1	1	0	1	0	1	1

Margins of error within +/- 5%

Commissaries and Exchanges

Miles From Residence



Commissaries and Exchanges

Miles From Residence

KEY: More than average Less than average	Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Average miles to nearest EXCHANGE	11	10	11	11	11	8	12	13	14	10	14	11	13	10	14	10
Average miles to nearest COMMISSARY	11	10	12	11	11	9	12	13	14	9	14	12	14	11	14	10	13

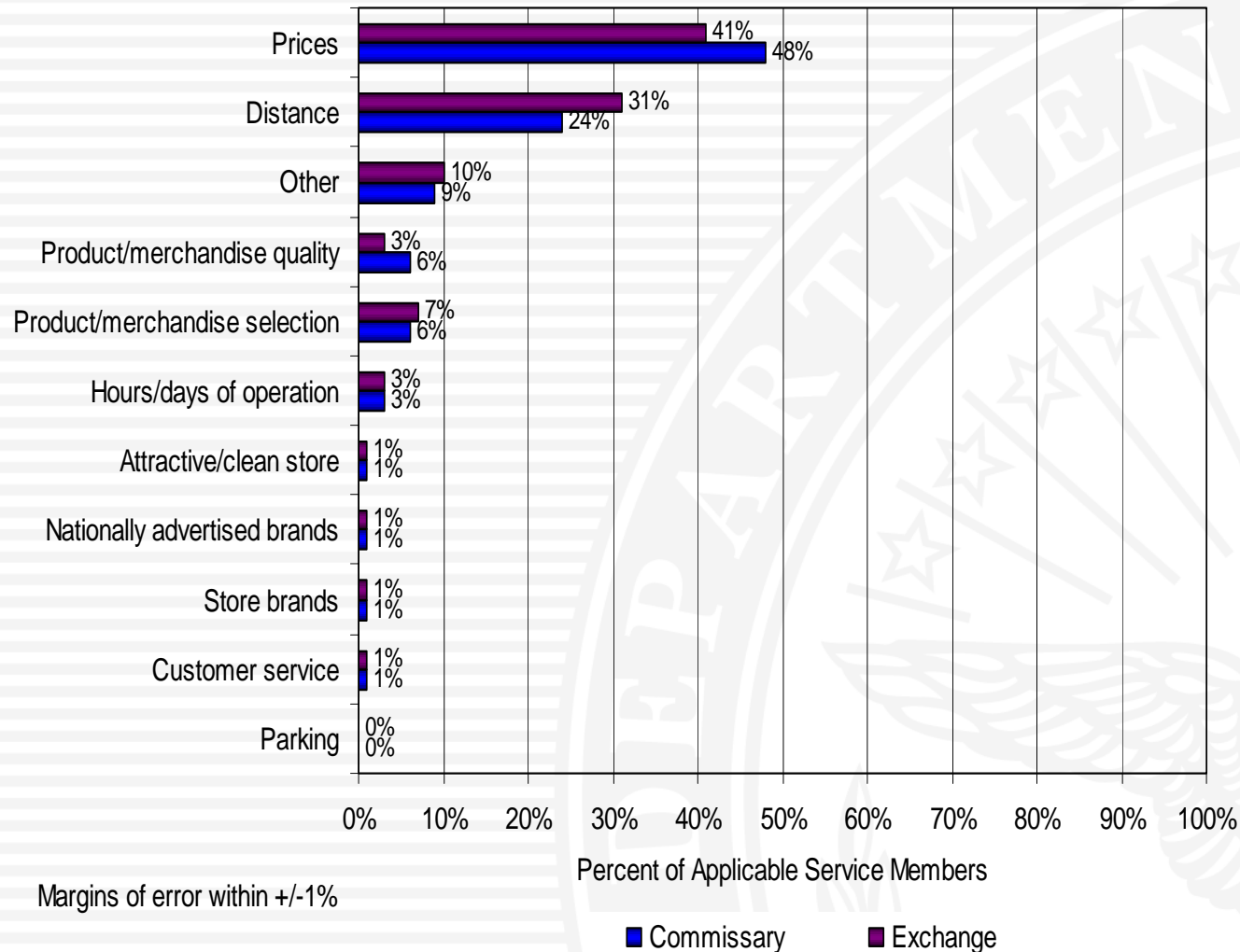
Margins of error within +/- 1 mile

KEY: More than average Less than average	Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Average miles to nearest EXCHANGE	11	11	10	7	14	11	11	12	9	12	11	10	13	10	14	11
Average miles to nearest COMMISSARY	11	11	10	7	14	11	10	12	9	12	11	10	14	10	14	11	11

Margins of error within +/- 1 mile

Commissaries and Exchanges

Most Important Factor in Decision to Use



Commissaries and Exchanges

Most Important Factor in Decision to Use

Percent of Applicable Service Members

		Total																
			Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Prices	Commissaries	48	41	54	50	49	41	49	58	66	38	55	52	65	48	66	46	60
	Exchanges	41	35	47	37	43	35	43	48	48	33	42	46	54	36	47	42	49
Distance	Commissaries	24	28	17	25	23	29	20	19	17	30	19	17	17	26	15	24	20
	Exchanges	31	35	25	35	31	38	27	25	28	36	29	26	22	36	27	32	27
Other	Commissaries	9	10	9	9	9	9	10	8	6	10	9	10	6	9	8	10	7
	Exchanges	10	11	10	11	10	8	13	10	9	11	12	11	9	11	10	10	7
Product/merchandise quality	Commissaries	6	6	5	3	6	4	7	5	4	7	5	5	4	3	4	7	5
	Exchanges	3	4	3	2	2	3	3	3	3	4	3	3	3	2	3	2	3
Product/merchandise selection	Commissaries	6	7	7	5	5	6	6	5	4	6	7	7	5	6	3	6	4
	Exchanges	7	7	7	6	8	7	6	9	7	7	9	7	8	6	8	7	9
Hours/days of operation	Commissaries	3	4	3	3	3	4	3	2	2	4	2	3	1	3	1	4	2
	Exchanges	3	3	2	3	3	4	3	1	2	4	2	3	1	3	2	3	1
Attractive/clean store	Commissaries	1	1	1	2	1	2	1	0	0	1	0	1	0	2	0	1	0
	Exchanges	1	1	1	2	1	2	1	1	1	1	0	1	0	2	1	1	1
Nationally advertised brands	Commissaries	1	1	1	1	0	1	1	0	0	1	1	1	0	1	1	1	0
	Exchanges	1	1	2	1	1	1	1	1	0	1	1	2	1	1	1	1	1
Store brands	Commissaries	1	1	1	0	1	1	1	0	0	1	0	1	0	0	0	1	0
	Exchanges	1	1	2	1	0	2	1	1	0	1	1	2	1	1	1	0	0
Customer service	Commissaries	1	1	1	1	1	2	1	1	1	1	1	2	1	1	0	1	1
	Exchanges	1	1	1	1	1	1	1	1	0	1	1	1	0	1	1	1	0
Parking	Commissaries	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0
	Exchanges	0	1	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0

Margins of error within +/- 4%

Commissaries and Exchanges

Most Important Factor in Decision to Use

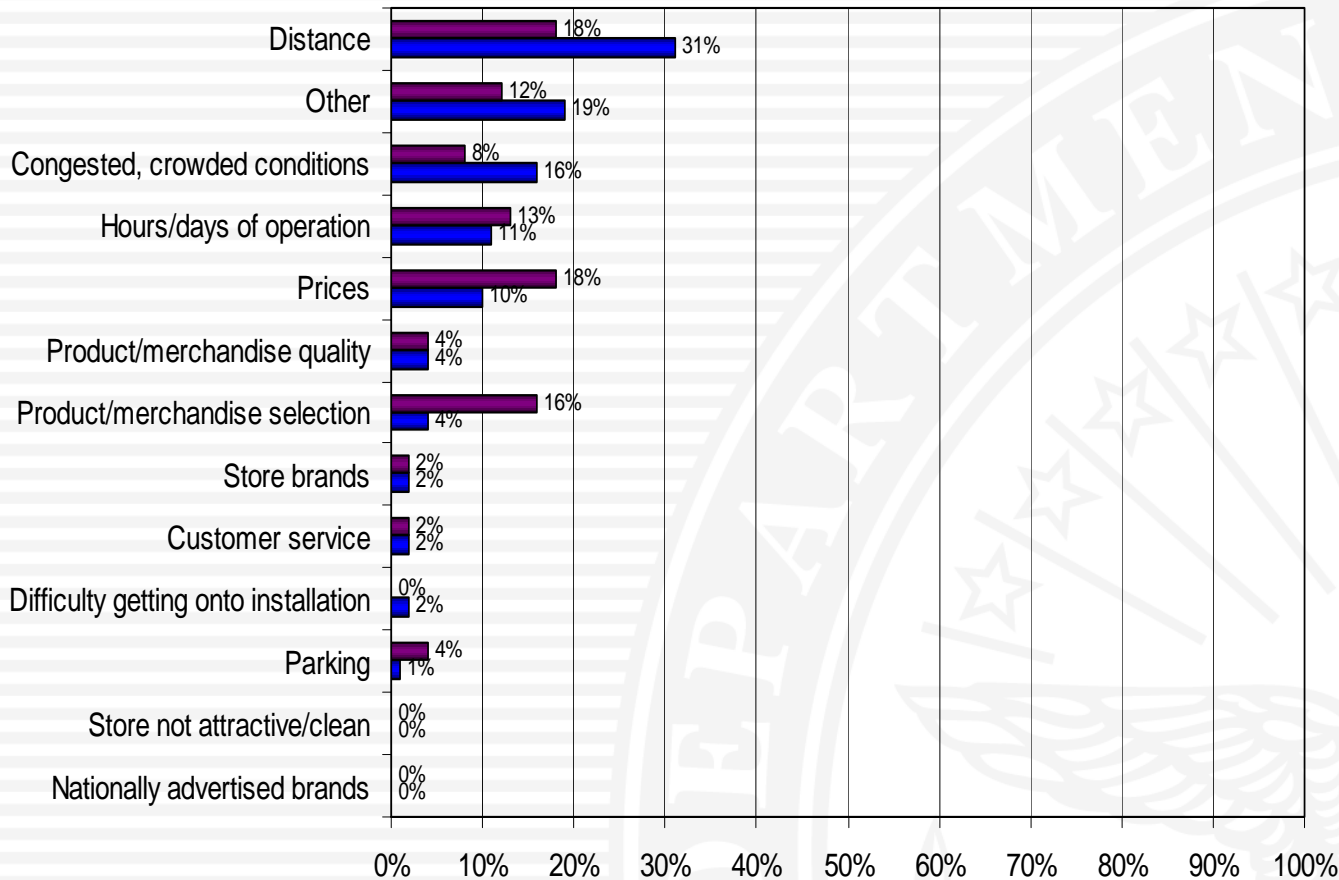
Percent of Applicable Service Members

		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Prices	Commissaries	48	53	28	36	56	49	47	47	40	52	53	46	61	44	53	48	46
	Exchanges	41	44	26	30	49	39	43	45	35	43	46	39	48	39	43	41	40
Distance	Commissaries	24	24	22	37	13	24	23	22	29	21	18	25	18	22	21	24	22
	Exchanges	31	32	28	47	20	33	28	29	38	28	26	33	27	29	26	32	29
Other	Commissaries	9	7	20	8	10	10	8	9	10	9	10	10	7	12	9	9	11
	Exchanges	10	8	20	8	12	12	8	8	9	12	10	10	9	13	11	10	12
Product/merchandise quality	Commissaries	6	6	6	4	7	5	7	6	4	7	6	6	4	6	6	6	6
	Exchanges	3	3	4	2	3	3	4	3	2	3	4	3	3	2	5	3	3
Product/merchandise selection	Commissaries	6	5	11	6	6	6	7	9	7	5	6	6	5	6	6	6	6
	Exchanges	7	6	11	7	7	6	8	7	7	6	8	6	8	9	11	7	9
Hours/days of operation	Commissaries	3	3	4	4	3	3	4	2	5	2	3	3	2	4	2	3	4
	Exchanges	3	3	4	3	3	3	3	3	3	3	3	3	2	3	2	3	3
Attractive/clean store	Commissaries	1	1	1	1	1	1	2	2	1	1	1	1	0	2	1	1	2
	Exchanges	1	1	1	1	1	1	1	3	1	1	1	1	1	1	1	1	1
Nationally advertised brands	Commissaries	1	0	3	1	1	1	1	1	1	1	1	1	0	1	0	1	1
	Exchanges	1	1	3	1	1	1	2	1	2	1	1	1	1	1	1	1	1
Store brands	Commissaries	1	0	2	1	1	1	1	1	1	0	1	1	0	1	1	1	1
	Exchanges	1	1	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Customer service	Commissaries	1	1	2	1	1	1	1	1	2	1	1	1	1	1	1	1	1
	Exchanges	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1	0
Parking	Commissaries	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Exchanges	0	0	0	0	1	0	1	1	0	1	0	0	0	1	0	0	0

Margins of error within +/- 5%

Commissaries and Exchanges

Most Discouraging Factors



Margins of error within +/-6%

Percent of Applicable Service Members

■ Commissary ■ Exchange

Commissaries and Exchanges

Most Discouraging Factors

Percent of Applicable Service Members

		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Distance	Commissaries	31	26	34	33	31	28	31	NR	47	24	NR	34	40	32	59	27	NR
	Exchanges	18	15	32	11	13	16	20	27	NR	14	NR	33	NR	11	NR	NR	NR
Other	Commissaries	19	16	21	20	16	24	13	NR	7	17	19	23	NR	21	NR	19	NR
	Exchanges	12	11	11	18	9	15	5	NR	NR	10	NR	12	NR	18	NR	9	NR
Congested, crowded conditions	Commissaries	16	15	15	9	22	12	21	NR	23	15	NR	15	18	9	14	NR	NR
	Exchanges	8	11	4	4	10	6	13	8	NR	11	NR	4	NR	4	NR	10	NR
Hours/days of operation	Commissaries	11	17	5	14	8	15	6	NR	7	19	8	5	5	14	NR	9	NR
	Exchanges	13	15	2	24	10	19	5	4	NR	16	1	2	NR	24	NR	11	NR
Prices	Commissaries	10	3	13	16	9	6	17	NR	5	2	8	13	10	17	NR	11	NR
	Exchanges	18	19	19	16	17	6	22	16	NR	19	21	19	NR	16	NR	17	NR
Product/merchandise quality	Commissaries	4	3	5	3	3	2	5	NR	3	3	6	5	9	NR	4	3	NR
	Exchanges	4	6	NR	3	3	3	5	NR	NR	6	NR	NR	NR	3	NR	3	NR
Product/merchandise selection	Commissaries	4	2	3	4	8	5	2	NR	2	2	4	3	4	4	8	8	NR
	Exchanges	16	8	NR	17	27	15	16	22	NR	8	NR	NR	NR	17	NR	27	NR
Store brands	Commissaries	2	4	1	NR	NR	2	1	NR	NR	5	NR	NR	NR	NR	NR	NR	NR
	Exchanges	2	2	1	NR	NR	2	NR	NR	NR	2	NR	NR	NR	NR	NR	NR	NR
Customer service	Commissaries	2	4	0	NR	2	2	0	NR	2	4	6	NR	5	NR	NR	NR	NR
	Exchanges	2	3	2	2	NR	2	1	NR	NR	3	NR	NR	NR	NR	NR	NR	NR
Difficulty getting onto installation	Commissaries	2	NR	1	0	0	3	1	NR	1	NR	NR	0	NR	NR	NR	NR	NR
	Exchanges	0	5	NR	NR	NR	NR	6	NR	NR	5	NR	NR	R	NR	NR	NR	NR
Parking	Commissaries	1	2	1	0	NR	1	1	NR	NR	2	NR	1	NR	0	NR	NR	NR
	Exchanges	4	4	9	NR	1	4	NR	NR	NR	4	NR	NR	NR	NR	NR	1	NR
Store not attractive/clean	Commissaries	0	1	NR	0	1	0	0	NR	NR	0	NR	NR	NR	NR	NR	1	NR
	Exchanges	0	NR	NR	3	NR	1	0	1	NR	NR	NR	NR	NR	NR	NR	NR	NR
Nationally advertised brands	Commissaries	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Exchanges	0	0	NR	NR	NR	NR	0	NR	NR	0	NR	NR	NR	NR	NR	NR	NR

