

# 2005 Navy MWR Customer Survey

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## 2005 Navy MWR Customer Assessment Survey

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## Foreword

Maintaining Sailor quality of life is vital to the Navy. Programs such as Morale, Welfare, and Recreation (MWR) are designed to improve quality of life for both Sailors and their families. MWR includes a wide variety of facilities and services, such as fitness centers, child development, outdoor recreation, and swimming pools.

MWR-related needs are often monitored through surveys. The present series of MWR Customer Surveys began in 1997. The 2005 Navy MWR Customer Survey was administered to a Navy-wide sample, and results are included within this report to assist in monitoring these MWR-related needs. Overall results are included in the text while detailed results are provided in the appendices.

The authors would like to thank the Navy men and women who took the time to complete the survey. The authors also gratefully acknowledge the support of the project sponsor, Mr. Bill Mullins, Head of Personal and Family Readiness (N1351), and Ms Cheryl Loft (N1351), as well as the contributions of Dr. Paul Rosenfeld who briefed the survey results to Navy leadership.

DAVID L. ALDERTON, Ph.D.  
Director



## Executive Summary

The 2005 Navy MWR Customer Survey is the latest in a series of assessments that have been regularly administered to Navy active duty personnel since 1997. The 2005 survey was designed to assess perceptions of MWR program importance, use, satisfaction, and quality; obtain views about MWR contributions to key military outcomes such as readiness and retention; and help the project sponsor, N1351, to evaluate MWR program execution and delivery. Survey administration was online for the first time.

The 2005 MWR Survey was administered on the Internet from 3 May to 28 June 2005 to a stratified random sample of 17,621 active duty Sailors. The response rate was 20 percent overall, or 32 percent when excluding junior enlisted who historically have very low response rates. Post-stratification weighting procedures were employed to ensure the respondents' data accurately reflected the views of the Navy population.

Overall, the 2005 MWR Survey results showed that the positive findings for importance and use of MWR obtained on past surveys were maintained. However, results for MWR quality and satisfaction tended to be lower than those obtained in 2003. The results were briefed to the project sponsor on 9 Aug 2005 and to the Chief of Naval Personnel on 21 Sept 2005.

### Summary

- Sailor importance ratings for 2005 were similar or slightly higher than on past surveys.
  - As in the past, Fitness Center (94%), ITT (90%), and Gym (90%) were the three most important MWR facilities/services.
- Fitness Center (89%), Gym (80%), ITT (74%), and Fast Food at MWR Facilities (72%) were again the top four facilities/services used.
- Fitness Center (88%), Auto Skills Center (86%), and Bowling (86%) had the highest satisfaction ratings among users. The overall satisfaction ratings among users of all MWR programs was high (ranging from 69–88%).
- The 2005 MWR quality ratings were lower than in 2003, but similar to those obtained in 2000.
- While the Navy-wide trend in MWR satisfaction from 1994-2005 is clearly positive (15 percentage points higher for enlisted in 2005 compared to 1994, and 11 percentage points higher for officers), the satisfaction ratings were lower in 2005 than 2003.
  - Almost two-thirds of enlisted indicated that MWR improves their quality of life, compared to about three-fourths in 2003.

- While 84 percent of enlisted and over 90 percent of officers indicated they will continue to use MWR, this was a decrease from 2003 for enlisted.
- About two-thirds of the survey comments were positive, but there were a number of negative comments about hours and access to MWR.
- Almost half (47%) of officers and 44% of enlisted indicate that MWR programs are a benefit they consider when deciding whether to stay in the Navy. This represents a positive trend from 2000 when only about one-third agreed with this item.

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In 2005, the Navy's Personal Readiness and Community Support Division (N1351), commissioned two studies about Navy Quality of Life programs. One related to Fleet and Family Support Center (FFSC) programs while the other related to Morale, Welfare and Recreation (MWR) programs. This annotated brief presents the findings of the second study, and presents comparisons to previous MWR studies.

## Background

- Navy-wide MWR customer survey of active duty Sailors conducted since 1997
  - Results used to:
    - » Meet DOD requirements (Inst 1015.10) to “periodically measure (MWR) customer demand, usage, and satisfaction”
    - » Answer Congressional inquiries
    - » Provide customer data for strategic planning
- Active duty MWR customer survey part of suite of MWR surveys (Sailor, Leader, Spouse) that provide a broad customer perspective
- With program execution transferred to CNI, survey will allow N1351 to evaluate MWR program delivery as part of their policy and oversight responsibilities

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Navy-wide surveys assessing customer satisfaction with Navy MWR have been conducted since 1997. The majority have been of active duty personnel, although other patrons have been surveyed as well; in 2001, the survey was administered to command leaders while the 2002 survey was administered to spouses.

Results from these surveys meet DOD requirements to measure customer satisfaction.<sup>1</sup> Results also may be used to answer Congressional inquiries and have been used in strategic planning for the programs.

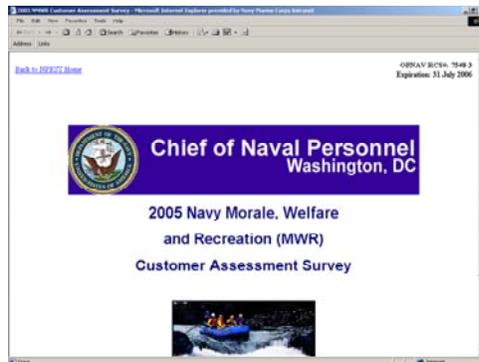
In FY04, program execution was transferred to Commander, Navy Installations Command (CNIC) while Navy Personnel Command and now Bureau of Naval Personnel (PERS-61, now N-135) maintained program oversight. The current version of the MWR customer survey was commissioned to assist in those oversight duties.

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<sup>1</sup> Assistant Secretary of Defense (November 3, 1995). *Programs for Military Morale, Welfare, and Recreation (MWR)* (DOD INSTRUCTION 1015.10). Washington: Author.

# Objectives

- To develop, administer, and analyze 2005 Navy-wide MWR Customer Survey
- To compare results of 2005 Survey to results of previous MWR Customer Surveys
- 2005 Navy MWR Customer Survey designed to:
  - Assess perceptions of MWR program importance, use, satisfaction, and quality
  - Obtain views about MWR contributions to key military outcomes



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The objectives of the current study are three-fold: (1) to develop the 2005 Navy-wide MWR Customer Survey, adapting previous versions of the survey to maximize trend data while still asking questions of current interest; (2) to administer the 2005 survey to a Navy-wide sample; and (3) to analyze the 2005 survey, comparing results to previous administrations where appropriate.

The 2005 Navy MWR Customer Survey asked questions about importance of, use of, and satisfaction with specific MWR programs as well as the quality of MWR overall. Questions were also included to ask views of the contribution MWR makes to key military outcomes such as readiness and retention. See Appendix A for the actual survey questions.



## Changes to the 2005 Navy MWR Customer Survey

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- First time MWR survey given online
  - Previous MWR customer surveys, conducted by NPRDC/NPRST since 1997, were paper surveys
- Added satisfaction with individual MWR programs, similar to importance and use sections
- Questions added about cell phone ownership, interest in receiving information about MWR, and participating in surveys via cell phone
  - First scientific Navy-wide assessment of cell phone and text messaging use
- Importance and Use sections
  - New in 2005: Bingo, Breakfast at MWR facilities, Dinner service at MWR facilities, Shipboard Library Media Resource Center, Sports fields, Swimming pools
  - Removed in 2005: Books/magazines, Lap swimming pool, Playing fields, Recreational swimming pool
  - Wording changes: Coffeehouse/café became Gourmet Coffee/Cybernet Café, Fast food became Fast food at MWR facilities
- Added: Use of off-base facilities/services

While the 2005 Navy MWR Customer Survey was similar to previous administrations, certain aspects and questions were updated. The largest change was in the methodology; for the first time, the survey was given as a web-based survey instead of a paper-and-pencil survey. As will be seen, this required more surveys to be administered because of an expected lower response rate on the Internet.

Questions were added about satisfaction with specific programs, mirroring questions already on the survey about the importance and use of programs. Six new programs were added to the list for all three questions, while four were deleted and two were modified.

Cell phones and text messaging were relatively new phenomena when the survey was administered, so questions were added asking how many people use cell phones, if they would be interested in received information about MWR on their cell phones, and if they would be interested in participating in surveys via their cell phone.

# Survey Administration

- Selected a stratified random sample of active duty Navy officers and enlisted
- Notification letter sent with website address and password; 2 reminder letters sent
- Permanent Random Number (PRN) sampling used to avoid overlap with NPS and FFSC survey samples

- Survey administration period:
  - May 3 – June 28, 2005

- **Sample Size:**
  - 17,621

- **Surveys returned:**
  - 3,363 Total
    - » 3,256 "Usable surveys"

- **Response rate:**
  - 20% for entire sample
  - 32% estimated for E-4 and Above

Survey administration - briefing cycle cut by about one-third from 2003

March 25, 2005

## MWR, FFSC surveys seek Sailor opinions

by JO1 Teresa J. Frith  
Navy Personnel Command  
Communications

Two Navy-wide quality of life surveys are scheduled to come out in early April that will allow Sailors and their families to give their opinions on Morale, Welfare and Recreation (MWR), and Fleet and Family Support Center (FFSC) programs.



Photo by JO3 Seth J. Bauer

Navy Personnel, Research, Studies and Technology developed the surveys, and will use the results to gauge the overall satisfaction of the two programs.

The MWR survey will cover programs and services, such as child and youth development, fitness centers, golf, bingo, bowling, swimming, outdoor recreation, Internet access and movies, while the FFSC survey will cover programs including personal financial management,

Sailors and Marines from Commander Seventh Fleet and USS Blue Ridge (LCC 19) tour the Great Wall of China during a Blue Ridge Morale Welfare and Recreation (MWR) sponsored tour of Beijing, China.

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To minimize overlap with the Navy-wide Personnel Survey (administered a few months before) as well as the concurrent FFSC survey, a Permanent Random Number (PRN) method, developed in conjunction with statistical consultants from the Research Triangle Institute, was used to select a stratified random sample of enlisted and officer active duty personnel. A notification letter, signed by the Deputy Chief of Naval Personnel (DCNP), was sent to those selected indicating the purpose of the survey, the website of the survey, and their unique identification code to access the survey. Two reminder letters were sent to everyone in the sample over the next month; the letter thanked those who had already replied while also encouraging those who had not to do so.

The initial letters were mailed on 3 May 2005 and the survey field closed on 28 June 2005. Because the survey was web-based and therefore did not require time for responses to be returned via mail, the survey administration cycle was several months shorter than the administration in 2003.

Population numbers were input into the Sample Planning Tool<sup>2</sup>, and an initial sample was chosen that included 17,621 service members. Of those, 3,363 logged into the website. Those who did not complete at least 50 percent of the standard survey questions or who chose not to answer their paygrade and gender were dropped from the database, yielding 3,256 usable surveys. For the entire sample, this produced a response rate of 20 percent. The large majority of junior personnel (E-3 and below) do not reply to surveys, so initial sample numbers had been boosted so that about half of the mailed sample was junior. A secondary response rate was calculated which excluded juniors, yielding a response rate of 32 percent, similar to most Navy and DOD surveys.

<sup>2</sup> Kavee, J. D. & Mason, R. E. (2001). *Status of the Armed Services Sample Planning Tool*. Arlington, VA: Defense Manpower Data Center.

## Survey Analyses

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- Results weighted by key demographic variables to match Navy-wide population
- Results analyzed for all Navy, and for officers and enlisted
- Comparisons made where possible between the 2003 Customer Survey (Sailor 2003) and 2000 Customer Survey (Sailor 2000)
- Open-ended comments content-analyzed and coded into major categories

Results were statistically weighted by gender and paygrade to match the Navy-wide population. This annotated briefing shows results for all Navy and for officers and enlisted; additional subgroup results can be found in the tables of Appendix B.

Where possible, comparisons were made to the two previous MWR surveys of active-duty personnel.<sup>3</sup>

Two survey questions were open-ended. The data from these questions were typed into a spreadsheet and then content analyzed for key themes.

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<sup>3</sup> Uriell, Z. A. (2007). *2003 Navy MWR Customer Survey* (NPRST-AB-07-3). Millington, TN: Navy Personnel Research, Studies, and Technology.

## Survey Topics

- Importance of Navy MWR facilities/services
- Use of Navy MWR facilities/services
- Satisfaction with Navy MWR facilities/services
- Quality of MWR
- Satisfaction with MWR
- Contributions to outcomes
- Publicity & communication
- Navy satisfaction



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The 2005 survey covered the topic areas listed above. Because this survey was used as part of the oversight process, questions dealing in depth with specific programs were not included, making this survey shorter than previous surveys.

## Importance

- As in the past, Fitness Center, ITT, and Gym were the three most important MWR facilities/services
  - 2005 Sailor importance ratings were similar to, or slightly higher than, those on 2003 and 2000 surveys
- Bingo, Breakfast, and Golf rated least important by Sailors

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Results for program importance show that Fitness Centers; Information, Tickets, and Travel (ITT); and the Gym were again the three most important MWR facilities/services. Importance ratings were as high as, or slightly higher than, the 2003 and 2000 findings.

The least important programs according to Sailors were bingo, breakfast at MWR facilities, and golf.

## Importance of MWR Facilities/Services: All Respondents Top Tier

Percent "Important"/"Very Important"					
Sailor 2005		Sailor 2003		Sailor 2000	
Fitness Center	94%	Fitness Center	92%	Fitness center	91%
ITT	90%	ITT	87%	ITT	88%
Gym	90%	Gym	84%	Gym	86%
Swimming pools	88%	Computers/Internet service	79%	Outdoor recreation areas	79%
Recreation Center facilities	83%	Special events	79%	Playing fields	79%
Sports fields	83%	Recreation Center facilities	78%	Outdoor recreation rental	76%
Shipboard movies	83%	Library Media Resource Center	77%	Outdoor activities	75%
Outdoor recreation areas	82%	On-base movies/theatres	77%	Library Media Resource	75%
Shipboard recreation programs	82%	Playing fields	77%	Special events	74%
Special events	81%	Shipboard movies	76%	Recreational swimming pool	74%
Library Media Resource Center	81%				

Importance of Navy MWR Facilities/Services Section: For each item listed, rate its importance to you.

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The top tier (generally the top 10) of programs was deemed important by at least 81 percent of Sailors. The highest rating was for the Fitness Center, with 94 percent of Sailors feeling that this program is either "Important" or "Very Important."

Two of the top tier in 2005—swimming pools and sports fields—were changed on this survey; excluding this change, 7 of the 9 are common between 2005 and 2003 while 6 of the 9 are common between 2005 and 2000.

## Importance of MWR Facilities/Services: All Respondents Middle Tier

Percent "Important"/"Very Important"					
Sailor 2005		Sailor 2003		Sailor 2000	
On-base movies/theatres	80%	Outdoor recreation areas	75%	On-base free movies	73%
Outdoor recreation equipment rental	80%	Recreational swimming pool	74%	Computers/Internet service	71%
Outdoor activities	79%	Shipboard recreation programs	74%	Library services	70%
Computers/Internet service	77%	Outdoor activities	73%	Lap swimming pool	67%
Library services	76%	Shipboard fitness programs	72%	On-base movie theater	67%
Youth recreation programs	70%	Outdoor recreation equipment rental	71%	Fast food	65%
Intramural sports	67%	Single Sailor/Liberty programs	69%	Auto skills center	64%
Game room/amusement machines	66%	Library services	66%	Lunch service	64%
Lunch service at MWR facilities	65%	Lap swimming pool	64%	Recreation center	62%
Child development programs	65%	Auto skills center	63%	Intramural sports	61%
Crafts and hobby programs	64%	Lunch service	63%	Single sailor programs	60%
		Youth recreation programs	62%	Youth recreation programs	60%
		Fast food	61%		

Importance of Navy MWR Facilities/Services Section: For each item listed, rate its importance to you.

The middle tier of programs contains those not in the top 10 or bottom 10. Even in the middle tier, almost two-thirds or more of Sailors feel the programs are "Important" or "Very Important."

## Importance of MWR Facilities/Services: All Respondents Bottom Tier

Percent "Important"/ "Very Important"					
Sailor 2005		Sailor 2003		Sailor 2000	
Auto skills center	63%	Child development programs	60%	Child development programs	56%
Marina services	62%	Intramural sports	60%	Crafts and hobby programs	55%
Lounge/Bar	62%	Books/Magazines	59%	Lounge/Bar	55%
Dinner service at MWR facilities	57%	Crafts and hobby programs	58%	Rifle/pistol range	54%
Bowling	53%	Game room/amusement machines	55%	Game room/amusement machines	53%
Catering	52%	Lounge/Bar	55%	Marina services	53%
Gourmet Coffee/Cybernet Cafe	49%	Bowling	52%	Bowling	50%
Golf	46%	Marina services	50%	Golf	43%
Breakfast at MWR facilities	43%	Coffeehouse/café	43%	Coffeehouse/café	41%
Bingo	10%	Golf	41%	Catering	22%

Importance of Navy MWR Facilities/Services Section: **For each item listed, rate its importance to you.**

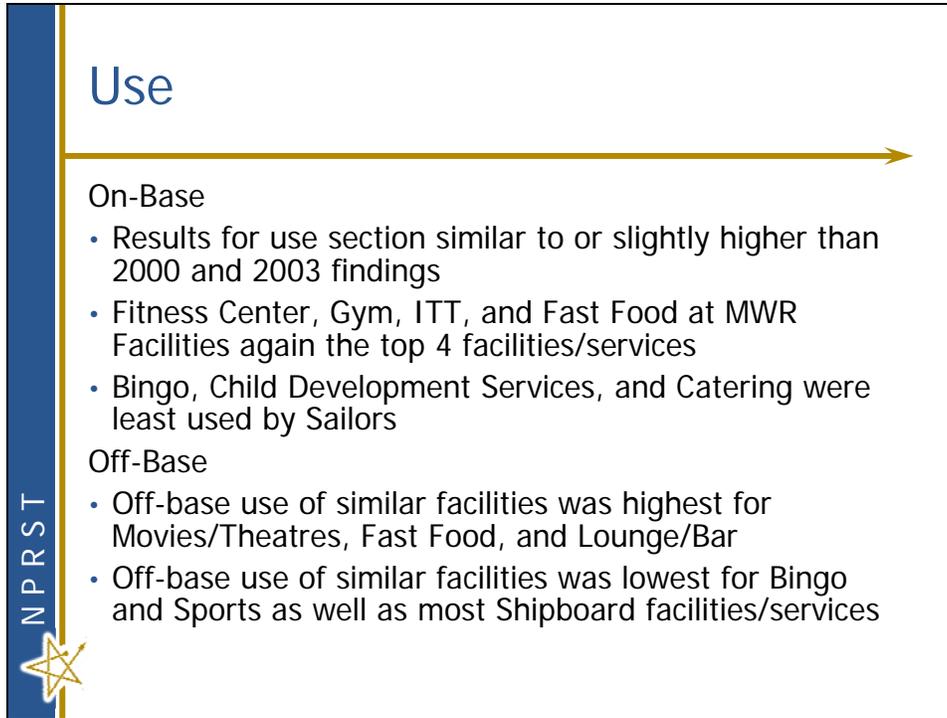
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The bottom tier of facilities/services is those 10 programs with the lowest importance ratings. The majority still is considered important by at least half of Sailors, and importance ratings are generally higher in 2005 than in previous years.

Bingo—the perceived least important facility/service—was not included on previous surveys and therefore has no comparison data.

Five of the 7 facilities/services listed on all surveys were included in the bottom tier for both 2005 and 2003 while 6 are found on both the 2005 and 2000 lists.



## Use

**On-Base**

- Results for use section similar to or slightly higher than 2000 and 2003 findings
- Fitness Center, Gym, ITT, and Fast Food at MWR Facilities again the top 4 facilities/services
- Bingo, Child Development Services, and Catering were least used by Sailors

**Off-Base**

- Off-base use of similar facilities was highest for Movies/Theatres, Fast Food, and Lounge/Bar
- Off-base use of similar facilities was lowest for Bingo and Sports as well as most Shipboard facilities/services

Respondents were asked about their use of the different facilities/services. For the first time, the 2005 survey asked also about off-base use of similar facilities/services.

As seen with importance, results are generally similar to or slightly higher than previous surveys. Consistent across years also are the top four facilities/services: Fitness Center, Gym, ITT, and Fast Food. Bingo, child development, and catering were the least used by Sailors.

Commonly used off-base facilities are movies/theatres, fast food, and lounge/bar.

## Use of Facilities/Services: All Respondents Top Tier

Percent "Yes"					
Sailor 2005		Sailor 2003		Sailor 2000	
Fitness Center	89%	Fitness Center	86%	Fitness center	85%
Gym	80%	Fast food	76%	Fast food	75%
ITT	74%	Gym	74%	Gym	73%
Fast food at MWR facilities	72%	ITT	69%	ITT	71%
On-base movies/theatres	64%	On-base movies/theatres	65%	Outdoor recreation areas	59%
Swimming pools	63%	Computers/Internet service	61%	Playing fields	58%
Shipboard movies	62%	Recreation Center facilities	58%	On-base movie theater	48%
Sports fields	60%	Playing fields	57%	On-base free movies	48%
Recreation Center facilities	57%	Shipboard movies	57%	Computers/Internet service	48%
Special events	54%	Bowling	54%	Bowling	47%
Bowling	54%				

Use of Navy MWR Facilities/Services Section: **Indicate whether or not you regularly use each facility/service listed.**

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Again, the top tier includes the top 10 (or 11, in 2005) facilities/services. Respondents were asked if they regularly used each facility/service. Over half of respondents regularly use the top tier of facilities/services. The order of the top four is consistent between all three years, except for fast food which could be due to the wording change in 2005. Eight of the 9 comparable programs are listed on both 2005 and 2003 while 5 of the 8 are listed on both 2005 and 2000 (in 2000, there were two separate movie facilities/services listed).

## Use of Facilities/Services: All Respondents Middle Tier



Percent "Yes"					
Sailor 2005		Sailor 2003		Sailor 2000	
Lunch service at MWR facilities	52%	Library Media Resource Center	53%	Lunch service	46%
Shipboard recreation programs	52%	Shipboard fitness programs	51%	Recreational swimming pool	45%
Outdoor recreations areas	52%	Special events	51%	Library Media Resource Center	44%
Library Media Resource Center	51%	Books/Magazines	47%	Lounge/Bar	43%
Shipboard fitness programs	49%	Lunch service	47%	Auto skills center	42%
Computers/Internet service	49%	Outdoor recreation areas	47%	Outdoor recreation rental	41%
Library services	45%	Recreational swimming pool	47%	Outdoor activities	41%
Shipboard Library Media Resource Center	45%	Shipboard recreation programs	47%	Library services	41%
Game room/amusement machines	44%	Lounge/Bar	45%	Lap swimming pool	39%
Lounge/Bar	44%	Auto skills center	40%	Intramural sports	39%
Outdoor activities	44%	Library services	39%	Game room/amusement machines	37%
Outdoor recreation equipment rental	42%	Game room/amusement machines	38%		
Intramural sports	42%	Lap swimming pool	38%		
Auto skills center	41%	Outdoor activities	38%		
Single Sailor/Liberty program	36%				

Use of Navy MWR Facilities/Services Section: Indicate whether or not you regularly use each facility/service listed.

Over one-third of Sailors uses the majority of programs listed above. Rates of use are generally comparable to previous years.

## Use of Facilities/Services: All Respondents Bottom Tier

Percent "Yes"					
Sailor 2005		Sailor 2003		Sailor 2000	
Gourmet Coffee/Cybernet Café	35%	Intramural sports	37%	Golf	33%
Dinner service at MWR facilities	34%	Outdoor recreation equipment rental	36%	Coffeehouse/café	30%
Golf	33%	Coffeehouse/café	33%	Recreation center	28%
Crafts and hobby programs	30%	Golf	33%	Marina services	25%
Marina services	28%	Single Sailor/Liberty program	30%	Crafts and hobby programs	24%
Youth recreation programs	27%	Crafts and hobby programs	27%	Single sailor programs	22%
Breakfast at MWR facilities	26%	Marina services	25%	Youth recreation programs	20%
Catering	26%	Child development programs	20%	Rifle/pistol range	20%
Child development programs	22%	Youth recreation programs	20%	Child development programs	19%
Bingo	7%	Catering	14%	Catering	10%

Use of Navy MWR Facilities/Services Section: **Indicate whether or not you regularly use each facility/service listed.**

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The bottom 10 programs were used by about one-third or less of Sailors. Two of the programs listed are specific to those with children; for comparisons of rates for those with children separate from those without children, see the tables in Appendix B.

While usage rates have fluctuated over the years, all seven of the comparable programs between 2005 and 2003 and between 2005 and 2000 are in all three lists.

## Use of Off-base Facilities/Services: All Respondents



Top Tier		Bottom Tier	
Sailor 2005		Sailor 2005	
On-base movies/theatres	52%	Youth recreation program	16%
Fast food at MWR facilities	44%	Child development programs	15%
Lounge/Bar	41%	Marina services	13%
Bowling	35%	Catering	13%
Swimming pools	34%	Single Sailor/Liberty programs	12%
Outdoor recreation areas	34%	Intramural sports	12%
Special events	34%	Shipboard fitness	11%
Outdoor activities	34%	Shipboard Library Media Resource Center	10%
ITT	32%	Shipboard recreation programs	9%
Gourmet Coffee/Cybernet Café	32%	Bingo	5%
Use of Navy MWR Facilities/Services Section Please indicate if you use similar services off-base.		Use of Navy MWR Facilities/Services Section Please indicate if you use similar services off-base.	

In 2005, respondents were asked about off-base use of similar services. Likely because of the uniqueness of some of the shipboard programs, three are listed in the bottom tier as programs that are not used off-base. Movies/theatres, fast food, and lounge/bar are the most used off-base facilities, with more than 4 in 10 using off-base, civilian facilities.

## Satisfaction

- First time section was asked
- Most satisfying facilities/services (Fitness Center, Gym, ITT, and Fast Food at MWR facilities) are also most used
- Overall satisfaction is high, with 50% or more being satisfied with most facilities/services

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Questions about satisfaction with specific facilities/services were asked for the first time in 2005. These questions asked about the same programs as the importance and use sections.

Respondents indicated overall satisfaction with MWR facilities/services, with 50 percent or more being satisfied. The most satisfying facilities/services are also the most used: Fitness Center, Gym, ITT, and Fast Food.

## Satisfaction with Facilities/Services: All Respondents

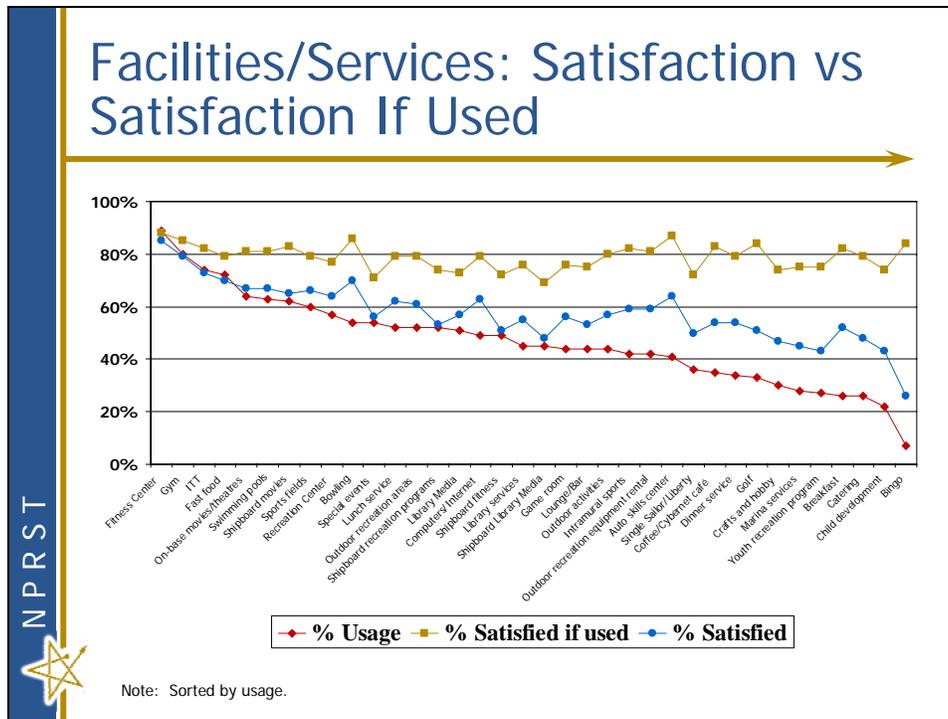
Top Tier		Bottom Tier	
Sailor 2005		Sailor 2005	
Fitness Center	85%	Shipboard fitness	51%
Gym	79%	Golf	51%
ITT	73%	Single Sailor/Liberty program	50%
Fast food at MWR facilities	70%	Catering	48%
Bowling	70%	Shipboard Library Media Resource Center	48%
On-base movies/theatres	67%	Crafts and hobby programs	47%
Swimming pools	67%	Marina services	45%
Sports fields	66%	Child development programs	43%
Shipboard movies	65%	Youth recreation program	43%
Recreation Center facilities	64%	Bingo	26%
Satisfaction with Navy MWR Facilities/Services Section Of the facilities you regularly use, indicate your satisfaction with <u>each</u> facility/service listed.		Satisfaction with Navy MWR Facilities/Services Section Of the facilities you regularly use, indicate your satisfaction with <u>each</u> facility/service listed.	

