CHAPTER 3

RESEARCH METHODOLOGY

3.1   INTRODUCTION

According to Leedy and Ormrod (2005:12), research methodology is "the general approach the researcher takes in carrying out the research project; to some extent, this approach dictates the particular tools the researcher selects". Babbie and Mouton (2006:75) continue by stating that research methodology "focuses on the individual (not linear) steps in the research process and the most "objective" (unbiased) procedures to be explored". Therefore, in the researcher's view, research methodology refers to procedures or a step-by-step process that is followed when conducting research.

This chapter aims at providing a detailed description of the qualitative and quantitative research methodologies used in the research approach, as well as the research design and methodology, type of research, universe, population, sample and sampling method that apply to this study.

3.2   RESEARCH APPROACH

According to De Vos (2002a:366), "the concept triangulation is sometimes used to designate a conscious combination of quantitative and qualitative methodology". Mouton and Marais (in De Vos, 2002a:365) are of the opinion that "the term triangulation, originally coined by Denzin (1978), referred mainly to the use of multiple methods of data collection with a view to increasing the reliability of observation, and not specifically to the combination of qualitative and quantitative approaches". According to the researcher, the research approach that was used in this study is a combination of both quantitative and qualitative approaches. As indicated by Mouton and Marais (in De Vos, 2002a:365) above,

the purpose behind the use of a combination of quantitative and qualitative approaches is to increase the reliability of the study.

- **Quantitative approach**

Bless and Higson-Smith (2000:156) define quantitative research as "research conducted using a range of methods, which makes use of measurement to record and investigate aspects of social reality". Mark (1996:210-211) defines a quantitative approach as:

> The study of phenomena using numerical means. In these approaches, there is an emphasis on counting, describing, and using standard statistics, such as means and standard deviations. Furthermore, when we want to verify whether a cause produces an effect, we are likely to use quantitative methods.

According to Leedy and Ormrod (2005:94), quantitative research is generally used to "answer questions about relationships among measured variables with the purpose of explaining, predicting and controlling phenomena. This approach is sometimes called the traditional, experimental, or positivist approach". In the researcher's view, therefore, quantitative research is a research approach that makes use of numbers and figures.

- **Qualitative approach**

Mark (1996:210-211) defines qualitative research as:

> The study of phenomena using general description to describe or explain. Furthermore, qualitative researchers tend to use narrative descriptions of persons, events and relationships. Their findings may be presented in the form of categories or general statements about the complex nature of persons, groups, or events.

Denzin and Lincoln (2000:3) suggest that qualitative research is:

> A situated activity that locates the observer in the world. It consists of a set of interpretive, material practices that make the world visible. These practices transform the world. They turn the world into a

series of representations, including field notes, interviews, conversations, photographs, recordings, and memos to the self. At this level, qualitative research involves an interpretive, naturalistic approach to the world.

McRoy, as quoted by Fouché and Delport (2002:79), refers to qualitative research as:

> A research that elicits participant accounts of meaning, experience or perceptions. It also produces descriptive data in the participant's own written or spoken words. It thus involves identifying the participant's beliefs and values that underlie a phenomenon. The qualitative researcher is therefore concerned with understanding rather than explanation; naturalistic observation rather than controlled measurement; and the subjective exploration of reality from the perspective of an insider as opposed to the outsider perspective that is predominant in the quantitative paradigm. As such, a qualitative study is concerned with non-statistical methods and small samples often purposively selected.

Bless and Higson-Smith (2000:156) define qualitative research as "research conducted, using a range of methods, which uses qualifying words and descriptions to record and investigate aspects of social reality". In general, according to Leedy and Ormrod (2005:94), qualitative research is used to "answer questions about the complex nature of phenomena, often with the purpose of describing and understanding the phenomena from the participants' point of view. The qualitative approach is also referred to as the interpretative, constructivist, or anti-positivist approach".

In light of the abovementioned, the researcher defines qualitative research as research that seeks to elicit the meaning that people attach to a specific phenomenon, such as spousal support during the external military deployment of the member. It tries to identify problems experienced by the research subjects insofar as the phenomenon is concerned. Furthermore, qualitative research makes use of statements and categories from the research subjects' point of reference.

Therefore, due to the nature of the research problem being studied here, the research approach that was used in this study is a combination of both qualitative and quantitative approaches. In other words, as described by De Vos (2002a:367), the researcher made use of Creswell's mixed methodology design, which uses the advantages of both qualitative and quantitative paradigms. The use of a combination of both qualitative and quantitative approaches ensures that the study is conclusive and comprehensive.

