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ATTITUDE SURVEY OF MILITARY FAMILY HOUSING RESIDENTS
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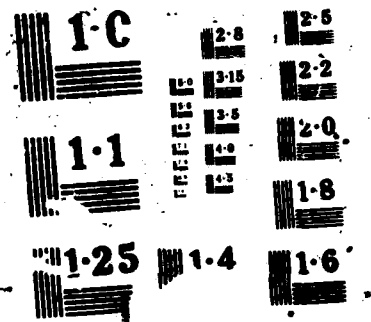
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Attitude Survey of Military Family Housing Residents, Hawaii 1987



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Oahu Consolidated Family Housing Office

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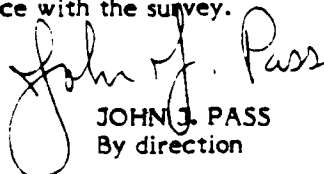
From: Commanding Officer, Navy Personnel Research and Development Center

Subj: **ATTITUDE SURVEY OF MILITARY FAMILY HOUSING RESIDENTS, HAWAII, 1987**

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1. This survey of residents of military family housing in Hawaii was conducted under the auspices of the Department of the Army, Oahu Consolidated Family Housing Office (OCFHO), with the guidance and approval of the U.S. Army Soldier Support Center. The results are intended to assist policymakers in developing plans and programs to meet the needs of military families residing in the approximately 18,850 housing units in Hawaii. A supplement of this report presents the frequency distributions of all responses and cross tabulation tables by service, pay grade group, and area housing office.

2. Appreciation is extended to Mr. Paul Magnusson of the Navy Personnel Research and Development Center (NAVPERSRANDCEN) for finding time in his busy schedule to review the draft report and make suggestions on editorial style. Appreciation is also extended to COL Benjamin R. Schlapak, OCFHO Director, and all of the OCFHO staff for their continued support and assistance with the survey.


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By direction

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ATTITUDE SURVEY OF MILITARY FAMILY HOUSING RESIDENTS, HAWAII 1987

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19 ABSTRACT (Continue on reverse if necessary and identify by block number) Army, Navy, Air Force, Marine Corps, and Coast Guard personnel assigned in Hawaii and living in military family housing were surveyed for their opinions and attitudes about the housing and support facilities and services. Responses to items were compared to those from a similar survey conducted in Hawaii in 1985. Topics covered included: General satisfaction; Perceived effects of living conditions; Housing referral, features and facilities; Loaner furniture and appliances; Opera- tions; Housing office services; Policies and procedures; Maintenance and repair; Security and safety; Communication; Self-help; and Temporary Lodging Allowance (TLA). Results showed that over 70% were satisfied with their housing in the 1987 survey compared with approximately 68% in 1985. Major gains in satisfaction from 1985 to 1987 were found in maintenance response time, adequacy of security patrols, satis- faction with self-help, and perceived effect on job performance and career intention.				
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19 (cont'd). Major losses were observed in adequacy of TLA hotel list, accuracy and adequacy of housing referral services, quality of maintenance, and adequacy of facilities. Expanded demographics in the 1987 survey also allowed for comparisons with a survey conducted in 1986 of civilian housing residents. Military family housing residents were more likely to have spouses who were unemployed by choice and to have three or more dependents in the household. Slightly more residents of civilian housing report being satisfied with their housing units and report a positive-effect of living conditions on job performance and career intentions. The effect of spouse influence on service member responses was also measured.

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EXECUTIVE SUMMARY

Background

Management of the approximately 18,850 military family housing units in Hawaii was consolidated under the Department of the Army on 1 October 1983. The Oahu Consolidated Family Housing Office (OCFHO) sets local policy and oversees five area housing offices that serve 38 individual military housing sites. Area offices implement policy and deal directly with military families. Services to families include housing assignment and management of the loaner furniture and appliance, self-help maintenance, and emergency maintenance programs. Additional services are support for the Temporary Living Allowance (TLA) program, provision of major household appliances, storage of excess furniture, and pest control.

Purpose, Method, and Obtained Sample

This study is a reexamination of the day-to-day concerns and perceived needs of military family housing residents, following up a baseline survey of satisfaction conducted in 1985 (Lawson & Murphy, 1985). Since 1985, OCFHO has implemented a number of new procedures to improve living conditions and needed follow-up information to determine if they were still on track in meeting the needs of military families.

Topics covered in the current study were the same as in the 1985 survey, and in a study conducted in 1986 of satisfaction among military families living off-post (Lawson, Murphy, & Magnusson, 1987). This allowed attitude comparisons over time and between populations. Some items in the 1985 baseline survey were dropped in the 1987 survey because they were no longer relevant or because they failed to show meaningful differences in the earlier survey. Additional demographic and experiential items were included in 1987 to allow more analyses and enhance the meaning of the results. To increase responses, a population survey was conducted and spouses were invited to participate. Surveys were mailed to the military housing addresses between 15 and 30 April 1987 and returns were accepted through June.

While the 1987 study used a population survey, the 1985 survey was performed on a stratified random sample of military housing residents. However, the obtained samples in both surveys were virtually identical with respect to demographic characteristics of the respondents (e.g., service, pay grade group, and current housing area). Also in both cases, the obtained samples were representative of the populations from which they were drawn. This strongly suggests that sampling is the preferable method for large scale surveys, given the greater time and costs involved to canvass entire populations. The final usable sample in 1987 was 6,917, for an adjusted return rate of 38.8 percent. While this rate is lower than desired, similarity of the sample demographics to those of the population, as well as to the 1985 sample and population, strongly suggests that most of the subsamples are good representations of the population.

Analysis

Data analyses included frequencies, cross-tabulations, analysis of variance (ANOVA), correlations, and factor and regression analyses. Variables used for major analyses were housing area, pay grade group, who answered the survey (i.e., service member, spouse, or both), and date of first assignment to housing. These were chosen to maximize the value of the results for management decision making. All like items from the 1985 and 1987 military family housing surveys were compared and reported in a section separate from the current results. An additional comparison section was also prepared for like items on the current survey and the 1986 off-post survey.

Results

1. Forty-two percent of respondents to the current survey reported a preference for military rather than civilian housing. This proportion was nearly identical to that found in 1985. Military housing was most preferred by Fort Shafter residents and least preferred by residents of Pearl Harbor and Barbers Point. In

1985, preference for military housing was slightly higher at Fort Shafter and Kaneohe compared to all other areas.

2. In both surveys, preference for the current housing area was highest among Fort Shafter, Hickam, and Kaneohe residents, with Schofield, Pearl Harbor, and Barbers Point residents less enthusiastic. No change was found between 1985 and 1987 in preference for the current housing area for the total sample.

3. Overall, more than 70 percent of service members and just over two-thirds of spouses were reported to be satisfied with their housing units. These percentages were up slightly from 1985. As in 1985, residents of Fort Shafter and Kaneohe housing areas were most satisfied; those living in Schofield and Hickam areas were least satisfied.

4. In the present study, considerable increases were found in the perception of positive effects of living conditions on job performance and career intention compared to respondents in 1985 (approximately 10 percentage points higher). The same pattern by area that was found in 1985 prevailed, with Fort Shafter and Kaneohe residents most positive.

5. As in the 1986 off-post survey, the perception of having choices also influenced satisfaction in the current study. Respondents who indicated a clear preference for military housing were considerably more satisfied than those who perceived they had no choice of housing type due to high civilian housing costs. The influence of choice was also shown clearly in the overwhelmingly positive evaluations of occupant-requested programs and policies implemented by OCFHO since the housing consolidation (e.g., government quarters cleaning, yard fencing through the self-help program).

6. Spouses were invited to respond to the questionnaire in the current study and results showed strong indications that they often influence responses with respect to housing satisfaction. This has implications for defining the client population OCFHO actually serves. The typical pattern was for service member respondents to be more positive than spouse or couple respondents when queried about day-to-

day situations and ongoing services. The less positive spouse attitudes apparently prevailed, for example, on manner of delivery of housing office services, enforcement of yard maintenance, inspector standards, housing facilities (especially playgrounds), maintenance completion, and time frames for repairs.

7. In the present study respondents did not appear to differentiate between housing office services and the manner in which they were delivered. This suggests that housing office services are judged primarily in terms of the quality of the interaction between client and service provider. However, they did differentiate between interaction with maintenance and repair personnel (especially in terms of responsiveness) and the quality of their work. The importance of these differences is shown by their influence on satisfaction. Attitudes toward housing office services and the manner of their delivery, as well as the quality of maintenance work, were associated with preference for military housing, satisfaction with the current unit, and satisfaction with services by housing in general. Maintenance responsiveness was associated with perceived effects of living conditions on job performance and career intention.

8. Results of the 1987 data show the least positive responses to be with the item about receiving information on free storage of excess furniture. This finding was true across all Services and housing areas. Other items consistently showing negative responses across categories included playground maintenance and inspection, wait time for fencing approval, consistent rule enforcement, and adequacy of teen recreational facilities.

9. Analysis of written comments indicated a strongly favorable reaction to the resident-requested programs and to the provision of a mechanism (such as the survey) to provide input to decision-making. Often comments reflected anticipation of better conditions based upon respondent input. This would suggest that OCFHO has achieved credibility with the respondent population by instituting programs and policies suggested by the occupants.

10. Major gains in proportions of respondents who were satisfied (i.e., by 10 or

more percentage points) between 1985 and 1987 were found in the following areas:

- o housing office processing time;
- o government quarters cleaning policy;
- o time to get loaner furniture;
- o having enough all-age recreational facilities*;
- o enough patrols in the housing areas (with an accompanying decrease in desire for greater security, e.g. protective fencing around housing areas);
- o the TLA program in general;
- o responsiveness of maintenance and repair personnel (i.e., time frames given, routine and emergency response time);
- o and self-help (i.e., stocking of items needed, service, and overall evaluation of the program).

11. Minor gains in proportions of satisfied occupants (i.e., by 5-10 percentage points) between 1985 and 1987 were found with:

- o housing office services (i.e., proper rule enforcement, availability of housing rules);
- o mixing of Services in housing areas;
- o some housing features (i.e., sufficiency of kitchen cabinet space, working condition of appliances, adequacy of screening material);
- o work order numbers speeding response time;
- o having regular fire inspections;
- o and self-help hours.

12. Major losses in satisfaction (i.e., 10 or more percentage points) between 1985 and 1987 were found on the following:

- o good service at the housing office;
- o wait time for approval of yard fencing;
- o housing referral (i.e., accuracy of housing lists and having been given information on buying, leasing, etc.);
- o having enough general facilities** in

the housing area;

- o maintenance and repair (i.e., repairs being done before move-in, quality of repairs); and
- o TLA having a good hotel list.

13. Minor losses in satisfaction (i.e., 5-10 percentage points) between 1985 and 1987 were found with:

- o housing office services (e.g., informativeness, office efficiency);
- o quick repair of poor contractor work;
- o housing is always improving;
- o maintenance of common ground areas;
- o and helpfulness of the Housing Hotline.

14. Respondents were strongly in favor of most changes suggested in the "What Should Be" section of the questionnaire. In particular, they supported more and better communication between residents and the housing offices, housing for E1 to E3 families, required registration and proof of placement of pets, enclosed outside storage, more support of the sponsor program, a "special" phone line to report playground problems, treating of all units in multi-unit buildings for pests at the same time, increased maintenance services, and more flexibility and "how-to" materials at self-help. Responses were mixed, however, on required housing briefings, need for neighborhood coordinators, and most of the security and safety suggestions.

15. Comparisons of responses on like items between the 1986 off-post and 1987 on-post surveys showed differences. Residents of military housing were more positive than those in civilian housing about most aspects of housing office services. Military housing residents were also more satisfied than their civilian housing counterparts with all aspects of the loaner furniture and appliance program, and with the security of their housing units. On the other hand, civilian housing residents were more satisfied than those in military housing with efficiency of the housing office, accuracy of housing lists, most housing features and facilities, maintenance and repair, and TLA hotel lists.

* Apparent changes may be artifacts of differences in question wording on the two surveys.

** Apparent changes may be artifacts of differences in question wording on the two surveys.

Conclusions

1. Comparing 1985 and 1987 responses, today's military housing residents appear to be more satisfied with their living conditions and more likely to perceive positive effects on job performance and career intention.

2. Spouse influence on responses to questions regarding day-to-day living situations suggests that they may actually be the primary clients of housing offices when dealing with families.

3. Continued involvement of family housing residents in the policy-making process seems to be an effective method for increasing housing office credibility, as well as an efficient medium to aid in decisions about resource allocation.

4. Choice is central to satisfaction. Offering military families more choices, more autonomy, and more control over their environment capitalizes on the influence of choice on satisfaction levels.

5. With less than half of the respondents preferring military housing and with decreases in satisfaction with housing referral between 1985 and 1987, some families may be need more help in making housing decisions. Enhancement of referral services to include counseling by personnel knowledgeable about advantages and disadvantages in both military and civilian housing may be desirable.

6. Because housing office services appear to be judged primarily on the quality of the client-service provider interaction and

because decreases in satisfaction were found between 1985 and 1987, an intervention should be considered to teach housing personnel improved customer relations and proactive guidance techniques.

7. Problems related to pet and child supervision continue to be major concerns expressed in written comments. Required pet registration and proof of placement before PCS may help reduce pet problems. Occupant suggestions regarding child supervision problems (e.g., adult-only housing areas, provision of more facilities for children) seem worthy of consideration.

8. Rather than imposition of more rules or rule changes within housing areas, respondents generally seem to want better and more consistent enforcement of those already in effect (e.g., yard maintenance and speed limits).

9. While satisfaction with maintenance and repair responsiveness increased between 1985 and 1987, quality of work is a continuing concern. Need for upgrading and standardization of quality is strongly indicated.

10. Besides being seen by respondents as a needed supplement to maintenance and repair services, the self-help program also allows occupants greater autonomy, choice, and control over their living environments, especially through its expanded inventories (e.g., plants, yard fencing). Approval of the program was high in 1985 and even higher in 1987.

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INTRODUCTION

Background

Management of the approximately 18,850 military family housing units for Army, Navy, Air Force, Marine Corps, and Coast Guard personnel stationed in Hawaii was consolidated under the Department of the Army on 1 October 1983. The Oahu Consolidated Family Housing Office (OCFHO), located at Fort Shafter, sets local policy and oversees five area housing offices that serve the 38 individual military housing sites.

Area housing offices implement procedures and policies and deal directly with the military families. In addition to family housing assignment, services of the housing offices include management of the loaner furniture program, the self-help maintenance program, and the emergency maintenance desks; support at some offices for the temporary living allowance (TLA) program; provision of major household appliances (e.g., washers and dryers); storage of excess furniture and household goods; and pest control.

Purpose

The present study was a reexamination of day-to-day concerns of families in military housing, following up on the baseline survey of military family housing residents conducted in 1985 (Lawson & Murphy, 1985). Like the 1985 survey, the purpose was to obtain detailed information about the desires, perceived needs, concerns, and satisfaction levels of military families with respect to their housing, housing management, and related support services. Having already implemented a number of new procedures to improve living conditions in military housing, OCFHO needed follow-up information to determine if they were still on track in meeting the needs of military families. Additionally, because a considerable percentage of the target population would have changed between 1985 and 1987, the attitudes and opinions of the newer arrivals also needed to be measured.

In 1986, a related survey of military families living in the civilian sector in Hawaii was also conducted. Questionnaire topics in that

study paralleled those in the 1985 on-post study and results of the two studies were compared in the 1986 report (Lawson, Murphy, & Magnusson, 1987).

Topics covered in the 1987 questionnaire were the same as in the 1985 survey so that comparisons could be made on these items:

1. Housing satisfaction, preference, and perceived effects;
2. Housing office services, policies and procedures, and operations (including loaner furniture and appliances);
3. Housing features and facilities;
4. Maintenance and repair;
5. Security and safety;
6. Communications;
7. Self-Help; and
8. Housing referral and TLA.

APPROACH

Questionnaire Development

Development of the questionnaire to be used in the follow-up survey was based on information gathered from many sources. Content was drawn from results and written comments of the 1985 survey, findings from the annual All-Services Family Housing Conferences conducted by OCFHO, review of OCFHO policy and procedure changes since the consolidation, and discussions with members of the OCFHO Review and Analysis staff. Based on previous research, consideration was given to item wording and item grade reading level (Klare, 1974-1975; Schuman & Presser, 1981; Lawson & Murphy, 1985; Schleifer, 1986; Lawson & Murphy, 1987; Lawson, Murphy, & Magnusson, 1987). Final reading level of the questionnaire was approximately eighth grade (Kincaid, Fishburne, Rodgers, & Chisson, 1975; Cherry & Vesterman, 1981; Lawson & Murphy, 1987). The draft questionnaire was reviewed and approved by the Installation Family Housing Working Group (IFHWG, commonly called the O-6 Board) and by the Survey Division of the U.S. Army Soldier Support Center.

The questionnaire was organized in four parts. In Part 1 (the background section), respondents were asked to provide somewhat more demographic information than in the earlier survey. The additions of note were items asking about who filled out the questionnaire (e.g., service member, spouse, or both), dependents other than spouses and children, previous experience living in civilian housing in Hawaii, and whether the respondents had participated in the 1985 survey. Many of the additional demographic items were included for comparison purposes with the 1986 off-post survey results. Part 2 asked respondents about their current living conditions and measured their satisfaction with new policies and procedures. Part 3 addressed desires for change in housing and housing operations. Part 4 invited respondents to provide written comments on any topic. In the prior surveys, these comments have proved invaluable in explaining why residents are dissatisfied and in identifying problems or concerns not covered in the body of the questionnaire.

With the exception of the demographic items, all questions were answered using a simple 5-point Likert scale (from 1, strongly disagree to 5, strongly agree with a neutral midpoint of 3.). To simplify analysis, all items were worded in the same direction. Therefore, low scores in Part 2 indicate dissatisfaction and high scores indicate satisfaction. In Part 3, low scores indicate disapproval of the proposed change while high scores indicate approval. The questionnaire consisted of 166 items. A copy is provided in Appendix A.

Sampling Strategy

In the previous two surveys in Hawaii, 50 percent samples were used. However, in the present survey, two factors contributed to the decision to do a population study. First, due to a change in contractors in Hawaii, the mailing labels available for questionnaire distribution contained only the military housing addresses, without names or identification by rank, thereby making selection of a stratified random sample impossible. Second, in the past some critics of the surveys have felt that a 50 percent sample with (for example) a 50 percent return actually

represented the views of only 25 percent of the population. To counter this criticism, all residents were included in the survey. The mailing was to 18,387 residents, using the labels provided by OCFHO. Based on the two previous surveys in Hawaii, a 40 percent return rate was anticipated.

Data Collection

Survey materials (cover letter, questionnaire with answer sheet, and a postage paid return envelope) were mailed to the military family housing addresses during the period 15 to 30 April 1987. This period was chosen to ensure that Army personnel would be back from their Team Spirit exercises. Respondents were requested to return the answer sheet and their written comments within 5 days of receipt.

Survey response rates among military personnel in Hawaii have traditionally been low due to problems of access (Lawson et al. 1987). Therefore, in an effort to increase the return rate in the present study, two additional measures were taken. First, the mailing envelope was overprinted with statements indicating that the OCFHO housing survey was enclosed and that either the service member or the spouse could respond. Second, returns were accepted for a longer than normal period of time (until 30 June 1987). As a result, only 24 answer sheets were returned after the cut-off date.

Obtained Sample

Of the 18,387 questionnaires mailed, 473 were returned undelivered, 24 were returned too late to be counted, and 38 were returned in unusable condition (e.g., blank). The overall adjusted return rate was 38.8 percent, with a final usable sample of 6,917. Adjusted return rates are determined by dividing the number of returns by the total mailed out after subtracting those not delivered, returned unusable, and returned too late to be counted. While an adjusted return rate of less than 50 percent is less than desirable, the group responses may be considered representative of the populations* according to the limitations shown in Table 1.

* Populations based on OCFHO figures as of 31 October 1986

Table 1

**Obtained Sample Confidence Levels (CL) and Confidence Intervals (CI)
for Projection of Results to the Population ***

	E1-E3**	E4-E6	E7-E9	W1-O3	O4-O6+	Total
Army						
n	7	1051	357	230	214	1959
CL/CI	-	99%±.05	95%±.05	95%±.05	90%±.05	99%±.05
Navy						
n	9	1533	559	298	264	2660
CL/CI	-	99%±.05	99%±.05	99%±.05	95%±.05	99%±.05
Air Force						
n	15	546	333	131	171	1196
CL/CI	-	99%±.05	99%±.05	90%±.10	95%±.05	99%±.05
Marine Corps						
n	3	439	200	143	58**	842
CL/CI	-	99%±.05	90%±.05	90%±.05	-	99%±.05
TOTAL						
n	30	3569	1449	902	707	6657
CL/CI	-	99%±.05	99%±.05	99%±.05	99%±.05	95%±.05

n=Number in obtained sample. - means the sample is too small to compute confidence level or interval. The CL/CI notations are to be interpreted as follows: For example, 95%±.05 means 95% confident that the results represent the population, within an error rate of 5% (+ or -).

* Projections based on formula reported in Cochran, 1963.

** Confidence interval too small to calculate. However, the obtained samples in all cases were equal to at least 50% of the populations.

Table 2 shows the unadjusted return rates for the four Department of Defense Services. It is not possible to adjust return rates by Service because the questionnaire was anonymous.

Table 2

Unadjusted Return Rates by Service

Army	34.4%
Navy	39.3%
Air Force	42.1%
Marine Corps	37.1%

Figure 1 shows that the pay grade distribution of the obtained sample was proportionally similar to the population. Note that in all figures showing pay grade groups, the number of E1 to E3s is too small relative to the other pay grade groups to register on the scale.

Greatest confidence that the results are representative of the populations should be held for respondent groups shown in Table 1 (Service by pay grade group) in which confidence intervals are the highest and the error rates the lowest (e.g., Table 1, 99% ±.05) and in the Services with the highest return rates (e.g., Air Force and Navy).

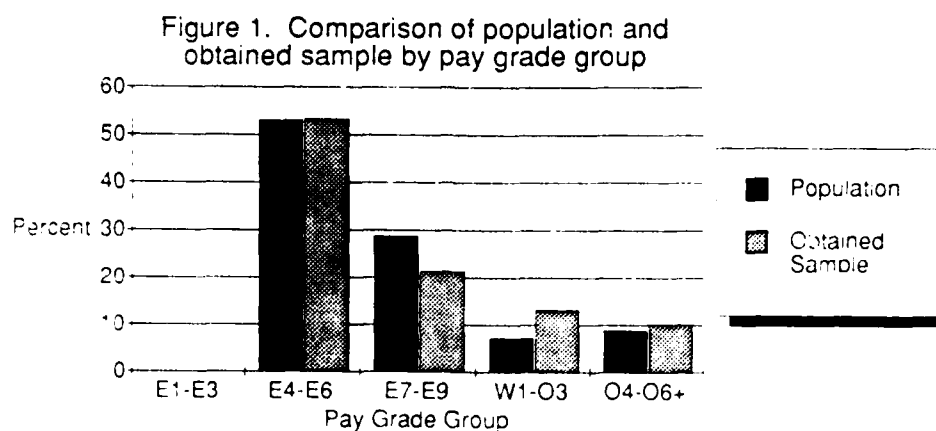


Table 3 shows the distribution of the obtained sample by service and pay grade group. The difference between the overall obtained sample (6,917) and the sample size in Table 3 (6,689) represents the 228 respondents

who failed to answer both questions (i.e., both service affiliation and pay grade). However, individuals who did not answer both items were retained in the final sample and their responses were included in overall statistics.

Table 3
Obtained Sample by Service and Pay Grade Group*

Pay Grade Group	Army		Navy		Air Force		Marine Corps		Coast Guard		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
E1-E3	7	.4	6	.2	15	1.3	2	.2	1	.3	31	.5
E4-E6	1051	53.6	1533	57.6	546	45.7	439	52.1	20	62.5	3589	53.7
E7-E9	357	18.2	559	21.0	333	27.8	200	23.8	4	12.5	1453	21.7
W1-O3	330	16.8	298	11.2	131	10.9	143	17.0	6	18.8	908	13.6
O4-O6+	214	10.9	264	9.9	171	14.3	58	6.9	1	3.1	708	10.6
Total	1959	99.9	2660	99.9	1196	100.0	842	100.0	32	100.0	6689	100.1

* In this table as in others in this report, percentages may not always add to 100% due to rounding.

Data Analysis

The primary methods used for data analysis were analysis of variance (ANOVA), chi-square, factor analysis, and regression analysis. The major group comparisons were by housing areas (grouped under the housing office managing that area), pay grade group, Service, who answered the questionnaire, and date assigned to housing. Housing area was considered the major unit of analysis because it reflected both location and service differences, as well as, to some extent, pay grade. Items were grouped into meaningful factors within topic areas through creation of unit-weighted scales based on factor analysis. These scales (factors) were also used in regression analyses to show the strength of association between individual items and overall measures of satisfaction. All analyses were performed on the IBM 4341, a mainframe computer, using the

Statistical Package for the Social Sciences (SPSS, 1983).

Statistical tests of significance (such as ANOVA) provide evidence for concluding, within some specified risk of error, that there are or are not real differences between the responses of groups. These tests are influenced by several factors, including sample size. The large sample size of the present study produced many significant differences, particularly by housing area and pay grade group. However, since not all statistically significant differences are meaningful in practical terms, differences reported in this document are those that were judged to have some practical value to management and policy makers.

DESCRIPTION OF SAMPLE

Who Responded to the Questionnaire

In an effort to increase response rate, particularly among those families in which the service member may be deployed, spouses were encouraged to participate. Figure 2 shows that nearly equal percentages of service members alone, spouses alone, and couples were the respondents. By Service, Army and Coast Guard distributions by who responded were nearly equal across the categories. Navy and Marine Corps respondents were somewhat more likely to be spouses (i.e., 38-43% versus 20-32% in other Services), probably because of service member deployments. But the greatest Service difference was in the Air Force. Over half (55.7%) of the Air Force respondents were service members alone, compared to the same group in the other Services (28-36%). By pay grade group, service members responding were more often senior personnel (42-44% of E7-E9,

W1-W4, O4-O6+) than junior personnel (31-33% of E4-E6 and O1-O3).

Service, Pay Grade Group, Time in Service, and Housing Area

The obtained sample of 6,917 respondents represented military housing residents in Hawaii in the proportions shown below by Service (Fig. 3), pay grade group (Fig. 4) and housing area (Fig. 5). The breakdown by Service includes a category for the Army experimental Cohort program, as well as Non-Cohort. It also includes the Coast Guard. However, the number is too small relative to the other services to register on the scale. In Figure 5, housing area refers to those groups of military housing units managed under the five area housing offices and one large suboffice, Barbers Point.

Figure 2. Who answered the questionnaire

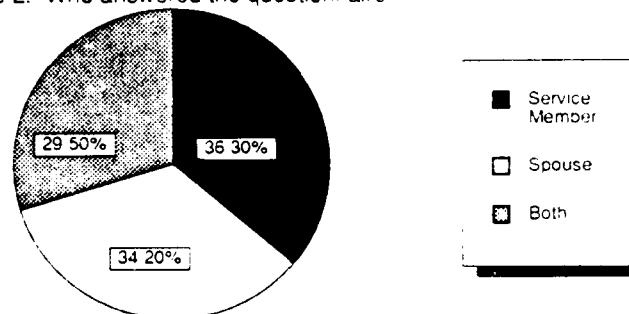


Figure 3. Sample distribution by service

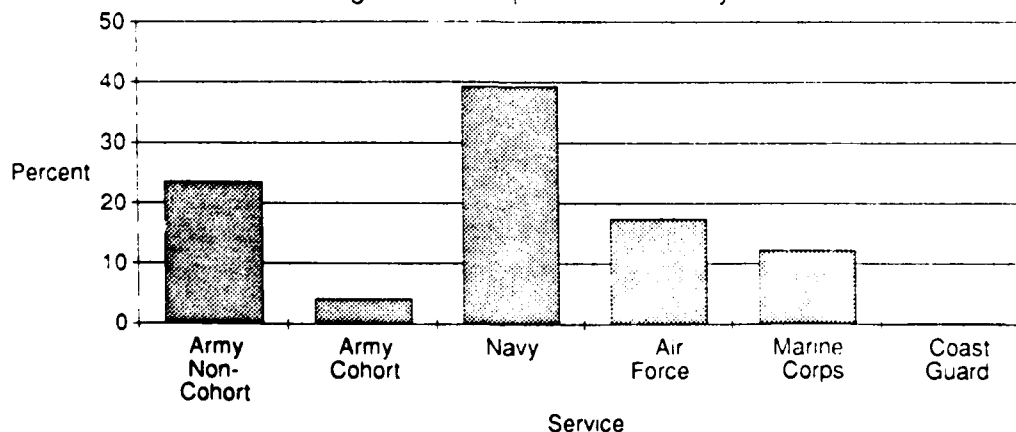


Figure 4. Sample distribution by pay grade group

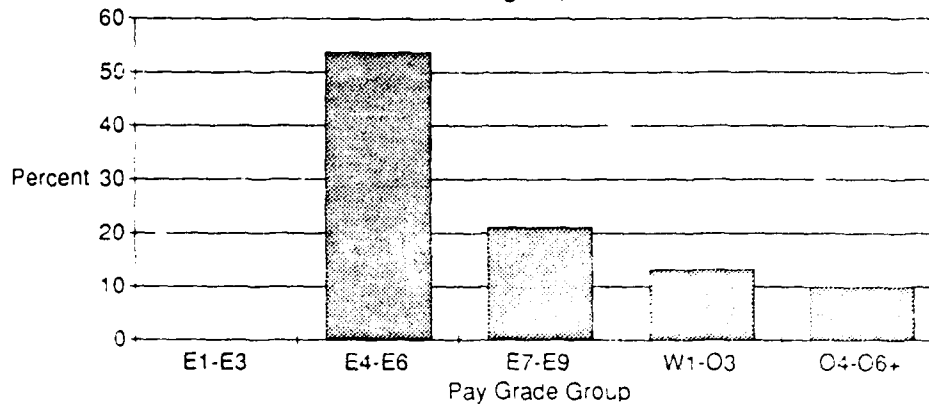


Figure 5. Sample distribution by housing area

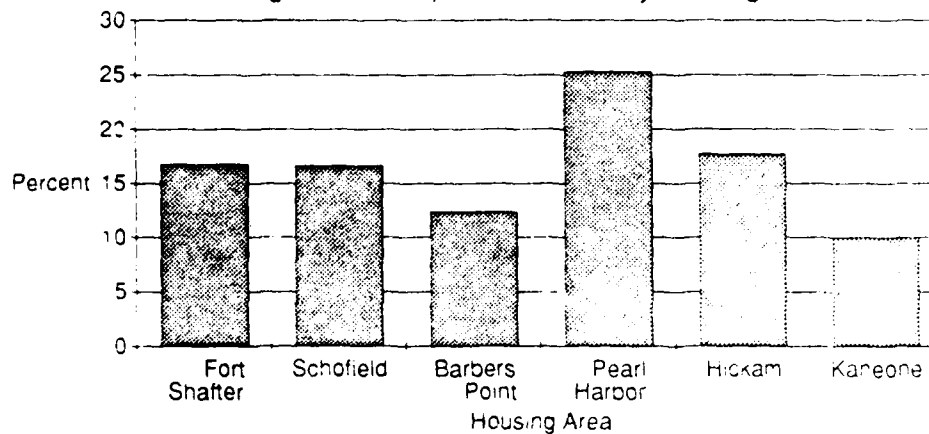


Table 3 in the preceding section showed that pay grade group distributions were similar within Services. However, there were somewhat higher percentages of senior personnel (i.e., E7-E9 and O4-O6+) in the Air Force sample (42%) than in the other three major Services (29%-30%).

Crossing Service by housing area, just over 7 percent of the sample were living in housing areas other than those occupied primarily by their branch of service. By Service,

5.5 percent of the Army, 12.1 percent of the Navy, less than 1 percent of the Air Force and nearly a quarter (23.6%) of the Marine Corps respondents were living in areas other than those traditionally for their own Service branch. The individual housing area showing the greatest mixing of Services was at Aliamanu. Among Army respondents who identified themselves as members of a cohort group, over half were living at Schofield Barracks, and 21.9 percent at Aliamanu.

In terms of time in service, most of the respondents (89.4%) had been in the military for four or more years.

Q4: Time in Service

0.4% Less than 1 year
1.0% 1-2 years 20.6% 8-12 years
3.8% 2-3 years 18.7% 12-16 years
5.4% 3-4 years 14.8% 16-20 years
24.4% 4-8 years 10.7% Over 20 years

Sex, Marital Status, Family Size and Membership

Overall, most of the service members in the sample were male (92.2%), most were married (96.6%), and most spouses were living with the service member (95.8%). Most also had children living with them (81.6%). However, beyond the traditional family, many had children living elsewhere (3.9%) and just over 14 percent (14.1%) had dependents other than spouses or children.

Q8: Are children living with service member?

14.4% No children
81.6% Yes
3.9% No

Q9: Does service member have other dependent relatives?

3.3% Yes, living with us
10.8% Yes, living elsewhere
85.9% No

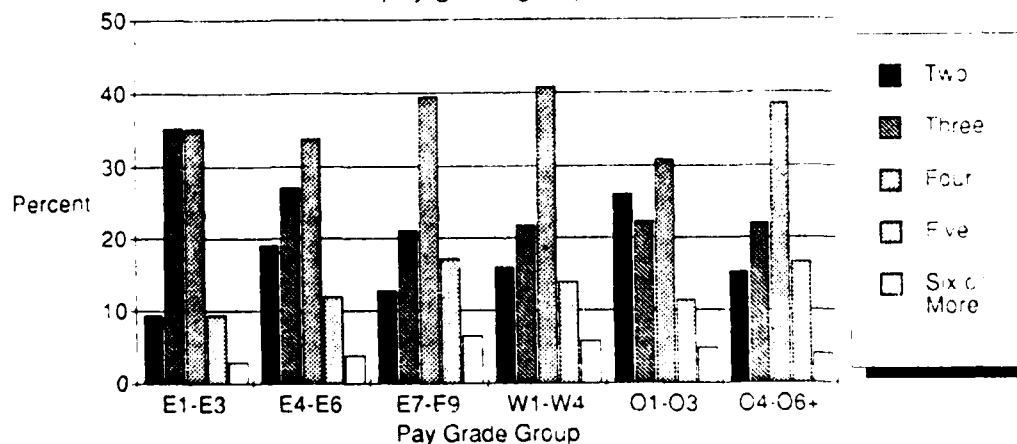
Including those with other dependent relatives living in, nearly two-thirds of the families consisted of three or four persons, with over half having four or more family members.

Q10: Family Size (including service member)

18.8% Two
25.6% Three
36.6% Four
14.1% Five
4.9% Six or more

Crossing pay grade group by family size showed that senior personnel (i.e., E7-E9, W1-W4, and O4-O6+) have larger families. However, the difference between junior and senior personnel is not as great as might be expected. Three and four person families were common for almost all groups (see Figure 6). Note that the E1 to E3 group represents a much smaller number of respondents.

Figure 6. Family size (including service member) by pay grade group



Spouse Employment Status

Over half of the respondents reported that their spouses were not employed outside the home.

Q11: Spouse Employment

4.5% Spouse military
18.6% Employed Part Time
20.5% Employed Full Time
46.7% Unemployed by Choice
9.7% Can't Find a Job

Table 4 shows that by pay grade group, spouses of E1s to E3s and commissioned officers were most often not employed outside the home. These same groups also were more often unemployed by choice.

Additional Background

The remaining questionnaire items in Part 1, while part of the description of the sample, also had potential to influence respondent attitudes toward their current living conditions. These items (frequencies follow) added an experiential component to the general demographic profile of the sample reported in

the previous section. In this section, responses to these items are reported relative to the demographic items, as well as to each other.

Q12: How long were you on the waiting list before your first offer of quarters?

69.9% Less than 2 months
18.5% 2 to 5 months
9.9% 6 to 12 months
1.7% Over 12 months

Q13: When did the service member first move into family housing in Hawaii?

10.5% Before Dec 1983
17.4% Jan-Dec 1984
27.4% Jan-Dec 1985
44.7% Since Jan 1986

Q14: Has the service member ever lived in civilian housing in Hawaii?

65.0% No
10.7% Yes, less than 6 months
13.9% Yes, 6-12 months
9.4% Yes, Over 12 months

Table 4

Spouse Employment by Pay Grade Group

Find	% Spouse	% P/T	% F T	% Unemployed	% Can't
	Military	Civilian	Civilian	by Choice	a Job
E1-E3*	6.7	13.3	10.0	56.7	13.3
E4-E6	5.8	18.3	20.9	42.8	12.2
E7-E9	3.1	21.8	24.2	41.0	9.2
W1-W4	2.1	18.0	23.8	47.6	8.5
O1-O3	2.3	15.0	15.7	61.7	5.2
O4-O6+	2.3	18.0	14.3	63.1	2.3

* Represents a much smaller number of respondents than other pay grade groups

Q15: Are you living in quarters primarily because of the high cost of civilian housing?

78.6% Yes
21.4% No

Q16: Did you respond to the last attitude survey for military family housing residents (Spring 1985)?

17.3% Yes
82.7% No

In general, most of the respondents had short waits before their first offer of quarters, with nearly half (49.5%) waiting less than one month. Most (72.1%) also moved into housing within the last two years. Although two-thirds had never lived in civilian housing in Hawaii, over three-quarters (78.6%) reported living in military housing primarily because of costs. This

percentage was stable across housing areas. Finally, approximately 17 percent of the respondents also had participated in the 1985 survey. The highest rate of repeat participation came from Barbers Point residents (21.6%), the lowest from Schofield (15.2%).

Figure 7 shows that Barbers Point residents waited the shortest period of time for their first offer of quarters, followed by residents of Pearl Harbor and Hickam. The longest waits were at Kaneohe, primarily, followed by Ft. Shafter. By pay grade group, warrant and O1 to O3 officers waited the shortest length of time and E4 to E6 personnel waited the longest.

Most housing areas had approximately the same distribution of respondents with respect to the date of their first move into housing. Only Schofield and Kaneohe showed somewhat fewer residents who had moved in prior to 1984 (4.6%) than other areas (12-14%).

Figure 7. Wait time for first offer of military housing by area

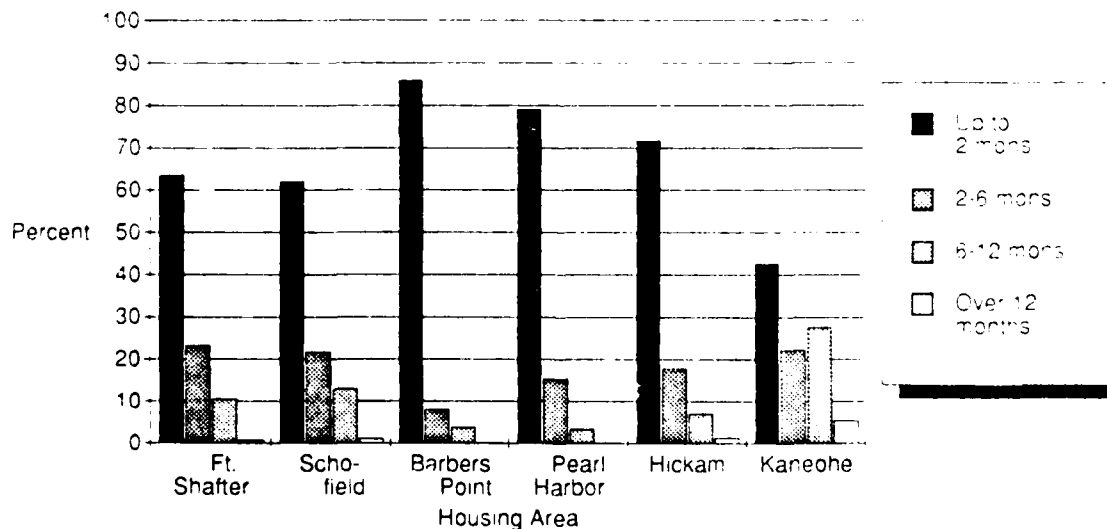
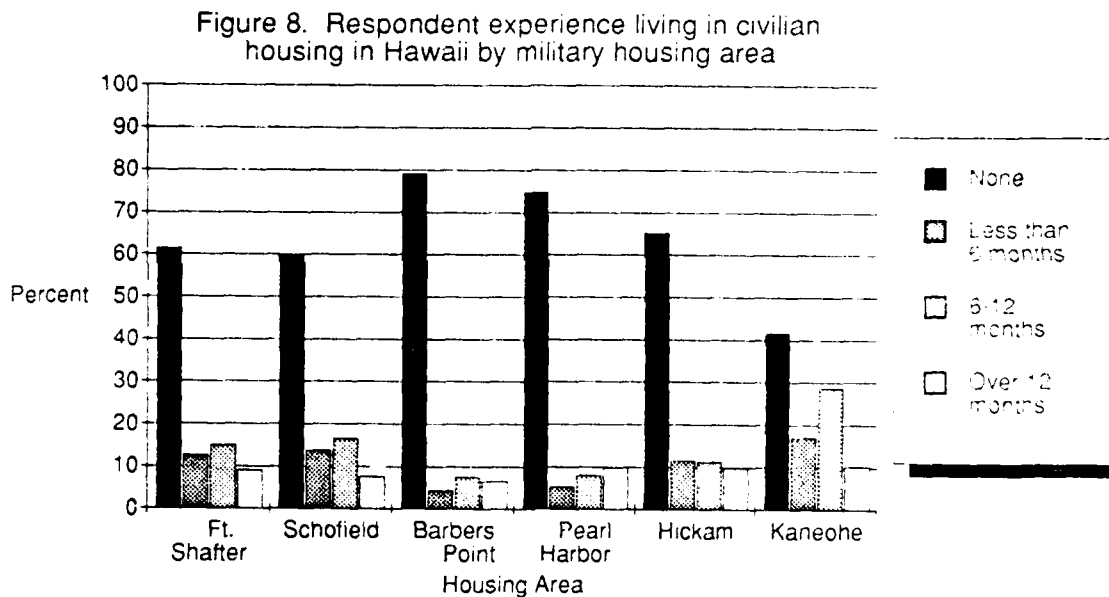


Figure 8 shows that Barbers Point and Pearl Harbor respondents were most likely to have always lived in military housing in Hawaii (75-78%). In contrast, over half of the Kaneohe respondents had lived in civilian housing for some period of time (40.1% for 6 months or longer).

By pay grade, the group most experienced with living in civilian housing in Hawaii was the E1 to E3s (48.4% for 6 months or longer). The least experienced groups were warrant and O1 to O3 officers (only 20-22% with any experience at all living in civilian housing).

Enlisted personnel at all levels and warrant officers (77-84%) were most likely to report being in military quarters because of the high costs in the civilian sector. Commissioned officers were less likely to have been influenced by costs (62-72%).

Repeat participation in the attitude surveys (1985 and 1987) was highest among E7 to E9 personnel (25%) and lowest among E1 to E6 personnel (10%).



RESULTS

Present Conditions

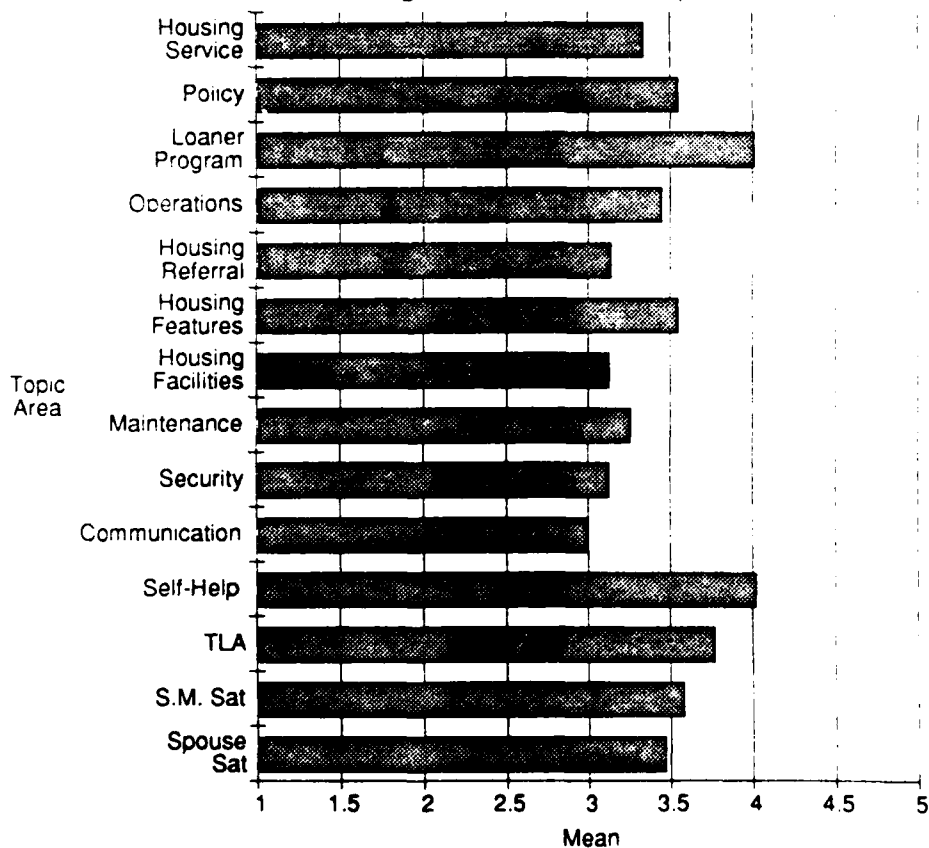
In Part 2 of the questionnaire, service personnel or their spouses were asked to indicate if they agreed or disagreed with statements grouped under the following topic areas: housing office services, policies and procedures, loaner furniture and appliances, operations, housing referral, (housing) features and facilities, maintenance and repair, security and safety, communications, self-help, TLA, and general satisfaction.

In the following sections, mean scores are used to report the results when questionnaire items are grouped into factors and when an ANOVA, factor analysis, or regression

analysis was performed. ANOVAs were used to determine if statistically significant differences existed by housing area, pay grade group, who answered the questionnaire, and date of first assignment to housing. Figures are used to illustrate the percentage of respondents agreeing and disagreeing with individual questionnaire items within each topic area, aggregated across housing areas and pay grade groups.

Figure 9 compares the mean response scores for the overall item(s) at the end of each topic area in Part 2 of the questionnaire.

Figure 9. Overview of topic areas



Based on the data aggregated across Services, housing areas, and pay grades, mean responses were positive for 13 of the 14 topic areas. Communication was the single topic area on which the overall mean response was negative. However, as will be discussed in the section on this topic, several of these items did not apply to a large percentage of the respondents. The most positive responses were found on the following topics, in this order: self-help, loaner furniture and appliances, TLA, service member satisfaction, policies and procedures, housing features, and spouse satisfaction.

Still on the positive side, but closer to the middle of the 5-point response scale, were operations, housing office services, maintenance and repair, housing referral, housing facilities, and security and safety.

Particularly in those cases where topic response means were close to the middle of the scale, response variations were found by housing area or pay grade group. Analyses of individual questionnaire items were performed on both of these variables, but reporting of results is limited to those that suggested some practical use for the information. As mentioned earlier, housing area was used as the major unit of analysis because of its direct relevance to housing management.

The following sections present and discuss the results by individual questionnaire items within topic area. Responses to all items were crossed by housing area, pay grade group, who answered the questionnaire, and date of first move into housing. Significant differences reported by housing area and pay grade group should be considered together because with the housing areas grouped, the individual housing sites include both enlisted and officer housing. Regarding who answered the questionnaire, patterns were found suggesting that some aspects of the living environment are more salient to spouses and others to service members, with responses influenced accordingly.

Housing Office Services

Respondents were asked to agree or disagree with 15 statements regarding the type and manner of service they received from area housing offices, plus to give their overall opinion

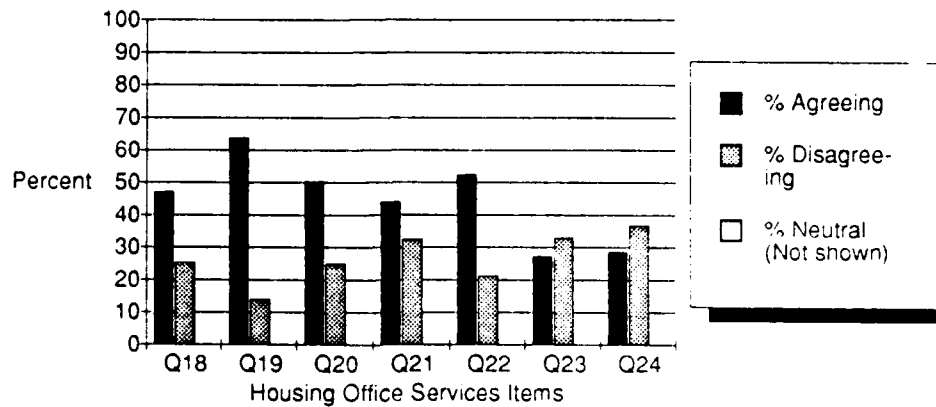
of each service. Figures 1C and 11 show that the percentage agreeing with the statements (i.e., indicating they were satisfied) was greater than the percentage disagreeing (i.e., dissatisfied) with 11 of the 14 specific statements on the topic. This was also true for the overall evaluation.

Evaluated most positively (i.e., with many more respondents satisfied than dissatisfied) were the following: availability of housing rules and waiting lists, processing time through the housing office, politeness of personnel, accurate estimates of housing availability, full explanations of housing rules, informativeness of housing personnel, concern shown for military families by housing staff, and the overall evaluation of housing office services. Also on the positive side, but with dissatisfied respondents found in higher proportions, were uniformity of housing assignment and efficiency of housing offices (e.g., fast, reliable). On the negative side, more respondents were dissatisfied than satisfied with enforcement of rules being the same across housing areas and Services, proper enforcement of housing rules, quality of service during peak periods, and service to family members when service members are away.

Differences by Housing Area. A very definite pattern of respondent satisfaction appeared in the analysis of housing office services by housing area. Of the 11 individual services items and the overall satisfaction item that showed statistically significant differences by area, Hickam residents, Barbers Point residents, or both groups were most often less satisfied than residents of all other areas. Table 5 illustrates these results.

The only exceptions to the pattern shown in Table 5 were that (1) residents of both Schofield and Ft. Shafter were also less satisfied than others with housing office processing time, (2) Pearl Harbor area residents were less satisfied than others with the availability of housing rules, and (3) Kaneohe residents were less satisfied than others with the accuracy of estimates of when military housing would be available. This last exception might be expected based on Kaneohe residents having waited longest for an offer of quarters and also having the most experience living in civilian housing.

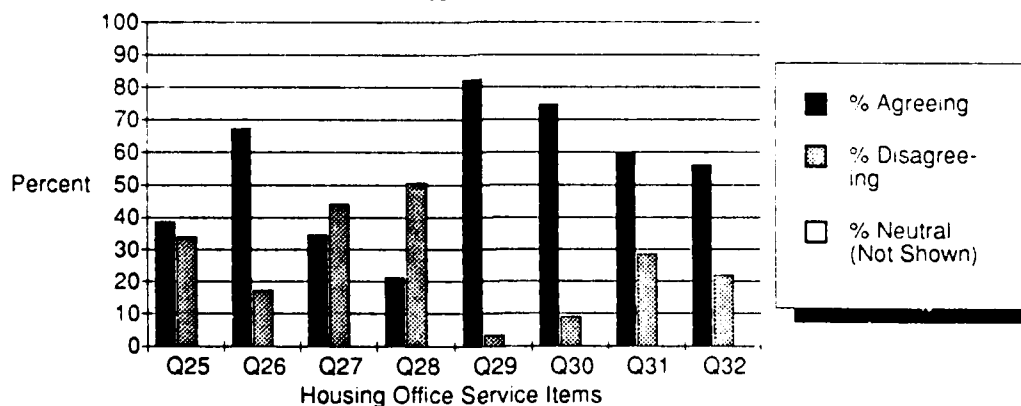
Figure 10. Responses to housing office services items



- Q18: Housing office people show concern for military families.
 Q19: Housing office people are polite.
 Q20: Housing office people are informative.
 Q21: Family housing is assigned in a uniform manner

- Q22: The housing office explained housing rules fully.
 Q23: Housing office people work with family members when the service member is away.
 Q24: Housing office service is good even during peak periods.

Figure 11. Responses to housing office services items



- Q25: The housing office seems to be well run.
 Q26: The time it took to process through the housing office was not a problem.
 Q27: Family housing rules are properly enforced.
 Q28: Family housing rules are enforced the same in all housing areas and Services.

- Q29: Copies of housing rules are available at area housing offices.
 Q30: Copies of waiting lists are available at area housing offices.
 Q31: The housing office estimate of when quarters would be available was accurate.
 Q32: Overall, we are satisfied with housing office services.