Because satisfaction questions were not asked prior to 2005, no comparison data is available. Over half of respondents are either “Satisfied” or “Very Satisfied” with all but seven of the facilities/services listed.

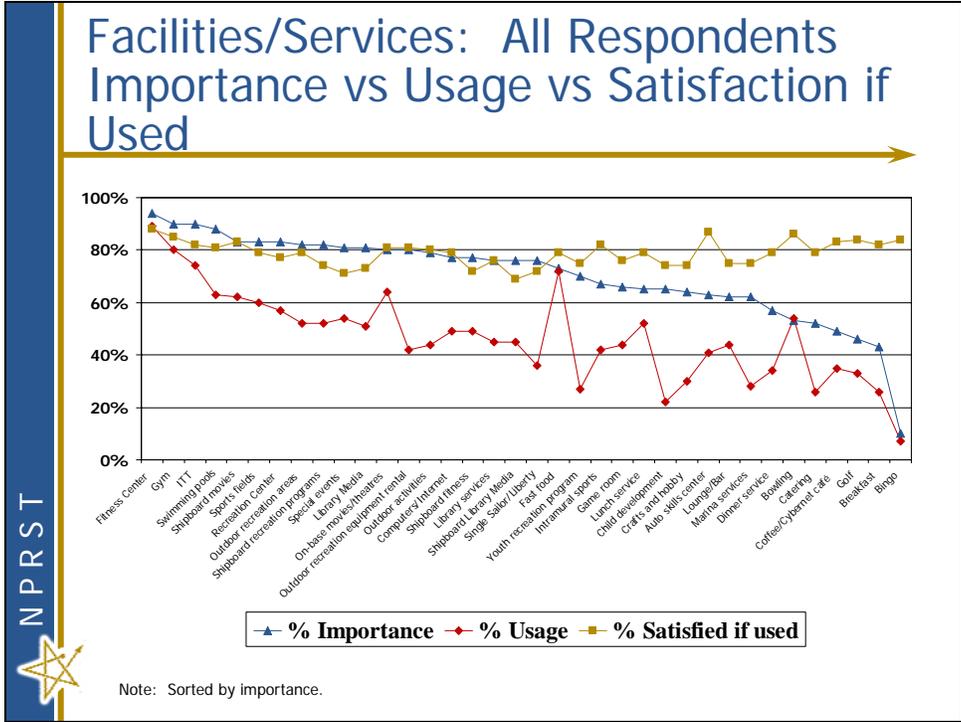
## Satisfaction with Facilities/Services: All Users

Top Tier		Bottom Tier	
Sailor 2005		Sailor 2005	
Fitness center	88%	Marina services	75%
Auto skills center	86%	Lounge/Bar	75%
Bowling	86%	Youth recreation program	75%
Gym	85%	Crafts and hobby programs	74%
Bingo	84%	Shipboard recreation programs	74%
Golf	84%	Child development programs	74%
Shipboard movies	83%	Library Media Resource Center	73%
Gourmet Coffee/Cybernet Cafe	83%	Shipboard fitness programs	72%
ITT	82%	Single Sailor/Liberty program	72%
Breakfast at MWR facilities	82%	Special events	71%
Intramural sports	82%	Shipboard Library Media Resource Center	69%
Satisfaction with Navy MWR Facilities/Services Section <b>Of</b> the facilities you regularly use, indicate your satisfaction with <u>each</u> facility/service listed.		Satisfaction with Navy MWR Facilities/Services Section <b>Of</b> the facilities you regularly use, indicate your satisfaction with <u>each</u> facility/service listed.	

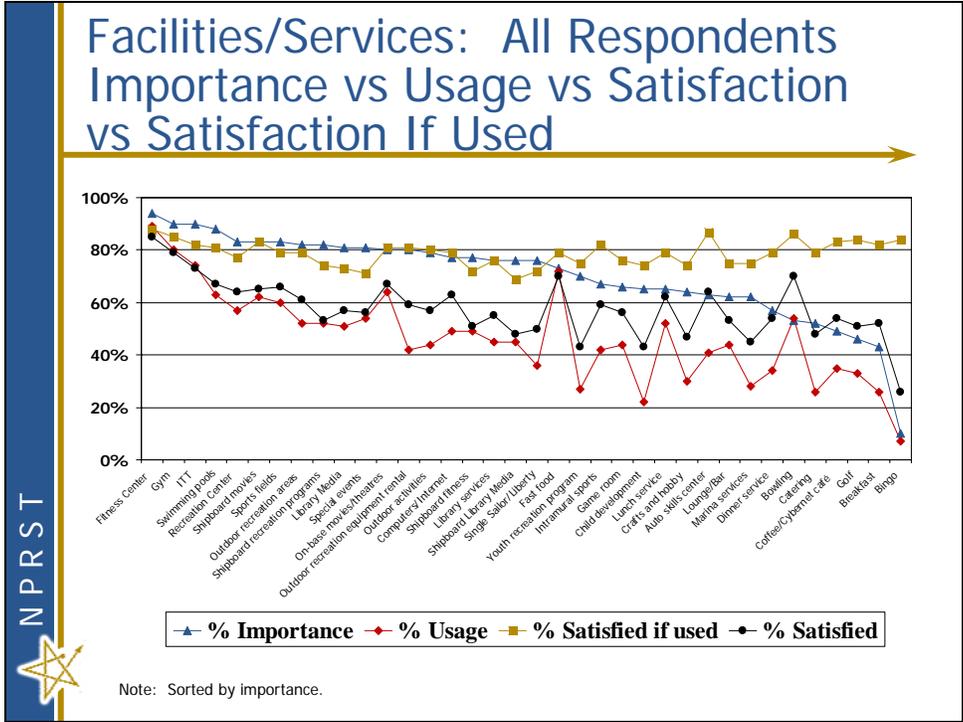
The satisfaction questions were asked of all respondents; they could mark “Don’t know; not applicable” if needed. Satisfaction rates were recomputed to look only at those who indicated they regularly used a program. For example, of those who indicated that they regularly used the Fitness Center, 88 percent were either “Satisfied” or “Very Satisfied” with it. Satisfaction levels increase when looking at just the users; bingo was the least satisfying when looking at all respondents, but it is in the top five of the most satisfying facilities/services when looking at just the regular users.



The above graph shows all facilities/services that were included on the survey, sorted by the percentage who regularly use each (bottom, red line). For all respondents (middle, blue line), satisfaction drops as usage drops, perhaps indicative that people do not regularly use facilities/services if they are not satisfied with them. The satisfaction rate for users (top, gold line) is generally about 80 percent across all programs.



When including importance with usage and satisfaction of users, a trend again is seen, in that the more important facilities/services generally are also the more used programs, although there is some fluctuation for things such as Fast Food and bowling.



This graph is the same as the previous, but now has satisfaction of all respondents (black line) included showing that satisfaction follows the same general trend as importance and usage.

## Satisfaction with Facilities/Services: 2005 User Responses Only

Top Tier			
	Satisfied	Neither	Dissatisfied
Fitness Center	88%	8%	3%
Auto skills center	86%	8%	6%
Bowling	86%	11%	4%
Gym	85%	12%	4%
Bingo	84%	15%	2%
Golf	84%	13%	3%
Shipboard movies	83%	12%	5%
Coffee/Cybernet café	83%	13%	4%
ITT	82%	14%	4%
Breakfast	82%	13%	6%
Intramural Sports	82%	15%	4%

Satisfaction with Navy MWR Facilities/Services Section  
**Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.**

NPRST



To determine the percentage of users who are dissatisfied with facilities/services they use, this slide and the next two show rates of satisfaction, dissatisfaction, and the middle category of “Neither satisfied nor dissatisfied” for each program. As rates of satisfaction decrease, the percentage of the middle “Neither” category increases, indicating that users generally are indifferent rather than dissatisfied with the facilities/services provided.

## Satisfaction with Facilities/Services: 2005 User Responses Only

NPRST

Middle Tier			
	Satisfied	Neither	Dissatisfied
Outdoor recreation equipment rental	81%	16%	3%
Swimming pools	81%	12%	7%
On-base movies/theatres	81%	12%	7%
Outdoor activities	80%	18%	2%
Fast food	79%	15%	5%
Sports fields	79%	15%	5%
Catering	79%	17%	4%
Outdoor recreation areas	79%	18%	3%
Computers/Internet	79%	16%	5%
Dinner service	79%	16%	5%
Lunch service	79%	16%	5%
Recreation Center	77%	20%	3%
Library services	76%	17%	6%
Game room	76%	18%	6%

Satisfaction with Navy MWR Facilities/Services Section  
Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

In the middle tier of satisfying facilities/services, the most dissatisfying are the swimming pools and the on-base movie/theatres, although only 7 percent of users indicate they are dissatisfied.

## Satisfaction with Facilities/Services: 2005 User Responses Only

Bottom Tier			
	Satisfied	Neither	Dissatisfied
Marina services	75%	21%	3%
Lounge/Bar	75%	17%	8%
Youth recreation program	75%	19%	6%
Crafts and hobby	74%	20%	6%
Shipboard recreation programs	74%	19%	7%
Child development	74%	15%	11%
Library Media	73%	21%	6%
Shipboard fitness	72%	19%	9%
Single Sailor/Liberty	72%	20%	8%
Special events	71%	21%	8%
Shipboard Library Media	69%	22%	10%

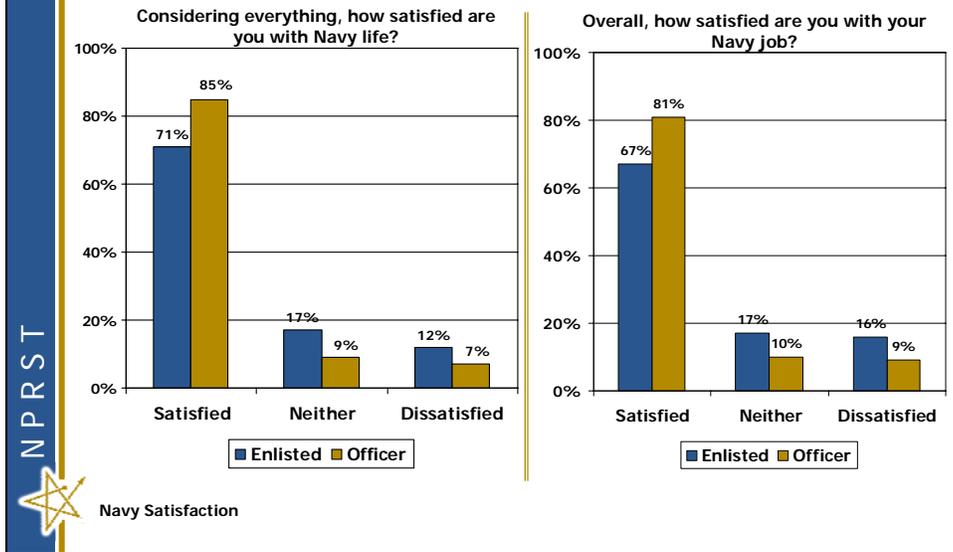
Satisfaction with Navy MWR Facilities/Services Section  
Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

NPRST



The most dissatisfying facilities/services are child development (11% of users), the Shipboard Library Media (10% of users), and the Shipboard fitness (9% of users).

# Navy Satisfaction



To put satisfaction ratings into perspective, respondents were asked how satisfied they were with Navy life and their Navy job. About 70 percent of enlisted and over 80 percent of officers indicated satisfaction with both questions.

## Quality Ratings of Navy MWR

- Views of MWR Quality
  - Compared to 2003, fewer rated MWR quality as “better than expected”
  - While few in 2005 rate these aspects of MWR as “worse than expected,” the percentages increased compared to 2003
- Services and customer service are the least positive among the quality items

NPRST



A section of the survey asked about ratings of quality of Navy MWR overall, specifically all facilities, equipment, services, programs, and customer service. Because the question asked about expectations and the middle category of “As expected” was determined to be useful, results are grouped as “Better than expected,” “As expected,” and “Worse than expected.” Compared to 2003, the rates for “Better than expected” have decreased while rates for “Worse than expected” have increased.

## Quality Ratings of Navy MWR: Enlisted

	Sailor 2005	Sailor 2003	Sailor 2000
<b>How would you rate Navy MWR facilities?</b>			
Better than expected	49%	61%	52%
As expected	41%	33%	39%
Worse than expected	10%	6%	9%
<b>How would you rate Navy MWR equipment?</b>			
Better than expected	50%	55%	51%
As expected	41%	38%	40%
Worse than expected	9%	6%	9%
<b>How would you rate Navy MWR services?</b>			
Better than expected	45%	56%	-----
As expected	43%	38%	-----
Worse than expected	12%	7%	-----
<b>How would you rate Navy MWR programs?</b>			
Better than expected	47%	54%	-----
As expected	42%	39%	-----
Worse than expected	12%	7%	-----
<b>How would you rate Navy MWR customer service?</b>			
Better than expected	45%	50%	44%
As expected	42%	40%	44%
Worse than expected	13%	9%	12%

Quality of MWR Section  
**NOTE: Ratings for services and programs not available for Sailor 2000 since they were not asked individually.**

For enlisted, quality ratings are lower than in 2003 and closer to the 2000 findings. Almost half of enlisted indicate that the quality is better than expected while almost the same amount indicate it is as expected. The lowest ratings of “Better than expected” are for services and customer service, while the largest “Worse than expected” rating is for customer service.

## Quality Ratings of Navy MWR: Officers

	Sailor 2005	Sailor 2003	Sailor 2000
<b>How would you rate Navy MWR facilities?</b>			
Better than expected	45%	57%	48%
As expected	45%	36%	42%
Worse than expected	10%	3%	10%
<b>How would you rate Navy MWR equipment?</b>			
Better than expected	45%	55%	46%
As expected	46%	38%	44%
Worse than expected	9%	7%	10%
<b>How would you rate Navy MWR services?</b>			
Better than expected	41%	53%	-----
As expected	48%	46%	-----
Worse than expected	11%	7%	-----
<b>How would you rate Navy MWR programs?</b>			
Better than expected	39%	52%	-----
As expected	52%	42%	-----
Worse than expected	8%	6%	-----
<b>How would you rate Navy MWR customer service?</b>			
Better than expected	41%	44%	38%
As expected	46%	45%	48%
Worse than expected	12%	11%	14%
Quality of MWR Section			
<b>NOTE: Ratings for services and programs not available for Sailor 2000 since they were not asked individually.</b>			

NPRST



Officer ratings tended to be lower than enlisted, similar to previous years. Again, results are closest to the 2000 findings, and lower than the 2003 findings. As with enlisted, customer service is “Worse than expected” for the largest number of officers, although still only 12 percent of officers.

## MWR Satisfaction

- Satisfaction with MWR remains high, although slightly lower than in 2003
  - Almost 2/3 of enlisted indicate that MWR improves their quality of life, compared to about 3/4 of enlisted in 2003
  - While 84% of enlisted and over 90% of officers indicate they will continue to use MWR facilities and services, this was a decrease from 2003 for enlisted
- Nearly 2/3 of enlisted and 3/4 of officers indicate that MWR is worth the fees they pay, slightly lower than previous results

NPRST



The survey asked respondents to rate their satisfaction with specific aspects of MWR overall. Satisfaction remains high, although slightly lower than in 2003, especially for enlisted. The majority still indicates that MWR improves their quality of life, that they will continue to use MWR, and that MWR is worth the fees they pay.

## Satisfaction with MWR

Percent "Agree"/"Strongly Agree"

	Enlisted 2005	Enlisted 2003	Officer 2005	Officer 2003
I am satisfied with the Navy's MWR facilities.	74%	76%	75%	78%
I am satisfied with the Navy's MWR services.	73%	77%	74%	77%
I will continue to use the Navy's MWR facilities.	84%	91%	93%	96%
I will continue to use the Navy's MWR services.	84%	90%	91%	94%
I would recommend the Navy's MWR facilities to others.	77%	83%	82%	86%
I would recommend the Navy's MWR services to others.	77%	83%	81%	85%
Navy MWR improves the quality of life for me.	68%	76%	80%	84%
Navy MWR improves the quality of life for my family.	61%	63%	70%	76%

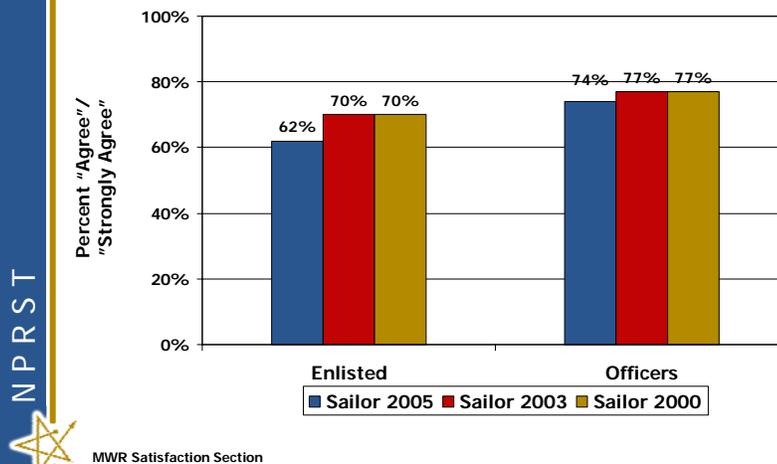
Satisfaction with MWR Section  
**NOTE: 2000 results not shown because wording of items was different.**

More than seven out of ten enlisted personnel are satisfied with MWR and will continue to use it as well as recommend it to others. Sixty-eight percent of enlisted indicate MWR improves their quality of life and six in ten indicate it improves the quality of life for their family. Results are lower than in 2003, especially for improvement of their quality of life, continuing to use, and recommending to others.

Officer results are generally higher than enlisted, especially for improving quality of life. Although higher than enlisted, results for 2005 have decreased some from the 2003 findings.

Although indicating a specific cause for these differences between two survey administrations must be made cautiously, a reason offered when the results were briefed to the project sponsors had to do with recent budgetary cuts that had been made to the Navy's MWR programs.

## Navy MWR Services are Worth the Fees I Pay



NPRST



MWR Satisfaction Section

An additional question in the MWR Satisfaction section asked if MWR services are worth the fees paid to use them. As shown for 2005, just under two-thirds of enlisted and three-fourths of officers agree or strongly agree with the statement, less than had agreed with the statement in previous years. This lessened agreement may be a result of increased prices for use of some MWR activities along with program/financial cuts that have been made.

## Overall Satisfaction with MWR

Enlisted 2005			
	Agree	Neither	Disagree
I am satisfied with the Navy's MWR facilities.	74%	15%	12%
I am satisfied with the Navy's MWR services.	73%	16%	11%
I will continue to use the Navy's MWR facilities.	84%	12%	4%
I will continue to use the Navy's MWR services.	84%	11%	4%
I would recommend the Navy's MWR facilities to others.	77%	17%	6%
I would recommend the Navy's MWR services to others.	77%	17%	6%
Navy MWR services are worth the fees I pay.	62%	25%	14%
Navy MWR improves the quality of life for me.	68%	23%	9%
Navy MWR improves the quality of life for my family.	61%	29%	10%
Satisfaction with MWR Section			

NPRST



MWR satisfaction for 2005 is also presented across the three answer categories, “Agree,” “Neither,” “Disagree.” Enlisted personnel are most likely to neither agree nor disagree with the questions about quality of life while they are most likely to disagree that MWR services are worth the fees they pay and that they are satisfied with MWR.

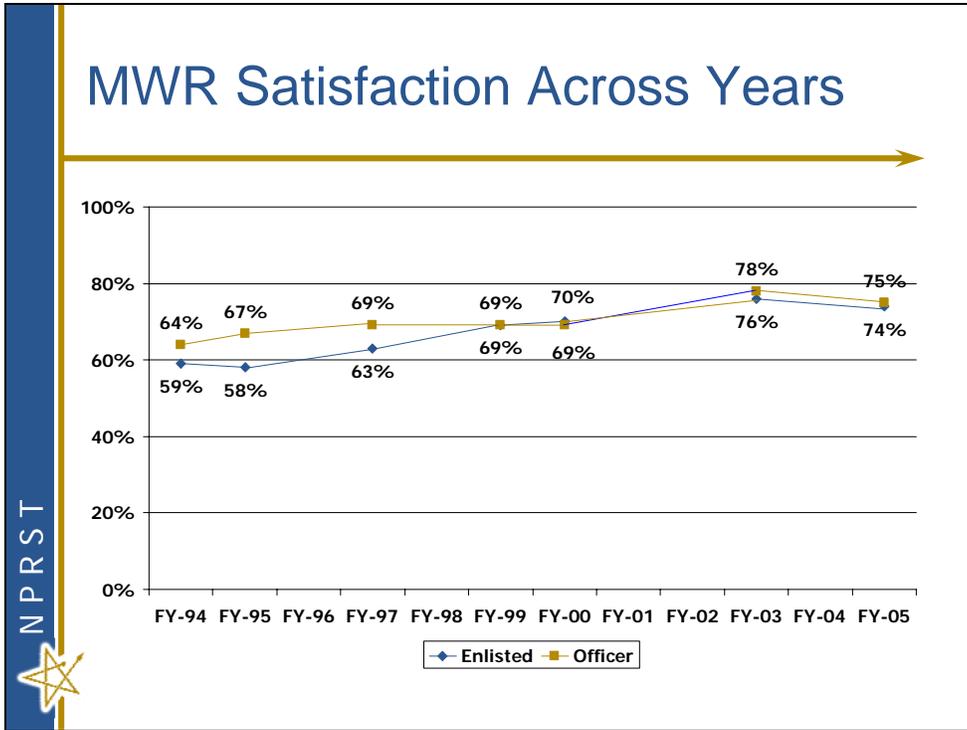
## Overall Satisfaction with MWR

Officer 2005			
	Agree	Neither	Disagree
I am satisfied with the Navy's MWR facilities.	75%	11%	14%
I am satisfied with the Navy's MWR services.	74%	14%	12%
I will continue to use the Navy's MWR facilities.	93%	6%	1%
I will continue to use the Navy's MWR services.	91%	7%	2%
I would recommend the Navy's MWR facilities to others.	82%	13%	5%
I would recommend the Navy's MWR services to others.	81%	13%	5%
Navy MWR services are worth the fees I pay.	74%	16%	10%
Navy MWR improves the quality of life for me.	80%	15%	5%
Navy MWR improves the quality of life for my family.	70%	21%	10%
Satisfaction with MWR Section			

NPRST



Officers in 2005 showed the same basic pattern to their responses as enlisted. The largest portions of “Neither” are for the last questions about quality of life and fees. As with enlisted, the highest rates of disagreement are with satisfaction, services being worth the fees I pay, and MWR improving family quality of life.



Previous surveys have asked about MWR satisfaction. This graph shows that overall satisfaction has generally increased since FY94, with three-fourths of both enlisted and officers now indicating satisfaction with MWR, although satisfaction slipped slightly in FY05.

## MWR Contributions to Outcomes

- Highest agreement that MWR contributes to physical fitness
- Increase in the percent of both officers and enlisted indicating that MWR is a benefit they consider when deciding to remain in the Navy
- More in 2005 than in 2003 said MWR family support programs help their children adjust to military life

NPRST



Because military outcomes such as readiness and retention are so important to the Navy, the survey included questions asking the impact of MWR on key outcomes such as physical fitness, readiness, and unit cohesion. The outcome with the highest level of perceived MWR contribution is physical fitness.

Respondents were also asked if they considered MWR as a benefit when they are deciding to remain in the Navy; the percentage of agreement increased from 2003 for both enlisted and officers. Respondents also were more likely to agree that MWR family support programs help their children adjust to military life than in 2003.

## MWR Contributions to Outcomes: Enlisted

Percent "Agree"/"Strongly Agree"

	Sailor 2005	Sailor 2003	Sailor 2000
MWR programs contribute to my physical fitness.	78%	79%	82%
MWR programs contribute to my readiness.	68%	68%	66%
MWR programs contribute to unit cohesion.	61%	62%	62%
MWR programs help me manage stress.	63%	64%	57%
MWR programs give me an opportunity for relaxation and fun ("...opportunity for fun" in 2000 and 2003).	76%	87%	87%
MWR programs are a benefit I consider when deciding whether to remain in the Navy.	44%	39%	33%
MWR provides family support programs that allow me to be more productive at work.	48%	44%	44%
MWR family support programs help my child(ren) adjust to military life.	45%	39%	34%

MWR Contributions to Outcomes Section

Over three-fourths of enlisted personnel feel that MWR contributes to their physical fitness and gives them an opportunity for relaxation and fun. About two-thirds feel that MWR contributes to their readiness, helps them manage stress, and contributes to unit cohesion. The three outcomes with the lowest agreement (a benefit for retention, increased work productivity, child adjustment to military life) have all seen increases since 2000, two of which have increased 11 percent since 2000.

## MWR Contributions to Outcomes: Enlisted

Sailor 2005

	Agree	Neither	Disagree
MWR programs contribute to my physical fitness.	78%	16%	6%
MWR programs contribute to my readiness.	68%	25%	7%
MWR programs contribute to unit cohesion.	61%	30%	9%
MWR programs help me manage stress.	63%	27%	11%
MWR programs give me an opportunity for relaxation and fun (“...opportunity for fun” in 2000 and 2003).	76%	18%	6%
MWR programs are a benefit I consider when deciding whether to remain in the Navy.	44%	33%	23%
MWR provides family support programs that allow me to be more productive at work.	48%	39%	13%
MWR family support programs help my child(ren) adjust to military life.	45%	43%	12%

MWR Contributions to Outcomes Section

The results for enlisted in 2005 are also provided by each answer grouping (“Agree,” “Neither,” “Disagree”). Very few disagreed that MWR contributed to the outcomes; the largest disagreement was 23 percent who do not consider MWR programs when they decide whether to remain in the Navy.

## MWR Contributions to Outcomes: Officers

Percent "Agree"/"Strongly Agree"			
	Sailor 2005	Sailor 2003	Sailor 2000
MWR programs contribute to my physical fitness.	87%	88%	86%
MWR programs contribute to my readiness.	74%	73%	67%
MWR programs contribute to unit cohesion.	73%	76%	76%
MWR programs help me manage stress.	70%	71%	67%
MWR programs give me an opportunity for relaxation and fun ("...opportunity for fun" in 2000 and 2003).	83%	89%	89%
MWR programs are a benefit I consider when deciding whether to remain in the Navy.	47%	42%	36%
MWR provides family support programs that allow me to be more productive at work.	48%	47%	38%
MWR family support programs help my child(ren) adjust to military life.	44%	41%	31%
MWR Contributions to Outcomes Section			

NPRST



As with enlisted, officers believe MWR programs contribute to key outcomes. Highest agreement continues for MWR contributing to physical fitness as well as fun and relaxation; over 80 percent agreed with these statements. Almost three-fourths believe MWR programs contribute to readiness, unit cohesion, and stress management, while just under half of the officers believe that MWR programs allow them to be more productive at work, are a benefit they consider when making retention decisions, or help children adjust to military life.

## MWR Contributions to Outcomes: Officers

Officer 2005

	Agree	Neither	Disagree
MWR programs contribute to my physical fitness.	87%	9%	4%
MWR programs contribute to my readiness.	74%	20%	6%
MWR programs contribute to unit cohesion.	73%	21%	6%
MWR programs help me manage stress.	70%	22%	8%
MWR programs give me an opportunity for relaxation and fun (“...opportunity for fun” in 2000 and 2003).	83%	14%	4%
MWR programs are a benefit I consider when deciding whether to remain in the Navy.	47%	25%	28%
MWR provides family support programs that allow me to be more productive at work.	48%	39%	13%
MWR family support programs help my child(ren) adjust to military life.	44%	43%	14%
MWR Contributions to Outcomes Section			

Very rarely do officers disagree that MWR contributes to the outcomes. The highest rate of disagreement—as with enlisted—relates to MWR programs being considered when deciding to remain in the Navy.

