



Canadian Forces Individual Accommodation Requirement Study: Service Members' Report

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*Conditions of Service
Personnel and Family Support Research*

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Abstract

This survey assessed the accommodation satisfaction of 5,805 members of the Canadian Forces (CF). The majority of respondents were living in single quarters (SQs) on CF bases at the time of the survey. The survey administration was completed in November 2006. Respondents were asked to assess various aspects of their accommodation; the reasons why CF members would choose to live off-base; and also how much their current living conditions would likely impact a pending or future release decision. Privacy and security were rated as the most important aspects of accommodation. Overall, satisfaction with SQs was moderate. In particular, members were the most satisfied with the location of accommodation (close to work and base amenities) but were the least satisfied with parking facilities and snow removal. Approximately one third of respondents who were living in SQs, and also considering a release from the CF, indicated that living conditions would impact their decision to a 'great' or 'very great' extent. Members who were less satisfied with SQ living conditions were more likely to say that living conditions would impact their stay/leave decisions. Respondents indicated that they would support the CF building or buying SQ accommodation facilities either off or on-base. They did not favour elimination of on-base SQs and thought that such an initiative would have a negative impact on morale, unit cohesion, and operational effectiveness.

Résumé

Le sondage a permis d'évaluer la satisfaction à l'égard des logements de 5,805 militaires des Forces canadiennes (FC), dont la majorité vivait, au moment du sondage, dans des logements pour célibataires dans des bases des FC. L'administration du sondage fut complétée en Novembre 2006. On a demandé aux répondants d'évaluer les divers aspects de leur logement, les raisons pour lesquelles les militaires pourraient choisir de vivre à l'extérieur des bases, et l'influence que pourraient avoir leurs conditions de vie actuelles sur une décision imminente ou future de libération. La vie privée et la sécurité ont été jugées comme étant les aspects les plus importants du logement. Dans l'ensemble, la satisfaction à l'égard des logements pour célibataires était moyenne. Plus précisément, les militaires étaient surtout satisfaits de l'emplacement du logement (proximité du lieu de travail et des commodités de la base), mais étaient moins satisfaits des parcs de stationnement et du déneigement. Environ le tiers des répondants qui habitaient des logements pour célibataires et qui envisageaient aussi une libération des FC ont indiqué que les conditions de vie avaient une « grande » ou une « très grande » influence sur leur décision. Les militaires qui se sont dits les moins satisfaits des conditions de vie dans les logements pour célibataires étaient plus susceptibles de penser que les conditions de vie auraient une influence sur leur décision de rester dans les FC ou de les quitter. Les répondants ont indiqué qu'ils appuieraient une décision des FC de construire ou d'acheter des installations de logements pour célibataires dans la base ou à l'extérieur. Ils n'étaient pas en faveur de l'élimination des logements pour célibataires dans la base, et estimaient qu'une telle initiative aurait des répercussions négatives sur le moral, la cohésion de l'unité et l'efficacité opérationnelle.

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Executive summary

Canadian Forces Individual Accommodation Requirement Study: Service Members Report:

Inez Dekker; DGMPPRA TM 2009-005; Defence R&D Canada – DGMPPRA; May 2009.

The Standing Committee on National Defence and Veterans' Affairs report (SCONDVA; 1999) made several recommendations regarding military accommodations. Firstly, personnel at all bases and major facilities should have access to well-maintained Department of National Defence (DND) quarters. Secondly, a common standard for the design and operation of modern DND quarters throughout the CF should be established. Facilities not meeting this standard should be upgraded or replaced as soon as possible. Finally, high priority should be given to the protection of the safety, dignity, security, and privacy of individuals in the design and administration of DND quarters.

It is in this context that the Canadian Forces Individual Accommodation Requirement Study (CFIARS) was designed. In an attempt to better understand the current living conditions of DND quarters, as well as present and future requirements, accommodation providers and members living in DND quarters were surveyed. The survey administration was completed in November 2006. This study sought to establish a baseline for DND living accommodation requirements and to develop the accommodation way ahead for all DND quarters within the CF encompassing residential, training, and transient accommodations across all environments. Questions included in the members' survey focussed mainly on (a) satisfaction with Single Quarters (SQ) accommodation; (b) the perceived importance of various aspects of accommodation; and (c) the impact that living conditions might have on a pending release decision. The level of support for different SQ capacity-building strategies was also assessed.

A total of 13,250 questionnaires were sent to all DND quarters' residents, including all residential members, imposed restriction (IR) members, those undergoing training and incremental staff as well as single/IR members residing in DND housing. In addition, questionnaires were sent to a percentage (determined by the individual unit accommodations manager) of members living in the civilian community. A total of 5,805 questionnaires were returned for an overall response rate of 43.8%.

What is important and satisfying or dissatisfying in SQ accommodation?: Among the various features of accommodation evaluated in the survey, 'privacy and security' (including safety, security, privacy, and dignity) were rated as being the most important to respondents living in SQs, followed by aspects of 'convenience' (availability, affordability, suitability, and location) and accommodation 'condition' (size, storage, furniture, condition, maintenance, comfort, and connectivity).

Respondents living in SQs were the most satisfied overall with 'location' of accommodation (distance to work and base amenities), 'bathrooms' (condition, size) and 'cleanliness'. In contrast, they were the least satisfied with 'parking' (availability, power supply, snow removal).

The “importance” of various aspects of accommodation (as rated by respondents) was compared to how satisfied respondents were with those same aspects of accommodation. This gap analysis revealed that ‘comfort’ and ‘privacy’ were both highly valued but rated inadequate by respondents living in SQs.

More than one in five respondents across all types of bases were dissatisfied with ‘parking’. On Training, Air Force and Army bases we find the same proportion of respondents dissatisfied with room ‘size’. Respondents on Army and Training bases consistently reported lower levels of satisfaction with their accommodation than respondents on Navy and Air Force bases. Nearly half of respondents indicated that their rent “value for dollar” was good or excellent while just over one quarter of respondents indicated that the value of their rent was only fair or poor.

Why is satisfaction with accommodation important?: As outlined in the report, past research suggests that satisfaction with accommodation is a key component of quality of life (QOL), which in turn relates to morale, operational readiness, recruitment and retention in a military setting (Dupré & Flemming, 2000).

Consistent with this evidence, nearly one third of SQ residents who were considering releasing from the CF at the time of the survey indicated that living conditions would impact their release/stay decision to a ‘great’ or ‘very great’ extent. In contrast, respondents who were living off-base at the time of the survey expected a much lower influence of living conditions on their stay/release decision. Junior non-commissioned members (NCMs), and those who were the least satisfied with SQ accommodation, were most likely to think that living conditions would have an influence on their stay/release decision.

Why choose to live off-base?: Respondents living off-base at the time of the survey indicated that the ‘quality’ of the accommodation was the most important factor in their decision to live off-base. Those aspects of quality were (in descending order of importance) privacy, as well as having their own kitchen, a private washroom, larger living space, and their own laundry facilities. Further, financial investment was another important reason to live off base. In fact, this reason was supported by approximately three quarters of respondents and most strongly supported by senior NCMs and officers.

Where should future SQs be located?: The majority of respondents indicated that they would be supportive of CF renting or purchasing an accommodation complex within the civilian community to house single members. Just under half of the respondents supported the construction of new SQs both on and off-base, whereas approximately one quarter of respondents preferred an on-base location for any new construction. A modest majority indicated support for converting existing MQs into one-bedroom apartments for single members and a somewhat larger proportion would consider residing in such converted SQs at a “fair rental market value” set by Canadian Mortgage and Housing Corporation. Although the responses to the survey are a very preliminary indication of where support lies for various accommodation capacity-building scenarios, they suggest that the majority of respondents would look favourably on locating additional CF quarters in the civilian community but would not want to see off-base quarters replace existing on-base SQs. Further, the majority of respondents thought that eliminating on-base SQs would have a negative impact on unit cohesion, operational effectiveness and morale. Clearly, any action towards eliminating on-base SQs would be unpopular and might have far-reaching effects on the CF.

Significance and implications: The results presented in this report provide an insight into CF members' satisfaction with SQs accommodation. Furthermore, the main strength of these findings is in the comparative and descriptive information that they provide, which could serve as a baseline for assessing the success of future improvements or to otherwise identify shifts in attitude toward accommodation.

Given the increased competition for skilled workers, retention of CF members is becoming one of the major issues facing the CF. In the present study, a significant proportion of respondents expressed dissatisfaction with many aspects of their accommodation. Further, CF members who were less satisfied with their accommodation were more likely to indicate that living conditions would have a 'great' or 'very great' influence on their future release decisions. This finding is consistent with previous research that has also suggested that satisfaction with accommodation influences retention for CF members living in SQs. As shown in prior research, greater dissatisfaction with living conditions is associated with less satisfaction with QOL in the military. While there are many good reasons for improving living conditions in SQs across the CF, enhanced retention of skilled members must be included as a vital underlying goal.

Sommaire

Canadian Forces Individual Accommodation Requirement Study: Service Members Report:

Inez Dekker; DGMPRA TM 2009-005; R & D pour la défense Canada – DRASPM; Mai 2009.

Dans son rapport (CPDNAC, 1999), le Comité permanent de la Défense nationale et des Anciens combattants formulait plusieurs recommandations concernant les logements militaires. Tout d'abord, le personnel de toutes les bases et de tous les grands établissements militaires devrait avoir accès à des logements du ministère de la Défense nationale (MDN) bien entretenus. Ensuite, il faudrait établir une norme commune pour la conception et l'administration des logements modernes du MDN à l'échelle des FC. Les installations qui ne répondent pas à cette norme devraient être rénovées ou remplacées le plus rapidement possible. Enfin, on devrait mener les activités de conception et d'administration des logements du MDN en accordant une grande priorité à la protection de la dignité, de la vie privée et de la sécurité des occupants.

C'est dans ce contexte qu'a été conçue l'Étude sur les besoins en logements pour célibataires dans les Forces canadiennes (EBLC FC). On a réalisé un sondage auprès des fournisseurs de logements et des militaires vivant dans des logements du MDN, dans le but de mieux comprendre les conditions de vie actuelles dans ces logements ainsi que les besoins actuels et futurs. À l'aide de cette étude, on a cherché à établir un point de référence pour les besoins relatifs aux logements du MDN et à déterminer la voie à suivre pour tous les logements du MDN au sein des FC, y compris les logements résidentiels, de stagiaires et de personnel de passage dans toutes les armées (Air Terre-Mer). L'administration du sondage fut complétée en Novembre 2006. Les questions du sondage portaient avant tout sur a) la satisfaction à l'égard des logements pour célibataires; b) l'importance perçue des divers aspects des logements; et c) les répercussions que pourraient avoir les conditions de vie sur une décision concernant une libération prochaine. On a aussi évalué le niveau d'appui relativement aux diverses stratégies de renforcement des capacités de logements pour célibataires.

Au total, 13 250 questionnaires ont été envoyés à l'ensemble des militaires habitant dans un logement du MDN, y compris les militaires résidents, les militaires en restriction imposée, les militaires qui suivent une formation et le personnel supplémentaire, ainsi que les militaires célibataires/en restriction imposée qui habitent dans un logement du MDN. Nous avons aussi fait parvenir des questionnaires à un certain pourcentage (déterminé par le gestionnaire des logements pour célibataires) des militaires vivant dans la communauté civile. Nous avons reçu 5 805 questionnaires, ce qui équivaut un taux de réponse global de 43,8 %.

Qu'est-ce qui est important et satisfaisant/insatisfaisant en matière de logement? : Parmi les diverses caractéristiques des logements évaluées dans le cadre du sondage, « la vie privée et la sécurité » (y compris la sûreté, la sécurité, la vie privée et la dignité) ont été jugées les plus importantes par les répondants vivant dans des logements pour célibataires; venaient ensuite les dimensions de « commodité » (disponibilité, abordabilité, pertinence et emplacement) et la « condition » des logements (superficie, rangement, ameublement, condition, entretien, confort et connectivité).

Les répondants vivant dans des logements pour célibataires étaient, dans l'ensemble, le plus satisfait de l'« emplacement » de leur logement (proximité du lieu de travail et des commodités de la base), des « salles de bain » (condition, superficie) et de la « propreté ». Par contre, ils étaient surtout insatisfaits des « parcs de stationnement » (disponibilité d'espace, alimentation électrique, déneigement).

L'« importance » des divers aspects des logements (tels qu'évalués par les répondants) a été comparée au degré de satisfaction des répondants à l'égard de ces mêmes aspects des logements. Cette analyse des écarts a révélé que les répondants accordaient beaucoup d'importance au « confort » et à la « vie privée », mais qu'ils les jugeaient insuffisants dans les logements pour célibataires.

Plus d'un répondant sur cinq était insatisfait du « stationnement » dans tous les types de bases. Plus d'un répondant sur cinq était insatisfait de la « superficie » habitable dans les bases d'entraînement, de la Force aérienne et de l'Armée de terre. Les répondants logés dans les bases d'entraînement et de l'Armée de terre ont uniformément fait état d'un niveau moindre de satisfaction à l'égard de leur logement que les répondants hébergés dans les bases de la Marine et de la Force aérienne. Près de la moitié des répondants ont indiqué que le « rendement-coût » de leur loyer était bon ou excellent, tandis qu'un peu plus du quart ont indiqué qu'il était, au plus, juste ou faible.

Pourquoi la satisfaction à l'égard du logement est-elle importante? : Comme le mentionne le rapport, les recherches antérieures laissent entendre que la satisfaction à l'égard du logement est un élément clé de la qualité de vie, qui à son tour influe sur le moral, la disponibilité opérationnelle, le recrutement et le maintien des effectifs dans un contexte militaire (Dupré et Flemming, 2000).

Conformément à ces données, près du tiers des personnes vivant dans des logements pour célibataires qui songeaient à quitter les FC au moment du sondage ont indiqué que les conditions de vie influenceraient leur décision dans une « grande » ou une « très grande » mesure. Par contre, les répondants qui vivaient à l'extérieur de la base au moment du sondage estimaient que les conditions de vie auraient une influence bien moindre sur leur décision de rester dans les FC ou de les quitter. Les militaires du rang (MR) subalternes et ceux qui étaient peu satisfaits des logements pour célibataires étaient les plus susceptibles de penser que les conditions de vie influenceraient leur décision concernant une possible libération.

Pourquoi choisir de vivre à l'extérieur de la base? : Les répondants qui vivaient à l'extérieur de la base au moment du sondage ont indiqué que la « qualité » du logement était le facteur le plus important dans leur décision de vivre à l'extérieur de la base. Ces aspects de la qualité étaient (en ordre décroissant d'importance), la vie privée ainsi que le fait d'avoir sa propre cuisine, une salle de bain privée, plus d'espace et des installations de buanderie privées. De plus, l'investissement était une autre importante raison justifiant la décision de vivre à l'extérieur de la base. En fait, cette raison a été invoquée par environ les trois quarts des répondants et surtout par les MR du rang supérieurs et les officiers.

Où devraient être situés les futurs logements pour célibataires? : La majorité des répondants ont indiqué qu'ils seraient d'accord pour que les FC louent ou achètent un complexe d'habitation dans la communauté civile pour héberger les militaires célibataires. Un peu moins de la moitié

des répondants se sont dit favorables à la construction de nouveaux logements pour célibataires à la fois dans la base et à l'extérieur, tandis qu'environ le quart des répondants préféreraient que toute nouvelle construction se fasse dans la base. Une faible majorité a dit appuyer la transformation de logements familiaux existants en appartements d'une chambre pour les militaires célibataires, et une proportion légèrement plus élevée envisagerait d'habiter dans de tels logements familiaux convertis, « moyennant un juste prix de location » établi par la Société canadienne d'hypothèques et de logement. Bien que les réponses au sondage ne soient qu'une indication très préliminaire de l'appui à l'égard des divers scénarios de renforcement des capacités en matière de logement, elles laissent entendre que la majorité des répondants seraient favorables à l'installation de logements supplémentaires des FC dans la communauté civile, sans pour autant souhaiter que les logements à l'extérieur de la base remplacent les logements pour les célibataires dans la base. De plus, la majorité des répondants croyaient que l'élimination des logements pour célibataires dans la base aurait des répercussions négatives sur la cohésion de l'unité, l'efficacité opérationnelle et le moral. De toute évidence, toute mesure visant à éliminer les logements pour célibataires dans la base serait impopulaire et pourrait avoir de profonds effets sur les FC.

Signification et implications : Les résultats présentés dans le rapport donnent un aperçu de la satisfaction des membres des FC à l'égard des logements pour célibataires. De plus, ces constatations trouvent toute leur utilité dans l'information comparative et descriptive qu'elles fournissent; cette information pourrait servir de point de référence pour évaluer le succès des améliorations futures ou pour déceler les changements d'opinion à l'égard des logements.

Étant donné la concurrence accrue que suscite l'embauche de travailleurs qualifiés, le maintien des effectifs des FC devient l'un des principaux enjeux au sein de l'organisation. Dans la présente étude, une proportion significative de répondants se sont dits insatisfaits à l'égard de nombreux aspects de leur logement. De plus, les militaires qui étaient peu satisfaits de leurs logements étaient plus susceptibles d'indiquer que les conditions de vie influenceraient dans une « grande » ou une « très grande » mesure leur décision future concernant une possible libération. Cette constatation correspond aux résultats des recherches antérieures, qui laissent aussi entendre que la satisfaction à l'égard du logement influe sur le maintien des effectifs des FC vivant dans des logements pour célibataires. Comme l'ont montré les recherches antérieures, les militaires qui sont les plus insatisfaits des conditions de vie sont les moins satisfaits de leur qualité de vie. S'il existe de nombreuses bonnes raisons d'améliorer les conditions de vie dans les logements pour célibataires à l'échelle des FC, il faut considérer l'amélioration du maintien des effectifs qualifiés comme un but vital et fondamental.

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1 Background

In 1998, the Standing Committee on National Defence and Veteran Affairs (SCONDVA) alluded to a housing crisis in the Canadian Forces (CF) (SCONDVA, 1999). In their words: “Military personnel who live on bases [...] must contend with old and deteriorating accommodations that were among the worst to be found in this country.” With regards to individual accommodation (i.e., Department of National Defence (DND) Quarters), SCONDVA made several recommendations. Firstly, personnel at all bases and major facilities should have access to well-maintained DND Quarters. Secondly, a common standard for the design and operation of modern DND Quarters throughout the CF should be established. Facilities not meeting this standard should be upgraded or replaced as soon as possible. Finally, high priority should be given to the protection of the safety, dignity, security, and privacy of individuals in the design and administration of DND Quarters.

In this spirit, Accommodation Vision 2020 (DND Accommodation Vision 2020, 2002) was developed by DND and CF. “Accommodation Vision 2020 is a supporting document to ‘People in Defence Beyond 2000’, which in turn is the initial Human Resources response to the Defence Strategy 2020 document entitled ‘Shaping the Future of the Canadian Forces: A Strategy for 2020’” (p.3, Directorate of Quality of Life [DQOL], 2002). Not only does Accommodation 2020 promote enhanced accommodation support programs, it also contributes to the broader human resources goal of the DND to be an “Employer of Choice”. Its aim is to articulate the strategic goals of DND and CF regarding accommodation. Accommodation 2020 initiatives seek to provide “the right accommodation, in the right place, at the right time to better serve the needs of our people and the CF, ensuring the protection of their safety, dignity, security and privacy.” (p.7)

As concluded by SCONDVA, individual accommodation within the CF is generally inadequate (SCONDVA, 1999). Due to a lack of resources, the maintenance of DND Quarters has been inconsistent. This has led to a lack of standardized, modern DND Quarters. Indeed, the results of the Accommodation Providers’ Study (Pepin & Dursun, in preparation) show that characteristics of DND quarters such as quantity, condition, tenure, and cost vary greatly from one location to another.

2 Introduction

Accommodation Vision 2020 (DND Accommodation Vision 2020, 2002), the vision that the CF has developed for its members' accommodation, acknowledges the effect of accommodation on well-being and its bearing on morale, operational effectiveness, mission accomplishment and commitment. Similarly, western militaries generally believe that housing is a critical component of quality of life (QOL) and operational readiness (Dupré & Flemming, 2000). For instance, the performance of U.S. soldiers who were dissatisfied with housing due to a recent relocation before a deployment was negatively affected during that deployment due to housing worries at home (Martin & Twiss, 1997). The U.S. Army also concluded that the quality of housing was a serious retention issue (Twiss, 1996). Having high rent and mortgage payments increased the likelihood of military attrition in the U.S. (Lakahni & Gade, 1992). Furthermore, the Australian Defence Force reported that an increase in housing satisfaction would lead to increased morale and attractiveness in potential Army applicants (Hadfield, 1997).

Research conducted in the CF has found that satisfaction with housing and neighbourhoods was significantly related to overall stress, which in turn affected morale in the CF (Popoff, Truscott, & Hysert, 1986). As well, extensive focus group research revealed that the quality of DND housing and DND quarters ranked 5th and 22nd, respectively, on a list of 39 key factors that influenced army morale (Eyres, 1997). It is in this context that the Canadian Forces Individual Accommodation Requirement Study (CFIARS) was designed. The CFIARS included two surveys. The first survey, "Accommodation Provider Study" solicited information and recommendations from base/wing/support unit commanding officers, base/wing/support unit chief warrant officers (CWOs), and accommodation and administration personnel. The findings of this survey are provided in a report by Pepin and Dursun (in preparation), which describes the current condition and usage of DND Quarters.

The second survey, "Service Members' Study" targeted members living in DND Quarters and in the civilian community (off base), and inquired about their accommodation concerns, satisfaction, expectations, and recommendations. Together, the results of these two surveys provide a baseline for DND Single Quarters (SQs) accommodation conditions, to aid the development of an accommodation 'way ahead for future accommodation strategy.

2.1 Aims of the Members' Survey

This report focuses on the analysis of the Service Members' Study and seeks to:

- a. Assess the perceived importance (by service members) of different accommodation characteristics and the level of satisfaction of DND Quarters occupants with accommodation characteristics;
- b. Assess the variability in the satisfaction with DND Quarters across bases, regions of Canada, and environments;
- c. Provide essential information required for the development of appropriate needs assessment and prioritization; and,

- d. Evaluate CF members' support for alternatives to the current model of accommodations (e.g., off-base residential accommodations and use of DND Housing).

3 Method

3.1 Questionnaire

The design of the “Service Members’ Survey” was a collaborative effort by the DQOL Accommodation Team, the Living Accommodation Working Group (LAWG), and selected bases/wings. The questionnaire consisted of sections that were targeting either all respondents (i.e., general demographic questions and questions concerning support for future housing activities), or specific subgroups of respondents (i.e., single-quarters [SQ] residents, living-in [LI] and imposed restriction [IR] members in single quarters, incremental staff [IS], and members living within the civilian community).

The designation ‘single-quarters (SQ) residents’ indicates all respondents living in SQs, and in MQs designated as SQs. Please note that not all members living in SQs are ‘single’ in their marriage status. Within the SQs, Living-In (LI) service members are those whose principal residence is the SQs on-base or who have been posted to this base for training. Imposed-restriction (IR) service members are those whose principal residence is beyond reasonable commuting distance from the base to which they are posted and who have been given special permission to live on base because movement of the member’s family/household would incur unreasonable hardship. Incremental staff are brought in temporarily to perform training, usually as instructors, and are housed in SQs.

The cover page of the survey provided the necessary details for informed consent, information regarding the purpose of the study (to develop a baseline for living accommodation requirements), and assurance that the respondents’ participation was entirely voluntary. Participants were also guaranteed that their responses would be kept anonymous and confidential. In addition, they were informed that results would only be reported in aggregate, such that no individual could be identified.

3.2 Measures

The first section of the survey consisted of questions that assessed demographic information from all respondents.

The second section was addressed to “All Single Quarters Residents”. This section requested information about the respondents’ type of room and bathroom, the length and purpose of their stay in SQs, as well as the importance they allocated to various accommodation characteristics and their level of satisfaction with various aspects of their SQ accommodation.

The third section asked LI and IR members living in SQs to indicate the importance of various reasons they had for living on base (as opposed to living in the civilian community).

The fourth section was addressed to IS only, and asked in what type of accommodation they were staying. In particular, IS who were staying in SQs were asked to indicate their level of satisfaction with a number of SQ accommodation characteristics. IS were then asked to indicate whether they thought that the accommodations had impacted their teaching performance as well as their willingness to return to that unit for instructor duties.

The fifth section was addressed to members living in the civilian community and/or those who were considering renting or buying property in the civilian community. Questions in this section addressed:

- a. reasons for living in the civilian community;
- b. under what conditions they might consider living in SQs;
- c. the availability of various types of services and facilities in the civilian community; and
- d. the importance of these services.

The sixth and final section of the questionnaire contained questions addressed to all service members as well as questions that were relevant to SQ residents only. The primary focus of this section was CF members' reactions to possible future developments of CF accommodation. In addition, two questions were included that asked the respondents to assess how much the quality of their current living conditions would affect their decision to stay or release from the CF.

Caution must be used in interpretation of some of the data due to limitations in the original survey. Some small cell counts prevented certain analyses being conducted, or, were reported with the understanding that they must be interpreted with caution. Most importantly, not all questions were worded as clearly as they could have been. Further, confusing instructions and ordering of questions may have led to incomplete data or inappropriate parties answering some questions. Where possible, every effort has been made to minimize bias and increase the reliability of results presented by statistical and logical means. Other possible limitations are those normally assigned to survey type data. These may include the possibility that responses to survey questions may be influenced by factors other than the questions themselves (i.e., fatigue due to overly-long survey length or cynicism over the utility of participating). Any statistical associations observed between variables are predominantly descriptive and should not be taken as causal in nature.