3.3   TYPE OF RESEARCH

According to Brink (2001:9), "research is categorized according to different points of view. The most basic classification found in most textbooks is between applied and basic or pure research". Wilson (in Brink, 2001:9) points out that "these two distinctions are made according to the major aim of the research". Neuman (2003:21) explains this further by stating that "those who seek an understanding of the fundamental nature of social reality are engaged in basic research. Applied researchers by contrast, primarily want to apply and tailor knowledge to address a specific practical issue".

Chambers (2000:852) defines applied research as "an inquiry that is intentionally developed within a context of decision-making and that is directed toward the interests of one or more clients". According to Moore (2000:ix), "applied research is usually characterized by its concern with problems and their solutions". De Vos, Schurink and Strydom (1998:8) postulate that "applied research addresses immediate problems facing the professional in practice. The goal of applied research most often is the scientific planning of induced change in a troublesome situation". Due to the fact that this research was aimed at solving problems of a practical nature, the type of research that was conducted in this study was applied research.

According to Fouché (2002a:112), "an example of applied research in the social sciences is intervention research, as conceptualised by Rothman and Thomas (1994), the two pioneers in the field of developmental research". De Vos (2005:394) further suggests that Rothman and Thomas (1994) described the three main types of intervention research as "knowledge development (KD), knowledge utilisation (KU) and design and development (D&D)". According to Fouché and De Vos (2005:109), "developmental research denotes the development of a technology, or rather technological item essential for a profession such as medicine, nursing, psychology or social work."

Kumar (2005:277) is of the view that:

> The development of an intervention usually starts with an assessment of the needs of a community, or of a group or people living in a geographical area. Based upon the needs, the aims and objectives for a program are developed to meet these needs, which in turn become the basis of developing a conceptual intervention program.

In the case of this study, the type of applied research used is intervention research. The researcher chose intervention research because this study was aimed at the design and development of a technological item that could be used as a model for social support services to spouses of SANDF members while the members were on external military deployment. It can be referred to as developmental research within the domain of intervention research (De Vos, 2002:396).

According to De Vos (2005:394), D & D is a phase model consisting of six phases. As the researcher only focused on three of the six phases of the design and development model described by Rothman and Thomas (1994), the last three phases, namely early development and pilot testing, evaluation and advanced development, and dissemination, will not be discussed here. As a result of the varied responses obtained from the research subjects with regard to the content of the model, and Thomas's view (1989), as stated in De Vos

(2005:401), that early development is "the process by which an innovative intervention is implemented and used on a trial basis", the researcher felt that the early development and pilot testing of this model should be treated as another area of research.

The six phases of the D&D model, according to Rothman and Thomas (1994:28), consist of the following:

Figure 1: Phases of the D&D model according to Rothman and Thomas (1994)
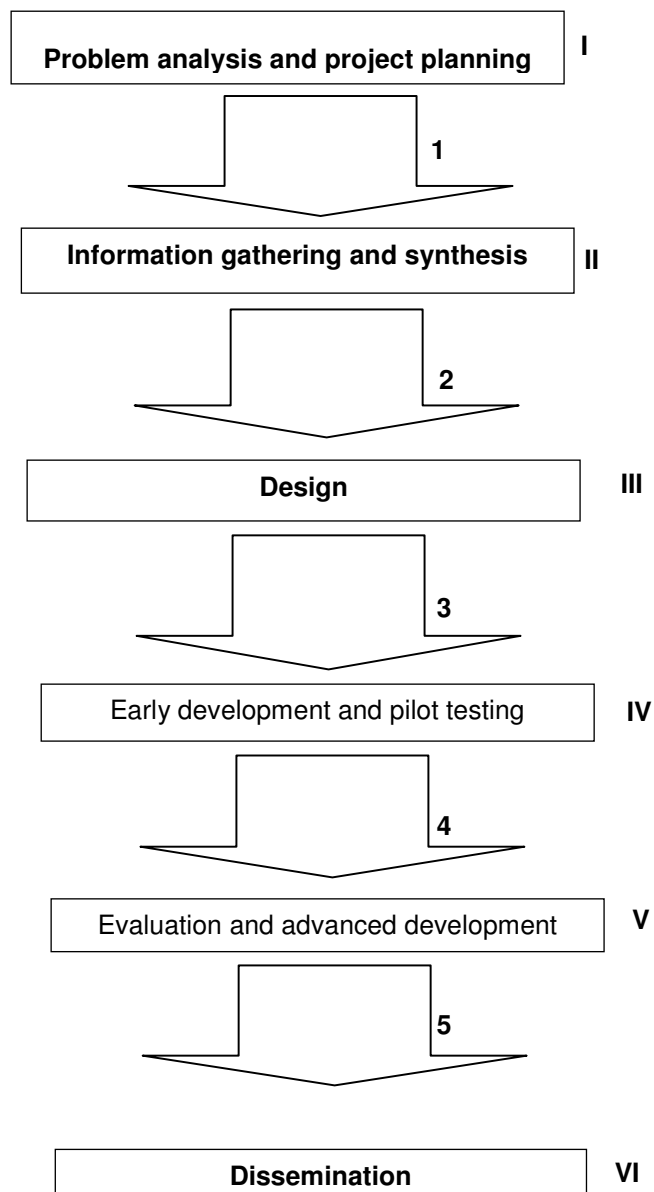
3.3.1 Problem analysis and project planning