## MWR Publicity

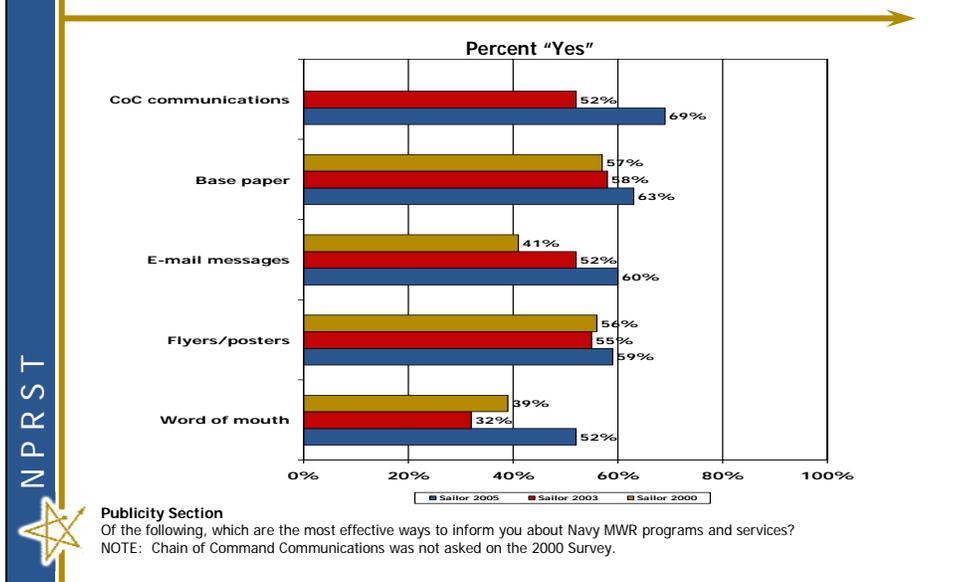
- Most effective ways to inform Sailors about Navy MWR programs and services are:
  - Chain of Command communications
  - Base paper
  - E-mail messages
  - Flyers/posters
  - Word of mouth

NPRST



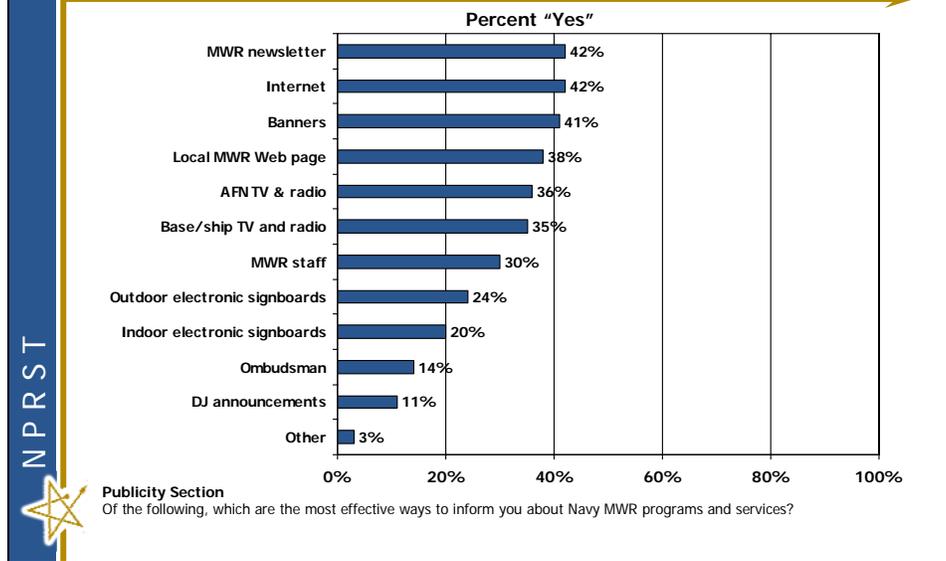
Realizing the importance of communication, MWR surveys have historically asked about best methods for letting Sailors know about program availability. Findings from the 2005 survey indicate three personalized choices (Chain of Command [CoC] communications, e-mail messages, and word of mouth) and two base-wide options (base paper and flyers/posters) were considered the most effective methods to inform Sailors of programs and services.

## Most Effective Ways to Inform About MWR: Enlisted



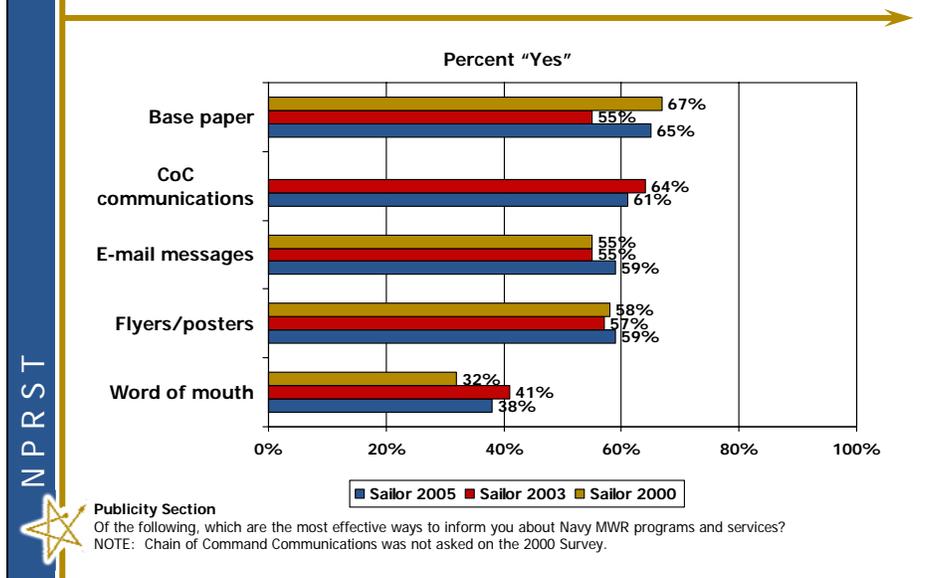
The top five communication methods for 2005 are included in the graph above, including the corresponding results for 2003 and 2000. The largest increases from 2003 were in CoC communications (17% increase) and word of mouth (20% increase), indicating that those two personalized communication methods have become more important. Other Navy surveys and quick polls have also found a preference among Sailors for direct and face-to-face communications. The percentage choosing e-mail messages has also steadily increased from 2000, to 60 percent.

## Least Effective Ways to Inform About MWR: Enlisted 2005



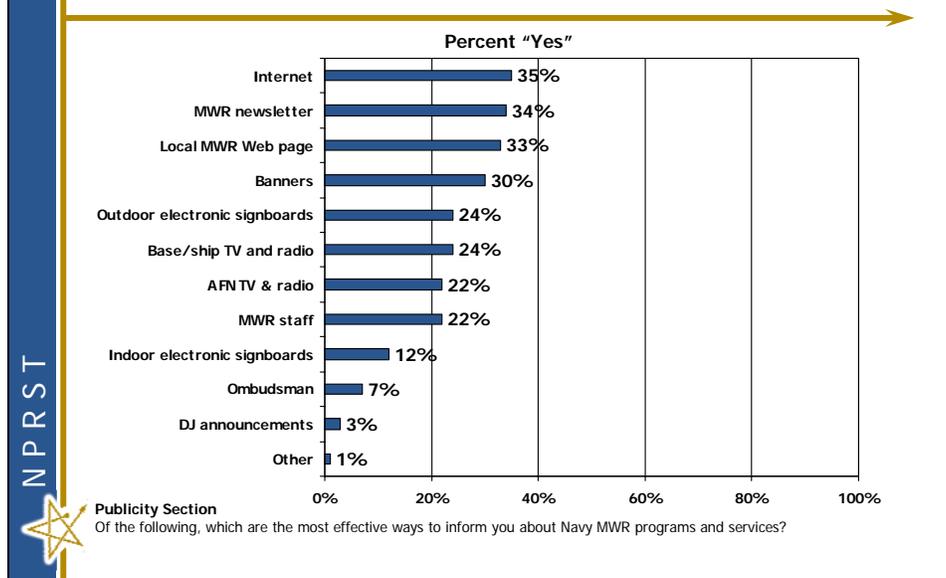
The graph above shows the remainder of the ways to inform enlisted personnel about MWR programs and services. The highest rated choice, MWR newsletter, is 10 percent lower than the top five choices of the previous page.

## Most Effective Ways to Inform About MWR: Officers



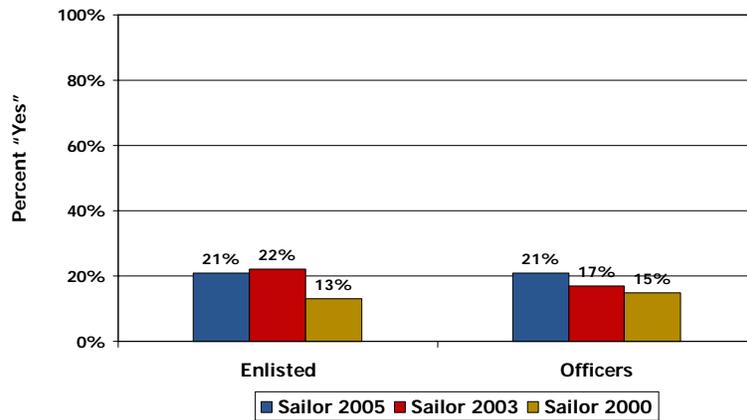
Officer respondents indicated the same five most effective methods as enlisted, although in a different order. For officers, the base paper is considered slightly more effective than CoC communications, e-mail messages, and flyers/posters. The last choice in the top five, word of mouth, is considered effective by 38 percent of officers.

## Least Effective Ways to Inform About MWR: Officers 2005



The remainder of the communication methods for officers is shown in the graph above. These methods are considered effective by 35 percent or less of Navy officers.

## Seen the Headquarters MWR Web Site

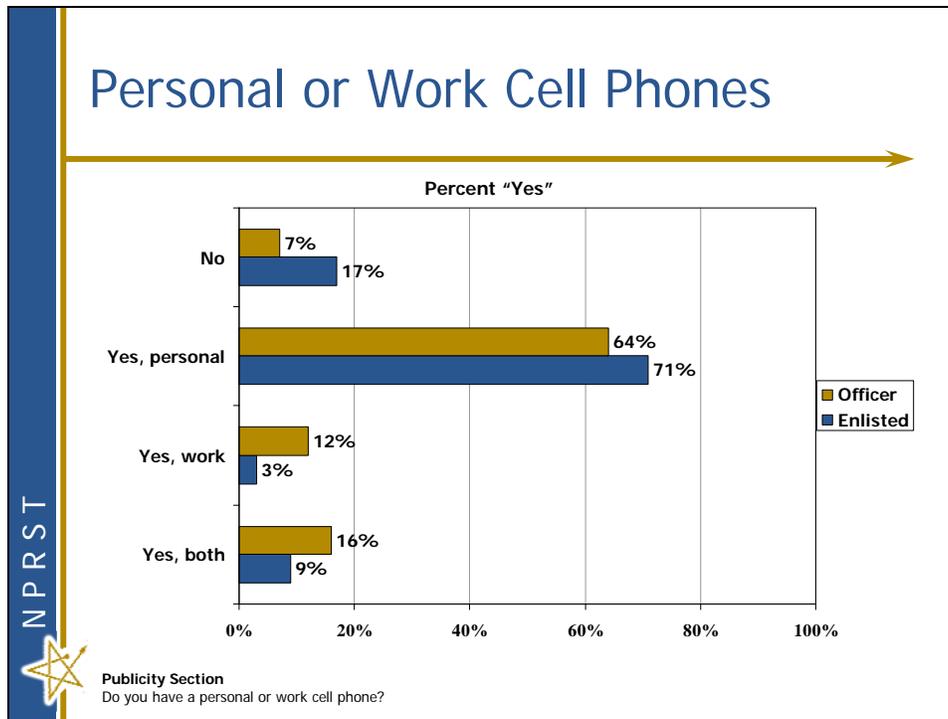


NPRST



MWR Publicity Section  
Have you ever seen the Navy MWR Headquarters Division Web Site?

Respondents were asked if they had ever seen the Navy MWR Headquarters web site. Twenty-one percent of enlisted and officers indicate that they have. Considering only 42 percent of enlisted and 35 percent of officers consider the Internet an effective means of communicating programs and services, this perhaps is not surprising.

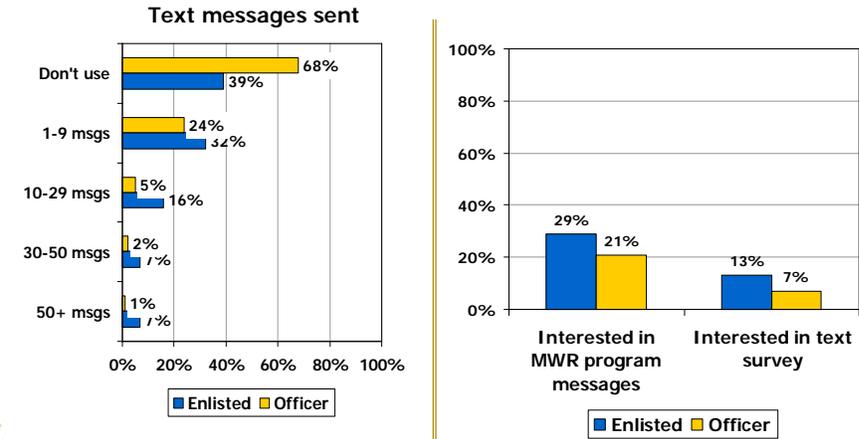


New questions were added to the 2005 survey asking about the use of cell phones. The addition of the questions was spurred by the use of cell phone text messages for marketing purposes and as a way to baseline cell phone usage for future surveys.

The first question about cell phones asked how many had cell phones, either for work or for personal use. The majority of both officers and enlisted indicated they do have a cell phone. One indication that this rate will be increasing is from the results of a 2005-2006 survey of personnel in the Navy's Delayed Entry Program (DEP) conducted by NPRST. That survey found that 75 percent of DEPs have cell phones.

# Use of Text Messaging

76% of enlisted and 64% of officers have text messaging capabilities on their cell phones.



Publicity Section  
 Note: Graphs show results for those with cell phones and text messaging capability.

The majority of those who have cell phones indicate that they do have text messaging capabilities on their phones. However, 68 percent of officers and 39 percent of enlisted do not use those capabilities. On the DEP survey mentioned previously, nearly half of DEPer with cell phones said they used them to text message friends or family.

Respondents with text messaging were asked if they would be interested in receiving messages about MWR programs. While no detailed information about how this would be done was given to respondents, 29 percent of enlisted and 21 percent of officers indicate they would, making this a possible marketing approach.

Respondents were also asked if they would be interested in completing a text message survey. Again, no details were given about methodology, but 13 percent of enlisted and 7 percent of officers indicated they would be interested.

## Open-Ended Comments

- 2005 Navy MWR Customer Survey included open-ended items that allowed respondents to provide written comments
  - *“What 3 things do you like most about Navy MWR?”*
  - *“What 3 things do you like least about Navy MWR?”*
- All responses were read
- Content analysis conducted, with comments grouped into key areas

NPRST

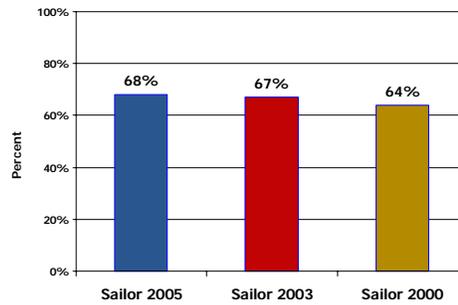


The 2005 survey again included two open-ended questions, one asking about what three things the respondent likes most about Navy MWR and the other asking what three things are liked least.

All responses were read and a content analysis conducted, grouping comments into nine key areas.

## Respondents Providing Comments

- About 2/3 of all Sailors provided comments, similar to 2003 and 2000
- Overall, 64% of all comments were positive (“Like Most”) and 36% were negative (“Like Least”)
- Changes in methodology, so caution should be taken when making comparisons across years



Similar to previous years, about two-thirds of Sailors provided at least one response. While all respondents were asked for three positives and three negatives, the majority of responses received were positive, mirroring the generally positive quantitative findings.



## Distribution of Comments

More Positive than Negative 

	Sailor 2005		Sailor 2003		Sailor 2000	
	Like most	Like least	Like most	Like least	Like most	Like least
Programs/Activities	24%	13%	23%	12%	23%	9%
Facilities/Equipment	36%	28%	32%	21%	26%	18%
Kudos/Critiques	16%	10%	19%	7%	16%	9%
Costs/Money	10%	10%	10%	12%	12%	12%

More Negative than Positive 

	Sailor 2005		Sailor 2003		Sailor 2000	
	Like most	Like least	Like most	Like least	Like most	Like least
Hours/Access/Location	5%	19%	6%	16%	6%	14%
Publicity	1%	7%	0%	8%	0%	7%
Employees/Customer Service	3%	7%	5%	9%	5%	10%
Miscellaneous	3%	4%	1%	9%	6%	14%
Age/Rank/Family	2%	3%	4%	6%	6%	6%

NPRST



The nine key areas found in previous surveys continue as themes in 2005. Respondents tended to be more positive than negative about programs/activities, facilities/equipment, and general kudos/critiques. Respondents provided about the same number of positive comments as negative comments about costs/money.

Negative comments outweigh positive comments in five categories: hours/access/location, publicity, employees/customer service, miscellaneous, and age/rank/family issues. Although methodology changed between 2003 and 2005, patterns of percentages are generally consistent across years.

NPRST

## Facilities/Equipment

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- Category includes comments about any facility or equipment in a facility
- Most common type of comment, with over 1/3 of the positive and over 1/4 of the negative comments
  - Similar to 2003 MWR, most positives were about fitness center and gym, while most negatives were general discussion of facilities/equipment, followed by comments about food and the clubs

*No matter what base you find yourself on there is always a reasonably well equipped gym with good hours. – male, O-3/O-3E*

*The gym was remodeled and is vital to my Naval career. - male, E-6*

*I think that the gym and its programs are the most important part of MWR. - female, E-4*

*The Navy requires Sailors to maintain physical readiness - cost associated with ANY aspect of a typical physical fitness regimen (including gym locker fees) that comes out of the Sailor's pocket must be eliminated. Otherwise, it could be a factor in discouraging physical fitness activity.- male, O-5*

*Prices for food are cheaper off base and better quality off base. – male, E-7*

Facilities/Equipment comments generally included comments about the tangible parts of MWR, specifically the buildings and the equipment in the buildings. These comments were the most common, with 36 percent of the positives and 28 percent of the negatives.

Positive comments focused on the fitness center and gym, two of the most important and used facilities. Negative comments tended to be general discussion of facilities/equipment, or comments about food and the clubs.

Sample comments are provided here and throughout this section. Comments in blue tend to be more positive while those in red are more negative. Also included is the gender and paygrade of the respondent. Except for spelling corrections and removal of identifying names, comments are included as they were provided.

## Programs/Activities

- Comments about specific programs such as special events, youth programs, and intramural sports included in Programs/Activities
- Second most common positive and third most common negative comment
  - Most common subject (both positive and negative) was ITT

*When we hit port calls we have a MWR trip no matter how good or bad the trips are. – male, E-2*

*The ITT program - it always provides newly reporting personnel with opportunities to have immediate and GOOD experiences at their new duty station. – female, O-4*

*Shipboard movies (especially at night on the flight deck)!!! – female, O-4*

*Discount tickets seem to not be so much of a discount in the last 2 years. - male, E-9*

*As dual military, childcare is always an issue. We need extended hours for daycare, overnight care and weekend care in order to do our jobs. Drop in care at the gym might be a nice addition if at all possible. – female, O-3/O-3E*

NPRST



Comments about programs/activities included anything about specific programs, such as special events, youth programs, and intramural sports. The most common subject was Information, Tickets, and Travel (ITT), or subcomponents of the program. Comments were almost twice as likely to be positive as negative (24% compared to 13%).

## Kudos/Critiques

- Kudos tended to be about a variety of characteristics of MWR; Critiques tended to be more focused and precise
- Third most common positive comment; tie for fourth most common negative
  - Most positives were about existence/availability and variety, and most negatives were about variety and lack of consistency

*They are genuinely concerned with the people that they serve. The opportunity to do several different things, boat rental, theme parks, trips, discount movie tickets, camping, trailer rental etc. all without having to put out a lot of effort of money...convenient and satisfying. – male, E-7*

*I like that MWR gives military personnel a much higher quality of life. – male, E-4*

*Diverse activities/services at low cost for most recreational activities. – male, O-6*

*There is no variety; it is the same trips and events every month. I'm not interested in the places they go. – female, E-4*

*Lots of facilities not available/shutdown. – male, O-3/O-3E*

*You should spread the MWR funds around. I was stationed in (one) area and we had a plethora of wonderful MWR facilities. Then I moved and it's WELFARE MWR. – female, E-5*

*The MWR organization seems to be fractured. Moving from one area to another area, you find that MWR offices and the way they do business is not the same. – male, E-7*

NPRST



Miscellaneous positive or negative comments were included in the Kudos/Critiques category. Positive comments (kudos) tended to be more general and covered a variety of characteristics while critiques seemed to be more focused and precise. For example, positives discussed the fact that MWR existed or was available, while negatives talked about the lack of consistency between two locations. Sixteen percent of the positives and 10 percent of the negatives were grouped into this category.

NPRST

## Hours/Access/Location

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- Category includes comments about convenience of facilities/services
- More negative comments than positive comments
  - Most common negative response was about the hours facilities were open and the need for remodeling/age of facilities & equipment
  - Most common positive was about location/convenience and the hours facilities were open

*The scheduling. They have what I need when I need it. – male, E-4*

*I know that my wife doesn't have to go very far to do something with the kids. – male, E-6*

*There's SOMETHING offered at every duty station. – male, O-2/O-2E*

*Timing on facilities. MWR is always closed when the personnel that use MWR are off work. – male, E-7*

*I'm always on duty when the fun happens. – male, O-2/O-2E*

*Facilities tend to be old (if not VERY old). – male, O-4*

*Some equipment seems to stay around even though it's obviously degraded and broken. – male, E-5*

Comments about the convenience of MWR facilities/services were included in the hours/access/location category. This category had the highest percentage differential between positive and negative comments; 19 percent of negative comments were in this category compared with only 5 percent of the positive comments. Positives tended to be about the location/convenience or the hours open. Negatives also were about the hours, as well as the need to remodel or update facilities.

## Costs/Money

- Category includes comments about the cost of facilities/services and funding provided
  - Fourth most common positive; tie for fourth most common negative

*Provides an inexpensive opportunity for health and relaxation. – male, E-9*

*MWR provides Sailors resources to use for participating in community events. They give lower ranking personnel and students with limited budgets the ability to attend sports events and various other programs at a substantial discount. With all of the programs the MWR has, there is no excuse for sitting in your room all weekend. – male, E-3*

*I like how they offer reasonable prices for activities I would have normally passed on due to financial constraints. – male, E-3*

*Cost is too high for food, golf, childcare. It is cheaper out in town. – male, E-7*

*Free use of facilities for myself and family (for life) has been one of the things that motivated me to stay in the Navy...now I see that benefit slowly eroding away as fiscal reality overtakes historical retention "carrots on the stick". – male, O-5*

*Relative or seemingly high cost of some activities. Since MWR is THE reason many join or stay Navy and the need is only commonplace for members to relieve stress, the prices must be kept down-- for all ranks.- male, O-5*

NPRST



Money issues, including cost to Sailors as well as money spent by commands, were included in the costs/money category. Ten percent of the positives as well as the negatives dealt with costs/money.

## MWR Survey: Summary

- As in the past, Fitness Center, ITT, and Gym were the three most important MWR facilities/services
  - 2005 Sailor importance ratings similar or slightly higher than on past surveys
- Results for use section similar or slightly higher than in 2000 and 2003
  - Fitness Center, Gym, ITT, and Fast Food at MWR Facilities again the top 4 facilities/services
  - The most used facilities also had highest satisfaction ratings
- Views of MWR Quality were lower in 2005
  - Compared to 2003, fewer rated MWR quality as “better than expected”
  - While few rated these aspects of MWR as “worse than expected,” the percentages who did increased compared to 2003

NPRST



Findings overall for the 2005 Navy MWR Customer Survey were generally positive and similar to previous years. Fitness Center, ITT, and the Gym were again the three most important and most used facilities/services, with importance and usage slightly higher than in previous years. These programs also had high ratings of satisfaction.

Although importance and usage ratings may have been slightly higher than previous years, views of quality were slightly lower with fewer rating MWR as “better than expected” and more rating it as “worse than expected.”

## MWR Survey: Summary (continued)

NPRST



- While satisfaction with MWR remains high, the ratings were lower in 2005 than 2003
  - Almost 2/3 of enlisted indicate that MWR improves their quality of life, compared to about 3/4 in 2003
  - While 84% of enlisted and over 90% of officers indicate they will continue to use MWR, this was a decrease from 2003 for enlisted
  - Nearly 2/3 of enlisted and 3/4 of officers indicate that MWR is worth the fees they pay, slightly lower than in the past
- Most effective ways to inform Sailors about Navy MWR are still the traditional ways (Chain of Command Communications, Base Paper), but e-mail communications increased for enlisted
- Almost 1/3 of enlisted indicate they would be interested in receiving MWR-related program messages via cell phone

Satisfaction with MWR overall remains high, although ratings are slightly lower than previous years.

The most effective ways to inform the Fleet about Navy MWR are the more traditional Chain of Command or base paper, although interest in e-mail communications has increased. Additionally, one-third of enlisted indicate they would be interested in receiving MWR-related text messages via cell phone.

## Recommendations

- Develop “actionable items” based on survey results
- Brief relevant customers/stakeholders on results
- Provide feedback to those in the sample as well as the Fleet in general
- Develop plan for follow-up surveys

NPRST



The results of the survey were briefed to the project sponsors in August 2005 and to the Chief of Naval Personnel and Commander, Navy Installations Command (CNIC) in separate briefings in September 2005. These included “actionable items” that the sponsor and staff had developed. A summary of the results was sent by the Chief of Naval Personnel to the Chief of Naval Operations in late 2005.

Because the 2005 survey was conducted as part of the sponsor’s oversight duties, a determination needed to be made about future follow-up surveys. Recently, the sponsor has commissioned a 2007 omnibus Personal and Family Readiness Survey that will include some of the core issues that have been on past MWR surveys while including questions on other programs that they have oversight on such as Health and Fitness, Deployment Support, and Personal Financial Management.

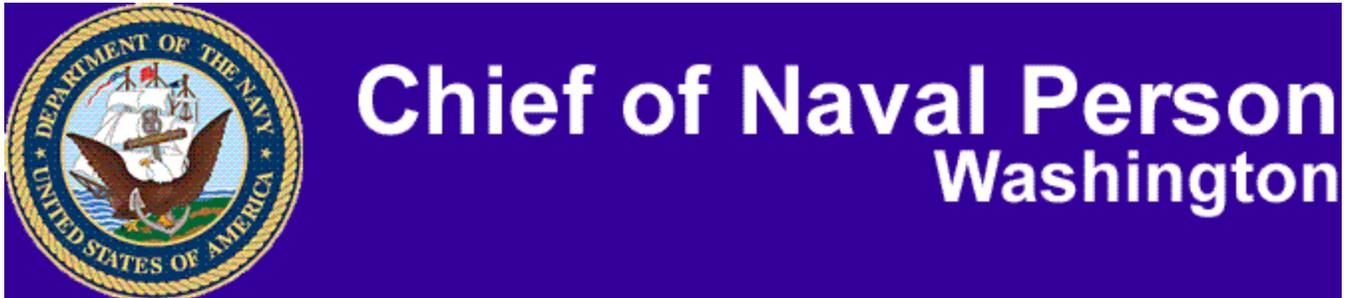


**Appendix A:  
2005 Navy MWR Customer Survey**



[Back to NPRST Home](#)

OPNAV RCS#: 7548-3  
Expiration: 31 July 2006



**2005 Navy Morale, Welfare  
and Recreation (MWR)  
Customer Assessment Survey**



[Click here to continue to survey!](#)

**Dear Survey Participant,**

**The purpose of this Navy Morale, Welfare and Recreation (MWR) Customer Assessment Survey is to gather data concerning your use and satisfaction with MWR programs, facilities, and services. This information will be used to aid Navy leadership in decision making on MWR issues that affect you and other Sailors.**

**Navy MWR programs provide active-duty, reserve, and retired personnel and their families with sports and physical fitness activities, child development and youth programs, a variety of recreational activities, and food and beverage services. Programs not part of MWR include the Exchange, Commissary, Navy College (such as tuition assistance), and Fleet and Family Support Programs. This survey focuses only on Navy MWR programs.**

### **PRIVACY ACT STATEMENT**

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected.

**AUTHORITY:** The Navy Personnel Research, Studies, and Technology Department may collect the information requested in this survey under the authority of Title 5, U.S. Code 301, and Title 10, U.S. Codes 3051 and 3052, and Executive Order 9397. License to administer this survey is granted under OPNAV Report Control Symbol 7548-3 which expires on 31 July 2006.

**PRINCIPAL PURPOSE:** The information collected in this survey will be used to evaluate existing and proposed policies, procedures, and programs in the Navy. The data will be analyzed and maintained by the Navy Personnel Research, Studies, and Technology Department.

**ROUTINE USES:** None

**CONFIDENTIALITY:** All responses will be held in confidence. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified to any single individual.

**PARTICIPATION:** Providing information is completely voluntary. Failure to respond to any of the questions will NOT result in any penalties except for lack of your opinions in the survey results.

**User Name**

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**This survey is being conducted by the Institute for Organizational Assessment, Navy Personnel Research, Studies, and Technology (NPRST). The information provided by this survey will be analyzed and stored in confidence by NPRST (PERS-14), Navy Personnel Command. If you have any questions, please call (703) 695-2850/DSN 225-2850 or email:**

**MILL\_NPRSTSurveys@navy.mil**

NEXT

## BACKGROUND

**Are you:**

- Enlisted
- Officer

**What is your current paygrade?**

- |                          |                          |                                   |
|--------------------------|--------------------------|-----------------------------------|
| <input type="radio"/> E1 | <input type="radio"/> W2 | <input type="radio"/> O1/O1E      |
| <input type="radio"/> E2 | <input type="radio"/> W3 | <input type="radio"/> O2/O2E      |
| <input type="radio"/> E3 | <input type="radio"/> W4 | <input type="radio"/> O3/O3E      |
| <input type="radio"/> E4 | <input type="radio"/> W5 | <input type="radio"/> O4          |
| <input type="radio"/> E5 |                          | <input type="radio"/> O5          |
| <input type="radio"/> E6 |                          | <input type="radio"/> O6          |
| <input type="radio"/> E7 |                          | <input type="radio"/> O7 or above |
| <input type="radio"/> E8 |                          |                                   |
| <input type="radio"/> E9 |                          |                                   |

NEXT

## BACKGROUND (Continued)

### How old are you?

- 17-24
- 25-35
- Over 35

### Where do you live now?

- On-base - ship/submarine
- On base - BQ/Military housing
- Off-base

### Are you:

- Male
- Female

NEXT

## BACKGROUND (Continued)

The next questions are based on the standard Navy and DoD race and ethnicity categories/questions.