3.3 Procedure

Questionnaires were distributed to all accommodation provider units in February 2006 and these were, in turn, distributed to service members. Data collection took place from February 2006 to November 2006. Both English and French versions of the questionnaire were included with every package. Completed questionnaires were returned by mail in the stamped, addressed envelopes provided.

3.4 Sample

A total of 13,250 surveys were sent out. These went to all DND SQ residents, including all residential members, IR members, those undergoing training and incremental staff as well as single/IR members residing in DND housing (MQs). In addition, questionnaires were sent to a percentage (determined by the individual unit accommodations manager) of members living in the civilian community. A total of 5,805 questionnaires were returned for an overall response rate of 43.8%. Thirty six of the returned surveys were unusable and were discarded for a remaining total of 5,769 responses. It should be noted that during the period of time in which this data was being collected, there was a national census carried out. This could have negatively affected the response rate by creating some amount of survey-fatigue among the CF members surveyed.

3.5 Statistical Analysis

Analysis of the data was primarily limited to descriptive statistics (means, frequencies and percentages) as well as Analysis of Variance (ANOVA) to test for overall differences between groups on outcome measures¹. Further, where significant effects were identified, the Bonferroni test of differences for post-hoc comparisons was used to identify how groups compared to one another. Where comparison of categorical variables was necessary (i.e., where answers were structured as yes/no/unsure and were compared across ranks) association was tested using Chi-Square.

¹ For ANOVA tests, a significance level of .01 (representing a 1 in 100 possibility that an observed difference is due to chance) was employed for the analyses of the group as a whole and when looking at large subgroups (i.e., comparisons across environments). This choice was made because the F test of significance used to assess results in ANOVA is affected by the size of the subject group in that a larger population of respondents makes the test more sensitive, causing it to identify very small differences as statistically significant while not necessarily meaningful. A significance level of .05 was deemed appropriate where divisions of smaller subgroups were involved (i.e., rank groups within all incremental staff) or where the stringency of the test itself is recognized as sufficient to reduce the chances of Type I error (identifying a difference as being due to the grouping characteristic when observed difference is in fact due to chance).

4 Results

As described above, the “Service Members’ Survey” was divided into 6 sections based on the specific group that was targeted to answer the questions. The results will be presented in the same way. In the survey, Section 1, aimed at collecting demographic information, was for all members, Section 2 was for all SQ residents, Section 3 was for LI and IR members, Section 4 was for IS and Section 5 was for those service members who were living in the civilian community or who were considering doing so. Finally, Section 6 contained questions that were addressed to either SQ residents, or all respondents, and focused primarily on future CF housing strategies.

A series of tables presented below detail the demographic characteristics of the survey sample. Rank, as presented, was divided into 4 categories to capture the range of service members living in SQs. These are (1) senior officers, including Maj/LCdr and above; (2) junior officers, including Capt/Lt (N), Lt/SLt, 2 Lt/OCdt and NCdt; (3) senior NCMs, including Sgt/PO2 and above; (4) junior NCMs, including MCpl/MS, Cpl/LS, and Pte/AB/OS.

Table 1 shows the demographic characteristics of the survey respondents by parent formation, component, marital status, years of service and present accommodation. No gender information was collected in this survey.

In order to investigate the differences between accommodation settings that may be related to the environment of a base (i.e., large metro vs. non-metro), the 2001 Beale Codes for all of the military bases were obtained from Statistics Canada. These codes categorize the density of the population according to the 2001 census divisions. The original 10 category levels have been aggregated to 3 categories to represent the variety of settings where bases are located. These are: (1) Large Metro, consisting of communities of 1 million inhabitants or more; (2) Small/Medium Metro, representing communities of 50,000 to 999,999 inhabitants; and (3) Non-Metro, consisting of those bases in communities that have less than 50,000 inhabitants. Table 2 illustrates the distribution of survey respondents by base environment and population density (according to these categories).

Table 1: Demographic Breakdown of Survey Respondents

		Survey Respondents	
		n	%
Parent Formation	MARLANT	552	9.6%
	MARPAC	217	3.8%
	LFWA	4,33	7.5%
	LFAA	521	9.0%
	LFQA/SQFT	370	6.4%
	LFCA	1,407	24.4%
	LFDTS	114	2.0%
	CFNA	20	0.3%
	1 CAD (WINGS)	1,090	18.9%
	NDHQ	122	2.1%
	CFSTG	551	9.6%
	Other	77	1.3%
	Missing	295	5.1%
	Total	5,769	100%
Component	Regular Force	4,182	72.5%
	Reserve Force	492	8.5%
	Missing	1,095	19.0%
	Total	5,769	100%
Marital Status*	Married or Common Law	1,627	28.2%
	Single	4,078	70.7%
	Missing	64	1.1%
	Total	5,769	100%
Years in the CF	3 years or less	2,358	40.9%
	4 to 10 years	1,569	27.2%
	11 years or more	1,436	24.9%
	Missing	406	7.0%
	Total	5,769	100%
Present Accommodation	SQs	3,503	60.7%
	MQs (designated as SQs)	721	12.5%
	Rented Civilian	518	9.0%
	Owned Civilian	798	13.8%
	Other	100	1.7%
	Missing	129	2.2%
	Total	5,769	100%

* The category of ‘married’ includes both common law and traditional marriage whereas ‘single’ includes all categories where the respondent is living alone (including ‘legally married but separated’ and ‘widowed’). This was done to capture the living arrangements rather than the actual legal status.

Table 2: Base Environment and Community Size of Respondents' Location

		Survey Respondents	
Base Environment	Navy	797	13.8%
	Army	2,408	41.7%
	Air Force	624	10.8%
	Training ²	1,747	30.3%
	NDHQ	72	1.2%
	Missing	121	2.1%
Community Size Based on Beale Codes	Large Metro	1,053	18.3%
	Small/Medium Metro	2,320	40.2%
	Non-Metro	2,275	39.4%
	Missing	121	2.1%

Table 3 shows respondents' element across regions and rank groups.

Table 3: Survey Respondents' Element by Base Region and Rank Group

Element	Region	Count	Junior NCM	Senior NCM	Junior Officer	Senior Officer	Total
Maritime	Maritimes	442	79.0%	10.0%	10.6%	0.5%	100%
	Québec	62	69.3%	8.1%	22.6%	0.0%	100%
	Ontario	169	34.3%	8.3%	53.3%	4.1%	100%
	Prairies	10	60.0%	20.0%	20.0%	0.0%	100%
	BC	175	80.5%	6.3%	13.2%	0.0%	100%
	Maritime Total	858	69.6%	8.9%	20.5%	1.0%	100%
Land	Maritimes	698	84.1%	6.7%	8.0%	1.1%	100%
	Québec	345	83.2%	8.7%	5.8%	2.3%	100%
	Ontario	1497	70.8%	5.1%	23.0%	1.1%	100%
	Prairies	404	77.2%	14.4%	7.9%	0.5%	100%
	BC	48	60.4%	22.9%	14.6%	2.1%	100%
	Land Total	2992	76.1%	7.4%	15.4%	1.2%	100%
Air	Maritimes	305	75.4%	13.1%	9.8%	1.6%	100%
	Québec	156	72.3%	7.70%	16.7%	1.3%	100%
	Ontario	986	76.2%	3.5%	19.1%	1.1%	100%
	Prairies	175	48.6%	16.0%	30.8%	4.6%	100%
	BC	52	53.8%	26.9%	15.4%	3.8%	100%
	Air Total	1674	72.3%	7.7%	18.3%	1.7%	100%

² Bases designated under "Training" environment are CFB Borden, CFB Kingston, and CFB St. Jean.

Table 4 shows the rank group of respondents presented by region and base environment.

Table 4: Respondents' Base and Region by Respondents' Rank Group

Region	Base	Count	Percent Junior NCM	Percent Senior NCM	Percent Junior Officer	Percent Senior Officer	Total
Atlantic	Gagetown	758	84.3	6.1	8.2	1.5	100%
	Gander	16	43.8	37.5	12.5	6.3	100%
	Greenwood	90	74.4	14.4	10.0	1.1	100%
	Halifax	520	80.6	9.6	9.4	0.4	100%
	Moncton	13	46.2	46.2	7.7	0.0	100%
	Shearwater	70	71.4	14.3	12.9	1.4	100%
	Sydney	5	80.0	0.0	20.0	0.0	100%
	Atlantic Total	1472	81.0	8.9	9.0	1.1	100%
Quebec	Bagotville	93	73.1	12.9	12.9	1.1	100%
	Montreal	37	32.4	40.5	10.8	16.2	100%
	Quebec City	52	69.2	7.7	23.1	0.0	100%
	St-Jean	274	92.0	1.5	6.2	0.4	100%
	Valcartier	116	74.1	11.2	12.9	1.7	100%
	Quebec Total	572	79.4	8.4	10.5	1.8	100%
Ontario	Borden	949	97.5	1.5	0.8	0.2	100%
	Hamilton	2	100.0	0.0	0.0	0.0	100%
	Kingston	653	7.8	2.9	88.4	0.9	100%
	London	5	100.0	0.0	0.0	0.0	100%
	Meaford	263	93.2	5.7	1.2	0.0	100%
	North Bay	51	88.2	9.8	2.0	0.0	100%
	Ottawa	72	45.8	22.2	9.8	22.2	100%
	Petawawa	574	90.9	6.1	3.0	0.0	100%
	Toronto	42	23.8	35.7	19.1	21.4	100%
	Trenton	72	76.4	9.7	12.5	1.4	100%
	Ontario Total	2683	70.6	4.7	23.5	1.3	100%
Prairies	Calgary	2	100.0	0.0	0.0	0.0	100%
	Cold Lake	68	63.2	16.2	19.1	1.5	100%
	Edmonton	126	69.8	16.7	11.9	1.6	100%
	Moose Jaw	54	33.3	5.6	59.3	1.9	100%
	Shilo	113	88.5	7.1	3.5	0.9	100%
	Suffield	26	80.8	7.7	11.5	0.0	100%
	Wainwright	150	71.3	20.0	8.7	0.0	100%
	Winnipeg	57	50.9	24.6	15.8	8.8	100%
	Prairies Total	596	68.5	14.9	14.9	1.7	100%
BC	Comox	33	69.7	24.3	6.1	0.0	100%
	Esquimalt	212	76.4	9.9	13.2	0.5	100%
	Vancouver	17	58.8	23.5	11.8	5.9	100%
	Yellowknife	16	37.5	18.8	37.5	6.3	100%
	BC Total	278	72.3	13.0	13.7	1.1	100%

4.1 All Single Quarters Residents

The second section of the survey asked single quarter (SQ) residents to answer questions regarding their accommodation and preferences.

4.1.1 Accommodation Characteristics

Table 5 shows SQ residents' type of room and bathroom accommodation, average length of time in SQ, and purpose of their stay.

The majority of respondents were living in single (27.3%), double (29.4%), or quad rooms (four to a room) (14.3%) and using shared (37.5%) or dorm-type bathrooms (31.9%). Their length of stay in these accommodations was predominantly less than 12 months (63.4%). However, a small number of respondents indicated a much longer period of residence as 2.6% reported living in SQ for 48 months or longer.

4.1.2 Importance of SQ Accommodation Characteristics

The survey asked respondents who were living in SQs to indicate how much importance they attach to key SQ characteristics. Fifteen characteristics were rated using a Likert-type scale ranging from 'no importance' (1) to 'very important' (5). The 15 items were reduced to three categories (scales) of accommodation characteristics using principal component analysis. These three categories (scales) are (1) 'Room Conditions' which includes size, storage, furniture, condition, maintenance, comfort, and connectivity; (2) 'Privacy/Security' which includes safety, security, privacy, and dignity; and (3) 'Convenience' which includes availability, affordability, suitability, and location. These three categories (scales) had reliability coefficients (Cronbach's Alpha)³ greater than .70, which is within the accepted level recommended by Nunally (1978). The means, standard deviations (SD) and reliability coefficients for these three aspects of accommodation are shown in Table 6.

The average scores for all three scales were high, indicating a high level of agreement among SQ residents on the importance of these accommodation characteristics. Privacy/Security ranked the highest in importance while the average score for importance of Conditions and Convenience were very close to each other in value.

³ Cronbach's alpha measures how well a set of items (or variables) measures a single unidimensional latent construct. Alpha coefficient ranges in value from 0 to 1, the higher the score, the more reliable the generated scale is.

Table 5: SQ Residents' Accommodation Characteristics

Room Type	Single	1,153	27.3%
	Double	1,240	29.4%
	Triple	107	2.5%
	Quad	603	14.3%
	2 Room Suite	96	2.3%
	Other	264	6.2%
	Missing	761	18.0%
	Total	4,224	100%
Bathroom Type	Private	314	7.4%
	Shared	1,585	37.5%
	Dorm	1,349	31.9%
	Missing	976	23.1%
	Total	4,224	100%
Purpose of Stay	Residential	701	16.6%
	IR	253	6.0%
	Transient	33	0.8%
	Training	1,428	33.8%
	Training Posting	601	14.2%
	Incremental Instructor	39	0.9%
	Other	71	1.7%
	Missing	1,098	26.0%
	Total	4,224	100%
Length of Stay	Less than 12 months	2,678	63.4%
	12 – 23 months	474	11.2%
	24 – 35 months	196	4.6%
	36 – 47 months	115	2.7%
	48 months or more	109	2.6%
	Missing	652	15.4%
	Total	4,224	100%

Table 6: All SQ Residents – Importance Rating Scales Used in the Analyses

Scale	Number of Items	Mean	SD	Alpha
Importance of accommodation Conditions	7	4.19	0.61	0.85
Importance of accommodation Privacy/Security	4	4.33	0.66	0.84
Importance of accommodation Convenience	4	4.20	0.64	0.72

4.1.2.1 Importance Ratings by Rank

Table 7 shows the importance rating given to accommodation Conditions, Privacy/Security and Convenience across ranks. For descriptive purposes, the responses were divided into three groups. The ‘High’ category includes responses of ‘Important’ and ‘Very Important’; ‘Low’ includes ‘Little Importance’ and ‘No Importance’; and ‘Neutral’ contains ‘Neutral’ responses only. More detailed results of importance ratings by rank and element are included in Annex A.

Although NCMs rated the importance of Security/Privacy and Convenience higher than did officers, the two rank groups did not differ in their rating of the importance of accommodation Conditions.

Table 7: All SQ Residents – Importance Ratings by Rank*

Scale	Rank Group	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Accommodation Conditions	Officers	4.15	746	0.8	89.4	9.8
	NCMs	4.20	2,784	0.9	86.8	12.3
	All Ranks	4.19	3,530	0.9	87.3	11.8
Accommodation Security/Privacy	Officers	4.22	745	2.0	83.6	14.4
	NCMs	4.35	2770	1.2	86.9	11.8
	All Ranks	4.33	3,515	1.2	84.0	14.8
Accommodation Convenience	Officers	4.24	744	0.4	85.0	14.7
	NCMs	4.22	2,778	1.4	83.7	14.9
	All Ranks	4.20	3,522	1.2	84.0	14.8

* Rank has been aggregated into officers or NCMs due to low counts for some cells.

4.1.2.2 Importance Ratings by Marital Status

When considering the marital status of the respondents, married/common law service members gave a higher importance rating to Privacy/Security and Convenience than did single members. No statistical difference was found between the two groups in their rating of the importance of Room Condition (See Table 8).

Table 8: All SQ Residents – Importance of Room Characteristics by Marital Status

	Marital Status	Count	Importance Rating		
			Percent Low	Percent High	Percent Neutral
Accommodation Conditions	Married or Com. Law	885	0.8	88.8	10.4
	Single	2,639	1.0	86.8	12.3
	All	3,524	0.9	87.3	11.8
Accommodation Privacy/Security	Married or Com. Law	879	0.6	93.4	6.0
	Single	2,630	0.9	89.7	9.4
	All	3,509	1.4	86.2	12.4
Accommodation Convenience	Married or Com. Law	882	1.4	86.5	12.1
	Single	2,634	1.2	83.0	15.8
	All	3,516	1.2	83.9	14.9

4.1.2.3 Importance Ratings by Community Size

Table 9 shows the importance ratings for room characteristics broken down by community size (Large Metro, Small/Medium Metro, and Non-Metro). While these are very broad categories, and certainly differences could be found within these categories (i.e., a town of 49,000 inhabitants vs. a rural environment), it does provide some logical differentiation for the purpose of investigating the effects of community size on the variables in question.

As with the other comparisons, the majority of service members across all community sizes placed a high level of importance on Conditions, Privacy/Security and Convenience. It may be expected that the differences in environment that exist between these locations (particularly between Large Metro and Non-Metro) might predict differential levels of importance for some characteristics of accommodation. In this regard, respondents in Large Metro communities rated Conditions, Security/Privacy, and Convenience as more important than respondents in the other two groups. No statistical differences were found between respondents in Small/Medium Metro and Non-Metro communities across the three importance rating scales.

Table 9: All SQ Residents – Importance of Room Characteristics by Community Size

Importance Scales	Community Size	Count	Importance Ratings		
			Percent Low	Percent High	Percent Neutral
Accommodation Conditions	Large Metro	833	0.5	90.9	8.6
	S/M Metro	1,412	1.3	87.7	11.1
	Non-Metro	1,234	0.8	84.6	14.6
	All	3,479	0.9	87.3	11.8
Accommodation Privacy/Security	Large Metro	831	0.2	92.2	7.6
	S/M Metro	1,411	0.7	91.1	8.2
	Non-Metro	1,223	1.4	89.0	9.6
	All	3,465	1.4	86.3	12.3
Accommodation Convenience	Large Metro	833	1.1	85.4	13.6
	S/M Metro	1,409	1.0	85.0	14.0
	Non-Metro	1,233	1.7	81.9	16.4
	All	3,475	1.3	84.0	14.8

4.1.2.4 Importance Ratings by Purpose of Stay

The purpose of service members’ stay in SQ might also be expected to influence their judgment of what is important in the accommodation they choose. For instance, an incremental instructor who is on a short-term, temporary posting to a particular base may value the convenience of being close to his/her work over the condition of the rooms (within reason). The importance ratings for accommodation characteristics across purpose of stay are shown in Table 10. “Purpose” of stay has been collapsed into five categories: (1) Imposed restriction (IR); (2) Living-In (LI); (3) Training; (4) Transients (5); and Incremental staff (IS).

The great majority in all respondent groups indicated that they considered the qualities embodied in room condition, security, and convenience to be important or very important. Across all three of the accommodation characteristics, respondents in the IR category reported the highest level of importance, followed by respondents designated as LI. This result would be expected due to the higher number of respondents within these categories who would be living in SQs for extended periods of time and for whom the quality of this accommodation would presumably be more important. No statistical comparison was done for these groups, due to excessive differences between cell counts.

See Annex A for a record of responses across regions and CF status.

Table 10: All SQ Residents – Importance of Room Conditions by Purpose of Stay

Scale	Purpose	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Accommodation Conditions	IR	4.35	252	0.0	95.6	4.4
	Living-In	4.25	699	0.7	91.0	8.3
	Training	4.16	2,006	1.1	86.2	12.7
	Transient	4.14	33	0.0	78.8	21.2
	Incremental Staff	4.08	39	0.0	79.5	20.5
	All SQ Residents	4.20	3,029	0.9	87.9	11.2
Accommodation Convenience	IR	4.35	252	0.8	92.1	7.1
	Living-In	4.25	700	0.4	85.1	14.4
	Training	4.18	2,000	1.3	83.3	15.5
	Transient	4.24	32	0.0	87.5	12.5
	Incremental Staff	4.23	38	2.6	89.5	7.9
	All SQ Residents	4.21	3,022	1.1	84.5	14.4
Accommodation Security/Privacy	IR	4.50	253	0.0	96.8	3.2
	Living-In	4.39	699	0.9	92.4	6.7
	Training	4.30	1,997	0.9	90.0	9.1
	Transient	4.24	33	0.0	78.8	21.2
	Incremental Staff	4.32	39	0.0	92.3	7.7
	All SQ Residents	4.33	3,021	1.2	86.5	12.3

4.1.3 Satisfaction with SQ Accommodation

Service members living in SQ were asked to indicate their level of satisfaction with 29 specific aspects of their accommodation (e.g., noise level, cleanliness, maintenance and service). In addition, the survey included nine questions regarding satisfaction with broader accommodation characteristics such as overall cost, overall condition, and overall comfort. All of these questions were answered on a 5-point Likert scale, ranging from ‘Very Dissatisfied’ to ‘Very Satisfied’ (coded as 1 through 5 respectively). Results for the individual items are included in Annex A (Figure A1).

Using a combination of principle components analysis and logical grouping, 27 specific items were reduced to six factors and two items were discarded due to lack of fit. These are ‘Size’ (room, storage, furniture), ‘Parking’ (availability, power supply, snow removal), ‘Location’ (proximity to base amenities), ‘Bathrooms’ (condition, size), ‘Internal Facilities’ (room – lighting, temperature, linens, noise, power supply & connectivity; building - laundry, kitchens, maintenance, elevators), and ‘Cleanliness’. The mean, SD, and alpha coefficient for these scales

are presented in Table 11. All six scales had an acceptable level of reliability as indicated by the average inter-item correlation coefficient (Cronbach’s Alpha).⁴

Table 11: Accommodation Aspects Used in the Satisfaction Analyses

Scale	Number of Items	Mean	SD	Alpha
Size (room, storage, furniture)	4	3.04	0.99	0.80
Parking (availability, power supply, snow removal)	3	2.84	1.14	0.76
Location (proximity to base amenities)	3	3.64	0.83	0.80
Bathrooms (condition, size)	2	3.38	0.96	0.70
Internal Facilities (room – lighting, temperature, linens, noise, power supply and connectivity) (building - laundry, kitchens, maintenance, elevators)	12	3.06	0.70	0.89
Cleanliness	3	3.38	0.78	0.78

4.1.3.1 All SQ Residents – Overview of Satisfaction with Accommodation Characteristics

It can be seen from the mean satisfaction levels in Table 11 that overall, location of the SQ in relation to base amenities and work was the most satisfying accommodation aspect whereas parking facilities for s was the least satisfying aspect. It should be noted that a score between 2.5 and 3.5 on this scale defines the neutral range of responses.

Looking at the proportion of respondents who reported satisfaction vs. dissatisfaction provides a different lens for understanding responses to conditions across the various environments. Table 12 displays the proportion of all respondents living in SQs who were satisfied, dissatisfied or “neutral” for the six aspects of their SQ accommodation. For every room characteristic, large proportions of individuals checked off ‘neutral’ when answering the questions. This response provides little information on satisfaction with room conditions and may be an indicator of indifference or an artifact of other factors related to the length or organization of the survey itself. These factors are elaborated more thoroughly in the discussion section of the paper.

The proportion of all respondents living in SQs who were dissatisfied with Parking (availability and snow/ice clearing) and with room Size (room, storage, furniture) reached or exceeded 20% (i.e., 1 in 5 responding service members). On the other hand, the proportion of respondents who were satisfied with the room characteristics (across the six aspects) ranged from 21.3% (Internal Facilities) to 49.6% (Location).

⁴ For descriptive purposes the response categories of the six satisfaction scales were divided into three categories; ‘Satisfied’ (consisting of the ‘satisfied’ or ‘very satisfied’ responses); ‘Dissatisfied’ (‘dissatisfied’ or ‘very dissatisfied’); and ‘Neutral.’

Table 12: Satisfaction with Room Characteristics – All SQ Respondents

	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Size	34.7	21.0	44.4
Parking	26.3	24.8	48.9
Location	49.6	6.3	44.0
Bathrooms	44.7	9.8	45.5
Internal Facilities	21.3	15.5	63.2
Cleanliness	42.7	8.4	48.8

4.1.3.2 Satisfaction with Room Characteristics across Accommodation Environments

Tables 13 through 18 show the satisfaction score, respondent count and proportion of respondents falling within the ‘satisfied’, ‘dissatisfied’ and ‘neutral’ levels of satisfaction for each of the six satisfaction scales across the four base environments. In the ensuing discussion of these findings the respondents were grouped according to their current base environment at the time of the survey (e.g., the Navy group), but this does not necessarily indicate that the respondents within each location were from that element. (e.g., a respondent belonging to the Navy element may be temporarily living in an Air Force base environment).

Room Size: The respondents at Navy Bases were more satisfied with their SQ room size than those on Army and Training bases, $F(3, 3474) = 5.00, p < .01$. Respondents on Army and Training bases reported the lowest satisfaction with size of SQ rooms.

Table 13: Satisfaction with Room Size

	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
1. Navy ^{2, 3, 4*}	3.23	355	45.3	16.9	37.8
2. Army ¹	3.00	1,338	30.2	19.9	49.9
3. Air Force ¹	3.08	286	32.6	19.9	47.5
4. Training ¹	3.01	1,489	37.7	23.9	38.4

* For this and following tables, numbers following the location environment indicate the groups that are statistically different in average satisfaction score.

Parking: Respondents located on Air Force bases were more satisfied with Parking than the other three groups, while those respondents staying on Training bases had the lowest satisfaction scores for Parking, $F(3, 3137) = 89.02, p < .01$. The groups staying on Army and Navy bases did not differ in their satisfaction with Parking. It is worthwhile to note that the lowest satisfaction level across all six categories of room satisfaction was satisfaction with parking among respondents living on Training bases.

