

DOCUMENT RESUME

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[Review of Military Members' Perception of Grievance Procedures]. FPCD-78-1; B-157371. October 7, 1977. 10 pp. + 2 enclosures (72 pp.).

Report to Rep. Melvin Price, Chairman, House Committee on Armed Services; by Elmer E. Staats, Comptroller General.

Issue Area: Personnel Management and Compensation (300).

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Congressional Relevance: House Committee on Armed Services.

A sample of enlisted personnel of various grades was interviewed to elicit their perceptions of the adequacy of military grievance procedures with particular emphasis on the Inspector General system's credibility. Information was also gathered on perceptions of the medical care delivery system's adequacy and whether first-term personnel felt that representations made during recruiting were fulfilled. The random interviewing of 710 enlisted personnel at 18 military installations spread geographically across the United States did not provide results that are necessarily representative of all enlisted service members because the data were not based on a statistical probability sample. Findings/Conclusions: The perceived adequacy of six major grievance channels was assessed with regard to fairness, timeliness, and fear of adverse action. With regard to fairness, the Inspector General had a notably smaller percentage of responses with negative attitudes than the other procedures. Negative attitudes about timeliness were highest toward the chain of command and the lowest in the case of the Inspector General. The 390 enlisted personnel who had attempted to have grievances resolved most frequently mentioned grievances concerning transfer (32%) and job assignment (30%). Many respondents reported more than one grievance. The most frequently utilized grievance procedure used by the 390 respondents was chain of command (72%), followed by the enlisted advisor (40%) and the local commander (39%). Fifty-six percent of respondents said that military medical care had been considered a cause for grievance or complaint. (SW)

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COMPTROLLER GENERAL OF THE UNITED STATES
WASHINGTON, D.C. 20548



B-157371

October 7, 1977

Released
12/14/77

The Honorable Melvin Price, Chairman
Committee on Armed Services
House of Representatives

Dear Mr. Chairman:

This is in response to your August 5, 1977, letter requesting that we interview a sample of enlisted personnel of various grades to elicit their perceptions of the adequacy of military grievance procedures with particular emphasis on the Inspector General system's credibility. Additionally, we were asked to gather perceptions of the medical care delivery system's adequacy and whether first-term personnel felt that representations made during recruiting have been fulfilled.

We conducted our study by randomly interviewing 710 enlisted personnel at 18 military installations spread geographically across the United States. See enclosure I for a listing of installations visited. The sample scope was as follows:

	<u>Installations Visited</u>	<u>First-term Interviews</u>	<u>Other Interviews</u>	<u>Total Enlisted Men Interviewed</u>
Army	5	115	90	205
Air Force	6	120	120	240
Navy	4	50	107	157
Marine Corps	<u>3</u>	<u>67</u>	<u>41</u>	<u>108</u>
TOTAL	<u>18</u>	<u>352</u>	<u>358</u>	<u>710</u>

Since our data is not based on a statistical probability sample, the results are not necessarily representative of all enlisted service members. Therefore, the findings cannot be projected to the entire military enlisted force.

A lack of representativeness is apparent in terms of components and pay grade. The table shown on the next page presents comparisons between the GAO sample and actual enlisted strengths.

FPCD-78-1
(964111)

	Component			Pay Grade	
	GAO Sample	Enlisted Population		GAO Sample	Enlisted Population
Army	28.9%	37.9%	E1-E2	12.4%	21.3%
Air Force	33.8	26.7	E3-E5	61.3	57.8
Navy	22.1	25.9	E6-E9	26.3	20.9
Marine Corps	15.2	9.5		100.0%	100.0%
	<u>100.0%</u>	<u>100.0%</u>			

Additionally, the enlisted personnel in our sample appear to have a somewhat higher education level than the overall Department of Defense average. Within our sample, 5.1 percent had less than a high school education and 41.6 percent had some college. Department of Defense estimates for the enlisted military personnel as a whole are 12.2 percent and 17.9 percent respectively.

The interview instrument used in our study is included as enclosure II. It contains 18 questions concerning the military grievance procedures with emphasis on the Inspector General system. It also contains 14 questions relative to medical care delivery and 7 on recruiting promises. The interview instrument was generally administered to small groups and in some instances on an individual basis.

NARRATIVE ANALYSIS OF SAMPLE RESPONSES

Grievances

Adequacy of procedures

Several lines of questioning were used to assess the perceived adequacy of current grievance procedures. Respondents were first asked whether their service's grievance procedures had been adequately explained. Of the total sample, 26 percent said no.

The perceived adequacy of six major grievance channels (chain of command, local commander, enlisted advisor, Inspector General, civil courts, and elected officials) was determined in four areas (fairness, timeliness, fear of adverse action, and overall effectiveness). The table shown on the next page shows the percents believing that the various grievance procedures were not fair, timely, and subject to adverse action and that percents stating that they were not sure.

PERCENTAGES WITH NEGATIVE AND UNCERTAIN
PERCEPTIONS OF GRIEVANCE PROCEDURES

<u>Grievance Procedure</u>	<u>Fairness</u>		<u>Timeliness</u>		<u>Fear of Adverse Action</u>	
	<u>No</u>	<u>Not Sure</u>	<u>No</u>	<u>Not Sure</u>	<u>Yes</u>	<u>Not Sure</u>
Chain of command	18%	28%	28%	29%	25%	21%
Local commander	16	26	19	31	26	23
Enlisted advisor	17	30	17	35	15	26
Inspector General	11	44	14	49	16	39
Civil courts	16	57	24	62	15	49
Elected officials	20	45	23	51	23	37

With regard to fairness, the Inspector General had a notably smaller percent (11%) with negative attitudes than the other procedures. In terms of uncertainty about the procedures' fairness, higher levels were found for the civil courts (57%), elected officials (45%) and the Inspector General (44%) than the other three procedures.

Negative attitudes about timeliness were highest toward the chain of command (28%) and the lowest in the case of the Inspector General (14%). As was the finding for fairness, highest levels of uncertainty about timeliness were expressed toward civil courts (62%), elected officials (51%) and the Inspector General (49%).

Greatest fear of adverse action was reported for grievances submitted to the chain of command, the local commander (26% each) and elected officials (23%), while uncertainty was again highest with respect to civil courts (49%), the Inspector General (39%) and elected officials (37%).

Overall effectiveness, as perceived by the enlisted personnel sampled, is displayed on the table shown on the next page. Of the three grievance procedures that had a minimum "don't know" response (chain of command, local commander, and enlisted advisor), all had between 60 and 70 percent "excellent" or "pretty good" ratings. The local commander (69%) was the highest of these. The civil courts received the highest level of "don't know" responses to this question (62%) and were the only grievance procedure to have a higher percent negative ("not to good" or "poor") than positive ("excellent" or "pretty good") rating.

OVERALL EVALUATION OF GRIEVANCE PROCEDURES

<u>Grievance Procedure</u>	<u>Percent of Respondents Rating Procedure</u>		
	<u>Excellent/Pretty Good</u>	<u>Not too Good/Poor</u>	<u>Don't Know</u>
Chain of command	64%	30%	6%
Local commander	69	21	10
Enlisted advisor	60	27	13
Inspector General	42	14	44
Civil courts	18	20	62
Elected officials	32	20	48

Use of procedures

Respondents were asked if they had ever had a grievance or complaint that they tried to get resolved, with 56 percent saying yes. The 390 enlisted personnel saying that they had attempted to have grievances resolved were asked what the complaint involved. Responses to the check list used are presented on the table below. Most frequently mentioned grievances concerned transfer (relocation) (32%) and job assignment (30%). Since the percentages total to well over 100 percent, it is apparent that many respondents were reporting more than one grievance.

PERCENT REPORTING VARIOUS REASONS FOR GRIEVANCES

(Base: Those stating that they had tried to get a grievance resolved.)

<u>Grievance</u>	<u>Percent</u>
Transfer (relocation)	32
Job assignment	30
Medical care received	26
Promotion actions	24
Job utilization	21
Training	19
Pay administration	18
Correction of military records	13
Classification in a specialty	8
Other	18

In addition to the subject of their grievances, these 390 respondents were asked about the procedures they had used to attempt resolution. Most frequently utilized was the chain of command (72%), followed by the enlisted advisor (40%) and the local commander (39%). The Inspector General was mentioned by 16 percent, while 13 percent said they had written to elected officials and 1 percent had gone to the civil courts. Also, 13 percent indicated they had used some other means to attempt to have their grievance resolved.

A final question in this section of the questionnaire asked for the reaction of respondents to the actions taken on their grievances. Fourteen percent said they were "totally satisfied", 38 percent indicated partial satisfaction, 42 percent said they were "not at all satisfied", and 5 percent were unable to say yet.

The Inspector General

When asked whether they had ever complained to the Inspector General, 118 people, or 17 percent of the sample, responded affirmatively. Several additional questions were asked of this subset of respondents. When asked how long they had to wait before the Inspector General could answer their problem, 44 percent said less than a week, 29 percent indicated more than a week but less than a month, 14 percent from one to three months and 13 percent four months and longer.

Those who had complained to the Inspector General were asked whether they were kept advised on the status of their problem, were informed of final action, and whether they thought the matter was handled quickly. The percentages responding affirmatively were 57 percent, 70 percent, and 55 percent, respectively.

Satisfaction with the Inspector General's action was rated with 26 percent saying they were "totally satisfied", 39 percent "partly satisfied", 33 percent "not at all satisfied", and 2 percent "not able to say yet".

All respondents were asked whether they felt they could submit grievances or complaints to any Inspector General above their local installation Inspector General. Thirty-five percent said yes, 16 percent no, and 49 percent did not know.

The table shown on the next page shows the percentages checking various reasons for not submitting grievances or complaints to the Inspector General. The most frequently mentioned reason (other than not having a grievance or

using other means of resolution) was the lack of knowledge about the Inspector General's role (28%) and the fear of adverse action from superiors (25%).

PERCENT MENTIONING VARIOUS REASONS FOR NOT SUBMITTING
GRIEVANCES TO THE INSPECTOR GENERAL

<u>Reason</u>	<u>Percent</u>
Never had a grievance to be resolved	32%
Used other means of resolving problem	29
Lacked knowledge about the Inspector General's role	28
Feared adverse action from superiors	25
Didn't believe case would be handled fairly	12
Didn't believe case would get adequate hearing	10
Thought complaint was beyond Inspector General's authority	6
Unable to get in contact with Inspector General	4
Afraid of Inspector General	3

Medical Care

Overall Satisfaction

Overall perceptions of military medical care were obtained in two questions. The first asked whether military medical care was ever considered as a cause for a grievance or complaint, to which 56 percent responded "yes". The other question asked for a comparison of current with past military medical care. While 18 percent felt it was "getting better" and 25 percent said it was "about the same", 29 percent claimed it was "getting worse". The remaining 28 percent said they had "no basis for comparison."

More detailed questions probed satisfaction with self and dependent care at outpatient (sick call) and hospital facilities. The table shown on the next page displays the findings on these questions. For both self and dependents, satisfaction was higher with hospital care than outpatient care. Perceptions of each type of care were consistent. That is, satisfaction levels were quite similar for respondents' own care and that of their dependents.

SATISFACTION WITH AND UTILIZATION OF
MILITARY MEDICAL FACILITIES

	<u>Self</u>		<u>Dependents</u>	
	<u>Outpatient</u>	<u>Hospital</u>	<u>Outpatient</u>	<u>Hospital</u>
Satisfied	45%	69%	48%	68%
Dissatisfied	43	23	45	24
Neither	<u>12</u>	<u>8</u>	<u>7</u>	<u>8</u>
	100%	100%	100%	100%
Utilization: Number	574	142	372	148
Percent	82%	20%	52%	22%

Satisfaction With Specific Aspects Of
Military Outpatient Care

Those respondents who had themselves received outpatient care at military facilities in the previous twelve months (82% of the sample) and those whose dependents had received similar care during the same time period (52% of the sample) reported their satisfaction with six specific aspects or attributes of the military outpatient care system. The table below contains the findings.

PERCENT DISSATISFIED WITH SPECIFIC
ASPECTS OF MILITARY OUTPATIENT CARE

<u>Aspects</u>	<u>Self</u>	<u>Dependents</u>
Appointment process	44%	62%
Availability of doctors when necessary	49	49
Actual medical care	34	35
Courtesy and consideration by doctors	21	23
Courtesy and consideration by others	29	35
Emergency medical care	24	31

As with the overall satisfaction ratings, the findings for self closely parallel those for dependents, with the exception of the evaluations of the appointment process. For this aspect, higher dissatisfaction is found for dependents than self. Of the six attributes studied, the availability of doctors when necessary and the appointment process are the two causing the most dissatisfaction.

CHAMPUS

The questionnaire also requested a satisfaction rating on CHAMPUS. A total of 224 respondents (32% of the total sample) whose dependents obtain civilian medical care under CHAMPUS rated that program. Satisfaction was reported by 56 percent of CHAMPUS users, while 33 percent indicated being either somewhat or very much dissatisfied. The remainder (11%) said they were neither satisfied or dissatisfied.

CHAMPUS users expressing dissatisfaction with the program were asked which of several possible reasons contributed to their attitudes. The amount of paperwork involved was mentioned by 51 percent, followed by the cost (49%), and the difficulty of finding a doctor willing to treat patients under CHAMPUS (45%). In addition to these reactions to the specified reasons, 41 percent said there were other reasons for their dissatisfaction with CHAMPUS.

Recruiting

Promises and Assurances

The final segment of the questionnaire was directed at the 47 percent of the sample who were still in their initial enlistment term. They were asked whether information had been given upon enlistment that led them to believe they were promised or assured any of a list of things. The percentages of first-timers saying yes were as follows:

- 69% - Specific military training or schooling
- 64% - Particular job specialty
- 24% - Specific unit or station following training
- 19% - Bonus
- 5% - Other

Those first-timers reporting promises were then asked about the sources of these promises. The table below shows for each type of promise, the percentage of first-timers citing each of the sources listed. For each type of promise, the recruiter was cited as the most frequent source followed by the enlistment contract.

<u>Promise</u>	<u>Sources of Promises</u>			
	<u>Recruiter</u>	<u>Enlistment Contract</u>	<u>Printed Material</u>	<u>Do not Remember</u>
Training/Schooling	70%	41%	11%	4%
Job Specialty	66	41	12	1
Unit/Station	45	39	11	10
Bonus	63	17	12	5
Other	67	17	11	6

Broken promises

Respondents having been made promises were asked whether the promises or assurances had been kept. The findings on these questions are shown on the table below.

OUTCOME OF PROMISE OR ASSURANCE

<u>Promise</u>	<u>Kept</u>	<u>Not Kept</u>	<u>Don't Know Yet</u>
Training/Schooling	83%	15%	2%
Job Specialty	72	25	3
Unit/Station	82	13	5
Bonus	31	42	27
Other	29	50	21

If a promise was identified as not having been kept, further probing was conducted to determine (1) if there were extenuating circumstances, (2) whether the enlisted member had written proof about what had been promised, (3) whether he/she had been notified that the promises or assurances would not be kept, and (4) what means (if any) of seeking corrective action had been used. A total of 83 first-timers (25%) were identified who reported one or more broken promises. Of these respondents, 7 percent had waived the rights to what was promised and 5 percent said that they did not meet the qualifications. Additionally 25 percent knew of some other reason why promises or assurances made to them had not been kept. But 55 percent responded that they did not know why the promises or assurances had been broken.

Thirty-eight percent of those first-timers reporting a broken promise claimed to have been given something in writing stating what had been promised. Forty-eight percent said they were notified verbally that the promises would not be kept and another 11 percent were given written notification. The remaining 41 percent claimed that they were not notified.

The table shown on the next page shows the means used by this group of first-timers to seek corrective action regarding unkept promises. The chain of command and the enlisted advisor were the most frequently used procedures.

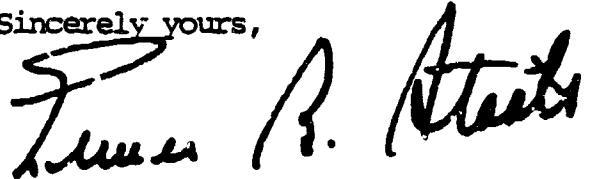
MEANS USED TO SEEK CORRECTIVE ACTION
REGARDING UNKEPT PROMISES

<u>Means Used</u>	<u>Percent</u>
None	36%
Chain of command	37
Local commander	12
Enlisted advisor	23
Inspector General	6
Civil courts	4
Elected officials	10

Detailed tabulations of the responses as requested by your staff are contained in Enclosure III. We trust that this information satisfies your request. We would be most happy to assist you or your staff in future analysis and interpretation of our sample data.

As arranged with your office, unless you publicly announce its contents earlier, we plan no further distribution of this report until 30 days from the date of the report. At that time we will send copies to interested parties and make copies available to others upon request.

Sincerely yours,



Comptroller General
of the United States

Enclosures

LIST OF INSTALLATIONS AND ACTIVITIES VISITED

<u>Service</u>	<u>Installation/Activity</u>	<u>Location</u>
Army:	Presidio Army Post	California
	Fort Riley	Kansas
	Fort Sill	Oklahoma
	Fort Polk	Louisiana
	Fort Berning	Georgia
Air Force:	Travis Air Force Base	California
	Norton Air Force Base	California
	Keesler Air Force Base	Texas
	Robins Air Force Base	Georgia
	Langley Air Force Base	Virginia
	Whiteman Air Force Base	Missouri
Navy:	Naval Air Station, Cecil Field	Florida
	Naval Air Station, Norfolk	Virginia
	Naval Air Station, New Orleans	Louisiana
	Naval Air Station, Alameda	California
Marine Corps:	2nd Marine Aircraft Wing	North Carolina
	El Toro Marine Corps Air Station	California
	Camp Pendleton	California

SAMPLE OF INSTRUMENT USED TO INTERVIEW
PERSONNEL ON OUR REVIEW OF MILITARY
MEMBER PERCEPTIONS OF GRIEVANCE PROCEDURES

For Data
Processing
Use Only

cc 1-

1. In what service are you now serving? (6)
- 1 Army
 2 Navy
 3 Air Force
 4 Marine Corps
2. Are you currently serving on your initial enlistment period? (7)
- 1 Yes
 2 No
3. What is your present pay grade? (8)
- 1 E1 4 E4 7 E7
 2 E2 5 E5 8 E8
 3 E3 6 E6 9 E9
4. How long have you been in the military? (9)
- Less than 1 year
 1 to 4 years
 4 to 10 years
 10 to 15 years
 Over 15 years
5. What is your highest level of education? (10)
- 1 Less than high school graduate
 2 GED certificate or diploma
 3 High school graduate
 4 Some college
 5 College graduate
6. How would you rate your current satisfaction level with respect to military life? (11)
- 1 Very much satisfied
 2 Somewhat satisfied
 3 Neither satisfied nor dissatisfied
 4 Somewhat dissatisfied
 5 Very much dissatisfied
7. Do you intend to reenlist when your present term of service is completed? (12)
- 1 Definitely yes
 2 Probably yes
 3 Probably no
 4 Definitely no
 5 Does not apply - I will retire when my current term of service is completed
 6 Undecided

GRIEVANCE OR COMPLAINT PROCEDURES

The following questions numbered 8 thru 25 should be answered with the understanding that matters such as amount of pay, retirement, etc. are not to be considered as grievance or complaints for purposes of this questionnaire.

8. Have your service's grievance procedures been adequately explained to you? (13)
- 1 Yes, periodically
 2 Yes, upon initial enlistment only
 3 No

9. Please indicate for each of the following (-a thru f-) whether you feel you would get fair representation on a complaint or grievance.