**Are you Spanish/Hispanic/Latino?**

- Yes
- No

**What is your race? (Mark one or more races.)**

- American Indian or Alaska Native
- Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)
- Black or African-American
- Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian)
- White

NEXT

## BACKGROUND (Continued)

### My current duty station is?

- Northeast US (e.g., Rhode Island, New York)
- Mid-Atlantic US (e.g., Virginia, Pennsylvania)
- Midwest US (e.g., Great Lakes, Illinois)
- South US (e.g., Texas, Louisiana)
- Navy District Washington (e.g., D.C., Maryland)
- Southeast/Gulf Coast US (e.g., Tennessee, Florida, Mississippi, Georgia)
- Southwest US (e.g., California, Arizona, Nevada)
- Northwest US (e.g., Washington, Oregon)
- Hawaii
- Japan/Far East
- Europe/Middle East
- Other

### I am currently assigned to:

- Sea duty
- Shore duty

NEXT

## BACKGROUND (Continued)

**Are you presently on deployment (i.e., scheduled time away from homeport for 30 days or more)?**

- Yes
- No

**Where do you MOST use Navy MWR facilities and services?**

- Aboard afloat unit
- At shore station

NEXT

## BACKGROUND (Continued)

**What is your current marital status?**

- Never married
- Married
- Separated
- Divorced
- Widowed

NEXT

**BACKGROUND (Continued)**

**What is your spouse's employment situation? (Mark *ALL* that apply.)**

- Active-duty, Navy
- Active-duty, other service
- Reserve, Navy
- Reserve, other service
- Civil Service (local, state, or federal)
- Civilian job (private sector)
- Self-employed
- Retired
- Not employed, by choice (e.g., student, Homemaker, etc.)
- Not employed, but actively job hunting
- Not employed, for other reasons

**Is your spouse employed full-time or part-time?**

- Does not apply, my spouse is not employed
  
- Full-time
- Part-time

NEXT

## BACKGROUND (Continued)

How many children under the age of 21 currently live in your household? *(Please include children for whom you have joint custody.)*

Does not apply, I have no children under the age of 21 currently living in my household

	0	1	2	3	4	5 or mo
Under 1 year	<input type="radio"/>					
1 to 4 years 11 months	<input type="radio"/>					
5 to 11 years 11 months	<input type="radio"/>					
12 to 14 years 11 months	<input type="radio"/>					
15 to 18 years 11 months	<input type="radio"/>					
19 to 20 years 11 months	<input type="radio"/>					

NEXT

## BACKGROUND (Continued)

**Do you plan to remain in the Navy at your next decision point?**

- Yes
- No
- Undecided

**Do you plan to remain in the Navy until you can retire?**

- Yes
- No
- Undecided

NEXT

## IMPORTANCE OF NAVY MWR FACILITIES/SERVICES

For each item listed, rate its importance to you.

	Very unimportant	Unimportant	Neither unimportant nor important	Important	Very import
Auto skills center (e.g., do-it-yourself vehicle repair)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Bingo</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bowling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Breakfast at MWR facilities</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catering (e.g., meetings, Navy Balls, Wedding Receptions, Retirements)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Child development programs (e.g., child development homes, centers, referral services)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gourmet Coffee/Cybernet Cafe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Computers/Internet service (Single Sailor/Liberty Center)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crafts and hobby programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Dinner service at MWR facilities</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## IMPORTANCE OF NAVY MWR FACILITIES/SERVICES (Continued)

For each item listed, rate its importance to you.

	Very unimportant	Unimportant	Neither unimportant nor important	Important	Very important
Fast food at MWR facilities (e.g., golf, bowling, recreation centers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Fitness center (e.g., weight training, cardiovascular equipment, aerobics classes)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Game room/amusement machines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Golf</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gym (e.g., basketball, volleyball, racquetball)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Intramural sports (e.g., Captain's Cup, base leagues)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ITT (e.g., tickets, off-base trips, entertainment info)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Library Media Resource Center (e.g., computers, internet)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library services (e.g., traditional book check out & resource/research material)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Lounge/Bar</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## IMPORTANCE OF NAVY MWR FACILITIES/SERVICES (Continued)

For each item listed, rate its importance to you.

	Very unimportant	Unimportant	Neither unimportant nor important	Important	Very import
Lunch service at MWR facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marina services (e.g., slip rental, boat rental, pro shop)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-base movies/theatres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor activities (e.g., hiking, biking, rafting, skiing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor recreation areas (e.g., campgrounds, picnic areas, beach, RV parks, cabins)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor recreation equipment rental (e.g., camping gear)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation Center facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shipboard fitness programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shipboard Library Media Resource Center (LMRC) (e.g., computers, internet)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## IMPORTANCE OF NAVY MWR FACILITIES/SERVICES (Continued)

For each item listed, rate its importance to you.

	Very unimportant	Unimportant	Neither unimportant nor important	Important	Very import
Shipboard movies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shipboard recreation programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single Sailor/Liberty program (e.g., off-base trips, special events, tournaments)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special events (e.g., concerts, festivals)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports fields (e.g., softball, soccer, tennis courts)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming pools (e.g., recreational, used for personal physical fitness)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth recreation program (e.g., school-age care, daycamps, sports, and pre-teen/teen activities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## USE OF NAVY MWR FACILITIES/SERVICES

Indicate whether or not you regularly use each facility/service listed.

	Yes	No	Not available
Auto skills center (e.g., do-it-yourself vehicle repair)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Bingo</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Bowling</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Breakfast at MWR facilities</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catering (e.g., meetings, Navy Balls, Wedding Receptions, Retirements)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Child development programs (e.g., child development homes, centers, referral services)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gourmet Coffee/Cybernet Cafe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Computers/Internet service (Single Sailor/Liberty Center)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crafts and hobby programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Dinner service at MWR facilities</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## USE OF NAVY MWR FACILITIES/SERVICES (Continued)

Indicate whether or not you regularly use each facility/service listed.

	Yes	No	Not available
Fast food at MWR facilities (e.g., golf, bowling, recreation centers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Fitness center</b> (e.g., weight training, cardiovascular equipment, aerobics classes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Game room/amusement machines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Golf</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gym (e.g., basketball, volleyball, racquetball)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Intramural sports</b> (e.g., Captain's Cup, base leagues)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ITT (e.g., tickets, off-base trips, entertainment info)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Library Media Resource Center</b> (e.g., computers, internet)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library services (e.g., traditional book check out & resource/research material)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Lounge/Bar</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## USE OF NAVY MWR FACILITIES/SERVICES (Continued)

Indicate whether or not you regularly use each facility/service listed.

	Yes	No	Not available
Lunch service at MWR facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marina services (e.g., slip rental, boat rental, pro shop)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-base movies/theatres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor activities (e.g., hiking, biking, rafting, skiing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor recreation areas (e.g., campgrounds, picnic areas, beach, RV parks, cabins)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor recreation equipment rental (e.g., camping gear)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation Center facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shipboard fitness programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shipboard Library Media Resource Center (LMRC) (e.g., computers, internet)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## USE OF NAVY MWR FACILITIES/SERVICES (Continued)

Indicate whether or not you regularly use each facility/service listed.

	Yes	No	Not av
Shipboard movies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Shipboard recreation programs</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single Sailor/Liberty program (e.g., off-base trips, special events, tournaments)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Special events (e.g., concerts, festivals)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports fields (e.g., softball, soccer, tennis courts)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Swimming pools (e.g., recreational, used for personal physical fitness)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth recreation program (e.g., school-age care, daycamps, sports, and pre-teen/teen activities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

<b>USE OF NAVY MWR FACILITIES/SERVICES (Continued)</b>
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**Please indicate if you use similar services off-base.**

- Auto skills center (e.g., do-it-yourself vehicle repair)
- Bingo
- Bowling
- Breakfast at MWR facilities
- Catering (e.g., meetings, Navy Balls, Wedding Receptions, Retirements)
- Child development programs (e.g., child development homes, centers, referral services)
- Gourmet Coffee/Cybernet Cafe
- Computers/Internet service (Single Sailor/Liberty Center)
- Crafts and hobby programs
- Dinner service at MWR facilities
- Fast food at MWR facilities (e.g., golf, bowling, recreation centers)
- Fitness center (e.g., weight training, cardiovascular equipment, aerobics classes)
- Game room/amusement machines
- Golf
- Gym (e.g., basketball, volleyball, racquetball)
- Intramural sports (e.g., Captain's Cup, base leagues)
- ITT (e.g., tickets, off-base trips, entertainment info)
- Library Media Resource Center (e.g., computers, internet)
- Library Services (e.g., traditional book check out and resource/research material)
- Lounge/Bar
- Lunch service at MWR facilities
- Marina services (e.g., slip rental, boat rental, pro shop)
- On-base movies/theatres
- Outdoor activities (e.g., hiking, biking, rafting, skiing)
- Outdoor recreation areas (e.g., campgrounds, picnic areas, beach, RV parks, cabins)
- Outdoor recreation equipment rental (e.g., camping gear)
- Recreation Center facilities
- Shipboard fitness programs
- Shipboard Library Media Resource Center (LMRC) (e.g., computers, internet)
- Shipboard movies
- Shipboard recreation programs
- Single Sailor/Liberty program (e.g., off-base trips, special events, tournaments)
- Special events (e.g., concerts, festivals)
- Sports fields (e.g., softball, soccer, tennis courts)
- Swimming pools (e.g., recreational, used for personal physical fitness)
- Youth recreation program (e.g., school-age care, daycamps, sports, and pre-teen/teen activities)

NEXT

## SATISFACTION NAVY MWR FACILITIES/SERVICES

Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/N
Auto skills center (e.g., do-it-yourself vehicle repair)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Bingo</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Bowling</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Breakfast at MWR facilities</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catering (e.g., meetings, Navy Balls, Wedding Receptions, Retirements)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Child development programs (e.g., child development homes, centers, referral services)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gourmet Coffee/Cybernet Cafe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Computers/Internet service (Single Sailor/Liberty Center)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crafts and hobby programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Dinner service at MWR facilities</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## SATISFACTION NAVY MWR FACILITIES/SERVICES (Continued)

Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/N
Fast food at MWR facilities (e.g., golf, bowling, recreation centers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fitness center (e.g., weight training, cardiovascular equipment, aerobics classes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Game room/amusement machines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Golf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gym (e.g., basketball, volleyball, racquetball)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intramural sports (e.g., Captain's Cup, base leagues)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ITT (e.g., tickets, off-base trips, entertainment info)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Media Resource Center (e.g., computers, internet)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library services (e.g., traditional book check out & resource/research material)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lounge/Bar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## SATISFACTION NAVY MWR FACILITIES/SERVICES (Continued)

Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/N
Lunch service at MWR facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marina services (e.g., slip rental, boat rental, pro shop)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-base movies/theatres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor activities (e.g., hiking, biking, rafting, skiing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor recreation areas (e.g., campgrounds, picnic areas, beach, RV parks, cabins)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor recreation equipment rental (e.g., camping gear)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation Center facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shipboard fitness programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shipboard Library Media Resource Center (LMRC) (e.g., computers, internet)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## SATISFACTION NAVY MWR FACILITIES/SERVICES (Continued)

Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/N
Shipboard movies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shipboard recreation programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single Sailor/Liberty program (e.g., off-base trips, special events, tournaments)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special events (e.g., concerts, festivals)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports fields (e.g., softball, soccer, tennis courts)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming pools (e.g., recreational, used for personal physical fitness)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth recreation program (e.g., school-age care, daycamps, sports, and pre-teen/teen activities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## QUALITY OF MWR

Overall, how would you rate Navy MWR...

	Much worse than expected	Worse than expected	As expected	Better than expected	Much better than expected	Don't know/N
Facilities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## SATISFACTION WITH MWR

How much do you **AGREE** or **DISAGREE** with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know/N
I am satisfied with the Navy's MWR facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>I am satisfied with the Navy's MWR services</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will continue to use the Navy's MWR facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>I will continue to use the Navy's MWR services</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend the Navy's MWR facilities to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>I would recommend the Navy's MWR services to others</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navy MWR services are worth the fees I pay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Navy MWR improves the quality of life for me</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navy MWR improves the quality of life for my family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## CONTRIBUTIONS TO OUTCOMES

How much do you *AGREE* or *DISAGREE* with the following statements?

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know/N
MWR programs contribute to my physical fitness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MWR programs contribute to my readiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MWR programs contribute to unit cohesion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MWR programs help me manage stress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MWR programs give me an opportunity for relaxation and fun	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MWR programs are a benefit I consider when deciding whether to remain in the Navy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MWR family support programs allow me to be more productive at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MWR family support programs help my child(ren) adjust to military life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT

## PUBLICITY AND COMMUNICATION

**Of the following, which are the most effective ways to inform you about Navy MWR programs and services? (Mark *ALL* that apply.)**

- Armed Forces Network TV & radio
- Base/ship TV & radio
- Banners
- Base paper
- Chain of command communications (Quarters, POD, INDOC)
- Direct contact by MWR staff
- DJ announcements
- Email messages
- Flyers/posters
- Indoor electronic signboards
- Internet
- Local MWR Web page
- MWR newsletter
- Ombudsman
- Outdoor electronic signboards
- Word of mouth
- Other

NEXT

## **PUBLICITY AND COMMUNICATION (Continued)**

**Have you ever visited the Navy MWR Headquarters Division web site (<http://www.mwr.navy.mil>)?**

- Yes
- No
- Not sure

**Do you have a personal or work cell phone?**

- No, I do not have a cell phone
- Yes, a personal cell phone
- Yes, a work cell phone
- Yes, both personal and work cell phones

NEXT

## **PUBLICITY AND COMMUNICATION (Continued)**

**Does your cell phone(s) have text messaging (i.e., SMS) capabilities?**

- Yes
- No
- Don't know

NEXT

## **PUBLICITY AND COMMUNICATION (Continued)**

**On average, how many text messages do you send per week?**

- My phone has text-messaging capability but I don't use it
- 1-9 messages
- 10-29 messages
- 30-50 messages
- More than 50 messages

**Would you be interested in receiving occasional (less than once per month) text messages about MWR programs?**

- Yes
- No
- Don't know

**Would you be interested in completing short (less than 10 questions) surveys through text messaging?**

- Yes
- No
- Don't know

NEXT

## NAVY SATISFACTION

**Considering everything, how satisfied are you with Navy life?**

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

**Overall, how satisfied are you with your Navy job?**

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

NEXT

## COMMENTS

**What 3 things do you like most about Navy MWR?**

**What 3 things do you like least about Navy MWR?**

NEXT



Survey designed and administered by the:  
Navy Personnel Research, Studies, and Technology Depart  
Survey Operations Center  
Millington, TN

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**Thank you for your time and input. You will now be redirected to**

## **Appendix B: Selected Results of the 2005 Navy Morale, Welfare, and Recreation Sailor Survey<sup>1</sup>**

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<sup>1</sup> This Appendix is meant to supplement the briefing slides of the 2005 Navy Morale, Welfare, and Recreation (MWR) Customer Assessment Survey and provide a more complete representation of the survey results. Where appropriate, comparisons are made to the 2000 and 2003 MWR Customer Surveys. All results listed in this document are sorted based upon the 2005 results.

**Table B-1**  
**Importance of Navy MWR facilities/services**  
**All respondents**  
**Percent "Important"/"Very Important"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	91%	92%	94%
ITT	88%	87%	90%
Gym	86%	84%	90%
Swimming pools	---	---	88%
Recreation Center facilities	62%	78%	83%
Sports fields	---	---	83%
Shipboard movies	---	76%	83%
Outdoor recreation areas	79%	75%	82%
Shipboard recreation programs	---	74%	82%
Special events	74%	79%	81%
Library Media Resource Center	75%	77%	81%
On-base movies/theatres	---	77%	80%
Outdoor recreation equipment rental	76%	71%	80%
Outdoor activities	75%	73%	79%
Computers/Internet service	71%	79%	77%
Shipboard fitness programs	---	72%	77%
Single Sailor/Liberty program	60%	69%	76%
Shipboard Library Media Resource Center	---	---	76%
Library services	70%	66%	76%
Fast food at MWR facilities	65%	61%	73%
Youth recreation program	60%	62%	70%
Intramural sports	61%	60%	67%
Game room/amusement machines	53%	55%	66%
Lunch service at MWR facilities	64%	63%	65%
Child development programs	56%	60%	65%
Crafts and hobby programs	55%	58%	64%
Auto skills center	64%	63%	63%
Marina services	53%	50%	62%
Lounge/Bar	55%	55%	62%
Dinner service at MWR facilities	---	---	57%
Bowling	50%	52%	53%
Catering	22%	29%	52%
Gourmet Coffee/Cybernet Cafe	---	---	49%
Golf	43%	41%	46%
Breakfast at MWR facilities	---	---	43%
Bingo	---	---	10%

Question 18. For each item listed, rate its importance to you.

**Table B-2**  
**Importance of Navy MWR facilities/services**  
**Enlisted respondents**  
**Percent "Important"/"Very Important"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	91%	92%	93%
ITT	87%	86%	90%
Gym	86%	85%	89%
Swimming pools	---	---	87%
Recreation Center facilities	65%	79%	84%
Shipboard movies	---	76%	83%
Library Media Resource Center	77%	79%	83%
Special events	77%	81%	83%
Sports fields	---	---	83%
Shipboard recreation programs	---	75%	82%
Outdoor recreation areas	79%	75%	82%
On-base movies/theatres	---	78%	82%
Computers/Internet service	74%	82%	80%
Outdoor recreation equipment rental	76%	71%	79%
Outdoor activities	75%	73%	79%
Single Sailor/Liberty program	63%	70%	78%
Library services	72%	68%	77%
Shipboard Library Media Resource Center	---	---	77%
Shipboard fitness programs	---	72%	77%
Fast food at MWR facilities	66%	62%	74%
Youth recreation program	61%	63%	72%
Game room/amusement machines	57%	59%	70%
Intramural sports	61%	59%	68%
Child development programs	58%	61%	66%
Auto skills center	66%	65%	66%
Lunch service at MWR facilities	65%	64%	65%
Crafts and hobby programs	56%	59%	65%
Lounge/Bar	56%	56%	63%
Marina services	53%	50%	62%
Dinner service at MWR facilities	---	---	58%
Bowling	52%	53%	54%
Catering	21%	29%	51%
Gourmet coffee/Cybernet cafe	---	---	50%
Breakfast at MWR facilities	---	---	46%
Golf	40%	38%	43%
Bingo	---	---	11%

Question 18. For each item listed, rate its importance to you.

**Table B-3**  
**Importance of Navy MWR facilities/services**  
**Officer respondents**  
**Percent "Important"/"Very Important"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	94%	94%	97%
ITT	91%	89%	95%
Swimming pools	---	---	91%
Gym	85%	84%	91%
Sports fields	---	---	86%
Outdoor recreation areas	78%	74%	82%
Outdoor recreation equipment rental	76%	72%	82%
Recreation Center facilities	46%	75%	82%
Outdoor activities	75%	72%	80%
Shipboard movies	---	75%	79%
Shipboard recreation programs	---	73%	78%
Shipboard fitness programs	---	74%	75%
Special events	60%	66%	74%
Library Media Resource Center	59%	62%	71%
On-base movies/theatres	---	68%	71%
Fast food at MWR facilities	61%	58%	71%
Shipboard Library Media Resource Center	---	---	70%
Library services	58%	54%	67%
Computers/Internet service	53%	59%	66%
Single Sailor/Liberty program	42%	56%	65%
Lunch service at MWR facilities	58%	59%	65%
Intramural sports	59%	62%	65%
Youth recreation program	53%	56%	64%
Golf	58%	57%	64%
Marina services	52%	49%	60%
Child development programs	49%	52%	57%
Crafts and hobby programs	47%	51%	57%
Catering	25%	27%	56%
Lounge/Bar	46%	47%	53%
Dinner service at MWR facilities	---	---	50%
Auto skills center	55%	50%	47%
Bowling	40%	44%	47%
Gourmet coffee/Cybernet cafe	---	---	44%
Game room/amusement machines	30%	31%	43%
Breakfast at MWR facilities	---	---	30%
Bingo	---	---	4%

Question 18. For each item listed, rate its importance to you.

**Table B-4**  
**Importance of Navy MWR facilities/services**  
**Respondents ages 17–24**  
**Percent “Important”/“Very Important”**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	91%	92%	93%
Gym	86%	83%	88%
ITT	85%	85%	86%
Swimming pools	---	---	85%
Special events	78%	81%	83%
On-base movies/theatres	---	80%	83%
Computers/Internet service	82%	86%	82%
Recreation Center facilities	65%	75%	82%
Library Media Resource Center	80%	81%	82%
Sports fields	---	---	81%
Shipboard movies	---	72%	81%
Outdoor recreation areas	76%	73%	80%
Shipboard recreation programs	---	71%	80%
Outdoor activities	78%	73%	78%
Single Sailor/Liberty program	66%	69%	78%
Outdoor recreation equipment rental	72%	66%	76%
Library services	72%	69%	76%
Game room/amusement machines	66%	59%	75%
Shipboard fitness programs	---	69%	74%
Shipboard Library Media Resource Center	---	---	73%
Fast food at MWR facilities	69%	64%	70%
Intramural sports	61%	57%	69%
Lounge/Bar	64%	61%	68%
Youth recreation program	50%	54%	63%
Auto skills center	60%	56%	63%
Marina services	55%	51%	62%
Crafts and hobby programs	52%	57%	61%
Child development programs	51%	53%	60%
Lunch service at MWR facilities	72%	70%	59%
Dinner service at MWR facilities	---	---	56%
Bowling	46%	51%	54%
Gourmet coffee/Cybernet cafe	---	---	51%
Catering	25%	29%	49%
Breakfast at MWR facilities	---	---	44%
Golf	38%	31%	38%
Bingo	---	---	11%

Question 18. For each item listed, rate its importance to you.

**Table B-5**  
**Importance of Navy MWR facilities/services**  
**Respondents ages 25–35**  
**Percent “Important”/“Very Important”**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	92%	94%	94%
ITT	90%	90%	92%
Gym	88%	86%	92%
Swimming pools	---	---	89%
Sports fields	---	---	86%
Shipboard movies	---	78%	85%
Shipboard recreation programs	---	75%	84%
Recreation Center facilities	60%	80%	84%
Library Media Resource Center	73%	73%	83%
Special events	74%	77%	82%
Outdoor recreation areas	80%	75%	82%
On-base movies/theatres	---	75%	81%
Outdoor activities	77%	75%	81%
Outdoor recreation equipment rental	78%	75%	81%
Shipboard fitness programs	---	73%	79%
Shipboard Library Media Resource Center	---	---	78%
Computers/Internet service	68%	74%	78%
Library services	69%	63%	77%
Single Sailor/Liberty program	57%	64%	76%
Fast food at MWR facilities	64%	61%	76%
Youth recreation program	64%	62%	75%
Child development programs	62%	63%	69%
Lunch service at MWR facilities	61%	64%	68%
Intramural sports	62%	60%	68%
Game room/amusement machines	50%	47%	66%
Auto skills center	66%	56%	66%
Marina services	54%	50%	65%
Crafts and hobby programs	55%	57%	64%
Lounge/Bar	53%	54%	62%
Dinner service at MWR facilities	---	---	57%
Bowling	50%	50%	53%
Catering	19%	29%	52%
Gourmet coffee/Cybernet cafe	---	---	49%
Golf	47%	47%	49%
Breakfast at MWR facilities	---	---	47%
Bingo	---	---	10%

Question 18. For each item listed, rate its importance to you.

**Table B-6**  
**Importance of Navy MWR facilities/services**  
**Respondents over age 35**  
**Percent "Important"/"Very Important"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	92%	92%	94%
ITT	89%	89%	93%
Swimming pools	---	---	89%
Gym	83%	81%	89%
Outdoor recreation areas	81%	77%	85%
Recreation Center facilities	56%	74%	84%
Outdoor recreation equipment rental	77%	72%	83%
Shipboard movies	---	73%	82%
Sports fields	---	---	82%
Shipboard recreation programs	---	73%	81%
Outdoor activities	71%	69%	78%
Special events	67%	68%	78%
Library Media Resource Center	66%	63%	77%
Shipboard fitness programs	---	73%	77%
On-base movies/theatres	65%	68%	77%
Shipboard Library Media Resource Center	---	---	76%
Single Sailor/Liberty program	52%	60%	74%
Fast food at MWR facilities	62%	59%	74%
Youth recreation program	62%	60%	74%
Library services	63%	57%	73%
Computers/Internet service	57%	60%	71%
Lunch service at MWR facilities	58%	58%	70%
Crafts and hobby programs	54%	54%	66%
Child development programs	51%	54%	66%
Intramural sports	58%	59%	65%
Auto skills center	62%	52%	60%
Marina services	49%	46%	59%
Dinner service at MWR facilities	---	---	58%
Golf	49%	50%	54%
Catering	23%	28%	53%
Game room/amusement machines	36%	32%	53%
Lounge/Bar	45%	43%	53%
Bowling	50%	47%	52%
Gourmet coffee/Cybernet cafe	---	---	46%
Breakfast at MWR facilities	---	---	37%
Bingo	---	---	9%

Question 18. For each item listed, rate its importance to you.

**Table B-7**  
**Importance of Navy MWR facilities/services**  
**Male respondents**  
**Percent "Important"/"Very Important"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	91%	92%	94%
ITT	88%	87%	90%
Gym	86%	86%	90%
Swimming pools	---	---	88%
Sports fields	80%	78%	84%
Recreation Center facilities	60%	79%	84%
Shipboard movies	---	77%	84%
Outdoor recreation areas	79%	75%	83%
Shipboard recreation programs	---	76%	83%
Special events	71%	78%	81%
Library Media Resource Center	72%	77%	81%
Outdoor recreation equipment rental	77%	72%	81%
On-base movies/theatres	---	77%	81%
Outdoor activities	75%	73%	80%
Computers/Internet service	67%	79%	78%
Single Sailor/Liberty program	---	69%	77%
Shipboard fitness programs	---	73%	77%
Shipboard Library Media Resource Center	---	---	76%
Library services	67%	66%	75%
Fast food at MWR facilities	64%	60%	73%
Youth recreation program	61%	63%	71%
Intramural sports	62%	62%	69%
Game room/amusement machines	50%	56%	67%
Auto skills center	68%	66%	66%
Lunch service at MWR facilities	60%	63%	65%
Crafts and hobby programs	54%	58%	65%
Child development programs	56%	60%	64%
Marina services	53%	50%	64%
Lounge/Bar	53%	55%	62%
Dinner service at MWR facilities	---	---	57%
Bowling	51%	52%	53%
Catering	21%	29%	51%
Golf	47%	43%	49%
Gourmet coffee/Cybernet cafe	38%	42%	49%
Breakfast at MWR facilities	---	---	43%

Question 18. For each item listed, rate its importance to you.

**Table B-8**  
**Importance of Navy MWR facilities/services**  
**Female respondents**  
**Percent "Important"/"Very Important"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	94%	90%	94%
ITT	91%	88%	91%
Swimming pools	---	---	87%
Gym	83%	78%	86%
Special events	79%	83%	83%
Library Media Resource Center	76%	79%	81%
Recreation Center facilities	60%	76%	79%
Outdoor recreation areas	82%	76%	78%
On-base movies/theatres	---	79%	78%
Library services	74%	70%	78%
Sports fields	74%	66%	77%
Computers/Internet service	74%	81%	76%
Shipboard recreation programs	---	67%	76%
Shipboard movies	---	68%	76%
Shipboard fitness programs	---	64%	75%
Shipboard Library Media Resource Center	----	---	74%
Outdoor activities	75%	70%	73%
Outdoor recreation equipment rental	75%	68%	73%
Fast food at MWR facilities	67%	65%	72%
Single Sailor/Liberty program	---	67%	71%
Youth recreation program	61%	59%	68%
Child development programs	60%	58%	68%
Lunch service at MWR facilities	71%	69%	66%
Crafts and hobby programs	57%	59%	58%
Intramural sports	53%	47%	58%
Game room/amusement machines	45%	48%	58%
Lounge/Bar	48%	53%	57%
Dinner service at MWR facilities	---	---	56%
Catering	26%	30%	52%
Marina services	46%	45%	52%
Bowling	51%	54%	52%
Gourmet coffee/Cybernet cafe	53%	50%	50%
Auto skills center	43%	43%	46%
Breakfast at MWR facilities	---	---	44%
Golf	28%	24%	29%
Bingo	---	---	15%

Question 18. For each item listed, rate its importance to you.