Margins of error within +/- 16%

NR: Not Reportable

Commissaries and Exchanges

Most Discouraging Factors

Percent of Applicable Service Members

		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Distance	Commissaries	31	31	NR	26	34	31	31	NR	31	33	30	31	48	16	NR	32	20
	Exchanges	18	18	16	12	23	18	16	NR	17	19	11	17	28	19	NR	17	19
Other	Commissaries	19	19	NR	30	11	22	13	NR	26	10	10	20	4	16	NR	19	17
	Exchanges	12	12	9	15	8	11	12	NR	13	10	NR	12	NR	NR	NR	12	8
Congested, crowded conditions	Commissaries	16	15	NR	10	19	14	19	16	14	18	16	14	20	24	NR	15	23
	Exchanges	8	9	6	7	10	8	8	NR	10	7	NR	8	4	10	NR	8	10
Hours/days of operation	Commissaries	11	11	NR	18	6	9	14	NR	12	8	14	12	4	NR	NR	1	NR
	Exchanges	13	12	20	21	6	14	12	NR	16	8	NR	14	1	13	NR	13	13
Prices	Commissaries	10	9	NR	4	14	11	7	10	5	17	14	11	5	NR	NR	10	7
	Exchanges	18	19	13	15	21	18	19	NR	16	25	5	17	23	26	NR	17	24
Product/merchandise quality	Commissaries	4	4	NR	3	4	5	2	NR	2	7	1	3	5	6	NR	3	6
	Exchanges	4	4	4	4	3	4	3	NR	2	6	4	3	NR	NR	NR	3	NR
Product/merchandise selection	Commissaries	4	3	NR	4	4	4	5	NR	6	2	2	4	5	4	NR	4	3
	Exchanges	16	14	NR	15	16	17	13	NR	15	15	21	16	21	9	NR	16	10
Store brands	Commissaries	2	2	NR	1	2	1	2	NR	0	4	NR	1	NR	NR	NR	1	NR
	Exchanges	2	2	NR	2	3	1	5	NR	NR	5	NR	2	NR	NR	NR	2	NR
Customer service	Commissaries	2	2	NR	0	3	3	1	1	1	1	NR	1	4	NR	NR	2	NR
	Exchanges	2	2	NR	3	1	0	4	NR	2	1	NR	2	5	NR	NR	2	NR
Difficulty getting onto installation	Commissaries	2	2	NR	NR	1	1	NR	NR	1	0	1	2	1	NR	NR	2	2
	Exchanges	0	4	NR	NR	4	4	NR	NR	0	2	NR	4	NR	NR	NR	4	1
Parking	Commissaries	1	1	1	1	1	0	2	NR	1	0	NR	1	NR	2	NR	1	1
	Exchanges	4	4	2	3	4	4	4	NR	7	1	1	4	3	1	NR	4	1
Store not attractive/clean	Commissaries	0	0	NR	NR	1	0	1	NR	1	0	1	0	3	NR	NR	1	NR
	Exchanges	0	1	NR	1	0	1	0	NR	1	0	NR	1	0	NR	NR	1	NR
Nationally advertised brands	Commissaries	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Exchanges	0	0	NR	NR	0	NR	0	NR	NR	0	NR	0	NR	NR	NR	0	NR

Margins of error within +/- 14%

NR: Not Reportable

Commissaries and Exchanges

Summary of Findings

July 2003 Findings

- 78% to 86% satisfied with all rated aspects of the commissary
 - Most satisfied with *quality of merchandise*
 - Less satisfied with *cost of groceries*
- 63% to 77% satisfied with all rated aspects of the exchange
 - Less satisfied with *cost of items*
- 49% reported the commissary was better than other retail stores they used
 - Commissary better than retail store led by Navy, Marine Corps, E1-E4s, members living in the US, minorities, singles with children, and enlisted males
 - Commissary worse than retail store led by Air Force, O1-O3s, O4-O6s, Navy officers, members living overseas, non-minorities, male officers, and females
- 31% reported the exchange was better than other retail stores they used
 - Exchange better than retail store led by Navy, E1-E4s, members living in the US, minorities, singles without children, and enlisted males
 - Exchange worse than retail store led by Air Force, O4-O6s, Army officers, Marine Corps officers, members living overseas, non-minorities, and male officers

Commissaries and Exchanges

Summary of Findings

July 2003 Findings (continued)

- 29% used commissaries 2 times per month
 - Led by Army enlisted and minorities
- 33% of members used commissaries 3 to 5 times per month
 - Led by Air Force, E5-E9s, O4-O6s, Army officers, Marine Corps officers, members living overseas, members living on base, married with children, and male officers
- 21% used exchanges 2 times per month
 - Led by members living in the US and members living off base
- 35% used exchanges 3 to 5 times per month
 - Led by members living overseas and member living on base

Commissaries and Exchanges

Summary of Findings

July 2003 Findings (continued)

- Members reported they and their families spent an average of \$227 at commissaries per month
 - Reporting more than average spending – Air Force, E5-E9s, O4-O6s, all Services officers, members living overseas, members living off base, non-minorities, married with children, and males
 - Reporting less than average spending – Marine Corps, E1-E4s, Army enlisted, members living in the US, member living on base, minorities, singles with children, singles without children, enlisted males, and females
- Members reported that they and their families spent an average of \$136 at the exchanges per month
 - Reporting more than average spending – members living overseas and minorities
 - Reporting less than average spending – Marine Corps, O1-O3s, Air Force officers, members living in the US, and non-minorities

Commissaries and Exchanges

Summary of Findings

July 2003 Findings (continued)

- 33% reported saving less than 10% using commissaries
- 37% reported saving 10% to 19% using commissaries
 - Led by O1-O3s, O4-O6s, Navy officers, Marine Corps officers, Air Force officers, and males
- 41% reported saving less than 10% using exchanges
 - Led by O1-O3s, O4-O6s, Army officers, Marine Corps officers, Air Force officers, members living off base, non-minorities, and males
- 31% reported saving 10% to 19% using exchanges
 - Led by Navy

Commissaries and Exchanges

Summary of Findings

July 2003 Findings (continued)

- Members reported driving an average of 11 miles, one way, to the nearest commissary
 - Reporting more than average miles – Navy, E5-E9s, commissioned officers, members living in the US, members living off base, non-minorities, and married with children
 - Reporting less than average miles – Army, E1-E4s, members living overseas, members living on base, minorities, singles without children, and enlisted males
- Members reported driving an average of 11 miles, one way, to the nearest exchange
 - Reporting more than average miles – E5-E9s, commissioned officers, members living off base, and married with children
 - Reporting less than average miles – E1-E4s, Army enlisted, members living on base, singles without children, and enlisted males

Commissaries and Exchanges

Summary of Findings

July 2003 Findings (continued)

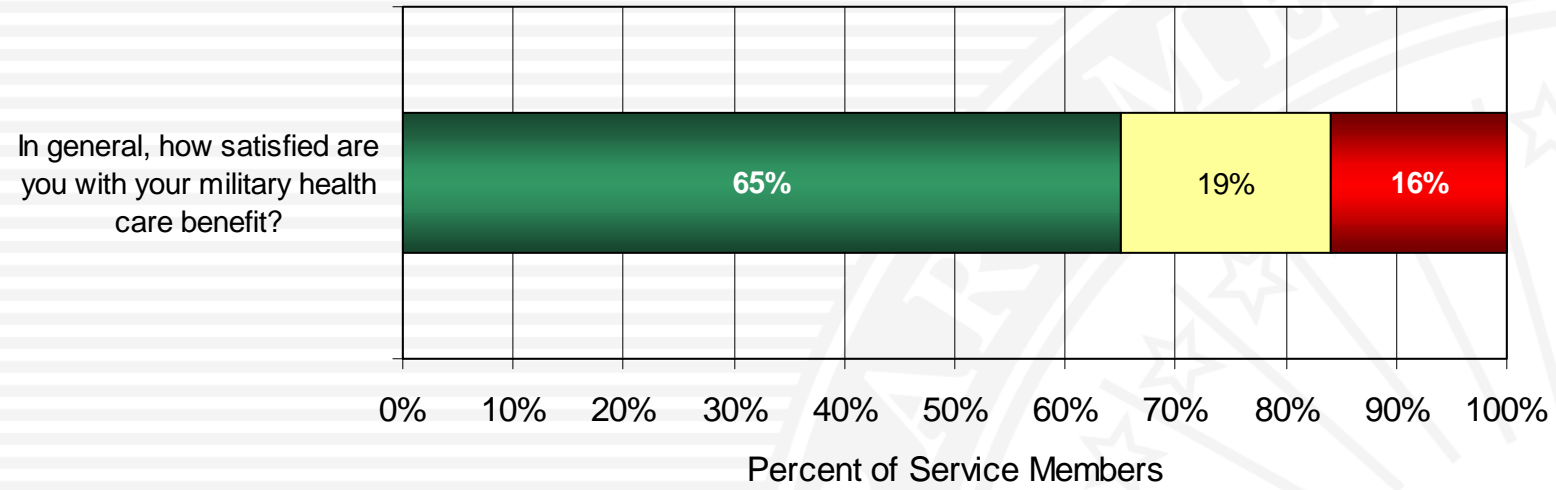
- Price (48%) and distance (24%) reported by members who use commissaries as most important in decision to use commissaries
 - Price led by Navy, O1-O3s, O4-O6s, Army officers, Marine Corps officers, Air Force officers, members living in the US, members living off base, married with children, married without children, and male officers
 - Distance led by Army, E1-E4s, members living on base, singles without children, and enlisted males
 - 31% of members who do not use commissaries reported distance was a discouraging factor in their decision to not use commissaries
 - Led by Marine Corps officers and male officers
- Price (41%) and distance (31%) reported by members who use exchanges as most important in decision to use exchanges
 - Price led by Navy, E5-E9s, O1-O3s, O4-O6s, Marine Corps officers, Air Force officers, members living in the US, members living off base, married with children, married without children, and male officers
 - Distance led by Army, E1-E4s, Marine Corps enlisted, members living on base, non-minorities, singles without children, and enlisted males
 - 18% of members who do not use exchanges reported distance was a discouraging factor in their decision to not use exchanges

Briefing Overview

- Introduction
- Recurring measures
- Detailed tempo
- Spouse employment and child care
- Support programs/services
- Commissaries and exchanges
- ✓ Health care
- Housing issues
- Military/civilian comparisons
- Major findings

Health Care

Satisfaction With Member's Military Health Care



Margins of error within +/- 1% ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied

Health Care

Satisfaction With Member's Military Health Care

Percent of Service Members

KEY: More satisfied Less satisfied More dissatisfied		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
		Satisfaction w/ military health care benefit for self	SAT	65	63	68	63	66	65	63	71	73	62	65	66	76	63	66
	DIS	16	18	13	18	16	15	17	14	13	18	18	13	10	18	15	17	13

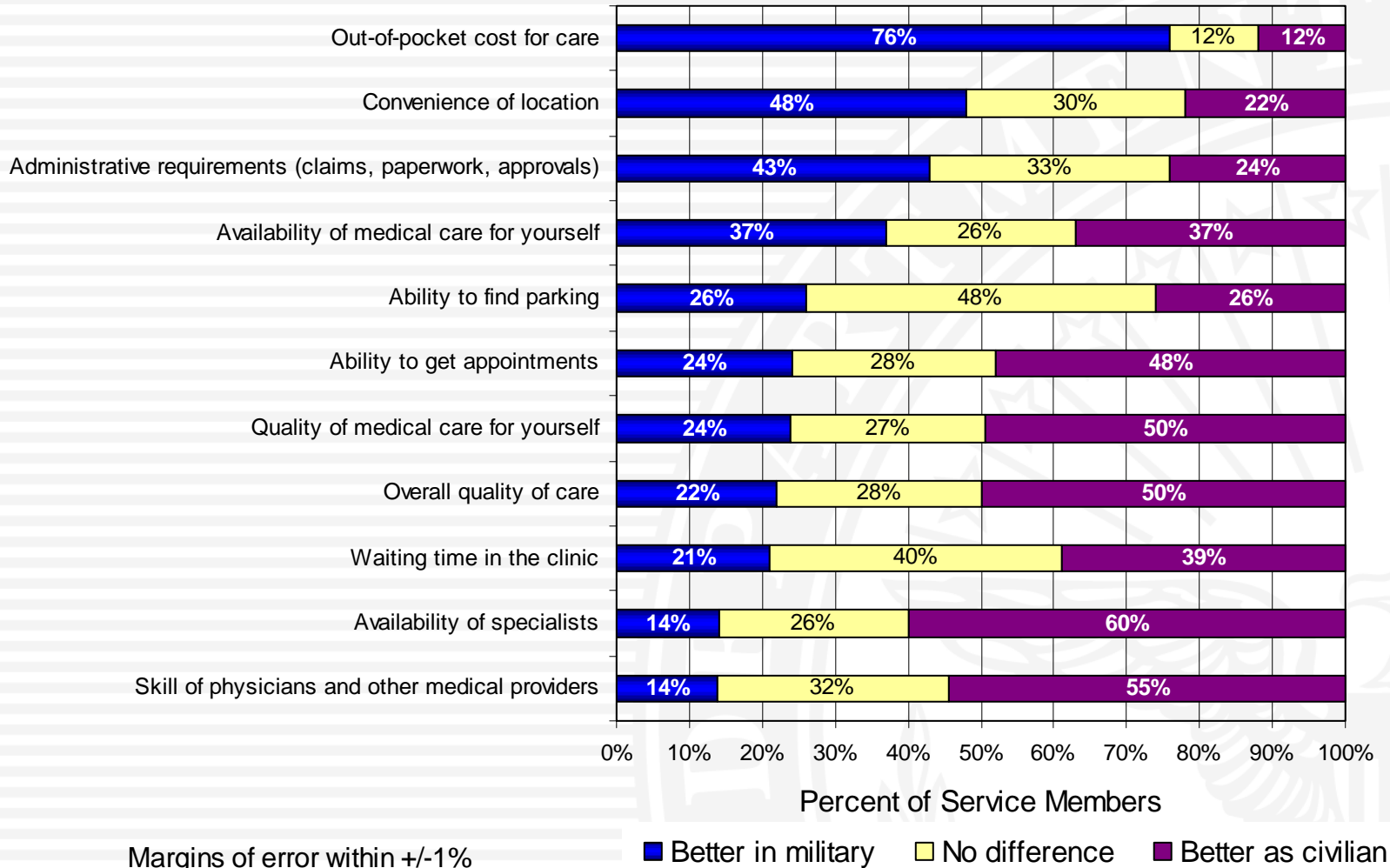
Margins of error within +/- 3%

KEY: More satisfied Less satisfied More dissatisfied		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
		Satisfaction w/ military health care benefit for self	SAT	65	65	66	65	65	63	68	64	65	65	65	64	70	66	75
	DIS	16	17	14	15	16	18	13	15	14	17	18	16	14	16	14	16	16

Margins of error within +/- 5%

Health Care

Military Health Care Compared to Civilian Health Care



Health Care

Military Health Care Compared to Civilian Health Care

Percent of Service Members

KEY: Higher Response of "Better in Military" Lower Response of "Better in Military" Higher Response of "Better as Civilian"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Out-of-pocket cost for care	Better in Military	76	75	75	76	78	72	76	83	82	73	80	74	81	75	83	76	85
	Better as Civilian	12	14	13	10	10	14	12	6	8	15	9	13	8	11	7	11	6
Convenience of location	Better in Military	48	49	42	50	52	51	45	51	46	50	45	41	46	50	45	52	55
	Better as Civilian	22	23	25	19	18	20	23	20	27	22	25	25	25	18	25	18	20
Administrative requirements	Better in Military	43	40	41	44	47	37	45	48	53	39	45	39	55	44	47	46	53
	Better as Civilian	24	28	24	22	20	27	23	20	21	29	24	24	19	22	23	21	18
Availability of medical care for self	Better in Military	37	35	38	40	38	38	35	43	44	34	39	37	45	40	40	36	46
	Better as Civilian	37	40	37	33	34	36	39	32	32	40	37	38	30	33	33	35	29
Ability to find parking	Better in Military	26	24	24	26	30	27	25	30	28	24	25	24	29	26	26	29	35
	Better as Civilian	26	28	29	24	21	26	26	20	24	28	24	29	26	24	19	22	18
Ability to get appointments	Better in Military	24	19	25	27	25	26	21	24	25	19	19	24	27	28	22	25	27
	Better as Civilian	48	53	46	41	48	42	53	49	50	52	55	45	47	40	51	49	46
Quality of medical care for self	Better in Military	24	22	26	21	26	25	23	23	29	21	25	26	27	20	22	25	27
	Better as Civilian	50	51	48	53	47	51	51	44	39	53	44	50	40	54	47	48	40
Overall quality of care	Better in Military	22	19	22	20	24	23	19	24	28	18	24	21	28	20	21	24	27
	Better as Civilian	50	53	49	53	47	50	53	44	40	54	47	51	41	53	48	49	39
Waiting time in the clinic	Better in Military	21	17	22	23	25	21	20	24	25	16	20	22	25	24	21	24	28
	Better as Civilian	39	47	37	34	33	36	42	35	35	48	44	37	35	34	38	34	27
Availability of specialists	Better in Military	14	14	16	13	14	18	12	12	16	14	15	16	18	13	10	14	11
	Better as Civilian	60	59	59	61	62	53	65	62	62	58	63	59	57	60	66	62	63
Skill of physicians and other medical providers	Better in Military	14	13	15	11	15	15	12	13	17	12	15	15	16	11	8	15	15
	Better as Civilian	55	56	52	59	53	54	58	48	40	58	48	54	42	60	53	56	42