- | | Yes | No | Not Sure | |
|---|----------------------------|----------------------------|----------------------------|------|
| a. Chain of Command | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | (14) |
| b. Direct to Commander (open door policy, commander's call, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | (15) |
| c. Senior enlisted advisor | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | (16) |
| d. Inspector General | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | (17) |
| e. Civil Courts | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | (18) |
| f. Writing to the President, Senators, or Congressmen | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | (19) |

10. If you had a grievance or complaint, would it be acted upon quickly?

- | | Yes | No | Not Sure | |
|---|----------------------------|----------------------------|----------------------------|------|
| a. Chain of Command | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | (20) |
| b. Direct to Commander (open door policy, commander's call, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | (21) |
| c. Senior enlisted advisor | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | (22) |
| d. Inspector General | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | (23) |
| e. Civil Courts | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | (24) |
| f. Writing to the President, Senators, or Congressmen | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | (25) |

11. Do you feel adverse (negative) action would be directed against you if you complained to each of the following? (check -a thru f- below)

- | | Yes | No | Not
Sure | |
|--|------|------|-------------|------|
| a. Chain of Command | ___1 | ___2 | ___3 | (26) |
| b. Direct to Commander
(open door policy,
commander's call,
etc.) | ___1 | ___2 | ___3 | (27) |
| c. Senior enlisted
advisor | ___1 | ___2 | ___3 | (28) |
| d. Inspector General (IG) | ___1 | ___2 | ___3 | (29) |
| e. Civil Courts | ___1 | ___2 | ___3 | (30) |
| f. Writing to the
President, Senators,
or Congressmen | ___1 | ___2 | ___3 | (31) |

12. Have you ever had a grievance or complaint that you tried to get resolved? (32)

- ___1 Yes
___2 No (skip to #16)

13. What did this (these) grievance(s) or complaint(s) involve? (check all that apply)

- ___a. Pay administration (33)
___b. Promotion actions (34)
___c. Job assignment (35)
___d. Transfer (relocation) (36)
___e. Classification in a specialty (37)
___f. Medical care received (38)
___g. Training (39)
___h. Job utilization (40)
___i. Correction of military records (41)
___j. Other (please specify: _____) (42)

14. What means did you use to attempt to have your grievance(s) or complaint(s) resolved? (check all that apply)

- ___a. Writing to the President, Senators,
or Congressmen (43)
___b. Civil Courts (44)
___c. Inspector General (IG) (45)
___d. Senior enlisted advisor (46)
___e. Direct to Commander, (open door
policy, commander's call, etc.) (47)
___f. Chain of Command (48)
___g. Other (please specify: _____) (49)

15. Overall, what has been your reaction to the actions taken on your grievance(s) or complaint(s)? (50)

- ___1 Totally satisfied
___2 Partly satisfied
___3 Not at all satisfied
___4 Not able to say yet

16. Who would you approach to solve a serious complaint or grievance? (number your choices 1 thru 6 in the order you would follow)

- ___a. Writing to the President,
Senators, or Congressmen (51)
___b. Civil Courts (52)
___c. Inspector General (IG) (53)
___d. Senior enlisted advisor (54)
___e. Direct to Commander (open door
policy, commander's call, etc.) (55)
___f. Chain of Command (56)

17. Have you ever complained to the Inspector General (IG)? (57)

- ___1 Yes
___2 No (skip to #23)

18. How long did you have to wait before the IG could answer your problem? (3)

- ___ Less than a week
___ 1 week
___ 2 weeks
___ 3 weeks
___ 1 - 3 months
___ 4 - 6 months
___ Over 6 months

19. Were you kept advised by the IG on the status of your problem? (59)

- ___1 Yes
___2 No
___3 Action currently pending

20. Were you informed of final action on the complaint or grievance? (60)

- ___1 Yes
___2 No
___3 Action currently pending

21. Was the matter handled quickly? (61)

- ___1 Yes
___2 No
___3 Action currently pending

MEDICAL CARE

22. How satisfied are you with the IG's action? (62)

- 1 Totally satisfied
- 2 Partly satisfied
- 3 Not at all satisfied
- 4 Not able to say yet

23. Do you feel you can submit grievances or complaints to any Inspector General (IG) above your local installation IG? (63)

- 1 Yes
- 2 No
- 3 Don't know

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following? (check all that apply)

- Lacked knowledge about the IG's role (64)
- Didn't believe my case would be handled fairly (65)
- Didn't believe I could get an adequate hearing (66)
- Was not able to get in contact with the IG (67)
- Feared adverse (negative) action such as excessive details, low rating, etc., from superiors (68)
- Didn't think the IG could handle it because it is beyond his authority to resolve (69)
- Used some other means of resolving the problem (70)
- Afraid of IG (71)
- Have never had a grievance or complaint that needed to be resolved (72)

25. How would you rate each of the following means of resolving grievances or complaints? (Fill out all blanks -a thru f- below using the following choices.)

- 1 Excellent
- 2 Pretty Good
- 3 Not too Good
- 4 Poor
- 5 Don't know

- a. Chain of Command (73)
- b. Direct to Commander (open door policy, commander's cell, etc.) (74)
- c. Senior enlisted advisor (75)
- d. Inspector General (76)
- e. Civil Courts (77)
- f. Writing to the President, Senator or Congressman (78)

26. Have you ever considered military medical care to be a cause for a grievance or complaint? (4)

- 1 Yes
- 2 No

27. In the past 12 months, how many times have you gone to a military medical facility for outpatient treatment (sick call)? (5)

- None (if none skip to #29)
- 1
- 2
- 3
- 4-6
- More than 6

28. Overall, how satisfied or dissatisfied are you with the outpatient care you received on sick call at military medical facilities in the past 12 months? (6)

- 1 Very much satisfied
- 2 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Somewhat dissatisfied
- 5 Very much dissatisfied

29. How many dependents do you have (excluding yourself)? (7)

- None (if none skip to #32)
- 1
- 2
- 3
- 4
- 5 or more

30. In the past 12 months, how many times have your dependents gone to a military medical facility for outpatient treatment (sick call)? (8)

- None (if none skip to #32)
- 1
- 2
- 3
- 4 - 6
- More than 6

31. Overall, how satisfied or dissatisfied are you with the outpatient care (sick call) your dependent received at military facilities in the past 12 months? (9)

- 1 Very much satisfied
- 2 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Somewhat dissatisfied
- 5 Very much dissatisfied

32. Please indicate your satisfaction or dissatisfaction with each of the following aspects of military outpatient medical care for you and your dependents (if you have any). (Fill out questions -a thru f- using the following choices.)

- 1 Very much satisfied
- 2 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Somewhat dissatisfied
- 5 Very much dissatisfied
- 6 Do not have an opinion

Self Dependents

a. The appointment process: making an appointment, the amount of time between making the appointment and the day of the appointment, and the amount of time spent in the waiting room. ___(10) ___(11)

b. The availability of doctors when necessary rather than being treated by someone with less medical training such as a nurse or corpsman. ___(12) ___(13)

c. The actual medical care received. ___(14) ___(15)

d. Courtesy and consideration shown by doctors. ___(16) ___(17)

e. Courtesy and consideration shown by other personnel. ___(18) ___(19)

f. Emergency medical care. ___(20) ___(21)

33. In the past two years, have you been hospitalized in a military hospital? (22)

- 1 Yes
- 2 No (skip to #35)

34. Overall, how satisfied or dissatisfied are you with the care you received at military hospitals in the past two years? (23)

- 1 Very much satisfied
- 2 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Somewhat dissatisfied
- 5 Very much dissatisfied

35. In the past two years, have any of your dependents been hospitalized in a military hospital? (24)

- 1 I have no dependents (skip to #37)
- 2 Yes
- 3 No (skip to #37)

36. Overall, how satisfied or dissatisfied are you with the care your dependents received at military hospitals in the past two years? (25)

- 1 Very much satisfied
- 2 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Somewhat dissatisfied
- 5 Very much dissatisfied

37. In your opinion how does current military medical care compare with past military medical care? (26)

- 1 Getting better
- 2 About the same
- 3 Getting worse
- No basis for comparison

38. If any of your dependents obtain civilian medical care under CHAMPUS, how satisfied or dissatisfied are you with that program? (27)

- 1 I have no dependents (skip to #40)
- 2 I have dependents, but do not use CHAMPUS (skip to #40)
- 3 Very much satisfied (skip to #40)
- 4 Somewhat satisfied (skip to #40)
- 5 Neither satisfied nor dissatisfied (skip to #40)
- 6 Somewhat dissatisfied
- 7 Very much dissatisfied

39. Why are you dissatisfied with CHAMPUS? (check all that apply)

- It is hard to find a doctor willing to treat patients under CHAMPUS. (28)
- There is too much paperwork involved. (29)
- CHAMPUS is too costly (30)
- Other reason (please specify:___)(31)

RECRUITING - (Answer the following questions only if serving initial enlistment)

40. Were you given information upon enlistment that led you to believe that you were promised or assured any of the following?

	<u>Yes</u>	<u>No</u>	
-Specific military training of schooling	___1	___2	(32)
-Specific unit or station following training	___1	___2	(33)
-Particular job speciality	___1	___2	(34)
-Bonus	___1	___2	(35)
-Other (Specify: _____)	___1	___2	(36)

41. If you were given promises or assurances concerning any of the following, what was the source of this information? (check all that apply)

	<u>Enlist.</u>	<u>Printed</u>	<u>Don't</u>
	<u>Recruiter</u>	<u>Contract</u>	<u>Material</u>
	<u>Remember</u>		

-Training/Schooling	___1	___2	___3	___4	(37-40)
-Unit/Station	___1	___2	___3	___4	(41-44)
-Job Speciality	___1	___2	___3	___4	(45-48)
-Bonus	___1	___2	___3	___4	(49-52)
-Other (Specify: _____)	___1	___2	___3	___4	(53-56)

42. Did the service keep its promises or assurances to you about the following? (fill out a. thru e. below)

	<u>No promise made</u>	<u>Promise kept</u>	<u>Promise not kept</u>	<u>Don't know yet</u>	
a. Training/Schooling	___1	___2	___3	___4	(57)
b. Unit/Station	___1	___2	___3	___4	(58)
c. Job Speciality	___1	___2	___3	___4	(59)
d. Bonus	___1	___2	___3	___4	(60)
e. Other (Specify: _____)	___1	___2	___3	___4	(61)

43. If the service did not keep its promise or assurance, do you know why? (check all that apply)

___ Does not apply	(62)
___ Did not meet qualifications	(63)
___ Waived rights to what was promised or assured	(64)
___ Other reason (specify: _____)	(65)
___ Don't know	(66)

44. If the service did not keep its promises or assurances, what means (if any) have you used to obtain correction action? (check all that apply)

___ Does not apply	(67)
___ Chain of Command	(68)
___ Direct to Commander (open door policy, commanders call, etc.)	(69)
___ Senior enlisted advisor	(70)
___ Inspector General (IG)	(71)
___ Civil Courts	(72)
___ Writing to the President, Senators, or Congressmen	(73)
___ Other (Specify: _____)	(74)
___ None	(75)

45. Were you given anything in writing that stated what had been promised or assured? (76)

___1 Does not apply - No promises or assurances were given
___2 Yes
___3 No

46. How were you notified that the promises or assurances made to you would not be kept? (77)

___1 Verbally
___2 In writing
___3 Was not notified
___4 Does not apply - No promises or assurances were given
___5 Does not apply - All promises or assurances were kept
___6 Does not apply - Do not know yet if promises or assurances will be kept

ENCLOSURE III

ENCLOSURE III

DETAILED TABULATION OF RESPONSES

EXPLANATIONS

Note 1 Although 710 enlisted personnel were included in our sample, not all responded to every question. Consequently, most of the tables will total to less than 710.

Note 2 Responses to Questions 1 through 7 were not tabulated because they contained background data on respondents.

Note 3 See sample table below.

	COL	PCT	ARMY	NAVY	AIR	MARINE	ROW
	1	2	3	4	5	6	TOTAL
04	1	1	1	1	1	1	1
UNDER 1	36	7	23	21	87		
	17.6	4.5	9.6	19.4	12.3		
1 TO 4	77	37	85	44	243		
	37.6	23.6	35.4	40.7	34.2		
4 TO 10	49	41	64	27	181		
	23.9	26.1	26.7	25.0	25.5		
10 TO 15	14	37	20	6	77		
	6.8	23.6	8.3	5.6	10.8		
OVER 15	29	35	48	10	122		
	14.1	22.3	20.0	9.3	17.2		
COLUMN TOTAL	205	157	240	108	710		
	28.9	22.1	33.8	15.2	100.0		

This line represents count of respondent

This line represents percentages

TABULATED BY PAY GRADE

8. Have your service's grievance procedures been adequately explained to you?

	CCL	PCT	E1-E2	E3-E5	E6-F9	RCW TOTAL
			1	2	3	
PERIODICALLY	1	43	216	131	390	
		49.4	50.1	70.8	55.5	
ONLY ONCE	2	21	92	19	132	
		24.1	21.3	10.3	18.9	
NC	3	22	123	35	181	
		26.4	28.5	18.9	25.7	
COLUMA TOTAL		87	431	185	703	
		12.4	61.3	26.3	100.0	

TABULATED BY PAY GRADE

9. Do you feel you would get fair representation on a complaint or grievance?

a. Chain of Command

	CCL PCT	IE1-E2	E3-E5	E6-E9	RCM TOTAL
9A		1	2	3	
YES	1	44	211	124	379
		50.6	48.6	67.0	53.7
NC	2	11	92	23	126
		12.6	21.2	12.4	17.8
NCT SURE	3	32	131	38	201
		36.8	30.2	20.5	28.5
COLUMA TOTAL		87	434	185	706
TOTAL		12.2	61.5	26.2	100.0

b. Direct to Commander

	CCL PCT	IE1-E2	E3-E5	E6-E9	RCM TOTAL
9B		1	2	3	
YES	1	44	232	129	405
		50.6	53.7	70.1	57.6
NC	2	12	87	14	113
		13.8	20.1	7.6	16.1
NCT SURE	3	31	113	41	185
		35.6	26.2	22.3	26.3
COLUMA TOTAL		87	432	184	703
TOTAL		12.4	61.5	26.2	100.0

c. Senior enlisted advisor

	CCL PCT	IE1-E2	E3-E5	E6-E9	RCM TOTAL
9C		1	2	3	
YES	1	49	192	131	372
		56.3	44.9	71.2	53.2
NC	2	11	87	20	118
		12.6	20.3	10.9	16.9
NCT SURE	3	27	149	33	209
		31.0	34.8	17.9	29.9
COLUMA TOTAL		87	428	184	699
TOTAL		12.4	61.2	26.3	100.0

d. Inspector General

	CCL PCT	IE1-E2	E3-E5	E6-E9	RCM TOTAL
19D		1	2	3	
YES	1	32	174	103	309
		37.2	41.1	56.6	44.7
NC	2	11	52	14	77
		12.8	12.3	7.7	11.1
NCT SURE	3	42	197	65	305
		50.0	46.6	35.7	44.1
COLUMA TOTAL		86	423	182	691
TOTAL		12.4	61.2	26.3	100.0

e. Civil Courts

	CCL PCT	IE1-E2	E3-E5	E6-E9	RCM TOTAL
9E		1	2	3	
YES	1	29	107	54	190
		33.3	25.1	29.5	27.3
NC	2	13	73	23	109
		16.9	17.1	12.6	15.7
NCT SURE	3	45	246	106	397
		51.7	57.7	57.9	57.0
COLUMA TOTAL		87	426	183	696
TOTAL		12.5	61.2	26.3	100.0

f. Writing to the President, Senators, or Congressmen

	CCL PCT	IE1-E2	E3-E5	E6-E9	RCM TOTAL
9F		1	2	3	
YES	1	35	128	82	245
		40.2	29.9	44.8	35.1
NC	2	16	103	22	141
		18.4	24.1	12.0	20.2
NCT SURE	3	36	197	79	312
		41.4	46.3	43.2	44.7
COLUMA TOTAL		87	428	183	699
TOTAL		12.5	61.3	26.2	100.0

TABULATED BY PAY GRADE

10. If you had a grievance or complaint, would it be acted upon quickly?

a. Chain of Command

	COL PCT	IE1-E2	E3-E5	E6-E9	RCM TOTAL
10A		1	2	3	
YES	1	27	164	106	297
		31.4	38.1	57.3	42.3
NC	2	25	139	36	200
		29.1	32.3	19.5	28.5
NCT SURE	3	34	128	43	205
		39.5	29.7	23.2	29.2
COLUMA TOTAL		66	431	195	702
		12.3	61.4	26.4	100.0

b. Direct to Commander

	COL PCT	IE1-E2	E3-E5	E6-E9	RCM TOTAL
10B		1	2	3	
YES	1	33	203	116	352
		38.8	47.3	63.4	50.5
NC	2	12	95	25	132
		14.1	22.1	13.7	18.9
NCT SURE	3	40	131	42	213
		47.1	30.5	23.0	30.6
COLUMA TOTAL		85	429	183	697
		12.2	61.5	26.3	100.0

c. Senior enlisted advisor

	CCL PCT	IE1-E2	E3-E5	E6-E9	RCM TOTAL
10C		1	2	3	
YES	1	39	176	117	332
		46.4	41.2	63.9	47.8
NC	2	7	82	27	116
		8.3	19.2	14.8	16.7
NCT SURE	3	38	169	39	246
		45.2	39.6	21.3	35.4
COLUMA TOTAL		64	427	183	694
		12.1	61.5	26.4	100.0

d. Inspector General

	CCL PCT	IE1-E2	E3-E5	E6-E9	RCM TOTAL
10D		1	2	3	
YES	1	27	139	94	260
		32.1	32.9	51.4	37.7
NC	2	13	60	20	93
		15.5	14.2	10.9	13.5
NCT SURE	3	44	224	69	337
		57.4	53.0	37.7	48.8
COLUMA TOTAL		84	423	183	690
		12.2	61.3	26.5	100.0

e. Civil Courts

	CCL PCT	IE1-E2	E3-E5	E6-E9	RCM TOTAL
10E		1	2	3	
YES	1	14	52	30	96
		16.7	12.2	16.4	13.9
NC	2	23	101	44	168
		27.4	23.7	24.0	24.2
NCT SURE	3	47	273	119	429
		56.0	64.1	59.6	61.9
COLUMA TOTAL		84	476	183	693
		12.1	61.5	26.4	100.0

f. Writing to the President, Senators, or Congressmen

	CCL PCT	IE1-E2	E3-E5	E6-E9	RCM TOTAL
10F		1	2	3	
YES	1	21	93	69	183
		24.7	21.7	37.7	26.3
NC	2	20	114	23	157
		23.5	26.6	12.6	22.6
NCT SURE	3	44	221	91	356
		51.8	51.6	49.7	51.1
COLUMA TOTAL		85	426	183	696
		12.2	61.5	26.3	100.0

TABULATED BY SERVICE

11. Do you feel adverse (negative) action would be directed against you if you complained to each of the following?

a. Chain of Command

	COL PCT	I ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
11A	1	1	2	3	1	
YES	1	25.1	26.1	21.4	39.3	185
NC	2	111	88	125	50	374
		54.7	56.1	52.5	46.7	53.0
NCT SURE	3	41	28	62	15	146
		20.2	17.8	26.1	14.0	20.7
COLUMN TOTAL	203	157	238	107	705	100.0
	28.8	22.3	33.8	15.2		

d. Inspector General

	CCL PCT	I ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
11C	1	1	2	3	4	
YES	1	41	18	31	23	112
		20.1	12.0	13.0	21.7	16.2
NC	2	90	42	138	47	312
		44.1	28.0	58.0	39.6	44.7
NCT SURE	3	72	90	69	41	272
		35.8	60.0	29.0	38.7	39.1
COLUMN TOTAL	204	150	238	106	658	100.0
	29.2	21.5	34.1	15.2		

b. Direct to Commander

	CCL PCT	I ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
11B	1	1	2	3	4	
YES	1	47	41	49	43	180
		23.0	26.6	20.5	40.6	25.6
NC	2	113	67	141	41	362
		55.4	42.5	59.0	38.7	51.5
NCT SURE	3	44	46	49	22	161
		21.6	29.9	20.5	20.8	22.9
COLUMN TOTAL	204	154	239	106	703	100.0
	29.0	21.9	34.0	15.1		

e. Civil Courts

	CCL PCT	I ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
11E	1	1	2	3	4	
YES	1	24	22	40	21	107
		11.8	14.4	16.9	19.8	15.3
NC	2	71	49	97	34	251
		35.0	32.0	40.9	32.1	35.9
NCT SURE	3	108	42	100	51	341
		53.2	53.6	32.2	48.1	48.8
COLUMN TOTAL	203	153	237	106	659	100.0
	29.0	21.9	33.9	15.2		

c. Senior enlisted advisor

	COL PCT	I ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
11C	1	1	2	3	4	
YES	1	40	13	23	30	106
		19.8	8.4	9.7	27.8	15.1
NC	2	115	98	141	55	409
		56.9	63.6	59.5	50.9	58.3
NCT SURE	3	47	43	73	23	186.5
		23.3	27.9	39.8	21.3	26.5
COLUMN TOTAL	202	154	237	108	701	100.0
	28.8	22.0	33.8	15.4		

f. Writing to the President, Senators, or Congressmen

	COL PCT	I ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
11F	1	1	2	3	4	
YES	1	35	38	57	32	162
		17.2	24.8	23.9	29.9	23.1
NC	2	80	55	109	39	283
		39.2	35.9	43.8	36.4	40.3
NCT SURE	3	89	60	72	26	257
		43.6	39.2	30.3	33.6	36.6
COLUMN TOTAL	204	153	238	107	702	100.0
	29.1	21.8	33.9	15.2		