**Table B-9**  
**Importance of Navy MWR facilities/services**  
**CONUS respondents**  
**Percent "Important"/"Very Important"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	91%	92%	94%
ITT	88%	86%	90%
Gym	85%	85%	90%
Swimming pools	---	---	88%
Shipboard movies	---	76%	83%
Recreation Center facilities	59%	78%	83%
Sports fields	78%	76%	83%
Outdoor recreation areas	78%	75%	82%
Shipboard recreation programs	---	74%	82%
Special events	71%	77%	81%
Library Media Resource Center	71%	76%	80%
Outdoor recreation equipment rental	76%	72%	79%
Outdoor activities	75%	72%	78%
On-base movies/theatres	---	75%	78%
Shipboard fitness programs	---	72%	77%
Computers/Internet service	67%	77%	77%
Shipboard Library Media Resource Center	---	---	76%
Single Sailor/Liberty program	57%	67%	75%
Library services	66%	65%	75%
Fast food at MWR facilities	64%	59%	73%
Youth recreation program	59%	63%	71%
Intramural sports	60%	60%	67%
Child development programs	55%	61%	65%
Game room/amusement machines	50%	54%	65%
Lunch service at MWR facilities	62%	62%	65%
Crafts and hobby programs	53%	58%	63%
Auto skills center	63%	64%	63%
Marina services	52%	51%	62%
Lounge/Bar	53%	53%	61%
Dinner service at MWR facilities	---	---	55%
Bowling	49%	52%	52%
Catering	21%	28%	51%
Golf	45%	42%	47%
Gourmet coffee/Cybernet cafe	40%	42%	47%
Breakfast at MWR facilities	---	---	41%
Bingo	---	---	10%

Question 18. For each item listed, rate its importance to you.

**Table B-10**  
**Importance of Navy MWR facilities/services**  
**OCONUS respondents**  
**Percent "Important"/"Very Important"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
On-base movies/theatres	85%	94%	93%
Fitness Center	94%	94%	93%
ITT	93%	89%	91%
Gym	87%	85%	89%
Recreation Center facilities	71%	81%	88%
Sports fields	83%	77%	87%
Swimming pools	---	---	86%
Library Media Resource Center	84%	83%	86%
Special events	83%	88%	85%
Outdoor activities	81%	74%	85%
Outdoor recreation areas	82%	77%	83%
Single Sailor/Liberty program	71%	75%	82%
Computers/Internet service	82%	89%	81%
Shipboard movies	---	79%	81%
Outdoor recreation equipment rental	78%	70%	81%
Library services	83%	73%	80%
Shipboard recreation programs	---	77%	80%
Fast food at MWR facilities	71%	68%	76%
Shipboard Library Media Resource Center	---	---	74%
Shipboard fitness programs	---	73%	72%
Lunch service at MWR facilities	69%	71%	72%
Game room/amusement machines	52%	54%	71%
Intramural sports	64%	59%	69%
Dinner service at MWR facilities	---	---	68%
Lounge/Bar	60%	65%	67%
Youth recreation program	58%	54%	66%
Crafts and hobby programs	58%	58%	66%
Bowling	50%	54%	63%
Auto skills center	61%	55%	62%
Child development programs	52%	53%	62%
Marina services	57%	42%	60%
Gourmet coffee/Cybernet cafe	53%	49%	59%
Breakfast at MWR facilities	---	---	57%
Catering	28%	36%	53%
Golf	44%	35%	39%
Bingo	---	---	9%

Question 18. For each item listed, rate its importance to you.

**Table B-11**  
**Importance of Navy MWR facilities/services**  
**Married respondents**  
**Percent "Important"/"Very Important"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness center	92%	92%	95%
ITT	90%	87%	93%
Gym	86%	87%	91%
Swimming pools	---	---	89%
Outdoor recreation areas	80%	76%	85%
Shipboard movies	---	77%	85%
Sports fields	79%	78%	84%
Recreation Center facilities	57%	77%	84%
Shipboard recreation programs	---	77%	84%
Outdoor recreation equipment rental	77%	73%	83%
Outdoor activities	74%	70%	81%
Special events	70%	76%	81%
On-base movie theaters	---	75%	80%
Youth recreation program	68%	70%	80%
Library Media Resource Center	70%	75%	80%
Shipboard fitness programs	---	74%	79%
Shipboard Library Media Resource Center	---	---	78%
Library services	67%	64%	76%
Fast food at MWR facilities	63%	62%	74%
Child development programs	64%	68%	74%
Computers/Internet service	63%	74%	73%
Single Sailor/Liberty program	52%	64%	73%
Intramural sports	61%	61%	70%
Lunch service at MWR facilities	59%	61%	68%
Auto skills center	67%	65%	66%
Crafts and hobby programs	56%	58%	66%
Marina services	52%	46%	63%
Game room/amusement machines	46%	50%	63%
Dinner service at MWR facilities	---	---	58%
Lounge/Bar	48%	50%	57%
Bowling	51%	54%	54%
Catering	21%	28%	54%
Golf	47%	43%	50%
Coffeehouse/café	37%	42%	45%
Breakfast at MWR facilities	---	---	41%
Bingo	---	---	10%

Question 18. For each item listed, rate its importance to you.

**Table B-12**  
**Importance of Navy MWR facilities/services**  
**Single respondents**  
**Percent "Important"/"Very Important"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness center	91%	92%	93%
Gym	85%	82%	88%
ITT	86%	87%	88%
Swimming pools	---	---	85%
Computers/Internet service	77%	86%	84%
Special events	76%	81%	83%
Library Media Resource Center	77%	81%	82%
Recreation Center facilities	66%	80%	82%
Sports fields	78%	75%	81%
Single sailor programs	67%	75%	81%
On-base movie theaters	---	80%	81%
Shipboard movies	---	74%	80%
Outdoor recreation areas	76%	74%	79%
Shipboard recreation programs	---	71%	78%
Outdoor activities	77%	77%	78%
Library services	71%	68%	76%
Outdoor recreation rental	74%	69%	76%
Shipboard fitness programs	---	70%	73%
Shipboard Library Media Resource Center	---	---	73%
Fast food at MWR facilities	67%	60%	72%
Game room/amusement machines	58%	61%	70%
Lounge/Bar	62%	61%	68%
Intramural sports	60%	58%	64%
Lunch service at MWR facilities	69%	66%	62%
Crafts and hobby programs	51%	58%	61%
Marina services	54%	54%	61%
Auto skills center	58%	60%	59%
Youth recreation program	45%	52%	57%
Dinner service at MWR facilities	---	---	56%
Coffeehouse/café	47%	44%	54%
Bowling	46%	50%	52%
Child development programs	43%	49%	52%
Catering	23%	30%	49%
Breakfast at MWR facilities	---	---	46%
Golf	40%	36%	42%
Bingo	---	---	11%

Question 18. For each item listed, rate its importance to you.

**Table B-13**  
**Importance of Navy MWR facilities/services**  
**Respondents with children**  
**Percent "Important"/"Very Important"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	92%	93%	94%
ITT	90%	91%	93%
Swimming pools	---	---	91%
Gym	87%	84%	91%
Youth recreation program	77%	73%	85%
Outdoor recreation areas	81%	77%	85%
Sports fields	80%	76%	85%
Recreation Center facilities	58%	77%	84%
Shipboard recreation programs	---	73%	84%
Shipboard movies	---	74%	83%
Outdoor recreation equipment rental	78%	74%	81%
Special events	70%	70%	81%
Library Media Resource Center	70%	67%	80%
On-base movies/theatres	---	74%	80%
Child development programs	71%	70%	80%
Shipboard fitness programs	---	73%	79%
Outdoor activities	73%	70%	79%
Shipboard Library Media Resource Center	---	---	77%
Library services	67%	60%	76%
Fast food at MWR facilities	64%	61%	76%
Single Sailor/Liberty program	52%	60%	74%
Computers/Internet service	62%	64%	73%
Lunch service at MWR facilities	59%	60%	69%
Intramural sports	61%	59%	69%
Auto skills center	67%	55%	66%
Crafts and hobby programs	56%	55%	66%
Game room/amusement machines	46%	39%	64%
Marina services	49%	45%	62%
Dinner service at MWR facilities	---	---	59%
Lounge/Bar	47%	45%	56%
Bowling	54%	52%	55%
Catering	21%	28%	52%
Golf	46%	47%	50%
Gourmet coffee/Cybernet cafe	35%	39%	44%
Breakfast at MWR facilities	---	---	42%
Bingo	---	---	10%

Question 18. For each item listed, rate its importance to you.

**Table B-14**  
**Importance of Navy MWR facilities/services**  
**Respondents without children**  
**Percent "Important"/"Very Important"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	91%	93%	94%
Gym	85%	82%	89%
ITT	87%	86%	89%
Swimming pools	---	---	85%
Recreation Center facilities	63%	75%	83%
Shipboard movies	---	75%	82%
Computers/Internet service	74%	76%	82%
Special events	75%	77%	82%
Library Media Resource Center	75%	73%	82%
Sports fields	78%	72%	82%
On-base movies/theatres	---	72%	81%
Shipboard recreation programs	---	72%	80%
Outdoor recreation areas	78%	74%	80%
Outdoor activities	77%	73%	80%
Outdoor recreation equipment rental	75%	70%	78%
Single Sailor/Liberty program	62%	66%	78%
Library services	69%	63%	76%
Shipboard Library Media Resource Center	---	---	75%
Shipboard fitness programs	---	71%	74%
Fast food at MWR facilities	66%	60%	71%
Game room/amusement machines	54%	46%	67%
Intramural sports	60%	57%	67%
Lounge/Bar	58%	56%	66%
Lunch service at MWR facilities	66%	64%	63%
Marina services	55%	51%	62%
Crafts and hobby programs	53%	56%	62%
Auto skills center	61%	53%	61%
Youth recreation program	47%	46%	58%
Dinner service at MWR facilities	---	---	55%
Child development programs	45%	44%	53%
Gourmet coffee/Cybernet cafe	45%	48%	52%
Bowling	46%	46%	52%
Catering	23%	29%	51%
Breakfast at MWR facilities	---	---	44%
Golf	44%	42%	43%
Bingo	---	---	10%

Question 18. For each item listed, rate its importance to you.

**Table B-15**  
**Use of Navy MWR facilities/services**  
**All respondents**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	85%	86%	89%
Gym	73%	74%	80%
ITT	71%	69%	74%
Fast food at MWR facilities	75%	76%	72%
On-base movies/theatres	---	65%	64%
Swimming pools	---	---	63%
Shipboard movies	---	57%	62%
Sports fields	58%	57%	60%
Recreation Center facilities	28%	58%	57%
Special events	46%	51%	54%
Bowling	47%	54%	54%
Lunch service at MWR facilities	46%	47%	52%
Shipboard recreation programs	---	47%	52%
Outdoor recreation areas	59%	47%	52%
Library Media Resource Center	44%	53%	51%
Shipboard fitness programs	---	51%	49%
Computers/Internet service	48%	61%	49%
Library services	41%	39%	45%
Shipboard Library Media Resource Center	---	---	45%
Game room/amusement machines	37%	38%	44%
Lounge/Bar	43%	45%	44%
Outdoor activities	41%	38%	44%
Outdoor recreation equipment rental	41%	36%	42%
Intramural sports	39%	37%	42%
Auto skills center	42%	40%	41%
Single Sailor/Liberty program	22%	30%	36%
Coffeehouse/café	30%	33%	35%
Dinner service at MWR facilities	---	---	34%
Golf	33%	33%	33%
Crafts and hobby programs	24%	27%	30%
Marina services	25%	25%	28%
Youth recreation program	20%	20%	27%
Breakfast at MWR facilities	---	---	26%
Catering	10%	14%	26%
Child development programs	19%	20%	22%
Bingo	---	---	7%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-16**  
**Use of Navy MWR facilities/services**  
**Enlisted respondents**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	85%	86%	87%
Gym	74%	74%	80%
ITT	70%	68%	70%
Fast food at MWR facilities	76%	77%	69%
On-base movies/theatres	---	67%	60%
Swimming pools	---	---	59%
Sports fields	---	---	58%
Recreation Center facilities	31%	59%	56%
Bowling	49%	57%	54%
Library Media Resource Center	47%	57%	52%
Special events	48%	53%	52%
Computers/Internet service	51%	65%	51%
Shipboard movies	---	58%	50%
Outdoor recreation areas	59%	47%	48%
Lunch service at MWR facilities	46%	48%	47%
Game room/amusement machines	41%	42%	46%
Library services	42%	40%	44%
Lounge/Bar	43%	47%	42%
Shipboard recreation programs	---	47%	42%
Outdoor activities	41%	38%	41%
Shipboard fitness programs	---	51%	40%
Intramural sports	39%	37%	40%
Outdoor recreation equipment rental	42%	36%	40%
Auto skills center	44%	42%	39%
Shipboard Library Media Resource Center	---	---	39%
Single Sailor/Liberty program	25%	32%	36%
Gourmet coffee/Cybernet cafe	---	---	32%
Dinner service at MWR facilities	---	---	31%
Crafts and hobby programs	25%	28%	28%
Golf	30%	31%	27%
Youth recreation program	21%	20%	26%
Breakfast at MWR facilities	---	---	24%
Marina services	25%	25%	24%
Catering	10%	14%	22%
Child development programs	20%	20%	22%
Bingo	---	---	7%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-17**  
**Use of Navy MWR facilities/services**  
**Officer respondents**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	87%	89%	87%
ITT	77%	75%	76%
Gym	69%	70%	72%
Fast food at MWR facilities	70%	69%	61%
Swimming pools	---	---	60%
Sports fields	---	---	57%
Lunch service at MWR facilities	43%	46%	56%
Recreation Center facilities	11%	51%	47%
Outdoor recreation areas	58%	49%	47%
Golf	46%	48%	45%
Shipboard movies	---	52%	42%
On-base movies/theatres	---	50%	40%
Special events	36%	41%	40%
Outdoor recreation equipment rental	40%	39%	39%
Shipboard fitness programs	---	51%	37%
Outdoor activities	40%	37%	37%
Shipboard recreation programs	---	44%	36%
Intramural sports	37%	37%	36%
Lounge/Bar	37%	38%	34%
Catering	14%	16%	31%
Bowling	31%	37%	30%
Library Media Resource Center	24%	29%	30%
Library services	31%	31%	29%
Dinner service at MWR facilities	---	---	29%
Marina services	25%	27%	26%
Shipboard Library Media Resource Center	---	---	25%
Auto skills center	34%	32%	24%
Gourmet coffee/Cybernet cafe	---	---	24%
Computers/Internet service	23%	31%	19%
Crafts and hobby programs	21%	23%	19%
Youth recreation program	17%	18%	17%
Breakfast at MWR facilities	---	---	16%
Child development programs	15%	16%	14%
Game room/amusement machines	12%	12%	14%
Single Sailor/Liberty program	7%	12%	14%
Bingo	---	---	1%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-18**  
**Use of Navy MWR facilities/services**  
**Respondents ages 17–24**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	85%	86%	89%
Gym	72%	72%	84%
Fast food at MWR facilities	77%	79%	74%
On-base movies/theatres	---	66%	71%
ITT	59%	60%	66%
Shipboard movies	---	51%	66%
Computers/Internet service	61%	71%	66%
Sports fields	---	---	62%
Swimming pools	---	---	61%
Library Media Resource Center	49%	57%	61%
Game room/amusement machines	50%	39%	60%
Bowling	46%	53%	60%
Special events	46%	49%	57%
Recreation Center facilities	37%	52%	55%
Shipboard recreation programs	---	43%	53%
Shipboard fitness programs	---	47%	51%
Shipboard Library Media Resource Center	---	---	50%
Lounge/Bar	48%	46%	49%
Single Sailor/Liberty program	32%	36%	49%
Library services	38%	39%	47%
Outdoor recreation areas	52%	39%	47%
Lunch service at MWR facilities	48%	47%	43%
Outdoor activities	40%	34%	43%
Intramural sports	34%	32%	43%
Gourmet coffee/Cybernet cafe	---	---	42%
Auto skills center	35%	35%	40%
Outdoor recreation equipment rental	36%	30%	38%
Crafts and hobby programs	18%	24%	31%
Dinner service at MWR facilities	---	---	30%
Marina services	23%	24%	26%
Golf	26%	22%	25%
Breakfast at MWR facilities	---	---	24%
Catering	11%	13%	20%
Youth recreation program	11%	12%	20%
Child development programs	11%	14%	15%
Bingo	---	---	11%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-19**  
**Use of Navy MWR facilities/services**  
**Respondents ages 25–35**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	86%	86%	90%
Gym	74%	70%	81%
ITT	76%	75%	74%
Fast food at MWR facilities	75%	74%	69%
Shipboard movies	---	60%	62%
Swimming pools	---	---	60%
On-base movies/theatres	---	55%	60%
Sports fields	---	---	59%
Recreation Center facilities	24%	54%	56%
Lunch service at MWR facilities	42%	47%	54%
Special events	46%	49%	53%
Shipboard recreation programs	---	45%	52%
Bowling	45%	45%	51%
Outdoor recreation areas	60%	46%	51%
Library Media Resource Center	41%	41%	50%
Shipboard fitness programs	---	51%	48%
Library services	41%	34%	45%
Computers/Internet service	42%	49%	45%
Lounge/Bar	40%	42%	44%
Outdoor activities	41%	38%	43%
Intramural sports	41%	37%	42%
Shipboard Library Media Resource Center	---	---	42%
Game room/amusement machines	32%	27%	42%
Outdoor recreation equipment rental	43%	36%	42%
Auto skills center	45%	33%	41%
Dinner service at MWR facilities	---	---	35%
Golf	37%	36%	34%
Single Sailor/Liberty program	19%	23%	33%
Gourmet coffee/Cybernet cafe	---	---	33%
Marina services	26%	22%	28%
Youth recreation program	24%	19%	28%
Child development programs	26%	23%	27%
Breakfast at MWR facilities	---	---	27%
Crafts and hobby programs	26%	24%	27%
Catering	8%	13%	26%
Bingo	---	---	5%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-20**  
**Use of Navy MWR facilities/services**  
**Respondents over age 35**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	84%	87%	88%
ITT	78%	76%	82%
Gym	71%	68%	76%
Fast food at MWR facilities	71%	70%	73%
Swimming pools	---	---	68%
Recreation Center facilities	18%	55%	63%
Lunch service at MWR facilities	47%	47%	62%
On-base movies/theatres	---	54%	60%
Outdoor recreation areas	64%	54%	60%
Sports fields	---	---	59%
Shipboard movies	---	49%	55%
Special events	43%	47%	53%
Shipboard recreation programs	---	44%	52%
Bowling	44%	43%	50%
Shipboard fitness programs	---	49%	49%
Outdoor recreation equipment rental	44%	42%	48%
Outdoor activities	41%	38%	46%
Library services	40%	35%	43%
Auto skills center	43%	34%	42%
Library Media Resource Center	35%	35%	41%
Golf	39%	43%	41%
Shipboard Library Media Resource Center	---	---	40%
Intramural sports	39%	37%	39%
Dinner service at MWR facilities	---	---	39%
Lounge/Bar	38%	37%	37%
Youth recreation program	25%	23%	34%
Crafts and hobby programs	28%	29%	33%
Catering	13%	17%	33%
Computers/Internet service	32%	33%	32%
Marina services	25%	27%	32%
Gourmet coffee/Cybernet cafe	---	---	31%
Breakfast at MWR facilities	---	---	28%
Game room/amusement machines	20%	15%	27%
Child development programs	17%	21%	24%
Single Sailor/Liberty program	12%	15%	23%
Bingo	---	---	5%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-21**  
**Use of Navy MWR facilities/services**  
**Male respondents**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	85%	86%	87%
Gym	75%	76%	79%
ITT	73%	69%	70%
Fast food at MWR facilities	74%	76%	68%
Sports fields	61%	60%	60%
Swimming pools	---	---	59%
On-base movies/theatres	---	64%	58%
Recreation Center facilities	25%	59%	55%
Shipboard movies	---	60%	50%
Bowling	46%	54%	50%
Special events	44%	51%	49%
Library Media Resource Center	40%	53%	49%
Outdoor recreation areas	60%	48%	48%
Lunch service at MWR facilities	44%	46%	48%
Computers/Internet service	42%	61%	47%
Game room/amusement machines	33%	40%	43%
Lounge/Bar	41%	47%	42%
Shipboard recreation programs	---	48%	42%
Outdoor activities	42%	38%	42%
Library services	39%	38%	41%
Intramural sports	42%	39%	41%
Outdoor recreation equipment rental	44%	37%	41%
Shipboard fitness programs	---	53%	41%
Auto skills center	47%	43%	40%
Shipboard Library Media Resource Center	---	---	37%
Single Sailor/Liberty program	---	30%	33%
Golf	38%	36%	32%
Dinner service at MWR facilities	---	---	31%
Gourmet coffee/Cybernet cafe	29%	32%	30%
Crafts and hobby programs	26%	27%	28%
Marina services	25%	26%	25%
Youth recreation program	22%	19%	25%
Catering	10%	15%	23%
Breakfast at MWR facilities	---	---	22%
Child development programs	20%	19%	19%
Bingo	---	---	5%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-22**  
**Use of Navy MWR facilities/services**  
**Female respondents**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	88%	85%	90%
ITT	75%	69%	75%
Gym	61%	62%	73%
Fast food at MWR facilities	77%	78%	63%
Swimming pools	---	---	56%
On-base movies/theatres	---	66%	54%
Special events	51%	54%	53%
Recreation Center facilities	24%	52%	51%
Lunch service at MWR facilities	51%	53%	50%
Bowling	43%	52%	48%
Library Media Resource Center	45%	52%	48%
Sports fields	45%	41%	46%
Computers/Internet service	49%	60%	46%
Outdoor recreation areas	57%	42%	44%
Library services	45%	42%	44%
Shipboard fitness programs	---	38%	37%
Shipboard movies	---	41%	36%
Gourmet coffee/Cybernet cafe	39%	39%	36%
Shipboard recreation programs	---	34%	33%
Outdoor activities	36%	36%	33%
Lounge/Bar	35%	36%	32%
Shipboard Library Media Resource Center	---	---	32%
Outdoor recreation equipment rental	35%	32%	32%
Child development programs	27%	26%	31%
Single Sailor/Liberty program	---	32%	30%
Dinner service at MWR facilities	---	---	30%
Intramural sports	28%	27%	29%
Game room/amusement machines	24%	25%	29%
Catering	11%	14%	27%
Breakfast at MWR facilities	---	---	26%
Youth recreation program	21%	20%	25%
Auto skills center	23%	24%	21%
Crafts and hobby programs	24%	29%	21%
Marina services	19%	21%	17%
Golf	18%	17%	15%
Bingo	---	---	9%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-23**  
**Use of Navy MWR facilities/services**  
**CONUS respondents**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	84%	86%	89%
Gym	72%	74%	79%
ITT	71%	70%	73%
Fast food at MWR facilities	74%	74%	71%
Swimming pools	---	---	62%
Shipboard movies	---	57%	62%
On-base movies/theatres	43%	60%	59%
Sports fields	57%	57%	59%
Recreation Center facilities	24%	57%	55%
Special events	43%	49%	53%
Shipboard recreation programs	---	46%	53%
Bowling	44%	52%	52%
Outdoor recreation areas	58%	47%	51%
Lunch service at MWR facilities	44%	45%	50%
Library Media Resource Center	39%	50%	49%
Shipboard fitness programs	---	50%	49%
Computers/Internet service	42%	58%	46%
Shipboard Library Media Resource Center	---	---	44%
Library services	36%	35%	43%
Lounge/Bar	40%	42%	42%
Outdoor activities	40%	37%	42%
Game room/amusement machines	33%	36%	42%
Auto skills center	42%	42%	41%
Outdoor recreation equipment rental	41%	36%	41%
Intramural sports	38%	37%	40%
Golf	35%	35%	33%
Gourmet coffee/Cybernet cafe	28%	31%	33%
Single Sailor/Liberty program	19%	27%	33%
Dinner service at MWR facilities	---	---	30%
Crafts and hobby programs	23%	27%	29%
Marina services	24%	25%	28%
Youth recreation program	19%	20%	26%
Catering	9%	14%	25%
Breakfast at MWR facilities	---	---	23%
Child development programs	18%	20%	22%
Bingo	---	---	6%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-24**  
**Use of Navy MWR facilities/services**  
**OCONUS respondents**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
On-base movies/theatres	74%	90%	91%
Fitness Center	92%	88%	91%
Gym	76%	72%	87%
Fast food at MWR facilities	83%	89%	80%
ITT	76%	66%	76%
Recreation Center facilities	45%	68%	71%
Swimming pools	---	---	69%
Lunch service at MWR facilities	59%	64%	68%
Special events	60%	70%	67%
Sports fields	64%	59%	67%
Bowling	48%	66%	66%
Computers/Internet service	68%	79%	65%
Library Media Resource Center	62%	66%	63%
Library services	65%	57%	63%
Game room/amusement machines	41%	47%	62%
Outdoor recreation areas	61%	53%	61%
Dinner service at MWR facilities	---	---	61%
Shipboard movies	---	66%	60%
Single Sailor/Liberty program	36%	44%	57%
Outdoor activities	49%	45%	57%
Lounge/Bar	56%	63%	55%
Intramural sports	44%	45%	51%
Outdoor recreation equipment rental	44%	38%	51%
Shipboard recreation programs	---	53%	50%
Shipboard Library Media Resource Center	---	---	50%
Gourmet coffee/Cybernet cafe	47%	47%	49%
Shipboard fitness programs	---	61%	49%
Breakfast at MWR facilities	---	---	46%
Auto skills center	38%	28%	39%
Crafts and hobby programs	30%	26%	37%
Catering	20%	18%	32%
Youth recreation program	---	---	31%
Marina services	27%	29%	30%
Golf	32%	29%	29%
Child development programs	22%	21%	23%
Bingo	---	---	9%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-25**  
**Use of Navy MWR facilities/services**  
**Married respondents**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness center	85%	85%	88%
Gym	74%	75%	80%
ITT	75%	74%	79%
Fast food at MWR facilities	73%	75%	71%
Swimming pools	---	---	62%
On-base movie theaters	---	64%	61%
Sports fields	60%	58%	61%
Shipboard movies	---	57%	60%
Recreation Center facilities	19%	60%	57%
Lunch service at MWR facilities	44%	46%	56%
Outdoor recreation areas	62%	51%	55%
Special events	44%	51%	54%
Shipboard recreation programs	---	47%	54%
Bowling	46%	56%	53%
Shipboard fitness programs	---	50%	48%
Library Media Resource Center	38%	45%	46%
Auto skills center	45%	42%	44%
Intramural sports	40%	39%	44%
Outdoor activities	40%	38%	44%
Outdoor recreation rental	43%	38%	43%
Library services	40%	37%	43%
Shipboard Library Media Resource Center	---	---	42%
Lounge/Bar	37%	41%	39%
Computers/Internet service	38%	50%	37%
Game room/amusement machines	27%	32%	37%
Dinner service at MWR facilities	---	---	36%
Golf	37%	38%	35%
Youth recreation program	26%	27%	33%
Coffeehouse/café	28%	30%	31%
Crafts and hobby programs	27%	29%	31%
Marina services	25%	23%	30%
Child development programs	25%	27%	29%
Catering	10%	13%	28%
Single sailor programs	12%	20%	27%
Breakfast at MWR facilities	---	---	26%
Bingo	---	---	5%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-26**  
**Use of Navy MWR facilities/services**  
**Single respondents**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness center	85%	87%	91%
Gym	71%	72%	82%
Fast food at MWR facilities	77%	78%	73%
On-base movie theaters	---	65%	68%
Computers/Internet service	56%	75%	67%
ITT	66%	62%	66%
Shipboard movies	---	58%	63%
Swimming pools	---	---	63%
Library Media Resource Center	47%	65%	60%
Sports fields	55%	55%	59%
Recreation Center facilities	37%	56%	58%
Bowling	44%	52%	56%
Special events	47%	52%	55%
Game room/amusement machines	44%	45%	55%
Shipboard fitness programs	---	52%	52%
Lounge/Bar	49%	51%	52%
Shipboard recreation programs	---	45%	51%
Single sailor programs	33%	43%	49%
Library services	39%	41%	49%
Shipboard Library Media Resource Center	---	---	49%
Outdoor recreation areas	53%	42%	48%
Lunch service at MWR facilities	49%	49%	47%
Outdoor activities	41%	38%	44%
Coffeehouse/café	33%	36%	42%
Outdoor recreation rental	39%	34%	41%
Intramural sports	35%	35%	39%
Auto skills center	36%	38%	37%
Dinner service at MWR facilities	---	---	32%
Crafts and hobby programs	20%	25%	29%
Golf	29%	27%	29%
Breakfast at MWR facilities	---	---	27%
Marina services	25%	28%	26%
Catering	12%	16%	23%
Youth recreation program	11%	9%	18%
Child development programs	9%	10%	13%
Bingo	---	---	10%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-27**  
**Use of Navy MWR facilities/services**  
**Respondents with children**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	85%	87%	89%
ITT	76%	79%	82%
Gym	74%	71%	81%
Fast food at MWR facilities	74%	73%	73%
Swimming pools	---	---	66%
On-base movies/theatres	---	60%	64%
Sports fields	61%	56%	62%
Shipboard movies	---	52%	60%
Recreation Center facilities	18%	56%	58%
Lunch service at MWR facilities	44%	47%	57%
Outdoor recreation areas	64%	53%	56%
Special events	44%	49%	56%
Bowling	48%	48%	55%
Shipboard recreation programs	---	45%	54%
Shipboard fitness programs	---	51%	49%
Library Media Resource Center	36%	36%	47%
Outdoor recreation equipment rental	44%	42%	46%
Library services	40%	36%	45%
Auto skills center	44%	34%	44%
Intramural sports	40%	38%	43%
Shipboard Library Media Resource Center	---	---	43%
Outdoor activities	40%	38%	42%
Youth recreation program	35%	33%	42%
Child development programs	35%	34%	39%
Lounge/Bar	35%	35%	38%
Computers/Internet service	36%	38%	37%
Golf	35%	40%	37%
Game room/amusement machines	27%	20%	37%
Dinner service at MWR facilities	---	---	36%
Crafts and hobby programs	27%	27%	33%
Marina services	24%	24%	31%
Gourmet coffee/Cybernet cafe	27%	30%	30%
Catering	10%	16%	30%
Breakfast at MWR facilities	---	---	29%
Single Sailor/Liberty program	12%	14%	25%
Bingo	---	---	6%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-28**  
**Use of Navy MWR facilities/services**  
**Respondents without children**  
**Percent "Yes"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Fitness Center	85%	87%	89%
Gym	72%	69%	80%
Fast food at MWR facilities	75%	73%	71%
ITT	68%	66%	67%
On-base movies/theatres	---	54%	64%
Shipboard movies	---	52%	63%
Swimming pools	---	---	59%
Computers/Internet service	51%	56%	59%
Sports fields	56%	50%	59%
Recreation Center facilities	32%	51%	57%
Library Media Resource Center	45%	47%	56%
Special events	46%	47%	53%
Bowling	43%	44%	53%
Shipboard recreation programs	---	42%	51%
Game room/amusement machines	39%	27%	51%
Shipboard fitness programs	---	47%	49%
Lounge/Bar	46%	45%	49%
Outdoor recreation areas	55%	44%	48%
Lunch service at MWR facilities	46%	48%	48%
Shipboard Library Media Resource Center	---	---	46%
Library services	39%	35%	46%
Single Sailor/Liberty program	26%	29%	45%
Outdoor activities	41%	36%	45%
Intramural sports	38%	34%	40%
Gourmet coffee/Cybernet cafe	32%	35%	40%
Outdoor recreation equipment rental	40%	33%	39%
Auto skills center	40%	34%	39%
Dinner service at MWR facilities	---	---	33%
Golf	33%	33%	29%
Crafts and hobby programs	22%	26%	27%
Marina services	25%	25%	26%
Breakfast at MWR facilities	---	---	24%
Catering	11%	14%	23%
Youth recreation program	10%	6%	14%
Child development programs	8%	6%	7%
Bingo	---	---	7%

Question 19. Indicate whether or not you regularly use each facility/service listed.