Table 14: Satisfaction with Accommodation Parking

	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
1. Navy ^{3,4}	3.02	298	34.6	22.5	43.0
2. Army ^{3,4}	3.06	1,249	43.2	23.9	32.8
3. Air Force ^{1,2,4}	3.31	275	58.5	21.5	20.0
4. Training ^{1,2,3}	2.46	1,309	22.2	46.0	31.9

Location: Respondents staying on Air Force bases were more satisfied with the location of their rooms, relative to work and base amenities, than those on the Army and Training bases, $F(3,3395) = 37.41, p < .01$) but reported similar levels of satisfaction to those on Navy bases. Respondents on Training bases were the least satisfied with Location but reported similar levels of satisfaction to those living on Army bases.

Table 15: Satisfaction with Accommodation Location

	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
1. Navy ⁴	3.90	352	69.0	2.6	28.4
2. Army ³	3.62	1,300	44.0	6.0	50.0
3. Air Force ^{2,4}	4.01	281	57.1	2.3	40.7
4. Training ^{1,3}	3.55	1,457	49.6	8.7	41.7

Bathrooms: Respondents from the Air Force group reported the highest level of satisfaction with Bathroom facilities, $F(3, 3206) = 4.75, p < .01$. The satisfaction level of members staying on Navy, Training, and Army bases did not differ statistically from each other. However, members on Training bases were the least satisfied.

Table 16: Satisfaction with Accommodation Bathrooms

	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
1. Navy ³	3.35	331	48.7	11.5	39.8
2. Army ³	3.34	1,219	37.6	8.7	53.7
3. Air Force ^{1,2,4}	3.58	269	47.2	8.6	44.2
4. Training ³	3.40	1,382	50.9	11.1	38.0

Internal Facilities: Respondents living on Navy bases reported the highest level of satisfaction with Internal Facilities, $F(3, 3467) = 13.29, p < .01$) and were similar in their satisfaction levels to those staying on Air Force bases. Those staying on Training bases reported the lowest level of satisfaction but they were very similar to respondents' scores from Army bases.

Table 17: Satisfaction with Accommodation Internal Facilities

	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
1. Navy ^{3,4}	3.24	353	30.5	11.7	57.8
2. Army ³	3.03	1,331	19.2	14.8	65.9
3. Air Force ^{2,4}	3.17	286	24.2	13.6	62.1
4. Training ^{1,3}	3.01	1,489	20.8	17.8	61.4

Cleanliness: Respondents living on Air Force bases reported the highest level of satisfaction with the cleanliness of their SQ whereas respondents on Army bases reported the lowest level, $F(3, 3439) = 6.88, p < .01$.

Table 18: Satisfaction with Accommodation Cleanliness

	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
1. Navy	3.43	355	48.7	9.6	41.7
2. Army ³	3.33	1,338	36.2	9.0	54.8
3. Air Force ^{2,4}	3.54	286	43.4	7.6	49.0
4. Training ³	3.39	1490	48.4	7.9	43.8

It can be seen from the results above that respondents at Air Force and Navy bases tend to be more satisfied with SQs than those at Army and Training bases. These findings were supported when the six component satisfaction scales were combined to form a composite Room Satisfaction score. In this measure, respondents on Air Force and Navy bases were similar in their SQ satisfaction level, but reported significantly higher satisfaction than Army and Training bases, $F(3, 3465) = 18.50, p < .01$. The lowest level of composite satisfaction was reported by members living on Training bases and the highest by those living on Air Force bases. Composite accommodation satisfaction scores across accommodation environments are shown in Table 19.

Table 19: All SQ Residents – Composite Satisfaction Scores by Accommodation Environment

Environment	Count	Mean Satisfaction Score	SD	Std. Error
1. Navy ^{2,4}	355	3.37	.61	.03
2. Army ^{1,3,4}	1,338	3.22	.68	.02
3. Air Force ^{2,4}	286	3.44	.69	.04
4. Training ^{1,2,3}	1,490	3.15	.65	.02

4.1.3.3 Room Satisfaction across Room Types

Table 20 shows the breakdown of responses and group averages for the six satisfaction scales grouped by the different types of room accommodations in SQs (single, double, triple, quad, and two-room suite). A large proportion of respondents in all groups indicated that they were satisfied or very satisfied with Location, Bathrooms, and Cleanliness. The proportion of respondents indicating dissatisfaction with Parking and Size met or exceeded 1 in 5 across all categories.

Table 20: All SQ Residents – Room Satisfaction by Room Type

	Room Type	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Satisfaction with Size	Single	3.08	1,153	44.0	25.0	31.0
	Double	3.11	1,240	43.7	20.5	35.8
	Triple	2.84	107	32.7	29.9	37.4
	Quad	2.66	603	24.0	37.1	38.8
	2-Rm.Suite	3.30	96	52.1	19.8	28.1
Satisfaction with Parking	Single	2.97	1,153	39.2	26.9	33.9
	Double	2.55	1,240	21.9	37.7	40.4
	Triple	2.81	107	26.2	29.0	44.9
	Quad	2.85	603	28.7	25.9	45.4
	2-Rm.Suite	3.17	96	49.0	24.0	27.1
Satisfaction with Location	Single	3.77	1,153	66.9	5.6	27.6
	Double	3.65	1,240	59.3	7.7	33.0
	Triple	3.63	107	56.1	7.5	36.4
	Quad	3.35	603	42.0	12.3	45.8
	2-Rm.Suite	3.91	96	71.9	5.2	22.9
Satisfaction with Bathrooms	Single	3.47	1,153	56.9	11.4	31.7
	Double	3.35	1,240	52.6	12.2	35.2
	Triple	3.23	107	44.9	14.0	41.1
	Quad	3.23	603	48.8	13.8	37.5
	2-Rm.Suite	3.87	96	68.8	5.2	26.0
Satisfaction with Cleanliness	Single	3.45	1,153	54.6	10.8	34.7
	Double	3.34	1,240	48.1	9.4	42.5
	Triple	3.34	107	43.0	6.5	50.5
	Quad	3.27	603	45.8	12.8	41.5
	2-Rm.Suite	3.69	96	67.7	7.3	25.0
Satisfaction with Internal Facilities	Single	3.10	1,153	28.7	18.1	53.2
	Double	2.98	1,240	20.3	20.6	59.0
	Triple	3.21	107	29.9	11.2	58.9
	Quad	3.00	603	21.6	17.1	61.4
	2-Rm.Suite	3.23	96	40.6	17.7	41.7

4.1.3.4 Room Satisfaction and Community Size

It has been proposed by respondents in the Accommodation Providers Study (Pépin & Dursun, in preparation) that the size of the community where the base is located may influence the accommodation needs and satisfaction levels of members staying on those bases in SQs. The availability of alternative and affordable civilian housing, access to recreation and entertainment facilities as well as access to health care facilities are just a few of the ways that community size may influence the experience and satisfaction of service members. Respondents' comments in the Accommodation Providers Study (Pépin & Dursun, in preparation) noted that problems

stemming from remote locations and special housing conditions in the local communities affected housing needs for the bases (such as lack of available rentals or a relatively expensive housing market). To test this possibility, accommodation satisfaction scores were compared across the three categories of community size (Large Metro, Small/Medium Metro, and Non-Metro). Table 21 shows respondents' accommodation satisfaction scores and response ratios for the satisfaction scales grouped by community size.

Only satisfaction with Parking, $F(2, 4,157) = 56.92, p < .01$) and satisfaction with Location, $F(2, 4,157) = 22.73, p < .01$, differed statistically between community sizes. Respondents in Non-Metro communities reported the highest level of satisfaction with Parking followed by Small/Medium Metro and then Metro. Satisfaction with Location was highest for Small/Medium Metro sites and lowest for respondents in Large Metro sites. That is, respondents living in SQs located in communities with a population between 50,000 and 1,000,000 inhabitants were the most satisfied with the proximity of their accommodation to base services and amenities while members in communities with a population greater than 1,000,000 were the least satisfied with this aspect of their accommodations.

While these results support the notion that different sizes of communities present different challenges and accommodation needs for members, these differences are not seen across all aspects of accommodation. Parking may be understood as an issue that can become more problematic (in terms of expense and availability) as communities increase in size. The Location scale used here includes satisfaction with the proximity of accommodation to base amenities and to the worksite. One explanation for these results could be that bases situated in large Metro communities may be more spread out (perhaps over several sites in the city) than those in smaller communities due to space restrictions, cost of building, and/or availability.

4.1.3.5 Room Satisfaction by Purpose of Stay

The purpose of a respondents' stay might affect their satisfaction with various aspects of their accommodation. As the average length of stay is much higher for Living-In and IR than for the other groups, expectations for certain aspects of stay, such as comfort and privacy, may be higher for these groups. As was shown in Table 10, IR groups rated the importance of all aspects of their accommodation conditions as more important than did the other accommodation groups. This may be, in part, both a reflection and outcome of higher expectations. Also, dissatisfaction may increase over time when perceived inadequacies are not remedied. Table 22 shows the comparisons of satisfaction levels across the five categories of purpose of stay.

Respondents falling in the Transient group reported the lowest levels of satisfaction across all room characteristics. Only satisfaction with Location (proximity to work and base amenities) showed a difference between groups. Members from the Living-In and IR groups reported higher satisfaction with room Location than did respondents from the Transient or Training groups, $F(4, 3,050) = 11.33, p < .01$. Satisfaction among members who were Living-In and IR were similar. No other observed room satisfaction scores differed statistically between these groups.

Table 21: All SQ Residents – Room Satisfaction by Community Size

Satisfaction Scales	Community Size	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Internal Facilities	Large Metro	3.04	914	20.7	15.8	63.6
	S/M Metro	3.05	1,537	22.8	17.8	59.5
	Non-Metro	3.08	1,708	20.5	13.3	66.2
	Int. Fac. Total	3.06	4,159	21.4	15.5	63.1
Size	Large Metro	2.98	914	37.8	22.5	41.7
	S/M Metro	3.05	1,537	39.2	23.5	37.5
	Non-Metro	3.06	1,708	30.2	18.2	51.7
	Size Total	3.04	4,159	34.7	21.1	44.2
Bathrooms	Large Metro	3.40	914	49.2	9.4	41.4
	S/M Metro	3.35	1,537	49.1	12.6	38.3
	Non-Metro	3.41	1,708	38.1	7.6	54.4
	Bathroom Total	3.39	4,159	44.6	9.8	45.6
Cleanliness	Large Metro	3.43	914	49.9	6.7	43.4
	S/M Metro	3.36	1,537	45.7	10.1	44.2
	Non-Metro	3.37	1,708	36.0	8.0	56.0
	Cleanliness Total	3.38	4,159	42.6	8.5	48.9
Location	Large Metro	3.49	914	45.2	8.6	46.2
	S/M Metro	3.74	1,537	59.3	5.9	34.7
	Non-Metro	3.65	1,708	43.3	5.5	51.2
	Location Total	3.65	4,159	49.6	6.3	44.0
Parking	Large Metro	2.57	914	22.8	34.9	42.3
	S/M Metro	2.74	1,537	25.0	28.7	46.3
	Non-Metro	3.10	1,708	29.5	15.7	54.8
	Parking Total	2.83	4,159	26.3	24.7	48.9

Table 22: SQ Residents – Satisfaction with Accommodation Characteristics by Purpose of Stay

Satisfaction Scale	Purpose of Stay	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Internal Facilities	Living-In	3.04	701	26.0	18.7	55.3
	IR	3.00	253	25.7	23.7	50.6
	Training	3.10	2,029	25.0	17.2	57.9
	Transient	2.92	33	15.2	18.2	66.7
	Incremental Staff	3.04	39	20.5	12.8	66.7
	All Groups	3.05	3,055	25.1	18.0	56.9
Size	Living-In	2.95	701	39.1	29.0	32.0
	IR	3.05	253	44.3	24.5	31.2
	Training	3.07	2,029	41.6	23.7	34.7
	Transient	2.91	33	30.3	30.3	39.4
	Incremental Staff	3.17	39	48.7	15.4	35.9
	All Groups	3.04	3,055	41.2	24.9	33.9
Bathrooms	Living-In	3.42	701	57.1	12.4	30.5
	IR	3.36	253	55.3	13.8	30.8
	Training	3.39	2,029	53.9	11.0	35.1
	Transient	3.29	33	51.5	21.2	27.3
	Incremental Staff	3.41	39	48.7	5.1	46.2
	All Groups	3.39	3,055	54.6	11.6	33.8
Cleanliness	Living-In	3.38	701	50.9	10.7	38.4
	IR	3.38	253	56.1	15.0	28.9
	Training	3.39	2,029	50.6	8.7	40.7
	Transient	3.25	33	48.5	15.2	36.4
	Incremental Staff	3.33	39	51.3	10.3	38.5
	All Groups	3.38	3,055	51.1	9.8	39.1
Location/ Proximity	Living-In	3.80	701	68.3	4.3	27.4
	IR	3.78	253	69.2	7.1	23.7
	Training	3.60	2,029	55.6	8.3	36.1
	Transient	3.29	33	42.4	18.2	39.4
	Incremental Staff	3.72	39	66.7	2.6	30.8
	All Groups	3.66	3,055	59.6	7.3	33.0
Parking	Living-In	2.89	701	30.4	37.8	31.8
	IR	2.90	253	28.9	41.1	30.0
	Training	2.75	2,029	27.1	31.0	41.9
	Transient	2.67	33	21.2	30.3	48.5
	Incremental Staff	2.89	39	33.3	28.2	38.5
	All Groups	2.80	3,055	30.7	30.6	38.7

Please see Annex A for tables showing the results for satisfaction with accommodation characteristics across bases and regions, status and rank, and marital status. These are provided for baseline information to compare against future measures.

4.1.4 Gap Analysis

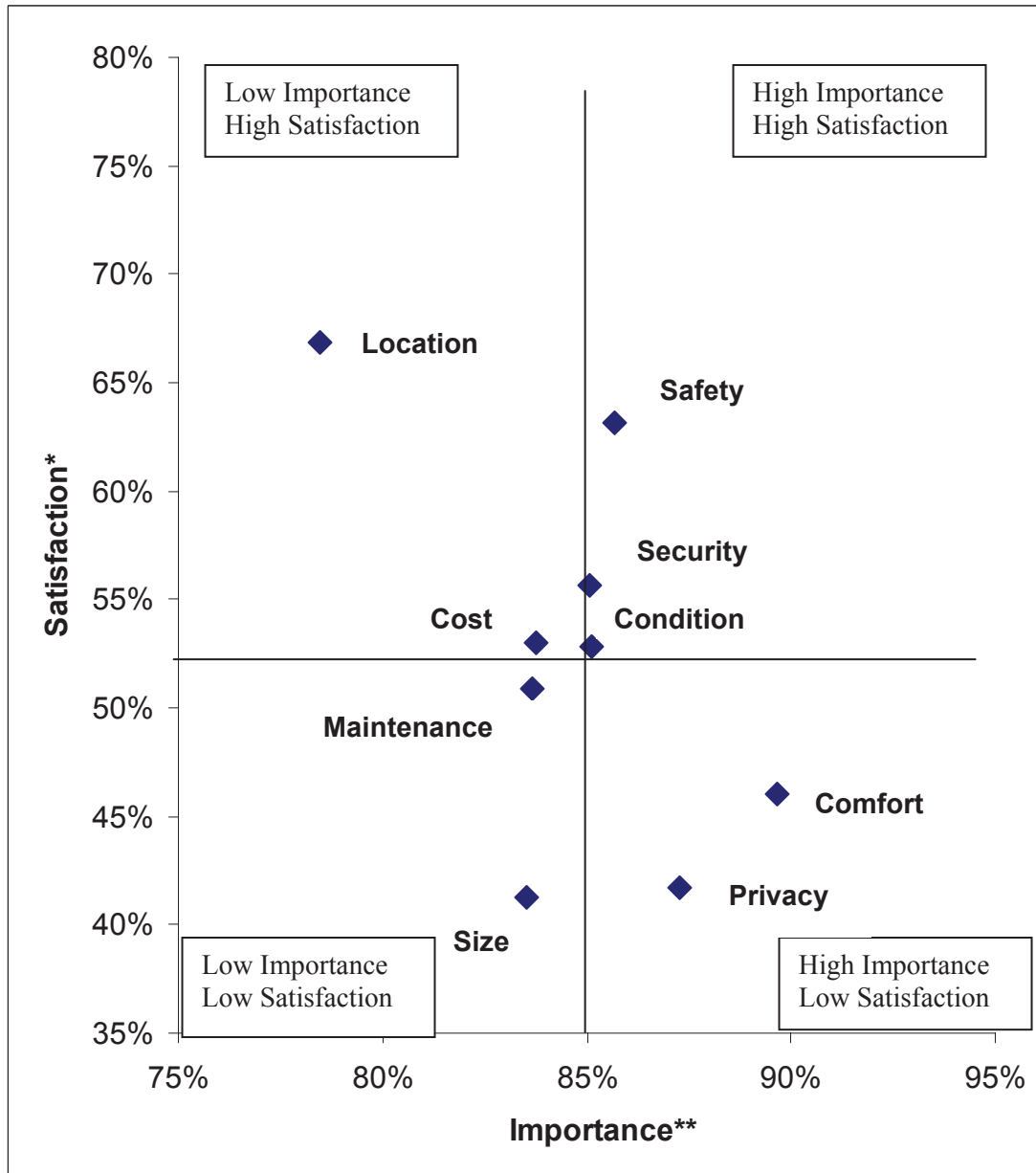
In order to perform a gap analysis, respondents living in SQ were asked to rate their overall level of satisfaction, as well as give an importance rating, for nine broad aspects of their accommodation. In Table 23, the percentage of respondents who rated these aspects as ‘important’ or ‘very important’ is given alongside the percentage of respondents ‘satisfied’ or ‘very satisfied’ with these same aspects.

Table 23: Accommodation Satisfaction and Importance Ratings

	Percent of respondents who rated this aspect of accommodation important or very important	Percent of respondents who were satisfied or very satisfied with this accommodation aspect
Cost	84%	53%
Condition	85%	53%
Comfort	90%	46%
Size	84%	41%
Location	78%	67%
Maint. and Service	84%	51%
Safety	86%	63%
Privacy	87%	42%
Security	85%	56%

In order to gain a better understanding of the relationship between how important various aspects of accommodation were to respondents, and how satisfied they were with these same aspects of their SQ accommodation, a gap analysis was carried out. The gap/quadrant map of the results is shown in Figure 1. The purpose of this analysis is to graphically show gaps that exist between the levels of importance that members place on various accommodation characteristics and the satisfaction respondents have with these same characteristics. The map presents a quadrant analysis that summarizes the position of nine SQ attributes on the two measures. Each attribute was plotted by both the percentage of SQ respondents who rated it as ‘important’ or ‘very important’, and the percentage of SQ respondents who were ‘satisfied’ or ‘very satisfied’. Importance is presented along the “X” axis and satisfaction is plotted against the “Y” axis.

This map suggests that privacy and comfort should be a major focus for improvement as those attributes are located in the “higher importance, lower satisfaction” quadrant. As the utility of this analysis is primarily to gain insight through the relative positions of the combined scores, the results should be interpreted carefully as the gap between the attributes is not necessarily statistically significant.



* Percentage of respondents living in SQs who were satisfied or very satisfied.

** Percentage of respondents living in SQs who rated this accommodation aspect as important or very important.

Figure 1: Room Satisfaction Scores Mapped by Importance Ratings

4.2 Living-In (LI) and Imposed Restriction (IR) Members Living in Single Quarters

4.2.1 Living-In and IR – Reasons for Living on Base

The third section was addressed to Living-In/IR members residing in SQs. These respondents were asked to indicate the importance of 14 factors that might contribute to their decision to reside in crown-controlled single quarters (e.g., ‘Proximity to base facilities and amenities’, ‘Cost of similar civilian rental accommodations’). Responses were given on a Likert-type scale ranging from ‘no importance’ to ‘very important’ (coded 1 to 5 respectively). Space was provided for further comments that respondents might want to add.

One item was discarded for lack of fit and the remaining 13 were combined into 5 scales using a combination of factor analysis and logical grouping. The scales were Cost, Military Community, Lack of Civilian Alternatives, Lack of Transportation, and Proximity to Base Amenities/Work. See Table 24 for the item and scale statistics. In the Living-In group, the average scores for these scales ranged from 2.96 to 3.80. Among the IR respondents, the importance ranged from 3.15 to 3.67. Cost appeared to have the highest importance rating for those who were Living-In. Although those members on IR do not pay for their own accommodation, members from this group rated Cost as being equal in importance to Proximity to work and more important than the other reasons given for living on base.

The only significant difference between the Living-In and IR groups on these scales is found in their rating of the importance of Transportation where IR members rated the lack of transportation as a more important reason for living on-base than did the Living-In respondents, $F(1, 952) = 9.66, p < .01$.

Table 24: Living-In (L-I) and Imposed Restriction (IR) – “Reasons” Scales

Scale	Number of Items	Mean		SD		Alpha/Correlation	
		L-I	IR	L-I	IR	L-I	IR
Lack of Transportation	3	2.96	3.24	1.00	0.89	0.77	0.80
Cost	2	3.80	3.67	0.95	1.0	0.64	0.60
Military Community	4	3.12	3.18	0.96	0.96	0.84	0.81
Proximity	3	3.67	3.67	0.78	0.83	0.68	0.74
Lack of Civilian Housing Alternatives	1	3.22	3.15	1.14	1.07	N/A	N/A

The “importance” ratings on these scales across regions and bases are included in Annex A. No differences between regions were found within the Living-In group. However, for the respondents who were on IR, those who answered from Ontario rated Lack of Transportation as being more important than did those IR respondents in the Atlantic region.

4.2.1.1 Importance Ratings by Element and Rank Group

Living-In Group. The majority of importance rating categories for this question (Military Community, Lack of Civilian Alternatives, Lack of Transportation, and Proximity to Base Amenities/Work) did not differ in scores between any of the ranks and elements. Only ratings of Cost as an important factor differed between ranks and elements. The results for all factors are included in Annex A for baseline information. Table 25 below shows a breakdown of responses for the importance of Cost across elements and rank groups indicated by LI respondents in SQs.

Table 25: Living-In – Importance of Cost (for choosing to live on-base)

				Importance Rating		
Element	Rank Group*	Mean	Count	Percent Low	Percent High	Percent Neutral
Maritime	Junior NCM	4.12	29	0.0	72.4	27.6
	Senior NCM	4.43	9	0.0	66.7	33.3
	Officers	4.00	20	0.0	40.0	60.0
	Maritime Total	4.14	58	0.0	60.3	39.7
Land	Junior NCM	3.92	317	4.1	52.7	100.0
	Senior NCM	4.37	33	6.1	60.6	33.3
	Officers	3.33	92	10.9	33.7	55.4
	Land Total	3.88	442	5.7	49.3	45.0
Air	Junior NCM	4.05	118	5.1	67.0	28.0
	Senior NCM	4.27	15	6.7	66.7	26.7
	Officers	3.60	56	1.8	37.5	60.7
	Air Total	4.12	189	4.2	58.2	37.6

* Rank has been reduced to 3 categories due to small cell counts

When it came to rating the importance of “cost of housing” as a reason for living in SQs, the greatest variability was found between rank groups in the land element. In this element cost was considerably less important for officers than for junior NCMs or senior NCMs. No differences were found between rank groups in the maritime or air elements on this measure.

IR Group. Table 26 summarizes the ratings given by members who were on IR for the importance of military community as a reason for living on-base. Examination of these results revealed differences between rank groups in the land element. Among the land groups of respondents, officers were more likely than the other two rank groups to rate Military Community as important, $F(3, 131) = 5.62, p < .01$.

All rank groups in the maritime and air elements gave very similar ratings to the importance of Cost, Lack of Transportation, Lack of Alternative Accommodation and Proximity to work as reasons for living on base.

Table 26: IR – Importance of Military Community (for choosing to live on-base)

			Importance Rating		
Element	Rank Group	Count	Percent Low	Percent High	Percent Neutral
Maritime	Junior NCM	4	0.0	75.0	25.0
	Senior NCM	8	0.0	62.5	37.5
	Officer	5	20.0	60.0	20.0
	Maritime Total	17	5.9	64.7	29.4
Land	Junior NCM	43	7.0	41.9	51.2
	Senior NCM	68	16.2	36.8	47.1
	Officer	32	34.4	21.9	43.8
	Land Total	143	17.5	35.0	47.6
Air	Junior NCM	50	12.0	30.0	58.0
	Senior NCM	38	18.4	31.6	50.0
	Officer	15	6.7	0.0	93.3
	Air Total	103	13.6	26.2	60.2

4.2.2 Room Satisfaction Comparison with all other SQ Residents

To determine whether the Living-In (LI) and Imposed Restriction (IR) groups differ from the rest of the SQ population on satisfaction with accommodation, the room satisfaction levels of these two groups were compared to those of everyone else staying in SQs. Table 27 displays these results.

Living-In. The LI respondents reported higher levels of satisfaction with Parking, $F(2, 3,123) = 3.82, p < .05$, and Location/Proximity to work and base amenities, $F(2, 3,123) = 20.85, p < .01$ than all other respondents living in SQs. However, LI respondents reported lower levels of satisfaction with the size of their accommodation than did all other respondents, $F(2, 3,123) = 3.42, p < .05$.

IR. The IR group of respondents reported higher levels of satisfaction with the location of their quarters than did the respondents from the ‘all other’ group, $F(2, 3,123) = 20.85, p < .01$. The IR respondents did not differ from the other respondents living in SQs on any other satisfaction measure.