TABULATED BY PAY GRADE

11. Do you feel adverse (negative) action would be directed against you if you complained to each of the following?

a. Chain of Command

	CCL	PCT	IF1-E2	E3-E5	E6-E9	RCM	TOTAL
IA			1	2	3		
YES	1	22	126	37		185	26.2
NC	2	48	208	118		374	53.0
NET SURE	3	17	99	30		146	20.7
COLUMN TOTAL		87	433	185		705	100.0

d. Inspector General

	CCL	PCT	IE1-E2	E3-E5	E6-E9	RCM	TOTAL
IE			1	2	3		
YES	1	12	73	22		107	15.3
NC	2	29	152	70		251	35.9
NET SURE	3	46	205	90		341	48.8
COLUMN TOTAL		87	430	182		699	100.0

b. Direct to Commander

	CCL	PCT	IE1-E2	E3-E5	E6-E9	RCM	TOTAL
IB			1	2	3		
YES	1	15	127	38		180	25.6
NC	2	41	206	115		362	51.5
NET SURE	3	31	98	32		161	22.9
COLUMN TOTAL		87	431	185		703	100.0

e. Civil Courts

	CCL	PCT	IE1-E2	E3-E5	E6-E9	RCM	TOTAL
IE			1	2	3		
YES	1	13	77	3		113	16.2
NC	2	32	181	7		312	44.7
NET SURE	3	41	170	62		273	39.1
COLUMN TOTAL		86	428	184		698	100.0

c. Senior enlisted adviser

	CCL	PCT	IE1-E2	E3-E5	E6-E9	RCM	TOTAL
IC			1	2	3		
YES	1	14	75	17		106	15.1
NC	2	45	234	130		409	58.3
NET SURE	3	27	123	36		196	28.5
COLUMN TOTAL		86	432	183		701	100.0

f. Writing to the President, Senators, or Congressmen

	CCL	PCT	IE1-E2	E3-E5	E6-E9	RCM	TOTAL
IF			1	2	3		
YES	1	10	97	55		162	23.1
NC	2	42	175	66		283	40.3
NET SURE	3	35	159	63		257	36.6
COLUMN TOTAL		87	431	184		702	100.0

TABULATED BY LENGTH OF SERVICE

11. Do you feel adverse (negative) action would be directed against you if you complained to each of the following?

a. Chain of Command

	CCL	PCT	UNDER 4 YEARS	4 TO 10 YEARS	OVER 10 YEARS	ROW TOTAL
11A	1	1	1	2	3	
YES	1	55	29.0	27.6	20.4	185
NC	2	161	49.1	50.8	61.7	374
NOT SURE	3	72	22.0	21.5	35	146
COLUMN TOTAL		328	181	196	20.7	705
TOTAL		46.5	25.7	27.8		100.0

b. Direct to Commander

	CCL	PCT	UNDER 4 YEARS	4 TO 10 YEARS	OVER 10 YEARS	ROW TOTAL
11B	1	1	1	2	3	
YES	1	84	25.5	31.7	20.1	180
NC	2	152	46.2	50.0	61.9	362
NOT SURE	3	92	28.3	18.3	35	161
COLUMN TOTAL		328	180	194	22.9	703
TOTAL		46.8	25.6	21.6		100.0

c. Senior enlisted advisor

	CCL	PCT	UNDER 4 YEARS	4 TO 10 YEARS	OVER 10 YEARS	ROW TOTAL
11C	1	1	1	2	3	
YES	1	55	16.8	17.8	9.8	106
NC	2	181	55.2	50.6	71.0	409
NOT SURE	3	92	28.0	31.7	19.2	196
COLUMN TOTAL		328	180	190	26.5	701
TOTAL		46.8	25.7	27.5		100.0

d. Inspector General

	CCL	PCT	UNDER 4 YEARS	4 TO 10 YEARS	OVER 10 YEARS	ROW TOTAL
11D	1	1	1	2	3	
YES	1	54	16.6	20.0	11.9	113
NC	2	136	41.8	41.1	52.8	312
NOT SURE	3	135	41.5	38.9	35.2	273
COLUMN TOTAL		325	180	193	39.1	698
TOTAL		46.6	25.8	27.7		100.0

e. Civil Courts

	CCL	PCT	UNDER 4 YEARS	4 TO 10 YEARS	OVER 10 YEARS	ROW TOTAL
11E	1	1	1	2	3	
YES	1	54	16.5	15.6	13.1	107
NC	2	115	35.1	36.7	36.6	251
NOT SURE	3	159	48.5	47.8	51.3	341
COLUMN TOTAL		328	180	191	48.8	699
TOTAL		46.9	25.8	27.3		100.0

f. Writing to the President, Senators, or Congressmen

	CCL	PCT	UNDER 4 YEARS	4 TO 10 YEARS	OVER 10 YEARS	ROW TOTAL
11F	1	1	1	2	3	
YES	1	56	17.1	28.9	27.8	162
NC	2	152	46.3	33.9	36.1	293
NOT SURE	3	120	36.6	37.2	36.1	257
COLUMN TOTAL		328	180	194	36.6	702
TOTAL		46.7	25.6	27.6		100.0

TABULATED BY JOB SATISFACTION

11. Do you feel adverse (negative) action would be directed against you if you complained to each of the following?

a. Chain of Command		d. Inspector General				ROW TOTAL	
COL PCT	ISATIS- IFIED	NEITHER	DISSAT- ISFIED	ISATIS- IFIED	NEITHER	DISSAT- ISFIED	ROW TOTAL
Q11A	1	1	2	3	1	2	3
YES	1	61	32	92	49	22	42
		17.1	27.8	39.3	13.9	19.1	18.3
NO	2	236	51	87	183	39	90
		66.3	44.3	37.2	51.8	33.9	39.1
NOT SURE	3	59	32	55	121	54	98
		16.6	27.8	23.5	34.3	47.0	42.6
COLUMN TOTAL		356	115	234	353	115	230
		50.5	16.3	33.2	50.6	16.5	33.0

b. Direct to Commander		e. Civil Courts				ROW TOTAL	
COL PCT	ISATIS- IFIED	NEITHER	DISSAT- ISFIED	ISATIS- IFIED	NEITHER	DISSAT- ISFIED	ROW TOTAL
Q11B	1	1	2	3	1	2	3
YES	1	60	29	91	36	20	51
		16.9	25.2	38.9	10.3	17.4	21.9
NO	2	228	51	83	143	33	75
		64.4	40.3	35.5	40.7	28.7	32.2
NOT SURE	3	66	35	60	172	62	107
		18.6	30.4	25.6	49.0	53.9	45.9
COLUMN TOTAL		354	115	234	351	115	233
		50.4	16.4	33.3	50.2	16.5	33.3

c. Senior enlisted		f. Writing to the President, Senators, or Congressmen				ROW TOTAL	
COL PCT	ISATIS- IFIED	NEITHER	DISSAT- ISFIED	ISATIS- IFIED	NEITHER	DISSAT- ISFIED	ROW TOTAL
Q11C	1	1	2	3	1	2	3
YES	1	59	17	50	65	27	70
		11.1	14.7	21.4	18.4	23.5	29.9
NO	2	237	63	109	159	38	86
		67.5	54.3	46.6	45.0	33.0	36.8
NOT SURE	3	75	36	75	129	50	78
		21.4	31.0	32.1	36.5	43.5	33.3
COLUMN TOTAL		351	116	234	353	115	234
		50.1	16.5	33.4	50.3	16.4	33.3

TABULATED BY PAY GRADE

12. Have you ever had a grievance or complaint that you tried to get resolved?

COL	PCT	IE1-E2	E3-E5	E6-E9	ROW TOTAL
		1	1	2	3
1		33	256	101	390
		38.8	59.5	54.6	55.7
2		52	174	84	310
		61.2	40.5	45.4	44.3
COLUMN TOTAL		85	430	185	700
		12.1	61.4	26.4	100.0

TABULATED BY PAY GRADE

13. What did this (these) grievance(s) or complaint(s) involve?

a. Pay administration

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW
Q1JA	1	1	2	3	1	TOTAL
NOT MENTIONED	0	25	213	83	321	
		75.8	83.2	82.2	82.3	
MENTIONED	1	8	43	18	69	
		24.2	16.8	17.8	17.7	
COLUMN TOTAL	33	256	101	390		
TOTAL	8.5	65.6	25.9	100.0		

d. Transfer (relocation)

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW
Q13D	1	1	2	3	1	TOTAL
NOT MENTIONED	0	28	176	61	265	
		84.8	68.8	60.4	67.9	
MENTIONED	1	5	80	40	125	
		15.2	31.3	39.6	32.1	
COLUMN TOTAL	33	256	101	390		
TOTAL	8.5	65.6	25.9	100.0		

b. Promotion actions

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW
Q13B	1	1	2	3	1	TOTAL
NOT MENTIONED	0	23	193	79	295	
		69.7	75.4	78.2	75.6	
MENTIONED	1	10	63	22	95	
		30.3	24.6	21.8	24.4	
COLUMN TOTAL	33	256	101	390		
TOTAL	8.5	65.6	25.9	100.0		

e. Classification in a specialty

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW
Q13E	1	1	2	3	1	TOTAL
NOT MENTIONED	0	31	236	91	358	
		93.9	92.2	90.1	91.8	
MENTIONED	1	2	20	10	32	
		6.1	7.8	9.9	8.2	
COLUMN TOTAL	33	256	101	390		
TOTAL	8.5	65.6	25.9	100.0		

c. Job assignment

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW
Q13C	1	1	2	3	1	TOTAL
NOT MENTIONED	0	19	181	74	274	
		57.6	70.7	73.3	70.3	
MENTIONED	1	14	75	27	116	
		42.4	29.3	26.7	29.7	
COLUMN TOTAL	33	256	101	390		
TOTAL	8.5	65.6	25.9	100.0		

f. Medical care received

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW
Q13F	1	1	2	3	1	TOTAL
NOT MENTIONED	0	27	193	70	290	
		81.8	75.4	69.3	74.4	
MENTIONED	1	6	63	31	100	
		18.2	24.6	30.7	25.6	
COLUMN TOTAL	33	256	101	390		
TOTAL	8.5	65.6	25.9	100.0		

(Continued)

TABULATED BY PAY GRADE

13. What did this (these) grievance(s) or complaint(s) involve?

i. Correction of military records

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW TOTAL
0131			1	1	2	3
NOT MENTIONED	0		28	214	91	338
			84.8	85.5	90.1	86.7
MENTIONED	1		5	37	10	52
			15.2	14.5	9.9	13.3
COLUMN TOTAL	33		256	101		390
	8.5		65.6	25.9		100.0

h. Job utilization

j. Other

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW TOTAL
013H			1	2	3	3
NOT MENTIONED	0		26	199	85	309
			78.8	77.7	83.2	79.2
MENTIONED	1		7	57	17	81
			21.2	22.3	16.8	20.8
COLUMN TOTAL	33		256	101		390
	8.5		65.6	25.9		100.0

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW TOTAL
013J			1	2	3	3
NOT MENTIONED	0		30	205	85	320
			90.9	80.1	84.2	82.1
MENTIONED	1		3	51	16	70
			9.1	19.9	15.8	17.9
COLUMN TOTAL	33		256	101		390
	8.5		65.6	25.9		100.0

TABULATED BY PAY GRADE

14. What means did you use to attempt to have your grievance(s) or complaint(s) resolved?

a. Writing to the President, Senators, or Congressmen

	COUNT COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
Q14A		1	2	3	
		32	224	84	340
NOT MENTIONED		97.0	87.5	83.2	87.2
MENTIONED		3.0	12.5	16.8	12.8
		1	32	17	50
		33	256	101	390
COLUMN TOTAL		8.5	65.6	25.9	100.0

c. Inspector General (IG)

	COUNT COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
Q14C		1	2	3	
		30	215	82	327
NOT MENTIONED		90.9	84.0	81.2	83.8
MENTIONED		9.1	16.0	18.8	16.2
		1	41	19	63
		33	256	101	390
COLUMN TOTAL		8.5	65.6	25.9	100.0

b. Civil Courts

	COUNT COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
Q14B		1	2	3	
		33	252	100	385
NOT MENTIONED		100.0	98.4	99.0	98.7
MENTIONED		0.0	1.6	1.0	1.3
		1	4	1	5
		33	256	101	390
COLUMN TOTAL		8.5	65.6	25.9	100.0

d. Senior enlisted advisor

	COUNT COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
Q14D		1	2	3	
		18	149	65	232
NOT MENTIONED		54.5	58.2	64.4	59.5
MENTIONED		45.5	41.8	35.6	40.5
		1	107	36	158
		33	256	101	390
COLUMN TOTAL		8.5	65.6	25.9	100.0

TABULATED BY PAY GRADE

(Continued)

14. What means did you use to attempt to have your grievance(s) or complaint(s) resolved?

e. Direct to Commander, (open door policy, commander's call, etc.)

COL	PCT	IE1-E2	E3-E5	E6-E9	ROW	TOTAL
014E		1	2	3		
	0	24	156	58		238
NOT MENTIONED		72.7	60.9	57.4		61.0
MENTIONED	1	9	100	43		152
		27.3	39.1	42.6		39.0
COLUMN TOTAL		33	256	101		390
TOTAL		8.5	65.6	25.9		100.0

f. Chain of Command

COL	PCT	IE1-E2	E3-E5	E6-E9	ROW	TOTAL
014F		1	2	3		
	0	16	69	24		109
NOT MENTIONED		48.5	27.0	23.8		27.9
MENTIONED	1	17	187	77		281
		51.5	73.0	76.2		72.1
COLUMN TOTAL		33	256	101		390
TOTAL		8.5	65.6	25.9		100.0

g. Other

COL	PCT	IE1-E2	E3-E5	E6-E9	ROW	TOTAL
014G		1	2	3		
	0	28	226	36		340
NOT MENTIONED		84.8	88.3	85.1		87.2
MENTIONED	1	5	30	15		50
		15.2	11.7	14.9		12.8
COLUMN TOTAL		33	256	101		390
TOTAL		8.5	65.6	25.9		100.0

15. Overall, what has been your reaction to the actions taken on your grievance(s) or complaint(s)?

Tabulated by Service

Tabulated by Years in the Military

COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL	COL PCT UNDER 4 YEARS	4 TO 10 YEARS	OVER 10 YEARS	ROW TOTAL
015	1	2	3	4		1	1	3	
TOTALLY SATIS.	16	15	18	6	55	12	14	29	55
	13.3	18.1	15.3	9.8	14.4	7.4	13.1	25.7	14.4
PARTLY SATIS.	45	33	45	22	145	64	36	45	145
	37.5	39.8	38.1	36.1	38.0	39.5	33.6	39.8	38.0
NOT AT ALL SAT.	48	32	50	31	161	74	52	35	161
	40.0	38.6	42.4	50.8	42.1	45.7	48.6	31.0	42.1
NOT ABLE TO SAY	11	3	5	2	21	12	5	4	21
	9.2	3.6	4.2	3.3	5.5	7.4	4.7	3.5	5.5
COLUMN TOTAL	120	83	118	61	382	162	107	113	382
TOTAL	31.4	21.7	30.9	16.0	100.0	42.4	28.0	29.6	100.0

Tabulated by Pay Grade

Tabulated by Satisfaction with Military Life

COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL	COL PCT SATISFIED	NEITHER	DISSATISFIED	ROW TOTAL
015	1	2	3		1	2	3	
TOTALLY SATIS.	3	23	29	55	39	5	11	55
	9.1	9.2	29.0	14.4	23.4	9.4	6.8	14.4
PARTLY SATIS.	9	99	37	145	73	23	49	145
	27.3	39.8	37.0	38.0	43.7	43.4	30.2	38.0
NOT AT ALL SAT.	17	115	29	161	47	23	91	161
	51.5	46.2	29.0	42.1	28.1	43.4	56.2	42.1
NOT ABLE TO SAY	4	12	5	21	8	2	11	21
	12.1	4.8	5.0	5.5	4.8	3.8	6.8	5.5
COLUMN TOTAL	33	249	100	382	167	53	162	382
TOTAL	6.6	65.2	26.2	100.0	43.7	13.9	42.4	100.0

(Continued)

15. Overall, what has been your reaction to the actions taken on your grievance(s) or complaint(s)?

Tabulated by Reenlistment Intention

COL	PCT	I POSITIVE	NOT YET DECIDED	NEGATIVE	NA-WILL RETIRE	ROW TOTAL
01S	1	1	2	3	4	
	1	25	6	11	13	55
TOTALLY SATIS.		18.4	10.3	7.2	36.1	14.4
	2	61	24	46	14	145
PARTLY SATIS.		44.9	41.4	30.3	38.9	38.0
	3	45	24	84	8	161
NOT AT ALL SAT.		33.1	41.4	55.3	22.2	42.1
	4	5	4	11	1	21
NOT ABLE TO SAY		3.7	6.9	7.2	2.8	5.5
COLUMN TOTAL		136	58	152	36	382
		35.6	15.2	39.8	9.4	100.0

TABULATED BY PAY GRADE

16. Who would you approach to solve a serious complaint or grievance?

a. Writing to the President, Senators, or Congressmen

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW	TOTAL
Q16A	1	1	1	2	3		
FIRST	1	3	4.5	17	7	27	4.8
SECOND	2	1	1.5	9	2	12	2.1
THIRD	3	1	1.5	14	8	23	4.1
FOURTH	4	10	14.9	49	17	76	13.5
FIFTH	5	19	28.4	122	74	215	38.3
SIXTH	6	33	49.3	132	43	208	37.1
COLUMN TOTAL	67	11.9	343	61.1	151	561	100.0

b. CIVIL SERVICE

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW	TOTAL
Q16B	1	1	1	2	3		
FIRST	1	0	0.0	5	0	5	0.9
SECOND	2	1	1.5	4	0	5	0.9
THIRD	3	2	3.0	5	2	9	1.7
FOURTH	4	6	9.1	33	10	49	9.1
FIFTH	5	36	54.5	142	54	232	43.0
SIXTH	6	21	31.8	140	79	240	44.4
COLUMN TOTAL	66	12.2	329	60.9	145	540	100.0

(Continued)

TABULATED BY PAY GRADE

16. Who would you approach to solve a serious complaint or grievance?

c. Inspector General (13)