Table 5
Differences* on Housing Office Services Items by Area

Questionnaire Item	Most Satisfied	Least Satisfied
Q18: Concern shown for military families	Ft Shafter	Barbers Pt Hickam
Q19: Politeness of staff	Pearl	Barbers Pt
Q20: Informativeness of staff	Ft Shafter	Hickam
Q21: Uniformity of assignments	Ft Shafter Schofield Kaneohe	Hickam Barbers Pt
Q22: Explanation of housing rules	Schofield Ft Shafter Hickam	Barbers Pt
Q23: Service to family members	Pearl	Hickam
Q26: Processing time	Pearl Barbers Pt	Schofield Ft Shafter Hickam
Q27: Proper rule enforcement	Hickam	Barbers Pt
Q29: Availability of housing rules	Kaneohe Ft Shafter	Barbers Pt Hickam Pearl Harbor
Q30: Availability of waiting lists	Kaneohe	Barbers Pt
Q31: Accurate estimates of housing availability	All others	Hickam

* This table, as well as those that follow showing response differences by area, should be read in the following way

1. Responses from the housing areas under the heading "Most Satisfied" (Col. 1) were found to be significantly higher than those from the areas under the heading "Least Satisfied" (Col. 2).

2. For each question, the housing areas under the two columns are listed in the order of their mean response scores. Column 1 shows the area with the highest satisfaction score first. Column 2 shows the area with the lowest satisfaction score first. For example, on Q29, in Col. 1, responses from Kaneohe were the highest, followed by those from Ft Shafter. In contrast, Col. 2 shows that responses from Barbers Point residents were the lowest, followed by those from Hickam and Pearl Harbor.

Differences by Pay Grade Group.

Analyses by pay grade group showed statistically significant differences on 8 of the 14 specific services items. On 6 of these 8 dimensions, senior officers (O4-O6+) were the least satisfied. These dimensions were informativeness of the housing office staff, uniformity in housing assignment, efficiency of housing offices, availability of waiting lists, accuracy of estimates of housing availability, and overall satisfaction with housing office services. E7 to E9 personnel were least satisfied with rule enforcement and E4 to E6 respondents were least satisfied with service to their family members while they are away (e.g., TDY, deployed).

Differences by Who Responded and When First Assigned to Housing.

As discussed in the Background section, respondents to the questionnaire were service members, spouses, or both responding together. In general, service members answering alone were more positive than spouses answering alone or together with the service member. This response pattern was found on items about concern shown by housing office staff, politeness, informativeness, and efficiency of service. This suggests that spouses may be more sensitive to the manner of delivery of services than service members, and also that they may have influenced the responses toward the negative among couples answering together. Responses to items regarding availability of housing rule and waiting lists were more positive among service members answering alone or together with their spouses than among spouses answering alone. This may reflect the greater likelihood of service members actually visiting the housing offices. Responses by service members alone and spouses alone were not different on uniformity of housing assignment, housing office staff working with spouses, and proper and consistent rule enforcement. However, on the overall evaluation of housing office services, service members were significantly more positive when they answered alone than when they answered with their spouses.

Responses to only two items were significantly different by assignment date to housing when the assignment date categories were combined into pre- and post-consolidation. In both cases, those assigned after the consolidation were more positive than those assigned

before about rule enforcement being the same in all housing areas and about copies of housing rules being available at the housing offices. Breaking the assignment date categories down more finely (assigned up through Dec 1983, during 1984, during 1985, and since Jan 1986), the most recent assignees were the most positive respondents on the following items: staff politeness, explanation of rules, service to family members, efficiency of the housing offices, proper rule enforcement, enforcement of rules being the same in all areas, copies of rules being available, and overall evaluation of services by the housing offices.

Policies and Procedures

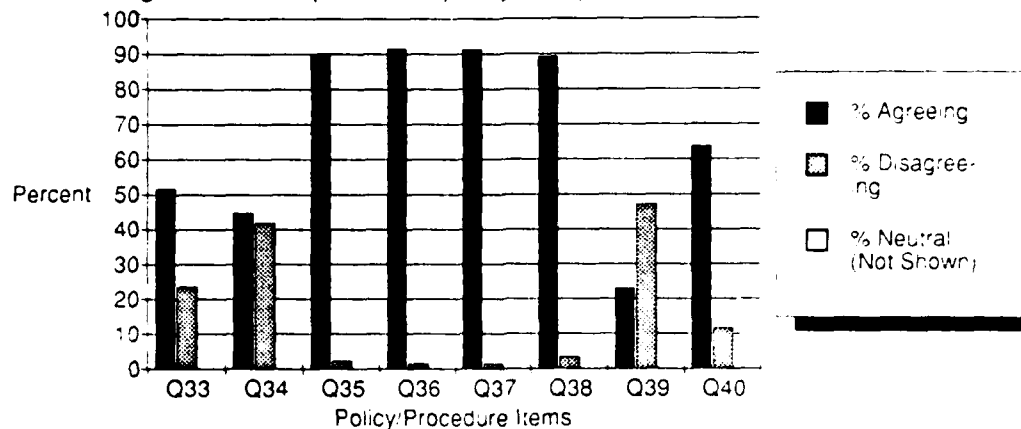
Respondents were asked if they agreed or disagreed with 7 specific statements about current policies and procedures, plus an overall evaluation statement. Figure 12 shows the percentages who agreed and disagreed with each statement. This figure shows clearly that most respondents were very much in agreement with the policies regarding plants, occupant improvements, enclosed lanais, and yard fencing, as well as with the overall statement about OCFHO policies and procedures meeting the needs of family housing residents. Less agreement was found with mixing of Services in housing areas, enforcement of yard maintenance, and the time they had to wait for approval to fence their yards.

Differences by Housing Area. Differences by area were found for 7 of the 8 statements. Table 6 shows that Kaneohe residents were the least satisfied with plant policy, occupant improvements, lanai enclosures and approval time for yard fencing. Least satisfied with the mixing of Services and overall approval of policies and procedures were the residents of Hickam housing areas.

Differences by Pay Grade Group.

Of the 7 items showing pay grade differences, E4 to E6 respondents were less satisfied than others with plant policy, occupant improvements, and lanai enclosures. Senior officers were most likely to oppose the mixing of Services in housing areas and the policy allowing yard fencing through self-help. Senior enlisted personnel again expressed disappointment in rule enforcement, in this case regarding yard

Figure 12. Responses to policy and procedure items



Q33: We like the idea of mixing Services in housing areas.

Q34: The rule that yards be kept mowed and free of debris is strictly enforced.

Q35: We like the policy that allows plants put in by occupants to remain when they move out.

Q36: We like the policy that allows some occupant improvements to remain at move out.

Q37: We like the policy that allows approved lanais to be covered and screened.

Q38: We like the policy that allows yard fencing through Self-Help.

Q39: Wait time for approval of yard fencing is not a problem.

Q40: Overall, OCFHO policies and procedures meet the needs and wants of family housing residents.

Table 6

Differences on Policy and Procedure Items by Area

Questionnaire Item	Most Satisfied	Least Satisfied
Q33: Mixing of Services in housing areas	All others	Hickam
Q34: Enforcement of yard maintenance	Hickam Schofield Ft. Shafter	Barbers Pt. Pearl Harbor
Q35: Plants put in by occupants can remain	Schofield	Kaneohe Ft. Shafter Pearl Harbor
Q36: Occupant improvements can remain	Barbers Pt. Hickam Pearl Harbor Schofield	Kaneohe

Table 6 (Cont)

Differences on Policy and Procedure Items by Area

Questionnaire Item	Most Satisfied	Least Satisfied
Q37: Enclosed lanais allowed	Hickam Schofield Barbers Pt. Pearl Harbor	Kaneohe
Q39: Time to get yard fencing approval	Ft. Shafter Pearl Harbor Barbers Pt. Schofield	Kaneohe
Q40: Overall approval of policies and procedures	Pearl Harbor Ft. Shafter	Hickam

maintenance. Finally, O1 to O3 officers, more often than others, were dissatisfied with the time required to obtain yard fencing approval.

Differences by Who Responded and When First Assigned to Housing. Responses within the policy and procedure section were mixed when examining who answered the individual items. Mixing of Services within housing areas met with greater approval when spouses answered alone or couples answered together than when service members answered alone, suggesting a positive spouse influence on responses. On enforcement of yard maintenance and approval time for yard fencing, service members answering alone were more positive than spouses alone or couples answering together, suggesting that spouses may have influenced responses toward the negative. The item about being allowed to have yard fencing through self-help showed spouses alone to be more positive than either service members alone or couples. It may be that spouses want yard fencing more and that service members influenced responses toward the negative when they answered as couples. On the overall evaluation of policies and procedures, spouse responders were significantly more positive than couples.

Only one policy and procedure item showed a significant response difference between those who moved into housing before and after the consolidation. Those assigned since the consolidation were more positive than those assigned before about the mixing of Services within housing areas. With the assignment date categories broken into years, greater satisfaction was found with the mixing of Services among residents assigned since January 1985 than among those assigned before December 1983. Further, enforcement of yard maintenance was least positive for those assigned in 1984 than for all other groups. On the other hand, greater agreement with occupant plants and improvements being allowed to remain was found among residents assigned in 1984 and 1985 than among those assigned since January 1986.

Loaner Furniture and Appliances

Respondents were asked to evaluate 9 aspects of the loaner furniture and appliance program, give an overall evaluation of the program, and indicate their usage of government appliances. Figure 13 shows that positive responses outweighed the negative on all of the 9

aspects of the program measured and on the overall evaluation of the program. Least agreement among those who responded was found with the item asking if they had been told about the availability of washers and dryers at the housing office.

Usage of government appliances was high. Washers and dryers were being used by 75 percent of the respondents, and dishwashers by 79.7 percent.

Differences by Housing Area.

Statistically significant differences by area were found for all 10 of the evaluation items, with Barbers Pt. and Schofield being the two areas most often showing up on the less satisfied side of the scale. Table 7 illustrates these differences.

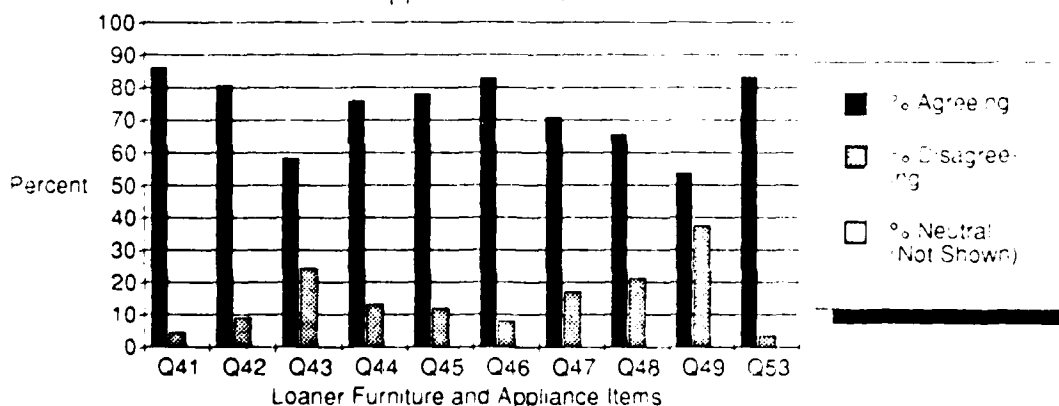
Differences by Pay Grade Group.

Differences by pay group were found on only 6 of the items in this category. Further, these differences were varied, showing no definite

pattern. In general, senior personnel (E7-E9, O4-O6+) were less satisfied than others with the condition of appliances, with the requirement of a 5-day notice for pick-up, and with overall operation of the program. More junior personnel (E4-E6, O1-O3) tended to be less satisfied with the length of time they were able to keep the furniture and with information about the availability of government appliances at the housing office.

Differences by Who Responded and When First Assigned to Housing. Only one of the individual items in this section showed response differences by who responded. Service members answering alone evaluated the condition of the furniture more positively than those who responded as couples. On the overall loaner program evaluation item, spouses answering alone and couples answering together were more positive than service members who answered alone (i.e., the spouse influence was positive).

Figure 13. Responses to loaner furniture and appliance items



Q41: The time it took us to get loaner furniture was not a problem.

Q42: The processing time it took us to get appliances was not a problem.

Q43: The loaner furniture we used was in good shape.

Q44: The appliances we used were in good shape.

Q45: We had enough loaner furniture to meet our needs.

Q46: We had loaner furniture long enough to meet our needs.

Q47: The loaner furniture program was fully explained to us.

Q48: The 5-day notice for furniture pick-up was not a problem for us.

Q49: Notified of availability of washers and dryers for both military and civilian housing.

Q53: The loaner furniture and appliance program is good.

Table 7
Differences on Loaner Furniture and Appliances Items by Area

Questionnaire Item	Most Satisfied	Least Satisfied
Q41: Time required to get furniture	Ft. Shafter Pearl Harbor	Barbers Pt
Q42: Time required to get appliances	Ft Shafter	Barbers Pt
Q43: Condition of loaner furniture	Ft. Shafter Hickam Kaneohe Schofield	Barbers Pt
Q44: Condition of loaner appliances	Kaneohe Pearl Harbor Barbers Pt	Schofield Ft Shafter
Q45: Got enough furniture to meet needs	All others	Schofield
Q46: Had furniture long enough	Pearl Harbor Barbers Pt Ft Shafter	Schofield
Q47: Loaner program was fully explained	All others	Kaneohe
Q48: No problem with 5-day notice for-pick up	Ft Shafter	Hickam Schofield
Q49: Notified of availability of washers and dryers for both military and civilian	Hickam	Barbers Pt Pearl Harbor Schofield
Q53: Overall evaluation of the program	Kaneohe	Hickam Schofield

Only one item within the furniture and appliances group showed a response difference as a function of assignment before or after the consolidation. Those assigned after were more likely than those assigned before to agree that the waiting time for appliances was not a problem. With the assignment categories broken

down more finely, the most recent assignees (since Jan 1986) gave more positive responses than earlier assignees on the following: waiting time to get appliances, condition of appliances, having received enough furniture, having had the program fully explained, and their overall evaluation of the program.

Housing Operations

Nine items on the questionnaire addressed aspects of housing operations and a tenth related to overall evaluation of satisfaction with the way housing operations are conducted. Figure 14 shows that approval was high on the following: politeness and timeliness of housing inspectors, government cleaning of quarters, trash pick-up, and the overall evaluation of housing operations. However, the percentage who disagreed with the remaining items was considerably higher.

Differences by Housing Area.

Statistically significant differences by area were found on all items within the operations section, but no definite pattern was found. Table 8 illustrates the area differences.

Differences by Pay Grade Group.

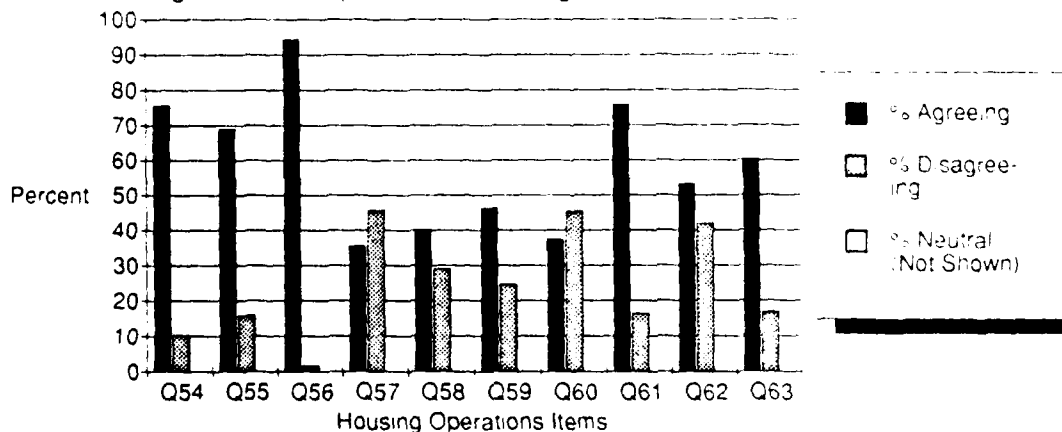
Significant differences by pay grade group were found for 8 of the 10 items in housing operations. With few exceptions, the most negative respondents were either senior enlisted (E7-E9),

senior officers (O4-O6+), or both. Senior personnel tended to be less satisfied than others with the following: prompt repairs of poor contractor work, uniformity of inspection standards and rules, and having received phone stickers. Senior officers gave the least positive evaluation of housing operations in general. On the other hand, E4 to E6 respondents were more likely than other pay groups to be dissatisfied with the politeness of inspectors and with their trash pick-up service.

Differences by Who Responded and When First Assigned to Housing.

Six of the specific items on housing operations showed response differences by who responded. Service members alone were more positive than spouses alone and couples on inspectors using the same standards, trash pick-up service, and having been given phone stickers. A negative influence on responses seems to have come from spouses. Also, service members were more satisfied than spouses with inspectors

Figure 14. Responses to housing operations items



Q54: Housing inspectors are polite.

Q55: Housing inspectors are on time.

Q56: Government quarters cleaning will make move-out easier.

Q57: Poor work by contractors is usually fixed quickly.

Q58: Housing inspectors use the same standards for all.

Q59: Housing inspection rules are the same for all.

Q60: Housing inspectors follow up on promised repairs.

Q61: Our trash pick up is good and on schedule.

Q62: We were given phone stickers at check-in.

Q63: Overall, housing operations we have observed seem to run smoothly.

Table 8
Differences on Housing Operations Items by Area

Questionnaire Item	Most Satisfied	Least Satisfied
Q54: Politeness of housing inspectors	All Others	Barbers Pt
Q55: Housing inspectors on time	Hickam Schofield	All Others
Q56: Government quarters cleaning	Hickam	Barbers Pt
Q57: Poor contractor work fixed quickly	All Others	Pearl Harbor
Q58: Inspectors use the same standards	Pearl Harbor Kaneohe Schofield	Barbers Pt
Q59: Inspection rules are the same for all	Kaneohe Pearl Harbor	Barbers Pt
Q60: Inspectors follow up for repairs	Schofield Kaneohe Ft Shafter	Pearl Harbor Hickam
Q61: Trash pick-up is good and on schedule	Kaneohe Hickam Ft Shafter Pearl Harbor	Schofield
Q62: Phone stickers were received from the inspectors during check-in	Hickam Pearl Harbor Schofield Barbers Pt	Ft Shafter Kaneohe
Q63: Overall evaluation of housing operations	Schofield Hickam	Barbers Pt Pearl Harbor

being on time, perhaps reflecting a greater likelihood of spouses being the ones who wait for inspectors to arrive. In the same direction, but showing a different pattern, service member respondents were more satisfied than couples respondents with prompt repair of poor contractor work and housing inspection rules being the same for all. On the overall evaluation of housing operations, service member respondents

were more positive than spouse respondents or couples. Again, this reflects the pattern of spouse influence toward the negative that was found on most of the individual items.

All eight of the operations items that were applicable to both the pre- and post-consolidation groups showed significant response differences by assignment date.

(Items not applying before the consolidation were the new government quarters cleaning policy and the phone stickers.) In all cases, positive responses were more prevalent among those assigned since than those before the consolidation. Looking at responses with the assignment dates broken down more finely, the most recent assignees (since Jan 1986) were again significantly more positive than those assigned earlier on the same eight items.

Housing Referral

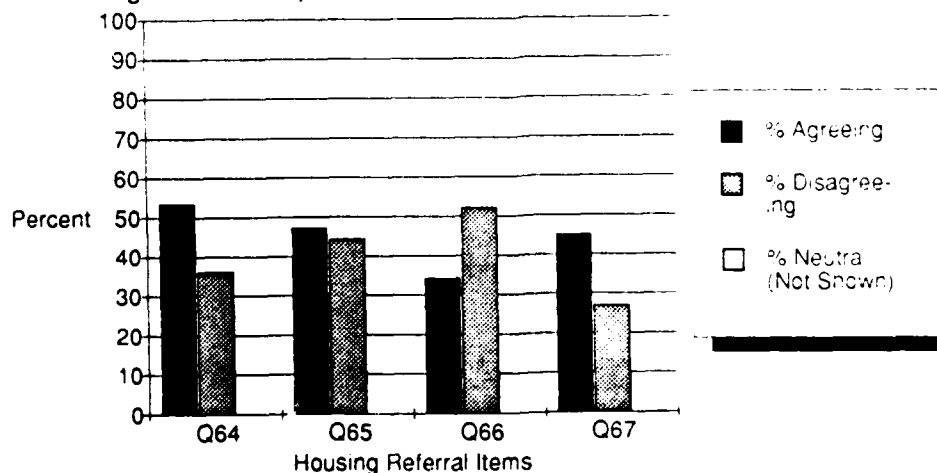
Only four items on housing referral were included in the questionnaire. Figure 15 shows that among those who used the service or had an opinion about it, evaluations were more positive than negative for recentness and accuracy of housing lists, equally positive and negative for having been given maps and school information, and more negative than positive on being given information on buying. The overall housing referral evaluation was on the positive side, with the remaining percentage split evenly between disagree and neutral.

Differences by Housing Area. Responses to all four items on housing referral showed statistically significant differences by area, and all differences were among the same areas (see Table 9).

Differences by Pay Grade Group. Responses to only 2 of the 4 housing referral items were significantly different by pay grade group. Senior enlisted personnel (E7-E9) and senior officers (O4-O6+) were more satisfied than warrant officers and junior officers (O1-O3) with the recentness and accuracy of housing lists. Senior enlisted and senior officers were also more satisfied than E4-E6 personnel with having received information on buying.

Differences by Who Responded and When First Assigned to Housing. On all three of the specific items under housing referral, the same pattern of spouse influence toward the negative was found (i.e., service member responders more positive than spouse or couples responders.) On the overall evaluation of housing referral, the pattern was the same.

Figure 15. Responses to housing referral items



Q64: We were given up-to-date, accurate lists of civilian housing.

Q65: We were given maps and school information.

Q66: The housing office offered us information on buying, leasing and contracts housing.

Q67: The housing referral program seems to work well.

Table 9
Differences on Housing Referral Items by Area

Questionnaire Item	Most Satisfied	Least Satisfied
Q64: Recentness and accuracy of housing lists	All Others	Barbers Pt Pearl Harbor
Q65: Having been given maps and school info	All Others	Barbers Pt Pearl Harbor
Q66: Having been given information on buying	All Others	Barbers Pt Pearl Harbor
Q67: Overall evaluation of housing referral	All Others	Barbers Pt Pearl Harbor

By pre- and post-consolidation assignment to housing, those assigned since the consolidation were significantly more positive about the recentness and accuracy of the housing lists they received. With assignment date categories broken down more finely, the most recent assignees again were the most satisfied group (with recentness and accuracy of civilian housing lists, having been given maps and school information, and in their overall evaluation of the housing referral program).

Features and Facilities

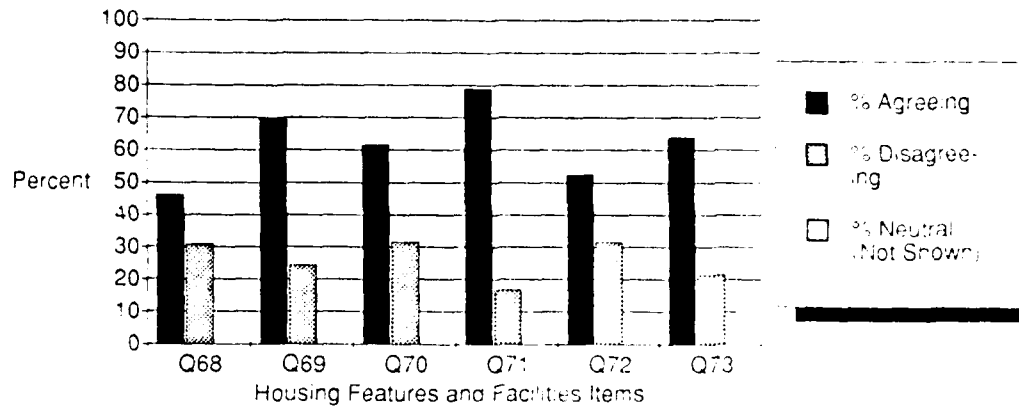
Respondents were asked to evaluate 23 aspects of their housing features and facilities and to respond to two items that asked for their overall satisfaction level with features and with facilities. Figures 16 through 19 show the percentages agreeing and disagreeing with all of these questionnaire items.

The greatest percentages of positive responses (60% or higher) were found with the following: unit size, bedroom size(s), number of bathrooms, floor plan, kitchen cabinet space, working condition of kitchen appliances, hot water supply, the unit being located close to

work, having enough sidewalks, and overall satisfaction with housing features. Features and facilities garnering more negative than positive responses were no need for kitchen or bathroom remodeling, playground maintenance, playground inspections, and recreational facilities for teenagers. All others drew mixed responses that are partially explained by housing area differences.

Differences by Housing Area. All of the housing features and facilities items showed significant differences by area. Like the questionnaire items on housing office services, residents of Hickam and Barbers Point areas tended to fall on the less satisfied side of the scale more than residents of the other four areas. Overall, Hickam residents were least satisfied with housing features and most satisfied with housing facilities. In contrast, Barbers Point residents were generally satisfied with housing facilities. Other housing areas that showed greater dissatisfaction than the others were Ft. Shafter residents with working condition of their appliances, Schofield residents with hot water supply and with noise between units, and Pearl Harbor residents with location of playgrounds. Significant differences by area are shown in Table 10.

Figure 16. Responses to housing features and facilities items



Q68: Family housing in our area is always being improved.

Q69: Our housing unit is large enough for us.

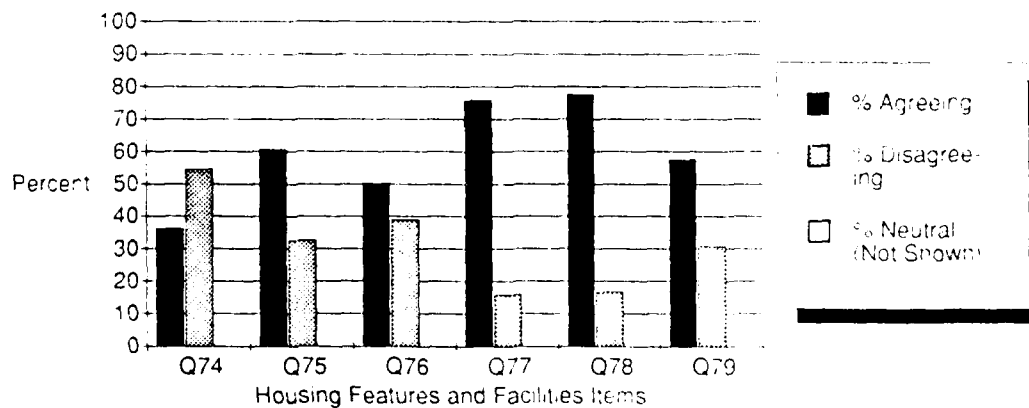
Q70: Our bedrooms are large enough.

Q71: We have enough bathrooms.

Q72: Our housing unit is well built.

Q73: Our floor plan is good.

Figure 17. Responses to housing features and facilities items



Q74: Our unit does not need kitchen or bath remodeling.

Q75: We have enough kitchen cabinet space.

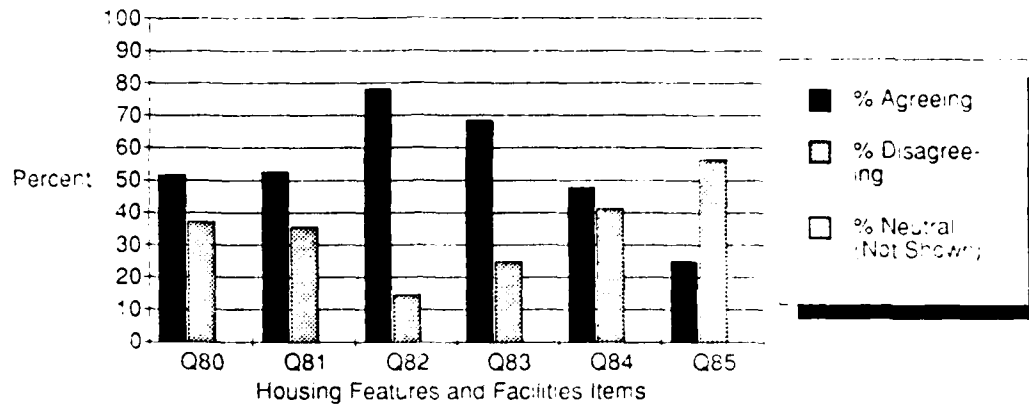
Q76: The plumbing in our unit is not a problem.

Q77: Our kitchen appliances work well.

Q78: Our hot water supply is adequate.

Q79: Window and door screen material is OK.

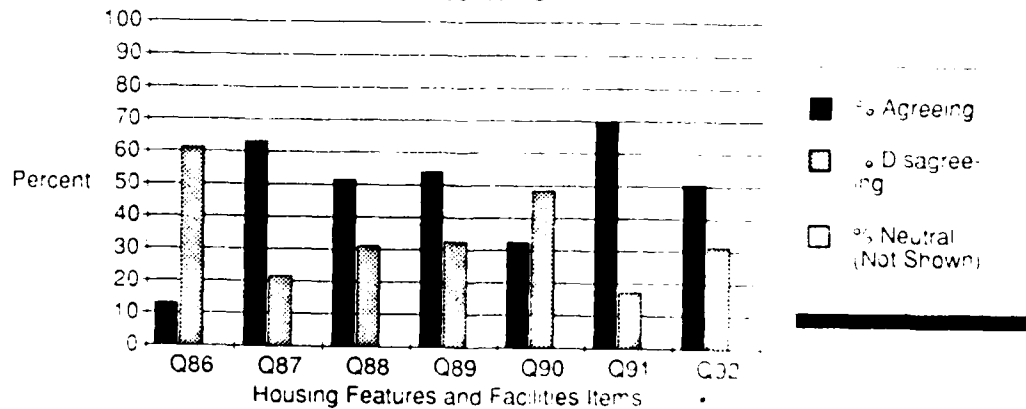
Figure 18. Responses to housing features and facilities items



Q80: Our housing unit was clean when we moved in.
 Q81: Noise between units in our area is not a problem.
 Q82: Our housing unit is close to my work.

Q83: There are enough sidewalks in our housing area.
 Q84: We have enough tot lots and playgrounds in our area.
 Q85: Our playgrounds are well maintained.

Figure 19. Responses to housing features and facilities items



Q86: Our playgrounds are inspected often enough.
 Q87: Our playgrounds are far enough from roads.
 Q88: We have enough child care and FSC facilities in this area.
 Q89: We have enough all-age rec facilities available.

Q90: We have enough recreational facilities for teenagers.
 Q91: Overall, we are satisfied with most features of our housing unit.
 Q92: Overall, we are satisfied with facilities in our area.

Table 10
Differences on Housing Features and Facilities
Items by Area

Questionnaire Item	Most Satisfied	Least Satisfied
Q68: Our family housing is always improving	Kaneohe Ft Shafter	All Others
Q69: Our housing unit is large enough	All Others	Hickam
Q70: Our bedrooms are large enough	All Others	Hickam
Q71: We have enough bathrooms	Kaneohe Barbers Pt Ft Shafter	Pearl Harbor Hickam
Q72: Our housing is well built	All Others	Barbers Pt
Q73: Our floor plan is good	Ft Shafter Kaneohe Barbers Pt Pearl Harbor	Hickam
Q74: Our unit does not need remodeling	All Others	Hickam
Q75: We have enough kitchen cabinet space	Barbers Pt Pearl Harbor Schofield Kaneohe	Hickam
Q76: Plumbing is not a problem	Schofield Kaneohe Shafter Barbers Pt	Hickam
Q77: Appliances work well	Kaneohe Pearl Harbor Schofield Hickam	Ft Shafter
Q78: Hot water supply is adequate	Ft Shafter Barbers Pt Pearl Harbor Hickam	Schofield
Q79: Window and door screening is ok	Kaneohe Ft Shafter	Hickam Barbers Pt

Table 10 (Cont)
Differences on Housing Features and Facilities
Items by Area

Questionnaire Item	Most Satisfied	Least Satisfied
Q80: Unit was clean at move-in	All Others	Hickam
Q81: Noise between units not a problem	All Others	Schofield
Q82: Unit is located close to work	All Others	Barbers Pt
Q83: We have enough sidewalks	Hickam Schofield Ft Shafter	Barbers Pt
Q84: We have enough tot lots and playgrounds	Pearl Harbor	All Others
Q85: Playgrounds are well maintained	Hickam Pearl Harbor Ft Shafter Kaneohe	Barbers Pt
Q86: Playgrounds are inspected often enough	Hickam	All Others
Q87: Playgrounds are far enough from roads	Kaneohe Schofield Hickam	Pearl Harbor
Q88: We have enough child care and FSCs	Hickam Ft Shafter	All Others
Q89: We have enough all-age recreational facilities	Ft Shafter Hickam Kaneohe Schofield	Barbers Pt
Q90: We have enough recreation for teens	Ft Shafter Hickam Schofield Kaneohe	Barbers Pt Pearl Harbor
Q91: Overall we are satisfied with our housing features	All Others	Hickam
Q92: Overall we are satisfied with our housing facilities	Hickam Ft Shafter	Barbers Pt Schofield Pearl Harbor

Differences by Pay Grade Group.

Sixteen of the 25 items on housing features and facilities showed response differences by pay grade group. Senior personnel (i.e., E7 to E9 and O4 to O6+) tended to be less satisfied than their more junior counterparts with the following: housing size, bedroom size(s), kitchen cabinet space, adequacy of plumbing, cleanliness of the unit at move-in, and recreational facilities for teenage children. E7 to E9 personnel also were less satisfied overall with features of their housing. Responses of the more junior personnel (especially E4 to E6s) showed them to be less satisfied than other groups with the following: having enough bathrooms, noise levels between units, location of housing close to work, having enough tot lots and playgrounds, and playground inspections. On other items, both major groups of enlisted personnel (E4-E9) were less satisfied than others with their floor plans, hot water supply, playground maintenance, and overall evaluation of facilities.

Differences by Who Responded and When First Assigned to Housing. Thirteen of the specific items on housing features and facilities showed significant response differences depending on who responded. The most frequent pattern found was that service member respondents were more positive than spouse or couple respondents. This pattern was found on the following items: the unit being built well; having enough sidewalks, tot lots and playgrounds, area facilities, and recreational facilities for teenagers; and playground maintenance and inspections. Since over half of all spouses in all service member pay grade groups were not employed outside the home, the greater salience of these aspects of the living environment to spouses would be expected, as would their greater influence on service member responses when they answered as couples. A second pattern found was for service member and spouse respondents to disagree. Regarding bedroom size(s), spouses were more satisfied than service members, but on convenience of the unit to work, service members were more satisfied than spouses. The third pattern was concurrence of service member and spouse respondents on desirability of the unit floor plan, cleanliness of the unit at move-in, and whether or not noise between units was a problem.

On the overall evaluation of housing features, spouse respondents were significantly more positive than couples. The reverse was seen on facilities evaluation, where service members were more positive than spouses or couples.

Responses to 17 of the 25 items under this topic were significantly different by assignment date. Those assigned to housing before the consolidation were more likely than those assigned after to agree that housing was always improving. Respondents assigned after the consolidation were more positive than those assigned before on all of the following: bedroom size(s), quality of construction, having enough kitchen cabinet space, adequacy of plumbing, working condition of appliances, hot water supply, door and window screen material, unit cleanliness at move-in, noise between units not being a problem, having enough sidewalks, playground maintenance, distance of playgrounds from roads, having enough community facilities and recreational facilities for teens, and their overall evaluations of both housing features and facilities. When the assignment date categories were broken more finely, the most recent assignees (since Jan 1986) were the most positive of all the groups on all of the same items named above, but least positive of all the groups that housing was improving.

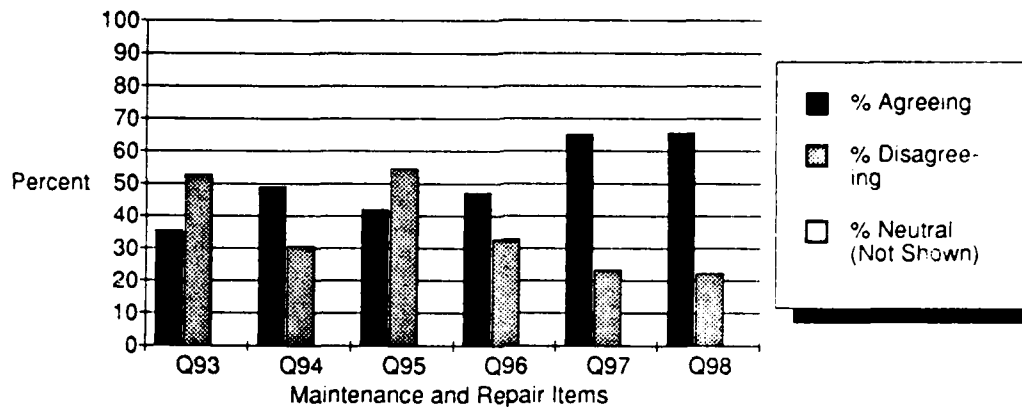
Maintenance and Repair

Thirteen items on the questionnaire addressed aspects of maintenance and repair. Figures 20 and 21 show that agreement was considerably higher than disagreement with advance notice of contractor work, being given time frames for repairs, politeness of maintenance people, work order numbers resulting in faster service, emergency calls getting through promptly, and good response to emergency calls. Items with agreement still higher than disagreement, but with more mixed responses included prompt appliance repair, good response to routine calls, quality of maintenance work, common ground maintenance, and the overall evaluation of maintenance and repair. More disagreement than agreement was found on repairs being done before move-in and housing units getting regular preventive maintenance.

Differences by Housing Area. All of the responses to maintenance and repair items were significantly different by area. The areas

from which responses were most often negative were Pearl Harbor and Kaneohe. Area response differences are illustrated in Table 11.

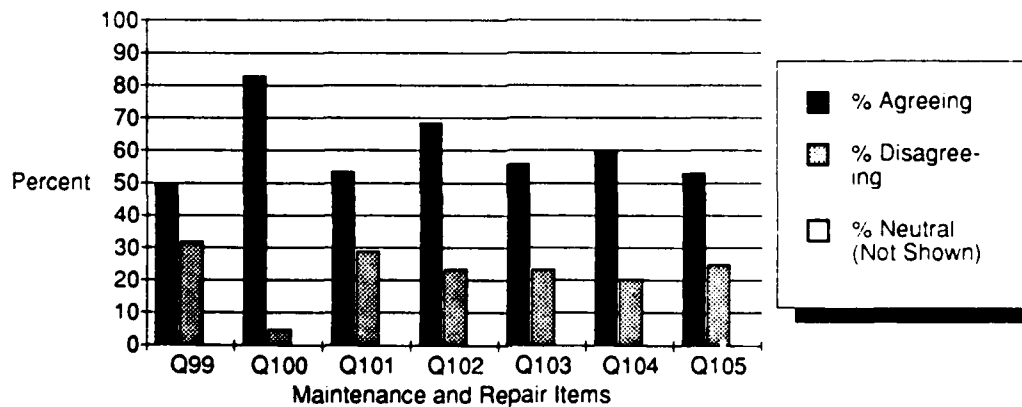
Figure 20. Responses to maintenance and repair items



Q93: Repairs to our quarters were done before move-in.
Q94: Quality of maintenance work is good.
Q95: Housing units get regular preventive maintenance.

Q96: Our common ground areas are well maintained.
Q97: We are told in advance of contractor work in our area.
Q98: We are usually given a time frame for repairs.

Figure 21. Responses to maintenance and repair items



Q99: Appliance repair is prompt, even on weekends.
Q100: Maintenance people are polite.
Q101: Response to routine calls for service is good.
Q102: Work order numbers when we call result in faster service.

Q103: Emergency phone calls get through promptly.
Q104: Response to emergency calls for service is good.
Q105: Overall, we are satisfied with maintenance and repair in our unit and housing area.

Table 11

Differences on Maintenance and Repair Items by Area

Questionnaire Item	Most Satisfied	Least Satisfied
Q93: Repairs were done before move-in	Schofield Hickam	Pearl Harbor
Q94: Quality of maintenance work	All Others	Pearl Harbor
Q95: Regular preventive maintenance on units	Ft Shafter Schofield Kaneohe	Barbers Pt Pearl Harbor
Q96: Common ground maintenance	Hickam Ft Shafter Schofield Kaneohe	Barbers Pt Pearl Harbor
Q97: Advance notice of contractor work	Kaneohe Schofield Ft Shafter Hickam	Pearl Harbor
Q98: Given time frames when repairs will be made	Hickam	Pearl Harbor Barbers Point Schofield
Q99: Prompt appliance repair	Hickam Barbers Pt Schofield Pearl Harbor	Kaneohe
Q100: Maintenance people are polite	Hickam Barbers Pt	Pearl Harbor
Q101: Good response to routine service calls	Hickam Schofield Ft Shafter	Kaneohe Pearl Harbor
Q102: Work order numbers speed service	All Others	Kaneohe
Q103: Emergency calls get through promptly	All Others	Kaneohe
Q104: Good response to emergency calls	All Others	Kaneohe
Q105: Overall evaluation of maintenance and repair	Hickam Schofield Ft Shafter Barbers Pt	Kaneohe

Differences by Pay Grade Group

Responses to maintenance and repair items by personnel in different pay groups were generally mixed. Officers (especially O4-O6+) reported more agreement than enlisted personnel with promptness of appliance repair, politeness of maintenance workers, emergency calls getting through quickly, and with good service on emergency calls. On the other hand, senior officers tended to be more negative than other pay groups about the quality of maintenance work, regular preventive maintenance, and advance notice of contractor work. No pay grade difference was found on the overall evaluation of maintenance and repair.

Differences by Who Responded and When First Moved in to Housing.

Of the seven items showing response differences by who responded, the most common pattern was for service member respondents to be more positive than spouse or couples. This pattern, which suggests that spouses influenced the responses in the negative direction, was found on repairs being completed before move-in, having advance notice of contractor work, being given time frames for repairs, and promptness of appliance repairs. Again, since the majority of spouses were not employed outside the home, their greater likelihood of dealing directly with these situations probably increased the salience of the items to them. Service member and spouse respondents disagreed (with service members being more positive) on the quality of maintenance work and that emergency calls for service get through quickly. Service member and spouse responders concurred on the item about maintenance of common ground areas. On the overall evaluation item, service member responders were significantly more satisfied than couples responders, but there was no difference between service member and spouse responses.

By move-in date, the quality of maintenance work, preventive maintenance, and common ground maintenance were more satisfactory to those who moved in since than those before the housing consolidation. But those who moved in before the consolidation were more satisfied than those who moved in after with advance notice of contractor work. With move-in date groups broken down more finely, trends were more variable. The most recent assignees

(since Jan 1986) were the most satisfied group with common ground maintenance, response to routine calls, and work order numbers resulting in faster service. However, the most recent assignees were also the least satisfied group with advance notice of contractor work.

Security and Safety

Six items asked respondents to report their satisfaction with security and safety. Figure 22 shows that there was not the high consensus of opinion on security and safety that was found on other topics.

Differences by Housing Area.

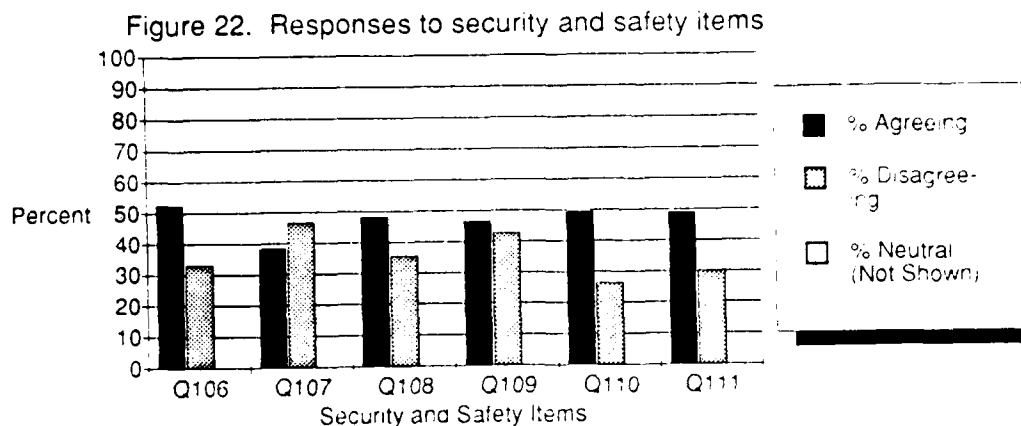
Significant differences on all of the security and safety items were found by area. As illustrated in Table 12, no clear pattern was evident.

Differences by Pay Grade Group.

All but the item on self-help security devices showed response differences by pay grade group. Both major enlisted groups (E4-E6 and E7-E9) were significantly less satisfied than officers (O1-O6) with patrols in the housing areas, security of housing units, and with security and safety overall. In addition, E4 to E6 personnel were the least satisfied of all groups with fire inspections and E7 to E9 personnel were the least satisfied group with enforcement of speed limits.

Differences by Who Responded and When First Assigned to Housing.

All of the specific items on security and safety also showed response differences by who responded. On having enough patrols, having regular fire inspections, and enforcement of speed limits, service member respondents were more satisfied than spouse or couples respondents. The question of safety appears to be more salient to spouses and this pattern suggests that spouses influenced responses of couples answering together. Service member and spouse respondents concurred on the item about unit security, with couples less satisfied. Similarly, service members were more positive about the self-help security devices they installed than were couples responding together. On the overall evaluation of security and safety in the housing unit and housing area, both service member and spouse responders were more positive than couples responders.



Q106: There are enough patrols in our housing area.

Q107: We have regular fire inspections in our housing area.

Q108: We feel that our housing unit is secure.

Q109: Speed limits are enforced in our housing area.

Q110: We feel safe with self-help security devices installed.

Q111: Overall, we are satisfied with security and safety in our unit and housing area.

Table 12

Differences on Security and Safety Items by Area

Questionnaire Items	Most Satisfied	Least Satisfied
Q106: Enough patrols in the area	All Others	Schofield
Q107: Regular fire inspections	Hickam Kaneohe Schofield Ft Shafter	Barbers Pt Pearl Harbor
Q108: Security of housing unit	Hickam Kaneohe Ft Shafter Barbers Pt	Pearl Harbor Schofield
Q109: Enforcement of speed limits	Barbers Pt Ft Shafter	All Others
Q110: Feel safe with self-help devices installed	All Others	Pearl Harbor
Q111: Overall evaluation of security and safety	All Others	Pearl Harbor Schofield

By assignment date to housing, there were no differences when the categories were grouped into pre- and post-consolidation. However, with assignment date categories broken more finely, the most recent assignees (since Jan 1986) were more satisfied than those assigned in 1984 and 1985 with enforcement of speed limits and with overall security and safety. Also, those assigned in 1985 were significantly more satisfied with self-help security devices installed than those assigned prior to 1984.

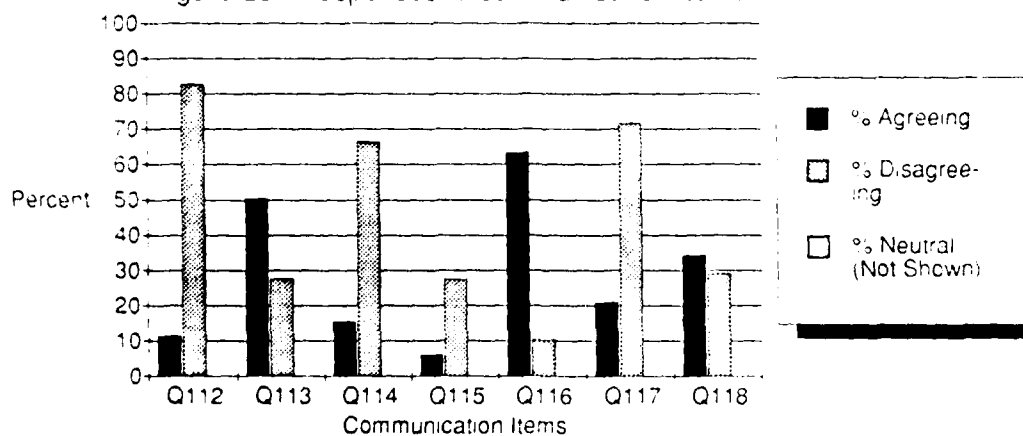
Communication

Seven items on the questionnaire addressed aspects of communications. The percentages agreeing and disagreeing with these items as shown in Figure 23 must be interpreted with caution. At first glance, these results appear to show unusually high percentages of negative responses. However, Q114 asks about usage of the Housing Hotline and Q117 about "The Military Family Preview." Overall, less than

half (48.4%) of the respondents answered the question on usage of the Housing Hotline and only a little over one-quarter (25.5%) evaluated its effectiveness. Nearly half of the responses to the evaluation of the Hotline fell into the "neither disagree nor agree" category (48.6%). However, of the small number who both used it and evaluated it, the majority did not agree that it was helpful. "The Military Family Preview" is a relatively new publication that could not have been received by personnel arriving in Hawaii prior to late 1986 (e.g., approximately 29% of the obtained sample). Of those who could have received it, just over 20 percent reported that they did. Additionally, free storage of excess furniture (Q112) may also be a service added too recently to have been available to a large percentage of the sample.

Of the items on this topic that did apply to most of the survey respondents, just over half who responded to the item agreed that they were comfortable asking questions of housing personnel and over 60 percent reported that the

Figure 23. Responses to communication items



- Q112: The housing office told us about free storage of excess furniture.
 Q113: We feel comfortable asking questions of housing office people any time.
 Q114: We have used the Housing Hotline.
 Q115: The Housing Hotline was helpful when we had a problem.

- Q116: The "Aloha Ohana" housing newspaper is informative.
 Q117: We got a copy of "The Military Family Preview" through our sponsor.
 Q118: Overall, communication between housing offices and housing residents is good.

"Aloha Ohana" was informative. However, responses to the overall item showed nearly equal percentages agreeing and disagreeing that communication between residents and housing offices is good, with 36 percent neither disagreeing nor agreeing.

Differences by Housing Area. Only three items in the section were significantly different by area. Hickam respondents reported being told about free furniture storage more often than respondents from all other areas and more often reported having received "The Military Family Preview" than residents of Kaneohe and Pearl Harbor. Residents of Ft Shafter, Schofield, Pearl Harbor, and Kaneohe housing areas were much more likely than Hickam residents to agree that the "Aloha Ohana" was informative. There was no difference by area on the overall evaluation of communication.

Differences by Pay Grade Group. By pay group, again responses to three items were significantly different. Senior officers more often than all other groups reported having been told about storage of excess furniture. E4 to E6 personnel were more likely than junior officers to have used the Housing hotline. Both major enlisted groups more often than senior officers reported that the "Aloha Ohana" was informative.

Differences by Who Responded and When First Assigned to Housing. Of the items under the communication topic that applied to most of the sample, only two showed differences by who responded. Service member respondents more often than spouse or couples reported feeling comfortable asking questions at the housing offices. This suggests that spouses find asking questions more uncomfortable and that they influence responses in the negative direction when answering as couples. On the informativeness of the "Aloha Ohana," spouses and couples were more positive than service members. It may be that spouses are more likely to read the newspaper. On the overall evaluation of communication between residents and housing offices, both service members and spouses were more positive if they answered alone than if they answered together.

By assignment date, no differences were found between pre- and post-consolidation assignees. However, with the assignment cate-

gories broken down more finely, the most recent assignees (since Jan 1986) reported more often being told about storage of excess furniture than all other groups, being more comfortable asking questions at the housing office than those assigned in 1984 and 1985, and evaluated overall communications more positively than those assigned in 1984.

Self-Help

Respondents were asked to agree or disagree with 8 statements on aspects of the self-help program, including an overall evaluation. Figure 24 shows clearly that, overall, 70 percent or more were satisfied with all aspects measured, and 88 percent evaluated the program positively. The level of dissatisfaction seen on Items 118 and 122 results primarily from area differences.

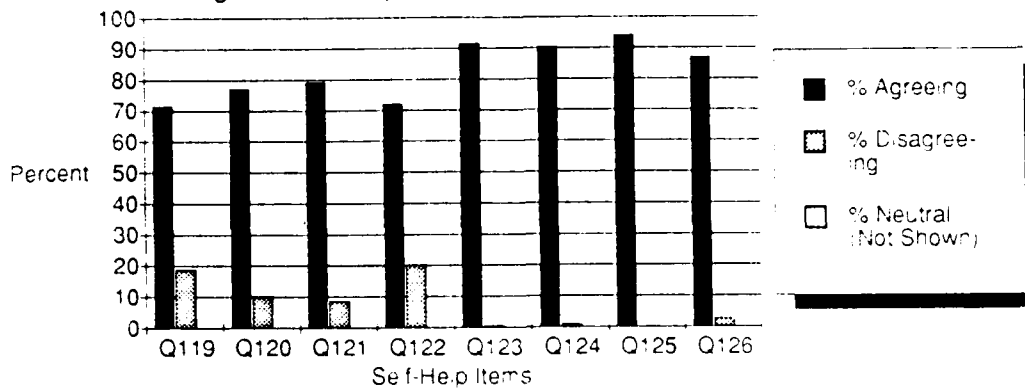
Differences by Housing Area. Seven of the 8 items showed significant differences by area, as illustrated in Table 13.