Margins of error within +/- 4%

Health Care

Military Health Care Compared to Civilian Health Care

Percent of Service Members

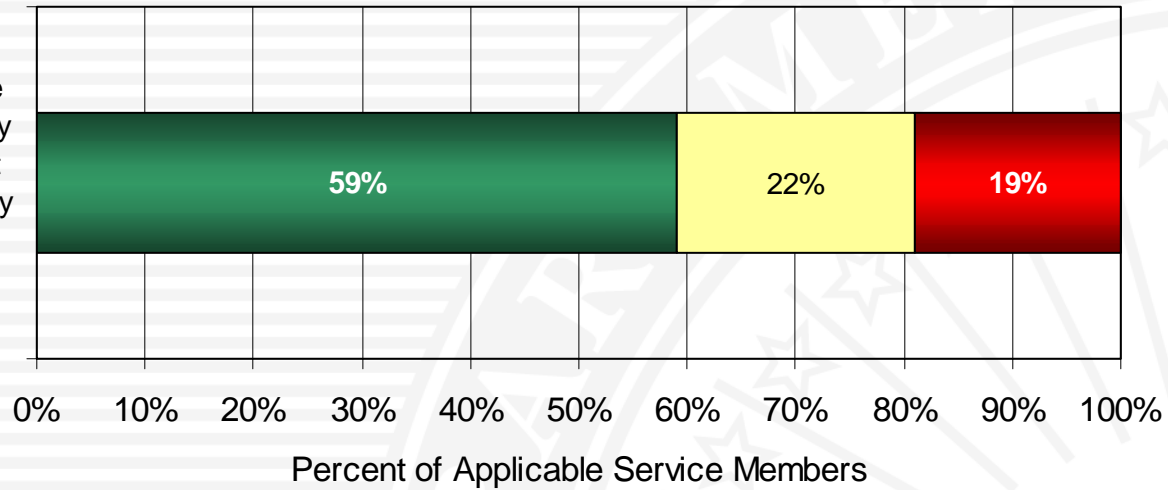
KEY: Higher Response of "Better in Military" Lower Response of "Better in Military" Higher Response of "Better as Civilian"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Out-of-pocket cost for care	Better in Military	76	76	73	73	78	79	70	72	74	77	78	73	82	81	84	75	82
	Better as Civilian	12	12	12	14	11	9	16	15	12	12	12	13	8	9	7	12	9
Convenience of location	Better in Military	48	47	52	56	42	48	48	47	53	44	47	47	47	52	57	47	53
	Better as Civilian	22	22	19	18	25	21	24	21	18	25	23	22	24	17	18	23	17
Administrative requirements	Better in Military	43	43	41	40	45	44	41	45	40	45	43	41	49	46	55	42	48
	Better as Civilian	24	24	24	26	23	24	25	24	24	24	25	25	22	20	17	25	20
Availability of medical care for yourself	Better in Military	37	38	34	37	38	38	36	35	38	37	37	36	43	39	44	37	40
	Better as Civilian	37	37	35	36	37	36	37	39	34	37	40	38	32	36	33	37	36
Ability to find parking	Better in Military	26	26	25	29	24	25	28	26	29	24	26	26	28	26	33	26	27
	Better as Civilian	26	26	23	24	27	25	26	29	22	28	27	27	22	25	23	26	24
Ability to get appointments	Better in Military	24	24	23	25	23	22	27	23	26	22	21	23	23	27	29	23	27
	Better as Civilian	48	49	44	46	50	51	43	49	42	52	51	48	51	46	45	49	46
Quality of medical care for yourself	Better in Military	24	24	22	24	24	22	27	24	24	24	23	23	25	27	31	23	28
	Better as Civilian	50	50	49	51	48	51	48	50	50	48	51	51	42	52	40	49	50
Overall quality of care	Better in Military	22	22	21	22	21	20	24	18	22	21	23	21	24	22	33	21	24
	Better as Civilian	50	50	50	52	49	51	49	51	49	51	51	52	44	52	37	50	50
Waiting time in the clinic	Better in Military	21	21	21	21	21	20	24	24	22	20	22	20	23	24	27	21	24
	Better as Civilian	39	40	36	39	39	41	35	37	34	43	40	40	37	35	29	40	34
Availability of specialists	Better in Military	14	15	13	15	14	13	17	16	16	13	14	14	13	17	20	14	18
	Better as Civilian	60	60	60	59	60	61	58	59	55	63	62	60	63	58	57	60	58
Skill of physicians and other medical providers	Better in Military	14	14	13	13	14	12	16	12	14	13	13	13	13	14	23	13	16
	Better as Civilian	55	55	54	56	54	55	55	56	53	55	56	56	46	60	41	54	56

Margins of error within +/- 5%

Health Care

Satisfaction With Family's Military Health Care

In general, how satisfied are you with your family's military provided health care benefit (including care at both Military Treatment Facilities and through TRICARE)?



Margins of error within +/- 2%

■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied

Health Care

Satisfaction With Family's Military Health Care

Percent of Applicable Service Members

KEY: More satisfied Less satisfied More dissatisfied		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Satisfaction w/ military health care benefit for family	SAT	59	57	62	60	58	59	59	59	59	57	56	62	63	60	56	58
	DIS	19	21	16	20	20	17	20	21	22	20	25	16	17	19	25	20	22

Margins of error within +/- 4%

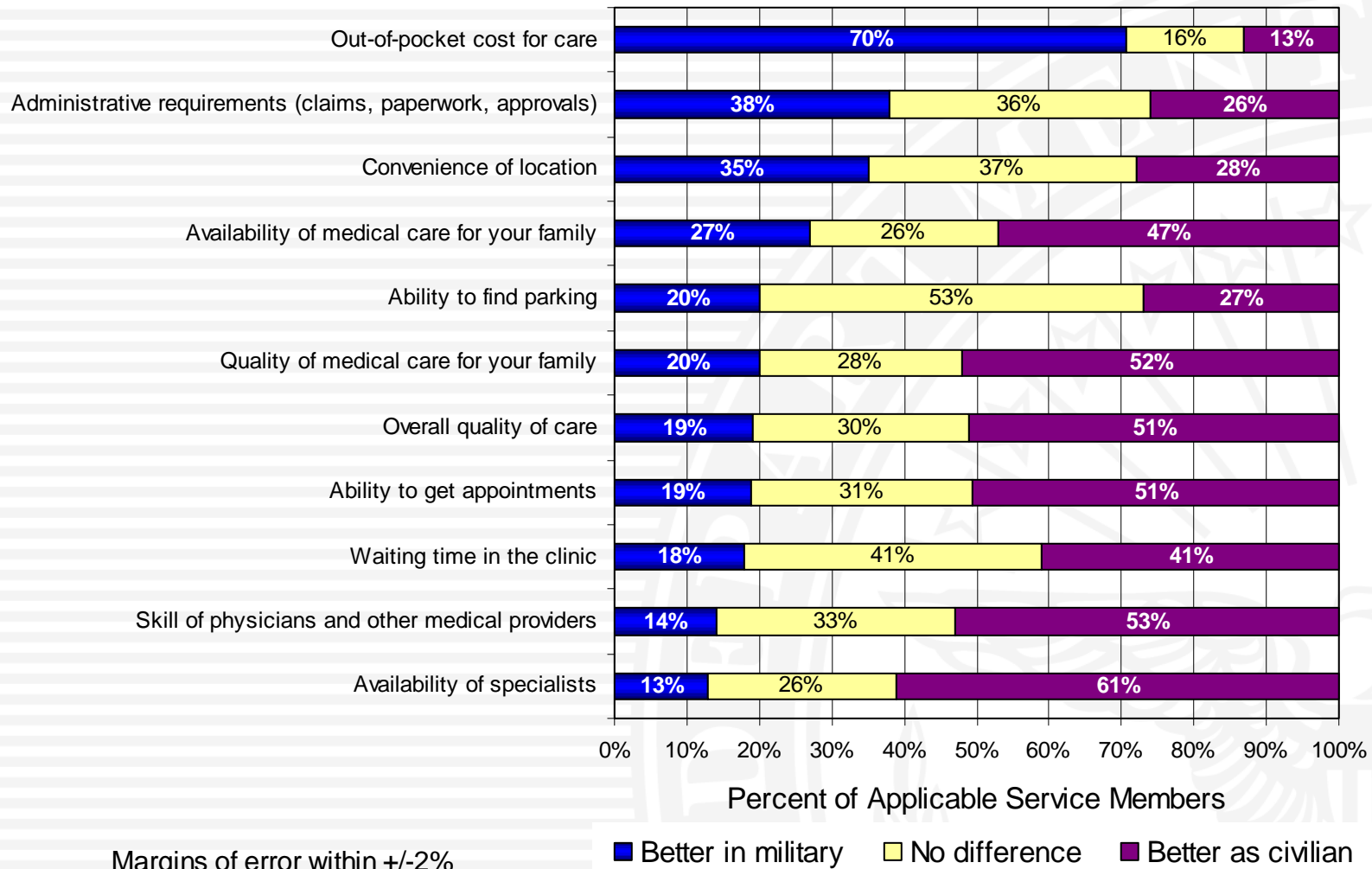
KEY: More satisfied Less satisfied More dissatisfied		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Satisfaction w/ military health care benefit for family	SAT	59	59	57	62	57	55	65	61	NR	61	54	59	59	60	71	58
	DIS	19	20	19	17	20	23	14	13	NR	20	20	19	24	16	12	20	15

Margins of error within +/- 5%

NR: Not Reportable

Health Care

Family's Military Health Care Compared to Civilian Health Care



Health Care

Family's Military Health Care Compared to Civilian Health Care

Percent of Applicable Service Members

KEY: Higher Response of "Better in Military" Lower Response of "Better in Military" Higher Response of "Better as Civilian"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Out-of-pocket cost for care	Better in Military	70	68	70	72	73	64	71	78	74	66	73	68	77	72	75	72	78
	Better as Civilian	13	15	14	12	11	17	13	8	11	17	11	15	10	12	11	12	8
Administrative requirements	Better in Military	38	36	39	36	40	34	38	40	42	35	38	37	44	36	35	39	44
	Better as Civilian	26	28	26	26	24	26	26	25	27	28	29	26	24	25	31	24	23
Convenience of location	Better in Military	35	37	29	33	40	37	36	38	30	39	33	29	28	34	27	40	40
	Better as Civilian	28	27	32	27	24	26	27	26	35	26	32	31	36	26	34	23	27
Availability of medical care for family	Better in Military	27	25	29	31	25	31	25	28	23	25	25	29	27	33	21	25	26
	Better as Civilian	47	47	44	43	52	39	50	48	52	46	51	44	48	41	53	52	51
Ability to find parking	Better in Military	20	18	20	17	22	19	19	23	20	18	18	20	21	17	18	21	26
	Better as Civilian	27	29	30	25	23	31	26	24	25	29	27	30	29	25	20	24	21
Quality of medical care for family	Better in Military	20	19	22	19	19	23	18	20	20	18	20	22	20	20	13	19	21
	Better as Civilian	52	54	49	50	54	47	55	52	49	54	54	49	48	49	57	55	49
Overall quality of care	Better in Military	19	18	20	19	19	23	17	20	20	18	20	19	22	20	14	18	20
	Better as Civilian	51	51	48	49	53	46	53	48	48	51	52	48	45	48	54	55	47
Ability to get appointments	Better in Military	19	18	20	21	17	22	18	19	15	18	17	20	18	22	12	17	17
	Better as Civilian	51	52	46	44	56	42	52	54	60	51	58	44	55	42	60	55	57
Waiting time in the clinic	Better in Military	18	16	19	19	19	20	17	19	16	16	15	19	19	20	13	18	19
	Better as Civilian	41	47	40	35	39	36	44	38	43	47	45	40	41	34	43	40	37
Skill of physicians and other medical providers	Better in Military	14	13	15	12	13	17	12	12	14	13	14	16	14	12	8	13	13
	Better as Civilian	53	55	49	54	56	49	57	49	46	56	50	50	45	54	55	59	46
Availability of specialists	Better in Military	13	12	16	13	12	17	12	13	12	12	13	16	15	14	8	12	12
	Better as Civilian	61	61	59	59	65	52	64	64	63	60	64	58	61	57	67	65	64

Margins of error within +/- 4%

Health Care

Family's Military Health Care Compared to Civilian Health Care

Percent of Applicable Service Members

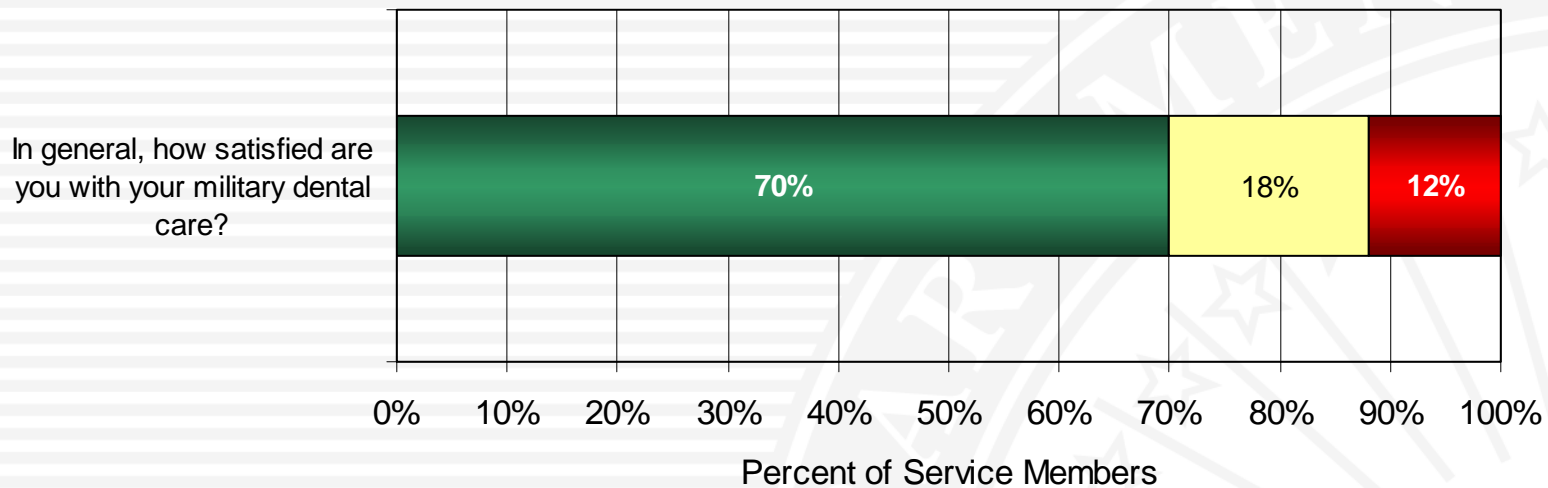
KEY: Higher Response of "Better in Military" Lower Response of "Better in Military" Higher Response of "Better as Civilian"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Out-of-pocket cost for care	Better in Military	70	71	65	70	70	72	67	64	NR	73	67	68	75	72	80	70	74
	Better as Civilian	13	13	15	14	13	11	17	13	NR	13	13	15	10	10	8	14	10
Administrative requirements	Better in Military	38	38	37	38	37	39	36	37	NR	39	35	36	40	39	53	37	42
	Better as Civilian	26	27	24	24	27	27	25	22	NR	27	26	27	27	20	18	27	20
Convenience of location	Better in Military	35	35	40	48	30	33	39	33	NR	36	35	36	31	38	48	35	40
	Better as Civilian	28	28	24	19	31	28	27	25	NR	28	27	28	33	21	19	29	21
Availability of medical care for family	Better in Military	27	27	25	28	26	24	31	27	NR	26	27	26	24	31	39	26	32
	Better as Civilian	47	47	46	47	47	50	42	39	NR	50	44	48	53	39	35	49	38
Ability to find parking	Better in Military	20	20	20	24	18	17	25	19	NR	20	20	19	20	22	29	19	23
	Better as Civilian	27	27	26	24	28	27	27	23	NR	27	27	28	25	26	24	27	25
Quality of medical care for family	Better in Military	20	20	18	20	19	16	25	20	NR	20	19	19	18	23	32	19	25
	Better as Civilian	52	52	55	54	51	54	49	46	NR	54	50	53	53	48	37	53	46
Overall quality of care	Better in Military	19	19	17	19	19	16	23	18	NR	19	19	18	18	20	33	18	22
	Better as Civilian	51	51	52	51	51	52	49	42	NR	53	49	52	51	46	32	52	44
Ability to get appointments	Better in Military	19	19	17	19	18	16	23	21	NR	19	17	19	15	21	32	18	23
	Better as Civilian	51	51	49	48	52	55	44	41	NR	53	49	50	59	43	43	52	43
Waiting time in the clinic	Better in Military	18	17	19	20	16	15	21	21	NR	17	17	17	16	21	27	17	22
	Better as Civilian	41	42	39	41	42	45	37	34	NR	43	40	43	43	35	29	43	34
Skill of physicians and other medical providers	Better in Military	14	14	11	13	14	12	16	14	NR	13	14	14	12	14	24	13	16
	Better as Civilian	53	53	55	55	53	54	52	47	NR	55	51	55	50	53	36	54	50
Availability of specialists	Better in Military	13	14	11	13	13	11	16	17	NR	13	13	13	12	15	22	13	16
	Better as Civilian	61	61	61	63	60	64	57	51	NR	64	58	61	65	55	52	62	55