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW
Q16C	1	1	1	2	3	TOTAL
FIRST	1	2	19	6	1	27
	1	3.0	5.6	4.0	1	4.9
SECOND	2	1	19	13	1	33
	1	1.5	5.6	8.7	1	5.9
THIRD	3	12	46	11	1	69
	1	18.2	13.5	7.4	1	12.4
FOURTH	4	40	209	102	1	351
	1	60.6	61.5	68.5	1	63.2
FIFTH	5	7	33	9	1	49
	1	10.6	9.7	6.0	1	8.8
SIXTH	6	4	14	8	1	26
	1	6.1	4.1	5.4	1	4.7
COLUMN TOTAL	66	340	149	555		100.0
TOTAL	11.9	61.3	26.8			

d. Senior enlisted advisor

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW
Q16D	1	1	1	2	3	TOTAL
FIRST	1	24	85	39	1	148
	1	35.3	25.3	25.8	1	26.7
SECOND	2	25	128	62	1	215
	1	36.8	38.1	41.1	1	38.7
THIRD	3	10	73	36	1	119
	1	16.7	21.7	23.8	1	21.4
FOURTH	4	6	18	7	1	31
	1	8.8	5.4	4.6	1	5.6
FIFTH	5	1	18	4	1	23
	1	1.5	5.4	2.6	1	4.1
SIXTH	6	2	14	3	1	19
	1	2.9	4.2	2.0	1	3.4
COLUMN TOTAL	68	336	151	555		100.0
TOTAL	12.3	60.5	27.2			

TABULATED BY PAY GRADE

(Continued)

16. Who would you approach to solve a serious complaint or grievance?

e. Direct to Commander (open door policy, commander's call, etc.)

f. Chain of Command

GRADE	e. Direct to Commander (open door policy, commander's call, etc.)						f. Chain of Command					
	COL PCT	E1-E2	F3-F5	E6-F9	ROW TOTAL	COL PCT	E1-E2	E3-F5	E6-F9	MOA TOTAL		
FIRST	1	14	42	20	76	1	32	234	111	377		
		19.2	12.1	12.8	13.2		46.4	65.0	67.3	63.6		
SECOND	2	17	105	42	164	2	23	70	30	123		
		23.3	30.3	26.9	28.5		33.3	19.4	18.2	20.7		
THIRD	3	37	179	51	287	3	6	28	11	45		
		50.7	48.8	51.9	49.9		8.7	7.8	6.7	7.6		
FOURTH	4	1	16	9	26	4	5	8	3	16		
		1.4	4.6	5.8	4.5		7.2	2.2	1.8	2.7		
FIFTH	5	2	6	2	10	5	1	7	3	11		
		2.7	1.7	1.3	1.7		1.4	1.9	1.8	1.9		
SIXTH	6	2	8	2	12	6	2	13	7	22		
		2.7	2.3	1.3	2.1		2.9	3.6	4.2	3.7		
COLUMN TOTAL		73	346	156	575		69	360	165	594		
		12.7	60.2	27.1	100.0		11.5	60.6	27.8	100.0		

17. Have you ever complained to the Inspector General (IG)?

TABULATED BY SERVICE

Q17	COUNT	ARMY	NAVY	AIR FORCE	MARINE COMPS	ROW TOTAL
YES	1	52	1	54	11	118
		25.7	0.7	22.8	10.2	16.9
NO	2	150	151	183	97	581
		74.3	99.3	77.2	89.8	83.1
COLUMN TOTAL	202	152	237	106	699	100.0
		28.9	21.7	33.9	15.5	

TABULATED BY PAY GRADE

Q17	COUNT	E1-E2	E3-E5	E6-E9	ROW TOTAL
YES	1	4	75	39	118
		4.7	17.5	21.2	16.9
NO	2	82	354	145	581
		95.3	82.5	78.8	83.1
COLUMN TOTAL	86	429	184	699	100.0
		12.3	61.4	26.3	

TABULATED BY YEARS IN THE MILITARY

Q17	COUNT	UNDER 4 YEARS	4-10 YEARS	10-20 YEARS	OVER 20 YEARS	ROW TOTAL
YES	1	40	39	39	118	118
		12.2	21.9	20.1	16.9	16.9
NO	2	287	139	155	581	581
		87.8	78.1	79.3	83.1	83.1
COLUMN TOTAL	327	178	194	699	699	100.0
		46.8	25.5	27.8		

TABULATED BY SATISFACTION WITH MILITARY LIFE

Q17	COUNT	SATISFIED	NEITHER	DISSATISFIED	ROW TOTAL
YES	1	56	15	47	118
		15.7	13.2	20.5	16.9
NO	2	300	99	182	581
		84.3	86.8	74.5	83.1
COLUMN TOTAL	356	114	229	699	699
		50.9	16.3	32.8	100.0

TABULATED BY PAY GRADE

18. How long did you have to wait before the IG could answer your problem?

Q18	COL	PCT	E1-E2	E3-F5	E6-E9	ROW	TOTAL
	1	1	1	2	3		
LESS THAN A WEEK	50.0	43.8	43.6		5	44.0	
1 WEEK	25.0	15.1	7.7		15	12.9	
2 WEEKS	0.0	9.6	15.4		13	11.2	
3 WEEKS	0.0	4	2		6	5.2	
1-3 MONTHS	0.0	11.0	20.5		16	13.8	
4-6 MONTHS	25.0	7.7	0.0		3	2.6	
OVER 6 MONTHS	0.0	12.3	7.7		12	10.3	
COLUMN TOTAL	3.4	62.9	33.6		116	100.0	

TABULATED BY PAY GRADE

19. Were you kept advised by the IG on the status of your problem?

Q19	COL	PCT	E1-E2	E3-E5	E6-E9	ROW	TOTAL
	1	1	2	3			
YES	75.0	52.7	64.1		47	57.3	
NO	25.0	35	14		50	42.7	
COLUMN TOTAL	3.4	61.2	33.1		117	100.0	

TABULATED BY PAY GRADE

20. Were you informed of final action on the complaint or grievance?

	CNL	PCT	IE1-E2	E3-E5	E6-E9	ROW
						TOTAL
020	1	1	1	2	3	1
YES	1	4	46	32		R2
	1	100.0	62.2	82.1		70.1
NO	2	0	28	7		35
	1	0.0	37.8	17.9		29.9
COLUMN	4	74	39			117
TOTAL	3.4	63.2	33.3			100.0

TABULATED BY PAY GRADE

21. Was the matter handled quickly?

	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW
						TOTAL
021	1	1	2	3		1
YES	1	2	40	22		64
	1	66.7	54.1	57.4		55.2
NO	2	1	33	17		51
	1	33.3	44.6	43.6		44.0
ACTION PENDING	3	0	1	0		1
	1	0.0	1.4	0.0		0.4
COLUMN	3	74	39			116
TOTAL	7.6	63.8	31.6			100.0

22. How satisfied are you with the IG's action?

TABULATED BY SERVICE

COL PCT	TABULATED BY SERVICE				ROW TOTAL
	ARMY	NAVY	AIR FORCE	MARINE CORPS	
022	1	1	2	3	4
TOTALLY SATIS.	16	0	13	1	30
PARTLY SATIS.	30.8	0.0	24.5	9.1	25.6
NOT AT ALL SAT.	2	21	0	23	46
NOT ABLE TO SAY	40.4	0.0	43.4	18.2	39.3
COLUMN TOTAL	52	1	53	11	117
	44.4	0.9	45.3	9.4	100.0

TABULATED BY PAY GRADE

COL PCT	TABULATED BY PAY GRADE			ROW TOTAL
	E1-E2	E3-E5	E6-E9	
022	1	1	2	3
TOTALLY SATIS.	25.0	20.0	36.8	36
PARTLY SATIS.	2	2	28	46
NOT AT ALL SAT.	50.0	37.3	42.1	39.3
NOT ABLE TO SAY	3	1	31	39
COLUMN TOTAL	4	75	38	117
	3.4	64.1	32.5	100.0

TABULATED BY YEARS IN THE MILITARY

COL PCT	TABULATED BY YEARS IN THE MILITARY			ROW TOTAL
	UNDER 4 YEARS	4 TO 10 YEARS	OVER 10 YEARS	
022	1	2	3	
TOTALLY SATIS.	20.0	23.1	34.2	30
PARTLY SATIS.	18	10	18	46
NOT AT ALL SAT.	45.0	25.6	47.4	39.3
NOT ABLE TO SAY	3	13	7	39
COLUMN TOTAL	32.5	48.7	18.4	33.3
	1	1	0	2
	2.5	2.6	0.0	1.7
	40	39	38	117
	34.2	33.3	32.5	100.0

TABULATED BY SATISFACTION WITH MILITARY LIFE

COL PCT	TABULATED BY SATISFACTION WITH MILITARY LIFE			ROW TOTAL
	SATISFIED	NEITHER	DISSATISFIED	
022	1	1	2	3
TOTALLY SATIS.	16	6	8	30
PARTLY SATIS.	28.6	40.0	17.4	25.6
NOT AT ALL SAT.	2	26	4	46
NOT ABLE TO SAY	46.4	26.7	34.8	39.3
COLUMN TOTAL	12	5	22	39
	21.4	33.3	47.8	33.3
	2	0	0	2
	3.6	0.0	0.0	1.7
	56	15	46	117
	47.9	12.8	39.3	100.0

23. Do you feel you can submit grievances or complaints to any Inspector General (IG) above your local installation IG?

TABULATED BY SERVICE

Q23	TABULATED BY SERVICE				POW TOTAL
	ARMY	NAVY	AIR FORCE	MARINE CORPS	
YES	71	18	119	30	238
NO	35.7	12.8	50.2	27.8	34.7
DON'T KNOW	31	21	26	29	107
	15.6	14.9	11.0	26.9	15.6
	97	102	92	49	340
	48.7	72.3	38.8	45.4	49.6
COLUMN TOTAL	199	141	237	108	685
	29.1	20.6	34.6	15.8	100.0

TABULATED BY PAY GRADE

Q23	TABULATED BY PAY GRADE			ROW TOTAL
	E1-E2	E3-E5	E6-E9	
YES	23	115	100	238
	27.4	27.4	54.9	34.7
NO	16	68	23	107
	19.0	16.2	12.6	15.6
DON'T KNOW	45	236	59	340
	53.6	56.3	32.4	49.6
COLUMN TOTAL	84	410	182	685
	12.3	61.2	26.6	100.0

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Lack of knowledge about the IG's role

TABULATED BY SERVICE

COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
024A	1	2	3	4	
NOT MENTIONED	161	78	195	76	510
	78.5	49.7	81.3	70.4	71.8
MENTIONED	44	79	45	32	200
	21.5	50.3	18.6	29.6	28.2
COLUMN TOTAL	205	157	240	108	710
TOTAL	28.9	22.1	33.8	15.2	100.0

TABULATED BY YEARS IN MILITARY

COL PCT	UNDER 4 YEARS	4 TO 10 YEARS	OVER 10 YEARS	ROW TOTAL
024A	1	2	3	
NOT MENTIONED	221	135	154	510
	67.0	74.6	77.4	71.8
MENTIONED	109	46	45	200
	33.0	25.4	22.6	28.2
COLUMN TOTAL	330	181	199	710
TOTAL	46.5	25.5	28.0	100.0

TABULATED BY PAY GRADE

COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
024A	1	2	3	
NOT MENTIONED	61	299	150	510
	70.1	68.8	80.2	71.8
MENTIONED	26	137	37	200
	29.9	31.4	19.8	28.2
COLUMN TOTAL	87	436	187	710
TOTAL	12.3	61.4	26.3	100.0

TABULATED BY SATISFACTION WITH MILITARY LIFE

COL PCT	SATISFIED	NEITHER	DISSATISFIED	ROW TOTAL
024A	1	2	3	
NOT MENTIONED	276	76	158	510
	76.7	65.5	67.5	71.8
MENTIONED	84	40	76	200
	23.3	34.5	32.5	28.2
COLUMN TOTAL	360	116	234	710
TOTAL	50.7	16.3	33.0	100.0

(Continued)

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Lacked knowledge about IG's role

TABULATED BY REENLISTMENT INTENTION

Q24A	COL	PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	NA-WILL RETIRE	ROW TOTAL
	1	1	1	2	3	4	
NOT MENTIONED	0	191	96	170	53		510
		73.2	72.7	66.9	84.1		71.8
MENTIONED	1	70	36	84	10		200
		26.8	27.3	33.1	15.9		28.2
COLUMN TOTAL		261	132	254	63		710
		36.8	18.6	35.8	8.9		100.0

TABULATED BY HIGHEST EDUCATION LEVEL

Q24A	COL	PCT	INUN HS GRAD	HS	GED	MS GRAD	COLLEGE	ROW TOTAL
	1	1	1	1	2	3	4	
NOT MENTIONED	0	25	67.6	59	20.3	22.3		510
				74.7	67.9	75.6		71.8
MENTIONED	1	12	32.4	20	9.6	7.2		200
				25.3	37.1	24.4		24.2
COLUMN TOTAL		37	5.2	79	29.9	29.5		710
				11.1	47.1	41.5		100.0

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Didn't believe my case would be handled fairly

TABULATED BY SERVICE

COL PCT	JARMY	NAVY	AIR FORCE	MAFINT COMPS	ROW TOTAL
0	172	148	208	43	621
NOT MENTIONED	83.9	94.3	86.7	16.1	87.5
1	33	9	32	15	89
MENTIONED	16.1	5.7	13.3	13.9	12.5
COLUMN TOTAL	205	157	240	108	710
	28.9	22.1	33.8	15.2	100.0

COL PCT	JUNIOR YEARS	4 YEARS	10 YEARS	OVER 10 YEARS	ROW TOTAL
0	281	154	184		621
NOT MENTIONED	45.2	25.1	30.5		87.5
1	49	27	13		89
MENTIONED	14.8	14.9	6.5		12.5
COLUMN TOTAL	330	181	199		710
	46.5	25.5	28.0		100.0

TABULATED BY YEARS IN MILITARY

TABULATED BY PAY GRADE

COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
0	73	372	176	621
NOT MENTIONED	83.9	85.3	94.1	87.5
1	14	64	11	89
MENTIONED	16.1	14.7	5.9	12.5
COLUMN TOTAL	87	436	187	710
	12.3	61.4	26.3	100.0

TABULATED BY SATISFACTION WITH MILITARY LIFE

COL PCT	SATISFIED	NEITHER	DISSATISFIED	ROW TOTAL
0	332	105	184	621
NOT MENTIONED	92.2	90.5	74.6	87.5
1	28	11	50	89
MENTIONED	7.8	9.5	21.4	12.5
COLUMN TOTAL	360	116	234	710
	50.7	16.3	33.0	100.0

(Continued)

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Didn't believe my case would be handled fairly.

TABULATED BY REELISTMENT INTENTION

COL	PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	NA-FILL RETIRE	ROW TOTAL
0	235	118	210	58	621	
NOT MENTIONED	90.0	89.4	82.7	92.1	87.5	
1	25	14	44	5	89	
MENTIONED	10.0	10.6	17.3	7.9	12.5	
COLUMN TOTAL	261	132	254	63	710	
	36.8	18.6	35.8	8.9	100.0	

TABULATED BY HIGHEST EDUCATION LEVEL

COL	PCT	FROM HS	HS	HS GRAD	COLLEGE	ROW TOTAL
0	28	74	265	254	621	
NOT MENTIONED	75.7	93.7	88.6	86.1	87.5	
1	9	5	34	41	89	
MENTIONED	24.3	6.3	11.4	13.9	12.5	
COLUMN TOTAL	37	79	290	295	710	
	5.2	11.1	42.1	41.5	100.0	

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

TABULATED BY SERVICE

	COL	PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
Q24C	1	1	1	2	3	4	
NOT MENTIONED	0	18.7	14.7	214	93	641	641
		91.2	93.6	89.2	86.1	90.3	90.3
MENTIONED	1	18	10	26	15	69	69
		8.8	6.4	10.8	13.9	9.7	9.7
COLUMN TOTAL	205	157	240	108	710	710	710
	28.9	22.1	33.8	15.2	100.0	100.0	100.0

Response: Didn't believe I could get an adequate hearing.

TABULATED BY YEARS IN MILITARY

	COL	PCT	1 UNDER 1 YEARS	2 YEARS	3 TO 4 YEARS	5 TO 10 YEARS	10 YEARS OR MORE	ROW TOTAL
Q24C	1	1	1	2	3			
NOT MENTIONED	0	294	161	186	641			641
		89.1	89.0	93.5	90.3			90.3
MENTIONED	1	36	20	13	69			69
		10.9	11.0	6.5	9.7			9.7
COLUMN TOTAL	330	181	199	710	710			710
	46.5	25.5	28.0	100.0	100.0			100.0

TABULATED BY PAY GRADE

	COL	PCT	IE1-F2	E3-E5	E6-E9	ROW TOTAL
Q24C	1	1	1	2	3	
NOT MENTIONED	0	75	393	173	641	641
		86.2	90.1	92.5	90.3	90.3
MENTIONED	1	12	43	14	69	69
		13.8	9.9	7.5	9.7	9.7
COLUMN TOTAL	87	436	187	710	710	710
	12.3	61.4	26.3	100.0	100.0	100.0

TABULATED BY SATISFACTION WITH MILITARY LIFE

	COL	PCT	SATIS- FIED	NEITHER	DISSAT- ISFIED	ROW TOTAL
Q24C	1	1	1	2	3	
NOT MENTIONED	0	339	109	193	641	641
		94.2	94.0	82.5	90.3	90.3
MENTIONED	1	21	7	41	69	69
		5.8	6.0	17.5	9.7	9.7
COLUMN TOTAL	360	116	234	710	710	710
	50.7	16.3	33.0	100.0	100.0	100.0

(Continued)

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Didn't believe I could get an adequate hearing.

TABULATED BY REENLISTMENT INTENT

	COL	PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	NA-WILL RETIRE	ROW TOTAL
024C	1	1	1	2	3	4	1
NOT MENTIONED	0	24.3	11.9	22.1	5.8	92.1	64.1
		93.1	90.2	87.0			90.3
MENTIONED	1	1.8	1.3	3.3	5	7.9	6.9
		6.9	9.8	13.0			9.7
COLUMN TOTAL		26.1	13.2	25.4	6.3		71.0
		36.8	18.6	35.8	8.9		100.0

TABULATED BY HIGHEST EDUCATION LEVEL

	COL	PCT	INDN HS GRAD	HS GRAD	COLLEGE	ROW TOTAL
024C	1	1	1	2	3	4
NOT MENTIONED	0	31	74	27.3	26.3	64.1
		83.6	93.7	91.3	89.2	90.3
MENTIONED	1	6	5	2.6	3.2	6.9
		16.2	6.3	8.7	10.8	9.7
COLUMN TOTAL		37	79	29.9	29.5	71.0
		5.2	11.1	42.1	41.5	100.0

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Was not able to get in contact with the IG.

TABULATED BY SERVICE

COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
0240	1	2	3	4	
NOT MENTIONED	201	150	235	97	683
	98.0	95.5	97.9	89.8	96.2
MENTIONED	4	7	5	11	27
	2.0	4.5	2.1	10.2	3.8
COLUMN TOTAL	205	157	240	108	710
	28.9	22.1	33.8	15.2	100.0

TABULATED BY YEARS IN MILITARY

COL PCT	1-3 YEARS	4-6 YEARS	7-10 YEARS	10+ YEARS	ROW TOTAL
0240	1	1	2	3	
NOT MENTIONED	0	316	174	193	683
	95.8	96.1	97.0	96.2	
MENTIONED	1	14	7	6	27
	4.2	3.9	3.0	3.8	
COLUMN TOTAL	330	181	199	200	710
	45.5	25.5	28.0	28.0	100.0

TABULATED BY PAY GRADE

COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
0240	1	2	3	
NOT MENTIONED	85	416	182	683
	97.7	95.4	97.3	96.2
MENTIONED	2	20	5	27
	2.3	4.6	2.7	3.8
COLUMN TOTAL	87	436	187	710
	12.3	61.4	26.3	100.0

TABULATED BY SATISFACTION WITH MILITARY LIFE

COL PCT	SATISFIED	NEITHER	DISSATISFIED	ROW TOTAL
0240	1	2	3	
NOT MENTIONED	351	109	223	683
	97.5	94.0	95.3	96.2
MENTIONED	9	7	11	27
	2.5	6.0	6.7	3.8
COLUMN TOTAL	360	116	234	710
	50.7	16.3	33.0	100.0

(Continued)

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Was not able to get in contact with the IG.