In this study, this phase entailed the analysis of the problem, which was social support services to the spouses of SANDF members during external military deployment, as well as identification and involvement of the affected population. This phase thus involved SANDF members' spouses, an analysis of their concerns and issues, the setting of goals and objectives, and obtaining permission to conduct such a study. Permission was thus obtained from the Director Social Work and the Department of Defence Intelligence before commencing with the study.

3.3.2 Information gathering and synthesis

In the case of this study, the researcher conducted an in-depth literature review in order to determine whether or not similar research on the topic of a model for social support services to the spouses of SANDF members during external military deployment had been conducted. The researcher was able to make use of this literature as an orientation to conducting the research. Furthermore, the researcher determined whether or not this information could be applied within the SANDF context. Literature on social support services to members during deployment, however, was very limited.

In addition, the researcher designed an observational system consisting of interviews and questionnaires, which were completed by a sample of spouses of SANDF members, as well as members who had been involved in external military deployment. Information gathered from these interviews and questionnaires was used for purposes of identifying issues that would serve as a guide in the formulation of a model for spousal support services to SANDF members during external military deployment, which was the end product of this study. The deployment resilience programme that is in place within the SANDF, and the literature review conducted in Chapter 2, were used as the basis for

formulating the questionnaire and interview schedule used in this study. The Department of Statistics at the University of Pretoria assisted the researcher in the formulation of the questionnaire and with data coding and analysis.

3.3.3 Design

In this study, this phase entailed the development of a model for social support services to SANDF members' spouses during external military deployment. Information obtained from the preceding phases (that is, problem analysis and information gathering and synthesis) was used as a guide in the formulation of this model, which is presented in Chapter 7 of this study. In other words, this information formed the basis for the development of the model for social support services to SANDF members' spouses during external military deployment.

3.4   RESEARCH DESIGN AND METHODOLOGY

A research design is a "plan or blueprint of how one intends to conduct research" (Thyer as quoted by Fouché & De Vos, 1998:123; Mouton, 2001:55). Furthermore, Huysamen, as quoted by Fouché and De Vos (1998:123-124), refines this definition by specifying that "this plan, or blueprint offer the framework in accordance with which data are to be collected to investigate the research hypothesis or question in the most economical manner".

Denzin and Lincoln (2000:22) define a research design as "a flexible set of guidelines that connect theoretical paradigms first to strategies of inquiry, and second to methods of collecting empirical material". According to the researcher, a research design is therefore a sequential process in accordance with which the research will be conducted, in order to contribute towards the attainment of the desired objective. Thus, in this study, the research design that was used for both qualitative and quantitative studies was a survey.

Neuman (2003:35) indicates that a "survey technique can be used in descriptive or explanatory research". Babbie and Mouton (2006:232) add "exploratory research to that". This, in the researcher's view, indicates the use of a survey in both quantitative and qualitative studies.

McLaughlin (2007:35) states that "both questionnaires and face-to-face interviewing can be used which then means that questionnaires can be completed independently by the respondents, whereas the interviewer needs to be present during the interview". Babbie and Mouton (2006:249) postulate that "due to the relatively low level of literacy of the South African population, face-to-face interviews are the most common method to collect survey data in natural surveys in South Africa".

Leedy and Ormrod (2005:183) are of the opinion that:

> Survey research involves acquiring information about one or more groups of people, perhaps about their characteristics, opinions, attitudes, or previous experiences, by asking them questions and tabulating their answers. The ultimate goal is to learn about a large population by surveying a sample of that population.

According to Neuman (2003:35), the researcher then "summarizes answers to questions in percentages, tables or graphs. Surveys give the researcher a picture of what many people think or report doing". According to the researcher, a survey was found to be the most suitable research design within the quantitative and qualitative context. Through a survey, information was elicited from SANDF members regarding their perceptions and opinions in relation to social support services rendered to their spouses during their external military deployment. This study was thus aimed at gaining knowledge and a better understanding of the meaning that spouses of SANDF members attach to social support services, which were said to be lacking within the organisation.