Margins of error within +/- 5%

NR: Not Reportable

Health Care

Satisfaction With Member's Military Dental Care



Margins of error within +/- 1%

■ Satisfied

■ Neither satisfied nor dissatisfied

■ Dissatisfied

Health Care

Satisfaction With Member's Military Dental Care

Percent of Service Members

KEY: More satisfied Less satisfied More dissatisfied		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Satisfaction w/ military dental care for self	SAT	70	67	74	69	70	66	73	70	77	67	71	74	80	68	74	70
	DIS	12	15	9	12	11	13	11	11	9	15	11	9	7	13	11	11	11

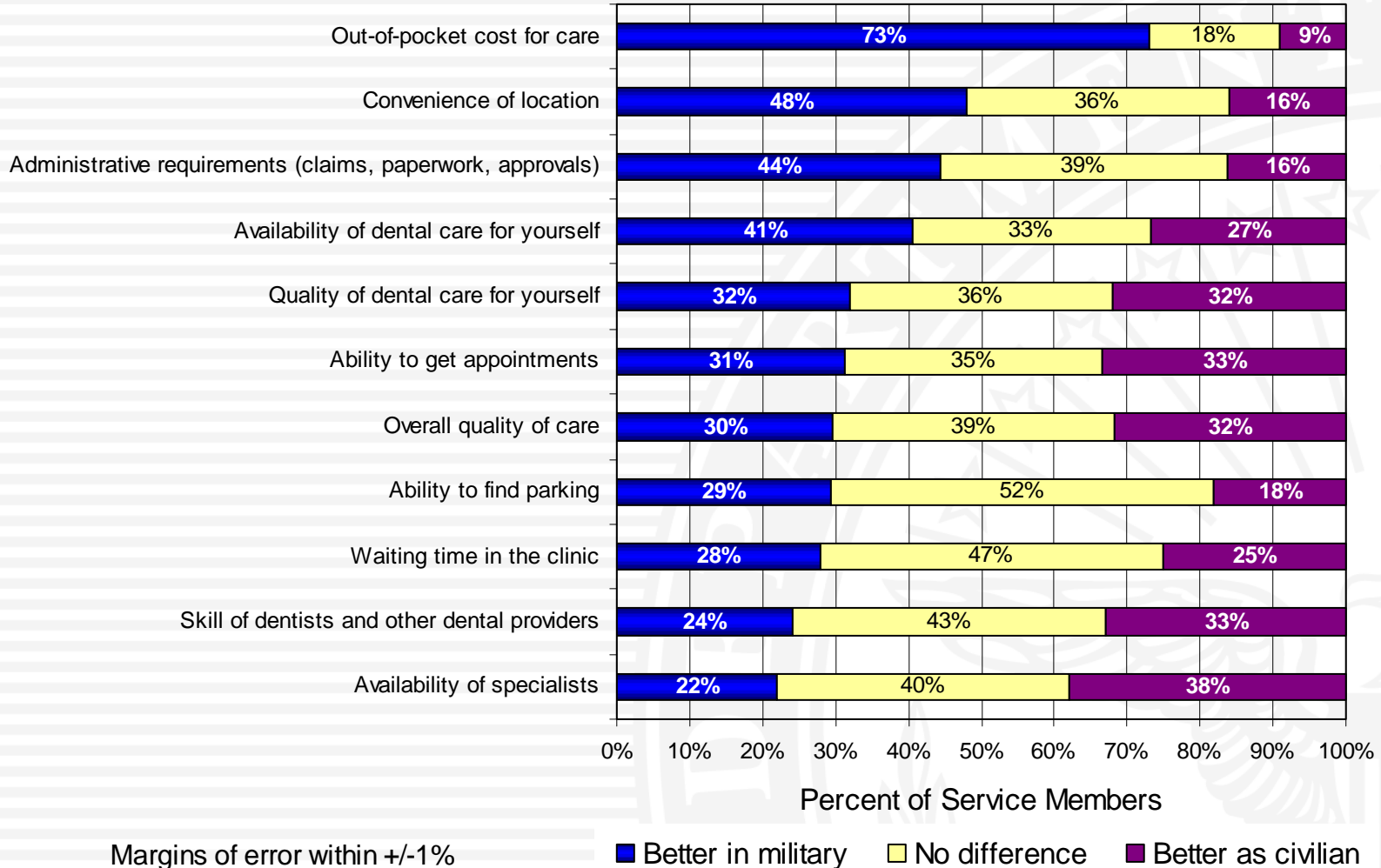
Margins of error within +/- 3%

KEY: More satisfied Less satisfied More dissatisfied		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Satisfaction w/ military dental care for self	SAT	70	70	71	70	70	67	75	75	70	72	66	69	73	72	74	70
	DIS	12	12	12	13	11	13	10	11	12	11	14	12	10	13	12	12	13

Margins of error within +/- 4%

Health Care

Military Dental Care Compared to Civilian Dental Care



Health Care

Military Dental Care Compared to Civilian Dental Care

Percent of Service Members

KEY: Higher Response of "Better in Military" Lower Response of "Better in Military" Higher Response of "Better as Civilian"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Out-of-pocket cost for care	Better in Military	73	72	74	71	73	70	73	80	79	71	76	73	81	71	77	71	81
	Better as Civilian	9	10	9	9	7	12	8	5	6	11	6	10	6	9	6	8	4
Convenience of location	Better in Military	48	46	47	49	50	50	46	49	47	47	45	46	48	49	51	50	51
	Better as Civilian	16	17	17	15	13	15	16	15	17	17	17	17	17	15	14	13	13
Administrative requirements	Better in Military	44	43	46	44	45	39	46	48	57	41	50	44	59	43	50	44	50
	Better as Civilian	16	18	16	16	14	20	15	13	10	20	14	17	10	17	13	15	11
Availability of dental care for self	Better in Military	41	40	43	40	40	40	41	38	45	40	39	42	47	40	40	40	39
	Better as Civilian	27	29	24	27	25	28	26	30	23	29	29	25	22	28	23	25	28
Quality of dental care for self	Better in Military	32	32	35	29	32	32	34	26	35	32	30	35	34	30	26	32	29
	Better as Civilian	32	32	30	38	30	36	29	34	22	33	30	31	25	39	32	30	30
Ability to get appointments	Better in Military	31	29	35	32	30	32	32	27	30	29	26	35	37	32	30	31	26
	Better as Civilian	33	39	28	30	33	32	33	39	33	39	41	28	29	30	31	31	38
Overall quality of care	Better in Military	30	27	33	27	31	30	30	26	32	27	27	33	33	27	26	31	27
	Better as Civilian	32	34	30	35	31	35	30	32	25	35	30	31	25	35	30	31	30
Ability to find parking	Better in Military	29	28	30	28	31	31	28	29	29	29	26	30	32	28	29	31	31
	Better as Civilian	18	19	20	16	16	19	18	14	16	20	17	20	18	17	13	17	13
Waiting time in the clinic	Better in Military	28	24	32	27	28	29	28	27	29	25	24	32	32	27	28	28	28
	Better as Civilian	25	29	22	25	22	25	25	24	21	30	27	22	19	25	24	22	20
Skill of dentists and other dental providers	Better in Military	24	23	28	20	24	24	26	19	24	23	23	29	23	21	17	25	21
	Better as Civilian	33	34	31	37	33	38	30	33	23	35	28	31	26	38	32	33	30
Availability of specialists	Better in Military	22	20	26	20	20	23	22	15	19	20	19	27	19	21	14	21	15
	Better as Civilian	38	40	35	39	39	38	38	43	37	40	40	35	37	39	40	38	43

Margins of error within +/- 4%

Health Care

Military Dental Care Compared to Civilian Dental Care

Percent of Service Members

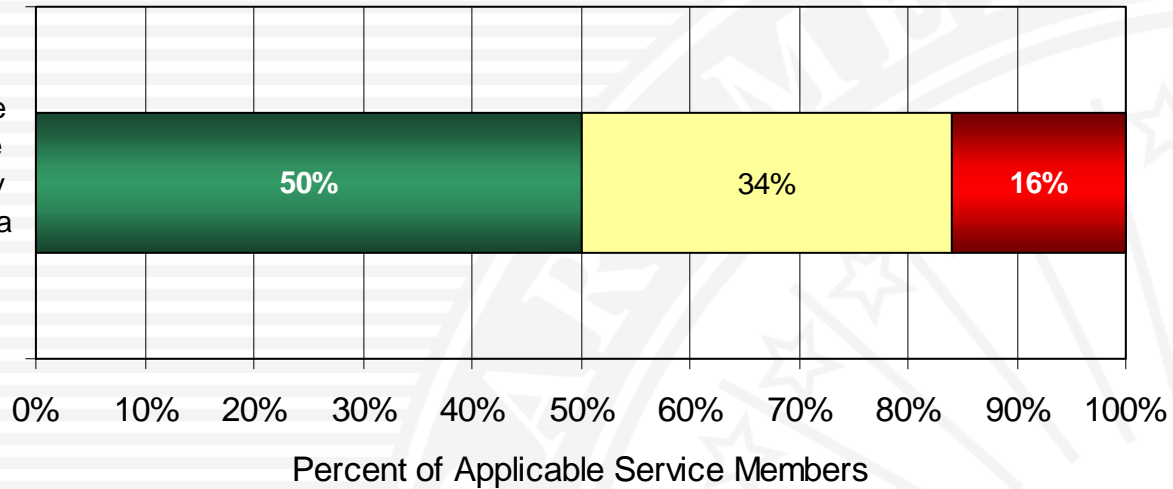
	KEY: Higher Response of "Better in Military" Lower Response of "Better in Military" Higher Response of "Better as Civilian"	Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Out-of-pocket cost for care	Better in Military	73	73	73	72	73	75	69	69	72	73	75	71	79	77	82	72	78
	Better as Civilian	9	9	10	11	8	7	13	10	10	9	8	10	5	7	6	9	7
Convenience of location	Better in Military	48	47	50	56	42	47	50	44	53	45	46	47	47	53	53	47	53
	Better as Civilian	16	16	15	14	17	15	17	16	14	17	15	16	16	11	14	16	12
Administrative requirements	Better in Military	44	45	42	42	46	45	44	44	41	47	45	42	52	47	54	44	48
	Better as Civilian	16	16	17	18	15	15	18	15	18	15	16	18	12	14	12	17	14
Availability of dental care for self	Better in Military	41	41	39	41	40	39	44	42	40	41	41	40	41	44	40	40	43
	Better as Civilian	27	26	29	28	26	26	27	26	27	26	27	27	26	27	32	27	28
Quality of dental care for self	Better in Military	32	33	32	33	32	29	38	35	31	34	31	32	29	37	35	32	37
	Better as Civilian	32	31	33	34	30	32	31	29	35	28	34	32	28	32	32	32	32
Ability to get appointments	Better in Military	31	32	30	33	30	28	36	30	33	30	31	31	29	35	31	31	34
	Better as Civilian	33	33	34	33	33	35	31	33	32	33	34	33	36	31	37	33	32
Overall quality of care	Better in Military	30	29	30	30	29	26	35	28	29	30	29	29	28	33	32	29	33
	Better as Civilian	32	32	33	33	31	32	32	28	33	30	35	32	29	33	28	32	32
Ability to find parking	Better in Military	29	30	29	33	27	26	34	29	32	27	30	29	29	34	32	29	34
	Better as Civilian	18	18	19	17	19	17	19	17	17	19	18	19	15	17	20	18	17
Waiting time in the clinic	Better in Military	28	28	28	29	27	25	33	29	29	28	27	28	27	31	29	27	31
	Better as Civilian	25	25	23	25	24	25	24	24	25	25	24	25	23	24	22	25	24
Skill of dentists and other dental providers	Better in Military	24	25	24	25	24	21	30	24	23	26	25	24	21	29	26	24	28
	Better as Civilian	33	33	35	35	31	33	33	31	36	30	34	34	29	35	27	33	34
Availability of specialists	Better in Military	22	22	21	22	21	17	28	23	22	21	22	22	17	26	18	21	25
	Better as Civilian	38	38	40	40	37	39	37	38	39	38	38	38	40	41	41	38	41

Margins of error within +/- 5%

Health Care

Satisfaction With Family's Military Dental Care

In general, how satisfied are you with the dental care the military provides your family (i.e., military dentists or Delta Dental Insurance)?