Differences by Pay Grade Group. Only 4 items showed differences by pay grade group. Dissatisfaction with store hours was most prevalent among senior officers and E4 to E6 personnel. Senior enlisted personnel (E7-E9) were less likely than others to agree with stocking of pesticides and shrubs. Overall satisfaction with the program was highest among E4 to E6 personnel and lowest among senior officers.

Differences by Who Responded and When First Assigned to Housing. Only two of the specific items under self-help were different depending on who responded and these differences were exactly opposite. Service member respondents were more positive than spouse respondents in their evaluation regarding service at the stores, but spouses showed higher approval than service members with the availability of shrubs. No response difference on overall evaluation of the program was found as a function of who answered the questionnaire.

Response differences between pre- and post-consolidation groups showed that those assigned since the consolidation were

Figure 24. Responses to self-help items



Q119: The hours that our self-help store is open are OK.

Q120: Our self-help store has the items we need.

Q121: Service is good at our self-help store.

Q122: We were told about the self-help program at check-in.

Q123: We like having pesticides at the self-help stores.

Q124: We like having shrubs at the self-help stores.

Q125: We like having security items at self-help stores.

Q126: Overall, we are satisfied with the self-help program.

Table 13

Differences on Self-Help Items by Area

Questionnaire Item	Most Satisfied	Least Satisfied
Q119: Hours that Self-Help stores are open	All Others	Hickam
Q120: Our S-H store has the items we need	Kaneohe Pearl Harbor Ft Shatter	Hickam Barbers Pt Schofield
Q121: Service is good	All Others	Barbers Pt
Q122: We were told about S-H at check-in	All	Kaneohe
Q123: Like having pesticides stocked	Ft Shatter Kaneohe Schofield	Hickam
Q125: Like having security devices stocked	Ft Shatter Schofield Pearl Harbor	Hickam
Q126: Overall evaluation	All Others	Hickam Barbers Pt

significantly more satisfied than those assigned before with the hours the stores were open, stocking of needed items, and having been told about the program at check-in, as well as more positive in their overall evaluation of the program. With the assignment date categories broken down more finely, respondents assigned between January 1985 and the present were also more satisfied than those assigned earlier on the same three aspects above (hours, items, being told about the program). The most recent assignees (since Jan 1986) gave the program a significantly higher evaluation than did those assigned prior to January 1985.

Temporary Living Allowance (TLA)

Five questionnaire items addressed aspects of the TLA program. Figure 25 shows that 60 percent or more were satisfied with all aspects measured and with the program overall

Differences by Housing Area. Four of the five TLA items showed significant response differences by area. No pattern was evident, as shown in Table 14.

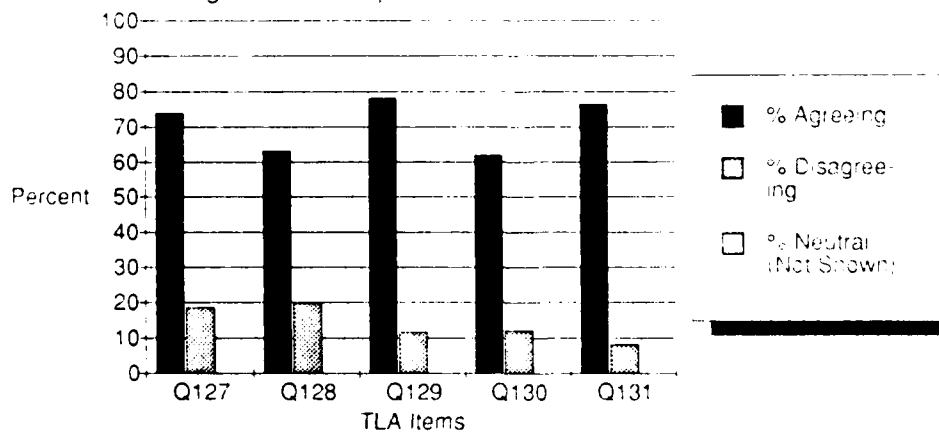
Differences by Pay Grade Group.

Responses to three items showed significant differences by pay grade group. In all cases, officers and senior enlisted personnel were more satisfied than E4 to E6 personnel with the TLA briefing, the hotel lists, and the TLA hotels in which they stayed.

Differences by Who Responded and When First Assigned to Housing.

Differences were found by who responded on all three specific TLA items. Service member and spouse respondents concurred that they were briefed on TLA, but those who answered as couples were less likely to report positively. Service member respondents were more positive than both spouse and couples respondents on how good their hotel list was. As on many other items in the questionnaire, the perceived "goodness" of the hotel list appears to have been influenced toward the negative by spouses. Regarding the accuracy of estimates of TLA stays during major repairs, service members answering alone were more positive than those who answered with their spouses. This same pattern was found on the overall evaluation of the TLA program.

Figure 25. Responses to TLA items



Q127: We were briefed on TLA at the housing office.

Q128: Our housing office had a good hotel list.

Q129: The TLA hotel we stayed in was OK.

Q130: Estimates of TLA stays during major repairs on our housing have been accurate.

Q131: Overall, we were satisfied with the TLA program.

Table 14

Differences on TLA Items by Area

Questionnaire Item	Most Satisfied	Least Satisfied
Q127: Briefed on TLA at the housing office	Hickam Kaneohe	All Others
Q128: Our housing office had a good hotel list	All Others	Barbers Pt
Q130: Estimates of TLA stays during repairs were accurate	Hickam	Ft Shafter
Q131: Overall satisfaction with the program	Hickam Pearl Harbor	Schofield Barbers Pt Ft Shafter

By pre- and post-consolidation assignment dates, respondents assigned before the consolidation reported greater satisfaction with the hotel lists provided them and more accurate estimates of TLA stays during repairs than those who were assigned after the consolidation. Specifically, with assignment categories broken more finely, those assigned in Hawaii before January 1984 were more satisfied with their hotel lists than the most recent assignees (since Jan 1986).

General Satisfaction

The final section in Part 2 of the questionnaire contained seven items that attempted to relate attitudes toward the present living conditions to overall satisfaction, and perceived effect on job performance (i.e., one measure of readiness) and career intention (i.e., one measure of retention).

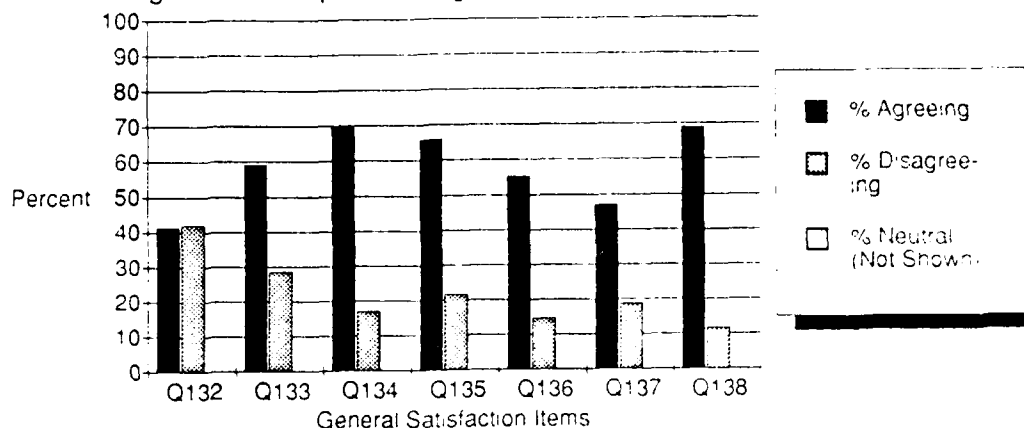
Figure 26 shows the overall responses to these general items. Preference for military over civilian housing was dependent on the cost factor in civilian housing for about 40 percent of the respondents, and independent from the cost factor for about the same percentage. About 60 percent reported preferring their current housing area. Similar to results found in previous

surveys (Lawson, Molof, Magnusson, Davenport, & Feher, 1985; Lawson & Murphy, 1985; Lawson, Murphy, & Magnusson, 1987), service members reported themselves as more satisfied with their housing unit than their spouses. Over half of the respondents indicated their living conditions were having a positive effect on the service member's job performance and just under half on military career intentions. Close to 70 percent reported being generally satisfied with most services provided by housing.

Differences by Housing Area

Responses to all of the general satisfaction items were significantly different by housing area. As shown in Table 15, residents of Ft. Shafter and Kaneohe housing were the most satisfied overall. Barbers Point and Pearl Harbor housing residents were more likely than others to be in military housing because of the cost factor in the civilian sector. Residents of these same areas, along with those from Schofield, also would be more likely than others to prefer to live elsewhere within the total military housing community in Hawaii. Results of preceding questionnaire items and topics showed Barbers Point and Pearl Harbor residents more dissatisfied than others with housing operations and with aspects of maintenance and repair.

Figure 26. Responses to general satisfaction items



Q132: We would prefer military over civilian housing even if costs were not a factor.

Q133: We prefer our current housing area over any other in Hawaii.

Q134: Overall, the service member is satisfied with our housing unit.

Q135: Overall, the spouse is satisfied with our housing unit.

Q136: Our living conditions are having a positive effect on the service member's job performance.

Q137: Our living conditions are having a positive effect on service member's military career intentions.

Q138: Overall, we are satisfied with most services provided by housing.

On the service member and spouse satisfaction items, residents of Schofield and Hickam housing areas were more likely than others to be generally negative. Responses of Hickam residents on previously reported topics support their position on these general items. They were very frequently less satisfied than residents of other areas with housing office services, with their self-help store, and with features of their present housing units. Their preference for their current housing area also fits with their greater disagreement with the mixing of Services in housing areas. However, the position of Schofield respondents on general satisfaction items is not clearly supported by their responses to items in the preceding topic sections. For example, relative to other areas, negative responses from Schofield residents were more often found on topics somewhat peripheral to the housing unit itself (such as the loaner furniture program). However, the diversity of their

dissatisfaction responses may be the key to explaining their general position.

From the point of view of the respondents to this survey, Ft. Shafter and Kaneohe housing areas appear to be the "best" in which to live. But this conclusion should be tempered with consideration of those residents' greater experience living in civilian housing. Individuals with greater experience living in civilian housing tended to be more satisfied with their living conditions in military family housing.

Differences by Pay Grade Group.

Only two of the general satisfaction items showed significant response differences by pay grade group. Preference for military versus civilian housing, even if costs were not a factor, was greater among E4 to E6 personnel than among the senior enlisted. Preference for the current military housing area versus any other in

Table 15
Differences on General Satisfaction Items by Area

Questionnaire Item	Most Satisfied	Least Satisfied
Q132: Prefer military housing over civilian even if costs were not a factor	Ft Shafter	Barbers Pt Pearl Harbor
Q133: Prefer current military housing area over any other in Hawaii	Ft Shafter Kaneohe Hickam	Schofield Barbers Pt Pearl Harbor
Q134: Service member satisfaction with the housing unit	Ft Shafter Kaneohe	Schofield Hickam
Q135: Spouse satisfaction with the housing unit	Ft Shafter Kaneohe	Schofield Hickam
Q136: Effect of living conditions on service member job performance	Ft Shafter Kaneohe	Barbers Pt Schofield
Q137: Effect of living condition on service member career intentions	Ft Shafter Kaneohe	Barbers Pt Pearl Harbor Schofield Hickam
Q138: Overall satisfaction with most of services provided by housing	Ft Shafter	Barbers Pt Hickam Pearl Harbor Schofield

Hawaii was greatest among senior officers and senior enlisted and lowest among E4 to E6 personnel.

Differences by Who Responded and When First Assigned to Housing. Response differences were found on all of the general satisfaction items as a function of who filled out the questionnaire. In all cases, responses of spouses answering alone were most positive or satisfied. Specifically, preference for military over civilian housing and spouse satisfaction with the current housing unit was higher among spouse responders than either service member or couples responders. Preference for the

current housing unit and evaluation of the service member's satisfaction with the unit were not different between service members and spouses, but were lower if they answered together. The differences in responses to the above four items are worthy of note because of what they suggest. It appears that for some families, the spouse may be influential in the decision to live in military housing, with service members less inclined. It is also interesting that service members may underestimate the level of their spouse's satisfaction with the housing unit, while spouse estimates of service member satisfaction, on the other hand, are more accurate. The implication of lower service member

satisfaction when couples answered together, when considered with greater spouse preference for military housing, is that service members may be influencing the spouses toward the negative when they answer as couples.

The perceived effects of living conditions on job performance and career intentions as well as general satisfaction with housing services were more positive when the spouse answered alone than when spouse and service member answered together.

By assignment date, respondents assigned before the consolidation showed greater preference for their current housing area than those who were assigned after. Specifically, respondents assigned housing before December 1983 showed the strongest preference and those assigned since January 1986 showed the lowest preference. Service member satisfaction with the housing unit was also higher among pre-consolidation assignees than among those assigned after. However, with the assignment date categories broken down further, satisfaction was higher among those assigned before December 1983 and since January 1986 than among those assigned in 1985.

On the remaining three items showing significant differences by assignment date, responses of the most recent assignees (since Jan 1986) were more positive than those assigned in 1985 on spouse satisfaction, the effect of living conditions on job performance, and most services provided by housing.

Differences by Preference or Non-preference for Military Housing. The first item in the general satisfaction section asked respondents to agree or disagree that they would prefer military over civilian housing even if costs were not a factor. Responses to this item were analyzed against all others in the section to determine if there was a difference in attitude by housing preference. In all cases, those who preferred military over civilian housing, even if costs were not a factor, were significantly more positive or satisfied on the remaining items in the section compared to those who did not prefer military housing (see Table 16). This suggests that the perception of not having a choice of housing type (due to costs) may influence attitudes toward the current military housing.

Table 16

General Satisfaction as a Function of Preference for Housing Type

Questionnaire Item	Preferring Military	Not Preferring Military
Q133: Prefer current housing area		
% Agreeing	74.8	45.7
% Disagreeing	16.7	45.5
Q134: Service member satisfied with housing unit		
% Agreeing	85.2	54.4
% Disagreeing	8.1	30.6

Table 16 (Cont)

General Satisfaction as a Function of Preference for Housing Type

Questionnaire Item	Preferring Military	Not Preferring Military
Q135: Spouse satisfied with housing unit		
% Agreeing	82.4	49.9
% Disagreeing	11.2	36.2
Q136: Living conditions having a positive effect on service member job performance		
% Agreeing	74.3	37.9
% Disagreeing	6.4	26.9
Q137: Living conditions having a positive effect on service member career intentions		
% Agreeing	66.2	30.7
% Disagreeing	9.3	32.3
Q138: Overall satisfied with most services provided by housing		
% Agreeing	85.0	54.2
% Disagreeing	5.3	21.7

Major Problems

To determine the major problem areas, an analysis was performed to find the items in Part 2 with the lowest means. These items would then be considered the major problem areas because of the relative lack of satisfaction. Items pertaining to a limited number of individuals, e.g., the use of the housing hotline, were not included. It should be noted that this procedure does not take into consideration the contribution of those items to overall satisfaction.

Table 17 shows the biggest individual problem areas broken down by Service. Members of all services reported least satisfaction with receiving information on free storage of excess furniture. Also observed as a problem in several Services was playground maintenance

and inspection followed by the need for kitchen/bath remodeling.

Examining the differences at another level, the same analysis was done by area housing office. Table 18 shows major problems by housing area. These findings mimic that observed by Service. However, differences were found between the two primarily Army areas and the two Navy sites. For example, wait time for fencing approval was as a problem at Schofield, but not at Ft. Shafter, while regular preventive maintenance was a greater problem at Pearl Harbor than at Barbers Point. Complete frequencies of responses by Service and housing area for all items may be found in the supplement to this report.

Table 17
Major Problems by Service

Army	Navy	Air Force	Marine Corps	Coast Guard
1. Receiving info regarding free storage of excess furniture	1. Receiving info regarding free storage of excess furniture	1. Receiving info regarding free storage of excess furniture	1. Receiving info regarding free storage of excess furniture	1. Receiving info regarding free storage of excess furniture
2. Playground inspections & maintenance	2. Playground inspections & maintenance	2. Kitchen/bath remodeling	2. Playground inspections & maintenance	2. Receiving maps and school information
3. Regular fire inspections	3. Receiving info on buying or leasing civilian housing	3. Mixing of Services in housing areas	3. Wait time for approval of yard fencing	3. Playground inspections & maintenance
4. Kitchen/bath remodeling	4. Recreation facilities for teens	4. Wait time for approval of yard fencing	4. Rules enforced the same in all areas	4. Receiving info on buying or leasing civilian housing
5. Repairs done before move-in	5. Regular preventive maintenance	5. Regular preventive maintenance	5. Regular preventive maintenance	5. Kitchen/bath remodeling

Table 18
Major Problems by Housing Area

Ft. Shafter	Schofield	Barbers Pt
1 Receiving info regarding free storage of excess furniture	1. Receiving info regarding free storage of excess furniture	1. Receiving info regarding free storage of excess furniture
2. Playground inspections & maintenance	2. Playground inspections & maintenance	2 Playground inspections & maintenance
3 Rules enforced the same in all areas	3 Wait time for approval of yard fencing	3 Recreation facilities for teens
4 Regular fire inspections areas	4 Rules enforced the same in all civilian housing	4 Receiving info on buying/leasing
5 Receiving info on buying leasing civilian housing	5 Kitchen bath remodeling	5 Rules enforced the same in all areas
Pearl Harbor	Hickam	Kaneohe
1 Receiving info regarding free storage of excess furniture	1 Receiving info regarding free storage of excess furniture	1 Receiving info regarding free storage of excess furniture
2 Recreation facilities for	2 Kitchen/bath remodeling	2 Playground inspections & maintenance
3 Playground inspections	3 Mixing of Services in housing areas	3 Wait time for approval of yard fencing
4 Regular preventive maintenance	4 Wait time for approval of yard fencing	4 Playground maintenance
5. Receiving info on buying/leasing civilian housing	5 Regular preventive maintenance	5 Rules enforced the same in all areas

Summary Statistics

Factor analyses were performed on the questionnaire items subsumed under each topic in Part 2. The factors that emerged were then used to create factor-based scales with unit-weighting to determine the strength of their association with the items under the general satisfaction topic. Factor analysis was used in this case to reduce the number of questionnaire items into groups of items that could be used in regression analysis. Items that failed to load on a factor were dropped and all factors were tested and kept only if their reliability met or exceeded .70 (out of a possible 1.00). Additional tests were performed to determine if the factor reliabilities varied as a function of who responded to the questionnaire. No differences were found.

The factors used and the questionnaire items included in them were services and manner of delivery of service at housing offices (Q18-Q21, Q23-Q26, Q31); housing rule enforcement and rule explanation (Q22, Q27-Q28); policies (Q35-Q38); loaner furniture and appliances (Q41-Q42, Q45-Q47); housing operations (Q54-Q60, Q62); housing referral (Q64-Q66); housing unit size and space (Q69-Q72); number, location, and condition of playgrounds (Q84-Q87); facilities in housing areas (Q88-Q90); performance and quality of maintenance work (Q93-Q98); maintenance responsiveness (Q99-Q104); safety and security (Q106-Q110); communication between housing offices and housing residents (Q112-Q117); self-help items stocked (Q123-Q124); and TLA (Q127-Q130).

Table 19 shows the factors that were most strongly associated with responses to each of the items in the general satisfaction section. In all

cases, the factor listed first on the lists was the one that was most influential by a wide margin. The strength of association should be interpreted as moderate if it fell between .40 and .59 and strong if between .60 and .79. Maximum association possible is 1.00.

Several of the factors associated with the overall satisfaction items are of interest because of the items on which they did or did not have an influence. Housing unit size and space was the primary influence on general satisfaction for all items except the one on services provided by housing. Both service member and spouse satisfaction with the housing unit itself was more tied to immediate or daily needs being met (for example, the work performed by maintenance and repair personnel.) On the other hand, maintenance responsiveness and access to good playgrounds was perceived to have more far-reaching impacts (e.g., on service member job performance and career intention). This association seems to suggest that the more satisfactory the situation in which service members leave their families every day, the more they focus on their jobs and the more likely they may be to continue considering the military as a career. Regarding satisfaction with services provided by housing, it is important to note that respondents did not separate the services provided from the manner in which they were provided. In contrast, they did make a distinction between performance and quality of maintenance repair work and how responsive maintenance personnel were to their calls for service.

Table 19

**Factors (Groups of Questionnaire Items) Most Associated
With Overall Satisfaction**

Questionnaire Item	Contributing Factors	Strength of Association
Q132: Preference for military versus civilian housing	Housing unit space and size Performance and quality of maintenance work Communication between housing offices and housing residents	.46
Q133: Preference for the present housing area	Housing unit space and size Self-help items stocked Number, location and condition of playgrounds	.51
Q134: Service member satisfaction with the housing unit	Housing unit space and size Services and manner of delivery of services at housing offices Policies allowing occupant and other improvements Performance and quality of maintenance work	.66
Q135: Spouse satisfaction with the housing unit	Housing unit space and size Performance and quality of maintenance work Services and manner of delivery of services at housing offices	.64
Q136: Perceived effect of living conditions on the service member's job performance	Housing unit space and size Housing referral Maintenance responsiveness Number, location and condition of playgrounds Self-help items stocked	.57
Q137: Perceived effect of living conditions on the service member's career intentions	Housing unit space and size Number, location and condition of playgrounds Maintenance responsiveness Housing rule enforcement and explanation	.55
Q138: Satisfaction with services provided by housing	Services and manner of delivery of services at housing offices Housing unit space and size Performance and quality of maintenance work TLA Policies allowing occupant and other improvements	.69

Note: The reader is cautioned that only respondents who answered all items in the factors were included in the analysis. As a result, these findings are based on a subsample of responses.

What Should Be

In Part 3 of the questionnaire, respondents were asked to what extent they agreed with statements about perceived needs or wants. Items in this section were grouped under the topics housing office service, policies and procedures, housing operations, maintenance and repair, security and safety, and self-help.

Agreement in Part 3 was generally high. Figure 27 shows the mean response scores across all topics covered. The means were calculated using all statements in each section. Overall, perceived needs and wants were highest on items dealing with housing operations and lowest on items dealing with security and safety

Somewhat less popular, but still supported by the majority, were need for better pet control and child supervision in the housing areas. Responses were mixed toward the idea of required attendance at housing briefings.

Differences by Housing Area. Responses to four of the five housing service items were significantly different by housing area. Residents of Barbers Point were most likely to report needing better pet control. Those in Ft. Shafter and Schofield areas most often perceived a need for more child supervision and were most often in favor of required housing briefings. Newcomer question and answer sessions were most popular among Kaneohe, Ft. Shafter, and Pearl Harbor residents (see Table 20).

Housing Office Services

Figure 28 shows that of the five housing office service items, greatest agreement was found with need for more feedback after a complaint has been made and with regular question and answer sessions for newcomers.

Differences by Pay Grade Group.

Responses to all of the items in this section were significantly different by pay grade group and showed the same trend. For all items, the two major enlisted groups (E4-E6 and E7-E9) perceived greater need for the service or were more in favor of the service than were officers

Figure 27. Overview of topic areas

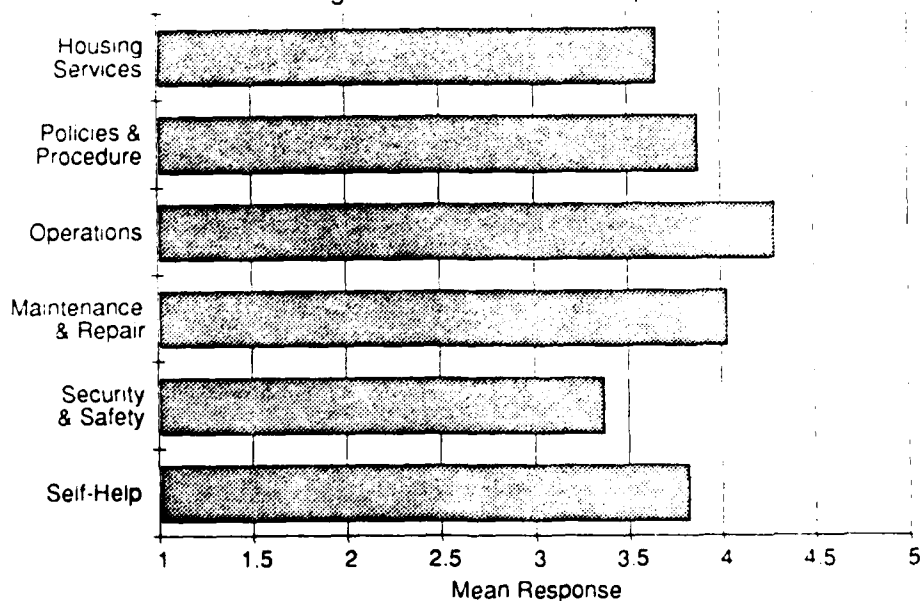
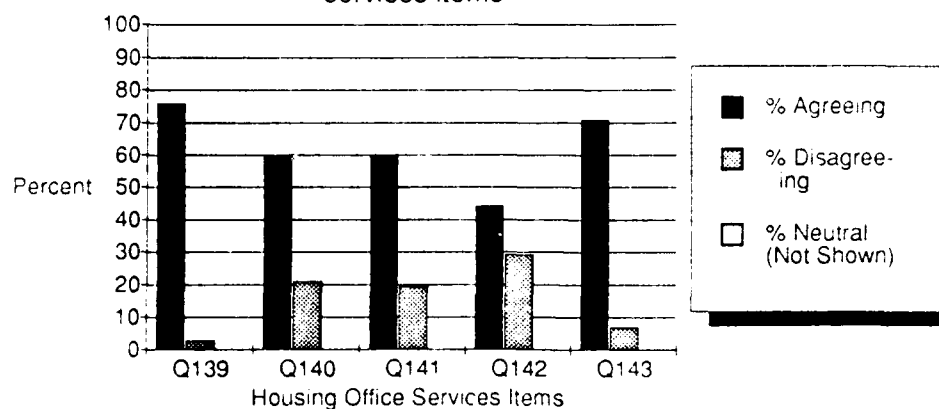


Figure 28. Responses to housing office services items



Q139: Housing office people should give more feedback on complaints.

Q140: Better pet control is needed in our housing area.

Q141: Children in our area need more supervision.

Q142: Service members and spouses should be required to attend briefings on family housing.

Q143: Newcomer question and answer sessions on family housing should be held regularly.

Table 20

Differences on Housing Office Services Items by Area

Questionnaire Item	Most in Favor	Least in Favor
Q140: Better pet control is needed in our area	Barbers Pt Pearl Harbor Hickam Ft Shafter	Kaneohe
Q141: Children in our area need more supervision	Ft Shafter Schofield	Hickam Pearl Harbor
Q142: Service members and spouses should be required to attend briefings on family housing	Schofield Ft Shafter	Pearl Harbor
Q143: Newcomer question and answer sessions on housing should be held regularly.	Kaneohe Ft Shafter Pearl Harbor	Hickam

Differences by Who Responded and When First Assigned to Housing. All of the items under housing office services showed response differences by who responded. Overall, when spouses answered alone or with the service members, response scores were significantly higher on all items. Clearly, the issues raised in this section had greater salience to spouses than to service members, with spouses most likely influencing the service members' responses when they answered together.

Responses to only one item were different as a function of assignment date to housing. Those who had been assigned prior to 1986 perceived greater need for increased pet control than the most recent assignees (since Jan 1986).

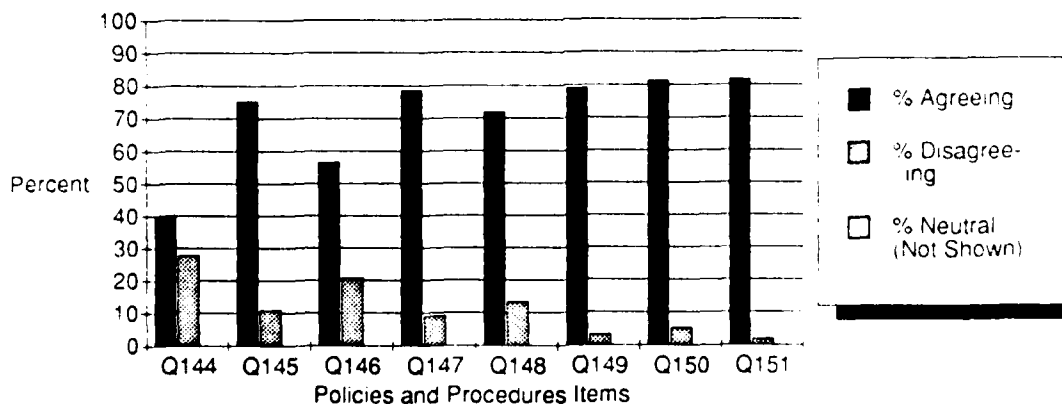
Policies and Procedures

Eight items were listed under the topic of policies and procedures. Figure 29 shows that the majority of respondents agreed with all but one. In particular, 70 percent or more of the

respondents were in favor of having housing set aside for E1 to E3 families, registration of pets, proof of disposition or placement of pets before PCS, more frequent information regarding rule changes, being allowed to have enclosed outside storage, and better command support for the sponsor program. Still favored by the majority, but somewhat less popular, was priority being given to E1 to E3 families for housing. Finally, need for a neighborhood coordinator received mixed responses.

Differences by Housing Area. Response differences by area were found on all of the policy and procedure items. Table 21 shows these differences. Kaneohe area residents were most in favor of housing for E1 to E3 families, as well as with being allowed enclosed outside storage and better command support for the sponsor program. Ft. Shafter and Schofield residents were most in favor of proof of disposition or placement of pets prior to PCS and with more frequent information regarding housing rule changes.

Figure 29. Responses to policies and procedures items



Q144: Our housing area needs a neighborhood coordinator.

Q145: Some existing housing should be set aside for E1 to E3 families.

Q146: Higher priority should be given E1 to E3 families for future housing units.

Q147: Pet owners should be required to register their pets.

Q148: Pet owners should prove placement before PCS.

Q149: Family housing residents need to be told of housing rule changes more often.

Q150: Residents should be allowed to have enclosed outside storage.

Q151: Commands should support the sponsor program more.

Table 21

Differences on Policy and Procedure Items by Area

Questionnaire Item	Most in Favor	Least in Favor
Q144: Our area needs a neighborhood coordinator	Ft Shafter Pearl Harbor Schofield Barbers Pt	Hickam Kaneohe
Q145: Some existing housing should be set aside for E1 to E3 families	Kaneohe	Pearl Harbor Schofield
Q146: Higher priority should be given to E1-E3 families for future family housing units	Kaneohe	Pearl Harbor Barbers Pt
Q147: Pet owners should be required to register their pets	Schofield Kaneohe Ft Shafter	Pearl Harbor Hickam
Q148: Pet owners should be required to prove placement of pets before PCS	Schofield Ft Shafter	Hickam
Q149: Family housing residents need information about rule changes more often	Schofield Ft Shafter Kaneohe	Pearl Harbor Barbers Pt
Q150: Residents should be allowed enclosed outside storage	Kaneohe	Ft Shafter
Q151: Commands should support the sponsor program more	Kaneohe Schofield	Hickam Pearl Harbor Barbers Pt

Differences by Pay Grade Group.

Responses to all of the policy and procedure items were significantly different by pay grade group. The general trend was for greater perceived need or greater percentages in favor of new policies or changes in policy among enlisted personnel compared to officers (especially senior officers). In particular, E4 to E6 respon-

dents most often reported needing a neighborhood coordinator. All enlisted groups and the O1 to O3 officers supported having housing set aside for E1 to E3 families more than senior officers did. Support was higher among E1 to E6 personnel than among E7 to E9 personnel for housing priority for the junior enlisted families.

E4 to E9 respondents significantly more than officers supported pet placement, need for more information on rule changes, and more support for the sponsor program. E7 to E9 personnel were more in favor of enclosed outside storage than officers were.

Differences by Who Responded and When First Assigned to Housing. All but one of the items on policies and procedures showed significant response differences as a function of who responded. Again, spouses answering alone or together with the service members were more in favor of having neighborhood coordinators, housing for E1 to E3 families, required proof of pet placement prior to PCS, more information on rule changes, and greater support for the sponsor program. On required pet registration, service member and spouse responses did not differ, but when they answered together, their responses were more in favor of this policy being implemented. The only item on which the service member seemed to influence the spouse was on being allowed to have enclosed outside storage (i.e., responses were more in favor if the service members or couples answered).

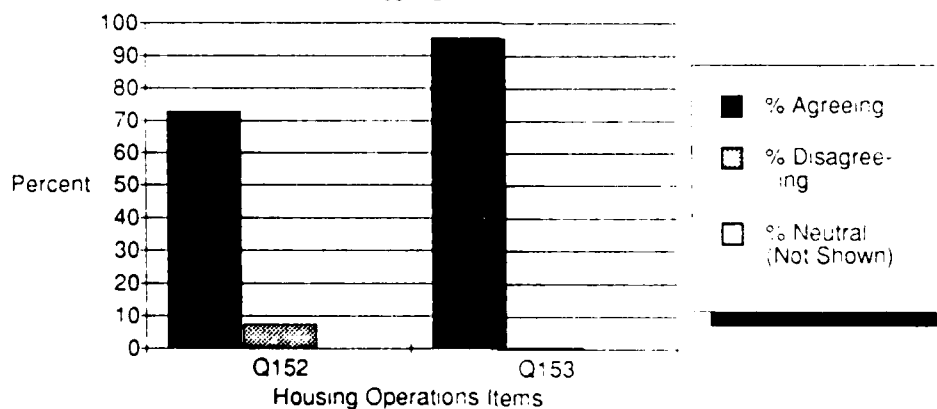
Respondents who moved into housing prior to the consolidation were more in favor of being allowed to have enclosed outside storage than those assigned since. Respondents assigned to housing during 1984 were more in favor of both pet registration and placement policies than the most recent assignees (since Jan 1986).

Housing Operations

Only two items were listed under housing operations and both were very popular among the respondents (see Figure 30).

Differences by Housing Area. Responses to both operations items also were significantly different by area. Schofield residents were most in favor of a special playground phone number and residents of nearly all areas supported treatment of all units at the same time when one in a multi-unit complex has a pest problem (see Table 22).

Figure 30. Responses to housing operations items



Q152: There should be a "special" phone number to report playground problems and defects.

Q153: All units in multi-unit buildings should be treated for pests at the same time.

Table 22

Differences on Housing Operations Items by Area

Questionnaire Item	Most in Favor	Least in Favor
Q152: There should be a "special" phone number to report playground problems and defects	Schofield	Hickam Pearl Harbor Barbers Pt
Q153: All units in multi-unit buildings should be treated for pests at the same time	Pearl Harbor Kaneohe Barbers Pt Schofield	Hickam

Differences by Pay Grade Group.

Responses to the housing operations items were also different by pay grade group. Both major enlisted groups (E4-E9) were significantly more in favor of both items than officers (O1-O6+) were.

Differences by Who Responded and When First Assigned to Housing. Responses to both of the housing operations items were different as a function of who responded. As with housing office service items, responses to operations items were higher if spouses responded alone or together with service members than if service members responded alone. Again, this seem to suggest that playground issues and pest control have higher salience for spouses as well as spouses influencing the answers given.

No response differences were found by when the respondents first moved into housing.

Maintenance and Repair

Respondents were asked to indicate their needs or wants on five aspects of

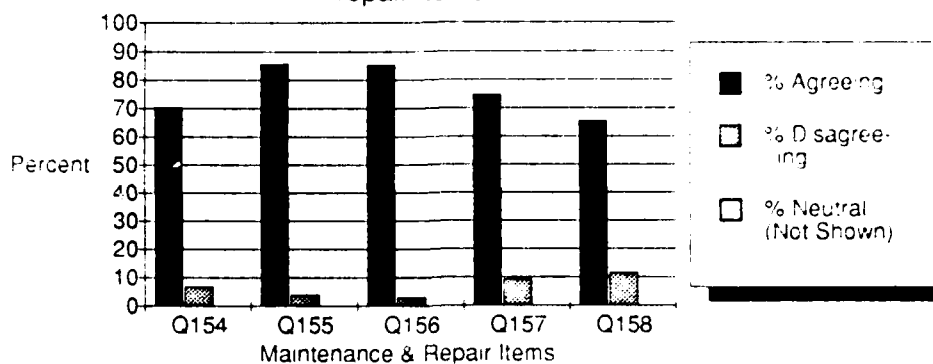
maintenance and repair. Figure 31 shows that strong majorities of respondents favored the services or suggestions made on the topic, especially follow-up inspections and regular surveys of maintenance needs.

Differences by Housing Area. Response differences by area were found on all maintenance and repair items. In general, respondents from the Pearl Harbor housing areas were most likely to favor more emphasis being given to maintenance and repair. In particular, Pearl Harbor residents most wanted more quality control of contractor work, follow-up inspections, maintenance surveys, and extension of maintenance hours. Perceived need for more readable street signs and quarters numbers was greatest at Schofield (see Table 23).

Differences by Pay Grade Group.

Responses to only two items in this section were significantly different by pay grade group. E7 to E9 personnel were more in favor of follow-up maintenance inspections than were O1 to O3 officers. Perceived need for more readable street signs and quarters numbers was greater among both major enlisted groups (E4-E9) than among commissioned officers.

Figure 31. Responses to maintenance and repair items



Q154: More quality control of contractor work is needed.

Q155: Follow-up maintenance inspections should be done after quarters have been occupied for a while.

Q156: Maintenance surveys should be done regularly.

Q157: Maintenance hours should include evenings and weekends.

Q158: Street signs and quarters numbers should be easier to read.

Table 23

Differences on Maintenance and Repair Items by Area

Questionnaire Item	Most in Favor	Least in Favor
Q154: More quality control of contractor work is needed	Pearl Harbor Kaneohe Barbers Pt Schofield	Hickam
Q155: Follow-up maintenance inspections after quarters have been occupied a while	Pearl Harbor	All Others
Q156: Regular surveys of maintenance needs	Pearl Harbor	Barbers Pt Hickam
Q157: Maintenance hours should include evenings and weekends	Pearl Harbor Ft Shafter	Kaneohe Hickam Schofield
Q158: Street signs and quarters numbers should be easier to read	Schofield Ft Shafter Pearl Harbor	Barbers Pt Barbers Pt Hickam

Security and Safety

Differences by Who Responded and When First Assigned to Housing. Three of the items under maintenance and repair showed response differences by who responded. However, no trend was evident. Service members responding alone or together with their spouses favored follow-up maintenance inspections more than did spouses answering alone. When both the service member and spouse answered together, they were more in favor of regular maintenance surveys than when spouses answered alone. Finally, when both the service member and spouse answered together, they perceived more need for better street signs and quarters numbers than when service members answered alone.

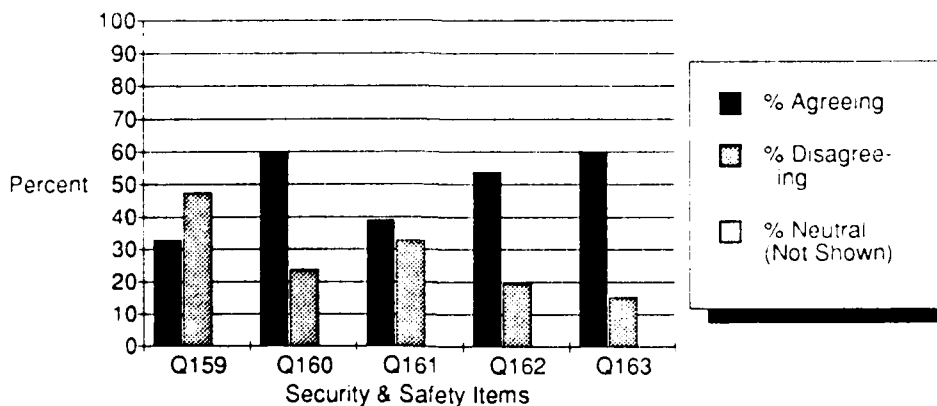
By date of move into housing, the only pre- and post-consolidation difference found was that respondents assigned before consolidation perceived greater need for quality control of contractor work than those assigned since. With dates of move-in more specific, those assigned during 1984 favored expansion of maintenance hours more than those assigned since January 1986, and the readability of street signs and quarters numbers was more of an issue among those assigned before 1986 than those assigned after.

Five items were included under the topic of security and safety. Figure 32 shows that relative to responses found on most other topics, respondents were less interested in the suggestions on security and safety, and their responses were more mixed. In particular installation of rumble strips and protective fencing around housing areas was least popular.

Differences by Housing Area. Responses to all five of the items on security and safety were significantly different by area. Overall, residents of Hickam and Barbers Point housing areas were least likely to favor the suggestions made (see Table 24).

Differences by Pay Grade Group. Responses to all items under security and safety were significantly different by pay grade group. Both major enlisted groups (E4-E9) were more in favor of rumble strips and protective fencing than officers were. Enlisted personnel and junior officers (O1-O3) perceived more need for outside lighting and Neighborhood Watches than did senior officers. And, in general, junior personnel were more interested in security check information than were senior personnel.

Figure 32. Responses to security and safety items



Q159: We need rumble strips in our housing area.

Q160: We need more street or outdoor lighting in our area.

Q161: We need protective fencing around our area.

Q162: We need Neighborhood Watch in our area.

Q163: We need more information on how to do our own security checks.

Table 24

Differences on Security and Safety Items by Area

Questionnaire Item	Most in Favor	Least in Favor
Q159: We need rumble strips in our housing area	Schofield Kaneohe	Barbers Pt Hickam
Q160: We need more street or outdoor lighting in our area	Ft Shafter Schofield Pearl Harbor	Hickam Barbers Pt
Q161: We need protective fencing around our area	Pearl Harbor Kaneohe Schofield	Hickam Barbers Pt
Q162: We need a Neighborhood Watch	Schofield Ft Shafter Pearl Harbor	Hickam Barbers Pt Kaneohe
Q163: We need more information to do our own security checks	Pearl Harbor Schofield	Hickam

Differences by Who Responded and When First Assigned to Housing. Responses to all of the security and safety items were significantly different by who responded. In all cases, the items had greater salience to spouses, and spouses answering together with the service members seemed to have influenced the response (i.e., response scores were higher when spouses alone or when both parties were the respondents than when service members answered alone).

By housing move-in date, post-consolidation respondents were more in favor of Neighborhood Watch and having more information to do their own security checks than those who moved in prior to October 1983. Regarding rumble strips in housing areas, those who moved in during 1984 favored them more than those who moved in after January 1986.

Self-Help

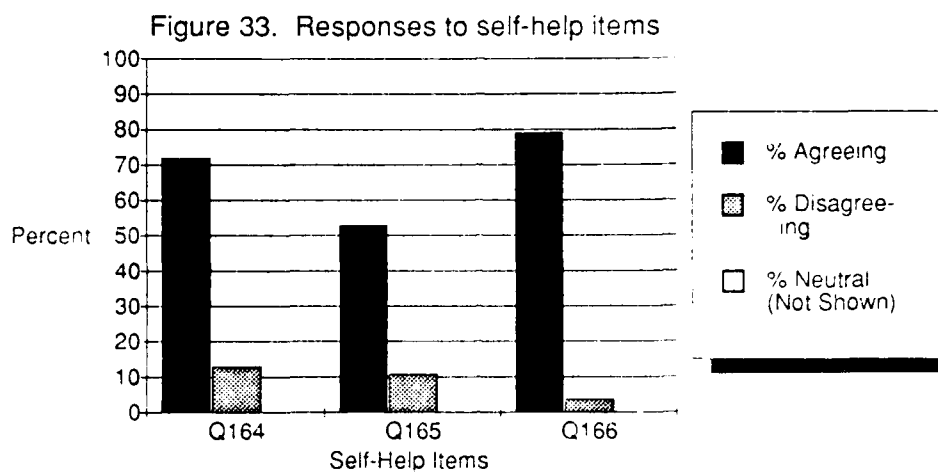
Three suggestions were included about the self-help program. Figure 33 shows that being allowed to use any self-help store and provision of more how-to-do-it materials were the most popular.

Differences by Housing Area.

Significant response differences were found on all items, as shown in Table 25.

Differences by Pay Grade Group.

Responses were different by pay grade group on all three self-help items. E4 to E6 personnel were more in favor of being able to use any store and of having additional classes held than were either senior enlisted or officers. Interest in more how-to-do-it materials was higher among both major enlisted groups (E4-E9) and junior officers than among senior officers.



Q164: Residents should be allowed to use any self-help store.

Q165: Self-help stores should hold more classes.

Q166: Self-help stores should provide more "how-to-do-it" materials.

Table 25

Differences on Self-Help Items by Area

Questionnaire Item	Most in Favor	Least in Favor
Q164: Residents should be allowed to use any self-help store	Ft Shafter Pearl Harbor	Hickam Barbers Pt
Q165: Self-help stores should hold more classes	Pearl Harbor Ft Shafter	Schofield
Q166: Self-help stores should provide more how-to-do-it materials	Schofield	Hickam

Differences by Who Responded and When First Assigned to Housing. Two of the self-help items showed response differences by who responded. Service members answering alone or together with their spouses were more in favor of being able to use any self-help store than were spouses answering alone. In this case, the item seems to have been more salient to the service member who then influenced the spouse. Regarding increased classes through self-help, however, it was spouses answering alone who were more in favor than service members answering alone. Since most spouses are females and probably have less experience making repairs, they may feel they need classes more. As mentioned earlier, greater percentages of Navy and Marine Corps spouses filled out the questionnaire, spouses who are more likely to handle household repairs during service member deployments.

By date of assignment to housing, the most recent assignees (since Jan 1986) were more likely than those assigned during 1984 to want to be allowed to use any self-help store.

Major Wants

In order to determine the items of most interest by residents for future changes or expansion, an analysis was conducted on items in Part 3 to determine those that had the highest positive response. It should be noted that these items were considered without regard to their effects on general satisfaction.

Table 26 shows a ranking of the top five changes desired by Service. In many cases, the pattern is similar to that found in Table 27, which is a breakdown of the items by housing area. For example, the item most positive for all respondents in all categories is the desirability of having all units in multi-unit buildings treated for pests at the same time. Also consistently seen in the tables is the wish for greater command support for the sponsor program.

For a complete reporting of frequencies of responses for all items by Service and housing area, see the Supplement to this report. In addition, Appendix C in this volume contains a listing of the relative range of response means by individual housing area.

Table 26
Major Wants by Service

Army	Navy	Air Force	Marine Corps	Coast Guard
1. Treat all units in multi-unit bldgs for pests at the same time	1. Treat all units in multi-unit bldgs for pests at the same time	1. Treat all units in multi-unit bldgs for pests at the same time	1. Treat all units in multi-unit bldgs for pests at the same time	1. Treat all units in multi-unit bldgs for pests at the same time
2. More command support for sponsor program	2. Follow-up maintenance inspections	2. Allow enclosed outside storage	2. More command support for sponsor program	2. More command support for sponsor program
3. Follow-up maintenance inspections	3. More command support for sponsor program	3. Follow-up maintenance inspections	3. Regular surveys of maintenance needs	3. Special phone number to report playground problems
4. Required pet registration	4. Regular surveys of maintenance needs	4. Regular surveys of maintenance needs	4. Follow-up maintenance inspections	4. Follow-up maintenance inspections
5. Regular surveys of maintenance needs	5. Maintenance hours on evenings & weekends	5. More frequent notification of housing rule changes	5. Required pet registration	5. Greater pet control/pet registration

Table 27

Major Wants by Housing Area

Ft. Shafter	Schofield	Barbers Point
1. Treat all units in multi-unit bldgs for pests at the same time	1. Treat all units in multi-unit bldgs for pests at the same time	1. Treat all units in multi-unit bldgs for pests at the same time
2. More command support for sponsor program	2. More command support for sponsor program	2. More command support for sponsor program
3. Follow-up maintenance inspections	3. Street signs & quarters numbers easier to read	3. Follow-up maintenance inspections
4. Regular surveys of maintenance needs	4. Required pet registration	4. Regular surveys of maintenance needs
5. Street signs & quarters numbers easier to read	5. More frequent notification of housing rule changes	5. Required pet registration
Pearl Harbor	Hickam	Kaneohe
1. Treat all units in multi-unit bldgs for pests at the same time	1. Treat all units in multi-unit bldgs for pests at the same time	1. Treat all units in multi-unit bldgs for pests at the same time
2. Follow-up maintenance inspections	2. Allow enclosed outside storage	2. More command support of sponsor program
3. Regular surveys of maintenance needs	3. Follow-up maintenance inspections	3. Regular surveys of maintenance needs
4. More command support of sponsor program	4. Regular surveys of maintenance needs	4. Required pet registration
5. Greater quality control of contractor work	5. More frequent notification of housing rule changes	5. Follow-up maintenance inspections

Summary Statistics

As with the items in Part 2 of the questionnaire, Part 3 items were also factor analyzed to produce more meaningful item groups. Only two of the factors held up under reliability tests. Therefore, these factors along with individual items were put into the regression analyses to

determine strength of association with the general satisfaction items in Part 2. No meaningful relationships were found in these analyses and item by item correlations also showed no relationship.

Written Comments

Part 4 of the questionnaire invited respondents to comment on any aspect of their living environment. Of the over 4,000 who did, 1,806 were selected randomly and analyzed. These were categorized by topic area: housing office services and policies, maintenance and repair, security and safety, housing features and facilities, loaner furniture and appliances, self-help, and other. Some categories, such as housing office services and policies, contained several subtopics. To discover problems that were common to all housing areas and those that were specific to only one location, comments were tallied individually for the six major housing areas. Table 28 is presented at the end of this section showing distribution of written comments across the housing areas.

While most of the comments received expressed dissatisfaction or frustration, this pattern is very typical. Respondents who were satisfied with their living conditions usually expressed this through the response categories on the quantitative portion of the questionnaire. Many who did make complaints about services or aspects of their living environment did, however, preface their remarks with phrases like "We really like our housing, but ..."

Housing Office Services and Policies

The most prevalent subjects of comments within this topic area were the lack of child supervision and need for more pet control and rule enforcement (including enforcement of speed limits and yard cleanliness). Following are comments typical of those received on these subjects.

"When we complain to security about lack of child supervision (especially when they are causing problems near our quarters) we are told, 'Lady this is Hawaii, hang loose.'"

Army, W-2, Iroquois Point

"... shouldn't the area coordinator be designated to have the authority to give warnings and tickets to the lazy, soap-

opera, food-eating parents who neglect their kids or just 'assume' someone else will tell them if their kids are in trouble?"

Army, E-8, Schofield

"As most parents, our main concern is the safety of our children. Our street is constantly used as a drag strip. Is it going to take the injury or death of a child to have the speed limit enforced?"

Army, E-5, Schofield

"People let their animals roam around and they use the bathroom anywhere they want, it's unsanitary when children are playing in that area."

Marine Corps, E-5, Kaneohe

Many respondents felt that housing assignment procedures were arbitrary and often unfair. Unequal housing by family size was a common complaint. Many reported cases in which large families were assigned to smaller units than their neighbors with fewer children. Examples follow.

"Housing assignments are haphazard and inconsistent. There is no justification for families of five in a three-bedroom home and a family of two in a four-bedroom."

Air Force, E-6, Hickam

"More attention should be placed on selecting quarters for service members. At this present time there are service members living in townhouses (four bedroom) with no children. If both services, Army and Navy, are to live in these quarters, it should also be equal as to what is available."

Army, E-5, Aliamanu

Many comments were also received about housing office service. A frequent problem cited in written comments was difficulty dealing with the housing office due to discourteous and unhelpful personnel. Many respondents felt the housing office was not

interested in their problems and gave them incorrect information. Typical comments follow.

"We are extremely pleased with housing policies in general. It's the attitude and conduct of the people that is terrible...."

Marine Corps, E-6, Kaneohe

"Regarding the housing office - I have no complaints about the main office where we went to get our housing assignment. However, our office at Barbers Point has been somewhat stubborn and unhelpful."

Navy, O-3, Iroquois Point

"Hickam housing personnel are creative in their ways of being unhelpful. They are definitely not part of the solution. In a quarter of a century of military service I have never seen an organization be less service oriented. I believe that overall costs of moving are increased for members using Hickam housing just as a result of policies and procedures cited by housing personnel. A no effort outfit."

Air Force, O-6, Hickam

"I found the housing office employees at Schofield very rude and unhelpful. The employees at Barbers Point were courteous - until we moved in. Then our complaints seemed to be a joke to them."