Table 27: Satisfaction with Rooms: LI, IR, all other SQ Residents

Satisfaction Scale	Group	Mean	Count	Satisfaction Rating		
				Percent High	Percent Low	Percent Neutral
Internal Facilities	All Other SQ Res.	3.06	2,172	24.7	17.5	57.7
	Living-In	3.04	701	26.0	18.7	55.3
	IR	3.00	253	25.7	23.7	50.6
Size	All Other SQ Res.	3.06	2,172	41.4	23.7	34.9
	Living-In	2.95	701	39.1	29.0	32.0
	IR	3.04	253	44.3	24.5	31.2
Bathrooms	All Other SQ Res.	3.39	2,172	53.5	11.1	35.4
	Living-In	3.42	701	57.1	12.4	30.5
	IR	3.36	253	55.3	13.8	30.8
Cleanliness	All Other SQ Res.	3.38	2,172	50.4	8.9	40.7
	Living-In	3.38	701	50.9	10.7	38.4
	IR	3.38	253	56.1	15.0	28.9
Parking	All Other SQ Res.	2.76	2,172	27.3	30.6	42.1
	Living-In	2.89	701	37.8	30.4	31.8
	IR	2.90	253	41.1	28.9	30.0
Location /Proximity	All Other SQ Res.	3.59	2,172	55.2	8.6	36.2
	Living-In	3.80	701	68.3	4.3	27.4
	IR	3.78	253	69.2	7.1	23.7

Although the LI and IR groups are not the largest in the total numbers that stay in SQs, they have a far longer average length of stay and represent more room-nights use than those in the Training group, who are more numerous, but stay for far shorter periods. In the present study, the average length of stay for a respondent in the LI group was 18.24 months, and for the IR group was 13.06 months. At the same time, the average length of stay for the other groups were as follows: Transient, 1 month; Training, 4.41 months; and Incremental staff, 8.53 months. All aspects of SQ accommodation were rated more important for the LI and IR groups than for the other groups in the study (See Table 10). Changes in accommodation quality or policies are therefore likely to impact those in the LI and IR groups most profoundly.

4.3 Incremental Staff

The fourth section was addressed to incremental staff (IS). Members from this group were asked when they had served as IS during the previous year and where they had stayed during that time.

Of the 45 respondents who answered the questions for IS at the time of the survey, 25 reported that they were living in base SQs or MQs, two were renting in the civilian community, one was

staying in a commercial establishment and 17 did not indicate their accommodation. The average length of stay in 2005 for IS in this survey was 8.53 months, with a range from 2 to 12 months.

4.3.1 Incremental Staff – Room Satisfaction

Those respondents from the IS group who had stayed in base SQs were asked to respond to 13 questions assessing their satisfaction with base accommodation. These were answered on a Likert-type scale from ‘very dissatisfied’ to ‘satisfied’ (coded 1 to 5 respectively). Those questions for which the responses were highly correlated ($r > .85$) were combined, leaving 10 remaining scales/questions. Please see Table 28 for a list of these scales. Because these are predominantly single-item measures, no tests for reliability were done.

The highest satisfaction was with the location of the SQs relative to work and base amenities. The lowest satisfaction was with the environmental comfort of the SQs (heating, cooling, lighting and noise levels).

Table 28: Incremental Staff – Room Satisfaction Scales/Items

Scale	Number of Items	Mean	SD
Location (proximity to dining, recreational facilities, messes, etc.)	1	3.67	0.90
Connectivity (easy access to Internet, Cable TV and Public Telephone systems)	1	3.42	1.26
Comfort (adequate heating, air conditioning, lighting, noise levels)	1	2.92	1.12
Size (Living area spacious enough to accommodate electronics, computers etc, yet still maintaining an uncrowded living standard)	1	3.00	1.12
Storage (accommodation and building provides adequate storage space for personal belongings and recreational equipment, such as golf clubs, bicycles, etc.)	1	3.17	1.13
Safety/Security (accommodation is a safe environment, facility to live in) (accommodation provides proper security)	2	3.77	0.74
Privacy/Dignity/Suitability (accommodation respects and supports the privacy of its inhabitants) (accommodation respects the dignity of all individuals residing therein) (the accommodation meets the requirement, be it training, transient, Living-In or IR)	3	3.54	0.95
Condition (accommodation and building is in good state of repair, i.e., paint, walls, carpets, etc.)	1	3.38	0.91
Furniture (contemporary, well-constructed quality furniture)	1	3.42	0.98
Maintenance and Service (quick and responsive service)	1	3.38	0.69

4.3.1.1 Room Satisfaction by Rank Groups

The results from the satisfaction ratings questions for incremental staff (only) are presented in Annex A for the purpose of understanding their accommodation needs or preferences and establishing baseline measures. However, the numbers within these groups are too small to perform meaningful statistical comparisons.

4.3.2 Impact of Accommodation Quality

IS were also asked to answer two questions pertaining to their opinion of the impact that the quality of accommodation had on their (1) willingness to return to that unit and (2) on their performance during the tasking.

The majority of IS respondents (82.6%) indicated that they would be willing to return to that unit based on the quality of their accommodation. Four IS (or 17.4%) said that they would not be willing to return to that unit because of dissatisfaction with accommodation.

In answer to the question regarding impact on performance, 14 of 27 respondents (51.9%) indicated that the quality of their accommodation had a positive impact on their performance as an instructor. Four respondents (14.8%) thought that the accommodation had had a negative effect on their performance as an instructor and six respondents (22.2%) were of the opinion that accommodation quality had not impacted their performance. Another four IS (11.1%) were unsure of the impact that accommodation had had on the performance of their task.

4.4 CF Members Living in the Civilian Community (or who were considering it)

4.4.1 Reasons for Living in the Civilian Community

Respondents were asked to provide their level of agreement with 35 statements proposing reasons why a military member might want to live in the civilian community. These included generic reasons (e.g., ‘I can keep a pet’, ‘more modern accommodations’) and reasons related to the facilities (e.g., ‘own kitchen’, ‘greater privacy’, ‘better air conditioning’). Respondents indicated the extent to which they agreed with the statements using a Likert rating scale ranging from strongly agree (1) to strongly disagree (5). From these 35 items, three factors were extracted using principle components analysis and labelled; “Accommodation Quality”, “Social Aspects”, and “Lack of Restrictions/Flexibility”. The item breakdown, reliability (i.e., Cronbach’s Alpha), mean and standard deviation (SD) for the three factors are given in Table 29. Alpha scores show the scales to be very reliable (alpha = .83 to alpha = .93). Means for the scales range from 3.62 (Social Aspects) to 4.15 (Accommodation Quality) indicating that “accommodation quality” related characteristics were the most important overall for choosing to live in the civilian community.

Table 29: Reasons for Living in the Civilian Community Scales used in the Analysis

Scale	Number of Items	M	SD	Alpha
Accommodation Quality Private washroom Own kitchen Greater privacy Ability to open windows for fresh air Own laundry facility Size of the lodging Noise level Location view Better air conditioning and heating Better quality and condition Easy accessibility to internet Cable TV and public telephone system Better security More modern accommodations	14	4.15	.64	.93
Lack of restrictions/flexibility Not being forced to reside in accommodations dictated by rank Not being subjected to barrack inspections Individual temperature controls Base mess does not provide adequate services Not enough accommodation choices on base Base dining facility is not open when I want to eat Co-ed accommodations Poor residential Maintenance and Service Mail delivery Better parking Overnight guests are allowed I can keep a pet Not having to live under military regulations 24/7	13	3.76	.67	.89
Social aspects More social opportunities Integration into the civilian community More recreational opportunities More educational opportunities A desire for civilian neighbours	5	3.62	.75	.83

Some readers may like more detailed information regarding individual item responses. The response summary for all items is presented in Annex A in descending order of value of respondents' mean level of agreement.

4.4.1.1 ‘Reasons’ by Marital Status

Those service members who were single (living alone) agreed more strongly with ‘quality’ items than those who were married, $F(1, 2,173) = 23.74, p < .01$. No differences were found between married and single respondents on the ‘Lack of Restriction’ or ‘Social Aspects’ scales when comparing single with married respondents. Results are illustrated in Table 30.

Table 30: Reasons for Living In the Civilian Community by Marital Status

				Agreement with Statement		
‘Reasons’	Marital Status	Mean	Count	Percent Agree	Percent Disagree	Percent Neutral
Accommodation Quality	Married	4.25	774	85.0	0.3	14.7
	Single	4.11	1,701	82.6	1.2	16.2
	All	4.15	2,475	83.4	0.9	15.7
Lack of Restrictions/ Flexibility	Married	3.75	787	62.5	3.6	33.9
	Single	3.77	1,717	66.7	3.3	30.0
	All	3.76	2,504	65.4	3.4	31.2
Social aspects	Married	3.63	782	55.7	5.4	38.9
	Single	3.61	1,725	56.9	6.3	36.8
	All	3.62	2,507	56.5	6.0	37.5

4.4.1.2 ‘Reasons’ by Military Status

Table 31 presents the responses summarized by military status. Respondents who had regular force status agreed more strongly with these “quality” statements than did those who indicated that they were reserve force members, $F(1, 2,019) = 11.93, p < .01$. The “Lack of Restrictions” and “Social Aspects” scales were very similar across these two groups.

Table 31: Reasons for Living in the Civilian Community by Military Status

				Agreement with Statement		
"Reasons" Scale	Status	Mean	Count	Percent Agree	Percent Disagree	Percent Neutral
Accommodation Quality	Reg. Force	4.18	1,801	1.1	84.7	14.2
	Reserve	4.02	220	0.5	78.6	20.9
	All	4.16	2,021	1.0	84.1	14.9
Lack of Restrictions/ Flexibility	Reg. Force	3.61	1,822	6.2	57.0	36.8
	Reserve	3.63	222	5.4	56.3	38.3
	All	3.61	2,044	6.1	56.9	37.0
Social aspects	Reg. Force	3.78	1,823	3.1	66.0	30.9
	Reserve	3.68	221	3.2	62.0	34.8
	All	3.77	2,044	3.1	65.6	31.3

4.4.1.3 'Reasons' by Element

Table 32 displays respondents' agreement with the rationales listed for living in the civilian community grouped by element. Only the maritime and land groups differed from each other. Respondents from the maritime element agreed more strongly with "quality" reasons than did those in the land element, $F(2, 2,448) = 4.69, p < .01$. Other differences between groups on 'Quality', 'Lack of Restrictions' or 'Social aspects' reasons for living in the civilian community were negligible.

Table 32: Reasons for Living in the Civilian Community by Element

				Agreement with Statement		
Reasons' Scale	Element	Mean	Count	Percent Agree	Percent Disagree	Percent Neutral
Quality	Maritime	4.22	497	86.5	0.8	12.7
	Air	4.17	685	85.8	0.6	13.6
	Land	4.12	1,269	80.7	1.1	18.2
	All	4.15	2,451	83.3	0.9	15.8
Lack of Restrictions/ Flexibility	Maritime	3.59	497	54.5	6.6	38.8
	Air	3.62	693	55.6	5.6	38.8
	Land	3.63	1,294	57.7	5.6	36.6
	All	3.62	2,484	56.5	5.8	37.7
Social aspects	Maritime	3.83	500	71.6	3.4	25.0
	Air	3.75	691	63.5	2.9	33.6
	Land	3.75	1,289	64.1	3.7	32.3
	All	3.76	2,480	65.4	3.4	31.2

4.4.1.4 'Reasons' by Rank Group

In this final comparison of the reasons for living in the civilian community, differences between ranks were examined for the extent to which they agree with the 'reasons' statements. Table 33 illustrates the summarized results by rank group. Rank was divided into three groups for this analysis because of excessive differences in group size. Across all three scales, junior NCMs reported the highest level of agreement with the scale items.

When looking at the differences between rank groups on the 'Quality' scale, junior NCMs agreed more strongly with the statements dealing with quality issues than did officers, ($F(2, 2,478) = 5.52, p < .01$). On the 'Opportunity' scale, it was found that junior NCMs agreed more strongly with opportunity-related reasons than did senior NCMs, ($F(2, 2,511) = 7.34, p < .01$), but did not differ statistically from officers. On the 'Lack of Restriction/Freedom' scale, it was found that junior NCMs agreed more with freedom-related items than the other two rank groups ($F(2, 2,507) = 30.88, p < .01$). The level of agreement on this scale did not differ between senior NCMs and officers.

Table 33: Reasons for Living in the Civilian Community across Rank Groups

'Reasons' Scale	Rank Group	Mean	Count	Agreement with Statement		
				Percent Agree	Percent Disagree	Percent Neutral
Quality	Junior NCM	4.17	1,913	83.6	0.9	15.5
	Senior NCM	4.12	223	83.9	1.8	14.4
	Officers	4.05	343	81.3	0.3	18.4
	All Ranks	4.15	2,479	83.3	0.9	15.8
Opportunity	Junior NCM	3.64	1,941	57.2	5.4	37.4
	Senior NCM	3.45	227	46.7	9.7	43.6
	Officers	3.58	344	58.7	7.3	34.0
	All Ranks	3.62	2,512	56.5	6.1	37.5
Freedom	Junior NCM	3.82	1,935	68.3	2.7	29.0
	Senior NCM	3.57	229	53.7	6.1	40.2
	Officers	3.57	344	57.0	5.5	37.5
	All Ranks	3.76	2,508	65.4	3.4	31.2

4.4.2 Reasons to Consider Living on Base

The survey elicited responses to 10 statements, most of which began with "I would consider residing in SQs if". These statements covered a number of areas already mentioned in the previous statements of agreement such as cost, size, and dining services. The summarized responses of members living in the civilian community at the time are given in Table 34. These have been ordered according to the descending average level of agreement where 1 = strongly disagree and 5 = strongly agree. Caution should be used in the interpretation

of these responses, as it is not clear whether the respondents living in the civilian community were all single and therefore candidates for SQs.

Based on the information in Table 34, private bathrooms ranked as the most attractive characteristic, followed by having a separate bedroom and living area. This reflects the results seen previously in which it was shown that privacy and comfort were of high importance and low satisfaction for service members living in SQs.

Table 34: Willingness to Consider Living on Base

	Agreement with Statements				
	Mean	Count	% Agree	% Disagree	% Neutral
I would consider residing in SQs....					
...if they provided private bathroom facilities.	3.26	1,097	49.1	28.4	22.4
...if they provided a separate bedroom and living area.	3.20	1,096	47.1	29.6	23.4
...if they were individually equipped with a kitchenette.	3.10	1,097	42.0	31.7	26.3
...if the dining facilities were open much later than existing hours of operation.	2.94	1,088	32.4	34.5	33.1
...if they mirrored the standard and quality of the accommodations I am accustomed to in the civilian community.	3.08	1,089	44.5	36.6	18.9
...if the mess was open more often than the present existing hours of operation	2.80	1,092	23.4	36.4	40.3
...if the recreational facilities were open much later than existing hours of operation.	2.77	1,088	20.1	36.8	43.1
I would consider residing in MQs if they were made available to single personnel, but only at a reduced rate compared to the cost that families are presently paying.	3.15	1,075	40.1	29.1	30.8
I would consider residing in MQs and pay market rent if they were made available to single personnel	2.90	1,080	33.0	37.2	29.8
If the standard of the SQ was comparable to a room/apartment in the civilian community, I would not object to paying the same market rate.	2.71	1,100	28.9	47.2	23.9

4.5 Future Directions

The final section of the survey consisted of a variety of questions eliciting opinions about possible future housing strategies for the CF. All survey respondents were asked these questions. However, not all questions were suitable for every respondent to answer (e.g., there were questions specific to one type of accommodation). Every attempt has been made to represent the responses on future directions from appropriate groups of respondents.

4.5.1 Support for Building CF SQs in the Civilian Community

The respondents were asked the following question: “Instead of renovating or constructing new SQs at your base/wing/support unit, would you be supportive of the CF renting/purchasing an accommodation complex within the civilian community to meet the needs of the residential single members?” The responses to this question for all survey respondents are presented in Figure 2.

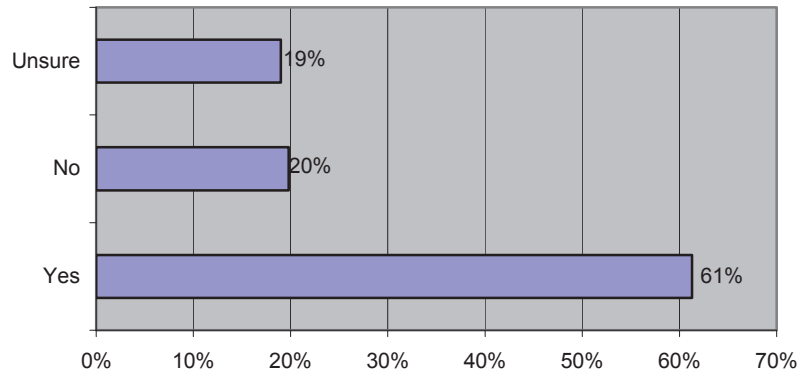


Figure 2: All Respondents – Support for CF SQs in the Civilian Community

As shown in the above figure, 61% of the survey respondents indicated that they would be supportive of this type of strategy, 20% indicated that they would not be supportive and 19% of respondents were unsure.

4.5.2 Location Preference for Construction of New Residential SQs

This question asked survey respondents to choose a preferred location, in terms of base or civilian community, for possible future SQ residential construction. The results are illustrated in Figure 3.

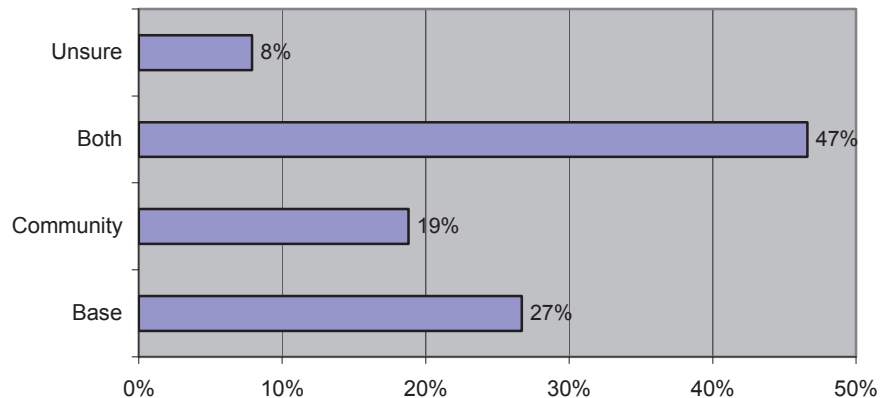


Figure 3: All Respondents – Location Preference for Construction of New Residential SQs

Of the 5,054 respondents who answered this question, 27% preferred new construction to be on the base, 19% preferred it to be in the civilian community, 47% of the respondents preferred that new construction be placed in both base and community, and 8% of respondents were unsure about their preferences when answering this question.

4.5.3 The Impact of a Loss of SQs on Base

It is likely that changes in CF policy to eliminate the provision of on-base single residential accommodation would affect the base personnel in a variety of ways. In this regard, a question was asked in the survey that explored the respondents' opinions regarding the effect that such a move might have on unit cohesion, operational effectiveness and morale.

The responses concerning the impact of the loss of on-base SQs on unit cohesion are illustrated in Figure 4 below. Of the 4,651 service members who answered this question, 8% thought that the loss of on-base SQs would have a positive impact on unit cohesion, 58% of the respondents thought that there would be a negative impact, and 35% of the respondents were unsure of the impact that the loss of on-base SQs would have on unit cohesion.

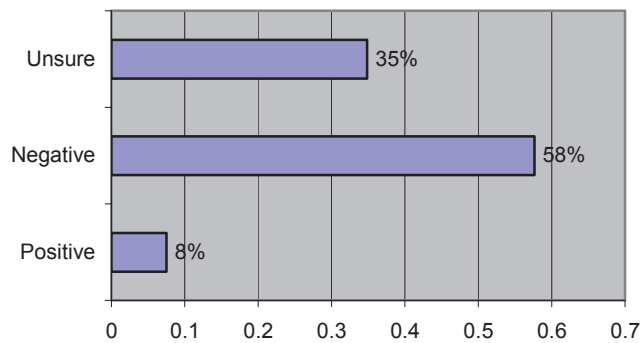


Figure 4: All Respondents – Effects of Loss of On-Base SQs on Unit Cohesion

The second part of this question asked about the impact of losing on-base SQs on operational effectiveness. As shown in Figure 5 below, of the 4,653 service members answering this question, 9% thought that there would be a positive impact on operational effectiveness, 56% of respondents believed that there would be a negative effect, and a further 35% were unsure.

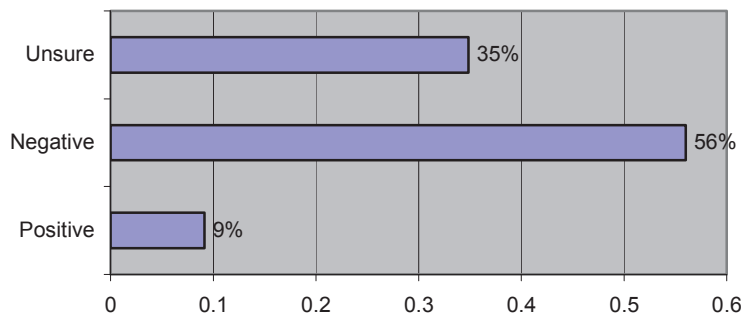


Figure 5: All Respondents – Effects of Loss of On-Base SQs on Operational Effectiveness

The third part of this question addressed the impact that a loss of on-base SQs would have on morale. Of the 4,740 people who gave valid answers to this question, 16% thought that there would be a positive effect on morale, 51% believed that there would be a negative impact on morale, and 33% were unsure of what the impact on morale would be (see Figure 6).

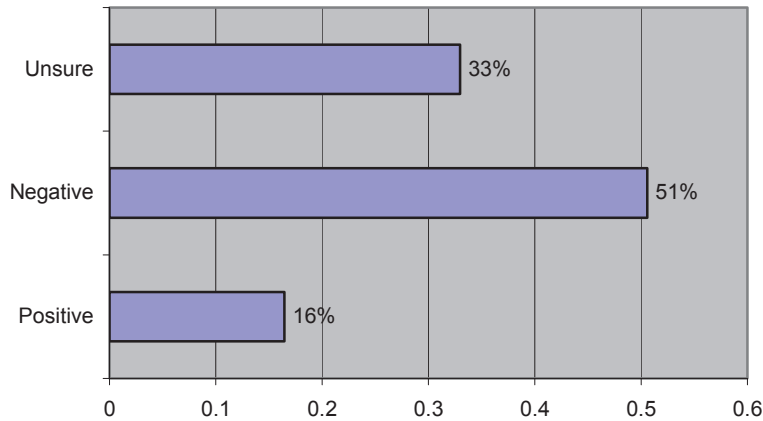


Figure 6: All Respondents – Effects of Loss of On-Base SQs on Morale

The responses to the above three questions indicate that the majority of respondents anticipate an overall negative impact on unit cohesion, operational effectiveness and morale, if the CF decided to stop providing on-base residential accommodation as single quarters.

4.5.3.1 Impact of SQ Loss by Accommodation Location

It might be expected that losing on-base SQs would be more important for those members who were living on-base at the time of the survey due to their heightened appreciation of this accommodation option. Respondents’ opinions concerning the impact of such a policy change might then be expected to differ between respondents living on-base and those living off-base. The effect of the loss of on-base SQs on unit cohesion, operational effectiveness and morale was further analyzed by the accommodation location of the survey respondents. Table 35 presents the results of this analysis.

Using Chi Square analysis⁵ for nominal groups to compare survey responses to this question by accommodation location, it was found that respondents living on-base at the time of the survey were significantly more likely than those living off-base to expect a negative effect on unit cohesion [$\chi^2(2, N = 4,566) = 49.28, p < .001$], operational effectiveness [$\chi^2(2, N = 4,570) = 24.07, p < .001$], and morale [$\chi^2(2, N = 4,652) = 8.66, p < .05$] if the CF no longer provided on-base SQs for its members.

⁵ Chi Square analysis was chosen as being the most suitable to compare nominal groups’ discrete responses to these questions (positive/negative/unsure). Chi-Squared test is used to determine if there is a statistically significant difference in the proportions for different groups. Chi-squared test for nominal (categorical) data is used to determine whether an association (or relationship) between categorical variables in a sample is likely to reflect a real association between these variables in the population.

Table 35: Anticipated Impact of Loss of SQs On-Base – by Accommodation Location

	Respondents' Acc. Location	Count	Expected Impact		
			Percent Positive	Percent Negative	Percent Unsure
Unit Cohesion	On-Base	3,474	7.1	60.5	32.4
	Off-Base	1,092	8.6	48.5	42.9
	Total	4,566	7.5	57.6	34.9
Operational Effectiveness	On-Base	3,485	8.7	58.1	33.3
	Off-Base	1,085	10.5	49.6	39.9
	Total	4,570	9.1	56.0	34.9
Morale	On-Base	3,537	16.5	51.7	31.8
	Off-Base	1,115	16.5	47.2	36.3
	Total	4,652	16.5	50.6	32.9

4.5.3.2 Impact of SQ Loss by Element and Rank

While there was apparently a significant amount of agreement in the responses to these questions on the loss of on-base SQs, there may still be important differences in attitudes to these potential changes across elements or ranks. Tables 36-38 show the breakdown of responses across rank groups within elements.

Overall, the same pattern of responses to all three questions can be observed across elements and ranks. Although the majority of respondents in all elements anticipated a negative impact on morale, unit cohesion and operational effectiveness, respondents from the air element were the most likely to expect a negative effect, and those from the maritime element were the least likely to expect a negative effect on unit cohesion, operational effectiveness, and morale.