Margins of error within +/- 2%

■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied

Health Care

Satisfaction With Family's Military Dental Care

Percent of Applicable Service Members

KEY: More satisfied Less satisfied More dissatisfied		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Satisfaction w/ military dental care for family	SAT	50	49	53	47	50	42	52	49	58	48	52	52	58	45	54	49
	DIS	16	18	15	15	16	15	16	15	18	17	21	15	13	15	17	16	16

Margins of error within +/- 4%

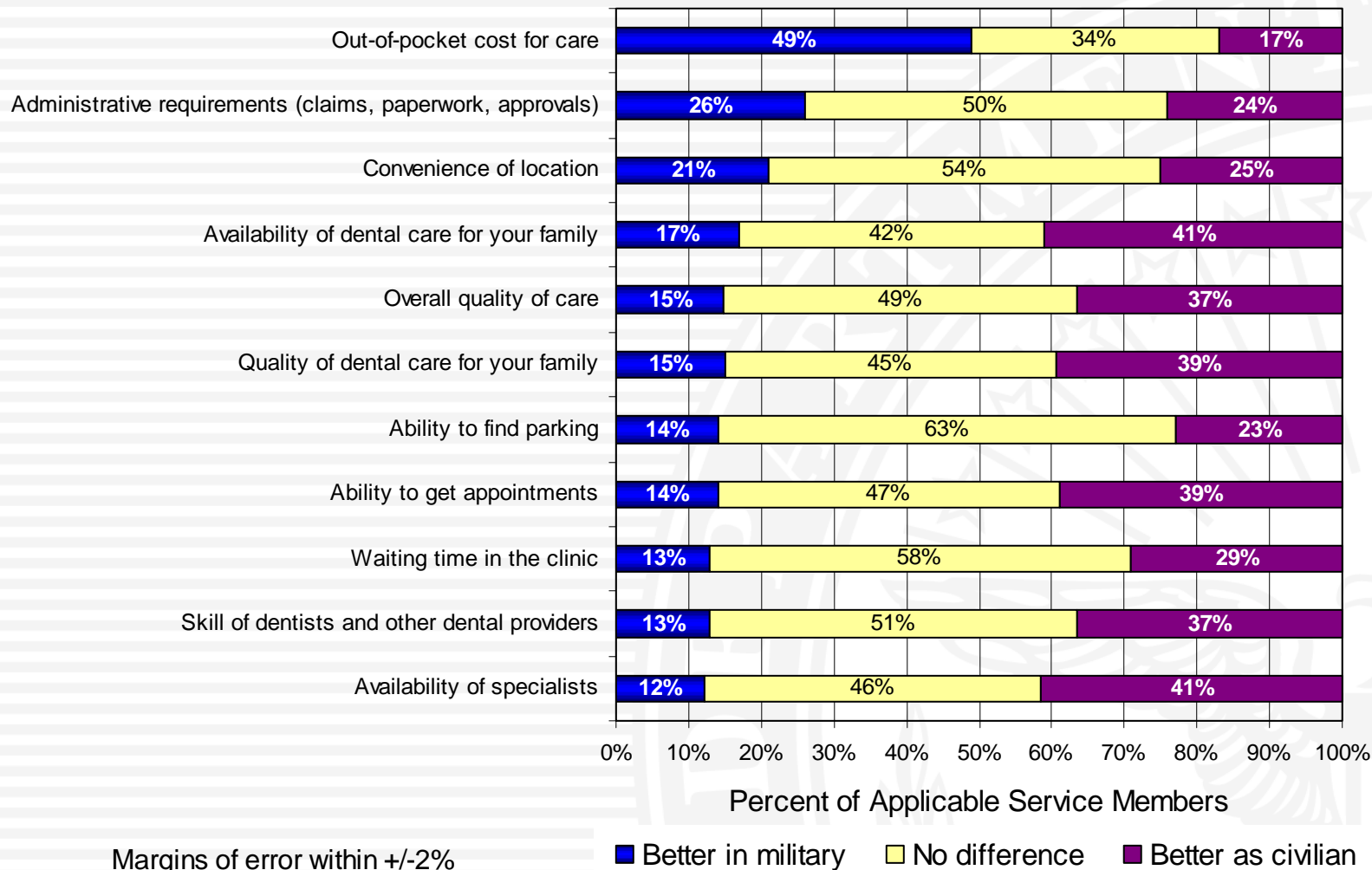
KEY: More satisfied Less satisfied More dissatisfied		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Satisfaction w/ military dental care for family	SAT	50	49	56	53	48	46	56	51	NR	53	42	48	53	54	56	49
	DIS	16	16	16	16	16	19	12	9	5	17	17	17	18	9	11	17	10

Margins of error within +/- 5%

NR: Not Reportable

Health Care

Family's Military Dental Care Compared to Civilian Dental Care



Health Care

Family's Military Dental Care Compared to Civilian Dental Care

Percent of Applicable Service Members

KEY: Higher Response of "Better in Military" Lower Response of "Better in Military" Higher Response of "Better as Civilian"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Out-of-pocket cost for care	Better in Military	49	47	49	46	52	42	50	51	52	46	51	47	55	45	52	52	51
	Better as Civilian	17	16	20	15	16	16	18	13	19	16	16	21	15	15	15	16	18
Administrative requirements	Better in Military	26	25	27	25	28	23	26	27	32	23	30	26	34	25	26	28	29
	Better as Civilian	24	24	26	21	22	21	25	21	22	24	23	27	21	21	22	22	21
Convenience of location	Better in Military	21	21	19	17	24	23	21	22	17	22	20	18	19	17	17	25	20
	Better as Civilian	25	24	28	24	22	21	26	22	30	24	28	29	26	23	25	21	25
Availability of dental care for family	Better in Military	17	18	19	15	16	20	17	17	14	19	15	19	19	16	13	16	15
	Better as Civilian	41	39	40	37	45	30	44	39	47	37	47	41	38	36	41	44	46
Overall quality of care	Better in Military	15	16	15	11	14	18	14	13	13	16	13	15	15	12	9	14	13
	Better as Civilian	37	34	38	36	39	29	40	32	36	33	37	39	32	35	37	41	34
Quality of dental care for family	Better in Military	15	16	17	12	14	17	15	14	12	17	13	18	16	12	10	14	13
	Better as Civilian	39	38	39	39	42	31	43	35	40	37	41	40	34	39	40	43	38
Ability to find parking	Better in Military	14	14	16	12	14	17	14	14	12	14	12	16	15	12	13	14	14
	Better as Civilian	23	22	28	19	20	21	25	17	20	23	22	29	21	20	18	22	17
Ability to get appointments	Better in Military	14	13	15	13	14	17	13	13	10	14	11	15	15	14	10	15	11
	Better as Civilian	39	39	38	32	43	27	43	37	45	38	43	38	36	31	39	42	45
Waiting time in the clinic	Better in Military	13	13	14	12	15	16	13	12	11	13	10	14	13	12	9	16	12
	Better as Civilian	29	31	29	26	27	24	31	25	30	31	33	30	26	26	27	27	27
Skill of dentists and other dental providers	Better in Military	13	13	13	10	13	15	12	11	11	13	12	13	12	11	8	14	11
	Better as Civilian	37	35	36	37	39	32	40	30	34	34	35	36	32	38	35	42	31
Availability of specialists	Better in Military	12	12	13	9	12	15	12	10	11	13	10	13	12	9	7	12	11
	Better as Civilian	41	41	40	40	44	33	44	40	45	39	46	40	41	39	45	44	43

Margins of error within +/- 5%

Health Care

Family's Military Dental Care Compared to Civilian Dental Care

Percent of Applicable Service Members

	KEY: Higher Response of "Better in Military" Lower Response of "Better in Military" Higher Response of "Better as Civilian"	Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Out-of-pocket cost for care	Better in Military	49	47	58	51	48	48	51	40	NR	51	47	48	51	49	56	49	50
	Better as Civilian	17	18	14	16	18	17	18	13	5	19	15	18	17	11	12	18	12
Administrative requirements	Better in Military	26	25	32	27	26	25	28	24	NR	28	25	25	30	28	35	26	29
	Better as Civilian	24	24	21	22	25	23	24	18	11	25	22	25	22	18	16	25	18
Convenience of location	Better in Military	21	19	32	28	17	17	26	21	12	20	22	21	18	26	29	20	26
	Better as Civilian	25	26	18	20	27	24	26	19	NR	27	22	25	27	17	19	26	18
Availability of dental care for family	Better in Military	17	16	23	21	16	14	23	16	NR	17	19	17	15	19	21	17	20
	Better as Civilian	41	41	41	38	42	42	39	30	18	45	36	41	45	34	39	42	35
Overall quality of care	Better in Military	15	14	19	18	13	11	20	15	NR	14	16	15	12	16	19	14	17
	Better as Civilian	37	37	36	35	37	37	36	27	8	39	34	38	36	31	28	38	30
Quality of dental care for family	Better in Military	15	15	19	18	14	12	21	16	NR	15	16	16	13	17	18	15	17
	Better as Civilian	39	39	40	37	40	40	38	30	13	42	37	40	39	34	35	40	34
Ability to find parking	Better in Military	14	14	18	18	13	11	20	15	NR	14	16	14	13	17	18	14	17
	Better as Civilian	23	24	20	20	24	22	24	17	NR	24	22	25	20	19	20	24	19
Ability to get appointments	Better in Military	14	13	16	16	13	11	19	14	3	13	16	14	11	16	18	13	16
	Better as Civilian	39	38	42	38	39	40	37	30	NR	42	35	39	42	31	36	40	32
Waiting time in the clinic	Better in Military	13	12	18	17	12	11	18	14	4	13	15	14	11	16	15	13	16
	Better as Civilian	29	29	27	27	30	28	30	24	12	31	25	29	30	25	23	29	24
Skill of dentists and other dental providers	Better in Military	13	12	15	15	12	10	17	14	NR	12	13	13	11	14	16	12	15
	Better as Civilian	37	36	37	36	37	36	37	28	13	38	35	38	34	34	28	37	32
Availability of specialists	Better in Military	12	12	14	15	11	9	16	13	NR	12	13	12	10	13	15	12	13
	Better as Civilian	41	41	44	41	42	42	40	30	14	44	39	42	45	36	38	42	37

Margins of error within +/- 13%

NR: Not Reportable

Health Care

Summary of Findings

July 2003 Findings

- 65% reported being satisfied with member's military health care benefits
 - Satisfaction led by O1-O3s, O4-O6s, Navy officers, Air Force officers, and minorities
 - Dissatisfaction led by non-minorities
- 59% reported being satisfied with their family's military health care benefits (including care at both Military Treatment Facilities and through TRICARE)
 - Satisfaction led by minorities, married with children, and female officers
 - Dissatisfaction led by Army officers, Marine Corps officers, non-minorities, and males

Health Care

Summary of Findings

July 2003 Findings (continued)

- Two aspects of member health care better in military
 - Out-of-pocket cost for care (76%)
 - Convenience of location (48%)
- Five aspects of member health care better in civilian world
 - Availability of specialists (60%)
 - Skill of physicians and other medical providers (55%)
 - Overall quality of medical care (50%)
 - Quality of medical care for themselves (50%)
 - Ability to get appointments (48%)

Health Care

Summary of Findings

July 2003 Findings (continued)

- One aspect of family health care better in military
 - Out-of-pocket cost (70%)
- Six aspects of family health care better in civilian world
 - Availability of specialists (61%)
 - Skill of physicians and other medical providers (53%)
 - Quality of medical care (52%)
 - Overall quality of care (51%)
 - Ability to get appointments (51%)
 - Availability of medical care (47%)

Health Care

Summary of Findings

July 2003 Findings (continued)

- 70% satisfied with member's military dental care
 - Satisfaction led by Navy, E5-E9s, O4-O6s, minorities, and male officers
 - Dissatisfaction led by Army and non-minorities
- 50% satisfied with dental care the military provides the member's family
 - Satisfaction led by O4-O6s, Navy officers, members living overseas, members living on base, minorities, and married with children
 - Dissatisfaction led by Army officers, non-minorities, and males

Health Care

Summary of Findings

July 2003 Findings (continued)

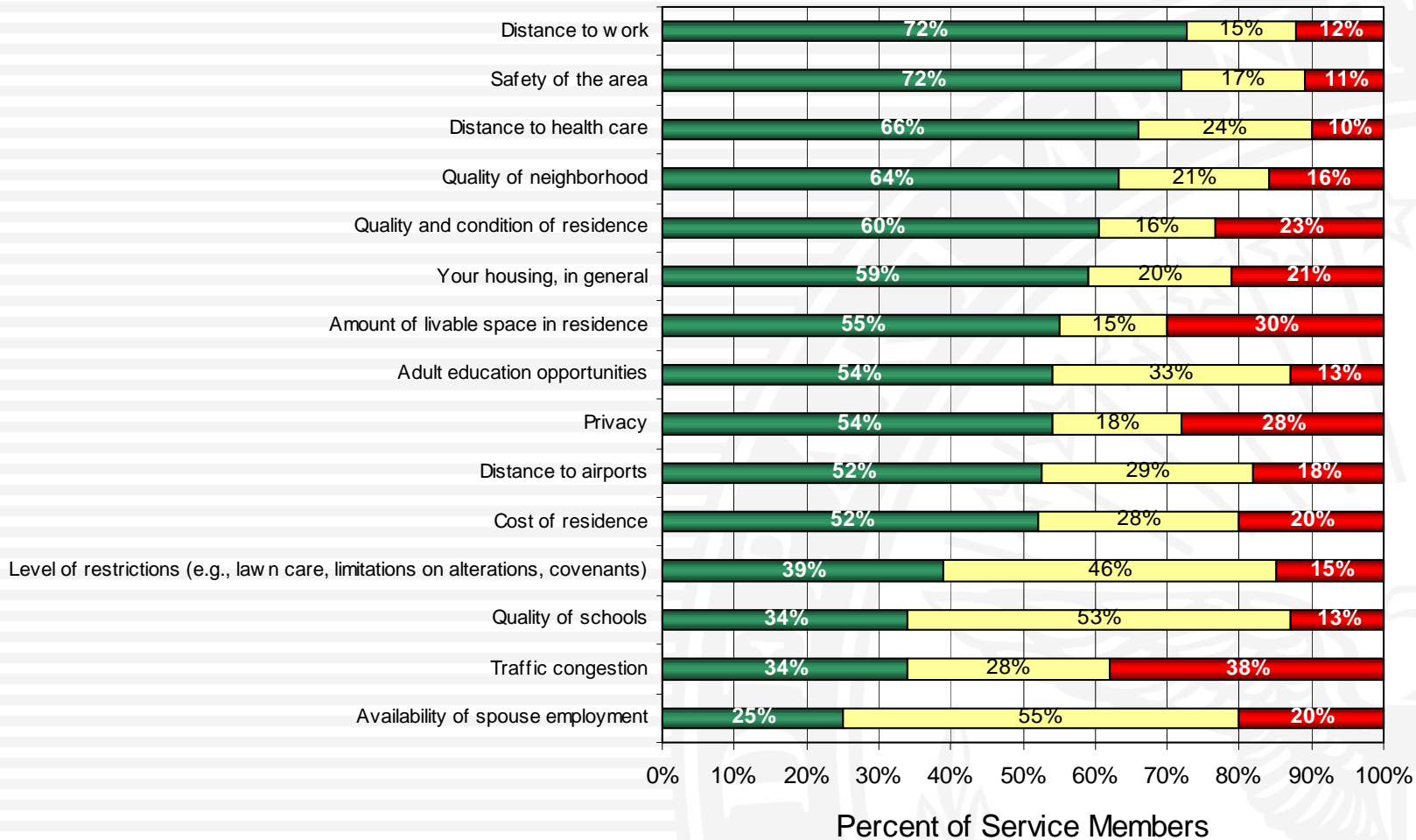
- Three aspects of member dental care better in military
 - Out-of-pocket cost (73%)
 - Convenience of location (48%)
 - Availability of care for themselves (41%)
- One aspect of member dental care better in civilian world
 - Availability of specialists (38%)
- One aspect of family dental care better in military
 - Out-of-pocket cost (49%)
- Two aspects of family dental care better in civilian world
 - Availability of care for their family (41%)
 - Availability of specialists (41%)

Briefing Overview

- Introduction
- Recurring measures
- Detailed tempo
- Spouse employment and child care
- Support programs/services
- Commissaries and exchanges
- Health care
- ✓ Housing issues
- Military/civilian comparisons
- Major findings

Housing Issues

Satisfaction With Residence and Community



Margins of error within +/- 1%

■ Satisfied

■ Neither satisfied nor dissatisfied

■ Dissatisfied

Housing Issues

Satisfaction With Residence and Community

Percent of Service Members

		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Distance to work	SAT	72	74	70	72	73	72	72	74	70	74	71	69	72	73	69	73	73
	DIS	12	10	12	9	11	8	11	11	17	9	13	12	15	9	14	10	13
Safety of the area	SAT	72	69	71	68	79	64	74	83	87	67	81	68	87	66	84	76	86
	DIS	11	12	12	10	8	13	11	6	5	13	7	13	5	10	6	9	5
Distance to health care	SAT	66	68	68	62	64	64	68	67	70	68	67	68	70	62	63	63	68
	DIS	10	10	9	8	11	8	11	10	13	9	13	9	11	8	12	11	12
Quality of neighborhood	SAT	64	58	65	56	73	51	69	79	84	54	76	63	82	53	81	70	82
	DIS	16	18	16	16	13	20	15	8	5	20	8	18	7	17	7	14	6
Quality and condition of residence	SAT	60	55	64	56	66	49	65	76	78	51	71	61	80	54	74	63	80
	DIS	23	29	19	27	19	30	21	13	12	31	16	21	10	29	14	21	11
Housing in general	SAT	59	53	63	52	66	46	64	77	78	50	70	61	77	49	75	62	81
	DIS	21	27	17	25	15	28	18	10	11	30	14	18	10	27	12	16	8
Amount of livable space in residence	SAT	55	51	58	48	60	43	59	73	70	47	68	55	71	46	67	56	76
	DIS	30	34	27	35	26	38	27	16	20	37	20	28	18	36	20	29	17
Adult education opportunities	SAT	54	52	52	55	59	53	59	45	44	54	43	52	49	56	44	63	44
	DIS	13	16	12	14	8	16	10	15	8	16	14	13	9	14	10	8	11
Privacy	SAT	54	49	58	46	61	39	61	72	76	45	70	55	76	43	70	58	75
	DIS	28	34	23	37	21	41	23	12	11	39	14	25	11	39	13	24	11
Distance to airports	SAT	52	50	59	43	54	45	55	61	63	48	59	58	64	41	54	52	63
	DIS	18	19	16	22	17	21	17	17	15	20	16	16	16	22	20	17	17
Cost of residence	SAT	52	51	51	48	55	49	52	60	53	50	54	51	55	47	54	53	61
	DIS	20	18	25	19	20	15	24	21	27	17	22	25	26	19	25	19	22
Level of restrictions	SAT	39	40	39	32	42	30	43	47	54	38	48	38	49	30	45	39	52
	DIS	15	17	15	16	14	18	15	9	10	18	10	16	10	17	9	15	8
Quality of schools	SAT	34	35	35	28	36	24	42	29	48	34	37	34	37	27	34	36	39
	DIS	13	12	13	13	13	10	15	13	16	12	13	13	17	12	18	12	15
Traffic congestion	SAT	34	35	29	27	41	29	35	45	43	33	44	28	37	26	35	39	49
	DIS	38	35	46	40	32	35	41	33	40	36	33	46	45	40	44	31	33
Availability of spouse employment	SAT	25	22	28	23	26	18	30	27	32	21	26	27	34	22	28	26	29
	DIS	20	23	16	20	20	16	23	20	18	23	23	16	19	20	22	20	17