TABULATED BY HIGHEST EDUCATION LEVEL

Q24D	COL	PCT	INON	HS	GED	HS	GRAD	COLLEGE	ROW
			IGRAD						TOTAL
NOT MENTIONED	0		36	77	283	287			683
			97.3	97.5	94.6	97.3			96.2
MENTIONED	1		1	2	16	8			27
			2.7	2.5	5.4	2.7			3.8
COLUMN TOTAL			37	79	299	295			710
			5.2	11.1	42.1	41.5			100.0

TABULATED BY REENLISTMENT INTENTION

Q24D	COL	PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	NA-WILL RETIRE	ROW
							TOTAL
NOT MENTIONED	0		254	130	238	61	683
			97.3	98.5	93.7	96.8	96.2
MENTIONED	1		7	2	16	2	27
			2.7	1.5	6.3	3.2	3.8
COLUMN TOTAL			261	132	254	63	710
			36.8	18.6	35.8	8.9	100.0

Response: Feared adverse (negative) action such as excessive details, low rating, etc., from supervisors

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

TABULATED BY SERVICE

COL PCT	ARMY		NAVY		AIR FORCE		MARINE CORPS		POW TOTAL
	1	2	1	2	1	2	1	2	
024E	1	1	1	1	3	3	4	4	1
NOT MENTIONED	0	144	134	181	72	72	72	72	531
MENTIONED	1	61	23	59	36	36	36	36	179
COLUMN TOTAL	205	157	22.1	33.8	108	108	15.2	15.2	710
TOTAL	205	157	22.1	33.8	108	108	15.2	15.2	710

TABULATED BY YEARS IN MILITARY

COL PCT	UNDER 4 YEARS		4 TO 10 YEARS		OVER 10 YEARS		POW TOTAL
	1	2	1	2	1	3	
024E	0	24	129	161	161	161	531
NOT MENTIONED	0	73.0	71.7	80.9	80.9	80.9	74.8
MENTIONED	1	89	52	38	38	38	179
COLUMN TOTAL	330	181	199	199	199	199	710
TOTAL	330	181	199	199	199	199	710

TABULATED BY PAY GRADE

COL PCT	E1-E2		E3-E5		E6-F9		POW TOTAL
	1	2	1	2	1	3	
024E	0	67	313	151	151	151	531
NOT MENTIONED	0	77.0	71.8	80.7	80.7	80.7	74.8
MENTIONED	1	20	123	36	36	36	179
COLUMN TOTAL	87	436	187	187	187	187	710
TOTAL	87	436	187	187	187	187	710

TABULATED BY SATISFACTION WITH MILITARY LIFE

COL PCT	SATISFIED		NEITHER		DISSATISFIED		POW TOTAL
	1	2	1	2	1	3	
024E	0	301	89	141	141	141	531
NOT MENTIONED	0	83.6	74.7	60.3	60.3	60.3	74.8
MENTIONED	1	59	27	93	93	93	179
COLUMN TOTAL	360	360	116	236	236	236	710
TOTAL	360	360	116	236	236	236	710

(Continued)

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Feared adverse (negative) action such as excessive details, low rating, etc., from supervisors

TABULATED BY HIGHEST EDUCATION LEVEL

COL	PCT	IGNON	HS	GED	HS	GRAD	COLLEGE	ROW
-----	-----	IGRAD	-----	-----	-----	-----	-----	TOTAL
024E	-----	1	1	2	3	4	1	
	0	25	56	236	214			531
NOT MENTIONED	67.6	70.9	78.9	72.5				74.8
MENTIONED	1	12	23	63	81			179
	32.4	29.1	21.1	27.5				25.2
COLUMN TOTAL	5.2	79	299	295				710
		11.1	42.1	41.5				100.0

TABULATED BY REENLISTMENT INTENTION

COL	PCT	POSITIVE	NOT YET	NEGATIVE	NA-WILL	ROW
-----	-----	DECEIDED	-----	-----	-----	TOTAL
024E	-----	1	2	3	4	
	0	207	104	165	55	531
NOT MENTIONED	79.3	78.8	65.0	87.3		74.8
MENTIONED	1	54	28	89	8	179
	20.7	21.2	35.0	12.7		25.2
COLUMN TOTAL	261	132	254	63		710
	36.4	18.6	35.4	8.9		100.0

24. In the past you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Do not think the IG could handle it because it is beyond his authority to resolve

TABULATED BY SERVICE

COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
024F	1	1	2	3	4
NOT MENTIONED	192	153	218	103	666
	93.7	97.5	90.8	95.4	93.8
MENTIONED	13	4	22	5	44
	6.3	2.5	9.2	4.6	6.2
COLUMN TOTAL	205	157	240	108	710
	28.9	22.1	33.8	15.2	100.0

TABULATED BY YEARS IN MILITARY

COL PCT	UNDER 4 YEARS	4 TO 10 YEARS	OVER 10 YEARS	ROW TOTAL
024F	1	1	2	3
NOT MENTIONED	315	169	182	666
	95.5	93.4	91.5	93.8
MENTIONED	15	12	17	44
	4.5	6.6	8.5	6.2
COLUMN TOTAL	330	181	199	710
	46.5	25.5	28.0	100.0

TABULATED BY PAY GRADE

COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
024F	1	1	2	3
NOT MENTIONED	81	411	174	666
	93.1	94.3	93.0	93.8
MENTIONED	6	25	13	44
	6.9	5.7	7.0	6.2
COLUMN TOTAL	87	436	187	710
	12.3	61.4	26.3	100.0

TABULATED BY SATISFACTION WITH MILITARY LIFE

COL PCT	SATISFIED	NEITHER	DISSATISFIED	ROW TOTAL
024F	1	1	2	3
NOT MENTIONED	337	112	217	666
	93.6	96.6	92.7	93.8
MENTIONED	23	4	17	44
	6.4	3.4	7.3	6.2
COLUMN TOTAL	360	116	236	710
	50.7	16.3	33.0	100.0

(Continued)

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Didn't think the IG could handle it because it is beyond his authority to resolve it

TABULATED BY HIGHEST EDUCATION LEVEL

COL	PCT	INON	HS	GED	HS	GRAD	COLL	COLL	FG	ROW
		IGRAD								TOTAL
024F	1	1	2	1	3	1	4			924F
NOT MENTIONED	0	33	74	288	271					666
		89.2	93.7	96.3	91.4					93.8
MENTIONED	1	4	5	11	24					44
		10.8	6.3	3.7	8.1					6.2
COLUMN TOTAL	37	79	299	295						710
	5.2	11.1	42.1	41.5						100.0

TABULATED BY REENLISTMENT INTENTION

COL	PCT	POSITIVE	NOT	YET	NEGATIVE	NA-WILL	ROW
		DECIDED	DECIDED	RE-ENLIST	RE-ENLIST	TOTAL	TOTAL
024F	1	1	2	3	4		
NOT MENTIONED	0	241	125	241	59		666
		92.3	94.7	94.9	93.7		93.8
MENTIONED	1	20	7	13	4		44
		7.7	5.3	5.1	6.3		6.2
COLUMN TOTAL	261	132	254	63		710	
	36.8	18.6	35.8	8.9		100.0	

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Used some other means of resolving the problem

TABULATED BY SERVICE

	COL	PCT	ARMY	NAVY	AIR FORCE	MARINE COMPS	ROW TOTAL
024G	1	1	2	3	4		1
NOT MENTIONED	0	139	118	168	79		504
		67.8	75.2	70.0	73.1		71.0
MENTIONED	1	66	39	72	29		206
		32.2	24.8	30.0	26.9		29.0
COLUMN TOTAL	205	157	240	108			710
TOTAL	28.9	22.1	33.8	15.2			100.0

TABULATED BY YEARS IN MILITARY

	COL	PCT	UNDER 4 YEARS	4 TO 10 YEARS	OVER 10 YEARS	ROW TOTAL
024G	1	1	2	3		1
NOT MENTIONED	0	266	126	136		504
		73.9	68.5	68.3		71.0
MENTIONED	1	86	57	63		206
		26.1	31.5	31.7		29.0
COLUMN TOTAL	330	181				710
TOTAL	46.5	25.5				100.0

TABULATED BY PAY GRADE

	COL	PCT	1E1-E2	E3-E5	E6-E9	ROW TOTAL
024G	1	1	2	3		1
NOT MENTIONED	0	71	303	130		504
		81.6	69.5	69.5		71.0
MENTIONED	1	16	133	57		206
		19.4	30.5	30.5		29.0
COLUMN TOTAL	47	436	187			710
TOTAL	12.3	61.6	26.3			100.0

TABULATED BY SATISFACTION WITH MILITARY LIFE

	COL	PCT	SATIS-IFIED	NEITHER	DISSAT-ISHED	ROW TOTAL
024G	1	1	2	3		1
NOT MENTIONED	0	272	77	155		504
		75.6	66.4	66.2		71.0
MENTIONED	1	88	39	79		206
		24.4	33.6	33.8		29.0
COLUMN TOTAL	360	116				710
TOTAL	50.7	16.3				100.0

(Continued)

24. If the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Used some other means to resolving the problem

TABULATED BY HIGHEST EDUCATION LEVEL

	COL	PCT	INON	HS	GED	HS	GRAD	COLLEGE	ROW
			IGRAD	1	2	3	4		TOTAL
Q24G	0	29.4	61	216	198				504
NOT MENTIONED	1	78.4	77.2	72.2	67.1				71.0
MENTIONED	1	8	18	83	97				206
		21.6	22.8	27.8	32.9				29.0
COLUMN TOTAL	37	79	299	295	710				100.0
	5.2	11.1	42.1	41.5					

TABULATED BY REENLISTMENT INTENTION

	COL	PCT	POSITIVE	NOT	YET	NEGATIVE	NA-MJLL	ROW
			DECIDED	3	4			TOTAL
Q24G	0	183	96	180	45			504
NOT MENTIONED	1	70.1	72.7	70.9	71.4			71.0
MENTIONED	1	74	36	74	18			206
		20.9	27.3	29.1	28.6			29.0
COLUMN TOTAL	261	132	254	35.8	6.1			710
	36.8	18.6	35.8	8.9				100.0

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Afraid of IG

TABULATED BY SERVICE

Q24H	COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
NOT MENTIONED	0	199	156	231	101	687
MENTIONED	1	6	0.6	9	7	23
COLUMN TOTAL	205	157	22.1	240	108	710
		28.9	22.1	33.8	15.2	100.0

TABULATED BY YEARS IN MILITARY

Q24H	COL PCT	NUMBER YEARS	4 YEARS	5 TO 10 YEARS	OVER 10 YEARS	ROW TOTAL
NOT MENTIONED	0	313	176	198		687
MENTIONED	1	17	5	1		23
COLUMN TOTAL	330	46.5	25.5	28.0		100.0

TABULATED BY PAY GRADE

Q24H	COL PCT	IE1-F2	E3-F5	E6-E9	ROW TOTAL
NOT MENTIONED	0	82	418	187	687
MENTIONED	1	5	18	0	23
COLUMN TOTAL	87	436	187	710	100.0
	12.3	61.4	26.3	100.0	

TABULATED BY SATISFACTION WITH MILITARY LIFE

Q24H	COL PCT	SATISFIED	NEITHER	DISSATISFIED	ROW TOTAL
NOT MENTIONED	0	357	109	221	687
MENTIONED	1	0.8	7	13	23
COLUMN TOTAL	360	50.7	16.3	33.0	100.0

(Continued)

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Afraid of IG

TABULATED BY HIGHEST EDUCATION LEVEL

Q24H	COL PCT					ROW TOTAL
	IGRAU	HS	GED	HS GRAD	COLLEGE	
NOT MENTIONED	0	35	75	292	285	687
	94.6	94.9	97.7	96.6	96.6	96.8
MENTIONED	1	2	4	7	10	23
	5.4	5.1	2.3	3.4	3.4	3.2
COLUMN TOTAL	37	79	299	295	295	710
	5.2	11.1	42.1	41.5	41.5	100.0

TABULATED BY REENLISTMENT INTENTION

Q24H	COL PCT				ROW TOTAL
	POSITIVE	NOT YET DECIDED	NEGATIVE	NA-MILL RETIRE	
NOT MENTIONED	0	256	125	63	647
	98.1	94.7	95.7	100.0	96.8
MENTIONED	1	5	7	0	23
	1.9	5.3	4.3	0.0	3.2
COLUMN TOTAL	261	132	254	63	710
	36.8	18.6	35.8	8.9	100.0

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: have never had a grievance or complaint that needed to be resolved

TABULATED BY SERVICE

COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	HOW TOTAL
Q241	1	1	2	3	4
NOT MENTIONED	148	102	159	75	484
	72.2	65.0	66.3	69.4	68.2
MENTIONED	57	55	81	33	226
	27.8	35.0	33.8	30.6	31.8
COLUMN TOTAL	205	157	240	108	710
	28.9	22.1	33.8	15.2	100.0

TABULATED BY YEARS IN MILITARY

COL PCT	1 YEAR	2 YEARS	3 TO 4 YEARS	4 TO 10 YEARS	OVER 10 YEARS	HOW TOTAL
Q241	1	1	1	2	3	
NOT MENTIONED	0	215	137	132	132	484
		65.2	75.7	66.3	66.3	68.2
MENTIONED	1	115	44	67	67	226
		34.8	24.3	33.7	33.7	31.8
COLUMN TOTAL	330	181	199	24.0	24.0	710
	46.5	25.5	28.0	3.4	3.4	100.0

TABULATED BY PAY GRADE

COL PCT	E1-E2	E3-E5	E6-F9	HOW TOTAL
Q241	1	1	2	3
NOT MENTIONED	52	308	124	484
	59.8	70.6	66.3	68.2
MENTIONED	35	123	63	226
	40.2	29.4	33.7	31.8
COLUMN TOTAL	87	436	187	710
	12.3	61.4	26.3	100.0

TABULATED BY SATISFACTION WITH MILITARY LIFE

COL PCT	SATISFIED	NEITHER	DISSATISFIED	HOW TOTAL
Q241	1	1	2	3
NOT MENTIONED	212	78	194	484
	58.9	67.2	62.9	68.2
MENTIONED	146	38	40	226
	41.1	32.8	17.1	31.8
COLUMN TOTAL	360	116	234	710
	50.7	16.3	33.0	100.0

(Continued)

24. In the past have you had grievances or complaints that you did not submit to the IG because of any of the following?

Response: Have never had a grievance or complaint that needed to be resolved

TABULATED BY HIGHEST EDUCATION LEVEL

COL PCT	INON	HS	GED	HS GRAD	COLLEGE	ROW TOTAL
0241	1	1	2	3	4	
NOT MENTIONED	25	57	190	212		484
	67.6	72.2	63.5	71.9		68.2
MENTIONED	1	12	22	109	43	226
	32.4	27.8	36.5	24.1		31.8
COLUMN TOTAL	37	79	299	295		710
	5.2	11.1	42.1	41.5		100.0

TABULATED BY REENLISTMENT INTENTION

COL PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	NA-WILL.	RE-TIME	ROW TOTAL
0241	1	1	2	3	4	
NOT MENTIONED	172	80	194		34	484
	65.9	60.6	76.4		60.3	68.2
MENTIONED	1	52	60		25	226
	34.1	39.4	23.6		39.7	31.8
COLUMN TOTAL	261	132	254		63	710
	36.6	18.6	35.4		8.9	100.0

TABULATED BY PAY GRADE

25. How would you rate each of the following means of resolving grievances or complaints?

RATING OF CHAIN OF COMMAND		RATING OF COMMANDER					ROW TOTAL			
COL	PCT	E1-E2	E3-F5	E6-F9	ROW	COL PCT	E1-E2	E3-F5	E6-F9	ROW TOTAL
Q25A		1	1	2	3	1	1	1	2	3
EXCELLENT		15	17.5	50	14.9	1	20	95	65	180
PRETTY GOOD		37	17.3	80	29.0	2	25.3	22.6	35.3	26.4
NOT TOO GOOD		46.8	40.8	43.5	42.2	3	32	185	76	293
POOR		8	86	29	12.3	4	40.5	44.0	41.3	42.9
DON'T KNOW		10.1	20.3	15.8	17.9	5	10	68	25	93
COLUMN TOTAL		79	424	186	687		12.7	11.4	13.6	12.2
		11.5	61.7	26.8	100.0		3	50	8	61
							3.8	11.9	4.3	8.3
							14	62	10	66
							17.7	10.0	5.4	9.7
							79	420	186	643
							11.6	61.5	26.9	100.0

RATING OF ENLISTED ADVISOR		RATING OF ENLISTED ADVISOR					ROW TOTAL			
COL	PCT	E1-E2	E3-F5	E6-E9	ROW	COL PCT	E1-E2	E3-F5	E6-E9	ROW TOTAL
Q25C		1	1	2	3	1	1	1	2	3
EXCELLENT		14	70	59	14.3	1	17.9	16.8	37.1	21.1
PRETTY GOOD		37	153	73	26.3	2	47.4	36.7	39.7	38.7
NOT TOO GOOD		10	68	26	10.4	3	12.8	16.3	14.1	15.3
POOR		5	66	9	4.0	4	6.4	15.8	4.9	11.6
DON'T KNOW		12	60	17	4.9	5	12	60	17	49
COLUMN TOTAL		78	417	186	679		15.4	14.4	9.2	13.1
		11.5	61.6	27.1	100.0		78	417	186	679
							11.5	61.6	27.1	100.0

(Continued)

25. How would you rate each of the following means of resolving grievances or complaints?

RATING OF INSPECTOR GENERAL

	COL	PCT	IE1-E2	E3-E5	E6-E9	HOW	TOTAL
Q250	1	1	1	2	3		
EXCELLENT	1	11	14.3	59	43	113	16.7
PRETTY GOOD	2	20	26.0	95	54	169	25.0
NOT TOO GOOD	3	7	9.1	38	13	58	8.6
POOR	4	2	2.6	6.3	5.4	38	5.6
DON'T KNOW	5	37	48.1	196	64	297	44.0
COLUMN TOTAL		77	11.4	41.4	18.4	675	100.0
				61.3	27.3		

RATING OF CIVIL COURTS

	COL	PCT	IE1-E2	E3-E5	E6-E9	HOW	TOTAL
Q25E	1	1	1	2	3		
EXCELLENT	1	6	7.7	20	13	39	5.9
PRETTY GOOD	2	9	11.5	13.2	10.7	42	12.3
NOT TOO GOOD	3	9	11.5	8.0	7.9	50	8.4
POOR	4	10	12.8	11.2	13.0	79	11.4
DON'T KNOW	5	44	56.4	257	108	409	61.5
COLUMN TOTAL		78	11.7	41.0	177	665	100.0
				61.7	26.6		

RATING OF ELECTED OFFICIALS

	COL	PCT	IE1-E2	E3-E5	E6-E9	HOW	TOTAL
Q25F	1	1	1	2	3		
EXCELLENT	1	12	15.0	60	35	107	15.9
PRETTY GOOD	2	14	17.5	63	31	108	16.1
NOT TOO GOOD	3	6	7.5	27	19	52	7.7
POOR	4	16	20.0	52	18	86	12.8
DON'T KNOW	5	32	40.0	207	80	319	47.5
COLUMN TOTAL		80	11.9	60.9	27.2	672	100.0
				40.9	18.3		

26. Have you ever considered military medical care to be a cause for a grievance or complaint?

TABULATED BY SERVICE

Q26	COUNT	Q1					ROW TOTAL
		ARMY	NAVY	AIR FORCE	MAJORITY CORPS	4	
YES	1	101	92	140	64	397	
NO	2	49.8	58.6	50.3	59.8	56.2	
		102	65	100	43	310	
		50.2	41.4	41.7	40.2	43.8	
		203	157	240	107	707	
		28.7	22.2	33.9	15.1	100.0	

TABULATED BY PAY GRADE

Q26	COL PCT	E3-E5			ROW TOTAL
		E3-E4	E4-E5	16-19	
YES	1	25	257	115	397
NO	2	28.7	59.4	61.5	56.2
		62	176	72	310
		71.3	40.6	38.5	43.8
		12.3	61.2	26.6	100.0

TABULATED BY YEARS IN THE MILITARY

Q26	COL PCT	4 TO 10 YEARS			ROW TOTAL
		UNDER 4 YEARS	4 TO 10 YEARS	OVER 10 YEARS	
YES	1	159	122	116	397
NO	2	48.5	67.8	58.3	56.2
		169	58	83	310
		51.5	32.2	41.7	43.8
		328	180	199	707
		46.4	25.5	28.1	100.0

TABULATED BY REENLISTMENT INTENT

Q26	COL PCT	NOT YET DECIDED		ROW TOTAL
		POSITIVE	NEGATIVE	
YES	1	153	143	397
NO	2	58.6	56.7	56.2
		108	109	310
		41.4	43.3	43.8
		261	252	707
		36.2	35.6	100.0

TABULATED BY PAY GRADE

27. In the past 12 months, how many times have you gone to a military medical facility for outpatient treatment (sick call)?