Army, E-4, Barbers Point

"Attitude makes a big difference in the response of people in whom you deal with. A bad attitude will bring forth a bad response. In most of the contact I've had with all departments of housing, I've had to deal with the bad attitude. Regardless of whether I received help or not, I feel put-off because of the way I've been spoken to and treated. If I could reach out and touch someone in housing through the telephone receiver, I'd probably be in jail."

Marine Corps, E-4, Kaneohe

Other comments focused on the difficulty involved in obtaining yard fencing

"The Self-Help program is a great idea, but a 7-month wait time is too long. If I had waited for a tool kit, the wait time would have been 8-10 months. Additionally, the government price for fencing is way too high."

Air Force, E-5, Hickam

Maintenance and Repair

Of particular interest within this category were comments about the problems of excessive delays and nonresponse by maintenance and repair personnel. Slow response was most often mentioned in connection with emergency repairs, but both problems were prevalent in routine repairs. Respondents often made comments like the ones that follow.

"It seems ridiculous that 2-3 teams of men survey and estimate a job and six months later a crew who has never seen or heard of the job shows up to do it and doesn't know what to do."

Navy, O-6, Makalapa

"When housing informs an occupant that work will be done on their house, it should be done without the spouse calling up three times a week until housing is tired of hearing their name and takes action."

Army, O-4, Aliamanu

"I waited seven months to get a rotted, cockroach-infested kitchen counter fixed, which was supposed to be repaired before I moved in. My inspector told me I wasn't the only person in Oahu that needed her house repaired."

Navy, E-6, Pearl City

Closely related to the problems illustrated above, a substantial number of complaints focused on poor quality maintenance

work causing need for multiple visits to repair something adequately.

"I feel that the procedures for obtaining maintenance on our residence are impossible to deal with. I've had workmen out four times to fix my brand new oven and it still doesn't work."

Navy, O-4, Iroquois Point

"Repairs could be better; I asked for a fuse to be replaced and they fixed the outlet. Then I asked them to come again and fix the fuse and they told me it 'cost' too much. I think two trips cost more than that fuse."

Navy, E-6, Ailamanu

Improvement in the external appearance of the housing units was also seen as needed. Residents were unhappy with peeling paint on exterior surfaces and with inadequate marking of addresses and confusing quarters numbering systems.

"Since we have moved here (May '86) neither the Police, Fire Department, or Pizza man has been able to find our house due to the unusual way the area is numbered. On one occasion, we waited over an hour for the fire department to answer a call (smoke detector)."

Navy, O-2, Pearl City

Some problems reported were in specific locations. While the need for accurate time frames to be given for repairs was noted by respondents in all areas, it was especially prevalent in the areas subsumed under the Pearl Harbor office.

"Our washing machine broke down and I was given a 5-6 day wait period and then had to take two days off work because the workers didn't show up at all on the day or time I was given. They finally showed late afternoon the second day."

Navy, E-6, Catlin Park

"Repairs are never accomplished/started during the time frame. The time frame is too wide to allow planning (i.e., 'Someone will be over to fix that between 8 AM and 4 PM tomorrow.'). The day after tomorrow somebody shows up to 'look' at the problem. Also, several 'appointments' before the actual work commences."

Navy, E-6, Halsey Terrace

Renovations done in the Fort Shafter housing area were viewed by those who commented as unsatisfactory. Most of the problems reported focused on the quality of the work and the materials used.

"I can't say enough bad things about the absolutely lousy 'upgrade' that was done to our quarters in Feb-Apr 1985. Paint on exterior walls was blistering within 4-5 months (and 2 years later still hasn't been repaired). The quality of materials and hardware installed was horrid. Whoever's idea it was to use linear fluorescent fixtures instead of 'round' fluorescent lighting in the bedrooms should be shot. Who wants to feel like they're 'at the office' in their bedroom?"

Army, O-3, Ft. Shafter

The length of time the renovations required was also a problem to some.

"At check-in the inspector said, 'In six months we will remodel quarters and cover lanais.' It is now 2.5 years later and just completed renovation without lanai covering."

Army, E-8, Ft. Shafter

Security and Safety

A frequent comment on this topic was need for more outside lighting. Respondents often said that they refuse to go out at night because of poor lighting.

"If you have any guests that come to visit at night, they are lucky if they can find your house. I am 7 months pregnant and

I'm afraid to walk outside at night for fear of falling."

Navy, E-5, Aliamanu

The lack of adequate lighting causes other inconveniences as well.

"At night, I have to feel for the door lock on my car unless there is a full moon."

Army, O-3, Ft. Shafter

The Pearl Harbor housing areas had a noticeably greater number of comments about gate guards and foot patrols compared to other areas. One possible reason for this was that large numbers of comments were received from housing areas subsumed under Pearl Harbor. Also, a rash of burglaries was reported in one of these areas, which may also have contributed to more expression of concern.

"The security of personal property in my housing area is atrocious. The area is completely open to auto traffic of civilians, who obviously find our poorly patrolled housing area easy prey for vandalism and theft. I personally know of 13 people who live in my housing area that were victims of theft in the last three months."

Navy, E-5, Hale Moku

"Halsey Terrace has a fence around it, but was quite a useless expenditure of money due to the fact that gates into the housing area are always open and no one monitors who comes in and out. It would seem that the cost of providing gate guards that control access to the housing area would be offset by fewer theft claims against the government."

Marines Corps, E-7, Halsey Terrace

Many respondents also expressed a need for more secure homes. The majority of the comments on this topic reflected a need for replacement of the louvered windows with some that are more secure. Many respondents told of entering their own locked units and having no trouble doing so without using the key.

Features & Facilities

Noise between units and lack of privacy were seen as problems by many respondents. And, although the majority cited lack of child supervision as the root of the problem, a substantial number were directed at the construction of the unit itself.

"Living in duplex with bedroom placed next to each other (A/B) is an invasion of privacy, does not allow shift workers time for sleep, and sometimes is quite entertaining."

Air Force, E-4, Hickam

Other comments made in this category were about lack of sidewalks and screen doors. Many respondents noted that installation of screen doors would decrease the use of air conditioners. However, others without air conditions felt their use would help combat noise problems.

"I feel our housing meets our needs but I am puzzled by the fact that we have no screen door at the front. Because of the way our unit sits we must use the air conditioner more because we do not have enough air flow. Leaving our front door open without a screen causes the bugs to come in. Also we would have an easier way to watch our children."

Navy, E-5, Puuloa

"Soldiers should be allowed to use air conditioners, many other bases in Hawaii have them. Also it is a lot quieter if you can close your windows."

Army, E-7, Schofield

Along with other unit improvements many respondents wanted improved plumbing and indoor lighting. Most comments, however, were made about unequal distribution of air conditioners and heating units.

"Currently there is no heating. With two children under 15 months of age this causes the children to come down with colds and flu more often than they should. Space heaters are not only unauthorized but definitely not the answer. This is especially true during the October through April time frame."

Navy, E-6, Moanaloa Terrace

A major problem expressed under the topic of housing facilities was need for more maintenance of and equipment for playgrounds and common areas. Respondents often cited examples of rusty equipment and overgrown lawns.

"Our playground is always terrible. Maintenance hardly ever comes out to cut grass or trim around equipment. Our swing chains are very rusted and dangerous and the jungle gym is in need of drastic repair."

Army, E-5, Schofield

"Almost a year ago they tore down the wooden playground equipment but have not replaced it. I submit that one swing set with two swings and a slide is grossly inadequate for the children in this housing area."

Air Force, O-3, Hickam

Additionally, it appears that when maintenance is done, it is sometimes unsatisfactory.

"The playground's not cleaned before mowing, leaving cut up soda cans for kids to walk on."

Navy, E-8, Halsey Terrace

Not only was maintenance of facilities considered a problem, but many respondents expressed a need for more recreational areas, including playgrounds, pools, youth centers, and adult recreation.

"I believe that the teenagers of these areas deserve to have more activity such as pools, a mini-theatre, etc. We all know

what boredom can do to growing adults give them some benefits too!"

Navy, E-6, Iroquois Point

"Our unit is a six-plex and we have another six-plex adjacent to ours. There are 28 children that must share a common courtyard. There is not a playground close to our area. Why can't we have a play area closer to our quarters than 4-5 blocks? That is too far for our younger children to play and travel unattended."

Air Force, O-4, Hickam

To a somewhat lesser extent, respondents also reported need for more parking. Most problems were a result of residents having only one parking space, but owning two vehicles and using a visitor space for their second car, thus leaving no spaces for guests. Need for additional parking spaces per unit was mentioned frequently and usually in the frustrated tone of the following comment.

"There is no place to park on Schofield but the MPs are no help. They give out parking tickets like aspirin."

Army, E-6, Schofield

Many comments pertained to need for various unit improvements. Most requests were for larger and upgraded quarters. This included more bathrooms (with emphasis on need for one downstairs in two story units) and remodeling of kitchens and other rooms.

"Moanaloa Terrace should be condemned, need lots of new adequate housing for military families in Hawaii."

Navy, E-5, Moanaloa Terrace

Other comments referred to more specific problems.

"Our quarters are 50 years old and look it. New windows, kitchen cabinets, blinds and plumbing would be a start."

Air Force, O-6, Hickam

"We have one bathroom. It is in terrible shape. Needs to be modernized. The molding is deteriorating, there is a hole in the shower and walls, which ants enter through."

Navy, O-2, Little Makalapa

But not all written comments about housing were negative.

"Housing has improved greatly since the Army took over!"

Navy, E-6, Moanaloa Terrace

"I have stayed in the same unit since 5/82 and overall I have enjoyed my quarters. It is air-conditioned, close to work and quiet."

Navy, E-8, Catlin Park

"We've been in housing for over 8 years. As a spouse I can say thank God for OCFHO. The improvements since you folks took over are too many to list. The only thing we really need are those promised tot lots, soon O.K.?"

Navy, E-6, Iroquois Point

Loaner Furniture and Appliances

Loaner furniture and appliances elicited the fewest comments of all the categories. Important considerations in this area were requests for an upgrade in the items offered, along with more variety. Many respondents felt that the items offered were of poor quality. Rusting of appliances due to the salt air was seen as a major problem, which elicited the following suggestion.

"Suggest putting a thick plastic covering on all windows to prevent the rapid rusting of appliances."

Marine Corps, E-8, Kaneohe

Self-Help

Few comments were received on the Self-Help program, many of which were positive. By far the most prevalent request in this area was for greater quantity of stocked items. Others expressed frustration with the stores due to waiting an extended period of time for an item.

"Self-help is great because maintenance from contractors is hard to get! Open self-help on Mondays."

Navy, E-5, Radford Terrace

"Our self-help store very seldom has the materials I need, i.e., weather stripping, faucet washers, fertilizer, and most common repair items."

Navy, E-9, Iroquois Point

Other Comments

The construction of a liquor store at Iroquois Point elicited some angry comments from area residents. Of all the comments made about the liquor store, it was unanimously felt that it would have an adverse effect on the children and that a facility for teenagers was needed much more.

"Iroquois Point housing area is severely lacking in facilities for children over the age of 10. The teenagers have nowhere to go for recreation. Instead of trying to provide any of these things, they build a liquor store. Why? The military is cracking down on drunken soldiers and sailors but they let bored kids wander the streets for lack of recreational facilities so they can save the drunks a trip to the package store at Barbers Point."

Marine Corps, E-8, Iroquois Point

"Iroquois Point elementary school is directly across the street from the mini-mart and a newly constructed liquor store. Feel that there is no reason for a liquor store in housing, much less directly across from an elementary school. Large

liquor purchases can be made on base, and beer/wine are available at the mini-mart. It's a shame to spend so much money on an unneeded liquor store, in the name of convenience, so near to a school for our children. We might as well take our drug and alcohol abuse programs and just say no! clubs and shelve them until some progress is made in this area. The children aren't blind, and I would much rather have a pay raise than a convenient liquor store."

Navy, E-9, Iroquois Point

Numerous comments were received about the survey itself, with most of them very positive. Prevalent in the comments about the survey was anticipation of better conditions based upon the input provided by the survey respondents.

"The most encouraging thing about the housing situation is the fact that this survey exists."

Air Force, E-7, Hickam

"As a government housing occupant, I really appreciate this questionnaire. It gives me a sense that you guys really do look after my family's and my well being. I really appreciate it. Would appreciate feedback on my survey and other government housing occupants compliments and complaints."

Navy, E-4, Moanaloa Terrace

"The real problem is the hierarchy does not care because they are not close to the people they supposedly are serving. I think you may be on the right track with things like this survey, but please don't stop here!"

Army, E-8, Ft. Shafter

"Thank you for taking the time to ask these questions - we are hoping our answers will help make a difference."

Navy, E-6, Iroquois Point

"Keep up the good work. It will get better."

Army, E-5, Schofield

Table 28

Tallies of Written Comments by Topic and Housing Areas

Housing Office Services and Policies						
	Fort Shafter	Schofield	Barbers Point	Pearl Harbor	Hickam	Kaneohe
Personnel discourteous/unhelpful	12	8	18	21	13	3
More feedback on complaints	1	1	3	2	0	0
More rule enforcement	22	25	13	16	8	6
Trash area problems	7	3	1	10	3	1
Noise/privacy problems	28	18	8	10	5	8
Quarters not ready at move in	10	2	0	8	8	1
Need uniformity in housing assignments	9	6	14	12	15	8
Housing set aside for E1 to E3 families	5	5	1	4	7	5
More lines of communication that are accurate	11	5	7	16	9	3
Dislike mixing of services or paygrades	1	4	6	2	5	2
Need more child supervision	31	24	11	18	12	10
Pest control problems	22	18	21	21	16	3
Sponsor program should be voluntary	2	0	1	0	2	0
Housing program is good - personnel excellent	1	0	0	4	1	0
TLA should be paid in advance, need TLA for longer period of time - provide TLA during repairs	3	3	3	6	0	1
Commands should be more involved	0	0	0	1	0	0
Should be able to move between areas and before child born	2	4	3	2	1	1
Should be able to use any housing office	0	0	1	0	0	0
Maintenance and Repair						
No or slow response on repairs	26	11	12	27	14	10
Lack of regular street cleaning and tree trimming	2	1	3	5	1	0
Poor quality of work	15	9	7	33	7	5
New contractor better than old	0	0	2	2	9	0
Accurate time frames need to be given	2	0	6	17	4	2
Pest control	8	7	7	7	2	8
Contractors need to clean up after themselves	0	0	1	8	2	3

Maintenance and Repair (Cont)

	Fort Shafter	Schofield	Barbers Point	Pearl Harbor	Hickam	Kaneohe
Contractors discourteous	2	2	0	4	0	2
Inspectors should follow up contractor work	3	3	8	9	2	0
Condition of empty homes should be maintained	0	1	1	4	0	0
Need evening and weekend hours	6	0	3	0	0	1
Unequal inspections	6	0	0	2	14	0
Quarters still bad after renovation	9	0	0	2	0	0
Exterior work needed (painting, units marked better, repairs)	3	9	10	4	5	0
Choice of paint colors	1	0	0	0	0	0
Unnecessary repairs made	1	0	0	0	1	0

Security and Safety

More secure doors, windows, and locks	6	7	3	9	2	4
More fire precautions (e.g., extinguishers)	5	0	2	2	3	1
More gate guards and patrols	10	2	3	18	6	2
More outdoor lighting	13	10	3	12	3	2
Unsafe wiring, stairways	0	3	0	1	0	1

Housing Features and Facilities

Need more storage	3	2	1	7	5	1
Upgrade and enlarge quarters (more bathrooms, kitchen and bath remodeling)	9	21	5	14	23	4
Need better functioning systems (A.C., plumbing, heaters)	9	12	5	9	12	9
Enclosed, covered lanais	6	5	2	0	1	0
House uniformity	1	4	0	2	4	1
Environment improvements needed (fencing, sidewalks, screens)	9	19	4	28	8	6
Close areas to traffic, build carports	2	3	1	5	2	2
Need dishwashers, garbage disposals	0	8	0	1	0	0
More outlets and jacks, poor phone lines	0	0	1	0	1	0
Separate laundry rooms	1	0	0	2	0	0
Carpeting needed	0	1	1	0	0	0

Housing Features and Facilities (Cont)

	Fort Shafter	Schofield	Barbers Point	Pearl Harbor	Hickam	Kaneohe
Housing areas self-contained	0	0	1	0	0	0
Too many walls in units	1	0	0	0	0	0
Very satisfied	0	3	0	0	0	1
More playgrounds and recreation facilities	2	11	9	9	11	6
More and better maintenance of equipment in playgrounds and common areas	22	4	10	16	5	5
Skateboard and bike areas needed	3	0	1	1	2	0
More parking needed	9	14	2	16	3	2
Upgraded playgrounds are good	0	0	0	1	0	0
Facilities inconsistent between housing areas	0	2	0	0	0	0

Loaner Furniture and Appliances

Appliances need to be more readily available
New residents should get new furniture
Upgrade appliances, offer more

Self-Help

Stuck more quantity
Staff discourteous and unhelpful
Open longer hours and on Sundays
Stock more home improvement items (curtains, paint)
Need more "how to do it" materials
Self help is excellent

Other

More services with longer hours (lawn
cutting, shuttle bus)
Better TLA list
Newspaper not good and newsletters arrive late
Liquor store not needed
Shouldn't pay full BAQ for substandard housing
Racial problems

COMPARISONS WITH 1985 ON-POST SURVEY*

Background

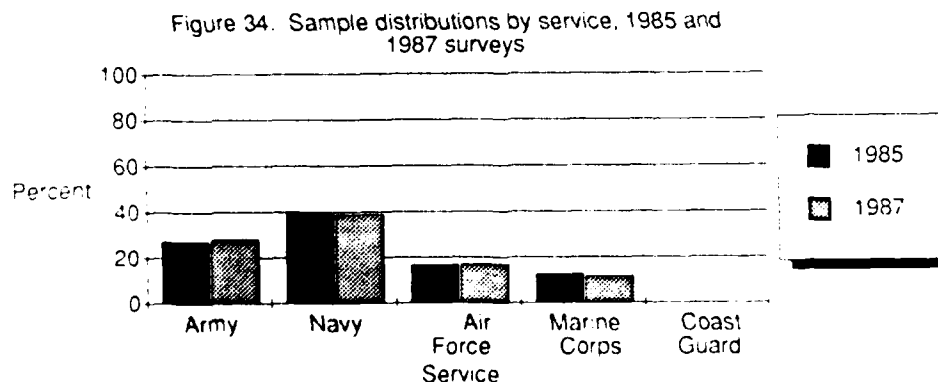
Approximately 88 items contained in the 1987 survey were derived directly from the 1985 baseline survey. Those items not carried over from the earlier survey were discarded either for their lack of current relevance or because they failed to show meaningful differences in the 1985 survey. New items were created in the 1987 survey that reflected changes in policies or procedures, written comments provided by respondents in the earlier survey, or were designed to gather additional demographic data. For a brief synopsis of changes in the responses over time, see Table 29 at the end of this section. For a summary of changes over time by housing area, see Appendix B.

One question in the 1987 survey asked respondents to indicate whether they had participated in the 1985 study. Results indicate that 17.3 percent (n=1192) of the respondents to the most recent survey also participated in the earlier version. Analyses showed few differences on this dimension with respect to overall satisfaction levels. Notable exceptions are reported in each subsection.

The 1985 on-post survey was distributed to a 50 percent random sample of service members stratified by pay grade. The adjusted return rate of those responses was 40.9

percent. By comparison, the 1987 survey, as a population survey, was distributed to all of the residents living in military family housing in Hawaii. It achieved an adjusted return rate of 38.8 percent. Examination of the primary demographics of the two samples shows them to be virtually identical. This clearly lends credence to the sampling techniques used in the 1985 survey and to the representativeness of their responses, suggesting sampling as the preferable method for surveys. This is particularly true when considering the economics of surveys and the cost savings when dealing with smaller numbers of responses.

Figures 34, 35, and 36 show the distribution of responses for the 1985 and 1987 surveys broken down by service, pay grade group, and housing area, respectively. As can be seen in these figures, the distribution on these dimensions is very nearly the same. Most observed differences appear to be in the neighborhood of one percentage point. The largest difference was observed when considering housing area. The Schofield Barracks area showed a three percentage point increase in proportion of the total sample. This difference can be explained by efforts to distribute the questionnaire in a timeframe which avoided the "Team Spirit" maneuvers.



* Comparisons reported are the result of two separate administrations to different samples of service members. They are NOT results of a repeated measures design.

Figure 35. Sample distributions by pay grade groups, 1985 and 1987 surveys

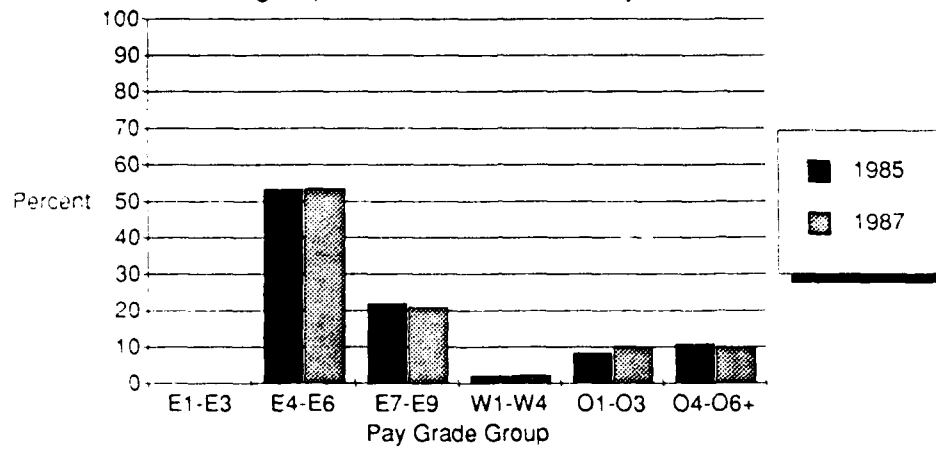
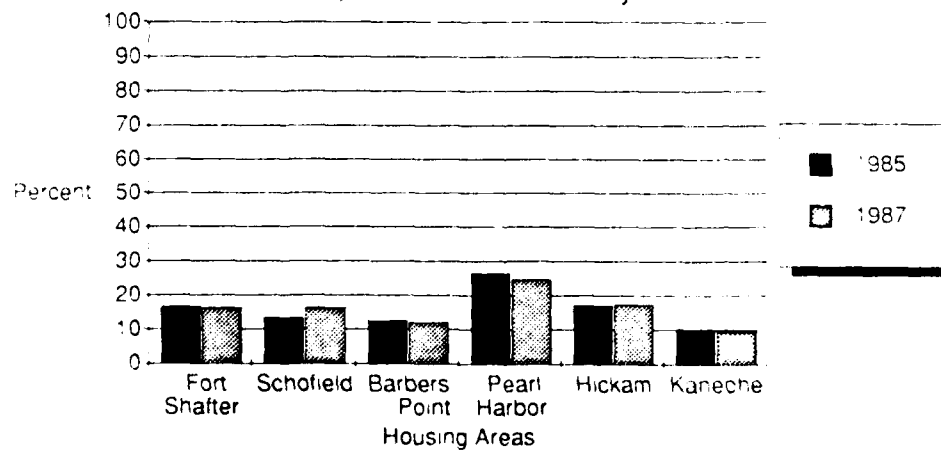


Figure 36. Sample distributions by housing areas, 1985 and 1987 surveys



The other two demographic variables, date assigned to housing and time on waiting list, are decidedly different in the two surveys. In light of the two year time span and PCS moves, the proportion of respondents who were assigned to housing prior to October, 1983, was expected to be considerably lower in the 1987 survey than in the 1985 survey. See Figure 37 for a comparison of this item.

Differences in distributions by time on waiting list are less actual demographic changes than a measure of service changes over time. Figure 38 shows the sample distributions by time on waiting lists for the 1985 and 1987

surveys. It would appear that OCFHO has improved in getting residents into military family housing within a month after being placed on the waiting list. However, the proportion of individuals in the 1987 survey who waited 7-12 months for housing has also increased by approximately five percentage points over that seen in 1985. At the same time, the proportion of respondents who waited only 1-2 months or 3-6 months saw a decrease in 1987. The survey data does not readily offer an explanation for this difference. However, it is possible that the disparity is a function of the distribution of housing taken out-of-service for reasons such as renovation or repair.

Figure 37. Sample distributions by date of assignment/move-in to housing 1985 and 1987 surveys

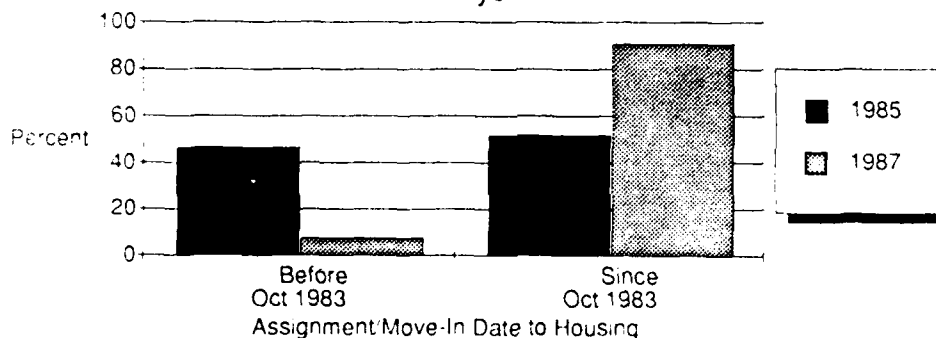
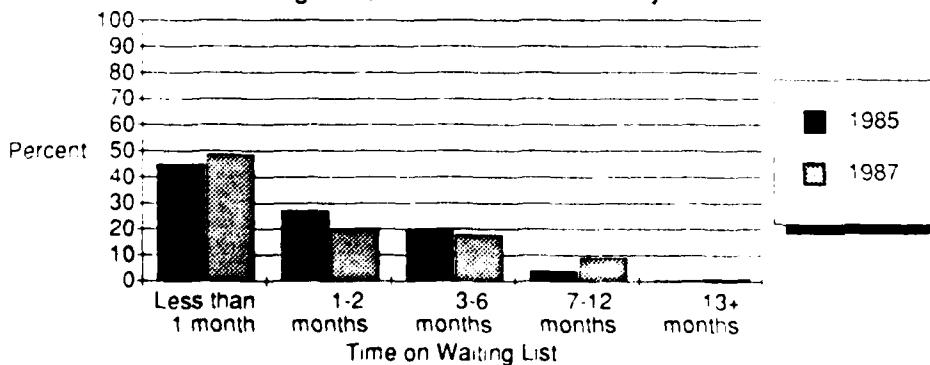


Figure 38. Sample distributions by time on waiting lists, 1985 and 1987 surveys



Present Conditions

Housing Office Services

Figures 39 and 40 show comparisons between 1985 and 1987 with regard to housing office services. A few large gains were made in the delivery of services by the area housing offices. Satisfaction with processing time saw a 14 percentage point increase in 1987, while satisfaction with availability of rules saw an 8.4 percentage point increase. Likewise, a 5 percentage point decrease in dissatisfaction was observed in proper enforcement of rules.

However, losses in satisfaction were also observed in this section. The largest

decrease occurred with respect to quality of service received in the housing office. There was a 17 percentage point decrease in satisfaction and an accompanying 13 point increase in dissatisfaction in the 1987 data on this item. Other smaller decreases were seen in the perception of the housing office efficiency, willingness to work with the family while service member is deployed, and housing office informativeness. Each of these items saw approximately 5 percentage point decreases.

Figure 39. Response comparisons on housing office services items, 1985 and 1987 surveys (neutral responses not shown)

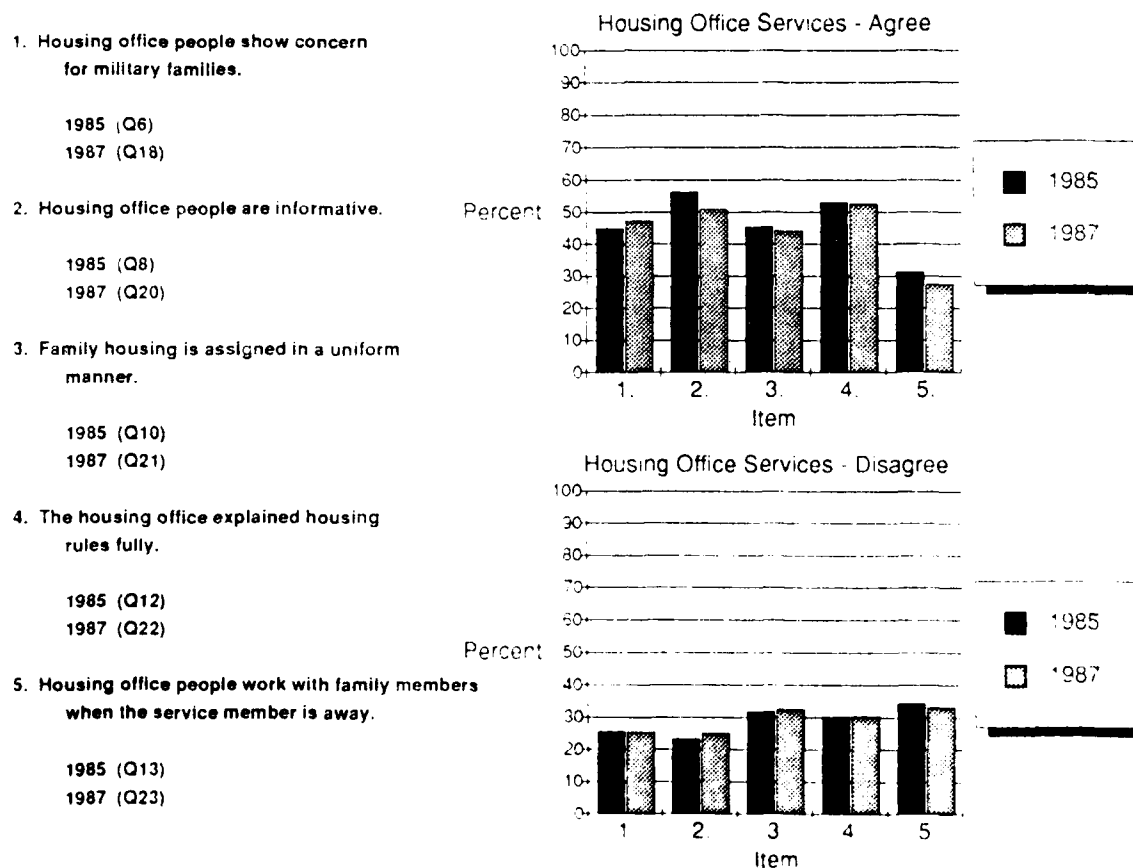


Figure 40. Response comparisons on housing office services items, 1985 and 1987 surveys
(neutral responses not shown)

6. Housing office service is good even during peak periods.

1985 (Q14)

1987 (Q24)

7. The housing office seems to be well run.

1985 (Q16)

1986 (Q25)

8. The time it took to process through the housing office was not a problem.

1985 (Q18)

1987 (Q26)

9. Family housing rules are properly enforced.

1985 (Q17)

1987 (Q27)

10. Family housing rules are enforced the same in all areas and services.

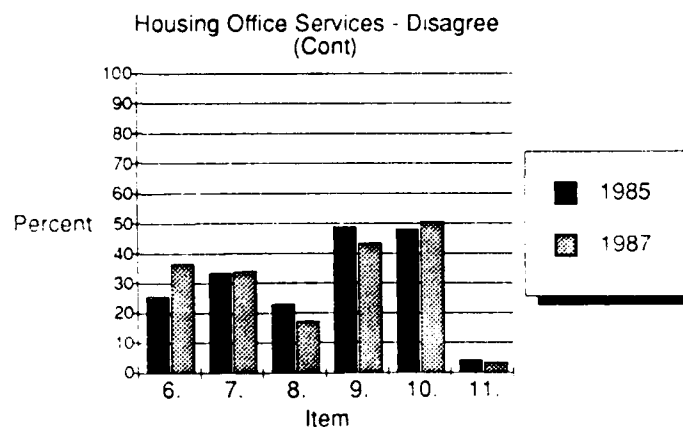
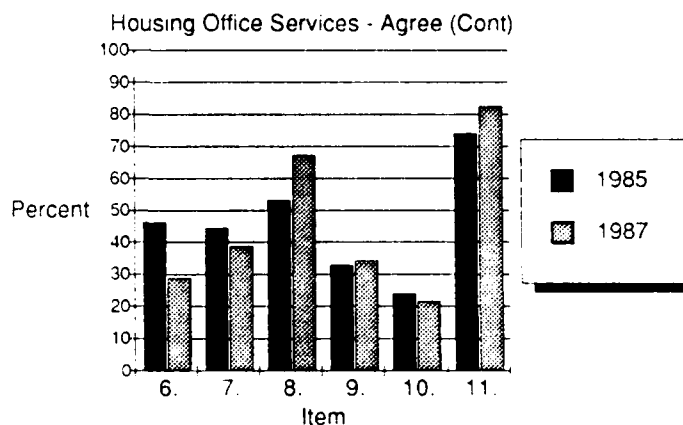
1985 (Q19)

1987 (Q28)

11. Copies of housing rules are available at area housing offices.

1985 (Q20)

1987 (Q29)



Policies and Procedures

Of the three items in this section that were comparable, two showed changes between 1985 and 1987. Figure 41 shows the changes in agree and disagree percentages for these items. The desirability of mixing Service branches within housing areas showed a 2 percentage point increase in agree in the 1987 survey and an accompanying 6 percentage point

decrease in disagree. This would indicate that some habituation has occurred as families have begun to adapt to the changing policies with regard to mixing of Services. As new families move into housing with the existing rules already in place, there is likely to be more movement in the direction of agree.

Wait time for yard fencing approval, on the other hand, showed a 12 percentage point decrease in satisfaction from 1985 to 1987 and a 15 point increase in dissatisfaction. This change in satisfaction level is probably the result of the influx of applications to the new program and the accompanying impact on processing time.

Loaner Furniture and Appliances

The only comparison item in this section, satisfaction with the time it took to get loaner furniture, showed a large gain in 1987-- 86.8% of respondents were satisfied in 1987, compared with 73.1% in 1985. See Figure 42.

Figure 41. Response comparisons on policies and procedures items, 1985 and 1987 surveys (neutral responses not shown)

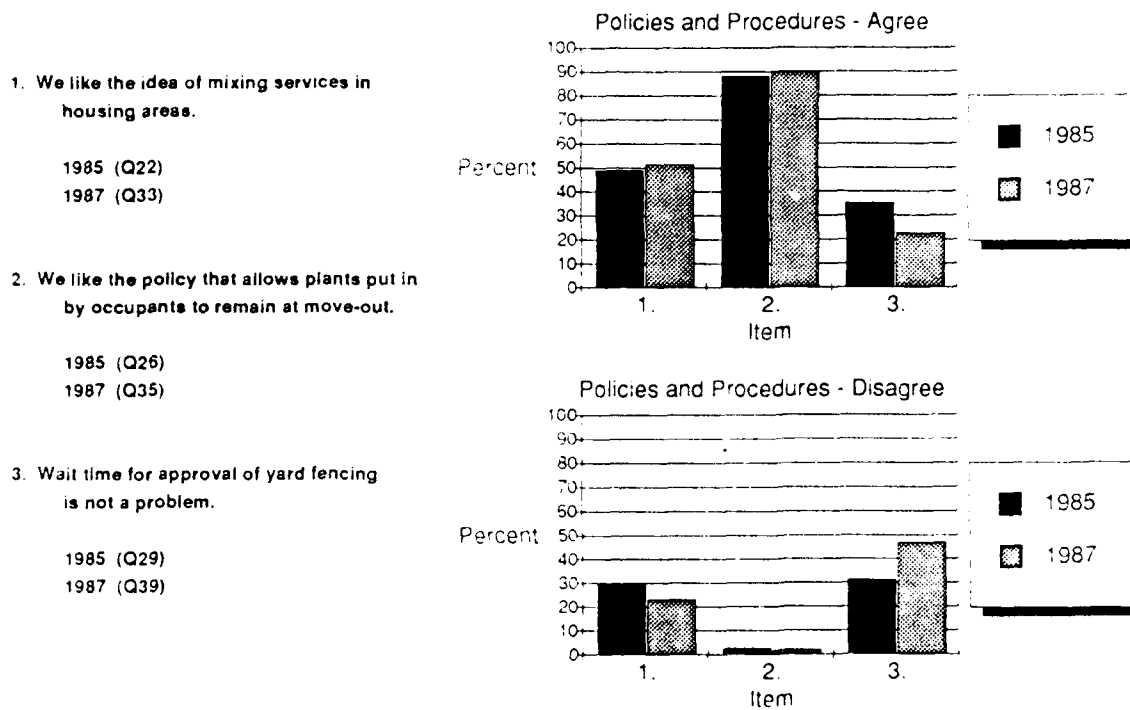
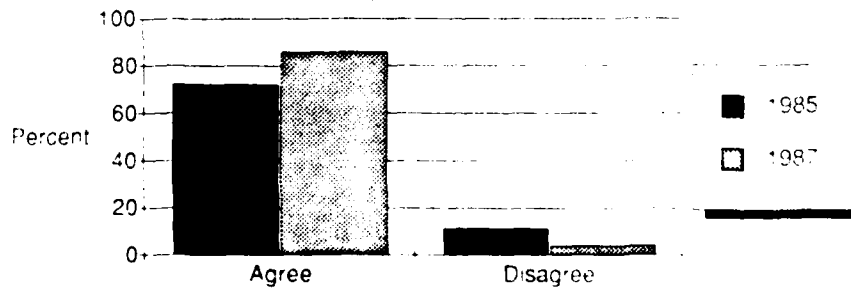


Figure 42. Time to get loaner furniture was not a problem

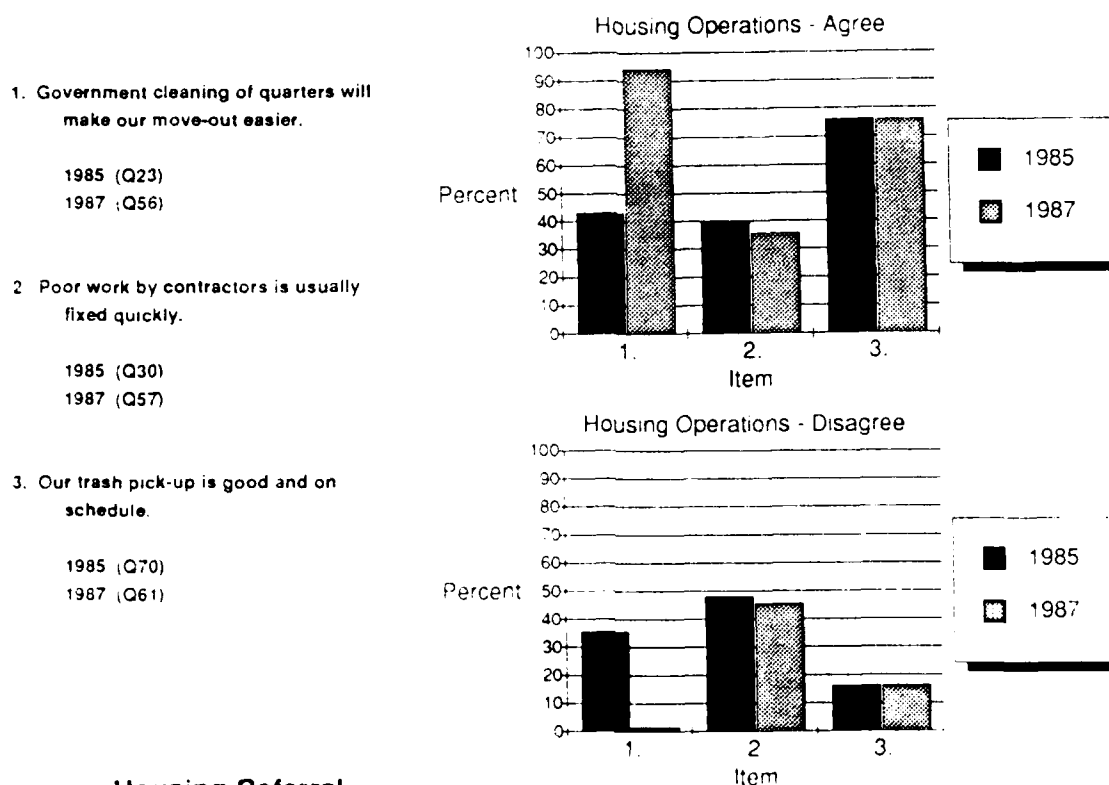


Housing Operations

The policy regarding cleaning of quarters at move-out showed the most dramatic change in satisfaction between 1985 and 1987. During the interim period OCFHO has instituted a policy change that allows for government

cleaning of quarters. This change moved perception of the impact of cleaning policy on ease of move-out from 43.8% agreement in 1985 to 95.1% in 1987. See Figure 43.

Figure 43. Response comparisons on housing operations items, 1985 and 1987 surveys (neutral responses not shown)



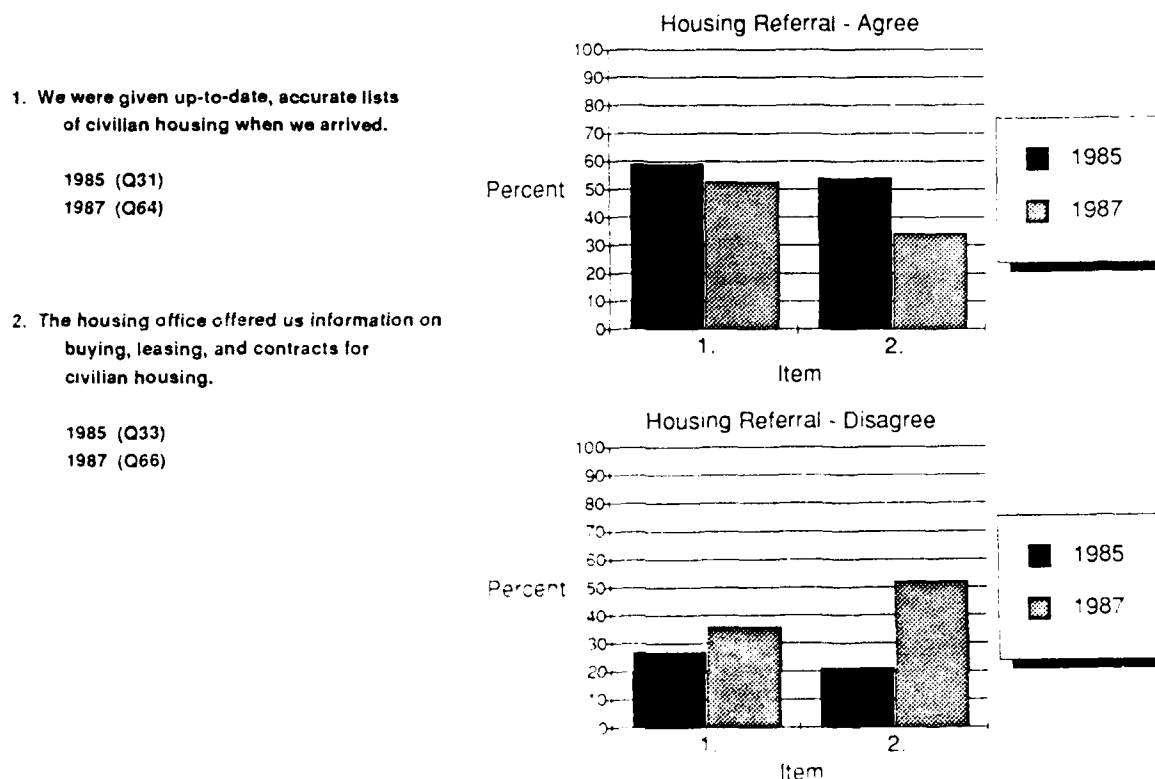
Housing Referral

Figure 44 shows changes in agree and disagree percentages for the two comparison items in the housing referral section. Both items showed a decline in satisfaction from 1985 to 1987. The largest decrease occurred in the question regarding satisfaction with information received about buying, leasing, and contracts for civilian housing. In 1985, 54.7% of respondents reported being satisfied with the amount of

information received, while in 1987, only 34.8% were satisfied.

The perception of availability of accurate housing lists showed lesser decreases in satisfaction. Agreement on this item showed a 6 percentage point drop, while disagreement showed a nearly 9 percentage point increase.

Figure 44. Response comparisons on housing referral items, 1985 and 1987 surveys
(neutral responses not shown)



Features and Facilities

Eight of the 22 items in this section showed improvement in satisfaction from 1985 to 1987. Figures 45, 46, 47, and 48 show the comparisons between the two times. Interestingly, analysis of overall satisfaction in this section showed a significant difference in mean satisfaction level in the 1987 survey when the respondent had answered the 1985 questionnaire. Responses of those answering the questionnaire at both times were significantly lower (features mean=2.45, facilities mean=2.06) than those answering only the later survey (features mean=2.54, facilities mean=2.22). This would seem to explain the improvement in satisfaction for those items where no actual changes had been made. People without prior experience with the questionnaire appear to have lower expectations than those who responded in 1985 also.

Two items with apparent changes in satisfaction deserve special mention. There appeared to be considerable improvement in 1987 in satisfaction with the adequacy of existing all-ages recreational facilities. Conversely, the existence of facilities in general showed considerably less satisfaction in the 1987 survey. These results are probably artifacts of changes in question wording, rather than true changes in satisfaction. The examples provided in the questions may have influenced respondents to answer differently in 1987.

In general, increases in satisfaction from 1985 to 1987 were in the range of 5 to 8 percentage points. The largest increase occurred in satisfaction with window and door screening material. Adequacy of kitchen cabinets and condition of appliances.

snowed changes in the 5 percentage point range

Slight improvements were seen in satisfaction with bedroom size, quality of construction, noise between housing units, and in adequacy of playgrounds and playground inspections.

The largest decrease in satisfaction occurred in the question regarding constant

improvement of family housing. This item showed a 7 percentage point drop in agreement. Other smaller decreases were seen in satisfaction with plumbing, not needing kitchen or bathroom remodeling, proximity of the unit to work, and maintenance of playgrounds.

Increases and decreases in dissatisfaction for this section were consistent with the findings reported above.

Figure 45. Response comparisons on housing features and facilities items, 1985 and 1987 surveys (neutral responses not shown)

1. Family housing in our area is always being improved.

1985 (Q34)

1987 (Q68)

2. Our housing unit is large enough for us.

1985 (Q36)

1987 (Q69)

3. Our bedrooms are large enough.

1985 (Q37)

1987 (Q70)

4. We have enough bathrooms.

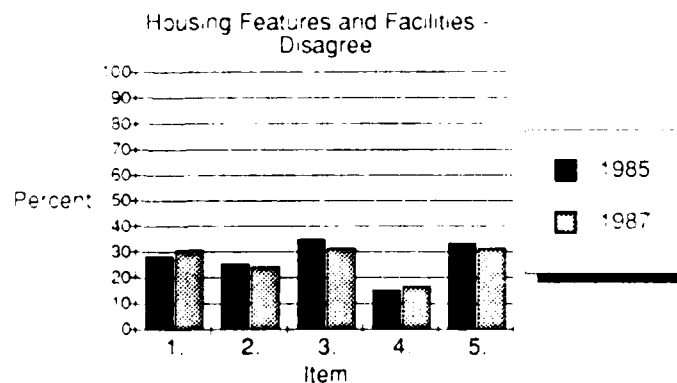
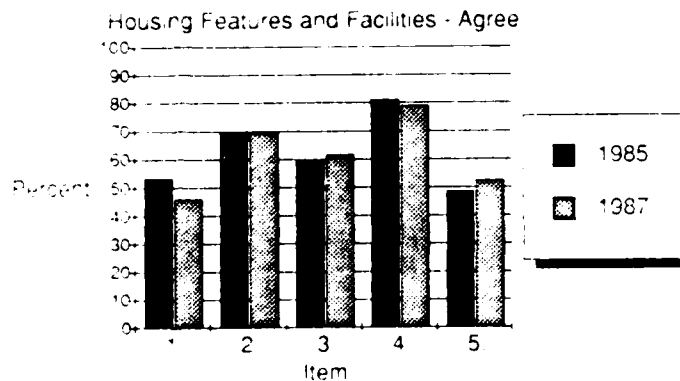
1985 (Q38)

1987 (Q71)

5. Our housing unit is well built.

1985 (Q44)

1987 (Q72)



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1-4



2-5



2-2



2-0



1-8



1-6

Figure 46. Response comparisons on housing features and facilities items, 1985 and 1987 surveys (neutral responses not shown)

6. Our floor plan is good.

1985 (Q45)

1987 (Q73)

7. Our unit does not need kitchen or bathroom remodeling.

1985 (Q50)

1987 (Q74)

8. We have enough kitchen cabinet space.

1985 (Q53)

1987 (Q75)

9. The plumbing in our unit is not a problem.

1985 (Q42)

1987 (Q76)

10. Our kitchen appliances work well.

1985 (Q43)

1987 (Q77)

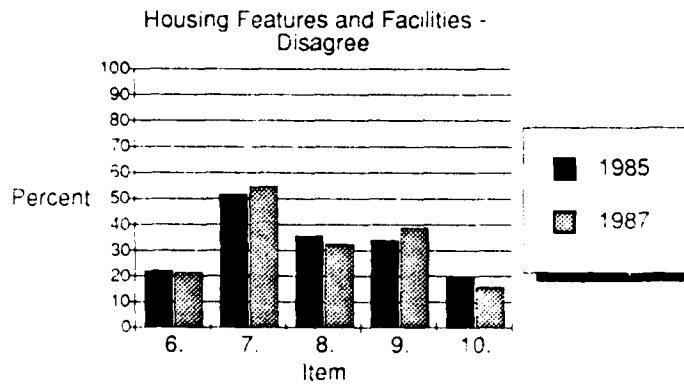
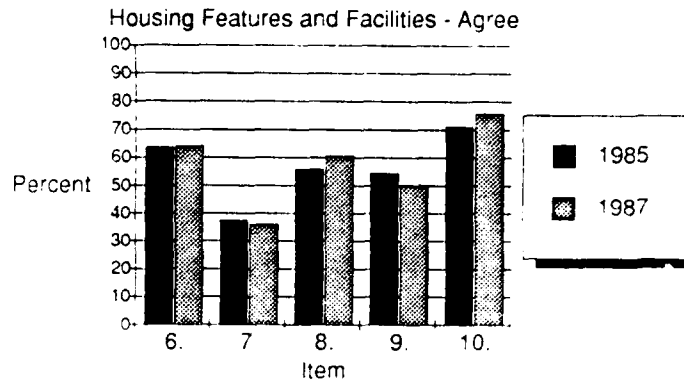


Figure 47. Response comparisons on housing features and facilities items, 1985 and 1987 surveys (neutral responses not shown)

11. Our hot water supply is adequate.

1985 (Q46)

1987 (Q78)

12. Window and door screen material now being used is OK.

1985 (Q54)

1987 (Q79)

13. Our housing unit was clean when we moved in.

1985 (Q47)

1987 (Q80)

14. Noise between housing units in our area is not a problem.

1985 (Q40)

1987 (Q81)

15. Our unit is close to my work.

1985 (Q41)

1987 (Q82)

16. There are enough sidewalks in our housing area.

1985 (Q48)

1987 (Q83)

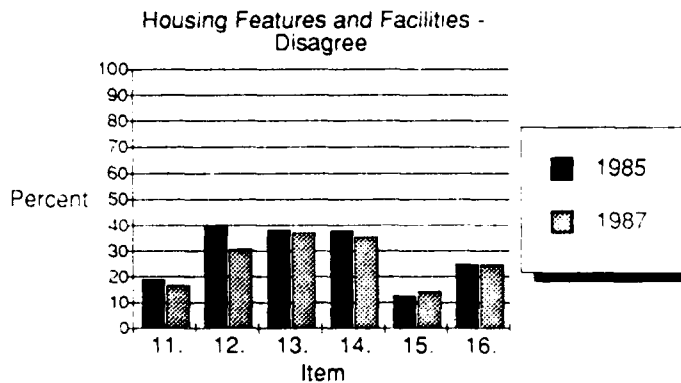
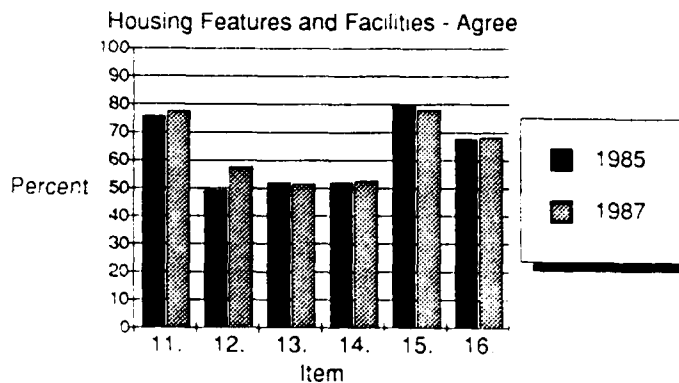


Figure 48. Response comparisons on housing features and facilities items, 1985 and 1987 surveys (neutral responses not shown)

17. We have enough tot lots and playgrounds (swings, etc.) in our housing area.

1985 (Q35)
1987 (Q84)

18. Our playgrounds are well maintained.

1985 (Q52)
1987 (Q85)

19. Our playgrounds are inspected often enough.

1985 (Q55)
1986 (Q86)

20. Our playgrounds are far enough from roads.

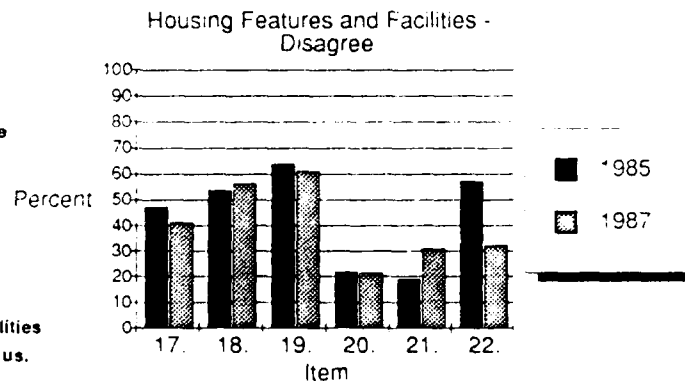
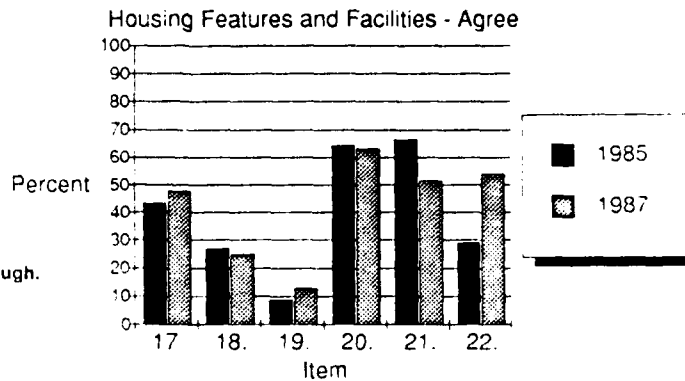
1985 (Q56)
1987 (Q87)

21. We have enough facilities (e.g., child care and FSCs) in this area.

1985 (Q49)
1987 (Q88)

22. We have enough all-age recreational facilities (e.g., pools, weight rooms) available to us.

1985 (Q57)
1987 (Q89)



Maintenance and Repair

Some items within this section showed considerable positive change. Figures 49 and 50 compare the 1985 and 1987 responses. As can be seen in these figures, changes in disagree were consistent with those seen in agree. Higher satisfaction levels were reported in 1987 over 1985 with respect to timeliness of response and manner of delivery of services. Agreement that a time frame for repairs is usually provided increased by a substantial 28 percentage points. Good response to routine and emergency calls for service each improved by approximately 11 percentage points. Two others, the effect of provision of work order

numbers on speed of service and the courtesy of maintenance people also improved by 8 and 4 percentage points, respectively.