**Table B-29**  
**Use of similar off-base facilities/services**  
**All respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
On-base movies/theatres	52%
Fast food at MWR facilities	44%
Lounge/Bar	41%
Bowling	35%
Outdoor activities	34%
Outdoor recreation areas	34%
Special events	34%
Swimming pools	34%
Gourmet coffee/Cybernet cafe	32%
ITT	32%
Fitness Center	31%
Gym	31%
Dinner service at MWR facilities	28%
Computers/Internet service	26%
Game room/amusement machines	26%
Sports fields	26%
Golf	25%
Lunch service at MWR facilities	25%
Library services	24%
Auto skills center	23%
Breakfast at MWR facilities	22%
Outdoor recreation equipment rental	20%
Library Media Resource Center	19%
Recreation Center facilities	19%
Crafts and hobby programs	17%
Shipboard movies	17%
Youth recreation program	16%
Child development programs	15%
Catering	13%
Marina services	13%
Intramural sports	12%
Single Sailor/Liberty program	12%
Shipboard fitness programs	11%
Shipboard Library Media Resource Center	10%
Shipboard recreation programs	9%
Bingo	5%

Question 20. Please indicate if you use similar services off-base.

**Table B-30**  
**Use of similar off-base facilities/services**  
**Enlisted respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
On-base movies/theatres	51%
Fast food at MWR facilities	44%
Lounge/Bar	43%
Bowling	37%
Special events	34%
Swimming pools	34%
Outdoor recreation areas	33%
Outdoor activities	32%
ITT	32%
Gym	32%
Fitness Center	31%
Gourmet coffee/Cybernet cafe	30%
Game room/amusement machines	29%
Computers/Internet service	28%
Sports fields	27%
Dinner service at MWR facilities	26%
Auto skills center	26%
Library services	24%
Lunch service at MWR facilities	23%
Golf	22%
Breakfast at MWR facilities	21%
Outdoor recreation equipment rental	21%
Library Media Resource Center	21%
Recreation Center facilities	20%
Shipboard movies	18%
Crafts and hobby programs	18%
Youth recreation program	16%
Child development programs	15%
Single Sailor/Liberty program	13%
Marina services	13%
Intramural sports	12%
Shipboard fitness programs	11%
Catering	11%
Shipboard Library Media Resource Center	11%
Shipboard recreation programs	10%
Bingo	5%

Question 20. Please indicate if you use similar services off-base.

**Table B-31**  
**Use of similar off-base facilities/services**  
**Officer respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
On-base movies/theatres	58%
Fast food at MWR facilities	48%
Gourmet coffee/Cybernet cafe	42%
Outdoor activities	42%
Dinner service at MWR facilities	41%
Golf	40%
Outdoor recreation areas	39%
Swimming pools	37%
Lounge/Bar	35%
Lunch service at MWR facilities	34%
ITT	33%
Fitness Center	32%
Special events	32%
Gym	26%
Breakfast at MWR facilities	25%
Sports fields	25%
Bowling	22%
Library services	22%
Youth recreation program	21%
Catering	19%
Outdoor recreation equipment rental	17%
Recreation Center facilities	16%
Child development programs	15%
Computers/Internet service	14%
Marina services	13%
Crafts and hobby programs	12%
Library Media Resource Center	12%
Shipboard movies	12%
Auto skills center	11%
Game room/amusement machines	9%
Intramural sports	9%
Shipboard fitness programs	7%
Shipboard recreation programs	4%
Shipboard Library Media Resource Center	4%
Single Sailor/Liberty program	3%
Bingo	2%

Question 20. Please indicate if you use similar services off-base.

**Table B-32**  
**Use of similar off-base facilities/services**  
**Respondents ages 17–24**  
**Percent "Yes"**

	<b>2005 Sailor</b>
On-base movies/theatres	51%
Lounge/Bar	45%
Fast food at MWR facilities	41%
Bowling	40%
Gym	35%
Swimming pools	35%
Game room/amusement machines	33%
Special events	33%
Computers/Internet service	33%
Outdoor activities	33%
Fitness Center	32%
Outdoor recreation areas	32%
ITT	29%
Sports fields	29%
Auto skills center	25%
Gourmet coffee/Cybernet cafe	24%
Library services	22%
Library Media Resource Center	21%
Outdoor recreation equipment rental	20%
Shipboard movies	20%
Golf	20%
Dinner service at MWR facilities	17%
Recreation Center facilities	17%
Lunch service at MWR facilities	17%
Breakfast at MWR facilities	16%
Crafts and hobby programs	16%
Single Sailor/Liberty program	15%
Intramural sports	13%
Shipboard fitness programs	13%
Marina services	13%
Shipboard Library Media Resource Center	13%
Shipboard recreation programs	11%
Child development programs	8%
Catering	8%
Youth recreation program	8%
Bingo	5%

Question 20. Please indicate if you use similar services off-base.

**Table B-33**  
**Use of similar off-base facilities/services**  
**Respondents ages 25–35**  
**Percent "Yes"**

	<b>2005 Sailor</b>
On-base movies/theatres	50%
Fast food at MWR facilities	43%
Lounge/Bar	41%
Bowling	33%
Swimming pools	33%
Outdoor activities	32%
Gourmet coffee/Cybernet cafe	32%
Special events	32%
Outdoor recreation areas	31%
Fitness Center	31%
ITT	31%
Gym	30%
Dinner service at MWR facilities	27%
Computers/Internet service	25%
Sports fields	25%
Game room/amusement machines	25%
Golf	24%
Auto skills center	24%
Lunch service at MWR facilities	24%
Breakfast at MWR facilities	21%
Library services	21%
Child development programs	20%
Outdoor recreation equipment rental	20%
Recreation Center facilities	19%
Youth recreation program	18%
Library Media Resource Center	17%
Crafts and hobby programs	16%
Shipboard movies	16%
Catering	13%
Marina services	13%
Single Sailor/Liberty program	11%
Intramural sports	11%
Shipboard fitness programs	10%
Shipboard Library Media Resource Center	8%
Shipboard recreation programs	8%
Bingo	4%

Question 20. Please indicate if you use similar services off-base.

**Table B-34**  
**Use of similar off-base facilities/services**  
**Respondents over age 35**  
**Percent "Yes"**

	<b>2005 Sailor</b>
On-base movies/theatres	56%
Fast food at MWR facilities	49%
Dinner service at MWR facilities	43%
Outdoor recreation areas	41%
Gourmet coffee/Cybernet cafe	40%
Lounge/Bar	38%
Special events	38%
Outdoor activities	37%
ITT	36%
Lunch service at MWR facilities	36%
Swimming pools	36%
Golf	32%
Library services	30%
Bowling	30%
Breakfast at MWR facilities	29%
Fitness Center	29%
Youth recreation program	26%
Gym	26%
Sports fields	25%
Recreation Center facilities	22%
Outdoor recreation equipment rental	21%
Auto skills center	20%
Library Media Resource Center	20%
Crafts and hobby programs	19%
Catering	19%
Child development programs	18%
Computers/Internet service	18%
Game room/amusement machines	17%
Marina services	14%
Shipboard movies	14%
Intramural sports	10%
Shipboard fitness programs	8%
Shipboard Library Media Resource Center	7%
Single Sailor/Liberty program	7%
Shipboard recreation programs	7%
Bingo	5%

Question 20. Please indicate if you use similar services off-base.

**Table B-35**  
**Use of similar off-base facilities/services**  
**Male respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
On-base movies/theatres	52%
Fast food at MWR facilities	45%
Lounge/Bar	43%
Bowling	35%
Swimming pools	35%
Outdoor recreation areas	35%
Outdoor activities	34%
Special events	34%
ITT	32%
Gym	31%
Gourmet coffee/Cybernet cafe	31%
Fitness Center	30%
Dinner service at MWR facilities	29%
Sports fields	28%
Golf	27%
Game room/amusement machines	27%
Computers/Internet service	27%
Lunch service at MWR facilities	25%
Auto skills center	24%
Library services	23%
Breakfast at MWR facilities	22%
Outdoor recreation equipment rental	21%
Recreation Center facilities	20%
Library Media Resource Center	19%
Shipboard movies	17%
Crafts and hobby programs	17%
Youth recreation program	17%
Child development programs	14%
Marina services	14%
Catering	13%
Intramural sports	12%
Single Sailor/Liberty program	12%
Shipboard fitness programs	11%
Shipboard Library Media Resource Center	10%
Shipboard recreation programs	9%
Bingo	4%

Question 20. Please indicate if you use similar services off-base.

**Table B-36**  
**Use of similar off-base facilities/services**  
**Female respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
On-base movies/theatres	49%
Fast food at MWR facilities	38%
Gourmet coffee/Cybernet cafe	38%
Fitness Center	36%
Lounge/Bar	35%
Bowling	34%
Special events	34%
ITT	33%
Swimming pools	33%
Outdoor recreation areas	30%
Outdoor activities	29%
Library services	29%
Gym	28%
Dinner service at MWR facilities	24%
Computers/Internet service	23%
Lunch service at MWR facilities	23%
Child development programs	22%
Library Media Resource Center	21%
Game room/amusement machines	21%
Breakfast at MWR facilities	19%
Auto skills center	18%
Recreation Center facilities	17%
Sports fields	17%
Crafts and hobby programs	16%
Outdoor recreation equipment rental	16%
Youth recreation program	15%
Catering	13%
Shipboard movies	13%
Golf	11%
Single Sailor/Liberty program	11%
Shipboard fitness programs	9%
Shipboard Library Media Resource Center	9%
Bingo	9%
Marina services	8%
Intramural sports	8%
Shipboard recreation programs	7%

Question 20. Please indicate if you use similar services off-base.

**Table B-37**  
**Use of similar off-base facilities/services**  
**CONUS respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
On-base movies/theatres	54%
Fast food at MWR facilities	45%
Lounge/Bar	40%
Swimming pools	36%
Bowling	35%
Outdoor recreation areas	35%
Special events	35%
Outdoor activities	35%
Fitness Center	32%
Gym	32%
ITT	32%
Gourmet coffee/Cybernet cafe	31%
Dinner service at MWR facilities	27%
Sports fields	27%
Library services	26%
Computers/Internet service	25%
Game room/amusement machines	24%
Lunch service at MWR facilities	24%
Auto skills center	24%
Breakfast at MWR facilities	22%
Outdoor recreation equipment rental	21%
Library Media Resource Center	20%
Recreation Center facilities	20%
Crafts and hobby programs	17%
Youth recreation program	17%
Shipboard movies	17%
Child development programs	16%
Marina services	13%
Catering	13%
Intramural sports	12%
Shipboard fitness programs	11%
Single Sailor/Liberty program	11%
Shipboard Library Media Resource Center	10%
Shipboard recreation programs	9%
Bingo	5%

Question 20. Please indicate if you use similar services off-base.

**Table B-38**  
**Use of similar off-base facilities/services**  
**OCONUS respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Lounge/Bar	50%
Fast food at MWR facilities	44%
On-base movies/theatres	40%
Dinner service at MWR facilities	36%
Game room/amusement machines	34%
Gourmet coffee/Cybernet cafe	33%
ITT	32%
Bowling	30%
Computers/Internet service	29%
Special events	29%
Outdoor activities	28%
Lunch service at MWR facilities	27%
Outdoor recreation areas	27%
Swimming pools	26%
Sports fields	23%
Breakfast at MWR facilities	22%
Gym	21%
Auto skills center	20%
Fitness Center	20%
Single Sailor/Liberty program	18%
Recreation Center facilities	17%
Outdoor recreation equipment rental	17%
Shipboard movies	15%
Marina services	14%
Crafts and hobby programs	14%
Library services	13%
Child development programs	13%
Library Media Resource Center	13%
Youth recreation program	13%
Catering	11%
Intramural sports	10%
Shipboard fitness programs	9%
Shipboard Library Media Resource Center	9%
Shipboard recreation programs	6%
Bingo	4%

Question 20. Please indicate if you use similar services off-base.

**Table B-39**  
**Use of similar off-base facilities/services**  
**Married respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
On-base movies/theatres	52%
Fast food at MWR facilities	44%
Lounge/Bar	37%
Outdoor recreation areas	36%
Swimming pools	36%
Outdoor activities	34%
Special events	33%
Bowling	33%
Gourmet coffee/Cybernet cafe	32%
Dinner service at MWR facilities	32%
ITT	31%
Fitness Center	29%
Gym	28%
Golf	27%
Lunch service at MWR facilities	27%
Sports fields	26%
Library services	24%
Youth recreation program	23%
Auto skills center	22%
Breakfast at MWR facilities	22%
Game room/amusement machines	22%
Child development programs	22%
Outdoor recreation equipment rental	21%
Recreation Center facilities	20%
Computers/Internet service	20%
Library Media Resource Center	18%
Crafts and hobby programs	17%
Catering	14%
Shipboard movies	14%
Marina services	13%
Intramural sports	12%
Shipboard fitness programs	10%
Shipboard Library Media Resource Center	8%
Shipboard recreation programs	8%
Single Sailor/Liberty program	8%
Bingo	5%

Question 20. Please indicate if you use similar services off-base.

**Table B-40**  
**Use of similar off-base facilities/services**  
**Single respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
On-base movies/theatres	52%
Lounge/Bar	49%
Fast food at MWR facilities	45%
Bowling	38%
Computers/Internet service	35%
Special events	35%
Gym	35%
Outdoor activities	34%
Fitness Center	34%
ITT	33%
Swimming pools	33%
Game room/amusement machines	32%
Outdoor recreation areas	32%
Gourmet coffee/Cybernet cafe	31%
Sports fields	27%
Auto skills center	26%
Dinner service at MWR facilities	23%
Library services	23%
Golf	22%
Library Media Resource Center	22%
Lunch service at MWR facilities	21%
Breakfast at MWR facilities	21%
Shipboard movies	21%
Outdoor recreation equipment rental	19%
Recreation Center facilities	18%
Single Sailor/Liberty program	18%
Crafts and hobby programs	16%
Marina services	14%
Shipboard fitness programs	13%
Shipboard Library Media Resource Center	12%
Intramural sports	12%
Shipboard recreation programs	11%
Catering	10%
Youth recreation program	7%
Child development programs	6%
Bingo	5%

Question 20. Please indicate if you use similar services off-base.

**Table B-41**  
**Use of similar off-base facilities/services**  
**Respondents with children**  
**Percent "Yes"**

	<b>2005 Sailor</b>
On-base movies/theatres	53%
Fast food at MWR facilities	46%
Swimming pools	37%
Outdoor recreation areas	37%
Lounge/Bar	36%
Special events	35%
Bowling	34%
Dinner service at MWR facilities	34%
Outdoor activities	33%
ITT	32%
Gourmet coffee/Cybernet cafe	31%
Fitness Center	31%
Youth recreation program	30%
Golf	30%
Lunch service at MWR facilities	29%
Gym	29%
Child development programs	29%
Library services	27%
Sports fields	26%
Breakfast at MWR facilities	25%
Auto skills center	23%
Game room/amusement machines	23%
Recreation Center facilities	22%
Outdoor recreation equipment rental	21%
Library Media Resource Center	20%
Computers/Internet service	19%
Crafts and hobby programs	17%
Catering	15%
Shipboard movies	14%
Marina services	13%
Intramural sports	12%
Shipboard fitness programs	10%
Single Sailor/Liberty program	8%
Shipboard recreation programs	8%
Shipboard Library Media Resource Center	7%
Bingo	6%

Question 20. Please indicate if you use similar services off-base.

**Table B-42**  
**Use of similar off-base facilities/services**  
**Respondents without children**  
**Percent "Yes"**

	<b>2005 Sailor</b>
On-base movies/theatres	51%
Lounge/Bar	46%
Fast food at MWR facilities	43%
Bowling	36%
Outdoor activities	34%
Special events	33%
Swimming pools	32%
Gym	32%
Computers/Internet service	32%
Outdoor recreation areas	32%
Gourmet coffee/Cybernet cafe	32%
ITT	31%
Fitness Center	31%
Game room/amusement machines	28%
Sports fields	26%
Auto skills center	24%
Dinner service at MWR facilities	23%
Library services	21%
Golf	21%
Lunch service at MWR facilities	21%
Shipboard movies	19%
Outdoor recreation equipment rental	19%
Breakfast at MWR facilities	19%
Library Media Resource Center	19%
Recreation Center facilities	17%
Crafts and hobby programs	17%
Single Sailor/Liberty program	15%
Marina services	13%
Shipboard fitness programs	12%
Shipboard Library Media Resource Center	12%
Intramural sports	11%
Catering	11%
Shipboard recreation programs	10%
Youth recreation program	5%
Child development programs	4%
Bingo	4%

Question 20. Please indicate if you use similar services off-base.