Margins of error within +/- 4%



Housing Issues

Satisfaction With Residence and Community

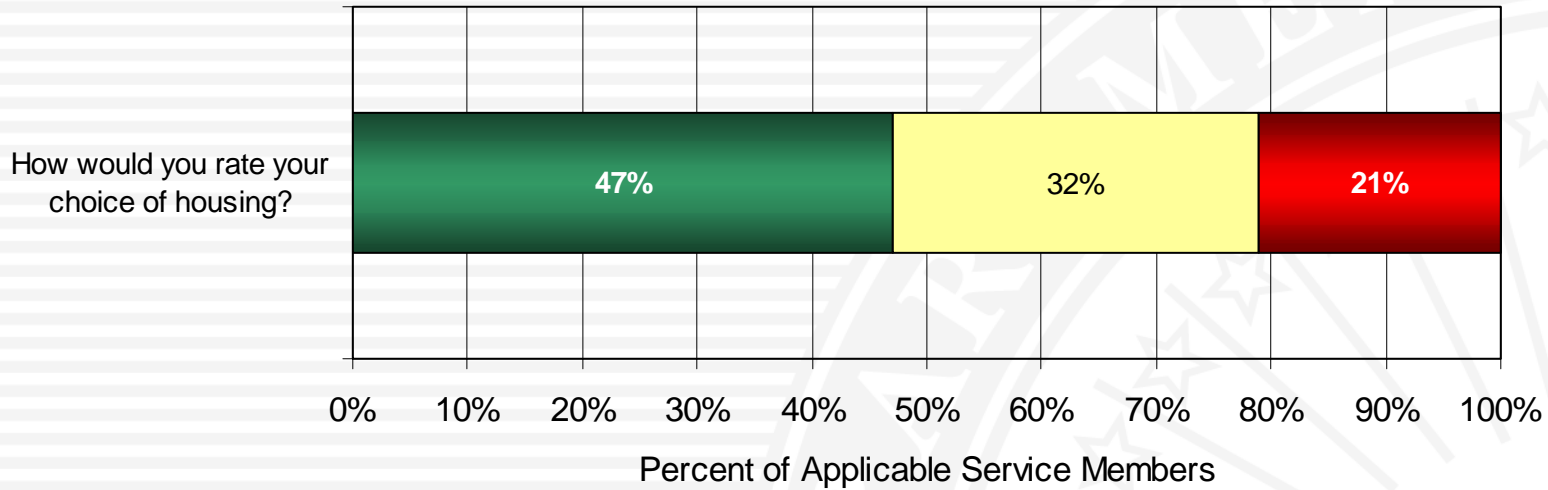
Percent of Service Members

KEY: More satisfied Less satisfied More dissatisfied		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Distance to work	SAT	72	72	71	76	70	72	73	75	72	72	73	72	71	77	78	71	77
	DIS	12	11	10	7	13	11	10	7	8	13	10	10	14	8	10	11	9
Safety of the area	SAT	72	72	72	69	74	72	72	70	67	76	75	69	84	73	87	71	75
	DIS	11	11	9	10	11	11	10	11	11	10	11	12	6	11	4	11	10
Distance to health care	SAT	66	68	59	66	66	65	68	71	62	69	65	65	67	70	75	65	71
	DIS	10	9	13	8	11	10	9	7	7	12	11	9	12	9	10	10	9
Quality of neighborhood	SAT	64	65	56	49	74	63	64	64	53	71	69	60	79	64	85	63	68
	DIS	16	16	17	21	12	17	14	17	18	14	15	18	8	16	6	16	15
Quality and condition of residence	SAT	60	62	54	44	73	60	60	60	54	64	67	56	75	62	82	59	66
	DIS	23	22	28	37	13	24	23	26	27	22	17	26	13	23	10	24	21
Housing in general	SAT	59	61	50	40	73	59	59	60	49	64	66	55	75	62	84	58	66
	DIS	21	20	24	34	11	22	19	21	26	19	15	24	12	18	8	22	16
Amount of livable space in residence	SAT	55	57	46	46	68	55	54	55	45	59	64	50	70	59	77	53	62
	DIS	30	28	39	37	18	30	30	28	37	27	22	33	19	29	16	31	27
Adult education opportunities	SAT	54	56	46	53	55	52	58	65	53	54	54	55	44	60	47	54	58
	DIS	13	11	20	16	10	12	13	9	15	11	13	13	12	11	11	13	11
Privacy	SAT	54	57	43	32	71	54	55	58	43	61	61	49	72	58	79	53	62
	DIS	28	26	38	48	13	29	26	26	37	22	23	32	13	26	9	29	24
Distance to airports	SAT	52	56	37	45	58	53	52	59	49	54	52	50	60	57	66	51	58
	DIS	18	17	23	21	16	18	19	14	19	18	19	19	17	16	15	19	16
Cost of residence	SAT	52	52	50	50	53	52	50	51	49	52	55	50	56	52	60	51	53
	DIS	20	22	13	9	28	21	20	23	17	23	21	19	23	21	24	20	22
Level of restrictions	SAT	39	41	32	30	46	38	41	45	29	46	41	37	49	38	51	39	40
	DIS	15	15	18	22	10	17	13	14	15	16	15	17	9	14	9	16	13
Quality of schools	SAT	34	36	27	28	38	31	39	41	20	49	25	34	39	30	30	35	30
	DIS	13	14	8	11	14	14	12	14	7	19	9	12	16	14	11	13	14
Traffic congestion	SAT	34	34	32	34	34	33	35	36	32	37	30	32	43	33	45	34	35
	DIS	38	40	30	30	44	40	35	37	34	39	42	38	36	38	37	38	38
Availability of spouse employment	SAT	25	27	17	17	30	24	26	21	13	32	31	24	29	22	28	25	23
	DIS	20	20	20	19	21	20	20	9	6	29	28	21	21	12	14	21	12

Margins of error within +/- 5%

Housing Issues

Choice of Houses



Margins of error within +/- 2%

■ Excellent/Very Good

■ Good

■ Fair/Poor

Housing Issues

Choice of Houses

Percent of Applicable Service Members

KEY: Higher Response of "Excellent/Very Good" Lower response of "Excellent/Very Good" Higher response of "Fair/Poor"		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Rating of housing choice	Excellent/VG	47	48	46	46	48	38	47	57	57	45	53	43	62	44	56	45
	Fair/Poor	21	23	21	21	20	26	20	16	17	24	19	22	14	21	18	21	16

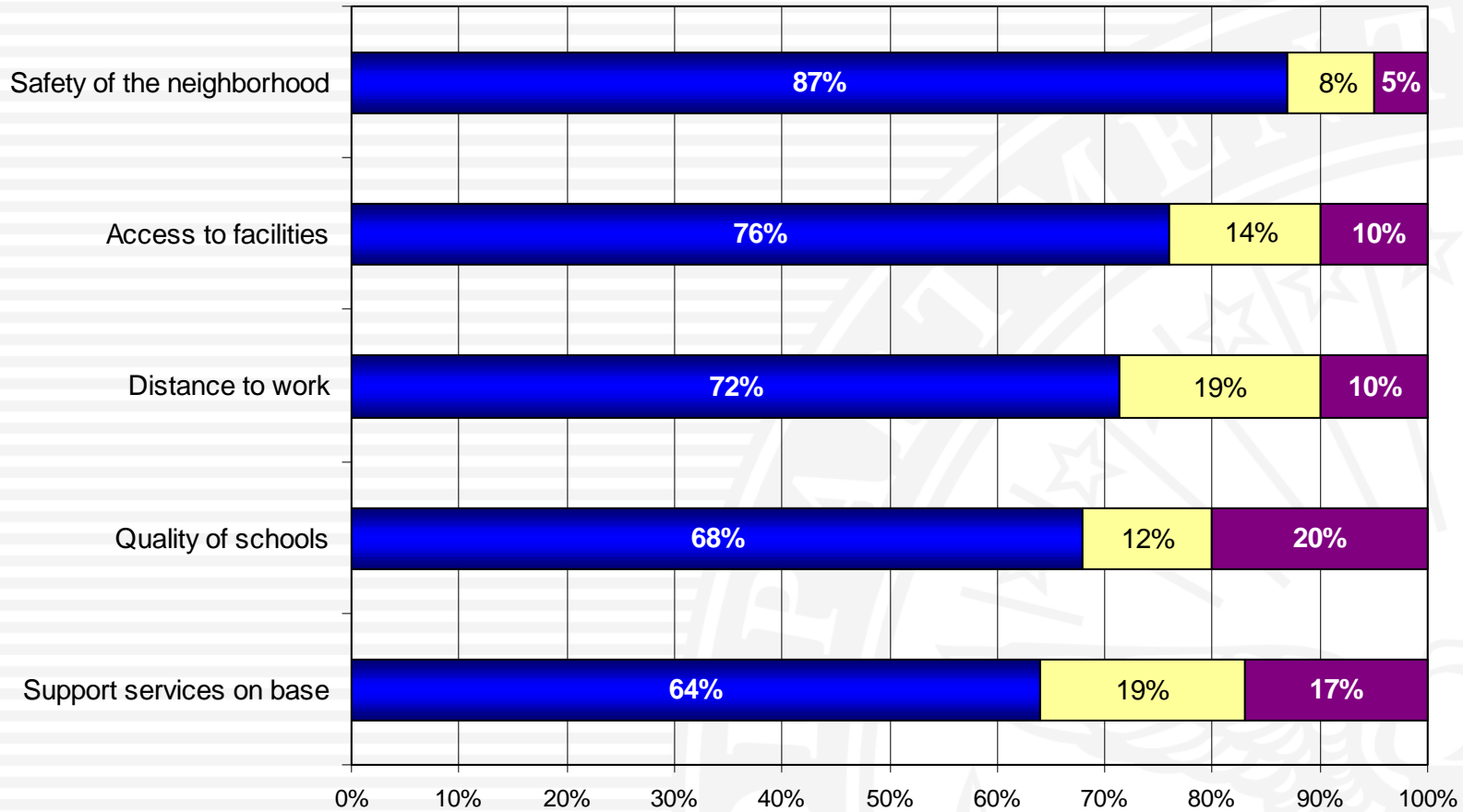
Margins of error within +/- 4%

KEY: Higher Response of "Excellent/Very Good" Lower response of "Excellent/Very Good" Higher response of "Fair/Poor"		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Rating of housing choice	Excellent/VG	47	47	43	33	51	47	47	46	45	47	48	44	55	47	67	46
	Fair/Poor	21	21	21	32	18	22	19	21	21	22	18	23	18	18	11	22	16

Margins of error within +/- 5%

Housing Issues

Importance in Deciding Where to Live



Margins of error within +/- 1%

Percent of Service Members

■ Very Important/Important ■ Moderately Important ■ Not Important/Somewhat Important

Housing Issues

Importance in Deciding Where To Live

Percent of Service Members

KEY: More important Less important More unimportant		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Safety of the neighborhood	Important	87	89	85	84	87	82	90	89	93	89	91	85	90	84	90	86	92
	Not Important	5	3	5	5	6	5	5	5	4	3	4	5	5	5	5	6	4
Access to facilities	Important	76	80	76	78	72	77	76	76	77	80	78	76	76	78	77	71	76
	Not Important	10	7	10	8	13	8	11	12	10	6	11	10	11	8	11	13	12
Distance to work	Important	72	74	73	72	67	74	69	74	72	75	71	73	74	71	73	66	72
	Not Important	10	8	8	10	14	8	11	10	10	7	10	8	9	10	10	14	12
Quality of schools	Important	68	69	68	68	66	62	73	63	77	69	71	69	67	67	72	65	69
	Not Important	20	19	20	17	23	21	18	28	19	18	22	19	25	17	21	23	25
Support services on base	Important	64	70	61	63	59	64	63	63	64	70	68	61	64	63	63	59	60
	Not Important	17	13	18	14	22	13	19	20	20	12	16	17	22	13	20	22	22

Margins of error within +/- 3%

Housing Issues

Importance in Deciding Where To Live

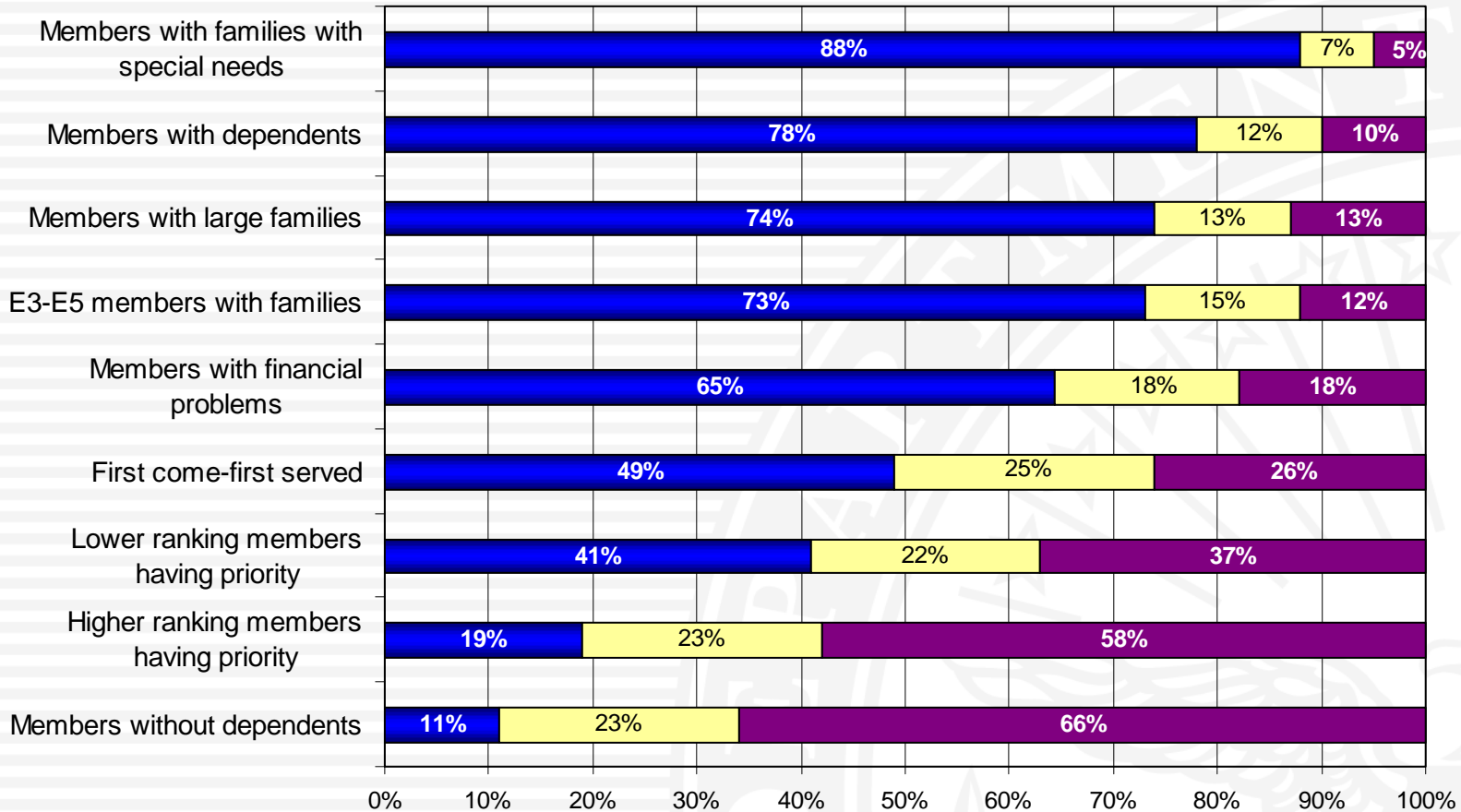
Percent of Service Members

KEY: More important Less important More unimportant		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
		Safety of the neighborhood	Important	87	87	86	85	88	86	89	91	78	94	88	85	91	91	92
	Not Important	5	5	5	4	6	5	4	4	7	2	6	5	5	4	4	5	4
Access to facilities	Important	76	76	79	79	74	73	82	81	72	81	72	75	76	81	77	76	80
	Not Important	10	10	9	6	12	11	7	7	11	7	13	9	11	8	12	10	9
Distance to work	Important	72	71	73	73	71	68	78	77	72	70	75	70	71	79	80	70	79
	Not Important	10	10	9	7	12	11	7	9	9	11	10	10	11	7	8	10	7
Quality of schools	Important	68	69	64	68	68	63	76	80	52	87	53	68	71	69	58	68	67
	Not Important	20	20	22	18	21	24	13	12	30	8	32	19	21	21	37	19	23
Support services on base	Important	64	62	70	69	60	59	71	69	60	68	61	63	64	68	65	63	67
	Not Important	17	18	12	12	20	20	12	12	18	15	21	17	20	15	20	17	16