Perceptions that repairs to the quarters were done before move-in decreased, however, by 19 percentage points and the evaluation of maintenance quality decreased by 15 points. Further, maintenance of common areas was viewed to be less satisfactory, with a decrease of approximately 8 points. Similar changes are reflected in the disagree responses for these items.

Figure 49. Response comparisons on maintenance and repair items, 1985 and 1987 surveys (neutral responses not shown)

1. Repairs to our quarters were done before we moved in.

1985 (Q28)
1987 (Q93)

2. Quality of maintenance work is good.

1985 (Q66)
1987 (Q94)

3. Housing units get regular preventive maintenance.

1985 (Q67)
1987 (Q95)

4. Our common ground areas are well maintained.

1985 (Q59)
1987 (Q96)

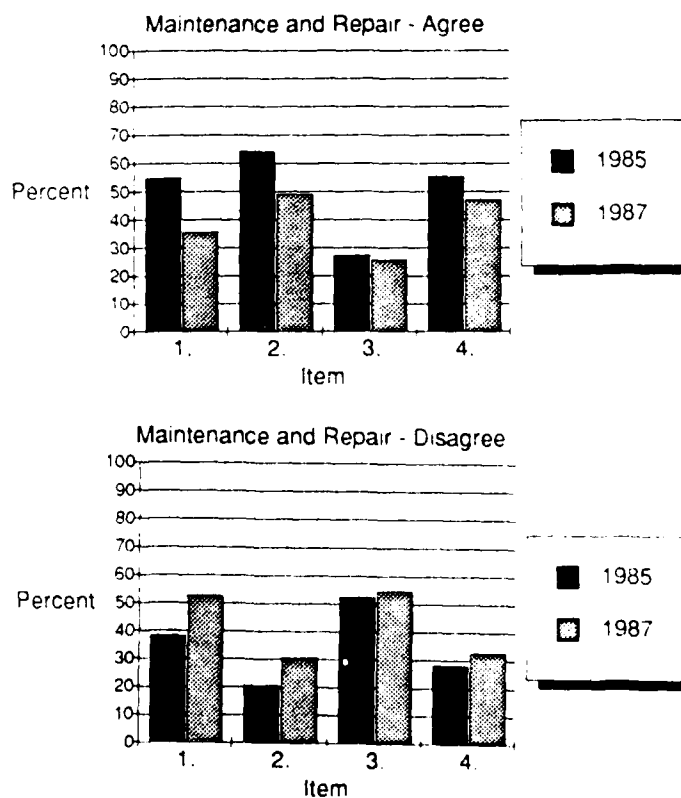


Figure 50. Response comparisons on maintenance and repair items, 1985 and 1987 surveys
(neutral responses not shown)

5. We are usually given a time frame when repairs will be made.

1985 (Q68)

1987 (Q98)

6. Maintenance people are polite.

1985 (Q60)

1987 (Q100)

7. Response to routine calls for service is good.

1985 (Q62)

1987 (Q101)

8. Work order numbers given at the time of the call result in faster service.

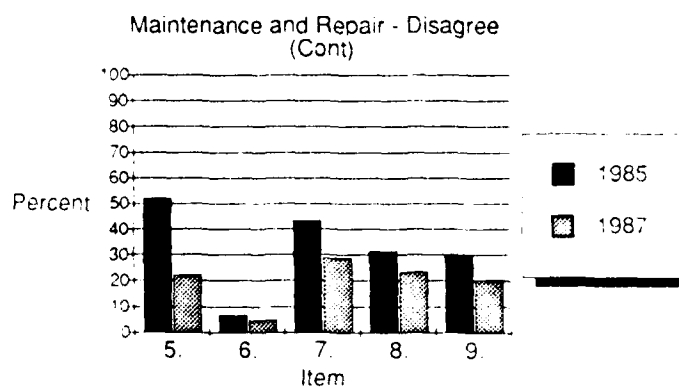
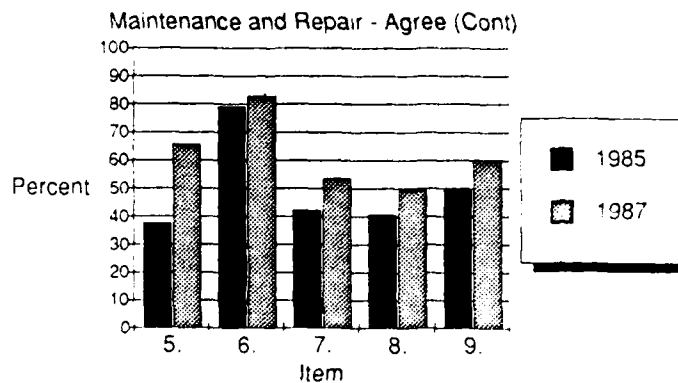
1985 (Q64)

1987 (Q102)

9. Response to emergency calls for service is good.

1985 (Q63)

1987 (Q104)



Security and Safety

Figure 51 shows all of the security and safety comparisons. Of the four items in this section that were considered comparable in the two surveys, two made relatively large gains in satisfaction. The largest positive change in this section was seen in the perception of the adequacy of patrols, which improved by approximately 28 percentage points in agree. A lesser gain was seen in the observation of regular fire inspections. In 1985, approximately 31% perceived regular fire inspections, while in 1987, 39% responded affirmatively.

On the negative side, a small decrease in positive evaluation (2 percentage

points) was observed for enforcement of speed limits.

When overall satisfaction with safety and security (in the 1987 survey) was examined for previous experience with the survey, significant differences were found. Respondents who had also answered the 1985 survey had a significantly lower overall mean satisfaction level (mean=2.13) in this section than those who had not responded to the earlier study (mean=2.20). This would seem to point again to a differing level of expectation rather than a change in policy.

Figure 51. Response comparisons on security and safety items, 1985 and 1987 surveys (neutral responses not shown)

1. There are enough patrols in our housing area.

1985 (Q82)
1987 (Q115)

2. We have regular fire inspections in our housing area.

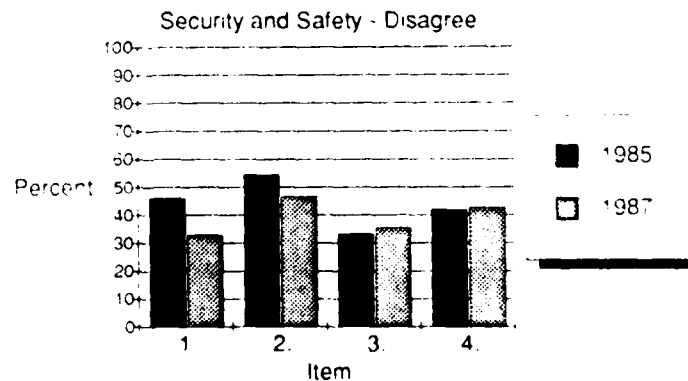
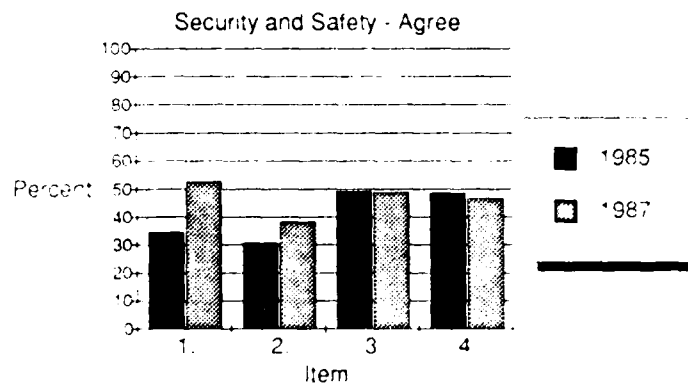
1985 (Q73)
1987 (Q107)

3. We feel that our housing unit is secure.

1985 (Q76)
1987 (Q108)

4. Speed limits are enforced in our housing area.

1985 (Q77)
1987 (Q109)



Communication

Only two items in this section were considered comparable for 1985 and 1987 (see Figure 52). Of these two items, only one showed noticeable change. The helpfulness of the housing hotline showed a loss of approxi-

mately 7.5 percentage points in agree during the two year period. Disagree showed changes consistent with this finding.

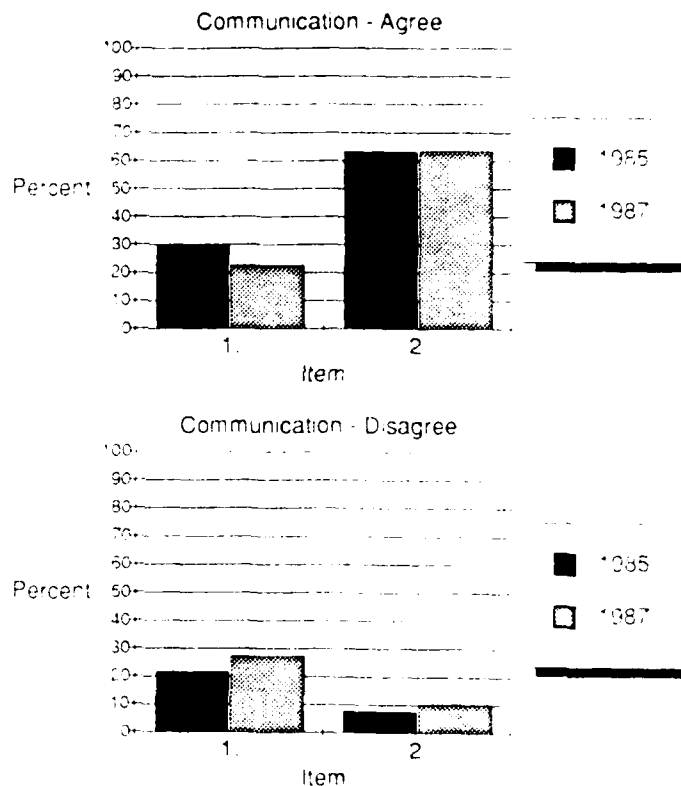
Figure 52. Response comparisons on communication items, 1985 and 1987 surveys (neutral responses not shown)

1. The Housing Hotline was helpful when we had a problem.

1985 (Q82)
1987 (Q115)

2. The "Aloha Ohana" housing newspaper is informative.

1985 (Q97)
1987 (Q116)



Self-Help

Self-help was the only section showing all positive changes from 1985 to 1987. Of the four items considered comparable in the two surveys, all four showed substantial gains (see Figure 53). The greatest improvement in satisfaction occurred in the item regarding whether the self-help store had the items needed, increasing from 52 percent agreement in 1985 to 78 percent in 1987.

Other gains were seen in the perception of the quality of service received and overall satisfaction with Self-Help. These items showed improvements in the range of 12 to 14 percentage points respectively. Likewise satisfaction with self-help store hours increased between 1985 and 1987. Changes in the disagree portion for these items were also consistent with the above.

Figure 53. Response comparisons on self-help items, 1985 and 1987 surveys
(neutral responses not shown)

1. The hours that our self-help store is open are OK.

1985 (Q84)

1987 (Q119)

2. Our self-help store has the items we need.

1985 (Q85)

1987 (Q120)

3. Service is good at our self-help store.

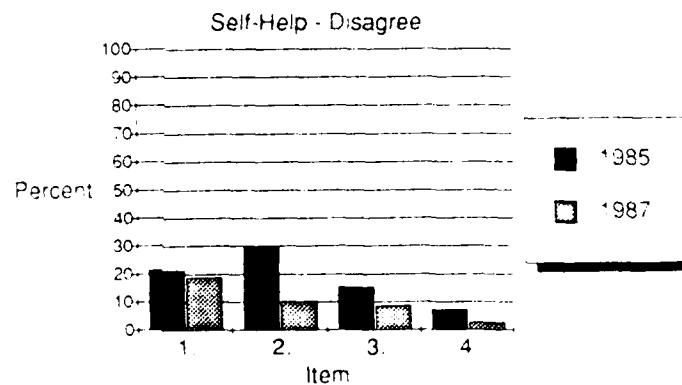
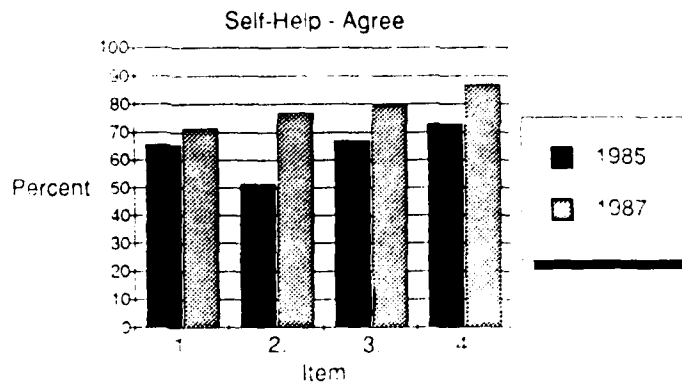
1985 (Q86)

1987 (Q121)

4. Overall we are satisfied with the self-help program.

1985 (Q88)

1987 (Q131)

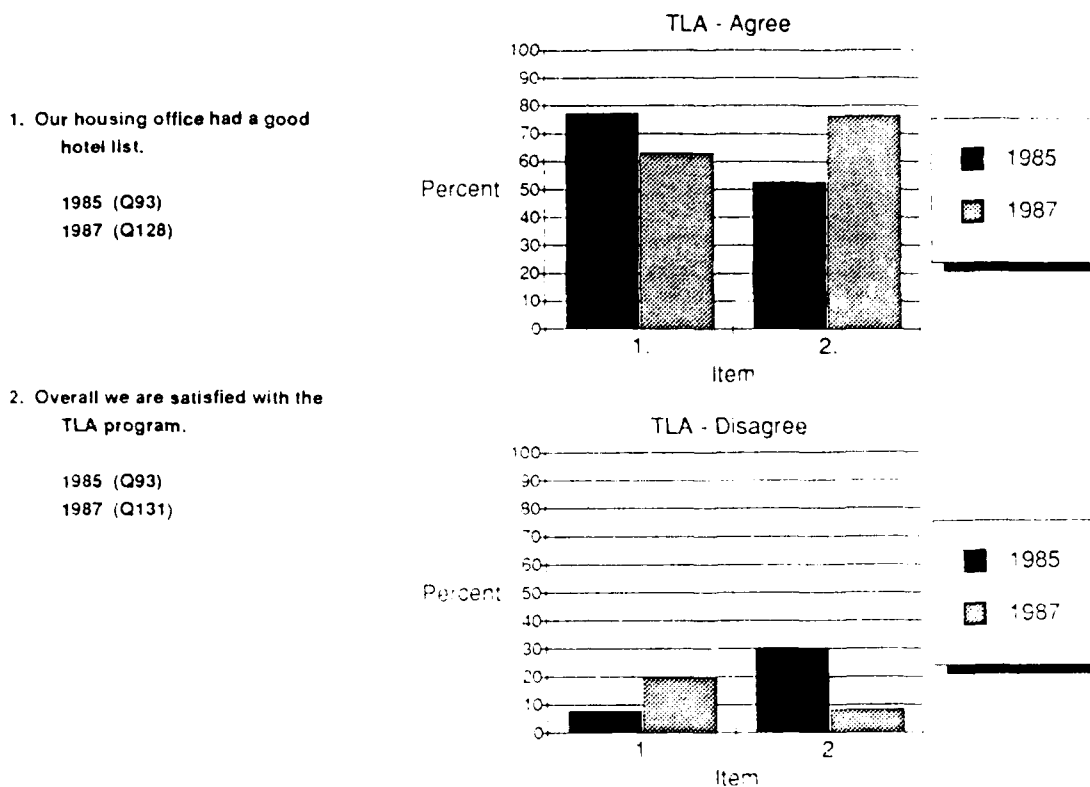


Temporary Living Allowance (TLA)

Figure 54 shows the percentages of agree and disagree responses for the two items that were comparable in the 1985 and 1987 surveys. While satisfaction with the hotel list as maintained by the housing office showed a decline over time (approximately 14 percentage points), overall satisfaction with the TLA program improved considerably (24 points). In the

1985 survey 53.3 percent agreed that the TLA program worked well, whereas, in 1987, 77.1 percent agreed. This seems to indicate that items other than the hotel list accounted for the satisfaction with TLA.

**Figure 54. Response comparisons on TLA items, 1985 and 1987 surveys
(neutral responses not shown)**



General Satisfaction

Six items in the general satisfaction section were standard items which could be compared in the two surveys. Figure 55 shows the changes in these items over time. Of the six, four showed gains in 1987.

The agree responses on the two items measuring perceived effects of housing on job performance and career intention each rose by approximately 10 percentage points. Disagree responses decreased to a lesser extent, implying that fewer people were neutral.

The other two items showing marginal increases over time were service member and spouse satisfaction with the housing unit. Changes in disagree responses were consistent with the agree changes.

Negligible decreases (in the range of 2 percentage points) were observed in the preference for military housing and for current housing area.

Prior experience with the 1985 survey was associated with statistically significant differences in the mean response to the 1987 items regarding preference for current housing area and overall satisfaction with the services provided by housing. When responses to preference for current housing were analyzed, those having responded in 1985 had a higher mean than those who did not. On the other hand, those who participated in the earlier study were less satisfied overall with the services offered by the housing office.

Figure 55. Response comparisons on general satisfaction items, 1985 and 1987 surveys
(neutral responses not shown)

1. We would prefer military over civilian housing even if costs were not a factor.

1985 (Q94)
1987 (132)

2. We prefer our current housing area over any other in Hawaii.

1985 (Q95)
1987 (Q133)

3. Overall the service member is satisfied with the housing unit.

1985 (Q98)
1987 (Q134)

4. Overall the spouse is satisfied with the housing unit.

1985 (Q99)
1987 (Q135)

5. Our living conditions are having a positive effect on the service member's job performance.

1985 (Q100)
1987 (Q136)

6. Our living conditions are having a positive effect on the service member's career intention.

1985 (Q101)
1987 (Q137)

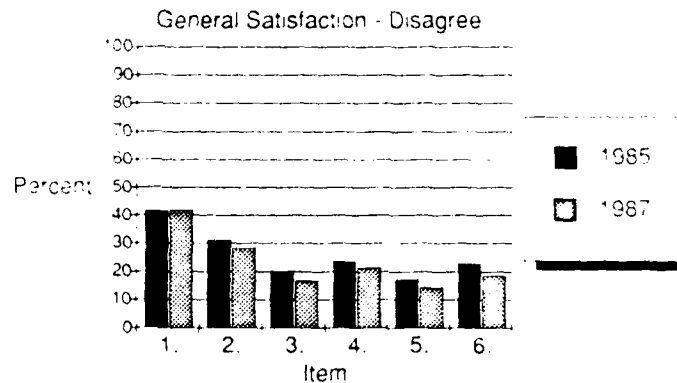
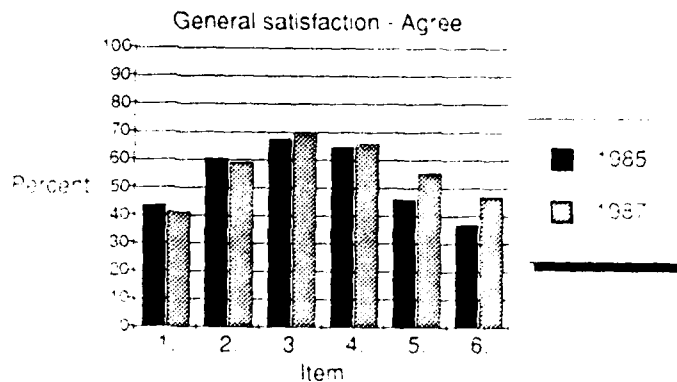


Table 29

Present Conditions Items Showing Gain, Loss, or No Change*
1985 to 1987

	Major Gain	Minor Gain	Major Loss	Minor Loss	No Change
Housing Office Service					
Show Concern					X
Informative				X	
Uniform Assignment					X
Rules Explained Fully					X
Works with Family During Deployment					X
Service is Good			XX		
Office is Well Run				X	
Processing Time Okay	XX				
Rules Properly Enforced		X			
Rules Consistently Enforced					X
Rules Available		X			
Policies and Procedures					
Mixing of Services		X			
Plants Remain					X
Wait Time for Approval of Yard Fencing			XX		
Loaner Furniture and Appliances					
Time to Get	XX				
Operations					
Move-out Cleaning Policy	XX				
Contractor Errors Fixed Quickly				X	
Trash Pick-up Good					X
Housing Referral					
Accurate Housing Lists			XX		
Information on Buying, etc.			XX		
Features and Facilities					
Housing is Improving				X	
Unit Large Enough					X
Bedrooms Large Enough					X

* Major gain/loss = 10% or more (+/-); minor gain/loss = 5-10% (+/-); No change = less than 5% difference

Table 29 (Cont)

Present Conditions Items Showing Gain, Loss, or No Change*
1985 to 1987

	Major Gain	Minor Gain	Major Loss	Minor Loss	No Change
Features and Facilities (Cont)					
Enough Bathrooms					X
Unit is Well-Built					X
Floor Plan Good					X
Remodeling Not Needed					X
Enough Kitchen Cabinets		X			
Plumbing Okay					X
Appliances Work Well		X			
Hot Water Adequate					X
Screen Material Okay		X			
Unit Clean at Move-in					X
Noise Not a Problem					X
Unit Close to Work					X
Enough Sidewalks					X
Enough Playgrounds					X
Playgrounds Maintained					X
Playgrounds Inspected					X
Playgrounds Far From Roads					X
Enough Facilities**			XX		
All-Ages Recreational Facilities**	XX				
Maintenance and Repair					
Repairs Before Move-in			XX		
Repair Quality Good			XX		
Preventive Maintenance Done					X
Common Areas Maintained				X	
Time Frame Given	XX				
Maintenance People Polite					X
Routine Response Good	XX				
Work Order Numbers Speed					
Response Time		X			
Emergency Response Good	XX				
Security and Safety					
Enough Patrols	XX				
Regular Fire Inspections		X			
Housing Unit Secure					X
Speed Limits Enforced					X

* Major gain/loss = 10% or more (+/-); minor gain/loss = 5-10% (+/-); No change = less than 5% difference

** Apparent response changes may be artifacts of question wording or a result of area differences (see appendix B)

Table 29(Cont)

Present Conditions Items Showing Gain, Loss, or No Change*
1985 to 1987

	Major Gain	Minor Gain	Major Loss	Minor Loss	No Change
Communication					
Housing Hotline Helpful				X	
Aloha Chana Informative					X
Self-Help					
Hours Okay		X			
Has Needed Items	XX				
Service Good	XX				
Overall Good	XX				
TLA					
Good Hotel List			XX		
Overall Good	XX				
General Satisfaction					
Prefer Military Housing					X
Prefer Current Housing Area					X
Service Member Satisfaction					X
Spouse Satisfaction					X
Effect on Job Performance	XX				
Effect on Career Intention	XX				

* Major gain/loss = 10% or more (+/-), minor gain/loss = 5-10% (+/-), No change = less than 5% difference

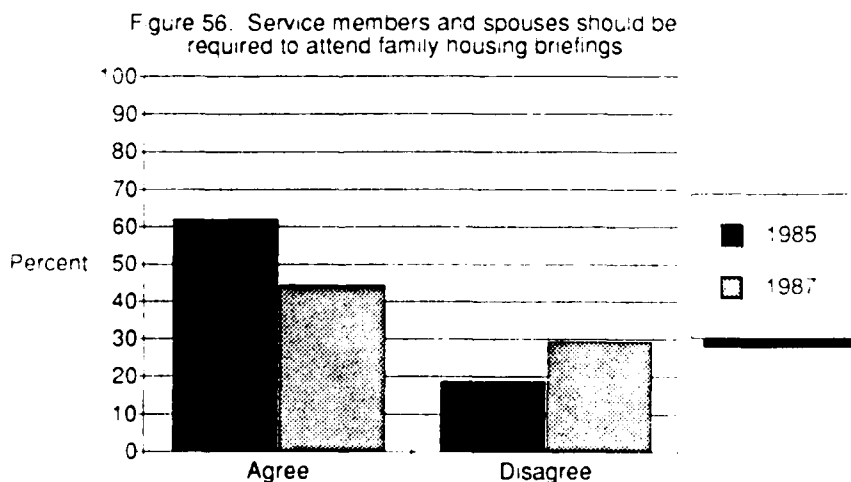
What Should Be

Largely because new programs have been instituted from responses received from the 1985 "Should Be" section, relatively few items in the 1987 Part 3 section allow direct comparisons between the two years. A review of the satisfaction with newly instituted programs can be found in the "Satisfaction with Changes" section that follows.

The most frequent direction of change in responses from 1985 to 1987 in the "Should Be" section was away from agree. Of the 15 items compared, only two tended more toward agree; the remaining 13 items showed a decline in interest. This, in combination with the responses seen in Part 2, may indicate that the general level of satisfaction with the housing office is improving.

Housing Office Services

Figure 56 shows the agree and disagree portions of the only comparison item for this section, desirability of mandatory briefings for the service member and family. A dramatic decrease in desirability for this item was observed, from 62.6% agree in 1985 to 44.9% agree in 1987.



Policies and Procedures

Figure 57 shows that only one item in this section showed an increase in desirability: the item requesting the housing office to provide more frequent communication regarding rule changes. This item seems to be consistent with the responses seen in the Part 2 section on communication. Satisfaction in this area as a whole has slipped in the past two years.

Most other items in this section showed decreases in emphasis. The perceived need for a neighborhood coordinator, the desire to be allowed to enclose outside storage, and the need for more command support of the sponsor program all saw decreases in emphasis in the range of approximately 5 percentage points.

The desire to house E1-E3 personnel in existing housing remained at about the same high level of 75%.

Figure 57. Response comparisons on desired policy and procedures items, 1985 and 1987 surveys (neutral responses not shown)

1. Our housing area needs a neighborhood coordinator.

1985 (Q102)
1987 (Q144)

2. Some existing family housing should be set aside for E1 to E3 families.

1985 (Q104)
1987 (Q145)

3. Family housing residents need to be told of housing rule changes more often.

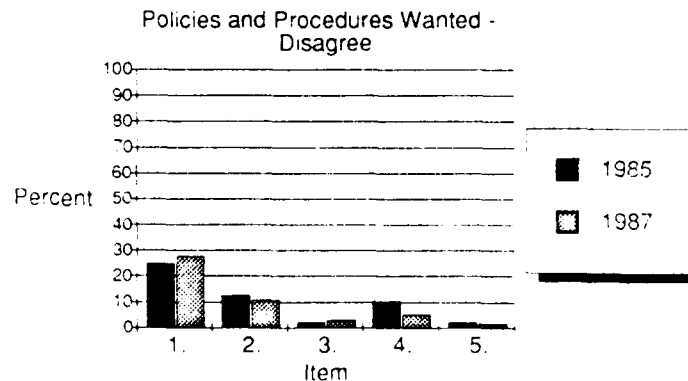
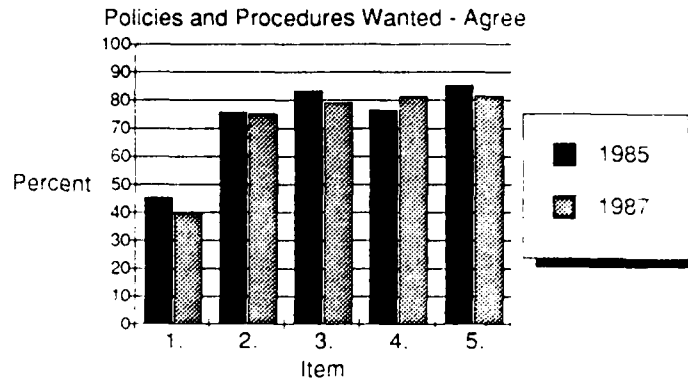
1985 (Q116)
1987 (Q149)

4. Residents should be allowed to have enclosed outside storage.

1985 (Q109)
1987 (Q150)

5. Commands should support the sponsor program more.

1985 (Q119)
1987 (Q151)



Maintenance and Repair

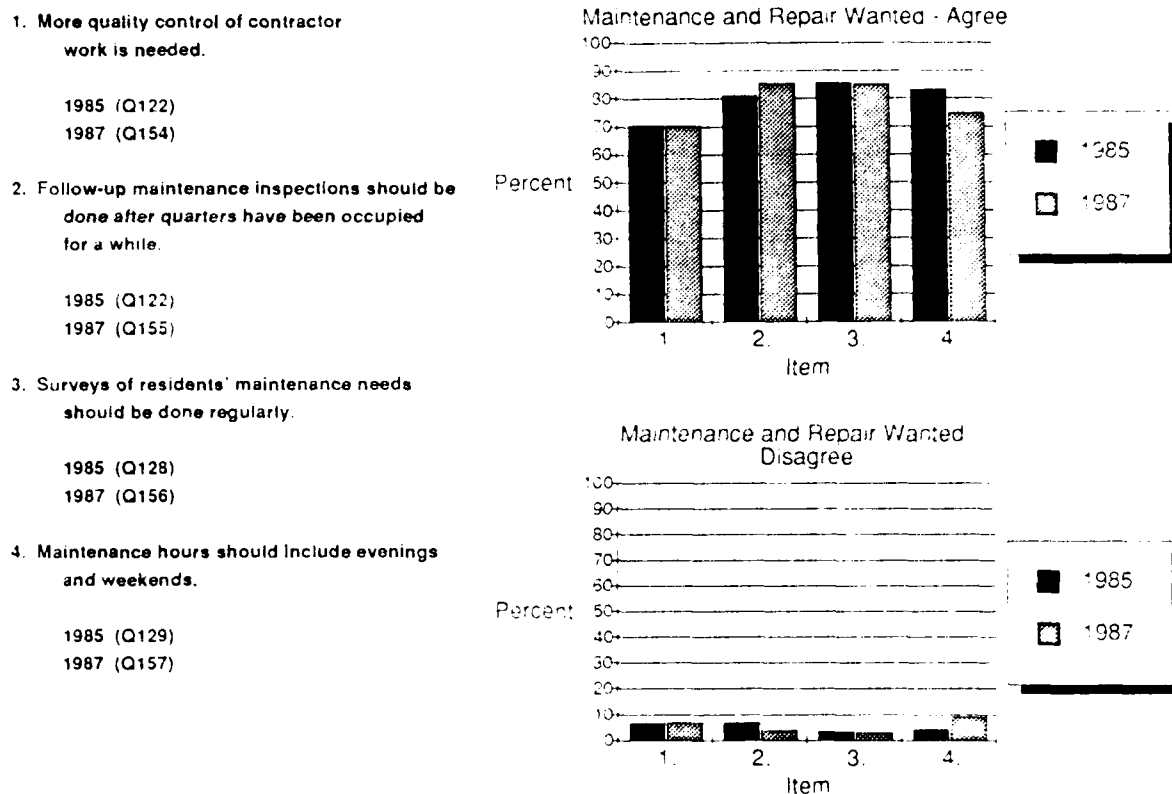
The four comparison items are shown in Figure 58. Two of the items demonstrated virtually no change from 1985 to 1987. The need for greater quality control of contractors and for a survey of maintenance needs showed little change, remaining at relatively high levels of desirability.

The question regarding expansion of maintenance hours showed a decline in interest of approximately 8 percentage points. This

result may be explained by changes instituted at certain locations to expand the hours to accommodate working spouses.

The perceived need for follow-up maintenance after the quarters have been occupied increased by about 5 percentage points. This, again, is in keeping with Part 2 items showing a decline in perceived quality and availability of maintenance work.

Figure 58. Response comparisons on desired maintenance and repair items, 1985 and 1987 surveys (neutral responses not shown)



Security and Safety

The three items in this section showed a decline in interest from 1985 to 1987 (see Figure 59). Interest in protective fencing decreased dramatically from 63.3% in 1985 to 39.8% in 1987. Likewise, the perceived need for rumble strips and for Neighborhood Watch decreased by approximately 7 or 8 percentage points. As a whole, the 1987 sample seems less concerned with safety and security issues than were the 1985 respondents.

Self-Help

Figure 60 shows that both items in this section demonstrated declines in interest in the two year period. The wish for more instructional programs, and the need for more "How-To" materials showed small declines in 1987. These findings, in concert with those found in Part 2, imply that the Self-help program is working, and residents appear relatively satisfied.

Figure 59. Response comparisons on desired security and safety items, 1985 and 1987 surveys (neutral responses not shown)

1. We need protective fencing around our housing area.

1985 (Q140)
1987 (Q161)

2. We need Neighborhood Watch in our housing area.

1985 (Q141)
1987 (Q162)

3. We need rumble strips in our area.

1985 (Q111)
1987 (Q159)

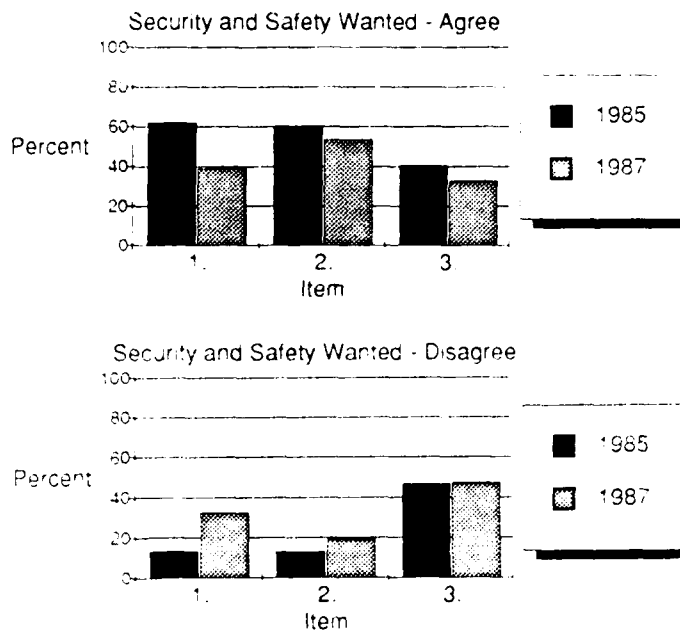


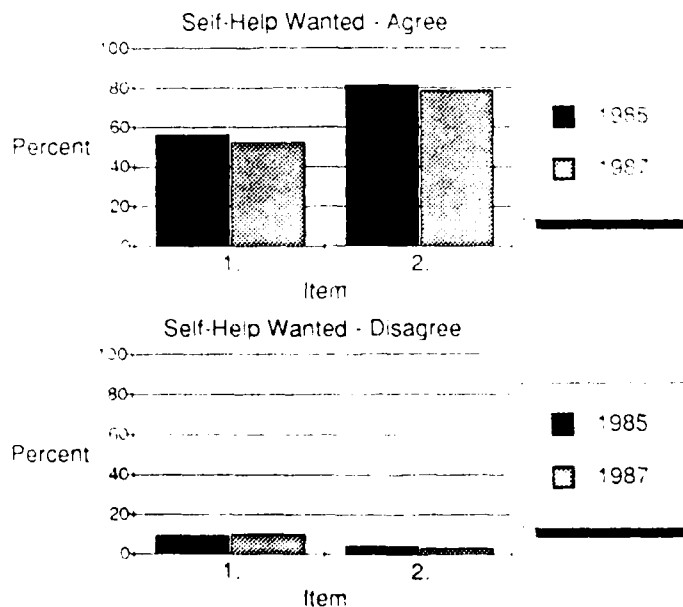
Figure 60. Response comparisons on desired self-help items, 1985 and 1987 surveys (neutral responses not shown)

1. Self-help stores should hold more classes.

1985 (Q147)
1987 (Q165)

2. Self-help stores should provide more "how-to-do-it" materials.

1985 (Q149)
1987 (Q166)



COMPARISON ITEMS 1986 OFF-POST AND 1987 ON-POST HOUSING SURVEYS

Demographics

While the 1986 and 1987 surveys actually sampled different populations of individuals, a number of items were the same, allowing comparisons between the two groups. Of particular interest were the extended demographic items that were available in the 1986 and 1987 surveys only. Figures 61 through 67 show the comparisons of the demographic measures obtained from the two groups.

Not surprisingly, a larger proportion of the respondents in military family housing were

married, male service members. It is interesting to note the difference in the distribution of dependents. A larger portion of the service members living in civilian housing had no children or one child. In military family housing, however, more respondents had at least two children. The perception of higher numbers of children within military housing areas may reflect reality. It certainly supports the comments regarding numbers of children, need for greater supervision, and more playgrounds and other facilities.

Figure 61. Sample distributions by service, 1986 and 1987 surveys

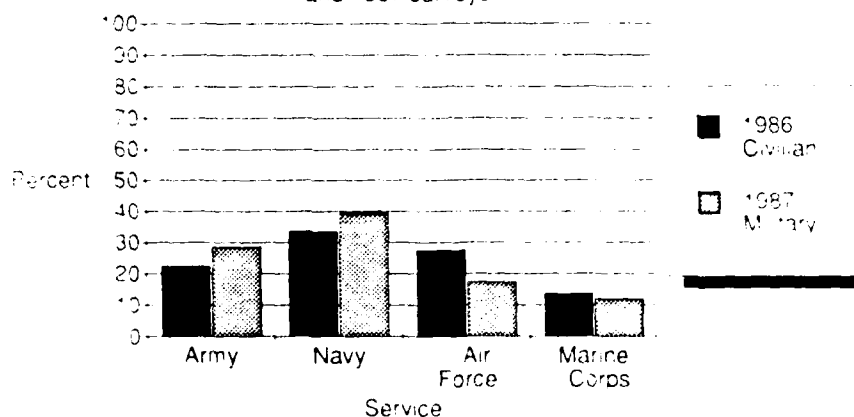


Figure 62. Sample distributions by pay grade group, 1986 and 1987 surveys

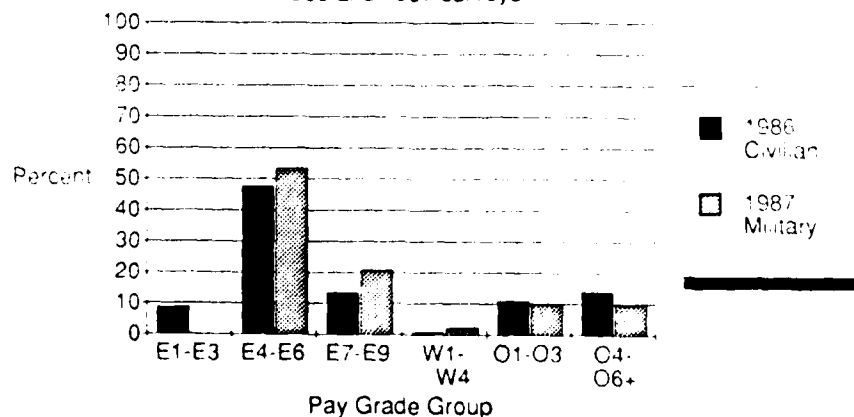


Figure 63. Sample distributions by service member gender, 1986 and 1987 surveys

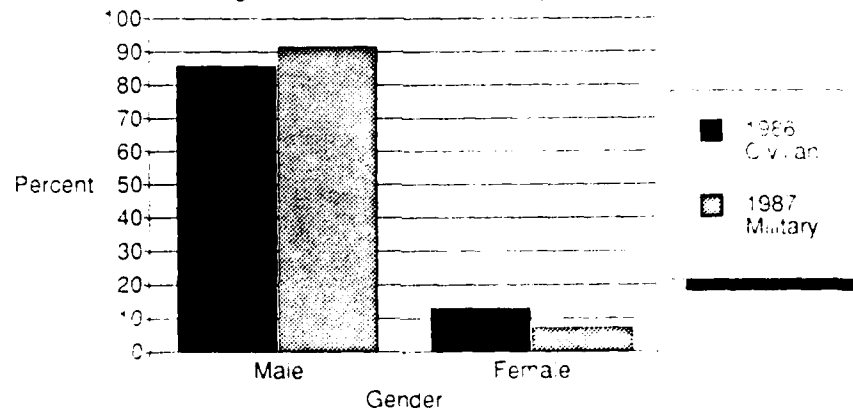


Figure 64. Sample distributions by marital status, 1986 and 1987 surveys

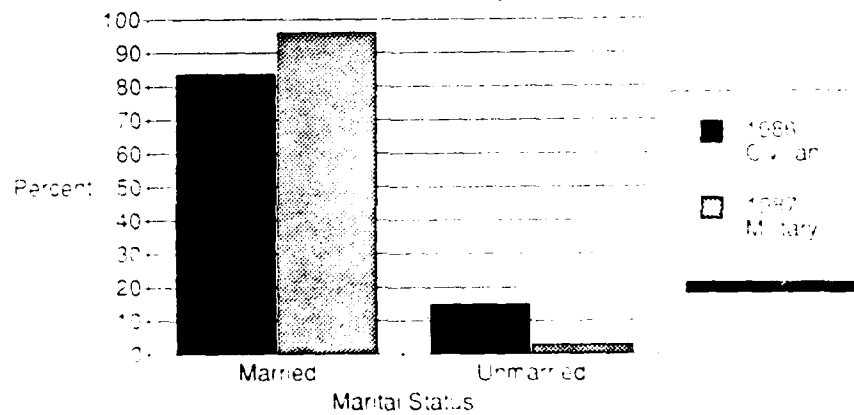
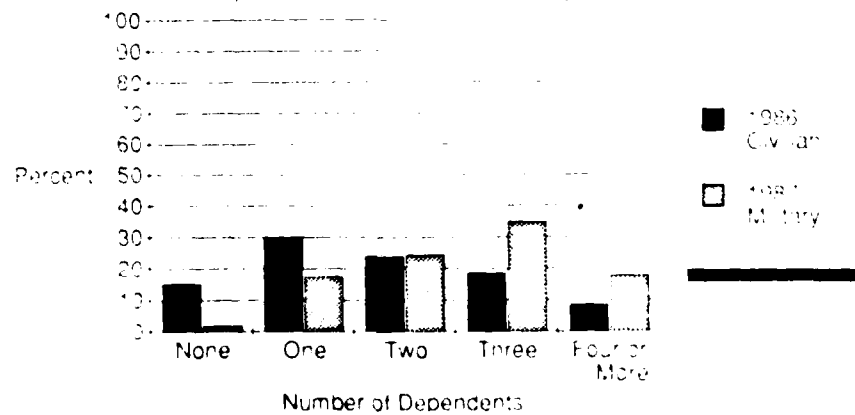


Figure 65. Sample distributions by number of dependents, 1986 and 1987 surveys



Also of note is the difference in spouse employment categories. Service members in civilian housing were more likely to have spouses who were employed, either full-time or part-time. Respondents in military housing, on the other hand, were more likely to have spouses who were unemployed by choice

Time on the waiting list for military housing is noteworthy. Perhaps it is a component in the choice phenomenon mentioned often

in other parts of this report. The residents of civilian housing were much more likely to have been on the waiting list for 3-12 months* whereas those in military family housing were more often on the list for less than one month. This implies that a number of the residents of civilian housing may be there because they have not been offered quarters and, thus, may get committed to leases, making them unable to accept quarters when they do become available.

Figure 66. Sample distributions by spouse employment status, 1986 and 1987 surveys

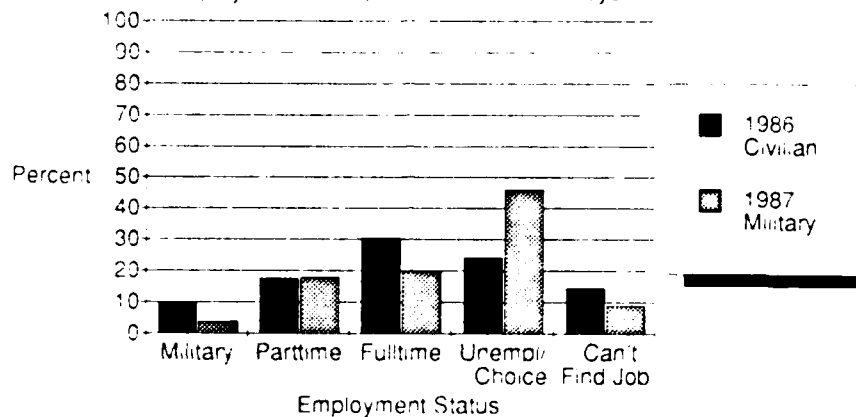
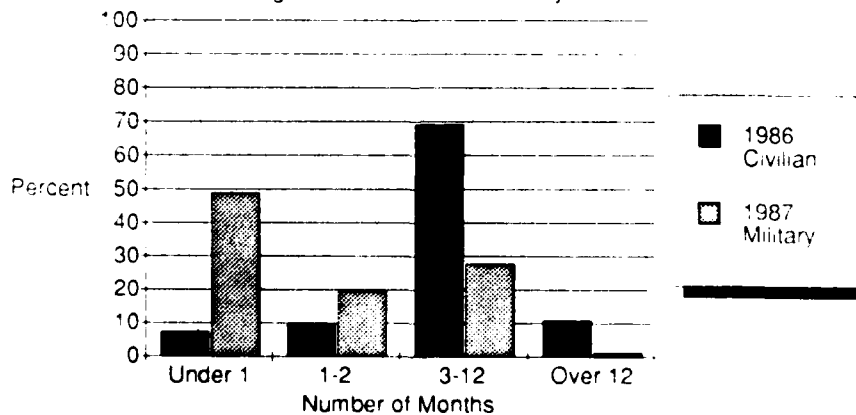


Figure 67. Sample distributions by time on the waiting list, 1986 and 1987 surveys



* This range is extended to allow for comparability of the choice options

Satisfaction with Present Conditions

Table 30 at the end of this section shows the comparison of comparable items between 1986 civilian housing residents and 1987 military family housing residents. Reported in this table are the actual percentages of agree/disagree for each item, as well as a relative rating that gives a quick point of reference with respect to the other population.

Housing Office Services

Within this category, most items showed a higher proportion of respondent satisfaction in the military housing population. This is consistent with the results of the 1986 study. Individuals living off base post have little opportunity to utilize the services offered by the housing office, and are usually limited to inprocessing. Further, if they are not in civilian housing by choice, this interaction may take on a more negative aspect. In light of this, the difference is not surprising.

Loaner Furniture

Again, as with the Housing Office Services section, most comparisons were more positive for military family housing residents. Since more respondents to the 1987 on-post survey reported not using the program, this probably reflects differential use of the loaner furniture program rather than actual satisfaction or dissatisfaction with the program.

Housing Referral

Of the two items compared in this section, one was more favorable when rated by military residents and one by civilian. The patterns observed are consistent with those found in the 1986 off-post survey. The residents of civilian housing are more satisfied with the accuracy of the civilian housing lists and less satisfied with the amount of information they received on buying a home.

Features and Facilities

Only one item in the features and facilities section was more favorable to respondents of military family housing -- proximity to work. Three items were

approximately equal for the two populations -- unit and bedroom size, and noise between units. However, all other items were less favorable for residents of military family housing. While some differences may reflect actual insufficiencies of the unit, residents of military family housing are also less likely to have a choice of units, floor plans, etc. Denied that choice, they are likely to be consistently less satisfied with the physical aspects of their housing units.

With regard to facilities, all comparison items were more negative for residents of military family housing. These items include having adequate sidewalks, playgrounds, and all ages recreational facilities. These differences could be affected by the disparity in the family size for the two populations of individuals.

Again, the patterns reported here are the same as those found in the 1986 study.

Maintenance and Repair

Existence of regular preventive maintenance and response to routine and emergency calls for service were all rated more negatively in military family housing. This is consistent with the comparisons made between the 1985 and 1986 surveys (reported in 1986) and therefore is not unexpected.

Security and Safety

The only comparable item was satisfaction with the security of the unit. The respondents in military housing were more satisfied than those living in civilian housing.

TLA

Three items were compared for differences between the off-post and current on-post responses. Military residents reported more often being briefed on TLA. In contrast, service members in civilian housing were more satisfied with the accuracy of the hotel list. It is unlikely that the differences result from differential experiences of the two populations. In fact, if the satisfaction levels are viewed across the three years, there has been a consistent decline in

satisfaction. This may point to a need for review of the hotel list.

Satisfaction with the quality of the TLA facility was approximately the same for the two populations of respondents.

General Satisfaction

Two of the four comparison items in the overall satisfaction section were approximately equal in the 1986 and 1987 studies. Service member and spouse satisfaction remained stable across populations.

The perception of the positive effect on job performance and career intention, however, produced differing levels of agreement. Residents of civilian housing more often responded positively. It should be pointed out that these findings are consistent with what would be expected when considering the importance of the influence of choice upon satisfaction levels for these individuals. It is also in agreement with the findings of the 1986 study.

Table 30

Item Response Comparisons, 1986 Civilian and 1987 Military Housing Surveys

	Civilian Housing 1986		Military Housing 1987		Relative Rating (to Civilian)
	% Agree	% Disagree	% Agree	% Disagree	
Housing Office Services					
Personnel show concern	40.4	28.8	47.9	26.0	+
Personnel polite	61.0	15.1	64.5	14.7	~
Personnel informative	46.2	23.2	51.5	25.6	+
Service is good	27.1	38.6	29.4	37.4	~
Office is well run	35.3	25.6	33.4	34.7	~
Processing time okay	35.8	34.9	67.9	17.9	+
Loaner Furniture and Appliances					
Time to get furniture	73.8	14.1	86.8	5.1	+
Time to get appliances	63.7	17.2	81.3	9.8	+
Condition of furniture	56.0	23.4	59.0	25.0	~
Condition of appliances	65.3	13.6	76.5	13.9	+
Got enough furniture	66.5	21.5	78.7	12.6	+
Program was fully explained	34.9	52.4	71.5	17.9	+
Housing Referral					
Accurate housing facts	52.7	24.7	53.5	36.6	+
Information on buying, etc.	21.9	54.2	34.8	52.7	+
Features and Facilities					
Unit large enough	72.0	22.2	70.3	25.1	~

* In the Relative Rating column, "+" means the respondents for that group were better off (produced) than the other housing group. "0" means the respondents were about the same as the other group. "-" means the respondents were worse off than the other group.