Q27	COL PCT			ROW TOTAL
	E1-E2	E3-E5	E6-E9	
NONE	1 21.4	1 18.3	2A 15.3	125 17.9
ONE	1 15	1 15.3	32 17.5	113 16.2
TWO	1 11.9	1 15.7	46 25.1	124 17.7
THREE	1 12	1 16.0	32 17.5	113 16.2
4-6	1 16.7	1 19.0	33 18.0	129 18.5
MORE THAN 6	1 17.9	1 15.7	12 6.6	95 13.6
COLUMN TOTAL	84 12.0	432 61.8	183 26.2	699 100.0

28. Overall, how satisfied or dissatisfied are you with the outpatient care you received on sick call at military medical facilities in the past 12 months?

TABULATED BY SERVICE

COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	HOW TOTAL
Q28	1	2	3	4	
VERY MUCH SAT.	11.7	18.7	20.9	9.2	91
SOMEWHAT SAT.	53	34	62	18	167
NEITHER	22.5	25.4	33.2	20.7	29.2
SOMEWHAT DISSAT.	13.5	11.9	8.6	17.2	12.1
VERY MUCH DISSAT.	37	43	49	22	151
COLUMN TOTAL	163	134	187	87	571
	28.5	23.5	32.7	15.2	100.0

TABULATED BY PAY GRADE

COL PCT	E1-E2	E3-F5	E6-E9	HOW TOTAL
Q28	1	2	3	
VERY MUCH SAT.	1	42	33	91
SOMEWHAT SAT.	2	28.2	34.8	167
NEITHER	3	42	13	69
SOMEWHAT DISSAT.	4	98	38	151
VERY MUCH DISSAT.	5	70	17	93
COLUMN TOTAL	65	351	155	571
	11.4	61.5	27.1	100.0

TABULATED BY SATISFACTION WITH MILITARY LIFE

COL PCT	ISATIS-IFIED	NEITHER	DISSAT-ISFIED	ROW TOTAL
Q28	1	2	3	
VERY MUCH SAT.	62	7	22	91
SOMEWHAT SAT.	22.0	7.5	11.2	15.9
NEITHER	114	19	34	167
SOMEWHAT DISSAT.	40.4	20.4	17.3	29.2
VERY MUCH DISSAT.	30	16	23	69
COLUMN TOTAL	10.6	17.2	11.7	12.1
	52	34	65	151
	18.4	36.6	33.2	26.4
	8.5	18.3	26.5	16.3
	28.2	9.3	19.6	57.1
	49.4	16.1	34.3	100.0

TABULATED BY REENLISTMENT INTENT

COL PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	NA-WILL RE-ENLIST	HOW TOTAL
Q28	1	2	3	4	
VERY MUCH SAT.	35	18	23	15	91
SOMEWHAT SAT.	16.7	16.8	11.4	28.3	15.9
NEITHER	71	30	49	17	167
SOMEWHAT DISSAT.	33.8	28.0	24.4	32.1	29.2
VERY MUCH DISSAT.	23	14	28	6	69
COLUMN TOTAL	11.0	13.1	13.9	7.5	12.1
	51	28	61	31	151
	24.3	26.2	30.3	20.8	26.4
	30	17	40	6	93
	14.3	15.9	19.4	11.3	16.3
	210	107	201	53	571
	36.8	14.7	35.2	9.3	100.0

29. How many dependents do you have (excluding yourself)?

TABULATED BY SERVICE

	COL	PCT	ARMY	NAVY	AIR FORCE	MAINTN CORPS	ROW TOTAL
Q29	1	1	2	3	6		
NONE	1	67	38	77	45		227
		34.0	24.7	32.4	41.7		32.6
ONE	2	39	22	42	13		116
		19.8	14.3	17.6	12.0		16.6
TWO	3	41	30	46	21		138
		20.8	19.5	19.3	19.4		19.8
THREE	4	32	39	36	11		118
		16.2	25.3	15.1	10.2		16.9
FOUR	5	11	10	24	9		54
		5.6	6.5	10.1	8.3		7.7
FIVE OR MORE	6	7	15	13	9		44
		3.6	9.7	5.5	8.3		6.3
COLUMN TOTAL		197	154	238	108		697
		28.3	22.1	34.1	15.5		100.0

TABULATED BY PAY GRADE

	COL	PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
Q29	1	1	2	3		
NONE	1	56	160	11		227
		68.3	37.1	6.0		32.6
ONE	2	13	83	20		116
		15.9	19.3	10.9		16.6
TWO	3	7	102	29		138
		8.5	23.7	15.8		19.8
THREE	4	3	53	62		118
		3.7	12.3	31.7		16.9
FOUR	5	1	21	32		54
		1.2	4.9	17.4		7.7
FIVE OR MORE	6	2	12	30		44
		2.4	2.8	16.3		6.3
COLUMN TOTAL		H2	431	184		697
		11.8	61.8	26.4		100.0

Continued

29. How many dependents do you have (excluding yourself)?

TABULATED BY SATISFACTION WITH MILITARY LIFE		NEITHER			DISSATIS- FIED			ROW TOTAL
COL	PCT	1	2	3	1	2	3	
029								
NONE		10%	45	78	29.2	39.5	34.4	277 32.6
ONE		57	14	45	16.0	12.3	19.4	116 16.6
TWO		73	22	43	20.5	19.3	18.9	138 19.8
THREE		61	16	41	17.1	14.0	18.1	118 16.9
FOUR		34	12	8	9.6	10.5	3.5	54 7.7
FIVE OR MORE		27	5	12	7.6	4.4	5.3	44 6.3
COLUMN TOTAL		356	114	227	51.1	16.4	32.6	697 100.0

TABULATED BY REENLISTMENT INTENTION		NOT YET DECIDED			NEGATIVE			NA-WILL RETIRE			ROW TOTAL
COL	PCT	1	2	3	1	2	3	1	2	3	
029											
NONE		56	51	115	21.5	40.2	46.4	8.1	5		227 32.6
ONE		41	27	41	15.8	21.3	16.5	11.3	7		116 16.6
TWO		56	22	55	21.5	17.3	22.2	8.1	5		138 19.8
THREE		57	15	23	21.9	11.8	9.3	37.1	23		118 16.9
FOUR		28	8	8	10.8	6.3	3.2	16.1	10		54 7.7
FIVE OR MORE		22	4	6	8.5	3.1	2.4	19.4	12		44 6.3
COLUMN TOTAL		260	127	260	37.3	18.2	32.6	62	8.9		697 100.0

TABULATED BY PAY GRADE

30. In the past 12 months, how many times have your dependents gone to a military medical facility for outpatient treatment (sick call)?

	COL	PCT	E1-E2	E3-E5	E6-F9	MMW TOTAL
	1	1	1	2	3	
0-30	1	13	53	25	91	19.6
	52.0	19.9	14.5			
NONE	1	1	22	12	35	7.5
	4.0	8.2	6.9			
ONE	6	29	18	53	11.4	
	24.0	10.9	10.4			
TWO	2	31	30	63	13.5	
	8.0	11.6	17.3			
THREE	2	64	38	104	22.4	
	8.0	24.0	22.0			
4-6	1	68	50	119	25.6	
	4.0	25.5	28.9			
MORE THAN 6	25	267	173	465	100.0	
COLUMN TOTAL	5.4	57.4	37.2			

31. Overall, how satisfied or dissatisfied are you with the outpatient care (sick call) your dependents received at military facilities in the past 12 months?

TABULATED BY SERVICE

COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL	COL PCT	IEI-1-2	E.I-FG	16-19	POW TOTAL
031	1	2	3	4			1	2	3	
VERY MUCH SAT.	17	21	23	6	67	1	8.3	15.1	3.4	67
	18.9	23.9	16.7	12.5	18.0				23.0	18.0
SOMEWHAT SAT.	30	26	49	8	113	2	3	6.3	47	113
	33.3	27.1	35.5	16.7	30.4		25.0	29.7	31.8	30.4
NEITHER	4	7	10	6	27	3	2	17	8	27
	4.4	7.3	7.2	12.5	7.3		16.7	8.0	5.4	7.3
SOMEWHAT DISSAT.	23	23	7	13	93	4	6	4.9	38	93
	25.6	24.0	2.7	27.1	25.0		50.0	23.1	25.7	25.0
VERY MUCH DISSAT	16	19	22	15	72	5	0	51	21	72
	17.8	19.8	15.9	31.3	19.4		0.0	24.1	14.2	19.4
COLUMN TOTAL	90	96	138	44	372	COLUMN TOTAL	12	212	148	372
	24.2	25.8	37.1	12.9	100.0		3.2	57.0	39.8	100.0

TABULATED BY PAY GRADE

TABULATED BY REENLISTMENT INTENT

COL PCT	IP	POSITIVE	NOT YET DECIDED	NEGATIVE	NA-WILL RETIRE	ROW TOTAL
031	1	1	2	3	4	
VERY MUCH SAT.	32	9	11	15		67
	19.3	15.5	11.0	31.3		18.0
SOMEWHAT SAT.	55	16	29	13		113
	33.1	27.6	29.0	27.1		30.4
NEITHER	9	6	8	4		27
	5.6	10.3	8.0	8.3		7.3
SOMEWHAT DISSAT.	42	17	25	9		93
	25.3	29.3	25.0	18.8		25.0
VERY MUCH DISSAT	24	10	27	7		72
	16.9	17.2	27.0	14.6		19.4
COLUMN TOTAL	100	50	100	40		172
	44.6	15.6	26.9	12.9		100.0

TABULATED BY PAY GRADE

32. Please indicate your satisfaction or dissatisfaction with each of the following aspects of military outpatient medical care for you and your dependents (if you have any).

RESPONSE: The appointment process: making an appointment, the amount of time between making the appointment and the day of the appointment, and the amount of time spent in the waiting room.

SELF		DEPENDENTS						ROW			
COL	PCT	IE1-E2	E3-E5	E6-F9	ROW	COL	PCT	IE1-E2	E3-E5	E6-E9	ROW
					TOTAL						TOTAL
032AS		1	1	2	3	1	1	1	2	3	1
		10	40	28	78			0	20	12	32
VERY MUCH SAT.		16.9	12.0	18.2	14.3			0.0	9.9	4.4	9.6
		18	47	40	145			2	38	27	67
SOMEWHAT SAT.		30.5	26.2	26.0	26.6			20.0	18.8	18.9	14.9
		7	46	11	64			1	21	10	32
NEITHER		11.9	13.9	7.1	11.7			10.0	10.4	7.0	9.6
		11	16	41	128			4	49	37	90
SOMEWHAT DISSAT.		18.6	22.9	26.6	23.5			40.0	24.3	25.9	25.4
		10	71	29	110			2	74	54	130
VERY MUCH DISSAT.		16.9	21.4	18.8	20.2			20.0	36.6	37.8	36.6
		3	12	5	20			1	0	3	4
NO OPINION		5.1	3.6	3.2	3.7			10.0	0.0	2.1	1.1
COLUMN TOTAL		59	332	154	545			10	202	143	355
TOTAL		10.8	60.9	28.3	100.0			2.8	56.9	40.3	100.0

TABULATED BY PAY GRADE

32. Please indicate your satisfaction or dissatisfaction with each of the following aspects of military outpatient medical care for you and your dependents (if you have any).

RESPONSE: The availability of doctors when necessary rather than being treated by someone with less medical training such as a nurse or corpsman.

	SELF					DEPENDENTS					ROW TOTAL
	COL	PCT	IF1-E2	E3-E5	E6-E9	COL	PCT	IF1-E2	E3-E5	E6-E9	
Q32HS	1	1	1	2	3	1	1	1	2	3	
VERY MUCH SAT.	1	18	30	20	68	1	3	25	23	51	68
SOMEWHAT SAT.	2	30.5	9.0	13.0	12.5	1	30.0	17.4	16.1	14.6	14.6
NEITHER	3	9	69	45	123	2	1	51	31	83	123
SOMEWHAT DISSAT.	4	15.3	20.8	29.2	22.6	1	10.0	25.4	21.7	23.4	22.6
NO OPINION	5	7	53	14	74	3	0	25	15	40	74
	6	11.9	16.0	9.1	13.6	1	0.0	12.4	10.5	11.3	13.6
	7	14	83	35	132	4	4	32	27	63	132
	8	23.7	25.0	22.7	24.2	1	40.0	15.9	18.9	17.8	24.2
	9	9	89	38	136	5	2	66	44	112	136
	10	15.3	26.8	24.7	25.0	1	20.0	32.8	30.8	31.6	25.0
	11	2	8	2	12	6	0	2	3	5	12
	12	3.4	2.4	1.3	2.2	1	0.0	1.0	2.1	1.4	2.2
COLUMN TOTAL	59	332	60.9	154	545	10	2.8	56.8	40.4	100.0	545
ROW TOTAL	10.8	60.9	28.3	100.0	100.0	10	2.8	56.8	40.4	100.0	100.0

TABULATED BY PAY GRADE

32. Please indicate your satisfaction or dissatisfaction with each of the following aspects of military outpatient medical care for you and your dependents (if you have any).

RESPONSE: Courtesy and consideration shown by doctors.

	SELF			DEPENDENTS			ROW TOTAL		
	COL PCT	1E1-E2	E3-F5	E6-F9	COL PCT	1E1-E2		E3-E5	E6-F9
Q32D		1	1	2	1	2	1	3	
VERY MUCH SAT.	1	23	101	61	1	64	1	52	114
		39.0	30.1	40.1		31.8		36.6	33.4
SOMEWHAT SAT.	2	12	101	47		71		43	117
		20.3	30.1	30.9		35.3		30.3	33.1
NEITHER	3	12	44	17		18		8	29
		20.3	13.1	11.2		9.0		5.6	8.2
SOMEWHAT DISSAT.	4	6	43	12		18		14	34
		10.2	12.8	7.9		9.0		9.9	9.6
VERY MUCH DISSAT	5	5	37	13		26		22	48
		8.5	11.0	8.0		12.9		15.5	13.6
NO OPINION	6	1	9	2		4		3	7
		1.7	2.7	1.3		2.0		2.1	2.0
COLUMN TOTAL		59	335	152		201		142	353
TOTAL		10.8	61.4	27.8		56.9		40.2	100.0

TABULATED BY PAY GRADE

32. Please indicate your satisfaction or dissatisfaction with each of the following aspects of military outpatient medical care for you and your dependents (if you have any).

RESPONSE: Courtesy and consideration shown by other personnel.

RESPONSE	SELF				DEPENDENTS				ROW TOTAL		
	COL	PCT	1E1-E2	E3-E5	E6-E9	COL	PCT	1E1-E2		E3-E5	E6-E9
USED	1	1	1	2	3	1	1	2	3		
VERY MUCH SAT.	1	16	27.1	66	43	2	20.0	34	40		76
								17.0	28.0		21.5
SOMEWHAT SAT.	2	18	30.5	88	51	3	30.0	58	38		99
								29.0	26.6		28.0
NEITHER	3	16	16.9	65	19	1	10.0	31	17		49
								15.5	11.9		13.9
SOMEWHAT DISSAT.	4	13	22.0	61	19	4	40.0	40	18		62
								20.0	12.6		17.6
VERY MUCH DISSAT.	5	2	3.4	45	21	0	0.0	33	27		60
								16.5	18.9		17.0
NO OPINION	6	0	0.0	9	1	0	0.0	4	3		7
								2.0	2.1		2.0
COLUMN TOTAL	59	334	10.8	61.1	28.2	10	2.8	20.0	14.3		35.1
ROW TOTAL								56.7	40.5		100.0

TABULATED BY PAY GRADE

32. Please indicate your satisfaction or dissatisfaction with each of the following aspects of military outpatient medical care for you and your dependents (if you have any).
 RESPONSE: Emergency medical care.

	SELF					DEPENDENTS					ROW TOTAL
	COL	PCT	IF1-E2	E3-F5	E6-E9	COL	PCT	IF1-E2	E3-E5	E6-E9	
QJ2FS	1		1	2	3	1		1	2	3	ROW TOTAL
VERY MUCH SAT.	1		22	40	47	1		4	49	50	149
			37.3	24.4	30.7			40.0	24.6	35.0	27.6
SOMEWHAT SAT.	2		2	62	40	2		0	40	32	104
			3.4	18.0	26.1			0.0	20.1	22.4	19.3
NEITHER	3		2	37	9	3		0	13	6	48
			3.4	11.3	5.9			0.0	6.5	4.2	8.9
SOMEWHAT DISSAT.	4		6	35	16	4		3	28	19	57
			10.2	10.7	10.5			30.0	14.1	13.3	10.6
VERY MUCH DISSAT	5		10	50	13	5		1	43	16	73
			16.9	15.2	8.5			10.0	21.6	11.2	13.5
NO OPINION	6		17	64	28	6		2	26	20	109
			28.8	19.5	18.3			20.0	13.1	14.0	20.2
COLUMN TOTAL			59	326	153			10	199	143	540
TOTAL			10.9	60.7	28.3			2.8	56.5	40.6	100.0

TABULATED BY PAY GRADE

33. In the past two years, have you been hospitalized in a military hospital?

	COL	PCT	E1-E2	E3-E5	E6-E9	ROW
Q33	1	1	1	2	3	TOTAL
YES	1	21	95	26		142
	1	25.6	22.2	13.9		20.4
NO	2	61	332	161		554
	1	74.4	77.8	86.1		79.6
COLUMN	H2	427	187			696
TOTAL	11.8	61.4	26.9			100.0

TABULATED BY PAY GRADE

34. Overall, how satisfied or dissatisfied are you with the care you received at military hospitals in the past two years?

	COL	PCT	E1-E2	E3-E5	E6-E9	ROW
						TOTAL
Q34			1	1	2	3
			1	6	12	11
VERY MUCH SAT.			30.0	34.4	42.3	35.3
			2	10	29	8
SOMEWHAT SAT.			50.0	31.2	30.8	33.0
			3	1	9	1
NEITHER			5.0	9.7	3.8	7.9
			4	3	11	5
SOMEWHAT DISSAT.			15.0	11.8	14.2	13.7
			5	0	12	1
VERY MUCH DISSAT.			0.0	12.9	3.8	9.4
COLUMN TOTAL			20	93	26	139
			14.4	66.9	18.7	100.0

TABULATED BY PAY GRADE

35. In the past two years, have any of your dependents been hospitalized in a military hospital?

	COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
035		1	2	3	
YES	2	7.7	37.5	28.8	147 32.5
NO	3	24	160	121	305 67.5
		92.3	62.5	71.2	
COLUMN TOTAL		26 5.8	256 56.6	170 37.6	452 100.0

TABULATED BY PAY GRADE

36. Overall, how satisfied or dissatisfied are you with the care your dependents received at military hospitals in the past two years?