4.5.3.3 Unit Cohesion

Table 36 summarizes the responses for the question “In your opinion, if the CF no longer provided on-base/wing/support unit single residential accommodations, would it have a positive or negative impact on Unit Cohesion?” Using chi square analysis⁶ for nominal groups to compare responses, significant effects were found for rank within the maritime element, [$\chi^2(6, N = 731) = 18.47, p < .01$], and the land element [$\chi^2(6, N = 2486) = 33.32, p < .01$]. Within the maritime element, junior officers were most likely to expect a negative impact on unit cohesion, and senior NCMs were least likely to expect a negative effect. Within the land element, senior officers were most likely to expect a negative effect on unit cohesion and junior NCMs were least likely to expect this outcome.

⁶ Chi Square analysis was chosen as the most suitable analysis to compare nominal groups’ discrete responses to these questions (positive/negative/unsure).

Comparison between the 3 elements revealed significant differences between the elements on this question [$\chi^2(4, N = 4562) = 24.33, p < .01$]. Respondents from the air element were the most likely to expect a negative effect on unit cohesion if SQs were no longer available on base.

Table 36: All Respondents – Impact of a Loss of On-Base SQs by Element and Rank: on Unit Cohesion

Element	Rank Group	Count	Effects		
			Percent Positive	Percent Negative	Percent Unsure
Maritime	Junior NCM	504	6.7	48.4	44.8
	Senior NCM	62	4.8	41.9	53.2
	Junior Officer	158	3.2	65.2	31.6
	Senior Officer	7	14.3	42.9	42.9
	Maritime Total	731	5.9	51.4	42.7
Land	Junior NCM	1,888	9.1	56.3	34.6
	Senior NCM	182	5.5	68.7	25.8
	Junior Officer	388	3.1	65.2	31.7
	Senior Officer	28	7.1	78.6	14.3
	Land Total	2,486	7.9	58.8	33.3
Air	Junior NCM	970	8.1	59.4	32.5
	Senior NCM	98	6.1	62.2	31.6
	Junior Officer	247	5.7	57.9	36.4
	Senior Officer	22	0.0	54.5	45.5
	Air Total	1,397	7.4	59.2	33.4

4.5.3.4 Operational Effectiveness

Table 37 summarizes the responses for the question “In your opinion, if the CF no longer provided on-base/wing/support unit single residential accommodations, would it have a positive or negative impact on Operational Effectiveness?” Significant differences were found between ranks within the land group [$\chi^2(6, N = 2,486) = 29.70, p < .01$], where senior officers were the most likely to expect a negative impact on operational effectiveness while junior NCMs were the least likely to expect this outcome.

Significant differences were also found between the elements [$\chi^2(4, N = 4,563) = 22.59, p < .01$]. Respondents from the air element were most likely, and those from the maritime element were least likely, to expect negative consequences of losing on-base SQs on operational effectiveness.

Table 37: All Respondents – Impact of a Loss of On-Base SQs
by Element and Rank: on Operational Effectiveness

			Effects		
Element	Rank Group	Count	Percent Positive	Percent Negative	Percent Unsure
Maritime	Junior NCM	494	8.9	46.8	44.3
	Senior NCM	61	6.6	54.1	39.3
	Junior Officer	157	4.5	57.3	38.2
	Senior Officer	6	0.0	83.3	16.7
	Maritime Total	718	7.7	50.0	42.3
Land	Junior NCM	1,880	11.1	55.2	33.7
	Senior NCM	188	4.8	67.0	28.2
	Junior Officer	390	4.9	56.2	39.0
	Senior Officer	28	7.1	71.4	21.4
	Land Total	2,486	9.6	56.4	34.0
Air	Junior NCM	978	10.2	57.6	32.2
	Senior NCM	102	5.9	67.7	26.5
	Junior Officer	248	6.1	58.1	35.9
	Senior Officer	22	4.6	63.6	31.8
	Air Total	1,350	9.0	58.5	32.4

4.5.3.5 Morale

Unit cohesiveness is an important predictor of operational effectiveness and this relationship is mediated by morale (Yagil, 1995). The responses to the question regarding the impact of a loss of on-base SQs on morale are summarized in Table 38. Comparing the responses of rank groups within each element shows that there are significant differences between ranks within the 3 elements: maritime [$\chi^2(6, N = 739) = 15.80, p < .05$]; land [$\chi^2(6, N = 2525) = 28.76, p < .01$]; and air [$\chi^2(6, N = 1377) = 24.76, p < .01$]. In the maritime element, senior officers were the most likely to anticipate negative effects on morale, while junior NCMs were the least likely to anticipate this outcome. In the land element, senior officers were again the most likely to expect negative effects while junior NCMs and junior officers were the least likely to expect such effects on morale. Within the air element, senior NCMs were the most likely to expect a negative effect on morale and junior officers were the least likely to expect such an outcome.

Significant differences also emerged among the elements [$\chi^2(4, N = 4648) = 9.71, p < .05$], with the air element the most likely to expect negative effects on morale if SQs were no longer available on-base and the maritime element the least likely to expect such an outcome.

Table 38: All Respondents – Impact of a Loss of On-Base SQs by Element and Rank: on Morale

Element	Rank Group	Count	Effect		
			Percent Positive	Percent Negative	Percent Unsure
Maritime	Junior NCM	509	19.7	42.8	37.5
	Senior NCM	65	10.8	49.2	40.0
	Junior Officer	158	11.4	55.1	33.5
	Senior Officer	7	0.0	85.7	14.3
	Maritime Total	739	16.9	46.4	36.7
Land	Junior NCM	1,900	17.2	48.9	34.0
	Senior NCM	196	10.2	65.3	24.5
	Junior Officer	401	17.2	48.9	33.9
	Senior Officer	28	7.1	78.6	14.3
	Land Total	2,525	16.5	50.5	33.0
Air	Junior NCM	994	16.8	52.0	31.2
	Senior NCM	105	10.5	74.3	15.2
	Junior Officer	255	16.9	48.2	34.9
	Senior Officer	23	4.4	60.9	34.8
	Air Total	1,377	16.1	53.2	30.7

4.5.4 SQ Rent “Value for Dollar”

The analyses presented in this section are based on the responses of service members who live in SQs. Respondents were asked about the “value for dollar” of the rent they pay for the SQs on base. Response options were provided on a 5–point scale ranging from ‘poor’ (1) to ‘excellent’ (5), with the middle value designated as ‘neutral’ (3). Figure 7 illustrates respondents’ perceived “value for dollar” of their SQ rent on their base.

As can be seen in the figure below, 45% of the respondents rated the value of their rent as ‘excellent’ or ‘good’, 13% indicated that their comparative “value for dollar” was poor, 14% rated the value of their rent as fair and 28% of the responses were neutral.

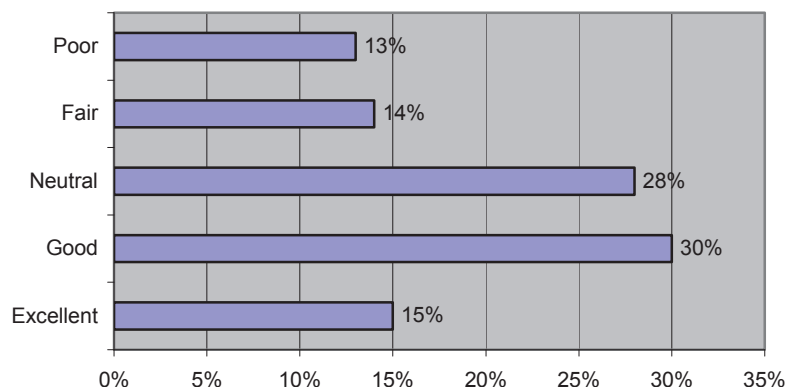


Figure 7: Rating SQ Rent “Value for Dollar”

4.5.4.1 Rent Value for Dollar across Community Sizes

It might be expected that the rating of comparative value for dollar could be affected by the alternatives against which the respondent is comparing their rental rate. Some assumptions can be made about community size and the cost of rental accommodation. That is, the large cities would tend to have higher rental rates due to the overall cost of real estate, demand, etc. Non-metro sites may also have more inflated prices due to a lack of rental units. Whatever the differences in actual rental costs, it is the respondents' perception of value that is being explored in this question. The results are represented in Table 39. Analysis of the differences between community sizes on perceived rent value-for-dollar revealed no statistical difference between the three categories of community size. For a more detailed look at responses to this question by base and region please see Annex A.

Table 39: SQs only – Rating of Rent Value across Community Sizes

			Rating of Rent "Value for Dollar" of SQs (%)				
Community Size	Mean	Count	Percent Excellent	Percent Good	Percent Neutral	Percent Fair	Percent Poor
Metro	3.18	754	13.0	31.6	29.4	12.9	13.1
Sm/Med. Metro	3.25	1,406	16.2	30.2	27.7	13.7	12.2
Non-Metro	3.14	1,500	15.5	27.8	26.6	15.7	14.4
Total	3.19	3,660	15.2	29.5	27.6	14.3	13.3

4.5.5 Converting Vacant MQs to SQs

Several questions in this section explored the transformation of empty married quarters (MQs) to supplement the availability of SQs on base. First, respondents were asked whether they had been offered MQs and whether or not they had ever lived in one as a single service member. Then respondents were asked to indicate their support for the conversion of MQs to several one bedroom units for use by single members.

Of the 3,538 members who responded, 21.3% indicated that they had been offered the opportunity, as a single member, to live in an MQ while 23.1% of respondents indicated that they had lived in an MQ at their base/wing/support unit. Though this seems like an anomaly, it is possible that the indicated residence was a temporary (unofficial) arrangement.

4.5.5.1 Support for Converting Vacant MQs to SQs

Respondents were asked whether or not they would support the conversion of vacant MQ housing units to multiple 1-bedroom apartments (SQs). Of the 3,562 respondents, 60% said that they would support such conversion, 18% of the respondents indicated that they would not support this idea, and 22% were unsure of their position on this question. Responses are illustrated in Figure 8.

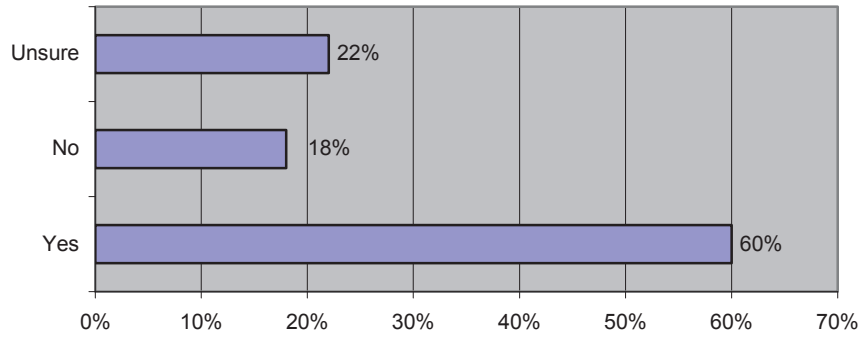


Figure 8: SQ Residents – Conversion of MQs to SQs

The next question followed from the previous question and was worded as follows: “If yes, would you consider residing in an MQ at a fair rental market value, which is set yearly by Canadian Housing and Mortgage Corporation?” Of the 2,988 respondents who said that they would support such conversions, 50% said that they would consider residing in them, 22% said that they would not, and 27% were unsure of their answer to this question. The responses are illustrated in Figure 9.

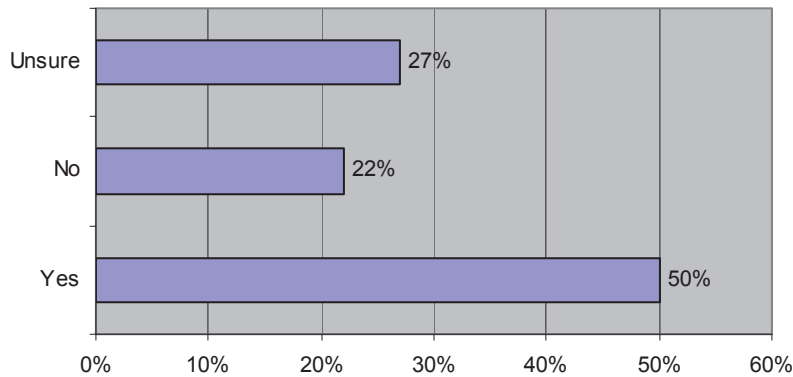


Figure 9: SQs Residents – Respondents who would Consider Living in Converted MQs

4.6 The Influence of Living Conditions on Release Decisions

In addition to gathering information about the current satisfaction with SQ housing on CF bases and establishing baselines for comparative purposes, it is also useful to get some estimate of the impact that the quality of living conditions may have on CF members’ behaviours. To some extent, this has been explored in this study by exploring the reasons that service members choose to live in the community and changes that might bring them back to living on-base in Crown-controlled quarters.

One of the most important decisions for both the CF and the individual service members is the decision on whether or not to release from the forces. Therefore, the final two questions in this survey asked the respondents about the extent to which their current living conditions are likely to influence their decision to release. The two questions were quite similar but with one potentially important difference. One question asked the respondent to consider their “overall quality of life” (“Considering your overall quality of life in the CF, to what extent would the quality of your current living conditions/SQ influence your decision to stay or leave?”) while the other was directed at those currently considering releasing from the CF (“If you are considering releasing from the CF, to what extent would the quality of your current living conditions/SQ influence your decision?”). Responses were given on a 5-point scale ranging from not at all (1) to very great extent (5).

4.6.1 Who is Influenced? Comparison across Accommodation Locations

Analysis was conducted to explore the responses to the above two questions by accommodation location (i.e., service members living in the civilian community and those living in SQs). Table 40 summarizes the responses by the two categories of accommodation, on-base and off-base, to the question “If you are considering releasing from the CF, to what extent would the quality of your current living conditions/SQ influence your decision?”.

Statistically significant differences between the two groups emerged in this analysis, $F(1, 3628) = 80.27, p < .01$). That is, service members living on-base were more likely to be influenced in their decision to release from the CF by the quality of their living conditions than members living in the civilian community. It is worth noting that 28.6% of the respondents living on-base in SQs would be greatly, or very greatly, influenced by their living conditions when making such a decision.

Table 40: “If you are considering releasing from the CF, to what extent would the quality of your current living conditions/SQ influence your decision?”

Accommodation	Mean	Count	Extent of Influence				
			Percent None	Percent Slight	Percent Moderate	Percent Great	Percent Very Great
On-Base	2.64	2,816	30.1	15.4	25.9	18.0	10.6
Off-Base	2.16	814	47.8	13.4	19.5	13.9	5.4
All	2.53	3,630	34.0	15.0	24.5	17.1	9.4

Table 41 presents the summarized responses to the question “Considering your overall quality of life in the CF, to what extent would the quality of your current living conditions/SQ influence your decision to stay or leave?” by accommodation locations (on-base and off-base)

Again, significant between-group differences emerged, $F(1, 4,275) = 45.38, p < .01$). More specifically, respondents living on-base indicated a higher level of influence of their current living conditions on their decision to stay or leave the military. Responding to this question,

30.6% of members living in SQ reported that they would be greatly or very greatly influenced by their current living conditions when making a decision to leave the CF or to stay.

Table 41: “Considering your overall quality of life in the CF, to what extent would the quality of your current living conditions/SQ influence your decision to stay or leave?”

			Extent of Influence				
Accommodation	Mean	Count	Percent None	Percent Slight	Percent Moderate	Percent Great	Percent Very Great
On-Base	2.77	3,350	24.4	15.9	29.2	19.6	11.0
Off-Base	2.44	927	38.7	14.7	20.1	16.1	9.8
All	2.69	4,277	27.5	15.6	27.3	18.8	10.7

These results indicate that living conditions were more likely to influence a stay/release decision for members living on-base than for those living off-base.

4.6.2 Who is Influenced? Comparisons across Ranks

Rank is an important marker variable in the CF for income, organisational influence, and (to a lesser extent) time served. Therefore, it is useful to explore whether rank is associated with the responses to the questions concerning members’ living conditions and their release/stay decisions. It has already been shown that owning a home in the civilian community is more common in senior ranks and that members living in the civilian community report a reduced importance of their living conditions in making a stay/leave decision. Table 42 summarizes the responses of members who are considering release from the CF across the rank groups. Only members living in SQs were included in this analysis. Results are listed in descending order of the average values.

Analysis of variance with Bonferroni post-hoc comparisons revealed significant differences among the rank categories. More specifically, junior NCMs reported higher influence of their living conditions on their release decision than did junior officers, $F(3, 2808) = 8.46, p < .01$. Approximately 30% of junior NCMs, 22.5% of junior officers, 26.6% of senior NCMs and 8.3% of senior officers indicated that living conditions would have a great or very great influence on their release decisions. Among the rank groups, senior officers reported the lowest influence of their living conditions on their release decision. However, the findings for the senior officers group should be interpreted with caution, due to the small number of responses in this category.

Table 42: SQ Residents – “If you are considering releasing from the CF, to what extent would the quality of your current living conditions/SQ influence your decision?”

Rank Groups	Mean	Count	Extent of Influence				
			Percent None	Percent Slight	Percent Moderate	Percent Great	Percent Very Great
Junior NCM	2.71	2,071	28.8	14.0	26.8	18.5	12.0
Junior Officer	2.44	533	31.0	22.1	24.4	17.4	5.1
Senior NCM	2.44	184	40.2	13.6	19.6	15.2	11.4
Senior Officer	2.12	24	45.8	12.5	33.3	0.0	8.3
All Ranks	2.68	2,812	30.1	15.5	25.9	18.0	10.6

Responses to the less-specific question (considering overall quality of life) showed a similar pattern with the exception that senior NCMs reported the lowest level of influence of their living conditions on their release decision. Table 43 contains the summarized results for this question across ranks.

Junior NCMs reported a greater influence of their living conditions on their release decision than did junior officers, $F(3, 3,340) = 4.31, p < .01$. Senior NCMs indicated the lowest level of influence of their living conditions on their decision to release. A closer look at the proportionate distribution of responses for this question revealed that 32.2% of junior NCMs, 26.1% of junior officers, 25.9% of senior officers and 25.7% of senior NCMs expect that their living conditions will influence their future release decisions to a great or very great extent.

Table 43: “Considering your overall quality of life in the CF, to what extent would the quality of your current living conditions/SQ influence your decision to stay or leave?”

Rank Groups	Mean	Count	Extent of Influence				
			Percent None	Percent Slight	Percent Moderate	Percent Great	Percent Very Great
Junior NCM	2.81	2,447	24.3	14.5	29.1	19.9	12.3
Junior Officer	2.67	662	21.9	22.1	29.9	19.6	6.5
Senior Officer	2.63	27	33.3	7.4	33.3	14.8	11.1
Senior NCM	2.55	210	32.9	14.3	27.1	16.2	9.5
All Ranks	2.77	3,346	24.4	15.9	29.2	19.6	10.9

Of the other grouping variables tested (element, marital status, military status, and purpose of stay), no significant differences were found in terms of influence expected from living conditions on members’ decision to release from the CF or to stay.

4.6.3 Who is Influenced? Less Satisfaction = More Influence

In the above analysis, it was found that living conditions had the most influence on release decisions among junior NCMs in comparison to the other rank groups and among those members who are living on-base. Overall, junior NCMs are more likely to be given dorm-type and shared rooms as well as shared or dorm-type bathrooms and respondents in these types of rooms have indicated lower levels of satisfaction.

Are those service members who are dissatisfied more or less likely to be influenced by living conditions when making their release decisions? In fact, there is a significant negative correlation between the overall satisfaction with accommodation and the amount of influence that living conditions would have on release decisions. That is, members who were less satisfied with their accommodation were more likely to be influenced by their living conditions when making release decisions. This relationship was stronger when the question was directed at those members who were considering releasing from the CF ($r^2 = -.17, p < .01$) when compared to all respondents ($r^2 = -.11, p < .01$). This finding suggests that efforts to improve living conditions in SQs could have a significant positive impact on retention in the CF.

5 Discussion

The variety of questions and themes in the “Service Members Questionnaire” provided ample opportunities to assess the status of DND single quarters from the perspective of their occupants. The findings from this study could contribute to a more in-depth understanding of accommodation and its role in serving members’ quality of life as the organization moves forward in the process of making Accommodations Visions 2020 a reality.

Among the characteristics of SQ accommodation that are considered important by members living in SQ, the issues of privacy topped the list. Current CF members are living in a time and culture where the average family size is smaller than in the past, and members may increasingly expect to have individual personal space dedicated to their own needs. As a result, there may be less tolerance for shared bathroom and sleeping space, and the perceived loss of dignity that may accompany shared personal living facilities. The gap analysis mapping satisfaction against importance ratings (see Figure 1) demonstrates the problem well as it shows room privacy and room comfort in the high importance/low satisfaction quadrant.

When considering the differences between ranks on this question, senior officers and senior NCMs consistently rated privacy at the highest level of importance and also valued room conditions and convenience more highly than did junior officers and junior NCMs. It is likely that higher-ranking members with more experience would have higher expectations for the quality of their accommodations, as rank has traditionally dictated allocation decisions for accommodations. Of the three elements, respondents from the maritime element gave the highest importance rating to privacy/security while those from the land element gave it the lowest importance. However, the majority of respondents overall considered this aspect of accommodation to be extremely important. Married members rated the importance of privacy/security more highly than did single service members. Further support for this high ranking of privacy comes later in the survey results. Almost half of respondents who are living in the civilian community (or are considering doing so) indicated that they would consider residing in SQs if they provided private bathroom facilities. This emphasis on privacy and dignity underscores the stated importance of privacy as an important functional accommodation standard (FAS) in Accommodations Visions 2020. Moreover, privacy was cited as the number one concern by Air Force respondents in the Accommodation Providers’ Report (Pépin & Dursun, in preparation).

Based on the proportionate levels of responding as well as the importance values, it can be seen that, as a group, CF members on Imposed Restriction place higher levels of importance across most accommodation issues, closely followed by those in the Resident/Living-In group, suggesting a proportionately greater impact of living conditions on their quality of life. These findings are not surprising since these two groups of service members have a much longer average length of stay in SQs than the other “purpose” groups in the study. It should be noted that, while service members in training make up the largest group staying in SQs, it is those who are living in SQs as residents and on IR that are likely to feel the greatest impact of SQ living conditions on their quality of life.

Satisfaction with accommodation was divided into six categories: Size, Parking, Location, Bathrooms, Internal Facilities, and Cleanliness. The responses reveal that, while the majority of residents in SQs indicated that they are neutral or satisfied with most aspects of their accommodation, there are significant areas of dissatisfaction that should be noted.

Location and proximity to base amenities enjoyed the highest level of satisfaction, followed by satisfaction with bathrooms and cleanliness, then room and storage size, then internal facilities, and finally, satisfaction with parking was at the lowest level. Dissatisfaction with parking (including availability and snow/ice removal) was a constant feature across many groups, locations, and categories. This finding is of particular interest because it was not dealt with specifically in the Accommodation Providers' Study and risks being overlooked as a significant feature of accommodation.

From these results, there is an apparent dichotomy within the four types of bases in terms of SQ accommodation satisfaction. Respondents on Air Force and Navy bases reported higher levels of satisfaction across all categories. Respondents on Army and Training bases consistently reported lower levels of satisfaction than the other two groups. There is some correspondence between the assessments given in the Accommodation Provider's Report (2008) and the results shown here. In the Provider's Report, a high proportion of Army and Training base rooms did not meet the FAS criterion (two thirds on Army bases and one fifth on Training bases). One tenth of all rooms on Air Force bases and one quarter of those on Navy bases fall below the FAS.

In the section of this report examining the reasons why a CF member might live in the civilian community, 'quality' issues ranked uppermost for most respondents (as opposed to freedom or more opportunities). The issue of financial investment is more important for senior officers and senior NCMs, when citing reasons why they would choose to live in the civilian community.

When asked about their level of support for various future SQ accommodation development strategies, the majority of respondents indicated that they would support DND renting or buying an accommodation complex within the civilian community and nearly half said that they preferred that new construction of SQs take place both on and off-base (as opposed to one or the other exclusively). The elimination of SQs on base as a possible strategy for the future proved to be unpopular for respondents in the present sample. The majority of respondents expected that there would be a negative effect on unit cohesion, operational effectiveness and morale if SQs were no longer provided on base. Further, these expectations were more prevalent in members living on base (vs those living off-base) at the time of the survey and in senior officers, who were the least likely to live in SQs. These findings echo the responses from accommodation providers (Pépin & Dursun, in preparation), the majority of whom indicated that they would anticipate a negative impact on unit cohesion, operational effectiveness, and morale if SQs were no longer available on base.

Issues related to community size were raised in the Accommodation Providers' Report (Pépin & Dursun, in preparation) and were examined in the present analysis as well. The Providers Report noted the impact that location would likely have on the necessity or success of different housing strategies (Pépin & Dursun, in preparation). In the present study, some similarity exists between bases in non-metro and small/medium metro communities as opposed to large metro communities. Specifically, respondents in large metro communities expressed a higher level of importance associated with all room characteristics and reported less satisfaction than the smaller sized communities with parking, and with the location of their accommodation in relation to work

and base amenities. On the other hand, respondents in non-metro (<50,000) and small/medium metro (50,000 to 999,999) communities did not differ statistically in their responses to any of these measures. This finding is somewhat surprising when compared to the discussion included in the Accommodation Providers' Report (Pépin & Dursun, in preparation) where Base Commanders expressed concern for housing conditions in more remote areas where off-base housing is not available or severely limited. The results seen here suggest that other aspects of community size may be affecting members through difficulties present in the larger cities.

It should also be noted that there is an uneven distribution of bases across community size, and particularly, across the various elements. There were no land or air bases in large metro communities (at the time of the survey) and land and maritime bases were concentrated predominantly in small to medium sized communities. This may have a confounding effect in the analyses comparing across Community Size.