Table 30 (Cont)

Item Response Comparisons, 1986 Civilian and 1987 Military Surveys

	Civilian Housing 1986			Military Housing 1987		
	% Agree	% Disagree	Relative Rating (to Military)	% Agree	% Disagree	Relative Rating (to Civilian)
Features and Facilities (Cont)						
Bedrooms large enough	62.0	31.1	-	62.3	32.3	-
Enough bathrooms	85.4	10.7	+	79.7	17.4	-
Unit is well built	64.5	18.7	+	53.1	32.3	-
Floor plan good	74.2	10.8	+	64.7	22.3	-
Remodeling not needed	68.2	21.5	+	36.9	55.3	-
Have enough kitchen cabinets	70.8	21.5	+	61.4	33.3	-
Plumbing okay	74.7	15.9	+	51.0	39.6	-
Appliances work well	84.7	10.3	+	76.5	16.6	-
Hot water adequate	86.6	8.3	+	78.3	17.5	-
Unit clean at move in	72.4	19.1	+	52.3	37.9	-
Noise not a problem	56.8	33.2	-	53.3	36.4	-
Unit close to work	64.3	22.3	-	78.9	15.2	+
Have enough sidewalks	82.2	11.6	+	63.2	25.6	-
Have enough playgrounds	67.1	22.6	+	48.5	41.9	-
Have enough facilities	80.9	10.5	+	52.1	31.8	-
Maintenance and Repair						
Preventive maintenance done	55.1	30.2	+	26.6	55.3	-
Routine response good	63.2	24.7	+	54.2	29.7	-
Emergency response good	70.9	15.7	+	61.0	21.1	-
Security and Safety						
Housing unit secure	79.4	59.2	+	44.6	36.2	+

Table 30 (Cont)

Item Response Comparisons, 1986 Civilian and 1987 Military Surveys

	Civilian Housing 1986			Military Housing 1987		
	% Agree	% Disagree	Relative Rating (to Military)	% Agree	% Disagree	Relative Rating (to Civilian)
TLA						
Briefed on TLA	55.6	31.4		74.5	19.3	+
Good hotel list	63.0	15.6		63.8	20.3	-
Hotel stayed in was okay	75.4	14.3		78.9	12.4	-
General Satisfaction						
Service member satisfaction	73.0	15.2		70.6	17.6	-
Spouse satisfaction	68.1	21.0		66.6	22.2	-
Effect on job performance	61.4	15.3	+	56.0	15.2	+
Effect on career intention	52.3	17.8		47.8	19.3	-

DISCUSSION

Despite the fact that only 42 percent of respondents to the current study reported a preference for military family housing, over 70 percent of the service members were satisfied with their housing units. This level of satisfaction is on the upswing, showing a modest increase over that seen in 1985. In addition, considerable increases were found when examining the perceived effect of living conditions on job performance and career intention. Positive responses on these items rose by approximately 10 percentage point over 1985. Service members appear to be increasingly satisfied with their living conditions.

When respondents reported a strong preference for living in military housing, satisfaction rose to even higher levels. As was shown in the 1986 survey of civilian housing residents in Hawaii (Lawson, Murphy, & Magnusson, 1987), the element of choice appears to influence housing satisfaction. When individuals perceive that they have a choice, they tend to make greater investments in being satisfied with their choices. By finding ways to capitalize on this element of choice, housing satisfaction can be influenced positively.

Confirmation for the influence of having a choice can be seen in the current study with the overwhelming positive responses to occupant-requested programs and policies. Response to the changes in the move-out cleaning policy and the policy allowing occupants to install their own yard fencing has been extremely positive. By responding to the suggestions of the residents, OCFHO has allowed them a voice in policy-making and thereby capitalized on a component of choice.

Spouse satisfaction, compared to service member satisfaction, also showed modest improvements over 1985. As seen in past studies, however, spouse satisfaction was found to be about 4 percentage points below that of the service member.

The current study, in contrast to prior studies, was able to identify the precise contribution made by spouses to the findings by initiation of a new policy to include spouses within the target sample. Although it is likely that spouses

contributed to past studies, encouraging them to respond in this case probably increased their participation. What began initially as an attempt to improve response rates by promoting participation by families with deployed service members resulted in added insights regarding the client population and the direction of influence within the family with respect to housing satisfaction.

When responses were analyzed by whether the respondent was the service member, the spouse, or the couple responding together, interesting differences emerged. Different aspects of the living environment appeared to greater salience to spouses and service members. In many cases, one member of the military couple seemed to exert strong influence over the direction of responses. Among the items in Part 2, for instance, when assessment of current conditions was the goal, the predominant pattern was for responses of service members answering alone to be more positive than those of either spouses or couples. This suggests that many of the items had greater salience for spouses than for service members and that spouses influenced the direction of responses. In particular, influence of the spouse was strongest on items dealing with manner of delivery of housing office services, certain policies, and procedure items (day-to-day housing operations, housing facilities, not features, day-to-day maintenance and repair situations, and security and safety). Ostensibly, service members, perhaps because of absences from the household, relinquish control of that domain to their spouses.

Clearly, these findings have implications for what client population the housing office actually serves. Often the focus is on the service member as client. It appears, at least for the respondents of this survey, that spouse satisfaction may be even more important as a determining factor in overall satisfaction.

In order to increase spouse and service member satisfaction, a number of areas that have been shown in the current study to have impact should be emphasized.

One area with considerable impact upon satisfaction is that of housing office services. Interestingly, analysis of the current data showed that when rating satisfaction with the housing office, respondents, contrary to other categories such as maintenance and repair, did not discriminate between the service provided and the manner of delivery of that service. This suggests that, on the whole, housing office services are judged primarily in terms of the quality of the interaction between client and service provider.

Looking at ratings of satisfaction with the quality of that interaction, aggregated across all subgroups, responses on the whole showed a decline between 1985 and 1987. This is particularly true for those items related to ongoing services. Specifically, responses to items about housing office efficiency, quality of service, and informativeness showed decreased positive responses. On the other hand, individual items less directly related to the client-provider interaction, such as processing time and availability of lists of rules and regulations, showed gains.

Another important determinant of spouse and service member satisfaction was found to be performance and quality of maintenance and repairs. As mentioned earlier, analysis indicated that respondents did differentiate between quality of service and quality of interaction when maintenance and repair issues were being considered. While perception of the quality of repairs, per se, showed decline in the two year period, items indicating responsiveness and manner of delivery of service showed clear improvements.

Although not clear predictors of satisfaction, continued concern was shown by spouses on issues related to security and safety and facilities. There was improvement during the two year period, however, particularly in the area of security. Increases in satisfaction with security were found, as demonstrated by higher satisfaction with patrols in the housing areas and decreased desire for protective fencing and Neighborhood Watch. Spouses did continue to be more negative with regard to feeling safe in their homes than service members. For example, while service members felt comfortable with the security devices they installed in their

homes, spouses were less likely to report that same level of security.

The topic of all-age recreational facilities showed increases in satisfaction during the two year period, especially with regard to perception of adequacy. Satisfaction with playground inspections continued to elicit negative responses, although it appears to be moving in the positive direction.

The expanded demographics collected in the 1987 sample allowed for additional analyses with regard to housing preference and satisfaction. Results showed that military family housing residents with experience in civilian housing in Hawaii were more satisfied with their military housing living conditions. Further, those with little or no experience in civilian housing were less likely to prefer government quarters and less likely to be satisfied with their housing. This suggests it may be reasonable to increase efforts to improve housing referral services. Perhaps because of the unique socio-economic environment in Hawaii, service members may not be adequately prepared to make decisions regarding suitable housing choices without additional information, information provided proactively by counselors thoroughly familiar with the civilian housing market and how it compares and contrasts with the military housing environment. By maximizing the information made available to military families, the housing referral office again can capitalize on the element of choice. These findings are consistent with that found in the study of personnel living off-post (Lawson, Murphy, & Magnusson, 1987).

Satisfaction with living conditions in military family housing appears to be improving in Hawaii. This is evidenced by increases in perceived positive effects, as well as by the larger number of gains over losses in respondent satisfaction ratings. OCFHO, as a model installation, is in a unique position to develop and export new programs and policies. Many of their experimental programs have been overwhelmingly successful (e.g., self-help, the occupant improvement policy, and the new cleaning policy). This approach of encouraging occupants to be involved in the policy-making process is obviously successful and worthy of consideration at other installations.

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APPENDIX A

SURVEY QUESTIONNAIRE



DEPARTMENT OF THE ARMY

HEADQUARTERS, UNITED STATES ARMY SUPPORT COMMAND, HAWAII
OAHU CONSOLIDATED FAMILY HOUSING OFFICE
FORT SHAFTER, HAWAII 96858-5000

REF ID: A66858-5000

APZV-04

3 April 1987

MEMORANDUM FOR FAMILY HOUSING RESIDENTS

SUBJECT: Military Housing Occupant Survey

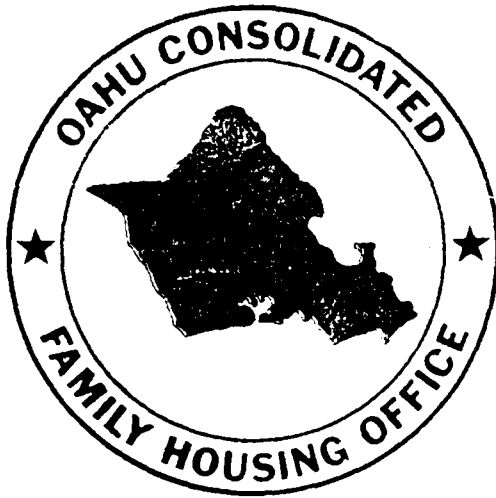
1. Military family housing for all of the Services on Oahu has been managed by the Army since October 1983. The Oahu Consolidated Family Housing Office (OCFHO), is responsible for providing the best possible support to all service members and their families.
2. As part of our continuing efforts to improve family housing, OCFHO in concert with the Navy Personnel Research and Development Center (NPRDC) in San Diego, has conducted a number of surveys in the past to find out what should be done to improve military family housing. Many programs now in place are the direct result of what we have learned from our surveys. We are again working with NPRDC to conduct another survey.
3. OCFHO needs to know if we are still moving forward. You are a vital part in the success of our survey. Your answers will be used to rate satisfaction with present housing programs and to plan for future projects, programs, and improvements.
4. The enclosed packet contains a questionnaire with an answer sheet and a return envelope. Please complete the answer sheet within a reasonable amount of time after you receive it - 5 to 10 days is about right. After you complete the answer sheet, mail it back in the envelope provided. You may throw the questionnaire away. Do not put your name on the answer sheet unless you want feedback to your comments.
5. If you have questions, please call Mr. Sandy McKeen at 438-2660 or 438-2877.
6. Thank you for your participation.

Encl

B. R. Schlapak
BENJAMIN R. SCHLAPAK
COL, EN

Director, Oahu Consolidated Family
Housing Office

Survey Approval Authority: Soldier Support
Survey Control Number: A1N01A01



OCFHO

Oahu Consolidated Family
Housing Office

**ATTITUDE SURVEY OF
MILITARY HOUSING RESIDENTS,
HAWAII 1987**

PRIVACY ACT STATEMENT

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purposes and uses to made of the information collected. The Oahu Consolidated Family Housing Office (OCFHO) may collect the information requested in the Attitude Survey of Military Housing Residents under the authority of 5 United States Code 301.

The information collected in the questionnaire will be used by OCFHO to evaluate existing and proposed family housing policies and procedures in Hawaii.

Providing information in this form is voluntary. Failure to respond to any particular questions will not result in any penalty to the respondent except the possible lack of representation of your views in the final results and outcomes.

INSTRUCTIONS:

- =====
1. Please pull out the answer form from the rest of the questionnaire packet.
 2. Read each question or statement and all possible answers carefully before choosing your answer.
 3. Select the number of the answer that BEST applies to you or BEST expresses your opinion. Print it CLEARLY in the space provided for the item, as shown below. **All answers must be on the answer form.** For example:

Survey: 1. Service
Answer Form: 1. _____

If you are in the Air Force, your answer would be "4" and you should enter a "4" in the blank provided for question 1.

Answer Form: 1. 4

4. Please notice that some items have answers with only one digit numbers (choices are 0 to 9). Others have many more choices. If your answer is 8 (for example) on one of the items with more than 9 choices, be sure to enter "08" on your answer form.
5. Please note that the survey may be completed by the **spouse or service member**. For dual career military families, "service member" should be considered to mean the higher ranking service member.
6. Use the back of the answer form for your comments, adding extra sheets as needed.
7. Mail **only** your completed **answer form and written comments** in the return envelope to the Navy Personnel Research and Development Center. You may throw away the remainder of the questionnaire packet.

=====

Developed by:

Oahu Consolidated Family Housing Office
Fort Shafter, Hawaii 96858-5000

and

Navy Personnel Research and Development Center
San Diego, California 92152-6800

Tear out here

OCFHO
Oahu Consolidated Family Housing Office

ATTITUDE SURVEY OF MILITARY HOUSING RESIDENTS, HAWAII 1987

Answer Form

PART 1 - BACKGROUND	<u>Policies and Procedures</u>	<u>Housing Referral</u>	<u>Maintenance and Repair (Cont)</u>
1. _____	33. _____	64. _____	99. _____
2. _____	34. _____	65. _____	100. _____
3. _____	35. _____	66. _____	101. _____
4. _____	36. _____	67. _____	102. _____
5. _____	37. _____	<u>Features and Facilities</u>	103. _____
6. _____	38. _____	68. _____	104. _____
7. _____	39. _____	69. _____	105. _____
8. _____	40. _____	70. _____	<u>Security and Safety</u>
9. _____	<u>Loaner Furniture and Appliances</u>	71. _____	106. _____
10. _____	41. _____	72. _____	107. _____
11. _____	42. _____	73. _____	108. _____
12. _____	43. _____	74. _____	109. _____
13. _____	44. _____	75. _____	110. _____
14. _____	45. _____	76. _____	111. _____
15. _____	46. _____	77. _____	<u>Communication</u>
16. _____	47. _____	78. _____	112. _____
17. _____	48. _____	79. _____	113. _____
PART 2 - MILITARY HOUSING & HOUSING SERVICES	49. _____	80. _____	114. _____
<u>Housing Office Service</u>	50. _____	81. _____	115. _____
18. _____	51. _____	82. _____	116. _____
19. _____	52. _____	83. _____	117. _____
20. _____	53. _____	84. _____	118. _____
21. _____	<u>Operations</u>	85. _____	<u>Self-Help</u>
22. _____	54. _____	86. _____	119. _____
23. _____	55. _____	87. _____	120. _____
24. _____	56. _____	88. _____	121. _____
25. _____	57. _____	89. _____	122. _____
26. _____	58. _____	90. _____	123. _____
27. _____	59. _____	91. _____	124. _____
28. _____	60. _____	92. _____	125. _____
29. _____	61. _____	<u>Maintenance and Repair</u>	126. _____
30. _____	62. _____	93. _____	
31. _____	63. _____	94. _____	
32. _____		95. _____	
		96. _____	
		97. _____	
		98. _____	

Please continue
on the back of
this form →

<u>TLA</u> 127. _____ 128. _____ 129. _____ 130. _____ 131. _____ <u>General</u> <u>Satisfaction</u> 132. _____ 133. _____ 134. _____ 135. _____ 136. _____ 137. _____ 138. _____	PART 3 - WHAT SHOULD BE <u>Housing Office</u> <u>Service</u> 139. _____ 140. _____ 141. _____ 142. _____ 143. _____ <u>Policies and</u> <u>Procedures</u> 144. _____ 145. _____ 146. _____ 147. _____ 148. _____	<u>Policies and</u> <u>Procedures</u> (Cont) 149. _____ 150. _____ 151. _____ <u>Operations</u> 152. _____ 153. _____ <u>Maintenance</u> <u>and Repair</u> 154. _____ 155. _____ 156. _____ 157. _____ 158. _____	<u>Security</u> <u>and Safety</u> 159. _____ 160. _____ 161. _____ 162. _____ 163. _____ <u>Self-Help</u> 164. _____ 165. _____ 166. _____
---	---	--	--

PART 4 - WRITTEN COMMENTS

WHAT HAVE WE MISSED? Please use the space below to make any comments you wish - about your housing, the housing office, etc.. Add more sheets if needed.

Send this answer sheet and your written comments in the enclosed envelope. You may throw the questionnaire away.

THANK YOU FOR YOUR HELP

OCFHO
Oahu Consolidated Family Housing Office
ATTITUDE SURVEY OF MILITARY HOUSING RESIDENTS,
HAWAII 1987

Read the questions carefully. Mark your answers **ON THE FORM** provided. All answers and comments must be on the answer form.

IMPORTANT!

1. "Spouse" = civilian dependent spouse
2. For dual career military: "Service member" = higher ranking member, and "Spouse" = the lower ranking member.

PART I - BACKGROUND

1. Who is answering this questionnaire?

1. Service member
2. Spouse
3. Both service member and spouse

2. Service (see note above if dual career military)

- | | |
|------------------------|-----------------|
| 1. Army (non-cohort) | 4. Air Force |
| 2. Army (cohort group) | 5. Marine Corps |
| 3. Navy | 6. Coast Guard |
| | 7. Other |

3. Pay Grade (see note above if dual career military)

- | | | |
|---------|---------|------------------|
| 01. E-1 | 10. W-1 | 14. O-1 |
| 02. E-2 | 11. W-2 | 15. O-2 |
| 03. E-3 | 12. W-3 | 16. O-3 |
| 04. E-4 | 13. W-4 | 17. O-4 |
| 05. E-5 | | 18. O-5 |
| 06. E-6 | | 19. O-6 |
| 07. E-7 | | 20. O-7 or above |
| 08. E-8 | | |
| 09. E-9 | | |

4. Time in service.

- | | |
|---------------------|------------------|
| 1. Less than 1 year | 6. 8-12 years |
| 2. 1-2 years | 7. 12-16 years |
| 3. 2-3 years | 8. 16-20 years |
| 4. 3-4 years | 9. Over 20 years |
| 5. 4-8 years | |

5. Sex of service member.

1. Male
2. Female

6. Marital status.

1. Married
2. Separated, divorced or widowed
3. Single, never married

7. Is spouse living with service member?

0. No spouse
1. Yes
2. No

8. Are child(ren) living with service member?

0. No child(ren)
1. Yes
2. No

9. Does the service member have other dependent relative(s)?

1. Yes, living with us
2. Yes, living elsewhere
3. No

10. Number of family members (dependents) living with service member.

- | | |
|----------|-----------------|
| 0. None | 5. Five |
| 1. One | 6. Six |
| 2. Two | 7. Seven |
| 3. Three | 8. Eight |
| 4. Four | 9. Nine or more |

11. Spouse employment.

0. Does not apply (no spouse)
1. Spouse military
2. Working part time - civilian
3. Working full time - civilian
4. Unemployed by choice
5. Can't find a job

12. How long were you on the waiting list before your FIRST OFFER of quarters?

- | | |
|----------------------|------------------------|
| 1. Less than 1 month | 5. 6-8 months |
| 2. 1-2 months | 6. 8-12 months |
| 3. 2-4 months | 7. 12-24 months |
| 4. 4-6 months | 8. More than 24 months |

13. When did the service member FIRST move into family housing in Hawaii?

- | | |
|----------------------|----------------------|
| 1. Before Oct 1983 | 6. Jul 1985-Dec 1985 |
| 2. Oct 1983-Dec 1983 | 7. Jan 1986-Jun 1986 |
| 3. Jan 1984-Jun 1984 | 8. Jul 1986-Dec 1986 |
| 4. Jul 1984-Dec 1984 | 9. Since Jan 1987 |
| 5. Jan 1985-Jun 1985 | |

14. Has the service member ever lived in civilian housing in Hawaii?

1. No
2. Yes, for less than 6 months
3. Yes, for 6-12 months
4. Yes, for 12-18 months
5. Yes, for 18-24 months
6. Yes, for over 24 months

15. Are you living in quarters primarily because of the high cost of civilian housing?

1. Yes
2. No

16. Did service member respond to the last attitude survey for military family housing residents (Spring 1985)?

0. Don't know or does not apply
1. Yes
2. No

17. Name of present housing area.

- | | |
|---|--------------------------|
| 01. TAMC | 19. Red Hill |
| 02. Ft. Shafter | 20. Camp Smith |
| 03. Alalamanu | 21. Hale Alii |
| 04. Ft. Kam | 22. Hospital Point |
| | 23. Ford Island |
| 05. Kilauea MC | 24. Marine Barracks |
| 06. Schofield Barracks | 25. McGrew Point |
| 07. Helemano | 26. Moanalua Terrace |
| | 27. Pearl City Peninsula |
| 08. Barbers Point/
Barbers Point Makai | 28. Manana |
| 09. Puuloa | 29. Camp Stover |
| 10. Iroquois Point | 30. NAVCAMSEASTPAC |
| 11. Luafualet/RTF | 31. Radford Terrace |
| 12. West Loch | 32. Halsey Terrace |
| | 33. Catlin Park |
| 13. Hale Moku | |
| 14. Hokuani | 34. Hickam AFB |
| 15. Halawa | 35. Wheeler AFB |
| 16. Makalapa | 36. Bellows AFS |
| 17. Little Makalapa | |
| 18. Maloelap | 37. Kaneohe Bay MCAS |

PART 2 - MILITARY HOUSING AND HOUSING SERVICES

In the following items, use the answers below to show if you AGREE or DISAGREE with each statement.

0 = Does not apply or don't know
1 = Strongly disagree
2 = Disagree
3 = Neither disagree nor agree
4 = Agree
5 = Strongly agree

HOUSING OFFICE SERVICE

18. Housing office people show concern for military families.
19. Housing office people are polite.
20. Housing office people are informative.
21. Family housing is assigned in a uniform manner.
22. The housing office explained housing rules fully.
23. Housing office people work with family members when the service member is away (deployed or TDY).
24. Housing office service is good even during peak periods.
25. The housing office seems to be well run (service is fast, reliable).
26. The time it took to process through the housing office was not a problem.
27. Family housing rules are properly enforced.
28. Family housing rules are enforced the same in all housing areas and Services.
29. Copies of housing rules are available at area housing offices.
30. Copies of waiting lists are available at area housing offices.
31. The housing office estimate of when quarters would be available was accurate.
32. Overall, we are satisfied with housing office services.

POLICIES AND PROCEDURES

33. We like the idea of mixing Services in housing areas.
34. The rule that yards be kept mowed and free of debris is strictly enforced.
35. We like the policy that allows plants put in by occupants to remain when they move out.
36. We like the policy that allows some occupant improvements to remain at move out.
37. We like the policy that allows approved lanais to be covered and screened.
38. We like the policy that allows yard fencing through self-help.
39. Wait time for approval of yard fencing is not a problem.
40. Overall, OCFHO policies and procedures meet the needs and wants of family housing residents.

Please keep using the answers below to show if you AGREE or DISAGREE with each statement.

<p>0 = Does not apply or don't know 1 = Strongly disagree 2 = Disagree 3 = Neither disagree nor agree 4 = Agree 5 = Strongly agree</p>

LOANER FURNITURE AND APPLIANCES

- 41. The time it took us to get loaner furniture was not a problem.
- 42. The processing time it took us to get appliances was not a problem.
- 43. The loaner furniture we used was in good shape.
- 44. The appliances we used were in good shape.
- 45. We had enough loaner furniture to meet our needs.
- 46. We had loaner furniture long enough to meet our needs.
- 47. The loaner furniture program was fully explained to us.
- 48. The 5-day notice required for loaner furniture pick-up was not a problem for us.
- 49. We were told at the housing office that washers and dryers are available for residents of both military and civilian housing.
- 50. Are you using a government washer? (If yes, answer "4." If no, answer "2.")
- 51. Are you using a government dryer? (If yes, answer "4." If no, answer "2.")
- 52. Are you using a government dishwasher? (If yes, answer "4." If no, answer "2.")
- 53. Overall, we feel the loaner furniture and appliance program is good.

OPERATIONS

- 54. Housing inspectors are polite.
- 55. Housing inspectors are on time.
- 56. Government cleaning of quarters will make our move-out easier.
- 57. Poor work by contractors is usually fixed quickly.
- 58. Housing inspectors use the same standards for all.
- 59. Housing inspection rules are the same for all.
- 60. Housing inspectors follow up on promises for quarters repairs.
- 61. Our trash pick-up is good and on schedule.
- 62. We were given phone stickers with work order and emergency numbers by inspectors at check-in.
- 63. Overall, housing operations that we have observed seem to run smoothly.

Please keep using the answers below to show if you AGREE or DISAGREE with each statement.

0 = Does not apply or don't know
1 = Strongly disagree
2 = Disagree
3 = Neither disagree nor agree
4 = Agree
5 = Strongly agree

HOUSING REFERRAL

- 64. We were given up-to-date, accurate lists of civilian housing when we arrived.
- 65. We were given maps and school information when we arrived.
- 66. The housing office offered us information about buying, leasing and contracts for civilian housing.
- 67. Overall, the housing referral program seems to work well.

FEATURES AND FACILITIES

- 68. Family housing in our area is always being improved.
- 69. Our housing unit is large enough for us.
- 70. Our bedrooms are large enough.
- 71. We have enough bathrooms.
- 72. Our housing unit is built well.
- 73. Our floor plan is good.
- 74. Our unit does NOT need kitchen or bathroom remodeling.
- 75. We have enough kitchen cabinet space.
- 76. The plumbing in our unit is not a problem.
- 77. Our kitchen appliances work well.
- 78. Our hot water supply is adequate.
- 79. Window and door screen material now being used is OK.
- 80. Our housing unit was clean when we moved in.
- 81. Noise between housing units in our area is not a problem.
- 82. Our housing unit is close to my work.
- 83. There are enough sidewalks in our housing area.
- 84. We have enough tot lots and playgrounds (swings, etc.) in our housing area.
- 85. Our playgrounds are well maintained.
- 86. Our playgrounds are inspected often enough.
- 87. Our playgrounds are far enough from roads.
- 88. We have enough facilities (e.g., child care and family service centers) in this area.
- 89. We have enough all-ages recreational facilities (e.g., pools, weight rooms, etc) available to us.
- 90. We have enough recreational facilities available for teenagers.
- 91. Overall, we are satisfied with most features of our housing unit (e.g., floor plan, appliances).
- 92. Overall, we are satisfied with facilities in our housing area (e.g., play grounds, sidewalks).

Please keep using the answers below to show if you AGREE or DISAGREE with each statement.

0 = Does not apply or don't know
1 = Strongly disagree
2 = Disagree
3 = Neither disagree nor agree
4 = Agree
5 = Strongly agree

MAINTENANCE AND REPAIR

- 93. Repairs to our quarters were done before we moved in.
- 94. Quality of maintenance work is good.
- 95. Housing units get regular preventive maintenance.
- 96. Our common ground areas are well maintained.
- 97. We are told in advance of contractor work in our area.
- 98. We are usually given a time frame when repairs will be made.
- 99. Appliance repair is prompt, even on weekends.
- 100. Maintenance people are polite.
- 101. Response to routine calls for service is good.
- 102. Work order numbers given at the time of the call result in faster service.
- 103. Emergency phone calls get through promptly.
- 104. Response to emergency calls for service is good.
- 105. Overall, we are satisfied with maintenance and repair in our unit and housing area.

SECURITY AND SAFETY

- 106. There are enough patrols in our housing area.
- 107. We have regular fire inspections in our housing area.
- 108. We feel that our housing unit is secure.
- 109. Speed limits are enforced in our housing area.
- 110. We feel safe with the self-help security devices that we have installed.
- 111. Overall, we are satisfied with security and safety in our unit and housing area.

COMMUNICATION

- 112. The housing office told us about free storage of excess furniture.
- 113. We feel comfortable asking questions of housing office people any time.
- 114. We have used the Housing Hotline.
- 115. The Housing Hotline was helpful when we had a problem.
- 116. The "Aloha Ohana" housing newspaper is informative.
- 117. We got a copy of "The Military Family Preview" through our sponsor.
- 118. Overall, communication between housing offices and housing residents is good.

Please keep using the answers below to show if you AGREE or DISAGREE with each statement.

0 = Does not apply or don't know
1 = Strongly disagree
2 = Disagree
3 = Neither disagree nor agree
4 = Agree
5 = Strongly agree

SELF-HELP

- 119. The hours that our self-help store is open are OK.
- 120. Our self-help store has the items we need.
- 121. Service is good at our self-help store.
- 122. We were told about the self-help program at check-in.
- 123. We like having pesticides stocked at the self-help stores.
- 124. We like having shrubs stocked at the self-help stores.
- 125. We like having security items (e.g., dead-bolt locks, peep holes and window locks) stocked at the self-help stores.
- 126. Overall, we are satisfied with the self-help program.

TLA

- 127. We were briefed on TLA at the housing office.
- 128. Our housing office had a good hotel list.
- 129. The TLA hotel we stayed in was OK.
- 130. Estimates of TLA stays during major repairs on our military housing have been accurate.
- 131. Overall, we were satisfied with the TLA program.

GENERAL SATISFACTION

- 132. We would prefer military over civilian housing even if costs were not a factor.
- 133. We prefer our current housing area over any other in Hawaii.
- 134. Overall, the service member is satisfied with our housing unit.
- 135. Overall, the spouse is satisfied with our housing unit.
- 136. Our living conditions are having a positive effect on the service member's job performance.
- 137. Our living conditions are having a positive effect on the service member's military career intentions.
- 138. Overall, we are satisfied with most services provided by housing.

PART 3 - WHAT SHOULD BE

WHAT DO YOU THINK SHOULD BE DONE TO IMPROVE FAMILY HOUSING? Help OCFHO plan new programs by showing if you **AGREE** or **DISAGREE** with the statements below.

<p>0 = Does not apply or don't know 1 = Strongly disagree 2 = Disagree 3 = Neither disagree nor agree 4 = Agree 5 = Strongly agree</p>

HOUSING OFFICE SERVICE

- 139. Housing office people should give more feedback on complaints.
- 140. Better pet control is needed in our housing area.
- 141. Children in our housing area need more supervision.
- 142. Service members and spouses should be required to attend briefings about family housing.
- 143. Newcomer question and answer sessions on family housing should be held regularly.

POLICIES AND PROCEDURES

- 144. Our housing area needs a neighborhood coordinator.
- 145. Some existing family housing should be set aside for E1 to E3 families.
- 146. Higher priority should be given E1 to E3 families for future family housing units.
- 147. Pet owners should be required to register their pets.
- 148. Pet owners should be required to prove that a place has been found for pets before they PCS.
- 149. Family housing residents need to be told of housing rule changes more often.
- 150. Residents should be allowed to have enclosed outside storage.
- 151. Commands should support the sponsor program more.

OPERATIONS

- 152. There should be a "special" phone number to report playground problems and defects.
- 153. All units in multi-unit buildings should be treated at the same time when one unit has an insect or pest problem beyond the control of the occupant.

MAINTENANCE AND REPAIR

- 154. More quality control of contractor work is needed.
- 155. Follow-up maintenance inspections should be done after quarters have been occupied for a while.
- 156. Surveys of residents' maintenance needs should be done regularly.
- 157. Maintenance hours should include evenings and weekends.
- 158. Street signs and quarters numbers should be easier to read.

Please keep using the answers below to show if you AGREE or DISAGREE with each statement.

0 = Does not apply or don't know
1 = Strongly disagree
2 = Disagree
3 = Neither disagree nor agree
4 = Agree
5 = Strongly agree

SECURITY AND SAFETY

- 159. We need rumble strips in our housing area.
- 160. We need more street or outdoor lighting in our housing area.
- 161. We need protective fencing around our housing area.
- 162. We need Neighborhood Watch in our housing area.
- 163. We need more information on how to do our own quarters security checks.

SELF-HELP

- 164. Residents should be allowed to use any self-help store.
- 165. Self-help stores should hold more classes.
- 166. Self-help stores should provide more "how-to-do-it" materials.

PART 4 - WRITTEN COMMENTS

WHAT HAVE WE MISSED? Please let us know by making comments on the back of the answer form. These comments may be on any topic. Add more sheets if you need more space.

Send your answer sheet and written comments in the enclosed envelope. Mail the return postcard **SEPARATELY**. You may throw the questionnaire away.

THANK YOU FOR YOUR HELP

APPENDIX B

1985 - 1987 GAINS, LOSSES, AND NO CHANGE

SUMMARY OF RESPONSE DIFFERENCES (1965-1967) BY HOUSING AREA

+ GAIN OF AT LEAST 5 PERCENTAGE POINTS
- LOSS OF AT LEAST 5 PERCENTAGE POINTS
N/C DIFFERED AS MUCH AS 5 PERCENTAGE POINTS

HOUSING OFFICE SERVICES	FIRE SQUAD	SCHOOL	BORDER'S POLICE	PLANK HARBOR	HICKAM	KAWAHOE
	DISAGREE AGREE	DISAGREE AGREE	DISAGREE AGREE	DISAGREE AGREE	DISAGREE AGREE	DISAGREE AGREE
1. 1965-66 1967-68	N/C	+	N/C	N/C	-	N/C
	22.0 52.9 24.1 53.5	30.3 40.1 26.5 45.3	26.0 43.0 21.9 44.0	21.5 44.1 24.5 47.0	30.2 37.3 26.4 43.4	23.5 45.2 21.4 46.4
2. INFORMATIVE	-	N/C	N/C	-	N/C	-
	22.0 52.9 24.1 53.5	23.2 47.9 26.3 53.1	23.5 45.4 21.0 42.2	17.4 59.3 24.5 50.0	30.1 46.9 21.0 41.1	23.5 45.2 26.3 50.5
3. OFFICE (SCHOOL) H.S.	N/C	N/C	N/C	N/C	N/C	-
	22.0 52.9 24.1 53.5	23.2 47.9 26.3 53.1	23.5 45.4 21.0 42.2	17.4 59.3 24.5 50.0	30.1 46.9 21.0 41.1	23.5 45.2 26.3 50.5
4. 1965-66 1967-68	N/C	+	N/C	-	+	N/C
	22.0 52.9 24.1 53.5	30.3 40.1 26.5 45.3	26.0 43.0 21.9 44.0	21.5 44.1 24.5 47.0	30.2 37.3 26.4 43.4	23.5 45.2 21.4 46.4
5. 1965-66 1967-68	N/C	N/C	N/C	N/C	N/C	N/C
	22.0 52.9 24.1 53.5	30.3 40.1 26.5 45.3	26.0 43.0 21.9 44.0	21.5 44.1 24.5 47.0	30.2 37.3 26.4 43.4	23.5 45.2 21.4 46.4
6. 1965-66 1967-68	N/C	N/C	N/C	N/C	N/C	N/C
	22.0 52.9 24.1 53.5	30.3 40.1 26.5 45.3	26.0 43.0 21.9 44.0	21.5 44.1 24.5 47.0	30.2 37.3 26.4 43.4	23.5 45.2 21.4 46.4

PL. SHAFTE	SCHOFIELD	BARRETT'S POINT	PEARL HARBOR	HICKAM	KAMEHUI
DISAGREE AGREE	DISAGREE AGREE	DISAGREE AGREE	DISAGREE AGREE	DISAGREE AGREE	DISAGREE AGREE

0005 TO OFFICE SERVICES (CONTINUED)

1. OFFICE AGREE-004

1905-010	33.3	43.2	35.6	43.3	37.2	41.9	27.0	47.0	31.0	29.4	33.5
1917-025	33.4	43.2	35.5	37.0	33.3	37.9	41.4	34.2	30.5	30.7	30.3

2. FAST PROCESSING TIME

1905-010	25.5	35.4	35.4	43.7	15.6	60.9	14.1	60.3	30.2	41.4	39.7
1917-025	25.7	35.7	15.9	63.2	15.4	62.5	14.3	62.1	19.0	62.6	62.9

3. RULES PROPERLY ENFORCED

1905-017	47.7	6.0	27.5	27.9	54.7	20.9	47.5	33.9	47.0	32.5	40.9
1917-027	43.0	35.2	43.0	30.6	43.9	31.1	45.0	34.2	37.4	31.5	47.6

4. RULES ENFORCED EQUALLY

1905-019	43.9	29.9	52.0	27.4	52.6	21.0	47.9	23.6	53.0	19.6	33.2
1917-023	51.5	29.0	47.3	25.4	57.0	18.7	57.7	21.2	50.0	19.2	53.7

5. RULES HAVE AVAILABLE

1905-027	55.7	17.1	49.7	10.5	6.7	12.5	4.3	14.7	3.7	67.3	3.7
1917-027	52.0	30.7	4.1	0.7	0.9	0.3	4.3	0.7	3.7	0.3	43.3

001005 AGO PRODUCE

1. OFFICE SERVICES

1905-030	17.7	63.2	20.7	60.0	15.0	64.9	20.6	57.6	67.3	10.7	40.7
1917-030	10.7	10.7	10.7	60.3	17.2	63.6	20.1	55.2	57.6	20.9	31.1

2. OFFICE AGREE-004

1905-02	4.7	43.1	3.1	23.0	1.7	37.9	3.7	67.3	4.7	63.3	3.7
1917-030	5.4	33.7	1.6	33.7	3.7	31.9	3.4	33.3	4.7	31.9	63.9

3. OFFICE AGREE-004

1905-030	10.7	3.9	10.7	97.6	1.7	97.9	1.7	97.6	97.7	1.7	1.7
1917-030	10.7	1.0	10.7	97.3	1.7	1.0	1.7	1.7	1.7	1.7	1.7

LOAD & FORBIDDEN PROGRAM

1. OPERATING TIME ON

1945-027
1947-041

PL. QUALITY	SCHEDULE	ADVERTISING PERIOD	PLANT CAPACITY	HICKAM	KALHOUN
DISAGREEABLE	DISAGREEABLE	DISAGREEABLE	DISAGREEABLE	DISAGREEABLE	DISAGREEABLE

OPERATIONS

1. HOME-GUT CLEANING IS GOOD

1945-023
1947-050

2. CATHARTIC FORK IS USED

1945-023
1947-057

3. CATHARTIC FORK IS USED

1945-023
1947-061

ADDITIONAL REFERENCE

1. ACCURATE RECORDS USED

1945-041
1947-066

2. THE QUALITY OF THE RECORDS

1945-045
1947-066

PLANT
SCHEDULE

DISABLER AGREE	SCHEDULE AGREE	DISABLER AGREE	PLANT HARDWARE	DISABLER AGREE	HICKAM	KANLOHE
-	-	-	-	-	-	-
17.7 11.5	30.7 30.7	23.3 33.3	23.3 30.7	30.7 30.7	30.7 30.7	30.7 30.7
26.6 50.0	30.0 47.0	30.0 30.1	31.0 45.0	30.0 41.1	30.0 30.0	30.0 30.0
N/C	N/C	N/C	N/C	N/C	N/C	N/C
19.0 13.8	20.0 70.2	23.3 13.1	21.3 60.2	30.0 51.0	21.1 16.1	21.1 16.1
16.6 17.1	20.1 10.1	19.0 15.4	24.0 70.0	30.4 60.0	25.5 10.1	25.5 10.1
N/C	N/C	-	N/C	N/C	N/C	N/C
20.7 67.6	30.0 60.3	33.2 50.1	30.0 41.0	40.0 50.1	33.2 40.0	33.2 40.0
25.7 70.3	31.1 63.0	33.0 60.0	31.0 62.0	41.1 52.3	30.4 60.0	30.4 60.0
N/C	-	N/C	N/C	N/C	N/C	N/C
12.0 80.1	12.4 80.5	14.1 80.1	20.0 16.0	20.1 10.0	10.0 80.3	10.0 80.3
19.7 31.7	10.4 13.5	12.0 30.5	21.0 14.4	10.0 10.0	11.2 10.5	11.2 10.5
-	-	N/C	N/C	N/C	N/C	N/C
20.0 30.7	20.0 30.0	20.2 40.0	20.0 40.0	20.0 50.1	20.0 50.1	20.0 50.1
30.0 31.0	20.0 30.1	40.0 40.2	30.0 30.0	20.0 50.0	20.0 50.1	20.0 50.1
N/C	N/C	-	N/C	N/C	N/C	N/C
20.0 61.0	20.1 61.1	19.0 11.0	20.0 62.3	20.2 50.0	10.1 10.1	10.1 10.1
19.2 60.0	20.0 60.0	19.0 60.0	21.1 60.0	21.2 50.0	10.0 60.0	10.0 60.0
N/C	N/C	-	-	-	-	-
21.0 30.0	21.0 30.0	21.1 40.3	21.0 40.0	21.2 40.2	20.0 40.0	20.0 40.0
21.0 30.0	21.0 30.1	21.0 41.1	21.0 40.0	21.0 40.0	21.0 40.0	21.0 40.0
-	-	N/C	-	N/C	-	-
21.0 30.0	21.0 30.1	21.0 40.3	21.0 40.0	21.2 40.2	20.0 40.0	20.0 40.0
21.0 30.0	21.0 30.1	21.0 41.1	21.0 40.0	21.0 40.0	21.0 40.0	21.0 40.0
-	-	N/C	-	N/C	-	-
21.0 30.0	21.0 30.1	21.0 40.3	21.0 40.0	21.2 40.2	20.0 40.0	20.0 40.0
21.0 30.0	21.0 30.1	21.0 41.1	21.0 40.0	21.0 40.0	21.0 40.0	21.0 40.0

FACILITIES AND FACILITIES

1. BUILDING IS IMPROVING

1935-36

1936-37

2. LANDS PRODUCTION

1935-36

1936-37

3. BUILDING LANDS PRODUCTION

1935-36

1936-37

4. BUILDING BATHROOMS

1935-36

1936-37

5. BUILDING BUILT

1935-36

1936-37

6. BUILDING PLANT

1935-36

1936-37

7. BUILDING AND BUILDING

1935-36

1936-37

8. BUILDING BUILDING BUILDING

1935-36

1936-37

15-00000

PL. SHAFER	SCOTT TELLO	BARBER'S POINT	PLANK HARBOR	HICKAM		KAGI LANE
				DISAGREE	AGREE	

STATUSES AND FACILITIES

1. PLAYERS' BODIES MAINTAINED

1945-46	32.6	67.7	17.4	47.1	51.3	47.7	54.6	62.1	57.5
1947-48	28.6	61.0	24.0	56.9	26.2	44.5	32.2	58.2	23.4

2. PLAYERS' BODIES INSPECTED

1945-46	10.6	70.9	6.4	61.0	9.0	53.0	10.5	65.7	13.8
1947-48	19.3	65.0	13.5	67.6	13.6	45.6	15.5	65.9	13.3

3. PLAYERS' BODIES FOR FIELD

1945-46	55.4	17.0	67.1	27.9	61.0	20.2	67.1	12.1	19.0
1947-48	59.9	16.0	70.6	27.2	58.1	18.8	62.4	15.1	11.1

4. FIELD FACILITIES

1945-46	55.3	20.9	63.6	16.2	67.7	12.1	19.2	10.1	17.5
1947-48	59.1	36.6	40.6	30.5	45.6	21.6	60.5	32.1	52.5

5. FIELD FACILITIES

1945-46	25.8	14.0	16.5	53.7	32.3	40.4	30.4	27.7	37.8
1947-48	16.3	30.9	54.2	53.0	35.0	16.5	68.7	20.0	62.9

6. MAINTENANCE AND REPAIR

1. PLAYERS' BODIES FOR FIELD

1945-46	35.4	35.4	59.6	57.2	55.5	54.8	53.1	47.7	50.0
1947-48	30.6	43.3	31.7	53.7	50.6	48.6	43.6	53.7	50.0

2. PLAYERS' BODIES FOR FIELD

1945-46	67.0	17.7	67.7	27.3	58.8	19.4	15.9	10.9	10.9
1947-48	58.3	27.7	57.5	40.8	30.8	27.3	50.0	30.0	60.0

SELF-HELP
(CONTINUED)

1 GOOD SERVICE

PT. SHAFER	SCHRIFFELD	JARBER'S POINT	PEARL HARBOR	HICKAM	NAVLMC
DISAGREE AGREE	DISAGREE AGREE	DISAGREE AGREE	DISAGREE AGREE	DISAGREE AGREE	DISAGREE AGREE
8.7 76.0	27.1 64.6	20.1 55.0	12.1 74.2	20.8 58.1	6.7 30.3
5.2 85.9	10.4 78.8	18.3 68.4	4.4 87.5	11.5 75.0	12.3 77.9
+	+	+	+	+	+
OVERALL GOOD					
6.9 76.1	9.4 72.9	11.4 66.7	7.3 73.4	9.2 70.5	5.4 33.7
2.5 89.6	2.3 87.9	5.7 85.9	2.0 90.3	4.7 82.4	5.3 39.3

11A

1 GOOD HOTEL LISTS

1945-493	1947-4128	OVERALL
6.4 73.9	10.3 76.8	11.3 75.2
22.6 62.7	20.9 62.8	29.6 51.3
+	+	+
33.3 50.9	33.8 55.2	33.0 55.7
11.7 79.9	11.5 71.9	6.7 73.4
+	+	+
33.3 50.9	33.8 55.2	33.0 55.7
11.7 79.9	11.5 71.9	6.7 73.4

WE ALL SATISFACTION?

1 OFFER MILITARY HEADQUARTERS	1945-493	1947-4128	OVERALL
43.7 47.9	42.3 43.3	47.4 41.9	40.1 43.2
30.2 67.4	40.9 65.5	40.1 58.7	44.4 38.5
+	+	+	+
2 OFFER GOOD MILITARY HEADQUARTERS	43.7 47.9	42.3 43.3	47.4 41.9
30.2 67.4	40.9 65.5	40.1 58.7	44.4 38.5
+	+	+	+
2 OFFER GOOD MILITARY HEADQUARTERS	43.7 47.9	42.3 43.3	47.4 41.9
30.2 67.4	40.9 65.5	40.1 58.7	44.4 38.5
+	+	+	+
3 SERVICE GOOD MILITARY HEADQUARTERS	43.7 47.9	42.3 43.3	47.4 41.9
30.2 67.4	40.9 65.5	40.1 58.7	44.4 38.5
+	+	+	+

OVERALL SATISFACTION (CONTINUED)		PLANT SCHEDULE		BAPTIST POINT		PLANT HARBOR		HICKAM		KAMOHUE	
		DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE
1. 1955-59		22.1	67.1	32.1	55.0	22.9	60.5	23.0	61.5	20.3	70.2
2. 1967-71		16.6	75.7	25.5	61.3	22.3	67.9	25.2	62.3	19.1	70.2
3. 1972-76		19.3	59.2	25.3	41.1	13.1	44.7	10.1	46.2	11.7	52.5
4. 1977-81		12.6	62.9	17.9	55.4	10.1	51.0	15.1	53.6	10.6	61.2
5. 1982-86		24.9	59.1	26.4	36.4	24.3	35.2	23.7	34.0	19.0	46.4
6. 1987-91		10.9	51.9	21.3	43.3	23.3	43.3	10.5	46.5	15.2	51.7

APPENDIX C

COMPARISONS OF RESPONSES BY THE INDIVIDUAL MILITARY FAMILY HOUSING SITES

COMPARISONS OF RESPONSES BY THE INDIVIDUAL MILITARY FAMILY HOUSING SITES

In the following series of tables, the attitudes, opinions, and perceptions of survey participants from the 35 individual housing sites from which responses were obtained are shown in coded form, according to the mean responses.

In Part 2 of the questionnaire, a low mean (or negative) response indicates dissatisfaction or a perceived problem, while a higher mean (or positive) response indicates that all is generally well. In Part 3, a low mean (or negative) response shows less desire for or interest in the proposed change, while a high mean (or positive) response indicates that the proposed change to improve living conditions was popular among the respondents.

The codes in the tables should be interpreted as follows:

<u>Mean Score</u>	<u>Code</u>	<u>Interpretation</u>
1.00-1.95	NN	Part 2: Very negative, very dissatisfied. Part 3: Very little desire or perceived need.
1.96-2.79	N	Part 2: Negative, generally dissatisfied. Part 3: Little desire or perceived need.
2.80-3.19	O	Part 2: Neutral, no consensus of agreement Part 3: Neutral, no consensus of agreement.
3.20-3.99	P	Part 2: Positive, generally satisfied. Part 3: Desired, need generally perceived.
4.00-5.00	PP	Part 2: Very positive, very satisfied. Part 3: Highly desired, high perceived need.

In both parts of the questionnaire, the strongest indications are shown by the double positive (PP) or double negative (NN) codes, followed by the single positive (P) and negative (N) codes. Neutral codes (O) represent items on which respondents either mostly marked "neither disagree nor agree," or on which there was no consensus of agreement.

The reader is cautioned to note the number of individuals responding from each housing site. The smaller the number, the more extreme the responses tend to be. Also, as the population gets smaller, the required number of respondents in the sample increases in order for the results to be considered representative of the population. Therefore, sites where the sample sizes were high relative to the resident population at the time are the more reliable indicators of attitudes at that site.

Because of the small number of individuals who responded from some of the housing sites, no statistical analyses were performed at this level. The "eyeball" comparisons on the following pages are included ONLY as a management tool, to suggest where problems or desires for change may be most prevalent.