**Table B-43**  
**Satisfaction with Navy MWR facilities/services**  
**All respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	85%
Gym	79%
ITT	73%
Fast food at MWR facilities	70%
Bowling	70%
On-base movies/theatres	67%
Swimming pools	67%
Sports fields	66%
Shipboard movies	65%
Recreation Center facilities	64%
Auto skills center	64%
Computers/Internet service	63%
Lunch service at MWR facilities	62%
Outdoor recreation areas	61%
Intramural sports	59%
Outdoor recreation equipment rental	59%
Library Media Resource Center	57%
Outdoor activities	57%
Special events	56%
Game room/amusement machines	56%
Library services	55%
Dinner service at MWR facilities	54%
Gourmet coffee/Cybernet cafe	54%
Shipboard recreation programs	53%
Lounge/Bar	53%
Breakfast at MWR facilities	52%
Shipboard fitness programs	51%
Golf	51%
Single Sailor/Liberty program	50%
Catering	48%
Shipboard Library Media Resource Center	48%
Crafts and hobby programs	47%
Marina services	45%
Child development programs	43%
Youth recreation program	43%
Bingo	26%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-44**  
**Satisfaction with Navy MWR facilities/services**  
**Enlisted respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	85%
Gym	78%
ITT	72%
Fast food at MWR facilities	70%
Bowling	70%
On-base movies/theatres	67%
Swimming pools	65%
Sports fields	65%
Computers/Internet service	65%
Shipboard movies	64%
Recreation Center facilities	63%
Auto skills center	63%
Lunch service at MWR facilities	60%
Outdoor recreation areas	60%
Outdoor recreation equipment rental	58%
Intramural sports	58%
Library Media Resource Center	58%
Game room/amusement machines	58%
Outdoor activities	56%
Special events	56%
Library services	55%
Gourmet coffee/Cybernet cafe	54%
Dinner service at MWR facilities	54%
Lounge/Bar	53%
Shipboard recreation programs	52%
Breakfast at MWR facilities	51%
Shipboard fitness programs	50%
Single Sailor/Liberty program	50%
Shipboard Library Media Resource Center	48%
Crafts and hobby programs	47%
Catering	46%
Golf	46%
Marina services	44%
Child development programs	43%
Youth recreation program	42%
Bingo	27%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-45**  
**Satisfaction with Navy MWR facilities/services**  
**Officer respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	88%
Gym	83%
ITT	82%
Golf	76%
Shipboard movies	75%
Fast food at MWR facilities	73%
Swimming pools	73%
Bowling	72%
Sports fields	71%
Lunch service at MWR facilities	70%
Outdoor recreation areas	69%
On-base movies/theatres	67%
Recreation Center facilities	66%
Auto skills center	66%
Outdoor activities	65%
Intramural sports	65%
Shipboard recreation programs	63%
Outdoor recreation equipment rental	63%
Marina services	58%
Special events	57%
Catering	57%
Library Media Resource Center	57%
Dinner service at MWR facilities	56%
Shipboard fitness programs	56%
Library services	55%
Breakfast at MWR facilities	55%
Gourmet coffee/Cybernet cafe	54%
Lounge/Bar	51%
Computers/Internet service	50%
Shipboard Library Media Resource Center	49%
Crafts and hobby programs	46%
Youth recreation program	44%
Child development programs	43%
Game room/amusement machines	42%
Single Sailor/Liberty program	41%
Bingo	15%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-46**  
**Satisfaction with Navy MWR facilities/services**  
**Respondents ages 17–24**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	82%
Gym	76%
Computers/Internet service	68%
Bowling	68%
On-base movies/theatres	67%
Fast food at MWR facilities	66%
ITT	65%
Shipboard movies	65%
Sports fields	64%
Swimming pools	64%
Game room/amusement machines	63%
Library Media Resource Center	61%
Auto skills center	60%
Recreation Center facilities	59%
Gourmet coffee/Cybernet cafe	58%
Library services	56%
Single Sailor/Liberty program	56%
Special events	56%
Lounge/Bar	55%
Intramural sports	55%
Outdoor recreation areas	54%
Outdoor activities	54%
Outdoor recreation equipment rental	52%
Lunch service at MWR facilities	52%
Dinner service at MWR facilities	51%
Shipboard fitness programs	50%
Shipboard Library Media Resource Center	49%
Shipboard recreation programs	48%
Crafts and hobby programs	47%
Breakfast at MWR facilities	46%
Catering	43%
Golf	42%
Marina services	40%
Youth recreation program	37%
Child development programs	34%
Bingo	28%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-47**  
**Satisfaction with Navy MWR facilities/services**  
**Respondents ages 25–35**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	86%
Gym	79%
ITT	74%
Bowling	71%
Fast food at MWR facilities	71%
On-base movies/theatres	66%
Swimming pools	65%
Sports fields	65%
Auto skills center	64%
Recreation Center facilities	64%
Computers/Internet service	63%
Lunch service at MWR facilities	63%
Shipboard movies	62%
Outdoor recreation areas	60%
Outdoor recreation equipment rental	59%
Intramural sports	58%
Outdoor activities	58%
Library Media Resource Center	57%
Special events	56%
Library services	55%
Dinner service at MWR facilities	52%
Shipboard recreation programs	52%
Lounge/Bar	52%
Breakfast at MWR facilities	51%
Game room/amusement machines	51%
Gourmet coffee/Cybernet cafe	51%
Golf	48%
Single Sailor/Liberty program	47%
Catering	46%
Shipboard fitness programs	46%
Crafts and hobby programs	46%
Child development programs	45%
Marina services	44%
Shipboard Library Media Resource Center	42%
Youth recreation program	41%
Bingo	25%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-48**  
**Satisfaction with Navy MWR facilities/services**  
**Respondents over age 35**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	88%
Gym	83%
ITT	82%
Fast food at MWR facilities	75%
Swimming pools	72%
Shipboard movies	71%
Bowling	71%
Sports fields	71%
Lunch service at MWR facilities	70%
Outdoor recreation areas	70%
On-base movies/theatres	70%
Recreation Center facilities	69%
Auto skills center	68%
Outdoor recreation equipment rental	65%
Golf	64%
Intramural sports	64%
Shipboard recreation programs	62%
Outdoor activities	62%
Dinner service at MWR facilities	60%
Shipboard fitness programs	60%
Breakfast at MWR facilities	59%
Special events	57%
Computers/Internet service	56%
Catering	55%
Shipboard Library Media Resource Center	54%
Marina services	54%
Library services	54%
Library Media Resource Center	53%
Gourmet coffee/Cybernet cafe	53%
Game room/amusement machines	52%
Lounge/Bar	51%
Youth recreation program	51%
Crafts and hobby programs	50%
Child development programs	49%
Single Sailor/Liberty program	44%
Bingo	25%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-49**  
**Satisfaction with Navy MWR facilities/services**  
**Male respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	85%
Gym	79%
ITT	73%
Fast food at MWR facilities	70%
Bowling	70%
Sports fields	67%
On-base movies/theatres	67%
Swimming pools	67%
Shipboard movies	66%
Auto skills center	65%
Recreation Center facilities	64%
Computers/Internet service	63%
Lunch service at MWR facilities	61%
Outdoor recreation areas	61%
Intramural sports	60%
Outdoor recreation equipment rental	59%
Outdoor activities	58%
Game room/amusement machines	57%
Library Media Resource Center	57%
Special events	55%
Library services	55%
Dinner service at MWR facilities	54%
Gourmet coffee/Cybernet cafe	54%
Lounge/Bar	54%
Shipboard recreation programs	53%
Golf	52%
Breakfast at MWR facilities	51%
Shipboard fitness programs	51%
Single Sailor/Liberty program	49%
Crafts and hobby programs	49%
Shipboard Library Media Resource Center	48%
Catering	47%
Marina services	46%
Youth recreation program	42%
Child development programs	42%
Bingo	25%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-50**  
**Satisfaction with Navy MWR facilities/services**  
**Female respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	85%
Gym	78%
ITT	76%
Fast food at MWR facilities	70%
Bowling	70%
On-base movies/theatres	68%
Swimming pools	66%
Lunch service at MWR facilities	64%
Computers/Internet service	64%
Shipboard movies	63%
Outdoor recreation areas	62%
Special events	61%
Recreation Center facilities	61%
Library Media Resource Center	61%
Library services	58%
Gourmet coffee/Cybernet cafe	57%
Sports fields	56%
Outdoor recreation equipment rental	56%
Auto skills center	56%
Shipboard recreation programs	55%
Catering	54%
Breakfast at MWR facilities	54%
Outdoor activities	54%
Dinner service at MWR facilities	54%
Shipboard fitness programs	52%
Single Sailor/Liberty program	50%
Child development programs	49%
Lounge/Bar	49%
Intramural sports	48%
Shipboard Library Media Resource Center	46%
Game room/amusement machines	46%
Youth recreation program	46%
Marina services	40%
Crafts and hobby programs	38%
Golf	37%
Bingo	31%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-51**  
**Satisfaction with Navy MWR facilities/services**  
**CONUS respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	85%
Gym	79%
ITT	74%
Bowling	70%
Fast food at MWR facilities	70%
Shipboard movies	67%
Sports fields	67%
Swimming pools	66%
Auto skills center	66%
On-base movies/theatres	65%
Recreation Center facilities	63%
Computers/Internet service	61%
Outdoor recreation areas	61%
Lunch service at MWR facilities	60%
Intramural sports	59%
Outdoor recreation equipment rental	59%
Outdoor activities	57%
Special events	57%
Game room/amusement machines	56%
Library Media Resource Center	56%
Shipboard recreation programs	54%
Library services	53%
Gourmet coffee/Cybernet cafe	53%
Golf	52%
Dinner service at MWR facilities	52%
Lounge/Bar	52%
Shipboard fitness programs	52%
Breakfast at MWR facilities	50%
Single Sailor/Liberty program	49%
Crafts and hobby programs	48%
Shipboard Library Media Resource Center	48%
Catering	47%
Marina services	45%
Child development programs	44%
Youth recreation program	42%
Bingo	26%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-52**  
**Satisfaction with Navy MWR Facilities/Services**  
**OCONUS respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	88%
Gym	81%
On-base movies/theatres	80%
Fast food at MWR facilities	74%
Computers/Internet service	73%
Bowling	71%
Recreation Center facilities	70%
ITT	69%
Swimming pools	69%
Lunch service at MWR facilities	69%
Dinner service at MWR facilities	68%
Library services	67%
Library Media Resource Center	66%
Sports fields	65%
Lounge/Bar	62%
Outdoor activities	62%
Outdoor recreation areas	61%
Gourmet coffee/Cybernet cafe	61%
Breakfast at MWR facilities	60%
Outdoor recreation equipment rental	60%
Intramural sports	60%
Shipboard movies	57%
Game room/amusement machines	56%
Special events	55%
Single Sailor/Liberty program	54%
Auto skills center	51%
Catering	50%
Shipboard Library Media Resource Center	50%
Shipboard recreation programs	49%
Marina services	48%
Shipboard fitness programs	48%
Youth recreation program	46%
Crafts and hobby programs	45%
Golf	41%
Child development programs	37%
Bingo	27%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-53**  
**Satisfaction with Navy MWR facilities/services**  
**Married respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	86%
Gym	81%
ITT	78%
Fast food at MWR facilities	72%
Bowling	70%
Sports fields	69%
Swimming pools	69%
On-base movies/theatres	68%
Recreation Center facilities	67%
Auto skills center	67%
Shipboard movies	66%
Lunch service at MWR facilities	66%
Intramural sports	64%
Outdoor recreation areas	64%
Outdoor recreation equipment rental	62%
Outdoor activities	59%
Computers/Internet service	58%
Special events	58%
Dinner service at MWR facilities	57%
Shipboard recreation programs	56%
Library Media Resource Center	55%
Library services	55%
Breakfast at MWR facilities	55%
Golf	54%
Lounge/Bar	53%
Game room/amusement machines	52%
Gourmet coffee/Cybernet cafe	52%
Shipboard fitness programs	52%
Catering	50%
Marina services	50%
Shipboard Library Media Resource Center	49%
Crafts and hobby programs	48%
Child development programs	48%
Youth recreation program	47%
Single Sailor/Liberty program	45%
Bingo	26%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-54**  
**Satisfaction with Navy MWR facilities/services**  
**Single respondents**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	84%
Gym	77%
Computers/Internet service	70%
Bowling	70%
Fast food at MWR facilities	68%
On-base movies/theatres	66%
ITT	66%
Shipboard movies	64%
Swimming pools	63%
Sports fields	62%
Game room/amusement machines	61%
Library Media Resource Center	61%
Recreation Center facilities	59%
Auto skills center	59%
Outdoor recreation areas	57%
Gourmet coffee/Cybernet cafe	57%
Outdoor activities	56%
Library services	56%
Lunch service at MWR facilities	55%
Special events	55%
Single Sailor/Liberty program	55%
Lounge/Bar	54%
Outdoor recreation equipment rental	54%
Intramural sports	51%
Shipboard fitness programs	50%
Dinner service at MWR facilities	50%
Shipboard recreation programs	49%
Breakfast at MWR facilities	47%
Shipboard Library Media Resource Center	47%
Crafts and hobby programs	46%
Golf	45%
Catering	45%
Marina services	39%
Youth recreation program	35%
Child development programs	33%
Bingo	26%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-55**  
**Satisfaction with Navy MWR facilities/services**  
**Respondents with children**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	87%
Gym	81%
ITT	79%
Fast food at MWR facilities	72%
Bowling	71%
Swimming pools	69%
On-base movies/theatres	69%
Sports fields	68%
Recreation Center facilities	67%
Auto skills center	67%
Shipboard movies	67%
Lunch service at MWR facilities	65%
Outdoor recreation areas	64%
Intramural sports	64%
Outdoor recreation equipment rental	63%
Outdoor activities	59%
Computers/Internet service	57%
Dinner service at MWR facilities	56%
Library Media Resource Center	56%
Special events	55%
Shipboard recreation programs	55%
Library services	55%
Breakfast at MWR facilities	55%
Golf	55%
Child development programs	54%
Shipboard fitness programs	53%
Game room/amusement machines	52%
Lounge/Bar	52%
Youth recreation program	52%
Catering	51%
Gourmet coffee/Cybernet cafe	50%
Crafts and hobby programs	50%
Marina services	49%
Shipboard Library Media Resource Center	48%
Single Sailor/Liberty program	42%
Bingo	26%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-56**  
**Satisfaction with Navy MWR facilities/services**  
**Respondents without children**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	84%
Gym	77%
Fast food at MWR facilities	69%
Bowling	69%
ITT	68%
Computers/Internet service	68%
On-base movies/theatres	66%
Shipboard movies	64%
Sports fields	64%
Swimming pools	64%
Auto skills center	61%
Recreation Center facilities	61%
Game room/amusement machines	59%
Library Media Resource Center	59%
Lunch service at MWR facilities	59%
Outdoor recreation areas	58%
Gourmet coffee/Cybernet cafe	58%
Special events	57%
Outdoor activities	57%
Library services	55%
Single Sailor/Liberty program	55%
Outdoor recreation equipment rental	55%
Intramural sports	54%
Lounge/Bar	54%
Dinner service at MWR facilities	53%
Shipboard recreation programs	51%
Shipboard fitness programs	49%
Breakfast at MWR facilities	48%
Shipboard Library Media Resource Center	47%
Golf	46%
Crafts and hobby programs	45%
Catering	45%
Marina services	42%
Youth recreation program	31%
Child development programs	27%
Bingo	26%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-57**  
**Satisfaction with Navy MWR facilities/services used**  
**All users**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	88%
Auto skills center	86%
Bowling	86%
Gym	85%
Bingo	84%
Golf	84%
Shipboard movies	83%
Gourmet coffee/Cybernet cafe	83%
ITT	82%
Breakfast at MWR facilities	82%
Intramural sports	82%
Outdoor recreation equipment rental	81%
Swimming pools	81%
On-base movies/theatres	81%
Outdoor activities	80%
Fast food at MWR facilities	79%
Sports fields	79%
Catering	79%
Outdoor recreation areas	79%
Computers/Internet service	79%
Dinner service	79%
Lunch service at MWR facilities	79%
Recreation Center facilities	77%
Library services	76%
Game room/amusement machines	76%
Marina services	75%
Lounge/Bar	75%
Youth recreation program	75%
Crafts and hobby programs	74%
Shipboard recreation programs	74%
Child development programs	74%
Library Media Resource Center	73%
Shipboard fitness programs	72%
Single Sailor/Liberty program	72%
Special events	71%
Shipboard Library Media Resource Center	69%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-58**  
**Satisfaction with Navy MWR facilities/services used**  
**Enlisted users**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Auto skills center	86%
Bowling	85%
Bingo	84%
Gym	84%
Gourmet coffee/Cybernet cafe	83%
Shipboard movies	83%
Golf	81%
Breakfast at MWR facilities	81%
Swimming pools	81%
Outdoor recreation equipment rental	81%
ITT	81%
On-base movies/theatres	81%
Intramural sports	81%
Catering	79%
Outdoor activities	79%
Fast food at MWR facilities	79%
Computers/Internet service	79%
Dinner service at MWR facilities	79%
Sports fields	79%
Outdoor recreation areas	79%
Lunch service at MWR facilities	78%
Recreation Center facilities	77%
Lounge/Bar	77%
Library services	76%
Game room/amusement machines	76%
Crafts and hobby programs	74%
Youth recreation program	74%
Marina services	74%
Shipboard recreation programs	74%
Child development programs	73%
Shipboard fitness programs	73%
Library Media Resource Center	72%
Single Sailor/Liberty program	72%
Special events	71%
Shipboard Library Media Resource Center	69%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-59**  
**Satisfaction with Navy MWR facilities/services used**  
**Officer users**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Bowling	92%
Golf	92%
Gym	89%
Shipboard movies	88%
Intramural sports	87%
ITT	87%
Auto skills center	87%
Bingo	87%
Breakfast at MWR facilities	86%
On-base movies/theatres	85%
Outdoor activities	85%
Marina services	83%
Outdoor recreation equipment rental	82%
Swimming pools	82%
Outdoor recreation areas	81%
Gourmet coffee/Cybernet cafe	80%
Fast food at MWR facilities	80%
Sports fields	80%
Library Media Resource Center	79%
Lunch service at MWR facilities	79%
Youth recreation program	78%
Library services	78%
Shipboard recreation programs	78%
Catering	77%
Dinner service at MWR facilities	77%
Game room/amusement machines	76%
Child development programs	76%
Recreation Center facilities	75%
Computers/Internet service	75%
Single Sailor/Liberty program	74%
Crafts and hobby programs	73%
Special events	70%
Shipboard fitness programs	69%
Shipboard Library Media Resource Center	68%
Lounge/Bar	67%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-60**  
**Satisfaction with Navy MWR facilities/services used**  
**Users ages 17–24**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	85%
Auto skills center	84%
Bowling	81%
Shipboard movies	81%
Gym	80%
Swimming pools	80%
Dinner service at MWR facilities	79%
Gourmet coffee/Cybernet cafe	79%
Golf	79%
On-base movies/theatres	79%
Catering	78%
Bingo	78%
Intramural sports	78%
ITT	78%
Computers/Internet service	77%
Outdoor recreation equipment rental	77%
Sports fields	77%
Game room/amusement machines	77%
Outdoor activities	76%
Breakfast at MWR facilities	75%
Average satisfaction	79%
Fast food at MWR facilities	75%
Recreation Center facilities	75%
Crafts and hobby programs	74%
Library services	74%
Outdoor recreation areas	74%
Lounge/Bar	74%
Single Sailor/Liberty program	73%
Special events	71%
Lunch service at MWR facilities	71%
Shipboard fitness programs	71%
Youth recreation program	70%
Library Media Resource Center	70%
Shipboard recreation programs	67%
Child development programs	67%
Shipboard Library Media Resource Center	66%
Marina services	65%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-61**  
**Satisfaction with Navy MWR facilities/services used**  
**Users ages 25–35**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	88%
Bowling	88%
Bingo	88%
Gourmet coffee/Cybernet cafe	87%
Auto skills center	87%
Gym	84%
Outdoor recreation equipment rental	84%
Shipboard movies	83%
Breakfast at MWR facilities	83%
Outdoor activities	82%
Average satisfaction	85%
ITT	82%
Swimming pools	81%
Golf	81%
Fast food at MWR facilities	80%
On-base movies/theatres	80%
Lunch service at MWR facilities	80%
Computers/Internet service	79%
Library services	79%
Intramural sports	79%
Crafts and hobby programs	79%
Sports fields	78%
Outdoor recreation areas	78%
Dinner service at MWR facilities	77%
Catering	77%
Library Media Resource Center	77%
Shipboard recreation programs	77%
Child development programs	76%
Lounge/Bar	76%
Marina services	76%
Recreation Center facilities	76%
Youth recreation program	74%
Single Sailor/Liberty program	73%
Game room/amusement machines	72%
Special events	69%
Shipboard fitness programs	67%
Shipboard Library Media Resource Center	65%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-62**  
**Satisfaction with Navy MWR facilities/services used**  
**Users over age 35**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Bingo	94%
Fitness Center	92%
Golf	91%
Gym	91%
Intramural sports	90%
Auto skills center	89%
Bowling	89%
Shipboard movies	88%
Average satisfaction	90%
ITT	87%
On-base movies/theatres	87%
Breakfast at MWR facilities	86%
Outdoor recreation areas	85%
Marina services	85%
Sports fields	84%
Computers/Internet service	84%
Gourmet coffee/Cybernet cafe	83%
Fast food at MWR facilities	83%
Lunch service at MWR facilities	83%
Outdoor recreation equipment rental	83%
Swimming pools	83%
Game room/amusement machines	82%
Outdoor activities	82%
Catering	81%
Dinner service at MWR facilities	80%
Recreation Center facilities	80%
Shipboard fitness programs	80%
Shipboard Library Media Resource Center	79%
Shipboard recreation programs	79%
Youth recreation program	79%
Lounge/Bar	77%
Library services	77%
Child development programs	74%
Special events	73%
Library Media Resource Center	72%
Crafts and hobby programs	70%
Single Sailor/Liberty program	67%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-63**  
**Satisfaction with Navy MWR facilities/services used**  
**Male users**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	88%
Auto skills center	87%
Bingo	86%
Bowling	86%
Gym	85%
Golf	84%
Gourmet coffee/Cybernet cafe	83%
Shipboard movies	83%
Intramural sports	82%
Breakfast at MWR facilities	82%
ITT	82%
Swimming pools	82%
On-base movies/theatres	81%
Outdoor recreation equipment rental	81%
Outdoor activities	80%
Sports fields	80%
Dinner service at MWR facilities	79%
Computers/Internet service	79%
Fast food at MWR facilities	79%
Outdoor recreation areas	79%
Catering	78%
Lunch service at MWR facilities	78%
Recreation Center facilities	77%
Game room/amusement machines	76%
Library services	76%
Marina services	76%
Lounge/Bar	75%
Youth recreation program	75%
Crafts and hobby programs	75%
Shipboard recreation programs	74%
Child development programs	73%
Library Media Resource Center	72%
Shipboard fitness programs	72%
Single Sailor/Liberty program	72%
Special events	70%
Shipboard Library Media Resource Center	69%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-64**  
**Satisfaction with Navy MWR facilities/services used**  
**Female users**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	88%
Shipboard movies	86%
Bowling	86%
Auto skills center	85%
ITT	84%
Gym	84%
Catering	82%
Outdoor recreation equipment rental	82%
Fast food at MWR facilities	81%
Gourmet coffee/Cybernet cafe	81%
Lunch service at MWR facilities	81%
Outdoor activities	80%
Swimming pools	80%
Outdoor recreation areas	80%
On-base movies/theatres	79%
Breakfast at MWR facilities	79%
Library services	79%
Shipboard recreation programs	78%
Computers/Internet service	78%
Golf	77%
Dinner service at MWR facilities	77%
Sports fields	77%
Bingo	76%
Library Media Resource Center	76%
Recreation Center facilities	75%
Intramural sports	75%
Marina services	74%
Child development programs	74%
Lounge/Bar	74%
Game room/amusement machines	74%
Youth recreation program	73%
Special events	73%
Single Sailor/Liberty program	71%
Crafts and hobby programs	70%
Shipboard fitness programs	70%
Shipboard Library Media Resource Center	67%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-65**  
**Satisfaction with Navy MWR facilities/services used**  
**CONUS users**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	88%
Auto skills center	88%
Bowling	85%
Bingo	85%
Shipboard movies	85%
Gym	84%
Golf	84%
ITT	83%
Intramural sports	82%
Gourmet coffee/Cybernet cafe	82%
Swimming pools	81%
Outdoor recreation equipment rental	81%
On-base movies/theatres	81%
Sports fields	81%
Breakfast at MWR facilities	80%
Outdoor activities	80%
Catering	79%
Outdoor recreation areas	79%
Fast food at MWR facilities	78%
Computers/Internet service	78%
Game room/amusement machines	77%
Lunch service at MWR facilities	77%
Dinner service at MWR facilities	77%
Recreation Center facilities	76%
Library services	75%
Youth recreation program	75%
Child development programs	75%
Crafts and hobby programs	75%
Marina services	75%
Shipboard recreation programs	75%
Lounge/Bar	74%
Single Sailor/Liberty program	73%
Library Media Resource Center	73%
Special events	72%
Shipboard fitness programs	72%
Shipboard Library Media Resource Center	68%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-66**  
**Satisfaction with Navy MWR facilities/services used**  
**OCONUS users**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	89%
Bowling	88%
Gym	86%
Breakfast at MWR facilities	86%
Gourmet coffee/Cybernet cafe	86%
Fast food at MWR facilities	85%
Dinner service at MWR facilities	85%
Lunch service at MWR facilities	84%
Lounge/Bar	84%
Computers/Internet service	84%
On-base movies/theatres	84%
Outdoor recreation equipment rental	83%
Swimming pools	83%
Golf	82%
Marina services	82%
Outdoor recreation areas	82%
Recreation Center facilities	80%
Catering	80%
Outdoor activities	80%
Library services	80%
ITT	77%
Intramural sports	77%
Library Media Resource Center	77%
Auto skills center	76%
Shipboard movies	75%
Shipboard Library Media Resource Center	73%
Sports fields	72%
Shipboard fitness programs	72%
Shipboard recreation programs	72%
Youth recreation program	72%
Crafts and hobby programs	72%
Game room/amusement machines	70%
Single Sailor/Liberty program	69%
Child development programs	64%
Special events	63%
Bingo	NR

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-67**  
**Satisfaction with Navy MWR facilities/services used**  
**Married users**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Bingo	91%
Fitness Center	89%
Auto skills center	88%
Golf	88%
Bowling	87%
Gym	86%
Shipboard movies	86%
Intramural sports	86%
Gourmet coffee/Cybernet cafe	85%
ITT	85%
Swimming pools	83%
On-base movies/theatres	83%
Breakfast at MWR facilities	82%
Outdoor recreation equipment rental	82%
Sports fields	81%
Outdoor recreation areas	81%
Fast food at MWR facilities	81%
Outdoor activities	81%
Lunch service at MWR facilities	80%
Recreation Center facilities	80%
Computers/Internet service	79%
Lounge/Bar	79%
Marina services	79%
Catering	79%
Dinner service at MWR facilities	78%
Shipboard recreation programs	78%
Library services	78%
Crafts and hobby programs	76%
Youth recreation program	75%
Game room/amusement machines	75%
Child development programs	74%
Library Media Resource Center	74%
Shipboard fitness programs	73%
Shipboard Library Media Resource Center	72%
Special events	72%
Single Sailor/Liberty program	71%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-68**  
**Satisfaction with Navy MWR facilities/services used**  
**Single users**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	87%
Bowling	84%
Auto skills center	84%
Gym	82%
Coffee/Cybernet	81%
Breakfast at MWR facilities	80%
Shipboard movies	80%
Outdoor recreation equipment rental	80%
Catering	80%
Dinner service at MWR facilities	79%
On-base movies/theatres	79%
Outdoor activities	79%
Swimming pools	79%
Computers/Internet service	78%
Bingo	78%
Game room/amusement machines	77%
ITT	77%
Fast food at MWR facilities	77%
Golf	76%
Sports fields	76%
Outdoor recreation areas	76%
Library services	75%
Lunch service at MWR facilities	75%
Intramural sports	74%
Youth recreation program	74%
Library Media Resource Center	73%
Single Sailor/Liberty program	72%
Recreation Center facilities	72%
Crafts and hobby programs	72%
Shipboard fitness programs	71%
Lounge/Bar	71%
Child development programs	70%
Special events	70%
Shipboard recreation programs	69%
Marina services	68%
Shipboard Library Media Resource Center	65%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-69**  
**Satisfaction with Navy MWR facilities/services used**  
**Users with children**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	91%
Auto skills center	91%
Bingo	90%
Golf	89%
Bowling	87%
Gym	87%
Intramural sports	87%
Shipboard movies	86%
Gourmet coffee/Cybernet cafe	86%
ITT	85%
Breakfast at MWR facilities	85%
Outdoor recreation equipment rental	84%
On-base movies/theatres	84%
Swimming pools	83%
Outdoor activities	83%
Outdoor recreation areas	81%
Sports fields	81%
Catering	81%
Lunch service at MWR facilities	81%
Fast food at MWR facilities	81%
Recreation Center facilities	81%
Dinner service at MWR facilities	80%
Lounge/Bar	80%
Marina services	80%
Computers/Internet service	79%
Game room/amusement machines	78%
Library services	77%
Youth recreation program	77%
Shipboard recreation programs	76%
Shipboard fitness programs	75%
Child development programs	75%
Crafts and hobby programs	75%
Library Media Resource Center	74%
Single Sailor/Liberty program	74%
Shipboard Library Media Resource Center	72%
Special events	70%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-70**  
**Satisfaction with Navy MWR facilities/services used**  
**Users without children**  
**Percent "Yes"**

	<b>2005 Sailor</b>
Fitness Center	86%
Bowling	85%
Gym	82%
Auto skills center	82%
Shipboard movies	82%
Gourmet coffee/Cybernet cafe	81%
On-base movies/theatres	79%
Swimming pools	79%
Computers/Internet service	79%
Bingo	79%
ITT	79%
Fast food at MWR facilities	78%
Golf	78%
Outdoor recreation equipment rental	78%
Outdoor activities	78%
Breakfast at MWR facilities	78%
Sports fields	78%
Dinner service at MWR facilities	77%
Outdoor recreation areas	77%
Intramural sports	77%
Catering	76%
Lunch service at MWR facilities	76%
Library services	76%
Game room/amusement machines	74%
Recreation Center facilities	74%
Crafts and hobby programs	73%
Shipboard recreation programs	72%
Library Media Resource Center	72%
Lounge/Bar	72%
Special events	72%
Single Sailor/Liberty program	71%
Marina services	71%
Shipboard fitness programs	69%
Shipboard Library Media Resource Center	67%
Youth recreation program	67%
Child development programs	64%

Question 21. Of the facilities you regularly use, indicate your satisfaction with each facility/service listed.

**Table B-71**  
**Quality ratings of Navy MWR**  
**Enlisted respondents**

	2000 Sailor		2003 Sailor		2005 Sailor	
	% Better than Expected	% As Expected	% Better than Expected	% As Expected	% Better than Expected	% As Expected
<b>Facilities</b>	52	39	61	33	49	41
<b>Equipment</b>	51	40	55	38	50	41
<b>Services</b>	---	---	56	38	45	43
<b>Programs</b>	---	---	54	39	47	42
<b>Customer Service</b>	44	44	50	40	45	42

Question 22. Overall how would you rate Navy MWR.

**Table B-72**  
**Quality ratings of Navy MWR**  
**Officer respondents**

	2000 Sailor		2003 Sailor		2005 Sailor	
	% Better than Expected	% As Expected	% Better than Expected	% As Expected	% Better than Expected	% As Expected
<b>Facilities</b>	48	42	57	36	45	45
<b>Equipment</b>	46	44	55	38	45	46
<b>Services</b>	---	---	53	46	41	48
<b>Programs</b>	---	---	52	42	39	52
<b>Customer Service</b>	38	48	44	45	41	46

Question 22. Overall how would you rate Navy MWR.

**Table B-73**  
**Quality ratings of Navy MWR**  
**Respondents ages 17–24**

	2000 Sailor		2003 Sailor		2005 Sailor	
	% Better than Expected	% As Expected	% Better than Expected	% As Expected	% Better than Expected	% As Expected
<b>Facilities</b>	53	41	59	36	46	44
<b>Equipment</b>	49	42	53	40	47	42
<b>Services</b>	---	---	56	39	41	46
<b>Programs</b>	---	---	55	39	46	41
<b>Customer Service</b>	44	46	52	40	43	43

Question 22. Overall how would you rate Navy MWR.

**Table B-74**  
**Quality ratings of Navy MWR**  
**Respondents ages 25–35**

	2000 Sailor		2003 Sailor		2005 Sailor	
	% Better than Expected	% As Expected	% Better than Expected	% As Expected	% Better than Expected	% As Expected
<b>Facilities</b>	53	38	55	39	49	42
<b>Equipment</b>	51	40	52	41	50	42
<b>Services</b>	---	---	54	40	47	43
<b>Programs</b>	---	---	53	41	45	45
<b>Customer Service</b>	42	45	46	46	46	43

Question 22. Overall how would you rate Navy MWR.

**Table B-75**  
**Quality ratings of Navy MWR**  
**Respondents over age 35**

	2000 Sailor		2003 Sailor		2005 Sailor	
	% Better than Expected	% As Expected	% Better than Expected	% As Expected	% Better than Expected	% As Expected
<b>Facilities</b>	49	40	59	34	49	39
<b>Equipment</b>	50	40	58	36	51	41
<b>Services</b>	---	---	54	38	45	43
<b>Programs</b>	---	---	54	39	45	45
<b>Customer Service</b>	42	44	46	42	44	43

Question 22. Overall how would you rate Navy MWR.

**Table B-76**  
**Quality ratings of Navy MWR**  
**Male respondents**

	2000 Sailor		2003 Sailor		2005 Sailor	
	% Better than Expected	% As Expected	% Better than Expected	% As Expected	% Better than Expected	% As Expected
<b>Facilities</b>	52	39	61	33	47	41
<b>Equipment</b>	50	40	56	37	49	42
<b>Services</b>	---	---	56	38	44	44
<b>Programs</b>	---	---	53	40	45	43
<b>Customer Service</b>	42	45	50	41	44	42

Question 22. Overall how would you rate Navy MWR.

**Table B-77**  
**Quality ratings of Navy MWR**  
**Female respondents**

	2000 Sailor		2003 Sailor		2005 Sailor	
	% Better than Expected	% As Expected	% Better than Expected	% As Expected	% Better than Expected	% As Expected
<b>Facilities</b>	53	40	54	39	46	47
<b>Equipment</b>	51	43	51	43	50	43
<b>Services</b>	---	---	54	39	46	46
<b>Programs</b>	---	---	57	36	47	45
<b>Customer Service</b>	45	43	47	44	44	46

Question 22. Overall how would you rate Navy MWR.

**Table B-78**  
**Quality ratings of Navy MWR**  
**CONUS respondents**

	2000 Sailor		2003 Sailor		2005 Sailor	
	% Better than Expected	% As Expected	% Better than Expected	% As Expected	% Better than Expected	% As Expected
<b>Facilities</b>	51	40	62	32	49	42
<b>Equipment</b>	50	41	57	37	50	42
<b>Services</b>	---	---	57	37	45	44
<b>Programs</b>	---	---	55	38	47	44
<b>Customer Service</b>	43	45	51	40	44	44

Question 22. Overall how would you rate Navy MWR.

**Table B-79**  
**Quality ratings of Navy MWR**  
**OCONUS respondents**

	2000 Sailor		2003 Sailor		2005 Sailor	
	% Better than Expected	% As Expected	% Better than Expected	% As Expected	% Better than Expected	% As Expected
<b>Facilities</b>	53	36	49	43	48	40
<b>Equipment</b>	50	39	48	44	50	40
<b>Services</b>	---	---	46	47	40	47
<b>Programs</b>	---	---	50	45	42	43
<b>Customer Service</b>	38	46	42	46	41	45

Question 22. Overall how would you rate Navy MWR.

**Table B-80**  
**Quality ratings of Navy MWR**  
**Married respondents**

	2000 Sailor		2003 Sailor		2005 Sailor	
	% Better than Expected	% As Expected	% Better than Expected	% As Expected	% Better than Expected	% As Expected
<b>Facilities</b>	51	40	61	32	50	40
<b>Equipment</b>	49	41	57	35	51	41
<b>Services</b>	---	---	57	38	45	43
<b>Programs</b>	---	---	53	40	46	43
<b>Customer Service</b>	41	45	49	41	44	44

Question 22. Overall how would you rate Navy MWR.

**Table B-81**  
**Quality ratings of Navy MWR**  
**Single respondents**

	2000 Sailor		2003 Sailor		2005 Sailor	
	% Better than Expected	% As Expected	% Better than Expected	% As Expected	% Better than Expected	% As Expected
<b>Facilities</b>	53	39	59	36	45	45
<b>Equipment</b>	51	41	53	41	47	42
<b>Services</b>	---	---	54	38	44	45
<b>Programs</b>	---	---	54	38	45	44
<b>Customer Service</b>	45	45	51	42	45	41

Question 22. Overall how would you rate Navy MWR.

**Table B-82**  
**Quality ratings of Navy MWR**  
**Respondents with children**

	2000 Sailor		2003 Sailor		2005 Sailor	
	% Better than Expected	% As Expected	% Better than Expected	% As Expected	% Better than Expected	% As Expected
<b>Facilities</b>	50	40	57	36	50	41
<b>Equipment</b>	49	41	57	37	50	42
<b>Services</b>	---	---	53	39	44	44
<b>Programs</b>	---	---	53	41	45	44
<b>Customer Service</b>	41	46	45	43	42	45

Question 22. Overall how would you rate Navy MWR.

**Table B-83**  
**Quality ratings of Navy MWR**  
**Respondents without children**

	2000 Sailor		2003 Sailor		2005 Sailor	
	% Better than Expected	% As Expected	% Better than Expected	% As Expected	% Better than Expected	% As Expected
<b>Facilities</b>	52	39	58	36	48	43
<b>Equipment</b>	50	41	54	39	49	41
<b>Services</b>	---	---	55	38	45	44
<b>Programs</b>	---	---	54	39	46	43
<b>Customer Service</b>	44	44	49	43	46	41

Question 22. Overall how would you rate Navy MWR.

**Table B-84**  
**Satisfaction with MWR**  
**Enlisted respondents**  
**Percent "Agree"/"Strongly Agree"**

	2003 Sailor	2005 Sailor
I will continue to use the Navy's MWR facilities.	91%	84%
I will continue to use the Navy's MWR services.	90%	84%
I would recommend the Navy's MWR facilities to others.	83%	77%
I would recommend the Navy's MWR services to others.	83%	77%
I am satisfied with the Navy's MWR services.	77%	73%
I am satisfied with the Navy's MWR facilities.	76%	74%
Navy MWR improves the quality of life for me.	76%	68%
Navy MWR services are worth the fees I pay.	70%	62%
Navy MWR improves the quality of life for my family.	63%	61%

Questions 23. How much do you AGREE or DISAGREE with the following statements?

**Table B-85**  
**Satisfaction with MWR**  
**Officer respondents**  
**Percent "Agree"/"Strongly Agree"**

	<b>2003 Sailor</b>	<b>2005 Sailor</b>
I will continue to use the Navy's MWR facilities.	96%	93%
I will continue to use the Navy's MWR services.	94%	91%
I would recommend the Navy's MWR facilities to others.	86%	82%
I would recommend the Navy's MWR services to others.	85%	81%
Navy MWR improves the quality of life for me.	84%	80%
I am satisfied with the Navy's MWR facilities.	78%	75%
I am satisfied with the Navy's MWR services.	77%	74%
Navy MWR services are worth the fees I pay.	77%	74%
Navy MWR improves the quality of life for my family.	76%	70%

Questions 23. How much do you AGREE or DISAGREE with the following statements?