The final issue covered in this report examines the possible influence that current living conditions may have on the decision to release or stay with the CF. Results show that close to three in every ten respondents living in SQs, who were considering releasing from the CF, reported that they would be 'greatly' or 'very greatly' influenced in their decision by their current living conditions. In addition, subsequent analysis showed that this influence was stronger among those who were less satisfied with their accommodation, were living on base, and among junior NCMs. These findings underscore the importance of maintaining and enhancing living conditions. Satisfaction with accommodation cannot be overlooked as an important factor in retaining CF members.

6 Conclusions

The strategic goals of Accommodation Vision 2020 encompass all areas of accommodation throughout the military community and present challenges to leadership, both present and future, to make these goals a reality. Efforts to modernize DND quarters must take into account the pressures of a shrinking labour market, increased demand, changing expectations, and the need to preserve important unique characteristics of the military community. Financial expediency, public and political will, and labour market reality must find common ground within a societal culture that focuses attention on the more compelling and sensational matters of National Defence and CF activities abroad. However, living conditions in the CF have been recognized as an important component of morale, readiness, effectiveness and commitment, especially for those CF members who are living in DND SQs and CF Housing. To that end, this report has presented the results of a survey of CF members with the intention of presenting their views and experiences of SQ accommodation as assessed by the survey questions.

Based on these findings, issues of privacy and dignity are foremost on the minds of many CF members living in SQs and of those living in the civilian community as well. Other factors, such as comfort and cost, are also important but do not reach the same level of pervasiveness. Accommodation Visions 2020 recognized the importance of privacy issues and has embodied accommodation characteristics that promote recognition of personal dignity in the FAS, currently used as a yardstick against which all CF accommodations will be measured. The information presented in the current report contributes to the body of knowledge needed to formulate accommodation strategy to accomplish Accommodation Vision 2020.

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Annex A Additional Tables not Included in the Discussion of Results

Table 44: All SQ Residents – Importance of Room Conditions by Rank Group and Element

Element	Rank Group	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Maritime	Senior Officer	5.00	2	0.0	100.0	0.0
	Senior NCM	4.33	26	0.0	100.0	0.0
	Junior NCM	4.22	300	0.7	87.7	11.7
	Junior Officer	4.20	129	0.8	93.8	5.4
	All Ranks	4.23	457	0.7	90.2	9.2
Land	Senior NCM	4.27	114	0.0	93.9	6.1
	Junior Officer	4.14	338	0.9	87.3	11.8
	Junior NCM	4.13	1,335	1.1	82.9	16.0
	Senior Officer	4.11	16	0.0	93.8	6.3
	All Ranks	4.14	1,803	1.0	84.5	14.5
Air	Senior NCM	4.39	58	1.7	93.1	5.2
	Junior NCM	4.28	788	0.9	91.5	7.6
	Junior Officer	4.17	238	0.8	90.3	8.8
	Senior Officer	4.04	10	0.0	100.0	0.0
	All Ranks	4.26	1,094	0.9	91.4	7.7

Table 45: All SQ Residents – Importance of Privacy/Security by Rank Group and Element

Element	Rank Group	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Maritime	Junior NCM	4.46	302	0.0	94.4	5.6
	Senior NCM	4.48	26	0.0	100.0	0.0
	Junior Officer	4.37	129	0.0	95.3	4.7
	Senior Officer	5.00	2	0.0	100.0	0.0
	All Ranks	4.44	459	0.0	95.0	5.0
Land	Junior NCM	4.27	1,411	1.1	88.7	10.3
	Senior NCM	4.40	118	0.8	96.6	2.5
	Junior Officer	4.15	342	1.8	86.8	11.4
	Senior Officer	4.30	17	0.0	100.0	0.0
	All Ranks	4.26	1,888	1.2	88.9	9.9
Air	Junior NCM	4.40	815	0.4	92.0	7.6
	Senior NCM	4.61	60	0.0	100.0	0.0
	Junior Officer	4.24	240	0.8	90.0	9.2
	Senior Officer	4.28	10	0.0	90.0	10.0
	All Ranks	4.38	1,125	0.4	92.0	7.6

Table 46: All SQ Residents – Importance of Convenience by Rank Group and Element

Element	Rank Group	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Maritime	Senior Officer	5.00	2	0.0	100.0	0.0
	Senior NCM	4.40	26	0.0	92.3	7.7
	Junior NCM	4.30	300	0.7	89.3	10.0
	Junior Officer	4.29	129	0.0	93.8	6.2
	All Ranks	4.30	457	0.4	90.8	8.8
Land	Senior Officer	4.48	16	0.0	100.0	0.0
	Senior NCM	4.29	114	0.0	88.6	11.4
	Junior NCM	4.15	1327	1.8	80.0	18.2
	Junior Officer	4.10	336	0.3	82.7	17.0
	All Ranks	4.15	1,793	1.4	81.3	17.4
Air	Senior Officer	4.38	10	0.0	100.0	0.0
	Senior NCM	4.37	58	0.0	91.4	8.6
	Junior NCM	4.28	788	1.5	85.7	12.8
	Junior Officer	4.08	238	0.8	81.9	17.2
	All Ranks	4.24	1,094	1.3	85.3	13.4

Table 47: All SQ Residents – Importance of Condition by Region and Base

Region	Base	Count	Importance Rating		
			Percent Low	Percent High	Percent Neutral
Atlantic	GAGETOWN	332	1.2	81.9	16.9
	GANDER	14	0.0	92.9	7.1
	GREENWOOD	38	0.0	97.4	2.6
	HALIFAX	159	0.6	91.2	8.2
	SHEARWATER	20	0.0	95.0	5.0
	SYDNEY	3	0.0	66.7	33.3
	Atlantic Total	566	0.9	86.2	12.9
Quebec	BAGOTVILLE	32	3.1	96.9	0.0
	MONTREAL	32	0.0	93.8	6.3
	QUEBEC CITY	30	0.0	93.3	6.7
	ST-JEAN	219	3.2	72.6	24.2
	VALCARTIER	82	0.0	92.7	7.3
	Quebec Total	395	2.0	82.0	16.0
Ontario	BORDEN	788	0.5	90.6	8.9
	HAMILTON	1	0.0	100.0	0.0
	KINGSTON	587	0.9	90.6	8.5
	LONDON	2	0.0	100.0	0.0
	MEAFORD	228	0.4	71.5	28.1
	NORTH BAY	25	0.0	96.0	4.0
	OTTAWA	6	16.7	83.3	0.0
	PETAWAWA	281	0.4	90.4	9.3
	TORONTO	3	0.0	100.0	0.0
	TRENTON	54	0.0	92.6	7.4
	Ont. Total	1,975	0.6	88.5	10.9
Prairies	COLDLAKE	31	0.0	100.0	0.0
	EDMONTON	90	1.1	93.3	5.6
	MOOSE JAW	36	0.0	80.6	19.4
	SHILO	68	1.5	92.7	5.9
	SUFFIELD	9	0.0	100.0	0.0
	WAINWRIGHT	99	3.0	81.8	15.2
	WINNIPEG	14	0.0	85.7	14.3
	Prairies Total	347	1.4	89.1	9.5
BC	COMOX	21	0.0	100.0	0.0
	ESQUIMALT	162	1.2	84.0	14.8
	VANCOUVER	10	0.0	90.0	10.0
	YELLOWKNIFE	3	0.0	100.0	0.0
	BC Total	196	1.0	86.2	12.8

Table 48: All SQ Residents – Importance of Privacy/Security by Region and Base

Region	Base	Count	Importance Rating		
			Percent Low	Percent High	Percent Neutral
Atlantic	GAGETOWN	328	1.8	84.5	13.7
	GANDER	14	0.0	100.0	0.0
	GREENWOOD	37	0.0	97.3	2.7
	HALIFAX	158	0.6	94.9	4.4
	SHEARWATER	20	0.0	95.0	5.0
	SYDNEY	3	0.0	100.0	0.0
	Atlantic Total	560	1.3	89.1	9.6
Quebec	BAGOTVILLE	32	0.0	100.0	0.0
	MONTREAL	32	0.0	100.0	0.0
	QUEBEC CITY	30	0.0	100.0	0.0
	ST-JEAN	218	0.9	86.7	12.4
	VALCARTIER	82	0.0	95.1	4.9
	Quebec Total	394	0.5	91.6	7.9
Ontario	BORDEN	786	0.3	91.7	8.0
	HAMILTON	1	0.0	100.0	0.0
	KINGSTON	587	1.2	89.1	9.7
	LONDON	2	0.0	100.0	0.0
	MEAFORD	227	1.3	85.9	12.8
	NORTH BAY	25	0.0	92.0	8.0
	OTTAWA	6	0.0	83.3	16.7
	PETAWAWA	280	0.7	91.4	7.9
	TORONTO	3	0.0	100.0	0.0
	TRENTON	54	0.0	98.2	1.9
	Ont. Total	1,971	0.7	90.4	8.9
Prairies	COLDLAKE	31	0.0	100.0	0.0
	EDMONTON	91	0.0	94.5	5.5
	MOOSE JAW	36	0.0	91.7	8.3
	SHILO	68	2.9	92.6	4.4
	SUFFIELD	9	11.1	88.9	0.0
	WAINWRIGHT	95	3.2	86.3	10.5
	WINNIPEG	14	0.0	78.6	21.4
	Prairies Total	344	1.5	91.3	7.3
BC	COMOX	21	4.8	95.2	0.0
	ESQUIMALT	162	0.0	93.8	6.2
	VANCOUVER	10	0.0	100.0	0.0
	YELLOWKNIFE	3	0.0	100.0	0.0
	BC Total	196	.5	94.4	5.1

Table 49: All SQ Residents – Importance of Convenience by Region and Base

Region	Base	Count	Importance Rating		
			Percent Low	Percent High	Percent Neutral
Atlantic	GAGETOWN	331	1.5	80.4	18.1
	GANDER	14	0.0	100.0	0.0
	GREENWOOD	38	0.0	86.8	13.2
	HALIFAX	159	1.3	86.2	12.6
	SHEARWATER	20	0.0	90.0	10.0
	SYDNEY	3	0.0	66.7	33.3
	Atlantic Total	565	1.2	83.2	15.6
Quebec	BAGOTVILLE	32	0.0	96.9	3.1
	MONTREAL	32	0.0	93.8	6.3
	QUEBEC CITY	30	3.3	93.3	3.3
	ST-JEAN	218	1.4	76.6	22.0
	VALCARTIER	82	0.0	92.7	7.3
	Quebec Total	394	1.0	84.3	14.7
Ontario	BORDEN	788	1.1	84.9	14.0
	HAMILTON	1	0.0	100.0	0.0
	KINGSTON	585	0.5	84.6	14.9
	LONDON	2	0.0	100.0	0.0
	MEAFORD	228	1.8	74.1	24.1
	NORTH BAY	25	4.0	84.0	12.0
	OTTAWA	6	16.7	66.7	16.7
	PETAWAWA	282	1.4	84.8	13.8
	TORONTO	3	0.0	100.0	0.0
	TRENTON	54	0.0	87.0	13.0
	Ontario Total	1,974	1.1	83.6	15.3
Prairies	COLDLAKE	31	0.0	83.9	16.1
	EDMONTON	90	1.1	88.9	10.0
	MOOSE JAW	36	0.0	83.3	16.7
	SHILO	67	3.0	86.6	10.5
	SUFFIELD	9	0.0	77.8	22.2
	WAINWRIGHT	99	6.1	77.8	16.2
	WINNIPEG	14	7.1	92.9	0.0
	Prairies Total	346	2.9	84.1	13.0
BC	COMOX	21	0.0	85.7	14.3
	ESQUIMALT	162	0.6	90.1	9.3
	VANCOUVER	10	0.0	90.0	10.0
	YELLOWKNIFE	3	0.0	100.0	0.0
	BC Total	196	0.5	89.8	9.7

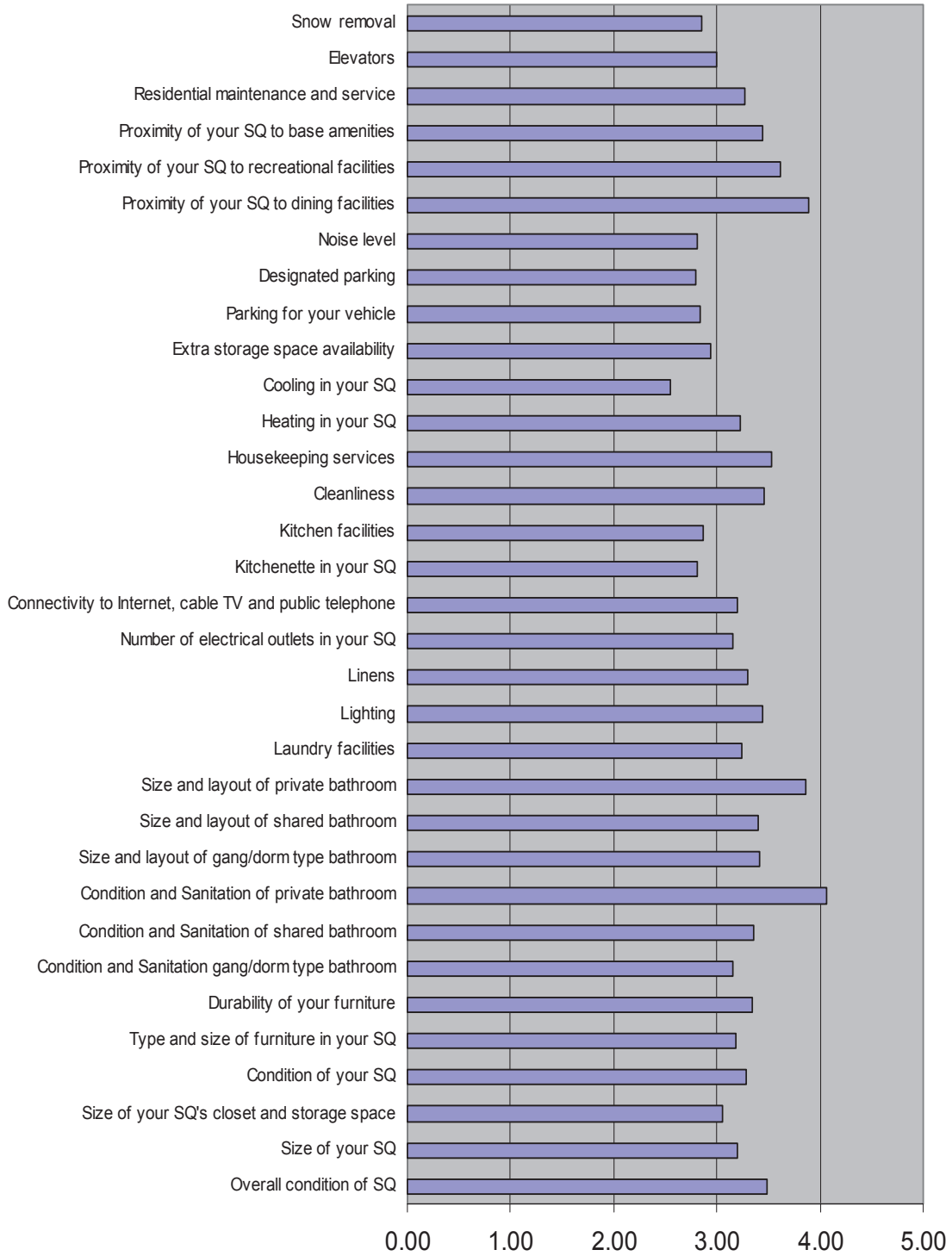


Figure 10: All SQ Residents – Results of Individual SQ Satisfaction Items

Table 50: All SQ Residents – Satisfaction with Bathrooms by Base and Region

Region	Base*	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Atlantic	GAGETOWN	3.26	540	25.6	7.8	66.7
	GANDER	4.03	14	85.7	7.1	7.1
	GREENWOOD	3.57	70	35.7	5.7	58.6
	HALIFAX	3.24	178	41.6	14.6	43.8
	MONCTON	3.25	3	0.0	0.0	100.0
	SHEARWATER	3.63	21	61.9	19.1	19.1
	SYDNEY	3.29	4	50.0	0.0	50.0
	Atlantic Total	3.47	830	31.8	9.3	58.9
Quebec	BAGOTVILLE	3.57	44	36.4	11.4	52.3
	MONTREAL	3.76	32	65.6	6.3	28.1
	QUEBEC CITY	3.34	34	50.0	5.9	44.1
	ST-JEAN	3.51	241	52.7	5.8	41.5
	VALCARTIER	3.63	86	66.3	5.8	27.9
	Quebec Total	3.55	437	54.5	6.4	39.1
Ontario	BORDEN	3.38	856	49.1	9.7	41.2
	HAMILTON	4.00	1	100.0	0.0	0.0
	KINGSTON	3.32	598	52.7	16.4	30.9
	LONDON	3.75	2	50.0	0.0	50.0
	MEAFORD	3.66	240	61.7	3.3	35.0
	NORTH BAY	3.41	36	38.9	11.1	50.0
	OTTAWA	4.18	13	38.5	0.0	61.5
	PETAWAWA	3.16	426	28.6	9.2	62.2
	TORONTO	4.50	11	27.3	0.0	72.7
	TRENTON	3.16	57	47.4	17.5	35.1
	Ontario Total	3.37	2,240	47.1	10.8	42.1
Prairies	COLDLAKE	3.63	50	40.0	6.0	54.0
	EDMONTON	3.14	99	34.3	13.1	52.5
	MOOSE JAW	4.32	44	72.7	4.6	22.7
	SHILO	3.14	91	34.1	14.3	51.7
	SUFFIELD	3.45	14	50.0	7.1	42.9
	WAINWRIGHT	3.23	111	40.5	10.8	48.7
	WINNIPEG	3.53	25	36.0	4.0	60.0
	Prairies Total	3.35	434	41.0	10.4	48.6
BC	COMOX	3.90	32	50.0	0.0	50.0
	ESQUIMALT	3.41	168	56.0	9.5	34.5
	VANCOUVER	3.63	15	40.0	6.7	53.3
	YELLOWKNIFE	4.50	3	100.0	0.0	0.0
	BC Total	3.49	218	54.6	7.8	37.6

* Base may not be location at time of responding.

Table 51: All SQ Residents – Satisfaction with Internal Facilities by Home Base and Region

Region	Base*	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Atlantic	GAGETOWN	3.00	540	14.8	12.2	73.0
	GANDER	3.33	14	35.7	0.0	64.3
	GREENWOOD	3.13	70	14.3	10.0	75.7
	HALIFAX	3.12	178	23.0	19.7	57.3
	MONCTON	3.15	3	0.0	0.0	100.0
	SHEARWATER	2.95	21	23.8	4.8	71.4
	SYDNEY	3.06	4	25.0	0.0	75.0
	Atlantic Total	3.11	830	17.1	13.1	69.8
Quebec	BAGOTVILLE	2.85	44	6.8	25.0	68.2
	MONTREAL	2.98	32	21.9	21.9	56.3
	QUEBEC CITY	3.27	34	35.3	5.9	58.8
	ST-JEAN	3.20	241	30.3	10.8	58.9
	VALCARTIER	2.90	86	12.8	23.3	64.0
	Quebec Total	3.10	437	24.3	15.1	60.6
Ontario	BORDEN	3.04	856	20.6	15.8	63.7
	HAMILTON	3.45	1	100.0	0.0	0.0
	KINGSTON	2.92	598	18.1	23.9	58.0
	LONDON	3.02	2	0.0	0.0	100.0
	MEAFORD	3.22	240	34.2	11.3	54.6
	NORTH BAY	2.86	36	13.9	22.2	63.9
	OTTAWA	3.48	13	23.1	0.0	76.9
	PETAWAWA	3.03	426	17.8	12.7	69.5
	TORONTO	3.78	11	27.3	0.0	72.7
	TRENTON	2.78	57	8.8	28.1	63.2
	Ontario Total	3.02	2,240	20.5	17.1	62.4
Prairies	COLDLAKE	3.34	50	28.0	6.0	66.0
	EDMONTON	2.98	99	22.2	20.2	57.6
	MOOSE JAW	3.97	44	68.2	0.0	31.8
	SHILO	2.89	91	14.3	18.7	67.0
	SUFFIELD	3.17	14	21.4	7.1	71.4
	WAINWRIGHT	2.80	111	13.5	25.2	61.3
	WINNIPEG	3.23	25	24.0	8.0	68.0
	Prairies Total	3.06	434	23.7	16.4	59.9
BC	COMOX	3.32	32	34.4	18.8	46.9
	ESQUIMALT	3.38	168	37.5	4.8	57.7
	VANCOUVER	2.99	15	20.0	13.3	66.7
	YELLOWKNIFE	3.73	3	66.7	0.0	33.3
	BC Total	3.36	218	36.2	7.3	56.4

* Home base may not be location at time of responding.

Table 52: All SQ Residents – Satisfaction with Cleanliness by Base and Region

Region	Base*	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Atlantic	GAGETOWN	3.27	540	26.9	7.8	65.4
	GANDER	3.81	14	92.9	7.1	0.0
	GREENWOOD	3.41	70	32.9	5.7	61.4
	HALIFAX	3.26	178	37.6	13.5	48.9
	MONCTON	3.40	3	0.0	0.0	100.0
	SHEARWATER	3.00	21	52.4	14.3	33.3
	SYDNEY	3.30	4	50.0	0.0	50.0
	Atlantic Total	3.35	830	31.5	8.9	59.6
Quebec	BAGOTVILLE	3.57	44	50.0	6.8	43.2
	MONTREAL	3.76	32	71.9	3.1	25.0
	QUEBEC CITY	3.34	34	52.9	11.8	35.3
	ST-JEAN	3.51	241	47.3	5.0	47.7
	VALCARTIER	3.63	86	62.8	4.7	32.6
	Quebec Total	3.55	437	52.9	5.5	41.7
Ontario	BORDEN	3.41	856	49.7	6.8	43.6
	HAMILTON	3.50	1	100.0	0.0	0.0
	KINGSTON	3.31	598	47.7	12.0	40.3
	LONDON	3.58	2	50.0	0.0	50.0
	MEAFORD	3.60	240	62.9	3.3	33.8
	NORTH BAY	3.48	36	33.3	2.8	63.9
	OTTAWA	3.92	13	23.1	0.0	76.9
	PETAWAWA	3.09	426	22.8	12.9	64.3
	TORONTO	4.35	11	27.3	0.0	72.7
	TRENTON	2.94	57	26.3	24.6	49.1
	Ontario Total	3.35	2,240	44.3	9.3	46.4
Prairies	COLDLAKE	3.78	50	38.0	2.0	60.0
	EDMONTON	3.20	99	36.4	11.1	52.5
	MOOSE JAW	4.32	44	77.3	0.0	22.7
	SHILO	3.33	91	36.3	6.6	57.1
	SUFFIELD	3.80	14	50.0	0.0	50.0
	WAINWRIGHT	3.04	111	27.9	13.5	58.6
	WINNIPEG	3.56	25	36.0	8.0	56.0
	Prairies Total	3.38	434	38.9	8.1	53.0
BC	COMOX	3.63	32	37.5	3.1	59.4
	ESQUIMALT	3.60	168	59.5	5.4	35.1
	VANCOUVER	3.28	15	33.3	13.3	53.3
	YELLOWKNIFE	3.95	3	66.7	0.0	33.3
	BC Total	3.60	218	54.6	5.5	39.9

* Base may not be location at time of responding.

Table 53: All SQ Residents – Satisfaction with Bathrooms by Home Base and Region

Region	Base*	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Atlantic	GAGETOWN	3.29	540	25.2	8.3	66.5
	GANDER	4.36	14	92.9	0.0	7.1
	GREENWOOD	4.21	70	51.4	0.0	48.6
	HALIFAX	3.85	178	64.6	2.3	33.2
	MONCTON	4.29	3	0.0	0.0	100.0
	SHEARWATER	3.00	21	90.5	0.0	9.5
	SYDNEY	3.57	4	50.0	25.0	25.0
	Atlantic Total	3.80	830	38.7	6.0	55.3
Quebec	BAGOTVILLE	4.12	44	65.9	2.3	31.8
	MONTREAL	3.85	32	78.1	3.1	18.8
	QUEBEC CITY	3.85	34	64.7	0.0	35.3
	ST-JEAN	3.51	241	45.2	11.2	43.6
	VALCARTIER	4.04	86	81.4	0.0	18.6
	Quebec Total	3.73	437	58.4	6.6	35.0
Ontario	BORDEN	3.47	856	44.4	9.1	46.5
	HAMILTON	4.00	1	100.0	0.0	0.0
	KINGSTON	3.67	598	59.0	7.7	33.3
	LONDON	3.44	2	50.0	0.0	50.0
	MEAFORD	3.85	240	69.6	3.3	27.1
	NORTH BAY	3.88	36	41.7	0.0	58.3
	OTTAWA	3.85	13	30.8	0.0	69.2
	PETAWAWA	3.57	426	38.5	5.9	55.6
	TORONTO	4.20	11	27.3	0.0	72.7
	TRENTON	3.74	57	63.2	8.8	28.1
Ontario Total	3.61	2,240	50.2	7.2	42.6	
Prairies	COLDLAKE	3.94	50	42.0	2.0	56.0
	EDMONTON	3.89	99	69.7	1.0	29.3
	MOOSE JAW	3.99	44	65.9	4.6	29.6
	SHILO	3.45	91	36.3	9.9	53.9
	SUFFIELD	2.87	14	14.3	7.1	78.6
	WAINWRIGHT	3.62	111	46.0	3.6	50.5
	WINNIPEG	3.76	25	40.0	0.0	60.0
	Prairies Total	3.71	434	49.5	4.2	46.3
BC	COMOX	4.02	32	50.0	0.0	50.0
	ESQUIMALT	3.94	168	75.0	3.0	22.0
	VANCOUVER	3.63	15	33.3	0.0	66.7
	YELLOWKNIFE	3.67	3	66.7	0.0	33.3
	BC Total	3.93	218	68.4	2.3	29.4

* Base may not be location at time of responding.