Margins of error within +/- 5%

Housing Issues

Importance in Priority for Base Housing



Margins of error within +/- 1%

Percent of Service Members

■ Very Important/Important
 ■ Moderately Important
 ■ Not Important/Somewhat Important

Housing Issues

Importance in Priority for Base Housing

Percent of Service Members

		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Members with families with special needs	Important	88	90	86	88	87	88	89	85	81	91	86	87	81	88	86	88	82
	Not Important	5	3	6	5	5	4	5	6	9	3	6	6	8	5	6	5	7
Members with dependents	Important	78	80	78	80	73	81	78	71	66	81	70	80	69	81	71	75	68
	Not Important	10	9	10	9	12	8	10	14	18	8	14	9	16	8	14	11	17
Members with large families	Important	74	77	75	76	69	81	73	62	56	80	61	77	60	78	60	72	57
	Not Important	13	11	13	11	16	9	13	21	27	9	22	12	24	10	23	13	25
E3-E5 members with families	Important	73	75	74	73	71	75	73	71	72	75	72	75	71	72	74	71	71
	Not Important	12	11	12	12	13	11	12	12	13	11	14	12	12	12	14	13	13
Members with financial problems	Important	65	69	63	63	61	67	66	60	48	72	54	65	53	64	54	63	57
	Not Important	18	16	18	17	20	15	17	23	33	13	27	17	28	16	29	19	27
First come-first served	Important	49	48	49	54	47	56	46	42	36	50	38	50	39	55	48	49	40
	Not Important	26	28	25	23	27	20	29	30	36	26	34	24	33	22	26	26	33
Lower ranking members having priority	Important	41	46	38	36	41	31	49	43	47	46	48	37	45	34	49	41	42
	Not Important	37	32	42	41	35	42	32	37	33	32	34	43	35	41	34	35	37
Higher ranking members having priority	Important	19	19	19	19	19	19	18	20	26	18	26	18	23	19	17	19	21
	Not Important	58	60	58	56	55	53	62	57	54	61	53	58	54	56	61	55	58
Members without dependents	Important	11	12	11	10	10	14	9	8	9	12	9	11	8	10	8	11	8
	Not Important	66	64	68	68	67	59	70	74	75	62	72	67	74	67	71	65	77

Margins of error within +/- 4%

Housing Issues

Importance in Priority for Base Housing

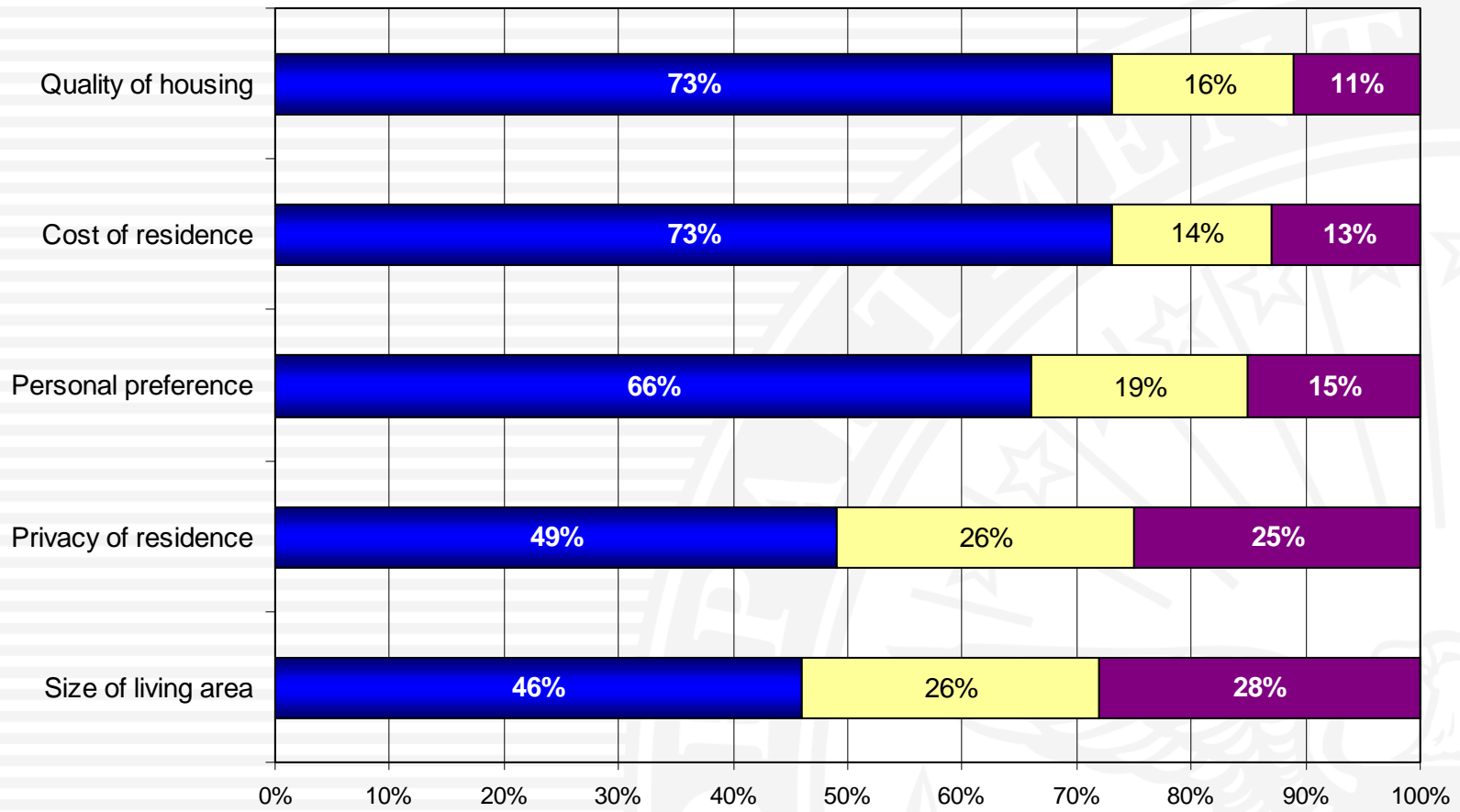
Percent of Service Members

KEY: More important Less important More unimportant		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
Members with families with special needs	Important	88	88	86	88	88	86	90	94	85	89	87	88	83	90	83	87	89
	Not Important	5	5	6	4	5	5	4	3	5	5	5	5	7	3	8	5	4
Members with dependents	Important	78	78	75	78	77	76	81	83	74	81	74	79	69	79	69	78	77
	Not Important	10	9	12	9	11	11	9	8	10	9	13	9	15	9	15	10	10
Members with large families	Important	74	74	73	77	72	71	79	80	74	74	71	77	59	75	64	74	74
	Not Important	13	13	14	11	14	15	10	12	11	14	16	11	24	11	22	13	13
E3-E5 members with families	Important	73	74	70	73	74	72	76	78	73	75	71	74	71	73	76	73	74
	Not Important	12	11	14	12	12	12	11	12	11	11	15	11	14	12	11	12	12
Members with financial problems	Important	65	65	61	64	65	60	72	72	63	65	66	65	53	74	63	63	72
	Not Important	18	17	20	17	19	21	13	14	17	20	18	17	29	11	20	19	13
First come-first served	Important	49	48	52	53	45	46	53	47	52	45	52	50	40	55	39	48	52
	Not Important	26	27	25	22	29	29	23	27	25	29	24	26	33	21	34	27	23
Lower ranking members having priority	Important	41	43	36	34	47	40	44	51	31	49	42	40	44	42	54	41	44
	Not Important	37	36	40	40	34	38	34	30	41	33	39	37	36	35	28	37	34
Higher ranking members having priority	Important	19	18	23	22	17	18	20	15	23	18	15	19	24	16	17	20	16
	Not Important	58	59	53	52	62	58	57	64	49	62	64	58	55	60	61	57	60
Members without dependents	Important	11	10	15	14	9	9	13	9	15	8	11	11	7	16	13	10	15
	Not Important	66	68	60	61	70	70	61	70	57	74	66	66	75	59	69	67	61

Margins of error within +/- 5%

Housing Issues

Importance in Deciding if E4/5 Can Move Off Base



Margins of error within +/- 1%

Percent of Service Members

■ Very Important/Important ■ Moderately Important ■ Not Important/Somewhat Important

Housing Issues

Importance in Deciding if E4/5 Can Move Off Base

Percent of Service Members

KEY: More important Less important More unimportant		Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Quality of housing	Important	73	79	70	68	70	74	73	69	67	80	74	71	64	68	68	71
	Not Important	11	7	13	15	13	11	11	13	15	7	11	13	14	14	17	13	16
Cost of residence	Important	73	77	74	70	68	69	76	75	68	77	75	74	75	70	73	68	69
	Not Important	13	10	13	15	16	13	12	14	19	9	14	13	14	15	17	15	18
Personal preference	Important	66	66	64	60	70	72	62	59	60	69	52	64	60	62	41	70	68
	Not Important	15	15	15	20	13	10	18	22	21	13	28	14	17	18	36	12	15
Privacy of residence	Important	49	54	45	44	48	59	45	34	32	58	34	48	27	46	26	50	39
	Not Important	25	21	28	29	26	19	27	37	37	18	36	27	40	27	44	23	34
Size of living area	Important	46	53	39	43	46	51	45	36	35	55	39	40	30	45	31	48	37
	Not Important	28	23	33	29	28	24	29	36	36	21	32	32	39	28	40	26	36

Margins of error within +/- 4%

Housing Issues

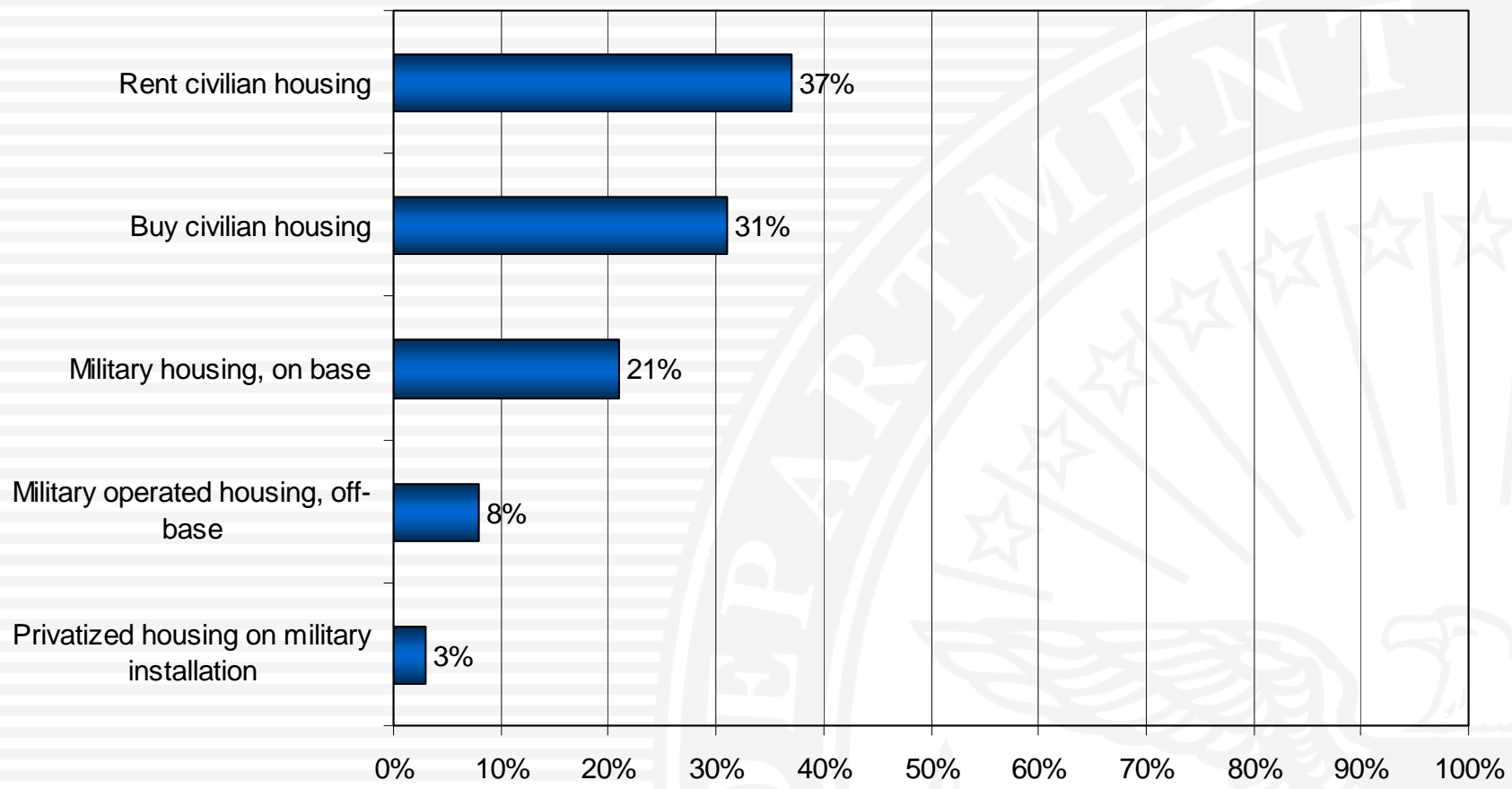
Importance in Deciding if E4/5 Can Move Off Base

Percent of Service Members

KEY: More important Less important More unimportant		Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
		Quality of housing	Important	73	72	76	75	71	69	78	74	75	72	70	73	68	76	73
	Not Important	11	12	11	10	12	13	8	10	10	12	14	11	14	10	11	12	10
Cost of residence	Important	73	73	72	71	74	69	78	78	70	74	74	72	72	79	78	72	79
	Not Important	13	13	13	13	13	15	9	11	13	13	13	13	17	9	11	14	9
Personal preference	Important	66	65	66	69	63	64	68	65	73	60	64	67	57	68	64	65	67
	Not Important	15	15	15	13	17	16	13	15	9	19	17	14	23	13	17	15	14
Privacy of residence	Important	49	47	55	57	43	43	57	46	59	41	45	51	32	54	39	48	52
	Not Important	25	26	22	20	30	29	19	27	19	29	29	23	38	22	31	26	23
Size of living area	Important	46	45	50	51	42	41	54	45	51	42	44	48	35	47	39	46	46
	Not Important	28	28	25	23	31	31	23	28	23	30	31	26	36	26	33	28	27