FORT SHAFTER AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	TAMC (n=97)	Fort Shafter (n=243)	AMR (n=828)	Fort Kam (n=4)
<u>Housing Office Services</u>				
Q18: Housing office people show concern for military families.	O	O	P	N
Q19: Housing office people are polite.	P	P	P	P
Q20: Housing office people are informative	P	P	P	N
Q21: Family housing is assigned in a uniform manner	O	O	O	O
Q22: The housing office explained housing rules fully	O	O	P	N
Q23: Housing office people work with family members when the service member is away (deployed or TDY)	N	O	O	PP
Q24: Housing office service is good even during peak periods	N	O	O	O
Q25: The housing office seems to be well run (service is fast, reliable).	O	O	O	O
Q26: The time it took to process through the housing office was not a problem.	P	P	P	O
Q27: Family housing rules are properly enforced	O	N	N	O
Q28: Family housing rules are enforced the same in all housing areas and services.	O	N	N	PP
Q29: Copies of housing rules are available at area housing offices	P	P	P	PP
Q30: Copies of waiting lists are available at area housing offices	P	P	P	PP
Q31: The housing office estimate of when quarters would be available was accurate	O	P	P	P
Q32: Overall, we are satisfied with housing office services	P	P	P	O
<u>Policies and Procedures</u>				
Q33: We like the idea of mixing services in housing areas	P	P	P	PP
Q34: The rule that yards be kept mowed and free of debris is strictly enforced	O	P	O	O
Q35: We like the policy that allows plants put in by occupants to remain at move out.	PP	PP	PP	PP
Q36: We like the policy that allows some occupant improvements to remain at move out.	PP	PP	PP	PP
Q37: We like the policy that allows approved lanais to be covered and screened	PP	PP	PP	PP
Q38: We like the policy that allows yard fencing through self-help	PP	PP	PP	PP
Q39: Wait time for approval of yard fencing is not a problem	N	O	O	PP
Q40: Overall, OCFHO policies and procedures meet the needs and wants of family housing residents.	P	P	P	P

FORT SHAFTER AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	TAMC (n=97)	Fort Shafter (n=243)	AMR (n=828)	Fort Kam (n=4)
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Loaner Furniture and Appliances

Q41 The time it took us to get loaner furniture was not a problem	PP	PP	PP	PP
Q42 The time it took us to get appliances was not a problem	PP	PP	P	PP
Q43 The loaner furniture we used was in good shape	P	P	P	P
Q44 The appliances we used were in good shape	P	P	P	PP
Q45 We had enough loaner furniture to meet our needs	P	P	P	P
Q46 We had loaner furniture long enough to meet our needs	PP	P	P	P
Q47 The loaner furniture program was fully explained to us	P	P	P	PP
Q48 The 5-day notice required for loaner furniture pick-up was not a problem for us.	P	P	P	P
Q49 We were told at the housing office that washers and dryers are available for residents of both military and civilian housing	O	O	O	P
Q53 Overall, we feel the loaner furniture and appliance program is good	PP	PP	P	P

Operations

Q54 Housing inspectors are polite.	P	P	P	P
Q55 Housing inspectors are on time	P	P	P	P
Q56 Government cleaning of quarters will make our move-out easier	PP	PP	PP	PP
Q57 Poor work by contractors is usually fixed quickly	C	N	O	P
Q58 Housing inspectors use the same standards for all	C	O	O	O
Q59 Housing inspection rules are the same for all	O	O	O	O
Q60 Housing inspectors follow up on promises for quarters repairs	O	N	O	PP
Q61 Our trash pick-up is good and on schedule	PF	PP	P	N
Q62 We were given phone stickers with work order and emergency numbers by inspectors at check-in	O	N	N	N
Q63 Overall, housing operations that we have observed seem to run smoothly	P	P	P	P

Housing Referral

Q64 We were given up-to-date, accurate lists of civilian housing when we arrived.	P	P	O	PP
Q65 We were given maps and school information when we arrived	O	O	O	PP
Q66 The housing office offered us information about buying, leasing, and contracts for civilian housing.	N	O	N	P
Q67 Overall, the housing referral program seems to work well	O	P	O	P

FORT SHAFTER AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	TAMC (n=97)	Fort Shafter (n=243)	AMR (n=828)	Fort Kam (n=4)
<u>Housing Features and Facilities</u>				
Q68 Family housing in our area is always being improved	O	P	P	PP
Q69 Our housing unit is large enough for us	P	P	P	EP
Q70 Our bedrooms are large enough	P	O	P	PP
Q71 We have enough bathrooms	P	P	P	O
Q72 Our housing unit is built well	P	O	O	PP
Q73 Our floor plan is good	P	O	P	PP
Q74 Our unit does NOT need kitchen or bathroom remodeling	N	N	O	N
Q75 We have enough kitchen cabinet space	P	P	O	N
Q76 The plumbing in our unit is not a problem	N	N	P	N
Q77 Our kitchen appliances work well	P	P	P	P
Q78 Our hot water supply is adequate	PP	P	P	PP
Q79 Window and door screen material now being used is OK	P	O	P	P
Q80 Our housing unit was clean when we moved in	O	O	O	O
Q81 Noise between housing units in our area is not a problem	N	N	O	PP
Q82 Our housing unit is close to my work	P	P	P	PP
Q83 There are enough sidewalks in our housing area	O	P	P	PP
Q84 We have enough tot lots and playgrounds in our housing area	NN	N	O	PP
Q85 Our playgrounds are well maintained	NN	N	N	PP
Q86 Our playgrounds are inspected often enough	NN	N	N	PP
Q87 Our playgrounds are far enough from roads	N	N	P	PP
Q88 We have enough facilities (e.g., child care and FSCs) in this area	NN	O	P	PP
Q89 We have enough all-age recreational facilities (e.g., pools, weight rooms, etc.) available to us	P	P	P	P
Q90 We have enough recreational facilities for teenagers	N	O	P	P
Q91 Overall, we are satisfied with most features of our housing unit (e.g., floor plan, appliances)	P	P	P	PP
Q92 Overall, we are satisfied with facilities in our housing area (e.g., playgrounds, sidewalks)	N	O	P	O
<u>Maintenance and Repair</u>				
Q93 Repairs to our quarters were done before we moved in	N	N	N	N
Q94 Quality of maintenance work is good	P	O	P	PP
Q95 Housing units get regular preventive maintenance	N	N	O	N
Q96 Our common ground areas are well maintained	O	O	O	N
Q97 We are told in advance of contractor work in our area	O	P	P	P
Q98 We are usually given a time frame when repairs will be made	P	P	P	PP
Q99 Appliance repair is prompt, even on weekends	O	O	O	PP
Q100 Maintenance people are polite	P	P	P	PP
Q101 Response to routine calls for service is good	P	P	P	P

FORT SHAFTER AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	TAMC (n=97)	Fort Shafter (n=243)	AMR (n=828)	Fort Kam (n=4)
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Maintenance and Repair (Cont)

Q102: Work order numbers given at the time of the call result in faster service.	O	P	P	P
Q103: Emergency phone calls get through quickly	O	O	P	P
Q104: Response to emergency calls for service is good.	O	O	P	PP
Q105: Overall, we are satisfied with maintenance and repair in our unit and housing area	P	O	P	P

Security and Safety

Q106: There are enough patrols in our housing area	O	O	P	N
Q107: We have regular fire inspections in our housing area	N	N	N	N
Q108: We feel that our housing unit is secure	O	O	P	P
Q109: Speed limits are enforced in our housing area	N	N	P	N
Q110: We feel safe with the self-help security devices that we have installed.	P	O	P	N
Q111: Overall, we are satisfied with security and safety in our unit and housing area.	O	O	P	N

Communication

Q112: The housing office told us about free storage of excess furniture	NN	NN	NN	N
Q113: We feel comfortable asking questions of housing office people any time	O	P	P	P
Q114: We have used the Housing Hotline	N	N	N	N
Q115: The Housing Hotline was helpful when we had a problem	O	O	O	PP
Q116: The "Aloha Ohana" housing newspaper is informative	P	P	P	PP
Q117: We got a copy of "The Military Family Preview" through our sponsor	N	N	N	P
Q118: Overall, communication between housing offices and housing residents is good	O	O	O	O

Self-Help

Q119: The hours that our self-help store is open are O K	P	P	P	O
Q120: Our self-help store has the items we need	P	P	P	P
Q121: Service is good at our self-help store.	P	P	P	P
Q122: We were told about the self-help program at check-in	P	P	P	N
Q123: We like having pesticides stocked at the self-help stores	PP	PP	PP	PP
Q124: We like having shrubs available at the self-help stores	PP	PP	PP	PP
Q125: We like having security items (e.g., dead-bolt locks, peep holes, and window locks) stocked at the self-help stores.	PP	PP	PP	PP
Q126: Overall, we are satisfied with the self-help program	PP	PP	PP	P

FORT SHAFTER AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	TAMC (n=97)	Fort Shafter (n=243)	AMR (n=828)	Fort Karn (n=4)
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TLA

Q127 We were briefed on TLA at the housing office	P	P	P	PP
Q128 Our housing office had a good hotel list	P	P	P	P
Q129 The TLA hotel we stayed in was O.K.	P	P	P	PP
Q130 Estimates of TLA stays during major repairs on our military housing have been accurate	O	O	P	PP
Q131 Overall, we were satisfied with the TLA program	P	P	P	PP

General Satisfaction

Q132 We would prefer military over civilian housing even if costs were not a factor	O	O	O	P
Q133 We prefer our current housing area over any other in Hawaii	P	O	PP	PP
Q134 Overall, the service member is satisfied with our housing unit	P	P	P	PP
Q135 Overall, the spouse is satisfied with our housing unit	P	O	P	PP
Q136 Our living conditions are having a positive effect on the service member's job performance	P	P	P	PP
Q137 Our living conditions are having a positive effect on the service member's career intentions	P	O	P	PP
Q138 Overall, we are satisfied with most services provided by housing	P	P	P	P

QUESTIONNAIRE ITEMS - WHAT SHOULD BE

Housing Office Services

Q139 Housing office people should give more feedback on complaints	P	P	P	PP
Q140 Better pet control is needed in our housing area.	P	P	P	O
Q141 Children in our housing area need more supervision.	P	P	P	N
Q142 Service members and spouses should be required to attend briefings about family housing.	O	P	P	PP
Q143 Newcomer question and answer sessions on family housing should be held regularly	P	P	P	PP

FORT SHAFTER AREA

QUESTIONNAIRE ITEMS - WHAT SHOULD BE	TAMC (n=97)	Fort Shafter (n=243)	AMR (n=828)	Fort Kam (n=4)
<u>Policies and Procedures</u>				
Q144: Our housing area needs a neighborhood coordinator	P	O	P	P
Q145: <i>Some existing family housing should be set aside for E1 to E3 families.</i>	PP	PP	PP	P
Q146: Higher priority should be given E1 to E3 families for future family housing units.	P	P	P	P
Q147: Pet owners should be required to register their pets	PP	PP	PP	P
Q148: Pet owners should be required to prove that a place has been found for pets before they PCS	P	P	PP	PP
Q149: Family housing residents need to be told of housing rule changes more often.	PP	PP	PP	P
Q150: Residents should be allowed to have enclosed outside storage	P	PP	P	PP
Q151: Commands should support the sponsor program more.	PP	PP	PP	PP
<u>Operations</u>				
Q152: There should be a "special" phone number to report playground problems and defects	P	P	PP	P
Q153: All units in multi-unit buildings should be treated at the same time when one unit has an insect or pest problem beyond the control of the occupant.	PP	PP	PP	PP
<u>Maintenance and Repair</u>				
Q154: More quality control of contractor work is needed	P	PP	P	O
Q155: Follow-up maintenance inspections should be done after quarters have been occupied for a while	P	PP	PP	PP
Q156: Surveys of residents' maintenance needs should be done regularly	PP	PP	PP	PP
Q157: Maintenance hours should include evenings and weekends	PP	P	PP	PP
Q158: Street signs and quarters numbers should be easier to read	PP	PP	PP	PP
<u>Security and Safety</u>				
Q159: We need rumble strips in our housing area	O	O	O	O
Q160: We need more street or outdoor lighting in our housing area	P	P	PP	PP
Q161: We need protective fencing around our housing area	O	O	PP	P
Q162: We need Neighborhood Watch in our housing area	P	P	P	N
Q163: We need more information on how to do our own quarters security checks	P	P	P	P
<u>Self-Help</u>				
Q164: Residents should be allowed to use any self-help store	P	P	PP	PP
Q165: Self-help stores should hold more classes	P	P	P	P
Q166: Self-help stores should provide more "how-to-do-it" materials	P	PP	PP	P

SCHOFIELD BARRACKS AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Kilauea	Schofield	
	MC (n=2)	Barracks (n=1154)	Holomano (n=6)
<u>Housing Office Services</u>			
Q18 Housing office people show concern for military families	N	P	N
Q19 Housing office people are polite	O	P	NN
Q20 Housing office people are informative	N	P	N
Q21 Family housing is assigned in a uniform manner	N	P	N
Q22 The housing office explained housing rules fully	P	P	O
Q23 Housing office people work with family members when the service member is away (deployed or TDY)	NN	O	N
Q24 Housing office service is good even during peak periods	N	O	N
Q25 The housing office seems to be well run (service is fast, reliable)	N	O	N
Q26 The time it took to process through the housing office was not a problem	P	P	O
Q27 Family housing rules are properly enforced	P	O	NN
Q28 Family housing rules are enforced the same in all housing areas and services.	O	N	NN
Q29 Copies of housing rules are available at area housing offices	PP	P	PP
Q30 Copies of waiting lists are available at area housing offices	PP	P	PP
Q31 The housing office estimate of when quarters would be available was accurate	C	P	O
Q32 Overall, we are satisfied with housing office services	O	P	N
<u>Policies and Procedures</u>			
Q33 We like the idea of mixing services in housing areas	O	P	P
Q34 The rule that yards be kept mowed and free of debris is strictly enforced	PP	O	NO
Q35 We like the policy that allows plants put in by occupants to remain at move out.	PP	PP	PP
Q36 We like the policy that allows some occupant improvements to remain at move out.	PP	PP	PP
Q37 We like the policy that allows approved lanais to be covered and screened	PP	PP	PP
Q38 We like the policy that allows yard fencing through self-help	PP	PP	PP
Q39 Wait time for approval of yard fencing is not a problem	NN	N	N
Q40 Overall, OCFHO policies and procedures meet the needs and wants of family housing residents.	PP	P	O

SCHOFIELD BARRACKS AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Kilauea	Schofield	
	MC (n=2)	Barracks (n=1154)	Helemano (n=6)

Loaner Furniture and Appliances

Q41: The time it took us to get loaner furniture was not a problem	PP	P	P
Q42: The time it took us to get appliances was not a problem	PP	P	PP
Q43: The loaner furniture we used was in good shape	N	P	P
Q44: The appliances we used were in good shape	PP	P	P
Q45: We had enough loaner furniture to meet our needs	PP	P	P
Q46: We had loaner furniture long enough to meet our needs	PP	P	P
Q47: The loaner furniture program was fully explained to us	PP	P	PP
Q48: The 5-day notice required for loaner furniture pick-up was not a problem for us	PP	P	P
Q49: We were told at the housing office that washers and dryers are available for residents of both military and civilian housing	P	O	O
Q53: Overall, we feel the loaner furniture and appliance program is good	PP	P	PP

Operations

Q54: Housing inspectors are polite	PP	P	P
Q55: Housing inspectors are on time	N	P	P
Q56: Government cleaning of quarters will make our move-out easier	PP	PP	PP
Q57: Poor work by contractors is usually fixed quickly	N	O	PP
Q58: Housing inspectors use the same standards for all	P	O	PP
Q59: Housing inspection rules are the same for all	P	O	P
Q60: Housing inspectors follow up on promises for quarters repairs	N	O	N
Q61: Our trash pick-up is good and on schedule	O	O	PP
Q62: We were given phone stickers with work order and emergency numbers by inspectors at check-in	N	O	O
Q63: Overall, housing operations that we have observed seem to run smoothly.	P	P	PP

Housing Referral

Q64: We were given up-to-date, accurate lists of civilian housing when we arrived.	NN	P	P
Q65: We were given maps and school information when we arrived	PP	O	N
Q66: The housing office offered us information about buying, leasing, and contracts for civilian housing.	N	N	O
Q67: Overall, the housing referral program seems to work well	PP	O	P

SCHOFIELD BARRACKS AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Kilauea	Schofield	
	MC (n=2)	Barracks (n=1154)	Holomano (n=6)

Housing Features and Facilities

Q68 Family housing in our area is always being improved	P	O	N
Q69 Our housing unit is large enough for us.	N	P	PP
Q70 Our bedrooms are large enough	NN	P	PP
Q71 We have enough bathrooms	N	P	P
Q72 Our housing unit is built well	N	P	P
Q73 Our floor plan is good	NN	P	P
Q74 Our unit does NOT need kitchen or bathroom remodeling	NN	N	N
Q75 We have enough kitchen cabinet space	O	P	O
Q76 The plumbing in our unit is not a problem	N	P	N
Q77 Our kitchen appliances work well	PP	P	P
Q78 Our hot water supply is adequate	NN	P	P
Q79 Window and door screen material now being used is OK	NN	P	O
Q80 Our housing unit was clean when we moved in	O	O	PP
Q81 Noise between housing units in our area is not a problem	O	N	N
Q82 Our housing unit is close to my work	PP	P	P
Q83 There are enough sidewalks in our housing area	N	P	P
Q84 We have enough lot lots and playgrounds in our housing area	O	N	PP
Q85 Our playgrounds are well maintained.	N	N	N
Q86 Our playgrounds are inspected often enough	N	N	NN
Q87 Our playgrounds are far enough from roads	P	P	P
Q88 We have enough facilities (e.g., child care and FSCs) in this area	O	O	N
Q89 We have enough all-age recreational facilities (e.g. pools, weight rooms, etc.) available to us	PP	O	O
Q90 We have enough recreational facilities for teenagers	N	N	N
Q91 Overall, we are satisfied with most features of our housing unit (e.g., floor plan, appliances)	N	P	P
Q92 Overall, we are satisfied with facilities in our housing area (e.g., playgrounds, sidewalks)	N	O	N

Maintenance and Repair

Q93 Repairs to our quarters were done before we moved in	P	N	O
Q94 Quality of maintenance work is good	O	P	P
Q95 Housing units get regular preventive maintenance	N	N	O
Q96 Our common ground areas are well maintained	O	O	NN
Q97 We are told in advance of contractor work in our area	PP	P	O
Q98 We are usually given a time frame when repairs will be made	PP	P	N
Q99 Appliance repair is prompt, even on weekends	P	O	N
Q100 Maintenance people are polite	PP	P	P
Q101 Response to routine calls for service is good	P	P	N

SCHOFIELD BARRACKS AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Kilauea	Schofield	Honolulu
	MC (n=2)	Barracks (n=1154)	Housing (n=6)

Maintenance and Repair (Cont)

Q102: Work order numbers given at the time of the call result in faster service.	O	P	N
Q103: Emergency phone calls get through quickly	N	P	P
Q104: Response to emergency calls for service is good	PP	P	N
Q105: Overall, we are satisfied with maintenance and repair in our unit and housing area.	PP	P	N

Security and Safety

Q106: There are enough patrols in our housing area.	N	O	NN
Q107: We have regular fire inspections in our housing area	NN	N	O
Q108: We feel that our housing unit is secure	N	O	NN
Q109: Speed limits are enforced in our housing area.	N	N	N
Q110: We feel safe with the self-help security devices that we have installed	N	O	NN
Q111: Overall, we are satisfied with security and safety in our unit and housing area.	N	O	NN

Communication

Q112: The housing office told us about free storage of excess furniture	N	NN	NN
Q113: We feel comfortable asking questions of housing office people any time.	P	O	O
Q114: We have used the Housing Hotline	O	N	N
Q115: The Housing Hotline was helpful when we had a problem	C	O	O
Q116: The "Aloha Ohana" housing newspaper is informative	PP	P	P
Q117: We got a copy of "The Military Family Preview" through our sponsor	O	N	N
Q118: Overall, communication between housing offices and housing residents is good	O	O	O

Self-Help

Q119: The hours that our self-help store is open are OK	O	P	O
Q120: Our self-help store has the items we need.	PP	P	O
Q121: Service is good at our self-help store	PP	P	PP
Q122: We were told about the self-help program at check-in	N	P	PP
Q123: We like having pesticides stocked at the self-help stores.	PP	PP	PP
Q124: We like having shrubs available at the self-help stores.	PP	PP	PP
Q125: We like having security items (e.g., dead bolt locks, peep holes, and window locks) stocked at the self-help stores	PP	PP	PP
Q126: Overall, we are satisfied with the self-help program.	PP	PP	P

SCHOFIELD BARRACKS AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Kilauea	Schofield	
	MC (n=2)	Barracks (n=1154)	Helemano (n=6)

TLA

Q127 We were briefed on TLA at the housing office	PP	P	N
Q128 Our housing office had a good hotel list	PP	P	N
Q129 The TLA hotel we stayed in was O.K.	PP	P	O
Q130 Estimates of TLA stays during major repairs on our military housing have been accurate	P	P	O
Q131 Overall, we were satisfied with the TLA program	PP	P	O

General Satisfaction

Q132 We would prefer military over civilian housing even if costs were not a factor.	N	O	O
Q133 We prefer our current housing area over any other in Hawaii	O	O	P
Q134 Overall, the service member is satisfied with our housing unit	O	P	P
Q135 Overall, the spouse is satisfied with our housing unit.	O	P	P
Q136 Our living conditions are having a positive effect on the service member's job performance	O	P	O
Q137 Our living conditions are having a positive effect on the service member's career intentions	O	P	N
Q138 Overall, we are satisfied with most services provided by housing	PP	P	P

QUESTIONNAIRE ITEMS - WHAT SHOULD BE

Housing Office Services

Q139 Housing office people should give more feedback on complaints	O	P	PP
Q140 Better pet control is needed in our housing area	O	P	P
Q141 Children in our housing area need more supervision	O	P	P
Q142 Service members and spouses should be required to attend briefings about family housing	N	P	P
Q143 Newcomer question and answer sessions on family housing should be held regularly	N	P	PP

SCHOFIELD BARRACKS AREA

QUESTIONNAIRE ITEMS - WHAT SHOULD BE	Kilauea MC (n=2)	Schofield Barracks (n=1154)	Helemano (n=6)
<u>Policies and Procedures</u>			
Q144 Our housing area needs a neighborhood coordinator.	NN	P	P
Q145 Some existing family housing should be set aside for E1 to E3 families	PP	P	P
Q146 Higher priority should be given E1 to E3 families for future family housing units.	PP	P	PP
Q147 Pet owners should be required to register their pets.	N	PP	PP
Q148 Pet owners should be required to prove that a place has been found for pets before they PCS	PP	PP	P
Q149 Family housing residents need to be told of housing rule changes more often.	PP	PP	P
Q150 Residents should be allowed to have enclosed outside storage	P	PP	PP
Q151 Commands should support the sponsor program more	PP	PP	PP
<u>Operations</u>			
Q152 There should be a "special" phone number to report playground problems and defects	PP	PP	PP
Q153 All units in multi-unit buildings should be treated at the same time when one unit has an insect or pest problem beyond the control of the occupant.	PP	PP	PP
<u>Maintenance and Repair</u>			
Q154 More quality control of contractor work is needed	PP	P	PP
Q155 Follow-up maintenance inspections should be done after quarters have been occupied for a while	PP	PP	P
Q156 Surveys of residents' maintenance needs should be done regularly	PP	PP	PP
Q157 Maintenance hours should include evenings and weekends	PP	P	PP
Q158 Street signs and quarters numbers should be easier to read	PP	PP	PP
<u>Security and Safety</u>			
Q159 We need rumble strips in our housing area	PP	O	O
Q160 We need more street or outdoor lighting in our housing area	PP	P	PP
Q161 We need protective fencing around our housing area	NN	P	P
Q162 We need Neighborhood Watch in our housing area.	N	P	PP
Q163 We need more information on how to do our own quarters security checks	N	P	PP
<u>Self-Help</u>			
Q164 Residents should be allowed to use any self-help store	PP	P	PP
Q165 Self-help stores should hold more classes	N	P	P
Q166 Self-help stores should provide more "how-to-do-it" materials	PP	PP	PP

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Hale	Hokulani	Halaawa	Mahaloa
	Moku (n=152)	(n=72)	(n=42)	(n=57)
<u>Housing Office Services</u>				
Q18: Housing office people show concern for military families	O	P	O	O
Q19: Housing office people are polite	P	P	P	P
Q20: Housing office people are informative.	O	O	P	C
Q21: Family housing is assigned in a uniform manner	O	P	O	O
Q22: The housing office explained housing rules fully	P	O	P	P
Q23: Housing office people work with family members when the service member is away (deployed or TDY)	N	O	N	P
Q24: Housing office service is good even during peak periods	N	O	O	O
Q25: The housing office seems to be well run (service is fast, reliable)	O	O	O	O
Q26: The time it took to process through the housing office was not a problem	P	P	P	P
Q27: Family housing rules are properly enforced	N	N	O	O
Q28: Family housing rules are enforced the same in all housing areas and services.	N	N	N	N
Q29: Copies of housing rules are available at area housing offices	P	P	P	P
Q30: Copies of waiting lists are available at area housing offices	P	P	P	P
Q31: The housing office estimate of when quarters would be available was accurate.	P	P	P	P
Q32: Overall, we are satisfied with housing office services	P	P	P	P
<u>Policies and Procedures</u>				
Q33: We like the idea of mixing services in housing areas	P	P	O	O
Q34: The rule that yards be kept mowed and free of debris is strictly enforced.	O	O	O	O
Q35: We like the policy that allows plants put in by occupants to remain at move out.	PP	PP	PP	PP
Q36: We like the policy that allows some occupant improvements to remain at move out.	PP	PP	PP	PP
Q37: We like the policy that allows approved lanais to be covered and screened	PP	PP	PP	PP
Q38: We like the policy that allows yard fencing through self help	PP	PP	PP	PP
Q39: Wait time for approval of yard fencing is not a problem	N	N	N	N
Q40: Overall, OCFHO policies and procedures meet the needs and wants of family housing residents	P	P	P	P

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Hale			
	<u>Moku</u>	<u>Hokulani</u>	<u>Halawa</u>	<u>Makahaione</u>
	(n=152)	(n=72)	(n=42)	(n=57)

Loaner Furniture and Appliances

Q41: The time it took us to get loaner furniture was not a problem	PP	P	PP	PP
Q42: The time it took us to get appliances was not a problem	P	P	PP	P
Q43: The loaner furniture we used was in good shape	O	O	P	O
Q44: The appliances we used were in good shape	P	P	PP	P
Q45: We had enough loaner furniture to meet our needs	P	P	P	P
Q46: We had loaner furniture long enough to meet our needs	P	P	P	PP
Q47: The loaner furniture program was fully explained to us	P	P	P	P
Q48: The 5-day notice required for loaner furniture pick-up was not a problem for us	P	P	O	P
Q49: We were told at the housing office that washers and dryers are available for residents of both military and civilian housing	O	O	O	O
Q53: Overall, we feel the loaner furniture and appliance program is good	PP	P	P	P

Operations

Q54: Housing inspectors are polite	PP	P	P	PP
Q55: Housing inspectors are on time	P	P	P	P
Q56: Government cleaning of quarters will make our move-out easier	PP	PP	PP	PP
Q57: Poor work by contractors is usually fixed quickly	N	N	N	N
Q58: Housing inspectors use the same standards for all	P	O	O	O
Q59: Housing inspection rules are the same for all	P	O	P	O
Q60: Housing inspectors follow up on promises for quarters repairs	N	O	N	N
Q61: Our trash pick up is good and on schedule	P	P	P	P
Q62: We were given phone stickers with work order and emergency numbers by inspectors at check-in	P	O	PP	O
Q63: Overall, housing operations that we have observed seem to run smoothly	P	P	P	O

Housing Referral

Q64: We were given up-to-date, accurate lists of civilian housing when we arrived	N	N	P	N
Q65: We were given maps and school information when we arrived	N	O	O	N
Q66: The housing office offered us information about buying, leasing, and contracts for civilian housing	N	N	N	N
Q67: Overall, the housing referral program seems to work well	O	O	P	O

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Hale			
	<u>Moku</u> (n=152)	<u>Hokulani</u> (n=72)	<u>Holowai</u> (n=42)	<u>Makapuu</u> (n=57)

Housing Features and Facilities

Q68 Family housing in our area is always being improved	O	P	P	P
Q69 Our housing unit is large enough for us	P	P	PP	P
Q70 Our bedrooms are large enough	P	P	PP	P
Q71 We have enough bathrooms	P	P	PP	P
Q72 Our housing unit is built well	P	P	PP	P
Q73 Our floor plan is good	P	P	P	P
Q74 Our unit does NOT need kitchen or bathroom remodeling	N	N	N	NN
Q75 We have enough kitchen cabinet space	P	N	P	P
Q76 The plumbing in our unit is not a problem	O	O	P	N
Q77 Our kitchen appliances work well	P	P	P	P
Q78 Our hot water supply is adequate	P	P	P	PP
Q79 Window and door screen material now being used is OK	P	O	P	P
Q80 Our housing unit was clean when we moved in.	O	O	P	N
Q81 Noise between housing units in our area is not a problem	P	P	P	P
Q82 Our housing unit is close to my work	PP	PP	PP	PP
Q83 There are enough sidewalks in our housing area	P	P	PP	N
Q84 We have enough tot lots and playgrounds in our housing area	O	N	P	P
Q85 Our playgrounds are well maintained	N	N	O	O
Q86 Our playgrounds are inspected often enough	N	N	N	N
Q87 Our playgrounds are far enough from roads	N	N	PP	P
Q88 We have enough facilities (e.g., child care and FSCs) in this area	O	O	N	P
Q89 We have enough all-age recreational facilities (e.g., pools, weight rooms, etc.) available to us	O	N	N	P
Q90 We have enough recreational facilities for teenagers	N	N	N	N
Q91 Overall, we are satisfied with most features of our housing unit (e.g., floor plan, appliances)	P	P	PP	P
Q92 Overall, we are satisfied with facilities in our housing area (e.g., playgrounds, sidewalks)	O	N	P	P

Maintenance and Repair

Q93 Repairs to our quarters were done before we moved in	N	N	N	N
Q94 Quality of maintenance work is good.	N	O	N	N
Q95 Housing units get regular preventive maintenance	N	N	N	N
Q96 Our common ground areas are well maintained.	O	N	P	P
Q97 We are told in advance of contractor work in our area.	O	O	P	P
Q98 We are usually given a time frame when repairs will be made	P	O	P	P
Q99 Appliance repair is prompt, even on weekends	O	O	O	O
Q100 Maintenance people are polite	P	P	P	P
Q101 Response to routine calls for service is good	O	O	O	O

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Hale Moku (n=152)	Hokulani (n=72)	Halawa (n=42)	Makaha (n=57)
<u>Maintenance and Repair (Cont)</u>				
Q102: Work order numbers given at the time of the call result in faster service.	O	O	O	P
Q103: Emergency phone calls get through quickly	P	P	P	P
Q104: Response to emergency calls for service is good	P	P	P	P
Q105: Overall, we are satisfied with maintenance and repair in our unit and housing area	O	O	P	C
<u>Security and Safety</u>				
Q106: There are enough patrols in our housing area	P	O	N	PP
Q107: We have regular fire inspections in our housing area	N	N	N	N
Q108: We feel that our housing unit is secure	N	N	P	PP
Q109: Speed limits are enforced in our housing area	N	N	N	P
Q110: We feel safe with the self-help security devices that we have installed	O	N	P	P
Q111: Overall, we are satisfied with security and safety in our unit and housing area	O	N	O	P
<u>Communication</u>				
Q112: The housing office told us about free storage of excess furniture	NN	NN	NN	NN
Q113: We feel comfortable asking questions of housing office people any time	O	P	P	P
Q114: We have used the Housing Hotline	N	N	N	N
Q115: The Housing Hotline was helpful when we had a problem	O	O	O	N
Q116: The "Aloha Ohana" housing newspaper is informative	P	P	P	P
Q117: We got a copy of "The Military Family Preview" through our sponsor	NN	NN	NN	N
Q118: Overall, communication between housing offices and housing residents is good	O	O	N	P
<u>Self-Help</u>				
Q119: The hours that our self-help store is open are O K	P	P	P	P
Q120: Our self-help store has the items we need	P	P	P	P
Q121: Service is good at our self-help store	P	P	PP	P
Q122: We were told about the self-help program at check-in	P	P	P	P
Q123: We like having pesticides stocked at the self-help stores	PP	PP	PP	PP
Q124: We like having shrubs available at the self-help stores	PP	PP	PP	PP
Q125: We like having security items (e.g., dead-bolt locks, peep holes and window locks) stocked at the self-help stores	PP	PP	PP	PP
Q126: Overall, we are satisfied with the self-help program	PP	P	PP	P

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Hale			
	<u>Moku</u> (n=152)	<u>Hokulani</u> (n=72)	<u>Halawa</u> (n=42)	<u>Makalapa</u> (n=57)

TLA

Q127 We were briefed on TLA at the housing office	P	P	P	P
Q128 Our housing office had a good hotel list.	P	P	P	P
Q129 The TLA hotel we stayed in was O.K.	P	PP	P	P
Q130 Estimates of TLA stays during major repairs on our military housing have been accurate	P	P	P	P
Q131 Overall, we were satisfied with the TLA program	P	P	P	P

General Satisfaction

Q132 We would prefer military over civilian housing even if costs were not a factor	O	N	O	N
Q133 We prefer our current housing area over any other in Hawaii	P	O	PP	P
Q134 Overall, the service member is satisfied with our housing unit	P	P	PP	P
Q135 Overall, the spouse is satisfied with our housing unit	P	P	PP	P
Q136 Our living conditions are having a positive effect on the service member's job performance	P	P	P	P
Q137 Our living conditions are having a positive effect on the service member's career intentions	P	P	P	P
Q138 Overall, we are satisfied with most services provided by housing	P	P	PP	P

QUESTIONNAIRE ITEMS - WHAT SHOULD BE

Housing Office Services

Q139 Housing office people should give more feedback on complaints	P	P	P	P
Q140 Better pet control is needed in our housing area	P	P	P	O
Q141 Children in our housing area need more supervision	P	P	O	N
Q142 Service members and spouses should be required to attend briefings about family housing.	O	O	O	N
Q143 Newcomer question and answer sessions on family housing should be held regularly	P	P	P	P

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - WHAT SHOULD BE	Hale Moku (n=152)	Hokulani (n=72)	Haiawa (n=42)	Makalapa (n=57)
<u>Policies and Procedures</u>				
Q144: Our housing area needs a neighborhood coordinator.	P	P	P	N
Q145: Some existing family housing should be set aside for E1 to E3 families.	PP	P	P	P
Q146: Higher priority should be given E1 to E3 families for future family housing units.	P	P	P	O
Q147: Pet owners should be required to register their pets.	P	P	P	P
Q148: Pet owners should be required to prove that a place has been found for pets before they PCS.	P	P	P	P
Q149: Family housing residents need to be told of housing rule changes more often.	PP	PP	PP	P
Q150: Residents should be allowed to have enclosed outside storage	PP	PP	P	P
Q151: Commands should support the sponsor program more	PP	PP	PP	P
<u>Operations</u>				
Q152: There should be a "special" phone number to report playground problems and defects	PP	P	P	P
Q153: All units in multi-unit buildings should be treated at the same time when one unit has an insect or pest problem beyond the control of the occupant	PP	PP	PP	PP
<u>Maintenance and Repair</u>				
Q154: More quality control of contractor work is needed	PP	PP	PP	PP
Q155: Follow-up maintenance inspections should be done after quarters have been occupied for a while	PP	PP	PP	PP
Q156: Surveys of residents' maintenance needs should be done regularly	PP	PP	PP	PP
Q157: Maintenance hours should include evenings and weekends	PP	PP	PP	PP
Q158: Street signs and quarters numbers should be easier to read	P	P	P	P
<u>Security and Safety</u>				
Q159: We need rumble strips in our housing area.	P	O	N	N
Q160: We need more street or outdoor lighting in our housing area	P	P	O	N
Q161: We need protective fencing around our housing area	P	P	O	N
Q162: We need Neighborhood Watch in our housing area	P	P	P	N
Q163: We need more information on how to do our own quarters security checks	PP	P	P	O
<u>Self-Help</u>				
Q164: Residents should be allowed to use any self-help store	P	P	P	P
Q165: Self-help stores should hold more classes	P	P	P	P
Q166: Self-help stores should provide more "how-to-do-it" materials	PP	PP	PP	P

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Little			Camp
	<u>Makalapa</u> (n=20)	<u>Maloeleap</u> (n=17)	<u>Red Hill</u> (n=14)	<u>Smith</u> (n=7)
<u>Housing Office Services</u>				
Q18: Housing office people show concern for military families	P	O	P	P
Q19: Housing office people are polite.	P	P	P	P
Q20: Housing office people are informative	P	O	O	P
Q21: Family housing is assigned in a uniform manner	O	N	N	O
Q22: The housing office explained housing rules fully	P	O	O	P
Q23: Housing office people work with family members when the service member is away (deployed or TDY).	O	O	N	*
Q24: Housing office service is good even during peak periods	O	P	O	P
Q25: The housing office seems to be well run (service is fast, reliable).	P	O	O	P
Q26: The time it took to process through the housing office was not a problem	PP	P	P	PP
Q27: Family housing rules are properly enforced.	O	O	O	P
Q28: Family housing rules are enforced the same in all housing areas and services.	N	N	O	NN
Q29: Copies of housing rules are available at area housing offices.	PP	PP	P	PP
Q30: Copies of waiting lists are available at area housing offices	P	O	P	*
Q31: The housing office estimate of when quarters would be available was accurate.	PP	P	P	O
Q32: Overall, we are satisfied with housing office services	P	P	P	P
<u>Policies and Procedures</u>				
Q33: We like the idea of mixing services in housing areas.	P	P	P	O
Q34: The rule that yards be kept mowed and free of debris is strictly enforced.	O	O	O	P
Q35: We like the policy that allows plants put in by occupants to remain at move out.	PP	PP	PP	PP
Q36: We like the policy that allows some occupant improvements to remain at move out.	PP	PP	PP	PP
Q37: We like the policy that allows approved lanais to be covered and screened.	PP	PP	P	PP
Q38: We like the policy that allows yard fencing through self-help	PP	PP	P	P
Q39: Wait time for approval of yard fencing is not a problem	O	P	O	*
Q40: Overall, OCFHO policies and procedures meet the needs and wants of family housing residents.	P	P	P	P

* Indicates no respondents to that questionnaire item

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Little			Camp
	<u>Makalapa</u> (n=20)	<u>Maloelap</u> (n=17)	<u>Red Hill</u> (n=14)	<u>Smith</u> (n=7)
<u>Loaner Furniture and Appliances</u>				
Q41: The time it took us to get loaner furniture was not a problem.	P	PP	P	PP
Q42: The time it took us to get appliances was not a problem	P	PP	P	PP
Q43: The loaner furniture we used was in good shape.	O	P	P	P
Q44: The appliances we used were in good shape.	P	PP	P	PP
Q45: We had enough loaner furniture to meet our needs.	P	P	P	PP
Q46: We had loaner furniture long enough to meet our needs.	PP	PP	P	PP
Q47: The loaner furniture program was fully explained to us	P	PP	P	N
Q48: The 5-day notice required for loaner furniture pick-up was not a problem for us.	P	P	P	PP
Q49: We were told at the housing office that washers and dryers are available for residents of both military and civilian housing	N	N	O	O
Q53: Overall, we feel the loaner furniture and appliance program is good.	P	PP	P	PP
<u>Operations</u>				
Q54: Housing inspectors are polite	P	PP	P	PP
Q55: Housing inspectors are on time.	P	P	O	O
Q56: Government cleaning of quarters will make our move-out easier	PP	PP	PP	PP
Q57: Poor work by contractors is usually fixed quickly	N	N	N	N
Q58: Housing inspectors use the same standards for all.	O	N	N	NN
Q59: Housing inspection rules are the same for all.	P	N	N	NN
Q60: Housing inspectors follow up on promises for quarters repairs	N	N	N	N
Q61: Our trash pick-up is good and on schedule.	P	PP	P	P
Q62: We were given phone stickers with work order and emergency numbers by inspectors at check-in	O	P	P	P
Q63: Overall, housing operations that we have observed seem to run smoothly.	P	O	O	O
<u>Housing Referral</u>				
Q64: We were given up-to-date, accurate lists of civilian housing when we arrived.	N	O	P	PP
Q65: We were given maps and school information when we arrived	N	O	O	P
Q66: The housing office offered us information about buying, leasing, and contracts for civilian housing.	N	O	N	N
Q67: Overall, the housing referral program seems to work well	N	P	O	P

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Little Makalapa (n=20)	Malhegap (n=17)	Reg. Hill (n=14)	Camp Smith (n=7)
<u>Housing Features and Facilities</u>				
Q68 Family housing in our area is always being improved	N	O	P	P
Q69 Our housing unit is large enough for us	P	P	PP	P
Q70 Our bedrooms are large enough	P	P	P	P
Q71 We have enough bathrooms	N	P	P	PP
Q72 Our housing unit is built well	N	O	O	PP
Q73 Our floor plan is good	P	P	P	PP
Q74 Our unit does NOT need kitchen or bathroom remodeling	NN	N	N	N
Q75 We have enough kitchen cabinet space	P	O	O	P
Q76 The plumbing in our unit is not a problem	N	N	O	N
Q77 Our kitchen appliances work well	P	P	O	P
Q78 Our hot water supply is adequate	PP	P	O	O
Q79 Window and door screen material now being used is OK	O	O	O	P
Q80 Our housing unit was clean when we moved in	N	N	O	P
Q81 Noise between housing units in our area is not a problem	P	PP	O	P
Q82 Our housing unit is close to my work	PP	PP	O	PP
Q83 There are enough sidewalks in our housing area	N	N	P	P
Q84 We have enough tot lots and playgrounds in our housing area	O	P	N	PP
Q85 Our playgrounds are well maintained	N	N	N	N
Q86 Our playgrounds are inspected often enough	NN	N	N	NN
Q87 Our playgrounds are far enough from roads	N	P	O	P
Q88 We have enough facilities (e.g., child care and FSCs) in this area	P	P	O	PP
Q89 We have enough all-age recreational facilities (e.g., pools, weight rooms, etc.) available to us	P	P	P	PP
Q90 We have enough recreational facilities for teenagers	N	N	P	N
Q91 Overall, we are satisfied with most features of our housing unit (e.g., floor plan, appliances).	P	P	P	P
Q92 Overall, we are satisfied with facilities in our housing area (e.g., playgrounds, sidewalks)	O	P	P	P
<u>Maintenance and Repair</u>				
Q93 Repairs to our quarters were done before we moved in	N	NN	N	NN
Q94 Quality of maintenance work is good	N	N	N	NN
Q95 Housing units get regular preventive maintenance	NN	N	O	NN
Q96 Our common ground areas are well maintained	N	N	O	PP
Q97 We are told in advance of contractor work in our area	O	N	N	NN
Q98 We are usually given a time frame when repairs will be made	P	P	P	NN
Q99 Appliance repair is prompt, even on weekends	O	O	N	O
Q100 Maintenance people are polite.	P	PP	P	PP
Q101 Response to routine calls for service is good	O	P	N	NN

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Little Makalapa (n=20)	Maloelap (n=17)	Red Hill (n=14)	Camp Smith (n=7)
<u>Maintenance and Repair (Cont)</u>				
Q102. Work order numbers given at the time of the call result in faster service.	P	P	N	N
Q103. Emergency phone calls get through quickly	P	P	P	PP
Q104. Response to emergency calls for service is good.	P	P	P	N
Q105. Overall, we are satisfied with maintenance and repair in our unit and housing area.	O	O	O	NN
<u>Security and Safety</u>				
Q106. There are enough patrols in our housing area	N	O	O	PP
Q107. We have regular fire inspections in our housing area	NN	O	O	NN
Q108. We feel that our housing unit is secure	P	N	O	PP
Q109. Speed limits are enforced in our housing area.	N	O	O	PP
Q110. We feel safe with the self-help security devices that we have installed	O	O	O	PP
Q111. Overall, we are satisfied with security and safety in our unit and housing area.	O	O	O	PP
<u>Communication</u>				
Q112. The housing office told us about free storage of excess furniture.	NN	N	N	NN
Q113. We feel comfortable asking questions of housing office people any time	O	P	O	NN
Q114. We have used the Housing Hotline	N	N	N	*
Q115. The Housing Hotline was helpful when we had a problem	O	P	P	*
Q116. The "Aloha Ohana" housing newspaper is informative	P	P	O	O
Q117. We got a copy of "The Military Family Preview" through our sponsor	NN	N	N	*
Q118. Overall, communication between housing offices and housing residents is good	N	O	N	N
<u>Self-Help</u>				
Q119. The hours that our self-help store is open are O.K.	P	P	P	PP
Q120. Our self-help store has the items we need	P	PP	P	PP
Q121. Service is good at our self-help store	PP	P	P	PP
Q122. We were told about the self-help program at check-in	P	P	P	N
Q123. We like having pesticides stocked at the self-help stores	PP	PP	P	PP
Q124. We like having shrubs available at the self-help stores	PP	PP	P	PP
Q125. We like having security items (e.g., dead-bolt locks, peep holes, and window locks) stocked at the self-help stores	PP	PP	PP	PP
Q126. Overall, we are satisfied with the self-help program	PP	P	P	PP

* Indicates no respondents to that questionnaire item

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Little			Camp
	<u>Makalapa</u> (n=20)	<u>Maloeiap</u> (n=17)	<u>Red Hill</u> (n=14)	<u>Smith</u> (n=7)

TLA

Q127 We were briefed on TLA at the housing office.	P	P	P	NN
Q128 Our housing office had a good hotel list.	P	PP	P	*
Q129 The TLA hotel we stayed in was O.K.	P	P	P	PP
Q130 Estimates of TLA stays during major repairs on our military housing have been accurate	P	O	P	*
Q131 Overall, we were satisfied with the TLA program	P	PP	P	PP

General Satisfaction

Q132 We would prefer military over civilian housing even if costs were not a factor	N	N	P	PP
Q133 We prefer our current housing area over any other in Hawaii.	P	O	PP	PP
Q134 Overall, the service member is satisfied with our housing unit	P	P	P	N
Q135 Overall, the spouse is satisfied with our housing unit	P	P	P	NN
Q136 Our living conditions are having a positive effect on the service member's job performance	P	P	P	N
Q137 Our living conditions are having a positive effect on the service member's career intentions	O	P	P	N
Q138 Overall, we are satisfied with most services provided by housing	P	P	P	NN

QUESTIONNAIRE ITEMS - WHAT SHOULD BE

Housing Office Services

Q139 Housing office people should give more feedback on complaints	PP	P	PP	PP
Q140 Better pet control is needed in our housing area	PP	O	PP	O
Q141 Children in our housing area need more supervision	P	N	P	N
Q142 Service members and spouses should be required to attend briefings about family housing	N	N	O	O
Q143 Newcomer question and answer sessions on family housing should be held regularly	P	P	PP	PP

* Indicates no respondents to that questionnaire item

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - WHAT SHOULD BE	Little Makalapa (n=20)	Maloelap (n=17)	Red Hill (n=14)	Camp Smith (n=7)
<u>Policies and Procedures</u>				
Q144: Our housing area needs a neighborhood coordinator.	O	O	O	NN
Q145: <i>Some existing family housing should be set aside for E1 to E3 families</i>	PP	P	PP	P
Q146: Higher priority should be given E1 to E3 families for future family housing units.	P	P	P	O
Q147: Pet owners should be required to register their pets.	P	O	PP	PP
Q148: Pet owners should be required to prove that a place has been found for pets before they PCS	PP	O	PP	PP
Q149: Family housing residents need to be told of housing rule changes more often.	P	P	P	PP
Q150: Residents should be allowed to have enclosed outside storage	P	PP	PP	PP
Q151: Commands should support the sponsor program more	PP	P	PP	PP
<u>Operations</u>				
Q152: There should be a "special" phone number to report playground problems and defects.	P	P	P	P
Q153: All units in multi-unit buildings should be treated at the same time when one unit has an insect or pest problem beyond the control of the occupant.	PP	PP	PP	PP
<u>Maintenance and Repair</u>				
Q154: More quality control of contractor work is needed	PP	P	PP	PP
Q155: Follow-up maintenance inspections should be done after quarters have been occupied for a while	PP	P	P	PP
Q156: Surveys of residents' maintenance needs should be done regularly	PP	P	PP	PP
Q157: Maintenance hours should include evenings and weekends	PP	P	PP	PP
Q158: Street signs and quarters numbers should be easier to read	PP	P	PP	PP
<u>Security and Safety</u>				
Q159: We need rumble strips in our housing area	O	N	N	N
Q160: We need more street or outdoor lighting in our housing area	O	O	P	N
Q161: We need protective fencing around our housing area	N	P	P	NN
Q162: We need Neighborhood Watch in our housing area	P	P	P	NN
Q163: We need more information on how to do our own quarters security checks	P	P	P	N
<u>Self Help</u>				
Q164: Residents should be allowed to use any self help store	P	P	PP	PP
Q165: Self-help stores should hold more classes	P	O	P	P
Q166: Self help stores should provide more "how to do it" materials	PP	P	PP	PP

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Hale Ali (n=4)	Hospital Point (n=7)	Ford Island (n=23)	Marine Barracks (n=7)
<u>Housing Office Services</u>				
Q18: Housing office people show concern for military families	O	P	P	O
Q19: Housing office people are polite	P	PP	P	P
Q20: Housing office people are informative	N	P	P	P
Q21: Family housing is assigned in a uniform manner	P	O	O	P
Q22: The housing office explained housing rules fully	PP	PP	P	P
Q23: Housing office people work with family members when the service member is away (deployed or TDY)	*	P	P	NN
Q24: Housing office service is good even during peak periods	N	O	P	N
Q25: The housing office seems to be well run (service is fast, reliable)	P	P	P	N
Q26: The time it took to process through the housing office was not a problem	P	P	P	P
Q27: Family housing rules are properly enforced	*	P	O	P
Q28: Family housing rules are enforced the same in all housing areas and services	*	N	N	N
Q29: Copies of housing rules are available at area housing offices	*	PP	P	PP
Q30: Copies of waiting lists are available at area housing offices	*	O	P	PP
Q31: The housing office estimate of when quarters would be available was accurate	PP	P	P	N
Q32: Overall, we are satisfied with housing office services	P	P	P	O
<u>Policies and Procedures</u>				
Q33: We like the idea of mixing services in housing areas	O	P	P	NN
Q34: The rule that yards be kept mowed and free of debris is strictly enforced	PP	O	N	PP
Q35: We like the policy that allows plants put in by occupants to remain at move out	PP	PP	PP	PP
Q36: We like the policy that allows some occupant improvements to remain at move out	PP	PP	PP	PP
Q37: We like the policy that allows approved lanais to be covered and screened	PP	PP	PP	PP
Q38: We like the policy that allows yard fencing through self help	PP	PP	PP	P
Q39: Wait time for approval of yard fencing is not a problem	*	*	O	NN
Q40: Overall, OCFHO policies and procedures meet the needs and wants of family housing residents	PP	P	P	O

* Indicates no respondents to that questionnaire item

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Hale Alii (n=4)	Hospital Point (n=7)	Ford Island (n=23)	Marine Barracks (n=7)
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Loaner Furniture and Appliances

Q41 The time it took us to get loaner furniture was not a problem.	PP	P	P	PP
Q42 The time it took us to get appliances was not a problem	P	P	P	PP
Q43 The loaner furniture we used was in good shape	P	P	O	PP
Q44 The appliances we used were in good shape.	PP	P	P	PP
Q45 We had enough loaner furniture to meet our needs	PP	PP	P	PP
Q46 We had loaner furniture long enough to meet our needs	PP	PP	P	PP
Q47 The loaner furniture program was fully explained to us	N	P	P	PP
Q48 The 5-day notice required for loaner furniture pick-up was not a problem for us	N	N	P	P
Q49 We were told at the housing office that washers and dryers are available for residents of both military and civilian housing	NN	O	N	P
Q53 Overall, we feel the loaner furniture and appliance program is good	P	P	P	PP

Operations

Q54 Housing inspectors are polite	PP	PP	P	PP
Q55 Housing inspectors are on time	P	O	P	P
Q56 Government cleaning of quarters will make our move-out easier	PP	PP	PP	PP
Q57 Poor work by contractors is usually fixed quickly	N	N	N	NN
Q58 Housing inspectors use the same standards for all	*	N	O	N
Q59 Housing inspection rules are the same for all	*	N	O	N
Q60 Housing inspectors follow up on promises for quarters repairs	O	N	N	N
Q61 Our trash pick-up is good and on schedule	P	P	P	P
Q62 We were given phone stickers with work order and emergency numbers by inspectors at check-in	N	P	O	O
Q63 Overall, housing operations that we have observed seem to run smoothly.	P	O	P	O

Housing Referral

Q64 We were given up-to-date, accurate lists of civilian housing when we arrived.	NN	PP	P	N
Q65 We were given maps and school information when we arrived	NN	N	O	O
Q66 The housing office offered us information about buying, leasing, and contracts for civilian housing	NN	PP	O	NN
Q67 Overall, the housing referral program seems to work well	NN	PP	P	O

* Indicates no respondents to that questionnaire item

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Hale Alii (n=4)	Hospital Point (n=7)	Ford Island (n=23)	Marine Barracks (n=7)
<u>Housing Features and Facilities</u>				
Q68: Family housing in our area is always being improved.	PP	N	O	N
Q69: Our housing unit is large enough for us.	P	PP	P	P
Q70: Our bedrooms are large enough.	P	PP	P	P
Q71: We have enough bathrooms.	P	O	P	P
Q72: Our housing unit is built well.	PP	P	P	P
Q73: Our floor plan is good.	PP	PP	P	P
Q74: Our unit does NOT need kitchen or bathroom remodeling.	N	N	N	N
Q75: We have enough kitchen cabinet space.	P	PP	P	PP
Q76: The plumbing in our unit is not a problem.	N	P	N	P
Q77: Our kitchen appliances work well.	P	PP	P	PP
Q78: Our hot water supply is adequate.	PP	PP	P	PP
Q79: Window and door screen material now being used is OK.	P	P	O	P
Q80: Our housing unit was clean when we moved in.	N	N	P	N
Q81: Noise between housing units in our area is not a problem.	PP	PP	P	PP
Q82: Our housing unit is close to my work.	PP	P	PP	PP
Q83: There are enough sidewalks in our housing area.	PP	N	P	PP
Q84: We have enough tot lots and playgrounds in our housing area.	*	PP	P	PP
Q85: Our playgrounds are well maintained.	*	N	N	P
Q86: Our playgrounds are inspected often enough.	*	N	NN	N
Q87: Our playgrounds are far enough from roads.	*	PP	P	PP
Q88: We have enough facilities (e.g., child care and FSCs) in this area.	PP	PP	N	P
Q89: We have enough all-age recreational facilities (e.g., pools, weight rooms, etc.) available to us.	PP	PP	O	PP
Q90: We have enough recreational facilities for teenagers.	N	P	N	P
Q91: Overall, we are satisfied with most features of our housing unit (e.g., floor plan, appliances).	PP	PP	P	P
Q92: Overall, we are satisfied with facilities in our housing area (e.g., playgrounds, sidewalks).	PP	PP	O	PP
<u>Maintenance and Repair</u>				
Q93: Repairs to our quarters were done before we moved in.	N	NN	N	N
Q94: Quality of maintenance work is good.	N	N	N	O
Q95: Housing units get regular preventive maintenance.	N	N	NN	N
Q96: Our common ground areas are well maintained.	PP	N	N	O
Q97: We are told in advance of contractor work in our area.	PP	P	N	P
Q98: We are usually given a time frame when repairs will be made.	PP	P	O	P
Q99: Appliance repair is prompt, even on weekends.	PP	P	O	N
Q100: Maintenance people are polite.	PP	PP	P	P
Q101: Response to routine calls for service is good.	PP	P	N	P

* Indicates no respondents to that questionnaire item

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Hale <u>Alii</u> (n=4)	Hospital <u>Point</u> (n=7)	Ford <u>Island</u> (n=23)	Marine <u>Barracks</u> (n=7)
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Maintenance and Repair (Cont)

Q102: Work order numbers given at the time of the call result in faster service.	PP	P	O	P
Q103: Emergency phone calls get through quickly.	O	P	P	PP
Q104: Response to emergency calls for service is good.	O	P	P	PP
Q105: Overall, we are satisfied with maintenance and repair in our unit and housing area.	O	N	N	P