Table 54: All SQ Residents – Satisfaction with Parking by Base and Region

Region	Base*	Mean	Count	Percent Satisfied	Percent Dissat.	Percent Neutral
Atlantic	GAGETOWN	3.17	540	24.1	10.2	65.7
	GANDER	2.97	14	57.1	28.6	14.3
	GREENWOOD	2.91	70	24.3	12.9	62.9
	HALIFAX	3.05	178	24.7	15.2	60.1
	MONCTON	3.08	3	0.0	0.0	100.0
	SHEARWATER	2.75	21	47.6	33.3	19.1
	SYDNEY	3.11	4	25.0	25.0	50.0
	Atlantic Total	3.00	830	25.3	12.4	62.3
Quebec	BAGOTVILLE	3.08	44	40.9	18.2	40.9
	MONTREAL	3.14	32	46.9	21.9	31.3
	QUEBEC CITY	1.77	34	2.9	52.9	44.1
	ST-JEAN	3.37	241	36.1	8.3	55.6
	VALCARTIER	2.61	86	31.4	47.7	20.9
	Quebec Total	3.03	437	33.9	21.5	44.6
Ontario	BORDEN	2.57	856	21.7	36.3	41.9
	HAMILTON	3.25	1	100.0	0.0	0.0
	KINGSTON	2.14	598	10.2	50.8	39.0
	LONDON	2.17	2	0.0	50.0	50.0
	MEAFORD	3.27	240	39.2	10.8	50.0
	NORTH BAY	3.52	36	36.1	8.3	55.6
	OTTAWA	3.38	13	15.4	7.7	76.9
	PETAWAWA	2.68	426	19.7	24.9	55.4
	TORONTO	2.90	11	9.1	9.1	81.8
	TRENTON	2.92	57	38.6	29.8	31.6
	Ontario Total	2.57	2,240	20.7	34.4	44.9
Prairies	COLDLAKE	3.73	50	46.0	4.0	50.0
	EDMONTON	3.34	99	52.5	8.1	39.4
	MOOSE JAW	4.13	44	63.6	4.6	31.8
	SHILO	3.52	91	39.6	4.4	56.0
	SUFFIELD	3.40	14	57.1	7.1	35.7
	WAINWRIGHT	3.27	111	37.8	14.4	47.8
	WINNIPEG	3.45	25	32.0	16.0	52.0
	Prairies Total	3.48	434	45.4	8.5	46.1
BC	COMOX	3.67	32	40.6	3.1	56.3
	ESQUIMALT	3.19	168	33.9	12.5	53.6
	VANCOUVER	3.56	15	40.0	0.0	60.0
	YELLOWKNIFE	2.50	3	33.3	66.7	0.0
	BC Total	3.24	218	35.3	11.0	53.7

* Base may not be location at time of responding.

Table 55: All SQ Residents – Satisfaction with Size by Base and Region

Region	Base*	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Atlantic	GAGETOWN	2.94	540	20.9	17.6	61.5
	GANDER	3.45	14	50.0	21.4	28.6
	GREENWOOD	3.04	70	21.4	15.7	62.9
	HALIFAX	3.21	178	42.1	19.1	38.8
	MONCTON	2.56	3	0.0	0.0	100.0
	SHEARWATER	2.75	21	19.1	42.9	38.1
	SYDNEY	3.02	4	25.0	25.0	50.0
	Atlantic Total	2.99	830	25.9	18.4	55.7
Quebec	BAGOTVILLE	3.11	44	40.9	22.7	36.4
	MONTREAL	3.03	32	46.9	18.8	34.4
	QUEBEC CITY	3.11	34	38.2	20.6	41.2
	ST-JEAN	3.07	241	35.3	19.1	45.6
	VALCARTIER	3.10	86	39.5	24.4	36.1
	Quebec Total	3.08	437	37.8	20.6	41.7
Ontario	BORDEN	2.97	856	35.8	23.4	40.9
	HAMILTON	3.75	1	100.0	0.0	0.0
	KINGSTON	3.08	598	43.0	26.3	30.8
	LONDON	3.17	2	50.0	50.0	0.0
	MEAFORD	3.39	240	56.3	13.3	30.4
	NORTH BAY	2.90	36	30.6	19.4	50.0
	OTTAWA	3.65	13	38.5	0.0	61.5
	PETAWAWA	2.88	426	23.7	19.7	56.6
	TORONTO	3.65	11	18.2	0.0	81.8
	TRENTON	2.32	57	19.3	45.6	35.1
	Ontario Total	3.03	2,240	37.1	22.6	40.3
Prairies	COLDLAKE	3.02	50	22.0	12.0	66.0
	EDMONTON	2.74	99	27.3	31.3	41.4
	MOOSE JAW	4.03	44	63.6	4.6	31.8
	SHILO	2.86	91	25.3	22.0	52.8
	SUFFIELD	1.95	14	7.1	57.1	35.7
	WAINWRIGHT	2.80	111	27.9	28.8	43.2
	WINNIPEG	3.44	25	32.0	4.0	64.0
	Prairies Total	2.95	434	29.7	23.0	47.2
BC	COMOX	3.60	32	43.8	9.4	46.9
	ESQUIMALT	3.33	168	50.6	13.7	35.7
	VANCOUVER	3.28	15	26.7	0.0	73.3
	YELLOWKNIFE	3.70	3	66.7	33.3	0.0
	BC Total	3.36	218	48.2	12.4	39.5

* Base may not be current location at time of responding.

Table 56: All SQ Residents – Room Satisfaction by Status and Rank Group – Internal Facilities

Current Status	Rank Group	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Regular	Junior NCM	3.06	2,235	19.7	13.6	66.8
	Senior NCM	3.14	200	25.5	18.5	56.0
	Junior Officer	3.03	622	23.2	19.5	57.4
	Senior Officer	3.22	23	26.1	13.0	60.9
	Reg.Forces Total	3.06	3,080	20.8	15.1	64.1
Reserve	Junior NCM	3.06	276	24.3	18.1	57.6
	Senior NCM	2.93	24	12.5	20.8	66.7
	Junior Officer	2.90	32	18.8	25.0	56.3
	Senior Officer	2.87	6	16.7	16.7	66.7
	Res. Forces Total	3.03	338	22.8	18.9	58.3

Table 57: All SQ Residents – Room Satisfaction by Status and Rank Group – Size

Current Status	Rank Group	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Regular	Junior NCM	2.99	2,235	31.4	20.1	48.6
	Senior NCM	3.09	200	37.0	23.0	40.0
	Junior Officer	3.15	622	42.6	22.7	34.7
	Senior Officer	3.57	23	56.5	13.0	30.4
	Reg.Forces Total	3.04	3,080	34.2	20.8	45.1
Reserve	Junior NCM	3.20	276	44.2	18.5	37.3
	Senior NCM	3.12	24	37.5	16.7	45.8
	Junior Officer	3.10	32	37.5	18.8	43.8
	Senior Officer	2.96	6	50.0	16.7	33.3
	Res. Forces Total	3.18	338	43.2	18.3	38.5

Table 58: All SQ Residents – Room Satisfaction by Status and Rank Group – Bathrooms

Current Status	Rank Group	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Regular	Junior NCM	3.31	2,235	39.5	9.2	51.3
	Senior NCM	3.64	200	52.5	8.0	39.5
	Junior Officer	3.47	622	54.0	13.3	32.6
	Senior Officer	4.21	23	73.9	0.0	26.1
	Reg. Forces Total	3.38	3,080	43.5	9.9	46.6
Reserve	Junior NCM	3.43	276	49.3	7.3	43.5
	Senior NCM	3.55	24	62.5	12.5	25.0
	Junior Officer	3.41	32	53.1	9.4	37.5
	Senior Officer	3.00	6	66.7	33.3	0.0
	Res. Forces Total	3.43	338	50.9	8.3	40.8

Table 59: All SQ Residents – Room Satisfaction by Status and Rank Group – Cleanliness

Current Status	Rank Group	Mean	Count	% Satisfied	% Dissatisfied	% Neutral
Regular	Junior NCM	3.34	2,235	38.9	8.2	52.9
	Senior NCM	3.60	200	51.5	7.5	41.0
	Junior Officer	3.44	622	51.0	9.7	39.4
	Senior Officer	3.90	23	65.2	0.0	34.8
	Reg. Forces Total	3.38	3,080	42.4	8.4	49.3
Reserve	Junior NCM	3.46	276	49.3	5.1	45.7
	Senior NCM	3.39	24	45.8	12.5	41.7
	Junior Officer	3.15	32	37.5	18.8	43.8
	Senior Officer	3.21	6	50.0	16.7	33.3
	Res. Forces Total	3.42	338	47.9	7.1	45.0

Table 60: All SQ Residents – Room Satisfaction by Status and Rank Group – Location

Current Status	Rank Group	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Regular	Junior NCM	3.59	2,235	45.0	6.2	48.9
	Senior NCM	3.92	200	60.5	3.5	36.0
	Junior Officer	3.76	622	61.6	6.1	32.3
	Senior Officer	3.89	23	65.2	0.0	34.8
	Reg. Forces Total	3.65	3,080	49.5	5.9	44.6
Reserve	Junior NCM	3.75	276	61.2	5.4	33.3
	Senior NCM	3.67	24	54.2	4.2	41.7
	Junior Officer	3.63	32	59.4	12.5	28.1
	Senior Officer	3.11	6	50.0	33.3	16.7
	Res. Forces Total	3.72	338	60.4	6.5	33.1

Table 61: All SQ Residents – Room Satisfaction by Status and Rank Group – Parking

Current Status	Rank Group	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Regular	Junior NCM	2.91	2,235	26.9	21.1	52.0
	Senior NCM	3.17	200	38.0	16.0	46.0
	Junior Officer	2.43	622	18.0	40.8	41.2
	Senior Officer	3.24	23	39.1	21.7	39.1
	Reg. Forces Total	2.83	3,080	25.9	24.8	49.4
Reserve	Junior NCM	2.97	276	30.4	23.2	46.4
	Senior NCM	2.76	24	25.0	20.8	54.2
	Junior Officer	2.39	32	15.6	34.4	50.0
	Senior Officer	3.17	6	66.7	33.3	0.0
	Res. Forces Total	2.91	338	29.3	24.3	46.5

Table 62: All SQ Residents – Satisfaction with Accommodation by Marital Status

Satisfaction Scale	Marital Status*	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Internal Facilities	Married	3.10	1,096	21.6	13.6	64.8
	Single	3.04	3,114	21.2	16.1	62.7
	Total	3.05	4,210	21.3	15.5	63.2
Size	Married	3.12	1,096	36.6	18.0	45.4
	Single	3.01	3,114	33.9	22.1	44.1
	Total	3.04	4,210	34.6	21.0	44.4
Bathrooms	Married	3.42	1,096	44.7	9.3	46.0
	Single	3.37	3,114	44.7	10.0	45.3
	Total	3.39	4,210	44.7	9.8	45.5
Cleanliness	Married	3.45	1,096	45.5	7.6	46.9
	Single	3.36	3,114	41.8	8.7	49.5
	Total	3.38	4,210	42.8	8.4	48.8
Location	Married	3.66	1,096	48.2	6.5	45.4
	Single	3.65	3,114	50.2	6.3	43.5
	Total	3.65	4,210	49.7	6.4	43.9
Parking	Married	2.96	1,096	29.7	21.0	49.3
	Single	2.78	3,114	25.1	26.1	48.8
	Total	2.83	4,210	26.3	24.8	49.0

* The category of ‘married’ includes both common law and traditional marriage. ‘Single’ includes all categories where the respondent is living alone.

Table 63: Living-In – Importance of Lack of Alternatives – Base and Region

Region	Base	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Atlantic	GAGETOWN	3.37	53	5.7	22.6	71.7
	GANDER	3.00	8	25.0	12.5	62.5
	GREENWOOD	3.27	13	23.1	38.5	38.5
	HALIFAX	2.96	36	22.2	27.8	50.0
	SHEARWATER	3.25	9	22.2	33.3	44.4
	Atlantic Total	3.18	119	15.1	26.1	58.8
Quebec	BAGOTVILLE	2.77	15	46.7	26.7	26.7
	MONTREAL	3.78	14	7.1	42.9	50.0
	QUEBEC CITY	3.00	1	0.0	0.0	100.0
	ST-JEAN	3.14	12	16.7	25.0	58.3
	VALCARTIER	3.06	46	13.0	23.9	63.0
	Quebec Total	3.11	88	18.2	27.3	54.5
Ontario	BORDEN	3.20	13	15.4	38.5	46.2
	KINGSTON	3.12	125	12.0	16.8	71.2
	MEAFORD	3.47	26	11.5	30.8	57.7
	NORTH BAY	2.92	15	20.0	13.3	66.7
	PETAWAWA	3.09	121	14.0	19.0	66.9
	TRENTON	3.11	33	18.2	21.2	60.6
	Ontario Total	3.13	333	13.8	19.8	66.4
Prairies	COLDLAKE	4.33	13	0.0	38.5	61.5
	EDMONTON	2.65	52	25.0	9.6	65.4
	MOOSE JAW	3.50	7	14.3	42.9	42.9
	SHILO	3.38	22	18.2	40.9	40.9
	SUFFIELD	4.00	5	0.0	40.0	60.0
	WAINWRIGHT	3.00	15	20.0	26.7	53.3
	WINNIPEG	3.00	4	25.0	25.0	50.0
	Prairies Total	3.13	118	18.6	24.6	56.8
BC	COMOX	3.00	12	25.0	33.3	41.7
	ESQUIMALT	3.43	17	17.6	35.3	47.1
	VANCOUVER	3.83	7	14.3	57.1	28.6
	YELLOWKNIFE	5.00	3	0.0	66.7	33.3
	BC Total	3.48	39	17.9	41.0	41.0
All Regions		3.16	697	16.7	27.7	55.5

Table 64: Living-In – Importance of Military Community – Base and Region

Region	Base	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Atlantic	GAGETOWN	3.26	53	10.1	20.3	69.6
	GANDER	2.29	8	33.3	11.1	55.6
	GREENWOOD	2.77	13	21.7	26.1	52.2
	HALIFAX	3.34	36	10.8	35.1	54.1
	SHEARWATER	2.97	9	30.0	50.0	20.0
	Atlantic Total	3.11	119	14.9	26.4	58.8
Quebec	BAGOTVILLE	2.85	15	28.0	24.0	48.0
	MONTREAL	3.44	14	7.7	50.0	42.3
	QUEBEC CITY	4.50	1	0.0	50.0	50.0
	ST-JEAN	2.94	12	18.2	27.3	54.6
	VALCARTIER	2.94	46	17.7	21.0	61.3
	Quebec Total	3.02	88	17.5	28.5	54.0
Ontario	BORDEN	2.29	13	20.0	33.3	46.7
	KINGSTON	3.26	125	7.3	24.7	68.0
	MEAFORD	3.68	26	8.6	42.9	48.6
	NORTH BAY	3.31	15	11.1	61.1	27.8
	PETAWAWA	3.08	121	15.4	23.5	61.0
	TRENTON	2.73	33	24.4	19.5	56.1
Ontario Total	3.10	333	13.1	28.0	58.9	
Prairies	COLDLAKE	2.91	13	30.8	23.1	46.2
	EDMONTON	3.15	52	23.8	23.8	52.4
	MOOSE JAW	3.70	7	23.6	33.3	43.1
	SHILO	3.31	22	0.0	37.5	62.5
	SUFFIELD	3.63	5	10.3	41.4	48.3
	WAINWRIGHT	2.88	15	0.0	57.1	42.9
	WINNIPEG	3.13	4	50.0	50.0	0.0
Prairies Total	3.18	118	20.1	35.8	44.1	
BC	COMOX	3.08	12	11.8	29.4	58.8
	ESQUIMALT	3.61	17	13.8	44.8	41.4
	VANCOUVER	3.21	7	25.0	37.5	37.5
	YELLOWKNIFE	2.50	3	33.3	33.3	33.3
BC Total	3.27	39	15.8	38.6	45.6	
All Regions		3.12	697	12.8	38.5	48.7

Table 65: Living-In – Importance of Lack of Transportation – Base and Region

Region	Base	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Atlantic	GAGETOWN	3.15	53	11.6	18.8	69.6
	GANDER	2.45	8	44.4	11.1	44.4
	GREENWOOD	2.48	13	52.2	8.7	39.1
	HALIFAX	3.07	36	13.5	18.9	67.6
	SHEARWATER	2.67	9	50.0	30.0	20.0
	Atlantic Total	2.93	119	34.4	17.5	48.1
Quebec	BAGOTVILLE	2.49	15	40.0	24.0	36.0
	MONTREAL	3.46	14	15.4	34.6	50.0
	QUEBEC CITY	5.00	1	0.0	50.0	50.0
	ST-JEAN	3.00	12	13.6	18.2	68.2
	VALCARTIER	2.69	46	33.9	17.7	48.4
	Quebec Total	2.84	88	27.7	22.6	49.6
Ontario	BORDEN	2.36	13	22.2	35.6	42.2
	KINGSTON	3.42	125	8.0	23.3	68.7
	MEAFORD	3.19	26	25.7	37.1	37.1
	NORTH BAY	2.72	15	33.3	22.2	44.4
	PETAWAWA	3.09	121	18.4	23.5	58.1
	TRENTON	2.59	33	34.2	14.6	51.2
	Ontario Total	3.06	333	17.8	25.0	57.2
Prairies	COLDLAKE	3.55	13	9.5	33.3	57.1
	EDMONTON	2.66	52	25.0	16.7	58.3
	MOOSE JAW	3.08	7	12.5	25.0	62.5
	SHILO	2.90	22	31.0	31.0	37.9
	SUFFIELD	3.25	5	14.3	42.9	42.9
	WAINWRIGHT	3.11	15	15.8	36.8	47.4
	WINNIPEG	2.50	4	50.0	25.0	25.0
	Prairies Total	2.88	118	21.8	26.8	51.4
BC	COMOX	2.90	12	29.4	41.2	29.4
	ESQUIMALT	3.10	17	31.0	31.0	37.9
	VANCOUVER	3.00	7	25.0	12.5	62.5
	YELLOWKNIFE	1.50	3	66.7	0.0	33.3
	BC Total	2.91	39	31.6	29.8	38.6
	All Regions	2.96	697	26.6	24.4	49.0

Table 66: Living-In – Importance of Cost – Base and Region

Region	Base	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Atlantic	GAGETOWN	3.79	53	1.9	35.8	62.3
	GANDER	3.93	8	12.5	62.5	25.0
	GREENWOOD	3.95	13	0.0	69.2	30.8
	HALIFAX	3.88	36	8.3	69.4	22.2
	SHEARWATER	4.00	9	0.0	77.8	22.2
	Atlantic Total	3.88	119	4.2	54.6	41.2
Quebec	BAGOTVILLE	3.57	15	6.7	66.7	26.7
	MONTREAL	4.27	14	0.0	85.7	14.3
	QUEBEC CITY	3.00	1	0.0	0.0	100.0
	ST-JEAN	3.45	12	16.7	50.0	33.3
	VALCARTIER	3.54	46	6.5	47.8	45.7
	Quebec Total	3.65	88	6.8	56.8	36.4
Ontario	BORDEN	3.32	13	23.1	38.5	38.5
	KINGSTON	3.53	125	4.0	28.8	67.2
	MEAFORD	3.89	26	0.0	50.0	50.0
	NORTH BAY	4.50	15	0.0	86.7	13.3
	PETAWAWA	3.74	121	6.6	49.6	43.8
	TRENTON	4.11	33	0.0	75.8	24.2
	Ontario Total	3.77	333	4.8	45.6	49.5
Prairies	COLDLAKE	4.44	13	7.7	53.8	38.5
	EDMONTON	3.78	52	5.8	57.7	36.5
	MOOSE JAW	4.83	7	0.0	85.7	14.3
	SHILO	3.52	22	9.1	63.6	27.3
	SUFFIELD	4.00	5	0.0	40.0	60.0
	WAINWRIGHT	3.70	15	6.7	46.7	46.7
	WINNIPEG	3.63	4	0.0	75.0	25.0
	Prairies Total	3.84	118	5.9	58.5	35.6
BC	COMOX	3.90	12	8.3	75.0	16.7
	ESQUIMALT	4.07	17	0.0	70.6	29.4
	VANCOUVER	4.67	7	0.0	85.7	14.3
	YELLOWKNIFE	4.00	3	0.0	100.0	0.0
	BC Total	4.12	39	2.6	76.9	20.5
All Regions	3.80	697	4.9	58.5	36.6	

Table 67: Living-In – Importance of Proximity to Work – Base and Region

Region	Base	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Atlantic	GAGETOWN	3.82	53	1.9	39.6	58.5
	GANDER	3.93	8	0.0	62.5	37.5
	GREENWOOD	3.22	13	7.7	38.5	53.8
	HALIFAX	3.68	36	2.8	50.0	47.2
	SHEARWATER	3.70	9	0.0	77.8	22.2
	Atlantic Total	3.69	119	2.5	47.1	50.4
Quebec	BAGOTVILLE	3.59	15	6.7	60.0	33.3
	MONTREAL	4.04	14	0.0	78.6	21.4
	QUEBEC CITY	3.67	1	0.0	100.0	0.0
	ST-JEAN	3.27	12	25.0	33.3	41.7
	VALCARTIER	3.83	46	6.5	69.6	23.9
	Quebec Total	3.75	88	8.0	64.8	27.3
Ontario	BORDEN	3.06	13	30.8	46.2	23.1
	KINGSTON	3.67	125	3.2	33.6	63.2
	MEAFORD	3.81	26	0.0	46.2	53.8
	NORTH BAY	3.82	15	0.0	60.0	40.0
	PETAWAWA	3.70	121	0.8	43.0	56.2
	TRENTON	3.21	33	21.2	36.4	42.4
	Ontario Total	3.61	333	4.8	39.9	55.3
Prairies	COLDLAKE	3.83	13	7.7	38.5	53.8
	EDMONTON	3.60	52	9.6	48.1	42.3
	MOOSE JAW	3.80	7	14.3	57.1	28.6
	SHILO	3.86	22	0.0	59.1	40.9
	SUFFIELD	4.08	5	0.0	60.0	40.0
	WAINWRIGHT	3.27	15	13.3	33.3	53.3
	WINNIPEG	3.33	4	25.0	50.0	25.0
	Prairies Total	3.66	118	8.5	48.3	43.2
BC	COMOX	3.50	12	16.7	41.7	41.7
	ESQUIMALT	3.99	17	5.9	64.7	29.4
	VANCOUVER	3.75	7	14.3	71.4	14.3
	YELLOWKNIFE	4.33	3	0.0	100.0	0.0
	BC Total	3.83	39	10.3	61.5	28.2
All Regions Total		3.67	697	6.8	52.3	40.9

Table 68: Living-In – Importance of Lack of Transportation – Rank and Element

Element	Rank Group	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Maritime	Junior NCM	3.38	29	20.7	20.7	58.6
	Senior NCM	3.54	10	30.0	30.0	40.0
	Junior Officer	3.32	20	5.0	35.0	60.0
	All Ranks	3.31	59	16.9	27.1	55.9
Land	Junior NCM	3.00	321	20.6	24.9	54.5
	Senior NCM	3.03	34	29.4	17.6	52.9
	Junior Officer	2.98	89	19.1	16.9	64.0
	Senior Officer	2.85	3	33.3	33.3	33.3
	All Ranks	3.01	447	21.0	22.8	56.2
Air	Junior NCM	2.74	118	33.1	16.9	50.0
	Senior NCM	2.96	15	46.7	13.3	40.0
	Junior Officer	2.70	53	18.9	17.0	64.2
	Senior Officer	2.00	3	66.7	0.0	33.3
	All Ranks	2.74	189	30.7	16.4	52.9

Table 69: Living-In – Importance of Lack of Alternatives -- Rank and Element

Element	Rank Group	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Maritime	Junior NCM	3.33	29	20.7	31.0	48.3
	Senior NCM	3.45	10	30.0	30.0	40.0
	Junior Officer	3.04	20	10.0	25.0	65.0
	All Ranks	3.19	59	18.6	28.8	52.5
Land	Junior NCM	3.33	321	13.1	24.3	62.6
	Senior NCM	3.00	34	20.6	23.5	55.9
	Junior Officer	3.21	89	18.0	18.0	64.0
	Senior Officer	2.98	3	0.0	33.3	66.7
	All Ranks	3.16	447	14.5	23.0	62.4
Air	Junior NCM	3.46	118	20.3	24.6	55.1
	Senior NCM	3.11	15	33.3	20.0	46.7
	Junior Officer	2.79	53	5.7	24.5	69.8
	Senior Officer	3.33	3	33.3	33.3	33.3
	All Ranks	3.15	189	17.5	24.3	58.2

Table 70: Living-In – Proximity to Work – Importance by Rank and Element

Element	Rank Group	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Maritime	Junior NCM	3.86	29	3.4	62.1	34.5
	Senior NCM	3.79	10	10.0	40.0	50.0
	Junior Officer	3.81	20	0.0	40.0	60.0
	All Ranks	3.81	59	3.4	50.8	45.8
Land	Junior NCM	3.72	321	3.4	48.3	48.3
	Senior NCM	3.71	34	14.7	52.9	32.4
	Junior Officer	3.49	89	5.6	40.4	53.9
	Senior Officer	3.56	3	0.0	33.3	66.7
	All Ranks	3.70	447	4.7	47.0	48.3
Air	Junior NCM	3.80	118	11.0	47.5	41.5
	Senior NCM	3.42	15	20.0	60.0	20.0
	Junior Officer	3.53	53	0.0	41.5	58.5
	Senior Officer	2.89	3	0.0	0.0	100.0
	All Ranks	3.56	189	8.5	46.0	45.5