**Table B-86**  
**Satisfaction with MWR**  
**Respondents ages 17–24**  
**Percent "Agree"/"Strongly Agree"**

	<b>2003 Sailor</b>	<b>2005 Sailor</b>
I will continue to use the Navy's MWR facilities.	90%	82%
I will continue to use the Navy's MWR services.	88%	82%
I would recommend the Navy's MWR facilities to others.	81%	73%
I would recommend the Navy's MWR services to others.	81%	72%
I am satisfied with the Navy's MWR facilities.	76%	71%
I am satisfied with the Navy's MWR services.	76%	70%
Navy MWR improves the quality of life for me.	71%	63%
Navy MWR is worth the fees I pay.	69%	58%
Navy MWR improves the quality of life for my family.	54%	50%

Questions 23. How much do you AGREE or DISAGREE with the following statements?

**Table B-87**  
**Satisfaction with MWR**  
**Respondents ages 25–35**  
**Percent “Agree”/“Strongly Agree”**

	<b>2003 Sailor</b>	<b>2005 Sailor</b>
I will continue to use the Navy's MWR facilities.	94%	88%
I will continue to use the Navy's MWR services.	93%	87%
I would recommend the Navy's MWR facilities to others.	86%	80%
I would recommend the Navy's MWR services to others.	86%	79%
I am satisfied with the Navy's MWR facilities.	77%	75%
I am satisfied with the Navy's MWR services.	77%	75%
Navy MWR improves the quality of life for me.	81%	71%
Navy MWR improves the quality of life for my family.	70%	65%
Navy MWR is worth the fees I pay.	75%	64%

Questions 23. How much do you AGREE or DISAGREE with the following statements?

**Table B-88**  
**Satisfaction with MWR**  
**Respondents over age 35**  
**Percent “Agree”/“Strongly Agree”**

	<b>2003 Sailor</b>	<b>2005 Sailor</b>
I will continue to use the Navy's MWR facilities.	94%	88%
I will continue to use the Navy's MWR services.	93%	88%
I would recommend the Navy's MWR facilities to others.	86%	82%
I would recommend the Navy's MWR services to others.	85%	82%
Navy MWR improves the quality of life for me.	82%	77%
I am satisfied with the Navy's MWR facilities.	76%	76%
I am satisfied with the Navy's MWR services.	76%	74%
Navy MWR improves the quality of life for my family.	74%	71%
Navy MWR is worth the fees I pay.	75%	69%

Questions 23. How much do you AGREE or DISAGREE with the following statements?

**Table B-89**  
**Satisfaction with MWR**  
**Male respondents**  
**Percent "Agree"/"Strongly Agree"**

	<b>2003 Sailor</b>	<b>2005 Sailor</b>
I will continue to use the Navy's MWR facilities.	92%	86%
I will continue to use the Navy's MWR services.	91%	86%
I would recommend the Navy's MWR facilities to others.	84%	78%
I would recommend the Navy's MWR services to others.	84%	78%
I am satisfied with the Navy's MWR facilities.	77%	74%
I am satisfied with the Navy's MWR services.	77%	73%
Navy MWR improves the quality of life for me.	78%	70%
Navy MWR services are worth the fees I pay.	71%	63%
Navy MWR improves the quality of life for my family.	66%	63%

Questions 23. How much do you AGREE or DISAGREE with the following statements?

**Table B-90**  
**Satisfaction with MWR**  
**Female respondents**  
**Percent "Agree"/"Strongly Agree"**

	<b>2003 Sailor</b>	<b>2005 Sailor</b>
I will continue to use the Navy's MWR facilities.	90%	86%
I will continue to use the Navy's MWR services.	89%	85%
I would recommend the Navy's MWR facilities to others.	82%	78%
I would recommend the Navy's MWR services to others.	82%	78%
I am satisfied with the Navy's MWR services.	73%	75%
I am satisfied with the Navy's MWR facilities.	72%	74%
Navy MWR improves the quality of life for me.	70%	69%
Navy MWR services are worth the fees I pay.	70%	66%
Navy MWR improves the quality of life for my family.	58%	60%

Questions 23. How much do you AGREE or DISAGREE with the following statements?

**Table B-91**  
**Satisfaction with MWR**  
**CONUS respondents**  
**Percent "Agree"/"Strongly Agree"**

	<b>2003 Sailor</b>	<b>2005 Sailor</b>
I will continue to use the Navy's MWR facilities.	91%	86%
I will continue to use the Navy's MWR services.	90%	86%
I would recommend the Navy's MWR facilities to others.	85%	79%
I would recommend the Navy's MWR services to others.	84%	78%
I am satisfied with the Navy's MWR facilities.	78%	74%
I am satisfied with the Navy's MWR services.	78%	74%
Navy MWR improves the quality of life for me.	77%	70%
Navy MWR services are worth the fees I pay.	72%	64%
Navy MWR improves the quality of life for my family.	66%	62%

Questions 23. How much do you AGREE or DISAGREE with the following statements?

**Table B-92**  
**Satisfaction with MWR**  
**OCONUS respondents**  
**Percent "Agree"/"Strongly Agree"**

	<b>2003 Sailor</b>	<b>2005 Sailor</b>
I will continue to use the Navy's MWR facilities.	92%	87%
I will continue to use the Navy's MWR services.	93%	84%
I would recommend the Navy's MWR facilities to others.	79%	74%
I would recommend the Navy's MWR services to others.	80%	74%
I am satisfied with the Navy's MWR facilities.	73%	74%
Navy MWR improves the quality of life for me.	76%	71%
I am satisfied with the Navy's MWR services.	69%	69%
Navy MWR improves the quality of life for my family.	62%	66%
Navy MWR services are worth the fees I pay.	64%	63%

Questions 23. How much do you AGREE or DISAGREE with the following statements?

**Table B-93**  
**Satisfaction with MWR**  
**Married respondents**  
**Percent "Agree"/"Strongly Agree"**

	2003 Sailor	2005 Sailor
I will continue to use the Navy's MWR facilities.	91%	87%
I will continue to use the Navy's MWR services.	91%	87%
I would recommend the Navy's MWR facilities to others.	85%	80%
I would recommend the Navy's MWR services to others.	85%	80%
I am satisfied with the Navy's MWR facilities.	76%	75%
I am satisfied with the Navy's MWR services.	78%	74%
Navy MWR improves the quality of life for me.	78%	73%
Navy MWR improves the quality of life for my family.	71%	68%
Navy MWR services are worth the fees I pay.	74%	66%

Questions 23. How much do you AGREE or DISAGREE with the following statements?

**Table B-94**  
**Satisfaction with MWR**  
**Single respondents**  
**Percent "Agree"/"Strongly Agree"**

	2003 Sailor	2005 Sailor
I will continue to use the Navy's MWR facilities.	91%	84%
I will continue to use the Navy's MWR services.	89%	84%
I would recommend the Navy's MWR facilities to others.	83%	75%
I would recommend the Navy's MWR services to others.	82%	75%
I am satisfied with the Navy's MWR facilities.	77%	72%
I am satisfied with the Navy's MWR services.	75%	72%
Navy MWR improves the quality of life for me.	76%	66%
Navy MWR services are worth the fees I pay.	68%	60%
Navy MWR improves the quality of life for my family.	53%	50%

Questions 23. How much do you AGREE or DISAGREE with the following statements?

**Table B-95**  
**Satisfaction with MWR**  
**Respondents with children**  
**Percent "Agree"/"Strongly Agree"**

	<b>2003 Sailor</b>	<b>2005 Sailor</b>
I will continue to use the Navy's MWR facilities.	94%	88%
I will continue to use the Navy's MWR services.	93%	88%
I would recommend the Navy's MWR facilities to others.	86%	80%
I would recommend the Navy's MWR services to others.	86%	80%
I am satisfied with the Navy's MWR facilities.	78%	76%
I am satisfied with the Navy's MWR services.	77%	75%
Navy MWR improves the quality of life for me.	81%	73%
Navy MWR improves the quality of life for my family.	76%	69%
Navy MWR services are worth the fees I pay.	76%	66%

Questions 23. How much do you AGREE or DISAGREE with the following statements?

**Table B-96**  
**Satisfaction with MWR**  
**Respondents without children**  
**Percent "Agree"/"Strongly Agree"**

	<b>2003 Sailor</b>	<b>2005 Sailor</b>
I will continue to use the Navy's MWR facilities.	92%	84%
I will continue to use the Navy's MWR services.	90%	83%
I would recommend the Navy's MWR facilities to others.	83%	76%
I would recommend the Navy's MWR services to others.	83%	76%
I am satisfied with the Navy's MWR facilities.	75%	73%
I am satisfied with the Navy's MWR services.	75%	71%
Navy MWR improves the quality of life for me.	76%	67%
Navy MWR services are worth the fees I pay.	72%	61%
Navy MWR improves the quality of life for my family.	60%	55%

Questions 23. How much do you AGREE or DISAGREE with the following statements?

**Table B-97**  
**MWR contributions to outcomes**  
**Enlisted respondents**  
**Percentage "Agree"/"Strongly Agree"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
MWR programs contribute to my physical fitness	82	79	78
MWR programs give me an opportunity for relaxation and fun	87	87	76
MWR programs contribute to my readiness	66	68	68
MWR programs help me manage stress	57	64	63
MWR programs contribute to unit cohesion	62	62	61
MWR provides family support programs that allow me to be more productive at work	---	44	48
MWR family support programs help my child(ren) adjust to military life	34	39	45
MWR programs are a benefit I consider when deciding whether to remain in the Navy	33	39	44

Questions 24. How much do you AGREE or DISAGREE with the following statements?

**Table B-98**  
**MWR contributions to outcomes**  
**Officer respondents**  
**Percentage "Agree"/"Strongly Agree"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
MWR programs contribute to my physical fitness	86	88	87
MWR programs give me an opportunity for relaxation and fun	89	89	83
MWR programs contribute to my readiness	67	73	74
MWR Programs contribute to unit cohesion	76	76	73
MWR programs help me manage stress	67	71	70
MWR provides family support programs that allow me to be more productive at work	---	47	48
MWR programs are a benefit I consider when deciding whether to remain in the Navy	36	42	47
MWR family support programs help my child(ren) adjust to military life	31	41	44

Questions 24. How much do you AGREE or DISAGREE with the following statements?

**Table B-99**  
**MWR contributions to outcomes**  
**Respondents ages 17–24**  
**Percentage “Agree”/“Strongly Agree”**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
MWR programs contribute to my physical fitness	81	79	75
MWR programs give me an opportunity for relaxation and fun	87	87	73
MWR programs contribute to my readiness	63	62	64
MWR programs help me manage stress	57	60	60
MWR programs contribute to unit cohesion	57	55	56
MWR provides family support programs that allow me to be more productive at work	---	39	45
MWR programs are a benefit I consider when deciding whether to remain in the Navy	32	37	42
MWR family support programs help my child(ren) adjust to military life	31	34	41

Questions 24. How much do you AGREE or DISAGREE with the following statements?

**Table B-100**  
**MWR contributions to outcomes**  
**Respondents ages 25–35**  
**Percentage “Agree”/“Strongly Agree”**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
MWR programs contribute to my physical fitness	84	83	81
MWR programs give me an opportunity for relaxation and fun	90	87	77
MWR programs contribute to my readiness	68	69	69
MWR programs contribute to unit cohesion	67	71	63
MWR programs help me manage stress	61	68	63
MWR provides family support programs that allow me to be more productive at work	---	47	48
MWR family support programs help my child(ren) adjust to military life	34	41	45
MWR programs are a benefit I consider when deciding whether to remain in the Navy	35	36	43

Questions 24. How much do you AGREE or DISAGREE with the following statements?

**Table B-101**  
**MWR contributions to outcomes**  
**Respondents over age 35**  
**Percentage "Agree"/"Strongly Agree"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
MWR programs contribute to my physical fitness	83	86	83
MWR programs give me an opportunity for relaxation and fun	86	86	81
MWR programs contribute to my readiness	67	74	76
MWR programs contribute to unit cohesion	71	74	73
MWR programs help me manage stress	61	68	70
MWR provides family support programs that allow me to be more productive at work	---	48	52
MWR programs are a benefit I consider when deciding whether to remain in the Navy	33	42	49
MWR family support programs help my child(ren) adjust to military life	34	42	48

Questions 24. How much do you AGREE or DISAGREE with the following statements?

**Table B-102**  
**MWR contributions to outcomes**  
**Male respondents**  
**Percentage "Agree"/"Strongly Agree"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
MWR programs contribute to my physical fitness	83	81	80
MWR programs give me an opportunity for relaxation and fun	88	87	77
MWR programs contribute to my readiness	---	69	69
MWR programs contribute to unit cohesion	---	65	64
MWR programs help me manage stress	60	65	64
MWR provides family support programs that allow me to be more productive at work	---	45	48
MWR programs are a benefit I consider when deciding whether to remain in the Navy	---	40	45
MWR family support programs help my child(ren) adjust to military life	33	40	44

Questions 24. How much do you AGREE or DISAGREE with the following statements?

**Table B-103**  
**MWR contributions to outcomes**  
**Female respondents**  
**Percentage "Agree"/"Strongly Agree"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
MWR programs contribute to my physical fitness	82	78	79
MWR programs give me an opportunity for relaxation and fun	87	83	75
MWR programs contribute to my readiness	---	63	68
MWR programs help me manage stress	56	59	60
MWR programs contribute to unit cohesion	---	58	60
MWR family support programs help my child(ren) adjust to military life	32	37	49
MWR provides family support programs that allow me to be more productive at work	---	41	48
MWR programs are a benefit I consider when deciding whether to remain in the Navy	---	35	43

Questions 24. How much do you AGREE or DISAGREE with the following statements?

**Table B-104**  
**MWR contributions to outcomes**  
**CONUS respondents**  
**Percentage "Agree"/"Strongly Agree"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
MWR programs contribute to my physical fitness	82	82	79
MWR programs give me an opportunity for relaxation and fun	88	87	77
MWR programs contribute to my readiness	66	70	70
MWR programs contribute to unit cohesion	65	66	64
MWR programs help me manage stress	60	65	64
MWR provides family support programs that allow me to be more productive at work	---	45	49
MWR programs are a benefit I consider when deciding whether to remain in the Navy	34	40	45
MWR family support programs help my child(ren) adjust to military life	32	40	44

Questions 24. How much do you AGREE or DISAGREE with the following statements?

**Table B-105**  
**MWR contributions to outcomes**  
**OCONUS respondents**  
**Percentage "Agree"/"Strongly Agree"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
MWR programs contribute to my physical fitness	85	77	80
MWR programs give me an opportunity for relaxation and fun	90	87	79
MWR programs help me manage stress	61	68	65
MWR programs contribute to my readiness	67	63	65
MWR programs contribute to unit cohesion	67	54	60
MWR family support programs help my child(ren) adjust to military life	40	38	47
MWR provides family support programs that allow me to be more productive at work	---	44	45
MWR programs are a benefit I consider when deciding whether to remain in the Navy	33	40	41

Questions 24. How much do you AGREE or DISAGREE with the following statements?

**Table B-106**  
**MWR contributions to outcomes**  
**Married respondents**  
**Percentage "Agree"/"Strongly Agree"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
MWR programs contribute to my physical fitness	83	81	81
MWR programs give me an opportunity for relaxation and fun	88	86	79
MWR programs contribute to my readiness	67	71	71
MWR programs contribute to unit cohesion	68	67	67
MWR programs help me manage stress	60	63	66
MWR family support programs allow me to be more productive at work	---	46	50
MWR family support programs help my child(ren) adjust to military life	35	41	47
MWR programs are a benefit I consider when deciding whether to remain in the Navy	34	39	45

Questions 24. How much do you AGREE or DISAGREE with the following statements?

**Table B-107**  
**MWR contributions to outcomes**  
**Single respondents**  
**Percentage "Agree"/"Strongly Agree"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
MWR programs contribute to my physical fitness	82	80	78
MWR programs give me an opportunity for relaxation and fun	87	88	74
MWR programs contribute to my readiness	65	66	66
MWR programs help me manage stress	59	66	60
MWR programs contribute to unit cohesion	61	59	58
MWR family support programs allow me to be more productive at work	---	43	46
MWR programs are a benefit I consider when deciding whether to remain in the Navy	32	39	43
MWR family support programs help my children adjust to military life	29	35	40

Questions 24. How much do you AGREE or DISAGREE with the following statements?

**Table B-108**  
**MWR contributions to outcomes**  
**Respondents with children**  
**Percentage "Agree"/"Strongly Agree"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
MWR programs contribute to my physical fitness	83	85	81
MWR programs give me an opportunity for relaxation and fun	88	87	79
MWR programs contribute to my readiness	67	73	73
MWR programs contribute to unit cohesion	68	73	68
MWR programs help me manage stress	59	66	68
MWR family support programs allow me to be more productive at work	---	48	52
MWR programs are a benefit I consider when deciding whether to remain in the Navy	35	40	47
MWR family support programs help my children adjust to military life	38	45	---

Questions 24. How much do you AGREE or DISAGREE with the following statements?

**Table B-109**  
**MWR contributions to outcomes**  
**Respondents without children**  
**Percentage "Agree"/"Strongly Agree"**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
MWR programs contribute to my physical fitness	83	81	78
MWR programs give me an opportunity for relaxation and fun	88	86	75
MWR programs contribute to my readiness	66	67	66
MWR programs help me manage stress	60	66	61
MWR programs contribute to unit cohesion	63	65	59
MWR programs are a benefit I consider when deciding whether to remain in the Navy	33	38	45
MWR provides family support programs that allow me to be more productive at work	---	42	43
MWR family support programs help my children adjust to military life	28	31	---

Questions 24. How much do you AGREE or DISAGREE with the following statements?

**Table B-110**  
**Most effective ways to inform you about Navy MWR**  
**Enlisted respondents**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Chain of command communications	---	52%	69%
Base paper	57%	58%	63%
Email messages	41%	52%	60%
Flyers/posters	56%	55%	59%
Word of mouth	39%	32%	52%
MWR newsletter	1%	31%	42%
Internet	---	---	42%
Banners	35%	30%	41%
Local MWR Web page	---	24%	38%
AFN TV & radio	---	16%	36%
Base/ship TV and radio	---	---	35%
Direct contact by MWR staff	23%	12%	30%
Outdoor electronic signboards	25%	28%	24%
Indoor electronic signboards	12%	9%	20%
Ombudsman	1%	4%	14%
DJ announcements	9%	2%	11%
Other	7%	3%	3%

Question 25. Of the following, which are the most effective ways to inform you about Navy MWR programs and services? Multiple Responses Allowed.

**Table B-111**  
**Most effective ways to inform you about Navy MWR**  
**Officer respondents**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Base paper	67%	55%	65%
Chain of command communications	---	64%	61%
Email messages	55%	55%	59%
Flyers/posters	58%	57%	59%
Word of mouth	32%	41%	38%
Internet	---	---	35%
MWR newsletter	---	36%	34%
Local MWR Web page	---	22%	33%
Banners	27%	40%	30%
Outdoor electronic signboards	33%	24%	24%
Base/ship TV and radio	---	---	24%
AFN TV & radio	---	20%	22%
Direct contact by MWR staff	16%	20%	22%
Indoor electronic signboards	8%	14%	12%
Ombudsman	---	7%	7%
DJ announcements	4%	6%	3%
Other	3%	9%	1%

Question 25. Of the following, which are the most effective ways to inform you about Navy MWR programs and services? Multiple Responses Allowed.

**Table B-112**  
**Most effective ways to inform you about Navy MWR**  
**Respondents ages 17–24**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Chain of command communications	57%	66%	69%
Email messages	37%	55%	61%
Flyers/posters	60%	63%	58%
Base paper	51%	49%	57%
Word of mouth	47%	48%	56%
Banners	41%	42%	43%
Internet	---	---	43%
MWR newsletter	---	31%	37%
Base/ship TV & radio	23%	17%	36%
AFN TV & radio	---	19%	34%
Direct contact by MWR staff	27%	22%	33%
Local MWR web page	20%	16%	33%
Outdoor electronic signboards	23%	18%	22%
Indoor electronic signboards	17%	11%	21%
DJ announcements	13%	7%	14%
Ombudsman	---	6%	14%
Other	7%	9%	3%

Question 25. Of the following, which are the most effective ways to inform you about Navy MWR programs and services? Multiple Responses Allowed.

**Table B-113**  
**Most effective ways to inform you about Navy MWR**  
**Respondents ages 25–35**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Chain of command communications	61%	56%	68%
Base paper	63%	56%	64%
Flyers/posters	58%	57%	59%
Email messages	47%	49%	59%
Word of mouth	37%	37%	51%
MWR newsletter	---	33%	41%
Banners	33%	38%	40%
Internet	---	---	39%
Local MWR web page	31%	23%	38%
AFN TV & radio	---	16%	33%
Base/ship TV & radio	20%	13%	33%
Direct contact by MWR staff	21%	17%	27%
Outdoor electronic signboards	28%	25%	23%
Indoor electronic signboards	10%	11%	16%
Ombudsman	---	5%	12%
DJ announcements	6%	3%	10%
Other	6%	5%	2%

Question 25. Of the following, which are the most effective ways to inform you about Navy MWR programs and services? Multiple Responses Allowed.

**Table B-114**  
**Most effective ways to inform you about Navy MWR**  
**Respondents over age 35**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Base paper	70%	61%	71%
Chain of command communications	59%	56%	67%
Flyers/posters	57%	56%	61%
Email messages	51%	56%	60%
MWR newsletter	---	34%	46%
Local MWR web page	33%	26%	42%
Word of mouth	31%	32%	41%
Internet	---	---	40%
Banners	25%	28%	35%
AFN TV & radio	---	16%	34%
Base/ship TV & radio	20%	14%	32%
Outdoor electronic signboards	30%	28%	28%
Direct contact by MWR staff	17%	13%	27%
Indoor electronic signboards	8%	10%	19%
Ombudsman	---	4%	13%
DJ announcements	4%	2%	5%
Other	5%	4%	2%

Question 25. Of the following, which are the most effective ways to inform you about Navy MWR programs and services? Multiple Responses Allowed.

**Table B-115**  
**Most effective ways to inform you about Navy MWR**  
**Male respondents**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Chain of command communications	---	63%	68%
Base paper	63%	56%	63%
Email messages	45%	54%	60%
Flyers/posters	57%	55%	59%
Word of mouth	36%	39%	50%
MWR newsletter	---	36%	41%
Internet	---	---	41%
Banners	32%	39%	40%
Local MWR Web page	---	23%	38%
AFN TV & radio	---	20%	34%
Base/ship TV & radio	---	17%	34%
Direct contact by MWR staff	21%	20%	29%
Outdoor electronic signboards	28%	25%	25%
Indoor electronic signboards	11%	14%	19%
Ombudsman	---	7%	14%
DJ announcements	6%	5%	10%
Other	6%	8%	2%

Question 25. Of the following, which are the most effective ways to inform you about Navy MWR programs and services? Multiple Responses Allowed.

**Table B-116**  
**Most effective ways to inform you about Navy MWR**  
**Female respondents**

	2000 Sailor	2003 Sailor	2005 Sailor
Chain of command communications	---	62%	66%
Base paper	58%	53%	64%
Email messages	52%	58%	63%
Flyers/posters	65%	65%	61%
Word of mouth	44%	47%	48%
MWR newsletter	---	20%	41%
Internet	---	---	39%
Banners	33%	36%	38%
MWR web page	33%	34%	35%
AFN TV & radio	---	15%	30%
Base TV & radio	---	15%	30%
Direct contact by MWR staff	21%	16%	27%
Outdoor electronic signboards	28%	20%	21%
Indoor electronic signboards	11%	9%	14%
Ombudsman	---	4%	8%
DJ announcements	9%	5%	7%
Other	5%	6%	2%

Question 25. Of the following, which are the most effective ways to inform you about Navy MWR programs and services? Multiple Responses Allowed.

**Table B-117**  
**Most effective ways to inform you about Navy MWR**  
**CONUS respondents**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Chain of command communications	60%	64%	69%
Base paper	60%	54%	61%
Email messages	44%	55%	60%
Flyers/posters	59%	56%	59%
Word of mouth	39%	39%	49%
MWR newsletter	---	37%	41%
Internet	---	---	41%
Banners	33%	38%	39%
Local MWR web page	---	22%	37%
Base/ship TV & radio	---	14%	31%
Direct contact by MWR staff	22%	20%	29%
AFN TV & radio	---	14%	28%
Outdoor electronic signboards	28%	26%	24%
Indoor electronic signboards	12%	13%	17%
Ombudsman	---	7%	13%
DJ announcements	7%	5%	9%
Other	6%	8%	2%

Question 25. Of the following, which are the most effective ways to inform you about Navy MWR programs and services? Multiple Responses Allowed.

**Table B-118**  
**Most effective ways to inform you about Navy MWR**  
**OCONUS respondents**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Base paper	71%	63%	76%
AFN TV & radio	---	58%	68%
Flyers/posters	56%	59%	62%
Chain of command communications	58%	52%	61%
Email messages	51%	52%	58%
Word of mouth	40%	45%	56%
Base/ship TV & radio	---	34%	50%
MWR newsletter	---	28%	43%
Banners	35%	37%	42%
Internet	---	---	41%
Local MWR web page	24%	22%	37%
Direct contact by MWR staff	20%	13%	31%
Outdoor electronic signboards	20%	17%	24%
Indoor electronic signboards	11%	16%	24%
DJ announcements	11%	6%	17%
Ombudsman	---	4%	13%
Other	5%	8%	3%

Question 25. Of the following, which are the most effective ways to inform you about Navy MWR programs and services? Multiple Responses Allowed.

**Table B-119**  
**Most effective ways to inform you about Navy MWR**  
**Married respondents**

	2000 Sailor	2003 Sailor	2005 Sailor
Chain of command communications	59%	60%	68%
Base paper	66%	57%	66%
Email messages	48%	54%	59%
Flyers/posters	58%	54%	59%
Word of mouth	35%	34%	47%
MWR Newsletter	---	36%	43%
Internet	---	---	40%
MWR web page	32%	23%	39%
Banners	31%	36%	38%
AFN TV & radio	21%	16%	33%
Base/ship TV & radio	---	14%	32%
Direct contact by MWR staff	18%	16%	26%
Outdoor electronic signboards	29%	24%	26%
Indoor electronic signboards	10%	11%	18%
Ombudsman	---	6%	14%
DJ announcements	6%	3%	7%
Other	6%	5%	2%

Question 25. Of the following, which are the most effective ways to inform you about Navy MWR programs and services? Multiple Responses Allowed.

**Table B-120**  
**Most effective ways to inform you about Navy MWR**  
**Single respondents**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Chain of command communications	59%	66%	68%
Email messages	40%	55%	61%
Flyers/posters	59%	61%	60%
Base paper	54%	53%	59%
Word of mouth	44%	47%	55%
Banners	37%	42%	42%
Internet	---	---	42%
MWR Newsletter	---	35%	38%
Base/ship TV & radio	---	21%	36%
AFN TV & radio	22%	25%	35%
MWR web page	23%	21%	34%
Direct contact by MWR staff	26%	23%	33%
Outdoor electronic signboards	24%	25%	21%
Indoor electronic signboards	14%	16%	19%
DJ announcements	10%	8%	13%
Ombudsman	---	7%	12%
Other	7%	11%	3%

Question 25. Of the following, which are the most effective ways to inform you about Navy MWR programs and services? Multiple Responses Allowed.

**Table B-121**  
**Most effective ways to inform you about Navy MWR**  
**Respondents with children**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Chain of command communications	59%	58%	69%
Base paper	67%	60%	68%
Flyers/posters	57%	56%	62%
Email messages	48%	53%	61%
Word of mouth	34%	35%	46%
MWR newsletter	---	34%	44%
Local MWR web page	---	27%	42%
Internet	---	---	41%
Banners	29%	32%	39%
AFN TV & radio	---	15%	35%
Base/ship TV & radio	---	14%	34%
Direct contact by MWR staff	18%	13%	28%
Outdoor electronic signboards	29%	28%	27%
Indoor electronic signboards	9%	10%	19%
Ombudsman	---	5%	14%
DJ announcements	5%	3%	8%
Other	5%	4%	2%

Question 25. Of the following, which are the most effective ways to inform you about Navy MWR programs and services? Multiple Responses Allowed.

**Table B-122**  
**Most effective ways to inform you about Navy MWR**  
**Respondents without children**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Chain of command communications	59%	60%	67%
Email messages	43%	55%	59%
Base paper	58%	54%	59%
Flyers/posters	59%	61%	57%
Word of mouth	42%	40%	54%
Internet	---	---	41%
Banners	36%	36%	40%
MWR newsletter	---	32%	38%
Local MWR web page	25%	20%	34%
AFN TV & radio	---	18%	33%
Base/ship TV & radio	---	14%	33%
Direct contact by MWR staff	23%	18%	30%
Outdoor electronic signboards	26%	23%	22%
Indoor electronic signboards	13%	11%	18%
DJ announcements	9%	4%	11%
Ombudsman	---	4%	11%
Other	6%	7%	3%

Question 25. Of the following, which are the most effective ways to inform you about Navy MWR programs and services? Multiple Responses Allowed.

**Table B-123**  
**Percent who have seen the Navy MWR headquarters division web site**  
**Percentage “Yes”**

	<b>2000 Sailor</b>	<b>2003 Sailor</b>	<b>2005 Sailor</b>
Enlisted	13	22	21
Officer	15	17	21
Age 17–24	10	10	15
Age 25–35	14	22	23
Age over 35	18	27	25
Male	14	18	21
Female	13	19	20
CONUS	14	19	21
OCONUS	12	14	19
Married	16	22	23
Single	11	13	17
With children	16	26	24
Without children	12	18	18

Question 26. Have you ever visited the Navy MWR Headquarters Division web site (<http://www.mwr.navy.mil/>)?

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