Security and Safety

Q106: There are enough patrols in our housing area.	P	PP	P	PP
Q107: We have regular fire inspections in our housing area.	N	O	O	P
Q108: We feel that our housing unit is secure.	P	P	P	PP
Q109: Speed limits are enforced in our housing area.	P	PP	O	P
Q110: We feel safe with the self-help security devices that we have installed.	P	O	P	PP
Q111: Overall, we are satisfied with security and safety in our unit and housing area.	P	P	P	PP

Communication

Q112: The housing office told us about free storage of excess furniture.	N	N	N	NN
Q113: We feel comfortable asking questions of housing office people any time.	P	P	P	P
Q114: We have used the Housing Hotline.	*	N	N	*
Q115: The Housing Hotline was helpful when we had a problem.	*	PP	O	*
Q116: The "Aloha Ohana" housing newspaper is informative.	O	P	O	O
Q117: We got a copy of "The Military Family Preview" through our sponsor.	N	N	NN	N
Q118: Overall, communication between housing offices and housing residents is good.	P	P	O	O

Self-Help

Q119: The hours that our self-help store is open are O K.	PP	P	O	P
Q120: Our self-help store has the items we need.	PP	PP	P	PP
Q121: Service is good at out self-help store.	PP	PP	P	PP
Q122: We were told about the self-help program at check-in.	PP	P	P	P
Q123: We like having pesticides stocked at the self-help stores.	PP	PP	PP	PP
Q124: We like having shrubs available at the self-help stores.	PP	PP	P	PP
Q125: We like having security items (e.g., dead-bolt locks, peep holes, and window locks) stocked at the self-help stores.	PP	PP	P	PP
Q126: Overall, we are satisfied with the self-help program.	PP	PP	P	PP

* Indicates no respondents to that questionnaire item

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Hale Alii (n=4)	Hospital Point (n=7)	Ford Island (n=23)	Marine Barracks (n=7)
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TLA

Q127: We were briefed on TLA at the housing office.	PP	O	P	N
Q128: Our housing office had a good hotel list	PP	P	P	N
Q129: The TLA hotel we stayed in was O.K.	PP	PP	P	PP
Q130: Estimates of TLA stays during major repairs on our military housing have been accurate	N	PP	P	O
Q131: Overall, we were satisfied with the TLA program	P	P	P	PP

General Satisfaction

Q132: We would prefer military over civilian housing even if costs were not a factor	N	P	N	P
Q133: We prefer our current housing area over any other in Hawaii.	P	PP	PP	PP
Q134: Overall, the service member is satisfied with our housing unit	P	PP	PP	PP
Q135: Overall, the spouse is satisfied with our housing unit	P	PP	P	P
Q136: Our living conditions are having a positive effect on the service member's job performance	P	PP	PP	PP
Q137: Our living conditions are having a positive effect on the service member's career intentions	P	P	P	P
Q138: Overall, we are satisfied with most services provided by housing	P	P	P	P

QUESTIONNAIRE ITEMS - WHAT SHOULD BE

Housing Office Services

Q139: Housing office people should give more feedback on complaints	PP	PP	P	PP
Q140: Better pet control is needed in our housing area	N	N	O	O
Q141: Children in our housing area need more supervision	N	N	O	N
Q142: Service members and spouses should be required to attend briefings about family housing.	N	N	P	O
Q143: Newcomer question and answer sessions on family housing should be held regularly	PP	P	P	P

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - WHAT SHOULD BE	Hale Alii (n=4)	Hospital Point (n=7)	Ford Island (n=23)	Marine Barracks (n=7)
<u>Policies and Procedures</u>				
Q144: Our housing area needs a neighborhood coordinator	N	N	P	N
Q145: Some existing family housing should be set aside for E1 to E3 families.	PP	P	P	O
Q146: Higher priority should be given E1 to E3 families for future family housing units.	PP	O	P	O
Q147: Pet owners should be required to register their pets	P	PP	P	PP
Q148: Pet owners should be required to prove that a place has been found for pets before they PCS.	PP	P	P	PP
Q149: Family housing residents need to be told of housing rule changes more often.	P	P	P	P
Q150: Residents should be allowed to have enclosed outside storage	P	P	P	P
Q151: Commands should support the sponsor program more	PP	P	P	P
<u>Operations</u>				
Q152: There should be a "special" phone number to report playground problems and defects	PP	PP	P	P
Q153: All units in multi-unit buildings should be treated at the same time when one unit has an insect or pest problem beyond the control of the occupant.	PP	PP	PP	PP
<u>Maintenance and Repair</u>				
Q154: More quality control of contractor work is needed	PP	PP	PP	PP
Q155: Follow-up maintenance inspections should be done after quarters have been occupied for a while.	PP	PP	PP	PP
Q156: Surveys of residents' maintenance needs should be done regularly	P	PP	PP	PP
Q157: Maintenance hours should include evenings and weekends	P	P	PP	PP
Q158: Street signs and quarters numbers should be easier to read	N	PP	P	PP
<u>Security and Safety</u>				
Q159: We need rumble strips in our housing area.	O	N	N	N
Q160: We need more street or outdoor lighting in our housing area	N	N	N	N
Q161: We need protective fencing around our housing area	N	O	N	N
Q162: We need Neighborhood Watch in our housing area	O	N	N	N
Q163: We need more information on how to do our own quarters security checks	P	N	N	N
<u>Self-Help</u>				
Q164: Residents should be allowed to use any self-help store	PP	PP	PP	P
Q165: Self-help stores should hold more classes	PP	P	P	O
Q166: Self-help stores should provide more "how-to-do-it" materials	PP	P	P	P

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

McGrew Point (n=89)	Mbanaiaoa Terrace (n=218)	Pearl City Peninsula (n=244)
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Housing Office Services

Q18: Housing office people show concern for military families.	P	O	P
Q19: Housing office people are polite.	P	P	P
Q20: Housing office people are informative.	O	P	P
Q21: Family housing is assigned in a uniform manner.	O	O	O
Q22: The housing office explained housing rules fully.	P	P	O
Q23: Housing office people work with family members when the service member is away (deployed or TDY).	O	N	O
Q24: Housing office service is good even during peak periods.	O	N	O
Q25: The housing office seems to be well run (service is fast, reliable).	O	O	O
Q26: The time it took to process through the housing office was not a problem.	P	P	P
Q27: Family housing rules are properly enforced.	O	N	P
Q28: Family housing rules are enforced the same in all housing areas and services.	N	N	N
Q29: Copies of housing rules are available at area housing offices.	PP	P	P
Q30: Copies of waiting lists are available at area housing offices.	P	P	P
Q31: The housing office estimate of when quarters would be available was accurate.	O	P	P
Q32: Overall, we are satisfied with housing office services.	P	P	P

Policies and Procedures

Q33: We like the idea of mixing services in housing areas.	P	P	P
Q34: The rule that yards be kept mowed and free of debris is strictly enforced.	O	P	O
Q35: We like the policy that allows plants put in by occupants to remain at move out.	PP	PP	PP
Q36: We like the policy that allows some occupant improvements to remain at move out.	PP	PP	PP
Q37: We like the policy that allows approved lanais to be covered and screened.	PP	PP	PP
Q38: We like the policy that allows yard fencing through self-help.	PP	PP	PP
Q39: Wait time for approval of yard fencing is not a problem.	N	N	N
Q40: Overall, OCFHO policies and procedures meet the needs and wants of family housing residents.	P	P	P

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

McGrew Point (n=89)	Moanaloa Terrace (n=218)	Pearl City Penninsula (n=244)
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Loaner Furniture and Appliances

Q41: The time it took us to get loaner furniture was not a problem.	PP	PP	PP
Q42: The time it took us to get appliances was not a problem.	P	P	P
Q43: The loaner furniture we used was in good shape.	N	P	P
Q44: The appliances we used were in good shape.	PP	P	P
Q45: We had enough loaner furniture to meet our needs.	P	P	P
Q46: We had loaner furniture long enough to meet our needs.	PP	P	P
Q47: The loaner furniture program was fully explained to us.	P	P	P
Q48: The 5-day notice required for loaner furniture pick-up was not a problem for us.	O	P	P
Q49: We were told at the housing office that washers and dryers are available for residents of both military and civilian housing.	O	O	O
Q53: Overall, we feel the loaner furniture and appliance program is good	P	PP	PP

Operations

Q54: Housing inspectors are polite.	P	PP	P
Q55: Housing inspectors are on time.	P	P	P
Q56: Government cleaning of quarters will make our move-out easier.	PP	PP	PP
Q57: Poor work by contractors is usually fixed quickly.	N	N	N
Q58: Housing inspectors use the same standards for all.	O	P	O
Q59: Housing inspection rules are the same for all.	P	P	O
Q60: Housing inspectors follow up on promises for quarters repairs.	N	O	N
Q61: Our trash pick-up is good and on schedule	P	P	P
Q62: We were given phone stickers with work order and emergency numbers by inspectors at check-in.	P	P	O
Q63: Overall, housing operations that we have observed seem to run smoothly.	P	P	P

Housing Referral

Q64: We were given up-to-date, accurate lists of civilian housing when we arrived.	N	N	N
Q65: We were given maps and school information when we arrived	N	N	N
Q66: The housing office offered us information about buying, leasing, and contracts for civilian housing.	N	N	N
Q67: Overall, the housing referral program seems to work well	O	O	N

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	McGrew	Moanaioa	Pearl City
	<u>Point</u>	<u>Terrace</u>	<u>Pennisula</u>
	(n=89)	(n=218)	(n=244)

Housing Features and Facilities

Q68: Family housing in our area is always being improved	P	O	N
Q69: Our housing unit is large enough for us	N	P	P
Q70: Our bedrooms are large enough.	O	O	P
Q71: We have enough bathrooms	P	O	P
Q72: Our housing unit is built well	N	N	O
Q73: Our floor plan is good	P	O	P
Q74: Our unit does NOT need kitchen or bathroom remodeling.	N	N	N
Q75: We have enough kitchen cabinet space	P	P	P
Q76: The plumbing in our unit is not a problem	O	O	N
Q77: Our kitchen appliances work well	P	P	P
Q78: Our hot water supply is adequate	PP	P	P
Q79: Window and door screen material now being used is OK.	P	O	O
Q80: Our housing unit was clean when we moved in	O	O	O
Q81: Noise between housing units in our area is not a problem	P	O	O
Q82: Our housing unit is close to my work	PP	PP	P
Q83: There are enough sidewalks in our housing area.	N	PP	P
Q84: We have enough tot lots and playgrounds in our housing area	P	O	O
Q85: Our playgrounds are well maintained.	P	NN	N
Q86: Our playgrounds are inspected often enough	P	NN	N
Q87: Our playgrounds are far enough from roads	P	O	P
Q88: We have enough facilities (e.g., child care and FSCs) in this area	O	O	O
Q89: We have enough all-age recreational facilities (e.g., pools, weight rooms, etc.) available to us	N	N	NN
Q90: We have enough recreational facilities for teenagers.	NN	N	NN
Q91: Overall, we are satisfied with most features of our housing unit (e.g., floor plan, appliances).	P	P	P
Q92: Overall, we are satisfied with facilities in our housing area (e.g., playgrounds, sidewalks)	O	O	O

Maintenance and Repair

Q93: Repairs to our quarters were done before we moved in	N	N	N
Q94: Quality of maintenance work is good.	O	O	N
Q95: Housing units get regular preventive maintenance	N	N	N
Q96: Our common ground areas are well maintained	O	N	N
Q97: We are told in advance of contractor work in our area	P	O	P
Q98: We are usually given a time frame when repairs will be made	P	P	P
Q99: Appliance repair is prompt, even on weekends	P	O	O
Q100: Maintenance people are polite	P	P	P
Q101: Response to routine calls for service is good	O	O	O

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

McGrew Point (n=89)	Moanalua Terrace (n=218)	Pearl City Peninsula (n=244)
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Maintenance and Repair (Cont)

Q102: Work order numbers given at the time of the call result in faster service.

P	P	O
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Q103: Emergency phone calls get through quickly

P	O	P
---	---	---

Q104: Response to emergency calls for service is good

P	P	P
---	---	---

Q105: Overall, we are satisfied with maintenance and repair in our unit and housing area.

P	O	O
---	---	---

Security and Safety

Q106: There are enough patrols in our housing area.

NN	O	P
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Q107: We have regular fire inspections in our housing area

N	NN	N
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Q108: We feel that our housing unit is secure.

NN	N	N
----	---	---

Q109: Speed limits are enforced in our housing area.

N	N	P
---	---	---

Q110: We feel safe with the self-help security devices that we have installed

NN	N	O
----	---	---

Q111: Overall, we are satisfied with security and safety in our unit and housing area.

NN	N	O
----	---	---

Communication

Q112: The housing office told us about free storage of excess furniture.

N	NN	NN
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Q113: We feel comfortable asking questions of housing office people any time

P	C	O
---	---	---

Q114: We have used the Housing Hotline

N	N	N
---	---	---

Q115: The Housing Hotline was helpful when we had a problem

N	O	O
---	---	---

Q116: The "Aloha Ohana" housing newspaper is informative

P	P	P
---	---	---

Q117: We got a copy of "The Military Family Preview" through our sponsor

N	NN	N
---	----	---

Q118: Overall, communication between housing offices and housing residents is good.

O	O	O
---	---	---

Self-Help

Q119: The hours that our self-help store is open are O.K.

P	P	P
---	---	---

Q120: Our self-help store has the items we need

P	P	P
---	---	---

Q121: Service is good at our self-help store

P	PP	P
---	----	---

Q122: We were told about the self-help program at check-in

P	P	P
---	---	---

Q123: We like having pesticides stocked at the self-help stores

PP	PP	PP
----	----	----

Q124: We like having shrubs available at the self-help stores

PP	PP	PP
----	----	----

Q125: We like having security items (e.g., dead-bolt locks, peep holes, and window locks) stocked at the self-help stores

PP	PP	PP
----	----	----

Q126: Overall, we are satisfied with the self-help program

P	PP	PP
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PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

McGrew <u>Point</u> (n=89)	Moanalua <u>Terrace</u> (n=218)	Pearl City <u>Penninsula</u> (n=244)
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TLA

Q127 We were briefed on TLA at the housing office.	P	O	P
Q128 Our housing office had a good hotel list.	P	O	P
Q129 The TLA hotel we stayed in was O.K.	P	P	P
Q130 Estimates of TLA stays during major repairs on our military housing have been accurate	P	P	P
Q131 Overall, we were satisfied with the TLA program	P	P	P

General Satisfaction

Q132 We would prefer military over civilian housing even if costs were not a factor	N	N	N
Q133 We prefer our current housing area over any other in Hawaii	P	N	N
Q134 Overall, the service member is satisfied with our housing unit	P	O	P
Q135 Overall, the spouse is satisfied with our housing unit	P	O	P
Q136 Our living conditions are having a positive effect on the service member's job performance	P	O	P
Q137 Our living conditions are having a positive effect on the service member's career intentions.	P	O	O
Q138 Overall, we are satisfied with most services provided by housing	P	P	P

QUESTIONNAIRE ITEMS - WHAT SHOULD BE

Housing Office Services

Q139 Housing office people should give more feedback on complaints	P	P	PP
Q140 Better pet control is needed in our housing area.	O	P	P
Q141 Children in our housing area need more supervision	P	P	P
Q142 Service members and spouses should be required to attend briefings about family housing.	N	P	O
Q143 Newcomer question and answer sessions on family housing should be held regularly	P	P	P

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	McGrew Point (n=89)	Moanalua Terrace (n=218)	Pearl City Peninsula (n=244)
<u>Policies and Procedures</u>			
Q144 Our housing area needs a neighborhood coordinator.	O	P	P
Q145 Some existing family housing should be set aside for E1 to E3 families	P	P	P
Q146 Higher priority should be given E1 to E3 families for future family housing units	P	P	P
Q147 Pet owners should be required to register their pets.	P	PP	P
Q148 Pet owners should be required to prove that a place has been found for pets before they PCS	P	P	P
Q149 Family housing residents need to be told of housing rule changes more often.	P	PP	P
Q150 Residents should be allowed to have enclosed outside storage	PP	PP	PP
Q151 Commands should support the sponsor program more	P	PP	PP
<u>Operations</u>			
Q152 There should be a "special" phone number to report playground problems and defects.	P	PP	PP
Q153 All units in multi-unit buildings should be treated at the same time when one unit has an insect or pest problem beyond the control of the occupant.	PP	PP	PP
<u>Maintenance and Repair</u>			
Q154 More quality control of contractor work is needed	PP	PP	PP
Q155 Follow-up maintenance inspections should be done after quarters have been occupied for a while	PP	PP	PP
Q156 Surveys of residents' maintenance needs should be done regularly	PP	PP	PP
Q157 Maintenance hours should include evenings and weekends	P	PP	PP
Q158 Street signs and quarters numbers should be easier to read	P	PP	PP
<u>Security and Safety</u>			
Q159 We need rumble strips in our housing area.	N	O	N
Q160 We need more street or outdoor lighting in our housing area.	P	P	P
Q161 We need protective fencing around our housing area	P	P	P
Q162 We need Neighborhood Watch in our housing area	PP	PP	P
Q163 We need more information on how to do our own quarters security checks.	P	PP	P
<u>Self-Help</u>			
Q164 Residents should be allowed to use any self help store	P	PP	PP
Q165 Self-help stores should hold more classes	P	P	P
Q166 Self-help stores should provide more "how-to-do-it" materials	P	PP	PP

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Manana (n=115)	Camp Stover (n=68)	NAVCAMS EASTPAC (n=54)
<u>Housing Office Services</u>			
Q18 Housing office people show concern for military families.	P	O	O
Q19 Housing office people are polite.	P	P	P
Q20 Housing office people are informative.	P	O	O
Q21 Family housing is assigned in a uniform manner	O	O	O
Q22 The housing office explained housing rules fully	O	O	O
Q23 Housing office people work with family members when the service member is away (deployed or TDY)	O	O	N
Q24 Housing office service is good even during peak periods	O	N	O
Q25 The housing office seems to be well run (service is fast, reliable).	O	O	O
Q26 The time it took to process through the housing office was not a problem.	P	P	P
Q27 Family housing rules are properly enforced	O	N	O
Q28 Family housing rules are enforced the same in all housing areas and services.	N	N	N
Q29 Copies of housing rules are available at area housing offices	P	P	P
Q30 Copies of waiting lists are available at area housing offices	P	O	O
Q31 The housing office estimate of when quarters would be available was accurate	P	O	P
Q32 Overall, we are satisfied with housing office services	P	P	P
<u>Policies and Procedures</u>			
Q33 We like the idea of mixing services in housing areas	O	O	P
Q34 The rule that yards be kept mowed and free of debris is strictly enforced	N	O	O
Q35 We like the policy that allows plants put in by occupants to remain at move out	PP	PP	PP
Q36 We like the policy that allows some occupant improvements to remain at move out	PP	PP	PP
Q37 We like the policy that allows approved animals to be covered and screened	PP	PP	PP
Q38 We like the policy that allows yard fencing through self help	PP	PP	PP
Q39 Wait time for approval of yard fencing is not a problem	N	N	N
Q40 Overall, OCFHO policies and procedures meet the needs and wants of family housing residents	P	P	P

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ATTITUDE SURVEY OF MILITARY FAMILY HOUSING RESIDENTS
HAMIL 1987(U) NAVY PERSONNEL RESEARCH AND DEVELOPMENT
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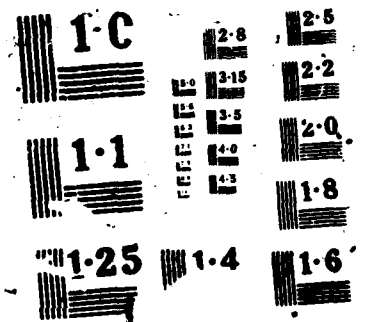
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PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	<u>Manana</u> (n=115)	Camp <u>Stover</u> (n=68)	NAVCAMS <u>EASTPAC</u> (n=54)
<u>Loaner Furniture and Appliances</u>			
Q41: The time it took us to get loaner furniture was not a problem	PP	PP	PP
Q42: The time it took us to get appliances was not a problem.	P	PP	PP
Q43: The loaner furniture we used was in good shape	P	P	P
Q44: The appliances we used were in good shape	P	P	PP
Q45: We had enough loaner furniture to meet our needs.	PP	P	P
Q46: We had loaner furniture long enough to meet our needs	PP	PP	P
Q47: The loaner furniture program was fully explained to us	P	P	P
Q48: The 5-day notice required for loaner furniture pick-up was not a problem for us	P	P	P
Q49: We were told at the housing office that washers and dryers are available for residents of both military and civilian housing	O	O	O
Q53: Overall, we feel the loaner furniture and appliance program is good	PP	PP	PP
<u>Operations</u>			
Q54: Housing inspectors are polite	P	P	P
Q55: Housing inspectors are on time	P	P	P
Q56: Government cleaning of quarters will make our move-out easier	PP	PP	PP
Q57: Poor work by contractors is usually fixed quickly	N	O	N
Q58: Housing inspectors use the same standards for all	O	P	O
Q59: Housing inspection rules are the same for all	O	P	O
Q60: Housing inspectors follow up on promises for quarters repairs	N	P	N
Q61: Our trash pick-up is good and on schedule	P	PP	P
Q62: We were given phone stickers with work order and emergency numbers by inspectors at check-in	O	P	P
Q63: Overall, housing operations that we have observed seem to run smoothly	P	P	P
<u>Housing Referral</u>			
Q64: We were given up-to-date, accurate lists of civilian housing when we arrived	O	N	N
Q65: We were given maps and school information when we arrived	N	N	N
Q66: The housing office offered us information about buying, leasing, and contracts for civilian housing	N	N	N
Q67: Overall, the housing referral program seems to work well	O	N	N

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Manana (n=115)	Camp Stover (n=68)	NAVCOMS- EASTPAC (n=54)
<u>Housing Features and Facilities</u>			
Q68: Family housing in our area is always being improved.	P	P	O
Q69: Our housing unit is large enough for us	P	P	P
Q70: Our bedrooms are large enough.	P	P	P
Q71: We have enough bathrooms	PP	P	P
Q72: Our housing unit is built well.	N	P	P
Q73: Our floor plan is good.	P	P	P
Q74: Our unit does NOT need kitchen or bathroom remodeling	N	N	N
Q75: We have enough kitchen cabinet space	O	N	P
Q76: The plumbing in our unit is not a problem	N	P	N
Q77: Our kitchen appliances work well.	P	P	PP
Q78: Our hot water supply is adequate.	P	P	P
Q79: Window and door screen material now being used is OK	O	P	P
Q80: Our housing unit was clean when we moved in.	O	O	O
Q81: Noise between housing units in our area is not a problem	P	P	O
Q82: Our housing unit is close to my work.	P	P	PP
Q83: There are enough sidewalks in our housing area	P	NN	P
Q84: We have enough tot lots and playgrounds in our housing area	O	O	P
Q85: Our playgrounds are well maintained	N	N	O
Q86: Our playgrounds are inspected often enough.	N	N	N
Q87: Our playgrounds are far enough from roads	P	P	P
Q88: We have enough facilities (e.g., child care and FSCs) in this area	N	O	P
Q89: We have enough all-age recreational facilities (e.g., pools, weight rooms, etc.) available to us	N	O	P
Q90: We have enough recreational facilities for teenagers	NN	N	O
Q91: Overall, we are satisfied with most features of our housing unit (e.g., floor plan, appliances)	P	P	P
Q92: Overall, we are satisfied with facilities in our housing area (e.g., playgrounds, sidewalks)	O	N	P
<u>Maintenance and Repair</u>			
Q93: Repairs to our quarters were done before we moved in	N	N	N
Q94: Quality of maintenance work is good	N	P	O
Q95: Housing units get regular preventive maintenance	N	O	N
Q96: Our common ground areas are well maintained	N	O	O
Q97: We are told in advance of contractor work in our area	P	P	N
Q98: We are usually given a time frame when repairs will be made	P	P	P
Q99: Appliance repair is prompt, even on weekends	O	O	P
Q100: Maintenance people are polite	P	P	P
Q101: Response to routine calls for service is good	O	P	O

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	<u>Manana</u> (n=115)	<u>Camp</u> <u>Stover</u> (n=68)	<u>NAVCAMS-</u> <u>EASTPAC</u> (n=54)
<u>Maintenance and Repair (Cont)</u>			
Q102: Work order numbers given at the time of the call result in faster service.	P	P	O
Q103: Emergency phone calls get through quickly.	P	P	P
Q104: Response to emergency calls for service is good.	P	P	P
Q105: Overall, we are satisfied with maintenance and repair in our unit and housing area.	O	P	O
<u>Security and Safety</u>			
Q106: There are enough patrols in our housing area.	PP	P	PP
Q107: We have regular fire inspections in our housing area	O	N	P
Q108: We feel that our housing unit is secure	P	P	PP
Q109: Speed limits are enforced in our housing area	P	O	PP
Q110: We feel safe with the self-help security devices that we have installed.	P	P	P
Q111: Overall, we are satisfied with security and safety in our unit and housing area.	P	O	PP
<u>Communication</u>			
Q112: The housing office told us about free storage of excess furniture	NN	NN	NN
Q113: We feel comfortable asking questions of housing office people any time.	P	O	O
Q114: We have used the Housing Hotline	N	N	N
Q115: The Housing Hotline was helpful when we had a problem	P	N	O
Q116: The "Aloha Ohana" housing newspaper is informative.	P	P	P
Q117: We got a copy of "The Military Family Preview" through our sponsor	N	N	N
Q118: Overall, communication between housing offices and housing residents is good.	O	O	O
<u>Self-Help</u>			
Q119: The hours that our self-help store is open are O K	P	P	P
Q120: Our self-help store has the items we need	P	P	P
Q121: Service is good at our self-help store.	PP	P	P
Q122: We were told about the self-help program at check in	P	P	O
Q123: We like having pesticides stocked at the self-help stores	PP	PP	PP
Q124: We like having shrubs available at the self-help stores	PP	PP	PP
Q125: We like having security items (e.g., dead-bolt locks, peep holes, and window locks) stocked at the self-help stores	PP	PP	PP
Q126: Overall, we are satisfied with the self-help program.	PP	PP	P

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

	<u>Manana</u> (n=115)	<u>Camp Stover</u> (n=68)	<u>NAVCAMS EASTPAC</u> (n=54)
<u>TLA</u>			
Q127: We were briefed on TLA at the housing office.	P	P	O
Q128: Our housing office had a good hotel list.	P	P	O
Q129: The TLA hotel we stayed in was O.K.	P	P	P
Q130: Estimates of TLA stays during major repairs on our military housing have been accurate.	P	PP	P
Q131: Overall, we were satisfied with the TLA program	P	P	P

General Satisfaction

Q132: We would prefer military over civilian housing even if costs were not a factor.	O	O	O
Q133: We prefer our current housing area over any other in Hawaii.	P	PP	P
Q134: Overall, the service member is satisfied with our housing unit.	P	P	P
Q135: Overall, the spouse is satisfied with our housing unit.	P	P	P
Q136: Our living conditions are having a positive effect on the service member's job performance.	P	P	P
Q137: Our living conditions are having a positive effect on the service member's career intentions.	P	P	P
Q138: Overall, we are satisfied with most services provided by housing.	P	P	P

QUESTIONNAIRE ITEMS - WHAT SHOULD BE

Housing Office Services

Q139: Housing office people should give more feedback on complaints	PP	P	PP
Q140: Better pet control is needed in our housing area	P	P	P
Q141: Children in our housing area need more supervision	P	P	P
Q142: Service members and spouses should be required to attend briefings about family housing.	O	O	P
Q143: Newcomer question and answer sessions on family housing should be held regularly.	P	P	PP

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - WHAT SHOULD BE	<u>Manana</u> (n=115)	Camp <u>Stover</u> (n=68)	NAVCAMS- <u>EASTPAC</u> (n=54)
<u>Policies and Procedures</u>			
Q144 Our housing area needs a neighborhood coordinator.	O	P	P
Q145 Some existing family housing should be set aside for E1 to E3 families.	P	P	P
Q146 Higher priority should be given E1 to E3 families for future family housing units	P	P	P
Q147 Pet owners should be required to register their pets.	P	PP	P
Q148 Pet owners should be required to prove that a place has been found for pets before they PCS.	P	PP	PP
Q149 Family housing residents need to be told of housing rule changes more often.	P	P	PP
Q150 Residents should be allowed to have enclosed outside storage	PP	PP	PP
Q151 Commands should support the sponsor program more	PP	PP	PP
<u>Operations</u>			
Q152 There should be a "special" phone number to report playground problems and defects	P	P	PP
Q153 All units in multi-unit buildings should be treated at the same time when one unit has an insect or pest problem beyond the control of the occupant	PP	PP	PP
<u>Maintenance and Repair</u>			
Q154 More quality control of contractor work is needed	PP	P	PP
Q155 Follow-up maintenance inspections should be done after quarters have been occupied for a while	PP	PP	PP
Q156 Surveys of residents' maintenance needs should be done regularly.	PP	P	PP
Q157 Maintenance hours should include evenings and weekends	PP	P	PP
Q158 Street signs and quarters numbers should be easier to read	PP	PP	P
<u>Security and Safety</u>			
Q159 We need rumble strips in our housing area.	N	O	N
Q160 We need more street or outdoor lighting in our housing area	PP	P	P
Q161 We need protective fencing around our housing area	O	O	N
Q162 We need Neighborhood Watch in our housing area	P	P	N
Q163 We need more information on how to do our own quarters security checks.	P	P	P
<u>Self-Help</u>			
Q164 Residents should be allowed to use any self-help store	P	P	PP
Q165 Self-help stores should hold more classes.	P	P	P
Q166 Self-help stores should provide more "how-to-do-it" materials	P	PP	PP

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

	Radford Terrace (n=138)	Halsey Terrace (n=228)	Catlin Park (n=163)
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Housing Office Services

Q18	Housing office people show concern for military families	O	P	P
Q19	Housing office people are polite	P	P	P
Q20	Housing office people are informative	O	P	P
Q21	Family housing is assigned in a uniform manner	O	O	P
Q22	The housing office explained housing rules fully.	O	O	P
Q23	Housing office people work with family members when the service member is away (deployed or TDY).	N	O	O
Q24	Housing office service is good even during peak periods	N	O	O
Q25	The housing office seems to be well run (service is fast, reliable)	O	O	P
Q26	The time it took to process through the housing office was not a problem.	P	P	P
Q27	Family housing rules are properly enforced.	N	N	N
Q28	Family housing rules are enforced the same in all housing areas and services.	N	N	N
Q29	Copies of housing rules are available at area housing offices	P	P	P
Q30	Copies of waiting lists are available at area housing offices	P	P	P
Q31	The housing office estimate of when quarters would be available was accurate	P	P	P
Q32	Overall, we are satisfied with housing office services	P	P	P

Policies and Procedures

Q33	We like the idea of mixing services in housing areas	P	P	P
Q34	The rule that yards be kept mowed and free of debris is strictly enforced	N	N	N
Q35	We like the policy that allows plants put in by occupants to remain at move out	PP	PP	PP
Q36	We like the policy that allows some occupant improvements to remain at move out	PP	PP	PP
Q37	We like the policy that allows approved lanais to be covered and screened	PP	PP	PP
Q38	We like the policy that allows yard fencing through self help	PP	PP	PP
Q39	Wait time for approval of yard fencing is not a problem	N	N	O
Q40	Overall, OCFHO policies and procedures meet the needs and wants of family housing residents	P	P	P

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

Radford	Halsey	Catlin
<u>Terrace</u>	<u>Terrace</u>	<u>Park</u>
(n=138)	(n=228)	(n=163)

Loaner Furniture and Appliances

Q41 The time it took us to get loaner furniture was not a problem.	PP	PP	PP
Q42 The time it took us to get appliances was not a problem.	P	P	P
Q43 The loaner furniture we used was in good shape	O	P	P
Q44 The appliances we used were in good shape	P	PP	P
Q45 We had enough loaner furniture to meet our needs	P	PP	PP
Q46 We had loaner furniture long enough to meet our needs	P	PP	PP
Q47 The loaner furniture program was fully explained to us	P	P	P
Q48 The 5-day notice required for loaner furniture pick-up was not a problem for us	P	P	P
Q49 We were told at the housing office that washers and dryers are available for residents of both military and civilian housing.	N	O	P
Q53 Overall, we feel the loaner furniture and appliance program is good.	PP	PP	PP

Operations

Q54 Housing inspectors are polite	P	P	P
Q55 Housing inspectors are on time	P	P	P
Q56 Government cleaning of quarters will make our move-out easier	PP	PP	PP
Q57 Poor work by contractors is usually fixed quickly	N	N	N
Q58 Housing inspectors use the same standards for all	O	O	O
Q59 Housing inspection rules are the same for all	O	O	P
Q60 Housing inspectors follow up on promises for quarters repairs	N	N	N
Q61 Our trash pick-up is good and on schedule	P	P	P
Q62 We were given phone stickers with work order and emergency numbers by inspectors at check-in	O	P	P
Q63 Overall, housing operations that we have observed seem to run smoothly	P	P	P

Housing Referral

Q64 We were given up-to-date, accurate lists of civilian housing when we arrived	N	N	O
Q65 We were given maps and school information when we arrived	N	O	O
Q66 The housing office offered us information about buying, leasing, and contracts for civilian housing	N	N	N
Q67 Overall, the housing referral program seems to work well	N	O	P

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS	Radford Terrace (n=133)	Halsey Terrace (n=228)	Cotton Park (n=163)
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Housing Features and Facilities

Q68. Family housing in our area is always being improved.	O	P	O
Q69. Our housing unit is large enough for us.	P	P	P
Q70. Our bedrooms are large enough.	P	N	P
Q71. We have enough bathrooms.	N	PP	P
Q72. Our housing unit is built well.	O	O	P
Q73. Our floor plan is good.	O	P	O
Q74. Our unit does NOT need kitchen or bathroom remodeling.	NN	P	N
Q75. We have enough kitchen cabinet space.	P	P	N
Q76. The plumbing in our unit is not a problem.	N	P	N
Q77. Our kitchen appliances work well.	P	PP	P
Q78. Our hot water supply is adequate.	O	PP	P
Q79. Window and door screen material now being used is OK.	N	P	O
Q80. Our housing unit was clean when we moved in.	O	O	O
Q81. Noise between housing units in our area is not a problem.	O	P	P
Q82. Our housing unit is close to my work.	P	PP	PP
Q83. There are enough sidewalks in our housing area.	P	N	P
Q84. We have enough tot lots and playgrounds in our housing area.	P	P	P
Q85. Our playgrounds are well maintained.	N	N	N
Q86. Our playgrounds are inspected often enough.	N	N	N
Q87. Our playgrounds are far enough from roads.	P	O	P
Q88. We have enough facilities (e.g., child care and FSCs) in this area.	O	O	O
Q89. We have enough all-age recreational facilities (e.g., pools, weight rooms, etc.) available to us.	N	N	N
Q90. We have enough recreational facilities for teenagers.	N	NN	N
Q91. Overall, we are satisfied with most features of our housing unit (e.g., floor plan, appliances).	P	P	P
Q92. Overall, we are satisfied with facilities in our housing area (e.g., playgrounds, sidewalks).	O	O	O

Maintenance and Repair

Q93. Repairs to our quarters were done before we moved in.	N	O	N
Q94. Quality of maintenance work is good.	O	O	O
Q95. Housing units get regular preventive maintenance.	N	N	N
Q96. Our common ground areas are well maintained.	N	O	N
Q97. We are told in advance of contractor work in our area.	P	O	P
Q98. We are usually given a time frame when repairs will be made.	P	P	P
Q99. Appliance repair is prompt, even on weekends.	O	O	O
Q100. Maintenance people are polite.	P	P	P
Q101. Response to routine calls for service is good.	O	O	O

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

Radford Terrace (n=138)	Halsey Terrace (n=228)	Catin Park (n=163)
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Maintenance and Repair (Cont)

Q102: Work order numbers given at the time of the call result in faster service.

O	O	P
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Q103: Emergency phone calls get through quickly

P	P	P
---	---	---

Q104: Response to emergency calls for service is good

P	P	P
---	---	---

Q105: Overall, we are satisfied with maintenance and repair in our unit and housing area

O	O	P
---	---	---

Security and Safety

Q106: There are enough patrols in our housing area

O	N	N
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Q107: We have regular fire inspections in our housing area

NN	N	N
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Q108: We feel that our housing unit is secure.

N	N	N
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Q109: Speed limits are enforced in our housing area

N	N	N
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Q110: We feel safe with the self-help security devices that we have installed.

N	N	O
---	---	---

Q111: Overall, we are satisfied with security and safety in our unit and housing area.

N	N	N
---	---	---

Communication

Q112: The housing office told us about free storage of excess furniture

NN	NN	NN
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Q113: We feel comfortable asking questions of housing office people any time

O	P	P
---	---	---

Q114: We have used the Housing Hotline

N	N	N
---	---	---

Q115: The Housing Hotline was helpful when we had a problem

O	N	O
---	---	---

Q116: The "Aloha Ohana" housing newspaper is informative

P	P	P
---	---	---

Q117: We got a copy of "The Military Family Preview" through our sponsor

N	N	N
---	---	---

Q118: Overall, communication between housing offices and housing residents is good.

O	O	O
---	---	---

Self-Help

Q119: The hours that our self-help store is open are OK

P	P	P
---	---	---

Q120: Our self-help store has the items we need

P	P	P
---	---	---

Q121: Service is good at our self-help store

P	PP	PP
---	----	----

Q122: We were told about the self-help program at check-in

P	P	P
---	---	---

Q123: We like having pesticides stocked at the self-help stores

PP	PP	PP
----	----	----

Q124: We like having shrubs available at the self-help stores

PP	PP	PP
----	----	----

Q125: We like having security items (e.g., dead-bolt locks, peep holes, and window locks) stocked at the self-help stores.

PP	PP	PP
----	----	----

Q126: Overall, we are satisfied with the self-help program

PP	PP	PP
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PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

Radford Terrace (n=138)	Halsey Terrace (n=228)	Catlin Park (n=163)
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TLA

- Q127 We were briefed on TLA at the housing office
- Q128 Our housing office had a good hotel list.
- Q129: The TLA hotel we stayed in was O K.
- Q130 Estimates of TLA stays during major repairs on our military housing have been accurate.
- Q131 Overall we were satisfied with the TLA program

P	P	P
P	P	P
P	P	P
O	P	P
P	P	P

General Satisfaction

- Q132 We would prefer military over civilian housing even if costs were not a factor.
- Q133 We prefer our current housing area over any other in Hawaii.
- Q134 Overall, the service member is satisfied with our housing unit
- Q135 Overall, the spouse is satisfied with our housing unit.
- Q136 Our living conditions are having a positive effect on the service member's job performance
- Q137 Our living conditions are having a positive effect on the service member's career intentions
- Q138 Overall, we are satisfied with most services provided by housing

N	O	N
N	P	P
O	P	P
O	P	P
O	P	P
O	P	P
P	P	P

QUESTIONNAIRE ITEMS - WHAT SHOULD BE

Housing Office Services

- Q139 Housing office people should give more feedback on complaints
- Q140: Better pet control is needed in our housing area
- Q141: Children in our housing area need more supervision
- Q142 Service members and spouses should be required to attend briefings about family housing
- Q143: Newcomer question and answer sessions on family housing should be held regularly

PP	P	P
P	P	P
P	P	P
P	O	P
P	P	P

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - WHAT SHOULD BE	Radford <u>Terrace</u> (n=138)	Halsey <u>Terrace</u> (n=228)	Catlin <u>Park</u> (n=153)
<u>Policies and Procedures</u>			
Q144 Our housing area needs a neighborhood coordinator	P	O	P
Q145 <i>Some existing family housing should be set aside for E1 to E3 families.</i>	P	P	P
Q146 Higher priority should be given E1 to E3 families for future family housing units	P	P	P
Q147 Pet owners should be required to register their pets	PP	P	PP
Q148 Pet owners should be required to prove that a place has been found for pets before they PCS	PP	P	P
Q149 Family housing residents need to be told of housing rule changes more often	PP	P	P
Q150 Residents should be allowed to have enclosed outside storage	PP	PP	PP
Q151 Commands should support the sponsor program more	PP	PP	PP
<u>Operations</u>			
Q152 There should be a "special" phone number to report playground problems and defects.	PP	P	P
Q153 All units in multi-unit buildings should be treated at the same time when one unit has an insect or pest problem beyond the control of the occupant.	PP	PP	PP
<u>Maintenance and Repair</u>			
Q154 More quality control of contractor work is needed	PP	PP	PP
Q155 Follow-up maintenance inspections should be done after quarters have been occupied for a while	PP	PP	PP
Q156 Surveys of residents' maintenance needs should be done regularly	PP	PP	PP
Q157 Maintenance hours should include evenings and weekends	PP	PP	PP
Q158 <i>Street signs and quarters numbers should be easier to read</i>	PP	P	P
<u>Security and Safety</u>			
Q159 <i>We need rumble strips in our housing area.</i>	O	O	O
Q160 <i>We need more street or outdoor lighting in our housing area</i>	P	PP	P
Q161 <i>We need protective fencing around our housing area.</i>	P	P	P
Q162 <i>We need Neighborhood Watch in our housing area.</i>	P	P	P
Q163 <i>We need more information on how to do our own quarters security checks</i>	PP	P	P
<u>Self-Help</u>			
Q164 Residents should be allowed to use any self-help store	P	P	P
Q165 Self-help stores should hold more classes	P	P	P
Q166 Self-help stores should provide more "how-to-do-it" materials	PP	P	P

HICKAM & KANEOHE AREAS

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

Hickam
(n=1057)

Wheeler
(n=179)

Kaneohe
(n=703)

Housing Office Services

Q18 Housing office people show concern for military families.	O	O	O
Q19 Housing office people are polite	P	P	P
Q20 Housing office people are informative	O	O	P
Q21 Family housing is assigned in a uniform manner	O	O	O
Q22 The housing office explained housing rules fully	P	O	O
Q23 Housing office people work with family members when the service member is away (deployed or TDY)	N	N	O
Q24 Housing office service is good even during peak periods	N	N	O
Q25 The housing office seems to be well run (service is fast, reliable)	O	O	O
Q26 The time it took to process through the housing office was not a problem	P	P	P
Q27 Family housing rules are properly enforced	O	O	N
Q28 Family housing rules are enforced the same in all housing areas and services	N	N	N
Q29 Copies of housing rules are available at area housing offices	P	P	PP
Q30 Copies of waiting lists are available at area housing offices	P	P	PP
Q31 The housing office estimate of when quarters would be available was accurate	O	P	O
Q32 Overall, we are satisfied with housing office services	O	P	P

Policies and Procedures

Q33 We like the idea of mixing services in housing areas	N	N	P
Q34 The rule that yards be kept mowed and free of debris is strictly enforced.	P	P	O
Q35 We like the policy that allows plants put in by occupants to remain at move out.	PP	PP	PP
Q36 We like the policy that allows some occupant improvements to remain at move out.	PP	PP	PP
Q37 We like the policy that allows approved lanais to be covered and screened	PP	PP	PP
Q38 We like the policy that allows yard fencing through self-help.	PP	PP	PP
Q39 Wait time for approval of yard fencing is not a problem	N	N	N
Q40 Overall, OCFHO policies and procedures meet the needs and wants of family housing residents.	P	P	P

HICKAM & KANEOHE AREAS

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

Hickam
(n=1057)

Wheeler
(n=179)

Kaneohe
(n=723)

Loaner Furniture and Appliances

Q41: The time it took us to get loaner furniture was not a problem	P	P	P
Q42: The time it took us to get appliances was not a problem.	P	P	P
Q43: The loaner furniture we used was in good shape.	P	P	P
Q44: The appliances we used were in good shape	P	P	PP
Q45: We had enough loaner furniture to meet our needs	P	P	P
Q46: We had loaner furniture long enough to meet our needs	P	P	P
Q47: The loaner furniture program was fully explained to us	P	P	O
Q48: The 5-day notice required for loaner furniture pick-up was not a problem for us	P	P	P
Q49: We were told at the housing office that washers and dryers are available for residents of both military and civilian housing	P	P	O
Q53: Overall, we feel the loaner furniture and appliance program is good	P	PP	PP

Operations

Q54: Housing inspectors are polite	P	P	P
Q55: Housing inspectors are on time	P	P	P
Q56: Government cleaning of quarters will make our move-out easier	PP	PP	PP
Q57: Poor work by contractors is usually fixed quickly	O	O	N
Q58: Housing inspectors use the same standards for all	O	O	O
Q59: Housing inspection rules are the same for all	O	O	P
Q60: Housing inspectors follow up on promises for quarters repairs	N	C	O
Q61: Our trash pick-up is good and on schedule	PP	P	PP
Q62: We were given phone stickers with work order and emergency numbers by inspectors at check-in	P	O	O
Q63: Overall, housing operations that we have observed seem to run smoothly.	P	P	P

Housing Referral

Q64: We were given up-to-date, accurate lists of civilian housing when we arrived.	P	P	P
Q65: We were given maps and school information when we arrived.	O	O	P
Q66: The housing office offered us information about buying, leasing, and contracts for civilian housing.	O	O	O
Q67: Overall, the housing referral program seems to work well	P	P	P

HICKAM & KANEOHE AREAS

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

Hickam
(n=1057)

Wheeler
(n=179)

Wheeler
(n=179)

Housing Features and Facilities

Q68 Family housing in our area is always being improved.	O	O	P
Q69 Our housing unit is large enough for us.	O	P	P
Q70 Our bedrooms are large enough	O	O	P
Q71 We have enough bathrooms.	P	P	P
Q72 Our housing unit is built well	P	P	O
Q73 Our floor plan is good	P	P	P
Q74 Our unit does NOT need kitchen or bathroom remodeling	N	N	N
Q75 We have enough kitchen cabinet space	O	O	O
Q76 The plumbing in our unit is not a problem	N	O	O
Q77 Our kitchen appliances work well	P	P	P
Q78 Our hot water supply is adequate	P	P	P
Q79 Window and door screen material now being used is OK	O	P	P
Q80 Our housing unit was clean when we moved in	O	N	P
Q81 Noise between housing units in our area is not a problem	O	O	O
Q82 Our housing unit is close to my work	P	P	PP
Q83 There are enough sidewalks in our housing area	P	PP	P
Q84 We have enough tot lots and playgrounds in our housing area	N	N	O
Q85 Our playgrounds are well maintained	N	N	N
Q86 Our playgrounds are inspected often enough	N	N	N
Q87 Our playgrounds are far enough from roads.	P	P	P
Q88 We have enough facilities (e.g., child care and FSCs) in this area	P	P	O
Q89 We have enough all-age recreational facilities (e.g., pools, weight rooms, etc.) available to us	P	P	P
Q90 We have enough recreational facilities for teenagers	O	N	N
Q91 Overall, we are satisfied with most features of our housing unit (e.g., floor plan, appliances)	P	P	P
Q92 Overall, we are satisfied with facilities in our housing area (e.g., playgrounds, sidewalks)	P	P	O

Maintenance and Repair

Q93 Repairs to our quarters were done before we moved in	N	N	N
Q94 Quality of maintenance work is good	P	P	O
Q95 Housing units get regular preventive maintenance	N	N	N
Q96 Our common ground areas are well maintained	P	P	O
Q97 We are told in advance of contractor work in our area	P	O	P
Q98 We are usually given a time frame when repairs will be made	P	O	P
Q99 Appliance repair is prompt, even on weekends	P	P	N
Q100 Maintenance people are polite.	PP	P	P
Q101 Response to routine calls for service is good	P	O	O

HICKAM & KANEOHE AREAS

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

Hickam
(n=1057)

Wheeler
(n=179)

Kaneohe
(n=703)

Maintenance and Repair (Cont)

- Q102 Work order numbers given at the time of the call
result in faster service
- Q103 Emergency phone calls get through quickly
- Q104 Response to emergency calls for service is good
- Q105 Overall, we are satisfied with maintenance and repair
in our unit and housing area

P	P	O
P	O	N
P	O	O
P	P	O

Security and Safety

- Q106 There are enough patrols in our housing area.
- Q107 We have regular fire inspections in our housing area.
- Q108 We feel that our housing unit is secure
- Q109 Speed limits are enforced in our housing area
- Q110 We feel safe with the self-help security devices that we have installed
- Q111 Overall, we are satisfied with security and safety in our unit and
housing area

O	P	O
P	N	O
P	P	P
N	O	O
P	P	P
P	P	P

Communication

- Q112 The housing office told us about free storage of excess furniture
- Q113 We feel comfortable asking questions of housing office people any time
- Q114 We have used the Housing Hotline
- Q115 The Housing Hotline was helpful when we had a problem
- Q116 The "Aloha Ohana" housing newspaper is informative
- Q117 We got a copy of "The Military Family Preview" through our sponsor
- Q118 Overall, communication between housing offices and
housing residents is good

N	NN	NN
O	O	O
N	N	N
N	O	O
P	P	P
N	N	N
O	O	O

Self-Help

- Q119 The hours that our self-help store is open are O.K.
- Q120 Our self-help store has the items we need.
- Q121 Service is good at our self-help store
- Q122 We were told about the self-help program at check-in
- Q123 We like having pesticides stocked at the self-help stores
- Q124 We like having shrubs available at the self-help stores
- Q125 We like having security items (e.g., dead-bolt locks, peep holes,
and window locks) stocked at the self-help stores
- Q126 Overall, we are satisfied with the self-help program

P	P	P
P	P	P
P	P	P
P	P	P
PP	PP	PP
PP	PP	PP
PP	PP	PP
P	P	PP

HICKAM & KANEOHE AREAS

QUESTIONNAIRE ITEMS - CURRENT CONDITIONS

Hickam
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(n=703)

TLA

- Q127 We were briefed on TLA at the housing office
Q128 Our housing office had a good hotel list.
Q129 The TLA hotel we stayed in was O.K.
Q130 Estimates of TLA stays during major repairs on our military housing have been accurate.
Q131 Overall, we were satisfied with the TLA program

P	P	P
P	P	P
P	P	P
P	P	P
P	P	P

General Satisfaction

- Q132 We would prefer military over civilian housing even if costs were not a factor
Q133 We prefer our current housing area over any other in Hawaii
Q134 Overall, the service member is satisfied with our housing unit.
Q135 Overall, the spouse is satisfied with our housing unit.
Q136 Our living conditions are having a positive effect on the service member's job performance.
Q137 Our living conditions are having a positive effect on the service member's career intentions
Q138 Overall, we are satisfied with most services provided by housing

O	O	O
P	P	P
P	P	P
P	P	P
P	P	P
P	O	P
P	P	P

QUESTIONNAIRE ITEMS - WHAT SHOULD BE

Housing Office Services

- Q139 Housing office people should give more feedback on complaints
Q140 Better pet control is needed in our housing area.
Q141 Children in our housing area need more supervision.
Q142 Service members and spouses should be required to attend briefings about family housing.
Q143 Newcomer question and answer sessions on family housing should be held regularly

P	P	P
P	P	P
P	P	P
O	P	P
P	P	P

HICKAM & KANEOHE AREAS

QUESTIONNAIRE ITEMS - WHAT SHOULD BE

Hickam
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(n=703)

Policies and Procedures

Q144: Our housing area needs a neighborhood coordinator.	O	O	O
Q145: Some existing family housing should be set aside for E1 to E3 families.	P	PP	PP
Q146: Higher priority should be given E1 to E3 families for future family housing units.	P	P	P
Q147: Pet owners should be required to register their pets	P	PP	PP
Q148: Pet owners should be required to prove that a place has been found for pets before they PCS	P	P	P
Q149: Family housing residents need to be told of housing rule changes more often.	PP	PP	PP
Q150: Residents should be allowed to have enclosed outside storage.	PP	PP	PP
Q151: Commands should support the sponsor program more.	P	P	PP

Operations

Q152: There should be a "special" phone number to report playground problems and defects.	P	P	P
Q153: All units in multi-unit buildings should be treated at the same time when one unit has an insect or pest problem beyond the control of the occupant.	PP	PP	PP

Maintenance and Repair

Q154: More quality control of contractor work is needed.	P	P	PP
Q155: Follow-up maintenance inspections should be done after quarters have been occupied for a while.	PP	PP	PP
Q156: Surveys of residents' maintenance needs should be done regularly	PP	PP	PP
Q157: Maintenance hours should include evenings and weekends.	P	P	P
Q158: Street signs and quarters numbers should be easier to read	P	P	P

Security and Safety

Q159: We need rumble strips in our housing area.	N	N	O
Q160: We need more street or outdoor lighting in our housing area.	P	O	P
Q161: We need protective fencing around our housing area.	O	N	P
Q162: We need Neighborhood Watch in our housing area.	P	O	P
Q163: We need more information on how to do our own quarters security checks.	P	P	P

Self-Help

Q164: Residents should be allowed to use any self-help store.	P	PP	P
Q165: Self-help stores should hold more classes.	P	P	P
Q166: Self-help stores should provide more "how-to-do-it" materials	P	PP	PP

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