Table 71: Imposed Restriction – Lack of Alternatives – Importance by Base and Region

Region	Base	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Atlantic	GAGETOWN	2.50	16	31.3	12.5	56.3
	GANDER	3.00	1	0.0	0.0	100.0
	GREENWOOD	3.57	10	20.0	40.0	40.0
	HALIFAX	3.00	1	0.0	0.0	100.0
	SHEARWATER	3.00	1	0.0	0.0	100.0
	Atlantic Total	3.00	29	24.1	20.7	55.2
Quebec	BAGOTVILLE	2.50	10	30.0	20.0	50.0
	MONTREAL	3.29	12	8.3	16.7	75.0
	QUEBEC CITY	3.00	1	0.0	0.0	100.0
	ST-JEAN	3.29	10	10.0	20.0	70.0
	VALCARTIER	2.58	16	25.0	6.3	68.8
	Quebec Total	2.88	49	18.4	14.3	67.3
Ontario	BORDEN	3.28	32	15.6	25.0	59.4
	KINGSTON	3.67	25	8.0	40.0	52.0
	MEAFORD	3.75	9	11.1	33.3	55.6
	NORTH BAY	2.00	3	33.3	0.0	66.7
	OTTAWA	3.00	1	0.0	0.0	100.0
	PETAWAWA	2.89	15	20.0	13.3	66.7
	TORONTO	5.00	2	0.0	100.0	0.0
	TRENTON	2.50	8	37.5	12.5	50.0
	Ontario Total	3.36	95	15.8	27.4	56.8
Prairies	COLDLAKE	3.67	8	12.5	37.5	50.0
	EDMONTON	2.94	20	15.0	20.0	65.0
	MOOSE JAW	3.67	1	0.0	0.0	100.0
	SHILO	3.80	7	0.0	42.9	57.1
	SUFFIELD	3.00	2	0.0	0.0	100.0
	WAINWRIGHT	3.73	23	8.7	43.5	47.8
	Prairies Total	3.42	61	9.8	32.8	57.4
BC	COMOX	3.33	5	0.0	20.0	80.0
	ESQUIMALT	3.20	12	33.3	33.3	33.3
	VANCOUVER	2.00	1	100.0	0.0	0.0
	BC Total	3.14	18	27.8	27.8	44.4
All Regions		3.14	6.97	16.6	25.9	57.5

Table 72: Incremental Staff – Room Satisfaction by Bath Type

Accommodation Characteristics				Satisfaction Ratings		
	Bath Type	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Location	Private	4.50	2	100.0	0.0	0.0
	Shared	3.44	16	62.5	12.5	25.0
	Dorm	3.67	3	66.7	0.0	33.3
Maintenance and Service	Private	4.00	2	50.0	0.0	50.0
	Shared	3.25	16	56.3	12.5	31.3
	Dorm	3.33	3	33.3	33.3	33.3
Comfort	Private	2.00	2	0.0	100.0	0.0
	Shared	2.88	16	37.5	43.8	18.8
	Dorm	3.00	3	66.7	33.3	0.0
Size	Private	3.00	2	50.0	50.0	0.0
	Shared	3.06	16	43.8	31.3	25.0
	Dorm	2.67	3	33.3	33.3	33.3
Storage	Private	3.00	2	50.0	50.0	0.0
	Shared	3.19	16	50.0	18.8	31.3
	Dorm	3.33	3	33.3	0.0	66.7
Condition	Private	3.00	2	50.0	50.0	0.0
	Shared	3.38	16	56.3	18.8	25.0
	Dorm	3.33	3	33.3	0.0	66.7
Furniture	Private	3.50	2	0.0	50.0	50.0
	Shared	3.44	16	12.5	56.3	31.3
	Dorm	2.67	3	33.3	33.3	33.3
Security/Safety	Private	4.00	2	100.0	0.0	0.0
	Shared	3.72	16	68.8	0.0	31.3
	Dorm	3.67	3	66.7	0.0	33.3
Privacy	Private	4.17	2	100.0	0.0	0.0
	Shared	3.44	16	56.3	12.5	31.3
	Dorm	3.00	3	66.7	33.3	0.0
Connectivity	Private	4.50	2	100.0	0.0	0.0
	Shared	3.00	16	43.8	31.3	25.0
	Dorm	4.33	3	100.0	0.0	0.0

Table 73: Imposed Restriction – Transportation – Importance by Base and Region

Region	Base	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Atlantic	GAGETOWN	2.96	16	18.8	12.5	68.8
	GANDER	3.00	1	0.0	0.0	100.0
	GREENWOOD	2.38	10	50.0	0.0	50.0
	HALIFAX	3.33	1	0.0	0.0	100.0
	SHEARWATER	3.00	1	0.0	0.0	100.0
	Atlantic Total	2.74	29	27.6	6.9	65.5
Quebec	BAGOTVILLE	3.48	10	20.0	40.0	40.0
	MONTREAL	3.03	12	16.7	25.0	58.3
	QUEBEC CITY	3.00	1	0.0	0.0	100.0
	ST-JEAN	3.13	10	10.0	20.0	70.0
	VALCARTIER	2.82	16	25.0	18.8	56.3
	Quebec Total	3.05	49	18.4	24.5	57.1
Ontario	BORDEN	3.54	32	9.4	40.6	50.0
	KINGSTON	3.39	25	12.0	32.0	56.0
	MEAFORD	3.52	9	22.2	44.4	33.3
	NORTH BAY	3.17	3	0.0	33.3	66.7
	OTTAWA	3.00	1	0.0	0.0	100.0
	PETAWAWA	3.21	15	20.0	26.7	53.3
	TORONTO	4.00	2	0.0	50.0	50.0
	TRENTON	3.67	8	0.0	37.5	62.5
	Ontario Total	3.45	95	11.6	35.8	52.6
Prairies	COLDLAKE	3.26	8	12.5	50.0	37.5
	EDMONTON	3.20	20	15.0	25.0	60.0
	MOOSE JAW	4.00	1	0.0	100.0	0.0
	SHILO	3.00	7	28.6	28.6	42.9
	SUFFIELD	3.50	2	0.0	50.0	50.0
	WAINWRIGHT	3.53	23	17.4	47.8	34.8
	Prairies Total	3.33	61	16.4	39.3	44.3
BC	COMOX	3.73	5	0.0	80.0	20.0
	ESQUIMALT	2.92	12	33.3	33.3	33.3
	VANCOUVER	2.00	1	100.0	0.0	0.0
	BC Total	3.09	18	27.8	44.4	27.8
All Regions Total		3.09	697	17.4	31.6	51.0

Table 74: Imposed Restriction – Cost – Importance by Base and Region

Region	Base	Mean	Importance Rating			
			Count	Percent Low	Percent High	Percent Neutral
Atlantic	GAGETOWN	3.78	16	6.3	37.5	56.3
	GANDER	3.00	1	0.0	0.0	100.0
	GREENWOOD	4.17	10	0.0	50.0	50.0
	HALIFAX	3.50	1	0.0	100.0	0.0
	SHEARWATER	4.00	1	0.0	100.0	0.0
	Atlantic Total	3.91	29	3.4	44.8	51.7
Quebec	BAGOTVILLE	2.93	10	30.0	30.0	40.0
	MONTREAL	3.38	12	8.3	33.3	58.3
	QUEBEC CITY	4.00	1	0.0	100.0	0.0
	ST-JEAN	3.13	10	10.0	30.0	60.0
	VALCARTIER	3.32	16	18.8	43.8	37.5
	Quebec Total	3.24	49	16.3	36.7	46.9
Ontario	BORDEN	3.84	32	6.3	46.9	46.9
	KINGSTON	3.58	25	8.0	44.0	48.0
	MEAFORD	3.93	9	0.0	44.4	55.6
	NORTH BAY	3.83	3	0.0	66.7	33.3
	OTTAWA	3.00	1	0.0	0.0	100.0
	PETAWAWA	3.69	15	13.3	60.0	26.7
	TORONTO	4.75	2	0.0	100.0	0.0
	TRENTON	3.36	8	12.5	50.0	37.5
	Ontario Total	3.74	95	7.4	49.5	43.2
Prairies	COLDLAKE	4.29	8	0.0	75.0	25.0
	EDMONTON	3.37	20	10.0	50.0	40.0
	MOOSE JAW	3.00	1	0.0	0.0	100.0
	SHILO	3.80	7	0.0	57.1	42.9
	SUFFIELD	3.75	2	0.0	50.0	50.0
	WAINWRIGHT	3.88	23	4.3	52.2	43.5
	Prairies Total	3.73	61	4.9	54.1	41.0
BC	COMOX	3.60	5	20.0	40.0	40.0
	ESQUIMALT	4.04	12	8.3	83.3	8.3
	VANCOUVER	4.50	1	0.0	100.0	0.0
	BC Total	3.94	18	11.1	72.2	16.7
All Regions		3.67	697	8.5	49.8	41.7

Table 75: Imposed Restriction – Proximity – Importance by Base and Region

Region	Base	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Atlantic	GAGETOWN	3.41	16	18.8	37.5	43.8
	GANDER	3.00	1	0.0	0.0	100.0
	GREENWOOD	3.77	10	10.0	50.0	40.0
	HALIFAX	3.67	1	0.0	100.0	0.0
	SHEARWATER	5.00	1	0.0	100.0	0.0
	Atlantic Total	3.66	29	13.8	44.8	41.4
Quebec	BAGOTVILLE	3.38	10	10.0	40.0	50.0
	MONTREAL	3.59	12	16.7	75.0	8.3
	QUEBEC CITY	4.00	1	0.0	100.0	0.0
	ST-JEAN	3.75	10	10.0	60.0	30.0
	VALCARTIER	3.53	16	18.8	56.3	25.0
	Quebec Total	3.57	49	14.3	59.2	26.5
Ontario	BORDEN	3.63	32	6.3	43.8	50.0
	KINGSTON	3.93	25	0.0	56.0	44.0
	MEAFORD	4.00	9	11.1	55.6	33.3
	NORTH BAY	3.67	3	0.0	66.7	33.3
	OTTAWA	3.00	1	0.0	0.0	100.0
	PETAWAWA	3.56	15	6.7	53.3	40.0
	TORONTO	4.00	2	0.0	50.0	50.0
	TRENTON	3.17	8	12.5	37.5	50.0
	Ontario Total	3.70	95	5.3	49.5	45.3
Prairies	COLDLAKE	3.60	8	25.0	50.0	25.0
	EDMONTON	3.62	20	5.0	55.0	40.0
	MOOSE JAW	3.00	1	0.0	0.0	100.0
	SHILO	3.97	7	0.0	71.4	28.6
	SUFFIELD	4.08	2	0.0	100.0	0.0
	WAINWRIGHT	3.80	23	4.3	60.9	34.8
	Prairies Total	3.74	61	6.6	59.0	34.4
BC	COMOX	3.70	5	0.0	60.0	40.0
	ESQUIMALT	3.60	12	16.7	58.3	25.0
	VANCOUVER	3.33	1	0.0	0.0	100.0
	BC Total	3.61	18	11.1	55.6	33.3
All Regions		3.67	697	8.5	53.4	38.1

Table 76: Imposed Restriction – Lack of Alternatives – Importance by Rank and Element

				Importance Rating		
Element	Rank Group	Mean	Count	Percent Low	Percent High	Percent Neutral
Maritime	Junior NCM	3.67	4	0.0	50.0	50.0
	Senior NCM	3.40	6	16.7	33.3	50.0
	Junior Officer	2.50	3	33.3	0.0	66.7
	Senior Officer	4.50	2	0.0	100.0	0.0
	All Ranks	3.50	15	13.3	40.0	46.7
Land	Junior NCM	3.21	41	7.3	19.5	73.2
	Senior NCM	3.39	65	10.8	29.2	60.0
	Junior Officer	2.54	19	42.1	15.8	42.1
	Senior Officer	3.50	10	10.0	40.0	50.0
	All Ranks	3.22	135	14.1	25.2	60.7
Air	Junior NCM	3.23	47	19.1	25.5	55.3
	Senior NCM	3.32	35	17.1	25.7	57.1
	Junior Officer	2.86	11	36.4	27.3	36.4
	Senior Officer	2.00	4	25.0	0.0	75.0
	All Ranks	3.21	97	20.6	24.7	54.6

Table 77: Imposed Restriction – Transportation – Importance by Rank and Element

				Importance Rating		
Element	Rank Group	Mean	Count	Percent Low	Percent High	Percent Neutral
Maritime	Junior NCM	3.75	4	0.0	50.0	50.0
	Senior NCM	3.56	6	0.0	33.3	66.7
	Junior Officer	2.22	3	66.7	33.3	0.0
	Senior Officer	5.00	2	0.0	100.0	0.0
	All Ranks	3.53	15	13.3	46.7	40.0
Land	Junior NCM	3.51	41	9.8	41.5	48.8
	Senior NCM	3.10	65	21.5	29.2	49.2
	Junior Officer	3.16	19	26.3	26.3	47.4
	Senior Officer	3.17	10	10.0	20.0	70.0
	All Ranks	3.23	135	17.8	31.9	50.4
Air	Junior NCM	3.26	47	12.8	29.8	57.4
	Senior NCM	3.11	35	25.7	31.4	42.9
	Junior Officer	2.98	11	18.2	18.2	63.6
	Senior Officer	3.25	4	0.0	25.0	75.0
	All Ranks	3.17	97	17.5	28.9	53.6

Table 78: Imposed Restrictions – Cost – Importance by Rank and Element

Element	Rank Group	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Maritime	Junior NCM	3.88	4	0.0	75.0	25.0
	Senior NCM	3.83	6	0.0	83.3	16.7
	Junior Officer	3.33	3	33.3	66.7	0.0
	Senior Officer	5.00	2	0.0	100.0	0.0
	All Ranks	3.90	15	6.7	80.0	13.3
Land	Junior NCM	3.86	41	2.4	53.7	43.9
	Senior NCM	3.80	65	6.2	56.9	36.9
	Junior Officer	3.03	19	31.6	42.1	26.3
	Senior Officer	3.75	10	0.0	40.0	60.0
	All Ranks	3.70	135	8.1	52.6	39.3
Air	Junior NCM	3.70	47	8.5	46.8	44.7
	Senior NCM	3.59	35	8.6	40.0	51.4
	Junior Officer	3.07	11	18.2	27.3	54.5
	Senior Officer	3.50	4	0.0	25.0	75.0
	All Ranks	3.60	97	9.3	41.2	49.5

Table 79: Imposed Restriction – Proximity to Work – Importance by Rank and Element

Element	Rank Group	Mean	Count	Importance Rating		
				Percent Low	Percent High	Percent Neutral
Maritime	Junior NCM	4.08	4	0.0	100.0	0.0
	Senior NCM	3.69	6	0.0	66.7	33.3
	Junior Officer	3.89	3	0.0	66.7	33.3
	Senior Officer	4.83	2	0.0	100.0	0.0
	All Ranks	3.99	15	0.0	80.0	20.0
Land	Junior NCM	3.84	41	4.9	63.4	31.7
	Senior NCM	3.66	65	10.8	56.9	32.3
	Junior Officer	3.34	19	15.8	42.1	42.1
	Senior Officer	3.59	10	10.0	50.0	40.0
	All Ranks	3.67	135	9.6	56.3	34.1
Air	Junior NCM	3.59	47	6.4	42.6	51.1
	Senior NCM	3.73	35	8.6	57.1	34.3
	Junior Officer	3.29	11	18.2	27.3	54.5
	Senior Officer	3.75	4	0.0	25.0	75.0
	All Ranks	3.62	97	8.2	45.4	46.4

Table 80: Incremental Staff – Room Satisfaction by Rank Groups

Accommodation Characteristics				Satisfaction Rating		
	Rank Groups	Mean	Count	Percent Satisfied	Percent Dissatisfied	Percent Neutral
Location	Junior NCM	3.58	19	68.4	10.5	21.1
	Senior NCM	3.50	2	50.0	0.0	50.0
	Junior Officer	4.33	3	100.0	0.0	0.0
	All Ranks	3.67	24	70.8	8.3	20.8
Connectivity	Junior NCM	3.26	19	52.6	21.1	26.3
	Senior NCM	4.50	2	100.0	0.0	0.0
	Junior Officer	3.67	3	66.7	33.3	0.0
	All Ranks	3.42	24	58.3	20.8	20.8
Comfort	Junior NCM	3.16	19	42.1	31.6	26.3
	Senior NCM	1.50	2	0.0	100.0	0.0
	Junior Officer	2.33	3	33.3	66.7	0.0
	All Ranks	2.92	24	37.5	41.7	20.8
Size	Junior NCM	3.13	19	52.6	26.3	21.1
	Senior NCM	2.00	2	50.0	50.0	0.0
	Junior Officer	3.25	3	33.3	33.3	33.3
	All Ranks	3.00	24	50.0	29.2	20.8
Storage	Junior NCM	3.26	19	47.4	21.1	31.6
	Senior NCM	2.50	2	50.0	0.0	50.0
	Junior Officer	3.00	3	33.3	33.3	33.3
	All Ranks	3.17	24	45.8	20.8	33.3
Security/Safety	Junior NCM	3.76	19	68.4	0.0	31.6
	Senior NCM	3.50	2	50.0	0.0	50.0
	Junior Officer	4.00	3	100.0	0.0	0.0
	All Ranks	3.77	24	70.8	0.0	29.2
Privacy	Junior NCM	3.58	19	63.2	10.5	26.3
	Senior NCM	2.50	2	50.0	50.0	0.0
	Junior Officer	4.00	3	100.0	0.0	0.0
	All Ranks	3.54	24	66.7	12.5	20.8
Condition	Junior NCM	3.47	19	43.8	12.5	43.8
	Senior NCM	2.50	2	33.3	33.3	33.3
	Junior Officer	2.67	3	50.0	50.0	0.0
	All Ranks	3.38	24	43.5	21.7	34.8
Furniture	Junior NCM	3.53	19	10.5	57.9	31.6
	Senior NCM	2.50	2	50.0	50.0	0.0
	Junior Officer	3.33	3	0.0	33.3	66.7
	All Ranks	3.42	24	12.5	54.2	33.3
Maintenance and Service	Junior NCM	3.42	19	57.9	10.5	31.6
	Senior NCM	3.50	2	50.0	50.0	0.0
	Junior Officer	3.00	3	33.3	0.0	66.7
	All Ranks	3.38	24	54.2	12.5	33.3

Table 81: Reasons for Residing in the Civilian Community

Reasons*	Mean	Count	Agreement with Statement		
			Percent Agree	Percent Disagree	Percent Neutral
Greater privacy	4.44	2,462	84.8	3.4	11.8
Own kitchen	4.39	2,444	85.4	2.5	12.1
Private washroom	4.37	2,451	85.5	2.5	11.9
Size of the lodging vs. size of SQ	4.27	2,440	80.1	3.1	16.9
Own laundry facility	4.25	2,444	79.9	3.6	16.5
Quality and condition	4.21	2,455	80.4	2.7	17.0
Overnight guests are allowed	4.15	2,444	74.9	4.8	20.3
Financial investment (homeowner)	4.14	2,389	73.6	5.2	21.2
Noise level	4.14	2,463	75.1	3.8	21.1
More modern accommodations	4.12	2,494	75.6	5.8	18.7
Not being subjected to barrack inspections	4.10	2,422	73.4	6.5	20.1
Not having to live under military regulations 24/7	4.09	2,498	72.4	7.5	20.1
Better air conditioning	4.06	2,416	70.4	3.8	25.8
Easy accessibility to internet, cable TV and public telephone system	3.99	2,437	68.3	5.8	25.9
Better heating	3.97	2,453	67.5	4.6	27.9
I can keep a pet	3.94	2,435	67.9	5.4	26.7
Location view	3.94	2,446	66.7	4.9	28.4
Ability to open windows for fresh air	3.92	2,420	65.2	6.8	28.0
Not enough accommodation choices on base	3.83	2,397	60.4	9.1	30.5
Better parking availability	3.82	2,442	60.3	9.3	30.4
Better security	3.77	2,430	58.5	9.2	32.3
More social opportunities	3.76	2,513	63.9	9.3	26.8
Integration into the civilian community	3.73	2,490	61.7	6.7	31.6
Mail delivery	3.73	2,440	55.7	8.6	35.8
Being forced to reside in accommodations dictated by rank	3.71	2,392	55.1	11.9	33.0
Individual temperature controls in the residence	3.66	2,397	52.9	9.6	37.6
Base dining is not open when I want	3.65	2,342	53.1	13.4	33.5
A desire for civilian neighbours	3.65	2,455	55.2	9.1	35.7
More recreational opportunities	3.58	2,491	53.5	11.7	34.8
Possibility to reside in co-ed accom.	3.45	2,355	40.6	12.0	47.4
Poor Maintenance and Service	3.39	2,386	41.1	14.8	44.1
More educational opportunities	3.36	2,471	39.1	13.2	47.7
Base mess not adequate	3.23	2,347	35.2	19.4	45.4

* Items are listed in descending order by mean response value.

Table 82: SQs – When looking at value for the dollar, how would you rate the amount of rent you are paying for your SQ at your base or wing or support unit?

Community Size	Base	Mean	Count	Percent Excellent (5)	Percent Good (4)	Percent Neutral (3)	Percent Fair (2)	Percent Poor (1)
Large Metro	BORDEN	3.16	701	12.4	31.1	30.0	12.8	13.7
	MONTREAL	3.41	29	13.8	34.5	34.5	13.8	3.5
	TORONTO	3.80	10	20.0	60.0	0.0	20.0	0.0
	VANCOUVER	3.64	14	35.7	28.6	14.3	7.1	14.3
	All Large Metro	3.18	754	13.0	31.6	29.4	12.9	13.1
Small/Med. Metro	BAGOTVILLE	2.90	40	5.0	25.0	40.0	15.0	15.0
	EDMONTON	2.96	90	14.4	26.7	18.9	20.0	20.0
	ESQUIMALT	3.59	152	28.3	27.0	29.0	6.6	9.2
	HALIFAX	3.50	161	24.8	33.5	19.3	11.8	10.6
	KINGSTON	3.18	559	13.2	32.4	25.8	16.3	12.3
	MONCTON	3.67	3	66.7	0.0	0.0	0.0	33.3
	NORTH BAY	3.11	35	17.1	22.9	31.4	11.4	17.1
	OTTAWA	3.08	12	8.3	33.3	33.3	8.3	16.7
	QUEBEC CITY	3.23	26	7.7	15.4	69.2	7.7	0.0
	SHEARWATER	3.65	17	35.3	23.5	23.5	5.9	11.8
	ST-JEAN	3.30	218	13.8	31.2	35.3	11.0	8.7
	SUFFIELD	3.50	14	21.4	28.6	28.6	21.4	0.0
	SYDNEY	3.00	4	25.0	0.0	50.0	0.0	25.0
	TRENTON	2.64	53	7.6	24.5	20.8	18.9	28.3
	WINNIPEG	3.32	22	4.6	45.5	31.8	13.6	4.6
All S/M Metro	3.25	1,406	16.2	30.2	27.7	13.7	12.2	
Non-Metro	COLDLAKE	2.82	45	17.8	20.0	17.8	15.6	28.9
	COMOX	3.53	30	23.3	30.0	30.0	10.0	6.7
	GAGETOWN	3.17	454	14.3	29.7	27.5	15.4	13.0
	GANDER	3.36	14	14.3	42.9	14.3	21.4	7.1
	GREENWOOD	3.26	65	16.9	30.8	21.5	23.1	7.7
	HAMILTON	3.00	1	0.0	0.0	100.0	0.0	0.0
	MEAFORD	3.23	215	17.2	25.6	30.7	16.3	10.2
	MOOSE JAW	4.00	41	39.0	36.6	12.2	9.8	2.4
	PETAWAWA	3.09	376	15.7	27.4	23.1	17.6	16.2
	SHILO	2.74	84	7.1	26.2	25.0	16.7	25.0
	VALCARTIER	3.32	74	18.9	27.0	31.1	13.5	9.5
	WAINWRIGHT	2.79	98	7.1	21.4	38.8	8.2	24.5
	YELLOWKNIFE	3.33	3	0.0	66.7	0.0	33.3	0.0
All Non-Metro	3.14	1,500	15.5	27.8	26.6	15.7	14.4	

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This survey assessed the accommodation satisfaction of 5,805 members of the Canadian Forces (CF). The majority of respondents were living in single quarters (SQs) on CF bases at the time of the survey. The survey administration was completed in November 2006. Respondents were asked to assess various aspects of their accommodation; the reasons why CF members would choose to live off-base; and also how much their current living conditions would likely impact a pending or future release decision. Privacy and security were rated as the most important aspects of accommodation. Overall, satisfaction with SQs was moderate. In particular, members were the most satisfied with the location of accommodation (close to work and base amenities) but were the least satisfied with parking facilities and snow removal. Approximately one third of respondents who were living in SQs, and also considering a release from the CF, indicated that living conditions would impact their decision to a 'great' or 'very great' extent. Members who were less satisfied with SQ living conditions were more likely to say that living conditions would impact their stay/leave decisions. Respondents indicated that they would support the CF building or buying SQ accommodation facilities either off or on-base. They did not favour elimination of on-base SQs and thought that such an initiative would have a negative impact on morale, unit cohesion, and operational effectiveness.

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