	COL	PCT	1E-1-F2	E-3-E5	E-6-F9	HOW TOTAL
036			1	2	3	
	1		29	20		50
VERY MUCH SAT.	50.0		30.2	40.4		34.0
	2		34	14		49
SOMEWHAT SAT.	50.0		35.4	28.6		33.3
	3		6	6		12
NEITHER	0.0		6.3	12.2		8.2
	4		15	4		19
SOMEWHAT DISSAT.	0.0		15.6	8.2		12.9
	5		12	5		17
VERY MUCH DISSAT	0.0		12.5	10.2		11.6
COLUMN TOTAL	2		96	49		147
TOTAL	1.4		65.3	33.3		100.0

TABULATED BY PAY GRADE

37. In your opinion how does current military medical care compare with past military medical care?

	COL	PCT	E1-E2	E3-E5	E6-E9	ROW
	1	1	2	3	TOTAL	
Q37	1	10	80	3A	12A	
GETTING BETTER	11.6	18.6	20.7		1A.3	
ABOUT THE SAME	12	110	50		172	
GETTING WORSE	14.0	25.5	27.2		74.5	
CAN'T COMPARE	11	101	90		202	
	12.8	23.4	48.9		28.8	
	53	140	6		199	
	61.6	32.5	3.3		28.4	
COLUMN TOTAL	86	431	184		701	
	12.3	61.5	26.2		103.0	

38. If any of your dependents obtain civilian medical care under CHAMPUS, how satisfied or dissatisfied are you with that program?

TABULATED BY PAY GRADE

	COL	PCT	1E1-E2	E3-E5	E6-E9	ROW	TOTAL
Q38	1	1	1	2	3		
DON'T USE	2	19	143	80		242	242
		76.0	55.9	46.5		53.4	53.4
VERY MUCH SAT.	3	1	45	28		74	74
		4.0	17.6	16.3		16.3	16.3
SOMEWHAT SAT.	4	3	25	20		48	48
		12.0	9.8	11.6		10.6	10.6
NEITHER	5	1	12	5		18	18
		4.0	4.7	2.9		4.0	4.0
SOMEWHAT DISSAT	6	0	17	18		35	35
		0.0	6.6	10.5		7.7	7.7
VERY MUCH DISSAT	7	1	14	21		36	36
		4.0	5.5	12.2		7.9	7.9
COLUMN TOTAL		25	256	172		453	453
TOTAL		5.5	56.5	38.0		100.0	100.0

TABULATED BY REENLISTMENT INTENT

	COL	PCT	POSITIVE	NOT YET	NEGATIVE	NA-WILL	ROW	TOTAL
Q38	1	1	1	2	3	4		
DON'T USE	2	102	39	74		27	242	242
		51.8	53.4	58.7		47.4	53.4	53.4
VERY MUCH SAT.	3	42	6	20		6	74	74
		21.3	8.2	15.9		10.5	16.3	16.3
SOMEWHAT SAT.	4	17	12	10		9	48	48
		8.6	16.4	7.9		15.8	10.6	10.6
NEITHER	5	7	2	6		3	18	18
		3.6	2.7	4.8		5.3	4.0	4.0
SOMEWHAT DISSAT	6	15	9	7		4	35	35
		7.6	12.3	5.6		7.0	7.7	7.7
VERY MUCH DISSAT	7	14	5	9		8	36	36
		7.1	6.8	7.1		14.0	7.9	7.9
COLUMN TOTAL		197	73	126		57	453	453
TOTAL		43.5	16.1	27.8		12.6	100.0	100.0

TABULATED BY PAY GRADE

39. Why are you dissatisfied with CHAMPUS?

CHAMPUS-HARD TO FIND DOCTOR

	COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
Q39A	1	1	2	3	
	0	0	20	19	39
NOT MENTIONED	100.0	64.5	48.7	54.9	
MENTIONED	1	1	11	20	32
	100.0	35.5	51.3	45.1	
COLUMN TOTAL	1.4	43.7	54.9	71	100.0

CHAMPUS-TOO MUCH PAPERWORK

	COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
Q39B	1	1	2	3	
	0	1	16	18	35
NOT MENTIONED	100.0	51.6	46.2	49.1	
MENTIONED	1	0	15	21	36
	100.0	48.4	53.8	50.7	
COLUMN TOTAL	1.4	43.7	54.9	71	100.0

CHAMPUS-TOO COSTLY

	COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
Q39C	1	1	2	3	
	0	1	23	12	36
NOT MENTIONED	100.0	74.2	30.8	50.7	
MENTIONED	1	0	8	27	35
	100.0	25.8	69.2	49.3	
COLUMN TOTAL	1.4	43.7	54.9	71	100.0

CHAMPUS-OTHER PROBLEM

	COL PCT	E1-E2	E3-E5	E6-E9	ROW TOTAL
Q39D	1	1	2	3	
	0	1	17	24	42
NOT MENTIONED	100.0	54.8	61.5	59.2	
MENTIONED	1	0	14	15	29
	100.0	45.2	38.5	40.8	
COLUMN TOTAL	1.4	43.7	54.9	71	100.0

40. Were you given information upon enlistment that led you to believe that you were promised or assured any of the following?

Response: Specific military training or schooling

TABULATED BY SERVICE

COL	PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
040A	1	1	2	3	4	
NO RESPONSE	0	20	3	5	8	36
YES	1	18.2	6.8	4.3	12.1	10.7
NO	2	72	33	45	41	231
		65.5	75.0	72.3	62.1	68.8
		18	8	26	17	69
		16.4	18.2	22.4	25.8	20.5
COLUMN TOTAL		110	44	116	66	336
		32.7	13.1	34.5	19.6	100.0

TABULATED BY JOB SATISFACTION

COL	PCT	SATIS- FIED	NEITHER	DISSAT- ISFIED	ROW TOTAL
040A	1	1	2	3	
NO RESPONSE	0	18	6	12	36
YES	1	12.0	8.8	10.2	10.7
NO	2	49	44	88	231
		66.0	64.7	74.6	68.8
		33	18	18	69
		22.0	26.5	15.3	20.5
COLUMN TOTAL		150	68	118	336
		44.6	20.2	35.1	100.0

TABULATED BY REENLISTMENT INTENT

COL	PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	ROW TOTAL
040A	1	1	2	3	
NO RESPONSE	0	10	10	16	36
YES	1	11.4	13.0	9.4	10.7
NO	2	54	51	125	230
		61.4	66.2	73.5	68.7
		24	16	29	69
		27.3	20.8	17.1	20.6
COLUMN TOTAL		88	77	170	335
		26.3	23.0	50.7	100.0

TABULATED BY EDUCATION LEVEL

COL	PCT	INOM	HS	GED	HS GRAD	COLLEGE	ROW TOTAL
040A	1	1	2	3	4		
NO RESPONSE	0	5	5	17	4	36	
YES	1	15.6	17.2	10.6	7.8	10.7	
NO	2	16	15	117	83	241	
		50.0	51.7	73.1	72.2	68.8	
		11	9	26	23	69	
		34.6	31.0	16.3	20.0	20.5	
COLUMN TOTAL		32	29	160	115	336	
		9.5	8.6	47.6	34.2	100.0	

40. Here you given information on enlistment that led you to believe that you were promised or assured any of the following?

Response: Specific unit or station following training

TABULATED BY SERVICE

COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
0408	1	2	3	4	
NO RESPONSE	22	15	15	15	67
	20.0	34.1	12.9	22.7	19.9
YES	51	7	13	11	82
	46.4	15.9	11.2	16.7	24.4
NO	37	22	88	40	187
	33.6	50.0	75.9	60.6	55.7
COLUMN TOTAL	110	44	116	66	336
	32.7	13.1	34.5	19.6	100.0

TABULATION BY JOB SATISFACTION

COL PCT	ISATIS-IFIED	NEITHER	DISSAT-ISIFIED	ROW TOTAL
0408	1	1	2	
NO RESPONSE	29	14	24	67
	19.3	20.6	20.3	19.9
YES	37	13	32	82
	24.7	19.1	27.1	24.4
NO	44	41	62	187
	56.0	60.3	52.5	55.7
COLUMN TOTAL	150	68	118	336
	44.6	20.2	35.1	100.0

TABULATED BY REENLISTMENT INTENT

COL PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	ROW TOTAL
0408	1	2	3	
NO RESPONSE	16	12	39	67
	18.2	15.6	22.9	20.0
YES	28	17	37	82
	31.8	22.1	21.8	24.5
NO	44	48	94	186
	50.0	62.3	55.3	55.5
COLUMN TOTAL	88	77	173	335
	26.3	23.0	50.0	100.0

TABULATED BY EDUCATION LEVEL

COL PCT	INUN HS	GED	HS GRAD	COLLEGE	ROW TOTAL
0408	1	2	3	4	
NO RESPONSE	7	6	33	21	67
	21.9	20.7	20.6	18.3	19.9
YES	6	9	38	29	82
	18.6	31.0	23.8	25.2	24.4
NO	19	14	89	65	187
	59.4	48.3	55.6	56.5	55.7
COLUMN TOTAL	32	29	160	115	336
	9.5	8.6	47.6	34.2	100.0

40. Were you given information upon enlistment that led you to believe that you were promised or assured any of the following?

Response: Particular job speciality

TABULATED BY SERVICE

COL	PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	POW TOTAL
040C		1	1	2	3	4
NO RESPONSE	0	19	10	2	11	42
YES	1	69	26	85	34	214
		62.7	59.1	73.3	51.5	63.7
NO	2	22	8	29	21	80
		20.0	18.2	25.0	31.8	23.8
COLUMN TOTAL		110	44	116	66	336
		32.7	13.1	34.5	19.6	100.0

TABULATED BY JOB SATISFACTION

COL	PCT	SATIS-IFIED	NEITHER	DISSAT-ISFIED	POW TOTAL
040C		1	1	2	3
NO RESPONSE	0	15	8	19	42
YES	1	93	45	76	214
		62.0	66.2	64.4	63.7
NO	2	42	15	23	80
		28.0	22.1	19.5	23.8
COLUMN TOTAL		150	68	118	336
		44.6	20.2	35.1	100.0

TABULATED BY REENLISTMENT INTENT

COL	PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	POW TOTAL
040C		1	1	2	3
NO RESPONSE	0	8	8	26	42
YES	1	57	50	106	213
		6.8	64.9	62.4	63.6
NO	2	23	19	38	80
		26.1	24.7	22.4	23.9
COLUMN TOTAL		88	77	170	335
		26.3	23.0	50.7	100.0

TABULATED BY EDUCATION LEVEL

COL	PCT	UNGRAD	HS GRAD	HS GRAD	COLLEGE	POW TOTAL
040C		1	1	2	3	4
NO RESPONSE	0	5	7	20	10	42
YES	1	17	11	110	76	214
		53.1	37.9	68.8	66.1	63.7
NO	2	10	12	30	24	80
		31.3	37.9	18.8	25.2	23.8
COLUMN TOTAL		32	29	160	115	336
		9.5	8.6	47.6	34.2	100.0

40. Were you given information upon enlistment that led you to believe that you were promised or assured any of the following?

Response: Bonus

TABULATED BY SERVICE

COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
Q40D	1	2	3	4	
NO RESPONSE	0	30	16	14	82
	27.3	40.9	23.8	27.3	24.4
YES	1	2	29	7	65
	24.5	4.5	25.0	10.6	19.3
NO	2	53	71	41	189
	48.2	54.5	61.2	62.1	56.3
COLUMN TOTAL	110	44	116	66	336
	32.7	13.1	34.5	19.6	100.0

TABULATED BY JOB SATISFACTION

COL PCT	SATIS- FIED	NEITHER	DISSAT- ISFIED	ROW TOTAL
Q40D	1	1	2	
NO RESPONSE	0	32	15	82
	21.3	22.1	29.7	24.4
YES	1	29	12	65
	19.3	17.6	20.3	19.3
NO	2	89	41	140
	59.3	60.3	50.0	56.3
COLUMN TOTAL	150	68	114	336
	44.6	20.2	35.1	100.0

TABULATED BY REENLISTMENT INTENT

COL PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	ROW TOTAL
Q40D	1	2	3	
NO RESPONSE	0	13	17	82
	14.8	22.1	30.6	24.5
YES	1	26	14	65
	29.5	18.2	14.7	19.4
NO	2	49	46	144
	55.7	59.7	54.7	56.1
COLUMN TOTAL	144	77	170	335
	26.3	23.0	50.7	100.0

TABULATED BY EDUCATION LEVEL

COL PCT	HS GRAD	HS GRAD	COLLEGE	ROW TOTAL
Q40D	1	2	3	
NO RESPONSE	0	8	5	40
	25.0	17.2	25.0	25.2
YES	1	2	6	36
	6.3	20.7	18.8	23.5
NO	2	22	18	90
	68.8	62.1	56.3	51.3
COLUMN TOTAL	32	24	150	114
	9.5	8.6	47.6	34.2

40

Were you given information upon enlistment that led you to believe that you were promised or assured any of the following?

Response: Promised other

TABULATED BY SERVICE

COL PCT	IAHMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
0	75	23	67	33	198
NO RESPONSE	68.2	52.3	58.3	50.0	59.1
1	5	1	6	2	18
YES	4.2	2.3	5.2	3.0	5.4
2	26	20	42	31	119
NO	23.6	45.5	36.5	47.3	35.5
COLUMN TOTAL	110	44	115	66	335
	32.8	13.1	34.3	19.7	100.0

TABULATED BY JOB SATISFACTION

COL PCT	ISATIS-IFIED	NEITHER	DISSAT- ISFIED	ROW TOTAL
0	81	37	80	198
NO RESPONSE	54.4	54.4	67.8	59.1
1	8	4	6	18
YES	5.4	5.9	5.1	5.4
2	60	27	32	119
NO	40.3	39.7	27.1	35.5
COLUMN TOTAL	149	68	118	335
	44.5	20.3	35.2	100.0

TABULATED BY REENLISTMENT INTENT.

COL PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	ROW TOTAL
0	51	41	105	197
NO RESPONSE	58.0	53.2	62.1	59.0
1	8	2	8	18
YES	9.1	2.6	4.7	5.4
2	29	34	56	119
NO	33.0	44.2	33.1	35.6
COLUMN TOTAL	68	77	169	334
	26.3	23.1	50.6	100.0

TABULATED BY EDUCATION LEVEL

COL PCT	INON HS	HS GRAD	COLLGE	ROW TOTAL
0	16	18	91	198
NO RESPONSE	50.0	52.1	57.2	59.1
1	2	1	8	18
YES	6.3	3.4	5.0	5.4
2	14	10	60	119
NO	43.8	34.5	37.7	35.5
COLUMN TOTAL	32	29	159	335
	9.6	8.7	47.5	100.0

TABULATED BY SERVICE

41. If you were given promises or assurances concerning any of the following, what was the source of this information?

a. Training/Schooling

	PROMISED BY RECRUITER					PROMISED BY CONTRACT					ROW TOTAL		
	COL	PCT	I ARMY	NAVY	AIR FORCE	MARINE CORPS	COL	PCT	I ARMY	NAVY		AIR FORCE	MARINE CORPS
041A1	1	1	1	2	3	4	1	1	1	2	3	4	136
NOT MENTIONED	0	26	13	39.4	22	9	0	43	14	14	53	26	54.9
MENTIONED	1	45	20	63	74.1	32	1	29	19	32	15	15	95
COLUMN TOTAL	72	33	14.3	36.8	85	41	31.2	14.3	36.8	85	41	100.0	

	PROMISED BY PRINTED MATERIAL					PROMISED BY CONTRACT					ROW TOTAL		
	COL	PCT	I ARMY	NAVY	AIR FORCE	MARINE CORPS	COL	PCT	I ARMY	NAVY		AIR FORCE	MARINE CORPS
041A3	1	1	1	2	3	4	1	1	1	2	3	4	206
NOT MENTIONED	0	64	30	90.9	77	35	0	59.7	42.4	62.4	63.4	63.4	89.2
MENTIONED	1	8	3	8	9.4	6	1	40.3	57.6	37.6	36.6	36.6	10.8
COLUMN TOTAL	72	33	14.3	36.8	85	41	31.2	14.3	36.8	85	41	100.0	

TABULATED BY SERVICE

41. If you were given promises or assurances concerning any of the following, what was the source of this information?

b. Unit/Schooling

	PROMISED BY RECRUITER					ROW TOTAL	PROMISED BY CONTRACT					ROW TOTAL	
	COL	PCT	ARMY	NAVY	AIR FORCE		MARINE CORPS	COL	PCT	ARMY	NAVY		AIR FORCE
041H1	1	1	1	2	3	4	1	1	1	2	3	4	1
NOT MENTIONED	0	24	47.1	71.3	61.5	72.7	0	29	56.9	71.4	69.2	63.6	50
MENTIONED	1	27	52.9	28.6	38.5	27.3	1	22	43.1	28.6	30.8	16.4	39.0
COLUMN TOTAL	51	7	62.2	8.5	13	13.4	62.2	7	8.5	13	13.4	11	82
TOTAL	62.2	8.5	62.2	8.5	15.9	13.4	62.2	8.5	15.9	15.9	13.4	11	100.0

	PROMISED BY PRINTED MATERIAL					ROW TOTAL
	COL	PCT	ARMY	NAVY	AIR FORCE	
041B3	1	1	1	2	3	4
NOT MENTIONED	0	44	86.3	85.7	92.3	100.0
MENTIONED	1	7	13.7	14.3	7.7	0.0
COLUMN TOTAL	51	7	62.2	8.5	15.9	13.4
TOTAL	62.2	8.5	62.2	8.5	15.9	13.4

TABULATED BY SERVICE

41. If you were given promises or assurances concerning any of the following, what was the source of this information?

c. Job Specialty

	PROMISED BY RECRUITER					PROMISED BY CONTRACT					ROW TOTAL			
	COL	PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	COL	PCT	ARMY	NAVY		AIR FORCE	MARINE CORPS	
041C1	1	1	1	2	3	4			1	1	2	3	4	
NOT MENTIONED	0	30	43.5	30.8	29.4	29.4	0	53.6	37	15	57.7	48	76.5	126
MENTIONED	1	39	56.5	69.2	70.6	70.6	1	46.4	32	11	42.3	37	23.5	88
COLUMN TOTAL	69	32.2	12.1	26	39.7	15.9	34	32.2	69	26	12.1	39.7	15.9	214
														100.0

	PROMISED BY PRINTED MATERIAL					ROW TOTAL	
	COL	PCT	ARMY	NAVY	AIR FORCE		MARINE CORPS
041C3	1	1	1	2	3	4	
NOT MENTIONED	0	63	91.3	80.8	88.2	88.2	30
MENTIONED	1	6	8.7	19.2	10	11.8	4
COLUMN TOTAL	69	32.2	12.1	26	39.7	15.9	34

(Continued)

TABULATED BY SERVICE

41. If you were given promises or assurances concerning any of the following, what was the source of this information?

d. Bonus

	PROMISED BY RECRUITER					PROMISED BY CONTRACT					ROW TOTAL	
	COL	PCT	ARMY	AIR FORCE	MARINE CORPS	COL	PCT	ARMY	NAVY	AIR FORCE		MARINE CORPS
04101	1	1	1	2	4	1	1	1	1	2	3	4
	0	14	1	0	3	0	1	16	1	2	29	7
NOT MENTIONED	1	51.9	1	0.0	42.9	1	NOT MENTIONED	59.3	1	100.0	1	100.0
	1	13	1	2	4	1	MENTIONED	11	1	0	0	0
MENTIONED	1	48.1	1	100.0	57.1	1	MENTIONED	40.7	1	0.0	1	0.0
COLUMN TOTAL	27	29	44.6	7	65	27	2	41.5	3.1	44.6	7	65
TOTAL	41.5	3.1	44.6	10.4	100.0	41.5	3.1	44.6	10.4	100.0	65	100.0