Margins of error within +/- 5%

Housing Issues Preference



Margins of error within +/-1%

Percent of Service Members

Housing Issues

Preference

Percent of Service Members

KEY: More preference	Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
	Rent civilian housing	37	40	38	40	29	50	31	23	12	43	24	42	15	43	13	33
Buy civilian housing	31	22	37	29	38	15	41	45	47	20	36	34	60	26	53	36	45
Military housing, on base	21	26	14	20	24	21	19	26	37	25	34	13	20	19	29	21	34
Military operated housing, off-base	8	8	9	9	6	11	7	4	2	9	3	10	3	9	3	7	3
Privatized housing on military installation	3	4	2	3	2	3	3	3	1	4	3	1	2	3	2	3	2

Margins of error within +/- 3%

Housing Issues

Preference

Percent of Service Members

KEY: More preference	Total	US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
	Rent civilian housing	37	35	45	42	33	36	38	34	53	23	37	40	18	43	22	36
Buy civilian housing	31	35	15	17	42	33	29	33	19	40	35	29	45	24	47	32	28
Military housing, on base	21	21	25	29	16	22	20	20	17	27	19	20	31	21	24	22	21
Military operated housing, off-base	8	7	12	9	7	6	10	10	9	7	8	9	3	8	4	8	7
Privatized housing on military installation	3	3	3	3	2	2	3	3	3	3	2	3	2	3	3	3	3

Margins of error within +/- 5%

Housing Issues

Summary of Findings

July 2003 Findings

- 52% to 72% reported satisfaction with 11 of 15 characteristics of their current residence and community
 - Most satisfied with *distance to work* (72%) and *safety of the area* (72%)
 - Most dissatisfied with *traffic congestion* (38%), *amount of livable space in residence* (30%), and *privacy* (28%)
- Majority rated housing as good/very good/excellent
 - 47% rated their choice of housing excellent/very good
 - Led by commissioned officers, members living off base, and females
 - 32% rated their choice as good
 - 21% rated their choice of housing fair/poor
 - Led by E1-E4s, members living on base, and males

Housing Issues

Summary of Findings

July 2003 Findings (continued)

- Majority reported all aspects were important in decision to live on or off base
 - Safety of the neighborhood (87%)
 - Access to facilities (76%)
 - Distance to work (72%)
 - Quality of schools (68%)
 - Support services on base (64%)
- Majority preferred to rent or buy civilian housing
 - 37% preferred to rent civilian housing
 - Led by Army, E1-E4s, Navy enlisted, Marine Corps enlisted, members living overseas, members living on base, singles without children, and enlisted males and females
 - 31% preferred to buy civilian housing
 - Led by Navy, Air Force, E5-E9s, commissioned officers, Air Force enlisted, members living in the US, members living off base, non-minorities, married with children, female officers, and males
 - 21% preferred military housing, on base
 - Led by Army, O1-O3s, O4-O6s, Marine Corps officers, Air Force officers, members living overseas, member living on base, married with children, and male officers

Housing Issues

Summary of Findings

July 2003 Findings (continued)

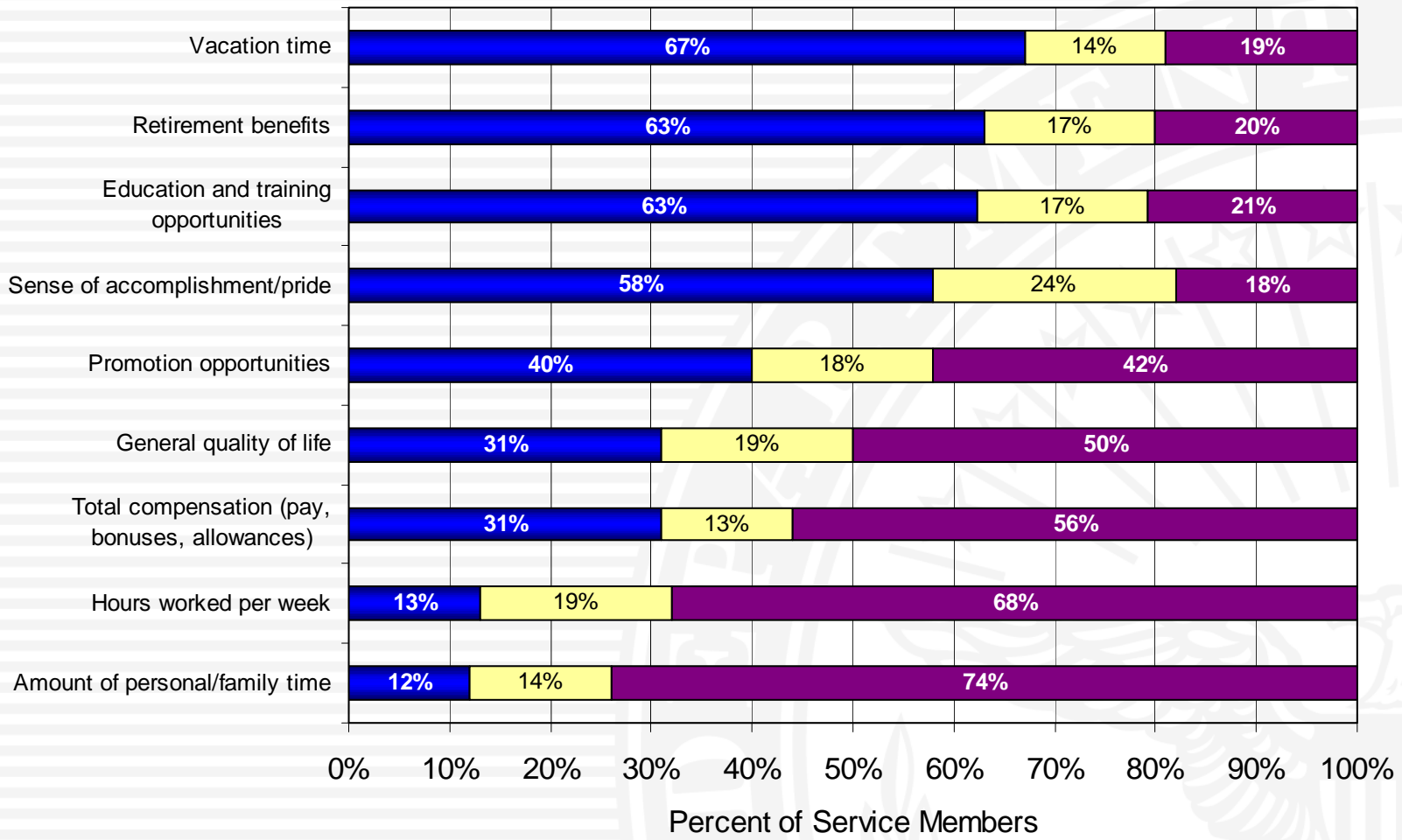
- Majority reported families with special needs, members with dependents, and those with large families should be given priority in base housing
 - Members with families with special needs (88%)
 - Members with dependents (78%)
 - Members with large families (74%)
 - E3-E5 members with families (73%)
 - Members with financial problems (65%)
- Majority reported 3 of 5 factors were important in deciding whether single E4/E5s can move off base
 - Quality of housing (73%)
 - Cost of residence (73%)
 - Personal preference (66%)

Briefing Overview

- Introduction
- Recurring measures
- Detailed tempo
- Spouse employment and child care
- Support programs/services
- Commissaries and exchanges
- Health care
- Housing issues
- ✓ Military/civilian comparisons
- Major findings

Military/Civilian Comparisons

Opportunities



Margins of error within +/-1%

■ Better in military ■ No difference ■ Better as civilian

Military/Civilian Comparisons

Opportunities

	KEY: Higher Response of "Better in Military" Lower Response of "Better in Military" Higher Response of "Better as Civilian"	Total	Army	Navy	Marine Corps	Air Force	E1-E4	E5-E9	O1-O3	O4-O6	Army Enlisted	Army Officers	Navy Enlisted	Navy Officers	Marine Corps Enlisted	Marine Corps Officers	Air Force Enlisted	Air Force Officers
Vacation time	Better in Military	67	65	63	64	74	56	75	71	68	64	67	62	68	64	68	74	75
	Better as Civilian	19	21	21	22	13	28	13	14	17	22	17	22	18	22	17	13	11
Retirement benefits	Better in Military	63	60	66	58	66	62	63	68	69	59	65	65	72	57	61	65	69
	Better as Civilian	20	23	18	24	18	19	22	19	21	24	22	18	15	24	22	18	20
Education and training opportunities	Better in Military	63	55	66	57	71	59	66	63	58	55	55	66	63	57	55	73	66
	Better as Civilian	21	27	19	25	13	25	18	18	16	28	22	19	17	26	19	12	13
Sense of accomplishment/pride	Better in Military	58	57	55	66	60	54	57	70	72	54	66	52	69	65	80	56	73
	Better as Civilian	18	20	21	16	13	23	17	9	7	22	9	23	9	17	5	14	8
Promotion opportunities	Better in Military	40	39	38	38	43	37	41	48	37	39	40	37	46	38	42	42	46
	Better as Civilian	42	42	45	44	38	46	41	32	39	43	37	47	34	45	33	39	33
General quality of life	Better in Military	31	27	29	26	42	28	33	34	36	27	28	28	35	25	36	42	41
	Better as Civilian	50	54	54	56	36	54	48	45	43	54	55	55	48	57	42	37	33
Total compensation	Better in Military	31	27	35	25	35	34	31	29	21	29	21	36	30	25	22	36	27
	Better as Civilian	56	59	52	62	52	51	58	56	65	58	64	52	56	61	62	51	59
Hours worked per week	Better in Military	13	9	14	11	17	14	13	13	11	10	7	13	15	11	7	18	15
	Better as Civilian	68	76	70	70	56	66	69	68	72	76	79	70	67	69	77	55	62
Amount of personal/family time	Better in Military	12	9	10	10	18	9	14	15	14	9	9	9	14	10	9	17	20
	Better as Civilian	74	79	77	76	63	75	73	73	73	79	80	78	75	75	79	63	64

Margins of error within +/- 4%

Military/Civilian Comparisons

Opportunities

	KEY: Higher Response of "Better in Military" Lower Response of "Better in Military" Higher Response of "Better as Civilian"	Total	US Based		Overseas		On Base		Off Base		Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children	Married w/ Children	Married w/o Children	Enlisted Male	Officer Male	Enlisted Female	Officer Female	Male	Female
			US Based	Overseas	On Base	Off Base	Total Non-Minority	Total Minority	Single w/ Children	Single w/o Children												
Vacation time	Better in Military	67	68	61	62	71	67	66	70	58	73	68	66	70	67	72	67	68				
	Better as Civilian	19	18	22	23	16	18	21	17	25	14	17	20	15	18	15	19	18				
Retirement benefits	Better in Military	63	63	62	63	63	63	64	62	62	64	61	62	67	63	69	63	64				
	Better as Civilian	20	21	19	19	21	21	19	18	19	21	21	21	21	18	16	21	17				
Education and training opportunities	Better in Military	63	63	61	61	64	63	62	62	60	64	65	62	59	68	66	62	67				
	Better as Civilian	21	20	21	23	19	20	22	19	24	18	19	22	18	17	14	21	16				
Sense of accomplishment/pride	Better in Military	58	59	54	57	59	59	57	56	56	59	60	56	71	54	63	59	56				
	Better as Civilian	18	17	22	20	16	16	20	17	19	16	20	20	8	18	12	18	17				
Promotion opportunities	Better in Military	40	40	39	40	40	39	41	39	40	40	41	39	42	40	51	40	42				
	Better as Civilian	42	42	41	43	41	42	41	42	43	42	40	44	35	40	31	42	39				
General quality of life	Better in Military	31	32	30	31	32	29	35	31	27	35	33	30	34	36	39	31	36				
	Better as Civilian	50	49	51	52	48	51	47	46	54	46	50	52	46	43	40	51	42				
Total compensation	Better in Military	31	31	30	32	31	29	34	28	32	30	33	30	23	44	39	29	43				
	Better as Civilian	56	56	53	55	56	58	52	54	54	58	54	57	63	43	48	58	44				
Hours worked per week	Better in Military	13	13	11	13	13	12	15	13	14	11	14	13	11	16	13	12	16				
	Better as Civilian	68	68	71	68	68	70	66	66	66	71	69	69	72	59	66	70	60				
Amount of personal/family time	Better in Military	12	13	9	10	13	11	14	13	11	13	13	11	13	14	16	12	14				
	Better as Civilian	74	73	77	75	73	75	72	73	74	74	74	75	74	68	71	75	69				

Margins of error within +/- 5%

Military/Civilian Comparisons

Summary of Findings

July 2003 Findings

- Majority reported 4 of 9 opportunities were better in military than as a civilian
 - *Vacation time* (67%)
 - *Retirement benefits* (63%)
 - *Education and training* (63%)
 - *Sense of accomplishment/pride* (58%)
- Majority reported 4 of 9 opportunities were better as a civilian than in the military
 - *Amount of personal/family time* (74%)
 - *Hours worked per week* (68%)
 - *Total compensation* (56%)
 - *General quality of life* (50%)

Major Findings

- **Satisfaction**

- Overall satisfaction (62%) with military way of life down 5 percentage points from March 2003 (67%)
 - Navy had largest decrease among Services, down 8 percentage points
 - E1-E4s had largest decrease among paygrade groups, down 7 percentage points
 - Largest declines in satisfaction with specific aspects of Service were for *quality of your coworkers, quality of your supervisor, and type of work you do in your military job*
- Members most satisfied with *type of work you do* and least satisfied with *total compensation*

- **Retention**

- Retention intentions down 3 percentage points from March 2003
 - Largest declines for E1-E4s and O4-O6s
- No significant change in spouse/significant other support to stay or family support to stay from March 2003
 - Spouse/Significant other support to stay down from July 2002 for Army and O4-O6s

- **Readiness**

- 82% reported they were well prepared for wartime mission
- 72% reported their units were well prepared
- 5 percentage-point increase in personal preparedness for E1-E4s from March 2003

Major Findings

- **Stress**
 - Levels of personal and work stress were unchanged from March 2003
 - Army and E1-E4s reported highest levels of personal stress
- **Tempo**
 - Members reported working *longer than their normal duty day* more often than in July 2002 and March 2003
 - Largest increases for Marine Corps (up from July 2002) and E1-E4s (up from March 2003)
 - Members were away from their PDS an average of 62 days in the past year, a 17 day increase from March 2003
 - Army (+26 days) and Marine Corps (+33 days) reported the largest increases in time away
 - Increase from March 2003 in percentage indicating they were *away more than expected*
 - Increases significant for all paygrade groups
 - Increase in percentage indicating *time away decreased their desire to stay in the military*
 - Largest increase for Army
- **OIF/OEF**
 - 29% reported being away from PDS for OIF and/or OEF
 - Of those who had returned, 74% received support services (support groups, counseling, pre- or post-deployment information briefings)
 - 56% reported that the support services helped them adjust to return to PDS

Major Findings

- **Spouse Employment**
 - 24% reported their spouse's employment opportunities (or lack thereof) have decreased their desire to stay
 - 18% reported that spouse employment and loss/decrease in spouse income were serious problems during their most recent PCS move
 - *Availability of jobs, and information about jobs that were available* were reported as the most helpful in helping a spouse obtain employment after a PCS
- **Support Programs/Services**
 - 79% agreed the military provides programs that meet the unique cultural and ethnic needs of military members and their families
 - Majority were generally satisfied with the rated on- and off-base support programs
- **Commissaries and Exchanges**
 - 56% used exchanges 2-5 times/month
 - 62% used commissaries 2-5 times/month
 - Prices and distance were most frequently reported as the most important factors in decision to use commissaries and exchanges
 - For commissaries, strongest discouraging factor was distance
 - For exchanges, strongest discouraging factors were prices, product/merchandise selection, and distance

Major Findings

- **Health Care**

- 65% were satisfied with their military health benefits; 59% were satisfied with their family's military health benefits
- 70% were satisfied with their military dental care; 50% were satisfied with dental care military provides their family

- **Housing**

- Most rated their choice of housing as excellent/very good (47%) or good (32%)
- Majority preferred to rent (37%) or buy (31%) civilian housing

- **Military/Civilian Comparisons**

- Majority viewed *vacation time, retirement benefits, education and training opportunities, and sense of accomplishment/pride* as better in the military than as a civilian
- Majority viewed *total compensation, hours worked per week, and amount of personal/family time* as better as a civilian than in the military