	PROMISED BY PRINTED MATERIAL					PROMISED BY CONTRACT					ROW TOTAL	
	COL	PCT	ARMY	AIR FORCE	MARINE CORPS	COL	PCT	ARMY	NAVY	AIR FORCE		MARINE CORPS
04103	1	1	1	2	4	1	1	1	1	2	3	4
	0	25	1	2	7	0	1	23	1	7	7	57
NOT MENTIONED	1	92.6	1	100.0	79.3	1	NOT MENTIONED	92.6	1	100.0	1	100.0
	1	2	1	0	6	1	MENTIONED	7.4	1	20.7	1	0.0
MENTIONED	1	7.4	1	0.0	20.7	1	MENTIONED	27	2	29	7	65
COLUMN TOTAL	27	29	44.6	7	65	27	2	41.5	3.1	44.6	7	65
TOTAL	41.5	3.1	44.6	10.4	100.0	41.5	3.1	44.6	10.4	100.0	65	100.0

42. Did the service keep its promises or assurances to you about the following?

a. Training/
Schooling

TABULATED BY SERVICE										TABULATED BY SATISFACTION WITH MILITARY LIFE									
COL	PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL	COL	PCT	SATIS- FIED	DIS- Satisfied	ROW TOTAL	COL	PCT	KNOW YET	NO RESPONSE	NO PROMISE MADE	ROW TOTAL		
042A	1	1	2	3	4	177	042A	1	1	2	177	042A	1	1	2	177	177		
	2	60	27	65	25	83.1		2	76	35	83.1		2	76	35	83.1	83.1		
	3	89.6	90.0	85.5	62.5	32		3	86.4	87.5	15.0		3	8	5	19	32		
	4	7.5	10.0	13.2	35.0	15.0		4	9.3	12.5	15.0		4	2	0	2	15.0		
	0	2	0	1	1	1.9		0	2.3	0.0	1.9		0	2.3	0.0	2.3	1.9		
	0	3M	2M	2M	0M	7M		0	7M	0M	7M		0	7M	0M	0M	7M		
	1	0.0	0.0	0.0	0.0	0.0		1	0.0	0.0	0.0		1	0.0	0.0	0.0	0.0		
	1	2M	1M	7M	1M	11M		1	6M	4M	11M		1	6M	4M	11M	11M		
	1	0.0	0.0	0.0	0.0	0.0		1	0.0	0.0	0.0		1	0.0	0.0	0.0	0.0		
	COLUMN TOTAL	67	30	76	40	213		COLUMN TOTAL	86	40	213		COLUMN TOTAL	87	40	213	213		
	TOTAL	31.5	14.1	35.7	18.8	100.0		TOTAL	40.4	18.8	100.0		TOTAL	40.4	18.8	100.0	100.0		

TABULATED BY HIGHEST EDUCATION LEVEL										TABULATED BY REENLISTMENT INTENTION									
COL	PCT	JUNIOR	HS	GED	HS GRAD	COLLEGE	ROW TOTAL	COL	PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	ROW TOTAL	COL	PCT	KNOW YET	NO RESPONSE	NO PROMISE MADE	ROW TOTAL
042A	1	1	2	3	4	177	042A	1	1	1	2	3	177	042A	1	1	2	3	177
	2	9	15	91	62	83.1		2	36	44	94	176		2	36	44	94	176	
	3	64.3	100.0	84.3	81.6	32		3	80.9	91.7	80.3	83.0		3	7	3	22	32	
	4	4	0	17	11	15.0		4	14.9	6.3	18.8	15.1		4	2	1	1	9	
	0	28.6	0.0	15.7	14.5	1.9		0	4.3	2.1	0.9	1.9		0	4M	1M	2M	7M	
	1	1	0	0	3	0.0		1	0.0	0.0	0.0	0.0		1	3M	2M	6M	11M	
	1	7.1	0.0	0.0	3.9	0.0		1	0.0	0.0	0.0	0.0		1	0.0	0.0	0.0	0.0	
	0	0M	0M	3M	4M	7M		0	4M	1M	2M	7M		0	4M	1M	2M	7M	
	1	0.0	0.0	0.0	0.0	0.0		1	0.0	0.0	0.0	0.0		1	3M	2M	6M	11M	
	1	2M	0M	6M	3M	11M		1	0.0	0.0	0.0	0.0		1	0.0	0.0	0.0	0.0	
	1	0.0	0.0	0.0	0.0	0.0		1	0.0	0.0	0.0	0.0		1	0.0	0.0	0.0	0.0	
	COLUMN TOTAL	14	15	10M	76	213		COLUMN TOTAL	47	44	117	213		COLUMN TOTAL	47	44	117	213	
	TOTAL	6.6	7.0	50.7	35.7	100.0		TOTAL	22.2	22.6	55.2	100.0		TOTAL	22.2	22.6	55.2	100.0	

42. Did the service keep its promises or assurances to you about the following?

b. Unit/
Schooling

TABULATED BY SERVICE

COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
042B	1	1	2	3	4
PROMISE KEPT	2	42	2	5	6
	95.5	40.0	62.5	60.0	82.1
NOT KEPT	3	0	3	3	9
	0.0	60.0	37.5	30.0	13.4
DON'T KNOW YET	4	2	0	0	1
	4.5	0.0	0.0	10.0	4.5
NO RESPONSE	0	1M	1M	1M	4M
	0.0	0.0	0.0	0.0	0.0
NO PROMISE MADE	1	6M	1M	4M	0M
	0.0	0.0	0.0	0.0	0.0
COLUMN TOTAL	44	5	8	10	67
TOTAL	65.7	7.5	11.9	14.9	100.0

TABULATED BY SATISFACTION WITH MILITARY LIFE

COL PCT	ISATIS- FIED	NEITHER	DISSAT- ISFIED	ROW TOTAL
042B	1	1	2	3
PROMISE KEPT	2	27	9	19
	84.4	100.0	73.1	82.1
NOT KEPT	3	4	0	5
	12.0	0.0	19.2	13.4
DON'T KNOW YET	4	1	0	2
	3.1	0.0	7.7	4.5
NO RESPONSE	0	3M	0M	1M
	0.0	0.0	0.0	0.0
NO PROMISE MADE	1	2M	4M	5M
	0.0	0.0	0.0	0.0
COLUMN TOTAL	32	9	26	67
TOTAL	47.4	13.4	38.8	100.0

TABULATED BY HIGHEST EDUCATION LEVEL

COL PCT	INON HS	GED	HS GRAD	COLLEGE	ROW TOTAL
042B	1	1	2	3	4
PROMISE KEPT	2	2	8	27	18
	40.0	100.0	84.4	81.8	82.1
NOT KEPT	3	1	0	4	4
	20.0	0.0	12.5	18.2	13.4
DON'T KNOW YET	4	2	0	1	0
	40.0	0.0	3.1	0.0	4.5
NO RESPONSE	0	0M	0M	2M	4M
	0.0	0.0	0.0	0.0	0.0
NO PROMISE MADE	1	1M	1M	4M	5M
	0.0	0.0	0.0	0.0	0.0
COLUMN TOTAL	5	8	32	22	67
TOTAL	7.5	11.9	47.4	32.8	100.0

TABULATED BY REENLISTMENT INTENTION

COL PCT	I POSITIVE	NOT YET DECIDED	NEGATIVE	ROW TOTAL
042B	1	1	2	3
PROMISE KEPT	2	19	17	24
	86.4	85.7	77.4	82.1
NOT KEPT	3	2	2	5
	9.1	14.3	16.1	13.4
DON'T KNOW YET	4	1	0	2
	4.5	0.0	6.5	4.5
NO RESPONSE	0	2M	0M	2M
	0.0	0.0	0.0	0.0
NO PROMISE MADE	1	4M	3M	4M
	0.0	0.0	0.0	0.0
COLUMN TOTAL	22	14	33	67
TOTAL	32.4	20.9	46.3	100.0

42. Did the service keep its promises or assurances to you about the following:

C. Job Speciality

TABULATED BY SERVICE

COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
042C	1	1	2	3	4
PROMISE KEPT	51	20	57	11	139
NOT KEPT	10.5	80.0	76.0	40.7	72.4
DON'T KNOW YET	3	4	18	15	48
NO RESPONSE	16.9	16.0	24.0	55.6	25.0
NO PROMISE MADE	4	4.0	0.0	3.7	5
	4.6	4.0	0.0	3.7	2.6
	3M	0M	1M	4M	8M
	0.0	0.0	0.0	0.0	0.0
	1M	1M	8M	3M	13M
	0.0	0.0	0.0	0.0	0.0
	0M	0M	1M	0M	1M
	0.0	0.0	0.0	0.0	0.0
COLUMN TOTAL	65	25	75	27	192
TOTAL	33.9	13.0	39.1	14.1	100.0

TABULATED BY SATISFACTION WITH MILITARY LIFE

COL PCT	SATISFIED	NEITHER	DISSATISFIED	ROW TOTAL
042C	1	1	2	3
PROMISE KEPT	67	29	43	139
NOT KEPT	81.7	74.4	60.6	72.4
DON'T KNOW YET	11	10	27	48
NO RESPONSE	13.4	25.6	38.0	25.0
	4	0	1	5
	4.9	0.0	1.4	2.6
	7M	1M	0M	8M
	0.0	0.0	0.0	0.0
	4M	5M	4M	13M
	0.0	0.0	0.0	0.0
	0M	0M	1M	1M
	0.0	0.0	0.0	0.0
COLUMN TOTAL	82	39	71	192
TOTAL	42.7	20.3	37.0	100.0

TABULATED BY HIGHEST EDUCATION LEVEL

COL PCT	HS	GED	HS GRAD	COLLEGE	ROW TOTAL
042C	1	1	2	3	4
PROMISE KEPT	7	7	76	49	139
NOT KEPT	43.8	77.8	74.5	75.4	72.4
DON'T KNOW YET	6	2	24	16	48
NO RESPONSE	37.5	22.2	23.5	24.6	25.0
	4	0	2	0	5
	18.8	0.0	2.0	0.0	2.6
	1M	1M	2M	4M	8M
	0.0	0.0	0.0	0.0	0.0
	0M	1M	5M	7M	13M
	0.0	0.0	0.0	0.0	0.0
	0M	0M	1M	0M	1M
	0.0	0.0	0.0	0.0	0.0
COLUMN TOTAL	16	9	102	65	192
TOTAL	8.3	4.7	53.1	33.9	100.0

TABULATED BY REENLISTMENT INTENTION

COL PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	ROW TOTAL
042C	1	1	2	3
PROMISE KEPT	40	37	61	138
NOT KEPT	80.0	78.7	64.9	72.4
DON'T KNOW YET	4	9	31	48
NO RESPONSE	16.0	19.1	31.0	25.1
	4	1	2	5
	4.0	2.1	2.1	2.6
	4M	1M	3M	8M
	0.0	0.0	0.0	0.0
	3M	2M	8M	13M
	0.0	0.0	0.0	0.0
	0M	0M	1M	1M
	0.0	0.0	0.0	0.0
COLUMN TOTAL	50	47	94	191
TOTAL	26.2	24.6	49.2	100.0

42. Did the service keep its promises or assurances to you about the following?

d. Bonus

TABULATED BY SERVICE

COL PCT	ARMY	NAVY	AIR FORCE	MAKING COMPS	ROW TOTAL
0420	1	2	3	4	
PROMISE KEPT	15	0	0	0	15
	78.9	0.0	0.0	0.0	31.3
NOT KEPT	2	0	15	3	20
	10.5	0.0	68.2	60.0	41.7
DON'T KNOW YET	2	2	7	2	13
	10.5	100.0	31.8	40.0	27.1
NO RESPONSE	0	0	2	1	7
	0.0	0.0	0.0	0.0	0.0
NO PROMISE MADE	1	0	5	1	10
	0.0	0.0	0.0	0.0	0.0
COLUMN TOTAL	19	2	22	5	48
	39.6	4.2	45.8	10.4	100.0

TABULATED BY SATISFACTION WITH MILITARY LIFE

COL PCT	ISATIS- FIED	NEITHER	DISSAT- ISFIED	ROW TOTAL
0420	1	2	3	
PROMISE KEPT	2	2	6	15
	35.0	28.6	28.6	31.3
NOT KEPT	3	3	11	20
	30.0	42.9	52.4	41.7
DON'T KNOW YET	4	2	4	13
	35.0	28.6	19.0	27.1
NO RESPONSE	0	2	1	7
	0.0	0.0	0.0	0.0
NO PROMISE MADE	1	3	2	10
	0.0	0.0	0.0	0.0
COLUMN TOTAL	20	7	21	48
	41.7	14.6	43.8	100.0

TABULATED BY HIGHEST EDUCATION LEVEL

COL PCT	INON HS	GFD	HS GRAD	COLLEGE	ROW TOTAL
0420	1	2	3	4	
PROMISE KEPT	0	0	10	5	15
	0.0	0.0	37.0	26.3	31.3
NOT KEPT	0	1	11	8	20
	0.0	50.0	40.7	42.1	41.7
DON'T KNOW YET	0	1	6	6	13
	0.0	50.0	22.2	31.6	27.1
NO RESPONSE	0	2	2	1	7
	0.0	0.0	0.0	0.0	0.0
NO PROMISE MADE	1	2	1	7	10
	0.0	0.0	0.0	0.0	0.0
COLUMN TOTAL	0	2	27	19	48
	0.0	4.2	56.3	39.6	100.0

TABULATED BY REENLISTMENT INTENTION

COL PCT	POSITIVE	NOT YET DECIDED	NEGATIVE	ROW TOTAL
0420	1	2	3	
PROMISE KEPT	2	2	6	15
	41.2	15.4	33.3	31.3
NOT KEPT	3	7	7	20
	35.3	53.8	38.9	41.7
DON'T KNOW YET	4	4	5	13
	23.5	30.8	27.8	27.1
NO RESPONSE	0	0	0	7
	0.0	0.0	0.0	0.0
NO PROMISE MADE	1	1	3	10
	0.0	0.0	0.0	0.0
COLUMN TOTAL	17	13	18	48
	35.4	27.1	37.5	100.0

TABULATED BY SERVICE

43. If the service did not keep its promise or assurance, do you know why?

	DOES NOT APPLY					DID NOT MEET QUALIFICATIONS						
	COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL	COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
043A	1	1	2	3	4	11	1	1	2	3	4	11
NOT MENTIONED	0	17	9	32	20	78	0	18	6	33	20	77
	89.5	100.0	94.1	95.2	94.0	94.0	0	46.7	88.9	97.1	95.2	95.2
MENTIONED	1	2	0	2	1	5	1	1	1	1	1	4
	10.5	0.0	5.9	4.8	6.0	6.0	1	5.3	11.1	2.9	4.8	4.8
COLUMN TOTAL	19	9	34	21	83	19	9	34	21	83	83	100.0
	27.9	10.8	41.0	25.3	100.0	27.9	10.8	41.0	25.3	100.0	100.0	100.0

WAIVED RIGHTS

	DOES NOT APPLY					DID NOT MEET QUALIFICATIONS						
	COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL	COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
043C	1	1	2	3	4	11	1	1	2	3	4	11
NOT MENTIONED	0	19	9	31	18	77	0	18	6	33	20	77
	100.0	100.0	91.2	85.7	92.8	92.8	0	46.7	88.9	97.1	95.2	95.2
MENTIONED	1	0	0	3	3	6	1	1	1	1	1	4
	0.0	0.0	6.0	14.3	7.7	7.7	1	5.3	11.1	2.9	4.8	4.8
COLUMN TOTAL	19	9	34	21	83	19	9	34	21	83	83	100.0
	27.9	10.8	41.0	25.3	100.0	27.9	10.8	41.0	25.3	100.0	100.0	100.0

(continued)

TABULATED BY SERVICE

43. If the service did not keep its promise or assurance, do you know why?

	OTHER REASON					DON'T KNOW						
	COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL	COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	ROW TOTAL
0430	1	1	2	3	4		1	1	2	3	4	
NOT MENTIONED	0	13	8	25	16	62	0	9	2	16	10	37
	68.4	88.9	73.5	76.2	76.7		47.4	22.2	47.1	47.6	46.6	
MENTIONED	1	6	1	9	5	21	1	10	7	18	11	46
	31.6	11.1	26.5	23.8	25.3		52.6	77.8	52.9	52.4	54.4	
COLUMN TOTAL	19	9	34	41.0	21	83	19	9	34	21	83	
ROW TOTAL	22.9	10.8	41.0	25.3	100.0		22.9	10.8	41.0	25.3	100.0	

TABULATED BY SERVICE

44. If the service did not keep its promises or assurances, what means (if any) have you used to obtain corrective action?

Q44E	Chain of Command					ROW TOTAL	Inspector General					ROW TOTAL
	COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS		COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	
Q44E	0	1	1	2	4	52	1	1	2	3	4	74
NOT MENTIONED	0	36.8	44.4	79.4	66.7	62.7	0	16	9	17	21	94.0
MENTIONED	1	12	5	7	7	31	1	0	2	0	0	5
	1	63.2	55.6	20.6	33.3	37.3	1	15.8	0.0	5.9	0.0	6.0
COLUMN TOTAL	19	22.9	10.8	41.0	25.3	83	19	9	34	21	25.3	100.0

Q44F	Direct to Commander					ROW TOTAL	Civil Courts					ROW TOTAL
	COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS		COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	
Q44F	0	1	1	2	4	73	1	1	2	3	4	80
NOT MENTIONED	0	15	8	32	18	48.0	0	17	9	34	20	96.4
MENTIONED	1	4	1	2	3	10	1	2	0	0	1	3
	1	21.1	11.1	5.9	14.3	12.0	1	10.5	0.0	0.0	4.8	7.6
COLUMN TOTAL	19	22.9	10.8	41.0	25.3	83	19	9	34	21	25.3	100.0

Q44G	Senior enlisted advisor					ROW TOTAL	Writing to the President, Senators, or Congressmen					ROW TOTAL
	COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS		COL PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	
Q44G	0	1	1	2	4	64	1	1	2	3	4	75
NOT MENTIONED	0	12	6	30	16	77.1	0	15	9	31	20	90.0
MENTIONED	1	7	3	4	5	19	1	4	0	3	1	8
	1	36.8	33.3	11.8	23.8	22.9	1	21.1	0.0	4.8	4.8	9.6
COLUMN TOTAL	19	22.9	10.8	41.0	25.3	83	19	9	34	21	25.3	100.0

45. Were you given anything in writing that stated what had been promised or assured?

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	CNL	PCT	ARMY	NAVY	AIR FORCE	MARINE CORPS	KOW TOTAL
045	1	1	2	3	4		
YES	2	9	3	10	4	30	38.0
	52.9	33.3	30.3	40.0			
NO	3	8	6	23	12	49	62.0
	47.1	66.7	69.7	60.0			
DOES NOT APPLY	1	1M	0M	0M	1M	2M	0.0
	0.0	0.0	0.0	0.0	0.0		
	9	1M	0M	1M	0M	2M	0.0
	0.0	0.0	0.0	0.0	0.0		
COLUMN TOTAL	17	9	33	20	79		
TOTAL	21.5	11.4	41.8	25.3	100.0		

promises or assurances made to you would not be kept?

TABULATED BY SERVICE

COL	PCT	ARMY	NAVY	AIR FORCE	MARINE COMPS	ROW TOTAL
046	1	1	2	3	4	
	1	10	4	16	4	34
VERBALLY	1	58.8	57.1	53.3	23.5	47.9
	2	1	2	3	2	8
IN WRITING	1	5.9	28.6	10.0	11.8	11.3
	3	6	1	11	11	29
NOT NOTIFIEDD	1	35.3	14.7	36.7	64.7	40.8
	4	0M	1M	3M	3M	7M
DOES NOT APPLY	1	0.0	0.0	0.0	0.0	0.0
	9	2M	1M	1M	1M	5M
	1	0.0	0.0	0.0	0.0	0.0
COLUMN	17	7	30	17	71	
TOTAL	23.9	9.9	42.3	23.4	100.0	