3.4.1 Data Collection

According to Brink (2001:109), "survey studies are concerned with gathering information from a sample of the population. The emphasis in the collection of data in survey studies is on structured indirect observation, questionnaires and interviews". In the researcher's view, data collection entails a process of acquiring information from the research subjects in this study. Therefore, the data collection techniques that were used in this study were questionnaires within the quantitative context, and interviews within the qualitative context. The literature review conducted in Chapter 2, the SANDF resilience programme and typical problems that were reported by SANDF members and spouses who had been involved in external military deployment were used as a basis for the formulation of the questionnaire and interview schedule that were used in this study. The Department of Statistics at the University of Pretoria assisted the researcher in the formulation of the questionnaire.

- **Quantitative data collection technique**

Bless and Higson-Smith (2000:156) define a questionnaire as "an instrument of data collection consisting of a standardized series of questions relating to the research topic to be answered in writing by participants". Neuman (2003:268) emphasises the fact that a good questionnaire forms an "integrated whole where the researcher weaves questions together so that they flow smoothly". According to Delport (2005:166), the basic objective of a questionnaire is "to obtain facts and opinions about a phenomenon from people who are informed on the particular issue". During the construction of the questionnaire, the researcher implemented the ten suggestions made by Neuman (2003:269-272) in order to avoid possible errors during question writing. In this way, the researcher tried to implement her "skills, practice, patience and creativity", as suggested by Neuman (2003:269).

In the case of the quantitative study, a self-constructed questionnaire was used. A covering letter consisting of clear instructions for the completion of the questionnaire, the purpose of the research and the ethical aspects of confidentiality/anonymity, was compiled and attached as an introduction to the questionnaire. The literature review conducted in Chapter 2, as well as the resilience programme, were used as the basis for the formulation of the questionnaire. The questionnaire consisted of a list of questions relating to the topic of spousal support to SANDF members' spouses during external military deployment, which the research subjects responded to in writing.

Questions were phrased in such a manner that only one response was required per question. Both open- and close-ended questions were included (Babbie and Mouton, 2006:233) in this questionnaire, in order to obtain information that was used in the development of a model for social support services to spouses of SANDF members during the external military deployment of members. In other words, open-ended (unstructured) questions, which allowed the research subjects to answer questions in their own words, and close-ended (structured) questions, which provided the research subjects with a list of responses to chose from (for example, before/during/after deployment or yes/no/mostly), were used in this study. However, some of the questions (other than the ones requesting biographical information and the yes/no responses) made provision for any other response (for example, 'others – please specify') to the ones stipulated in the questionnaire. This enabled the research subjects to provide additional information that would be of importance to the study where applicable. Spaced apart boxes, in which the research subjects completed their responses, were created for each question. The questions concluded with a statement in which the researcher thanked the research subjects for participating in this study.

Social work officers who were deployed with the members were requested to assist with the completion of the questionnaires. The researcher communicated with those social workers who assisted in this regard. Guidelines regarding the

research process were provided to them. The researcher conducted negotiations with the Medical Task Group Commanders within the mission areas for social work officers to administer the questionnaires to the members. The social work officers, on the other hand, negotiated with the section heads for questionnaires to be administered to the members in the mission areas. The questionnaires were distributed to the research subjects during the communication period at the mission areas for completion and return to the social work officers. The social work officers also visited the different satellites within the mission areas and distributed the questionnaires to those members who were married or involved in permanent partnerships of a minimum period of one year.

In order to enhance the validity of the measuring instrument, these questionnaires were completed a month or two before the end of the deployment period. A box was used by the research subjects to submit the completed questionnaires, which were in turn posted in sealed boxes that were classified as confidential to the researcher via the sustainment flights that regularly travel between the home unit and the mission areas.

Questionnaires were equally distributed within the three mission areas where the members were deployed. One hundred and seventeen questionnaires were distributed in the DRC and Burundi, and 116 questionnaires in Sudan. In total, 261 questionnaires were completed by SANDF members who were involved in external military deployment during the period between June and November 2007, and who were married or had been involved in permanent partnerships of a minimum period of one year. Initially, the plan was for the questionnaires to be completed by 350 members. However, only 261 questionnaires were returned. As a result of the fact that a response rate of 75% was received, these data can be regarded as being representative of the sample, as McLaughlin (2007:35) states that "33% is seen as an adequate response rate"

- **Qualitative data collection technique**

Holstein and Gubrium (1995:76) postulate that "a questionnaire written to guide interviews is called an interview schedule or guide. This provides the researcher with a set of predetermined questions that might be used as an appropriate instrument to engage the participant and designate the narrative terrain". According to Denzin and Lincoln (2000:633), "we live in an interview society, in a society whose members seem to believe that interviews generate useful information about lived experience and meanings". These authors continue by stating that "an interview is a conversation, the art of asking questions and listening". Neuman (2000:274) defines "survey research as a specialized kind of interviewing. The goal is to obtain accurate information from another person". According to Goddard and Melville (2001:49), "an interview involves a one-on-one verbal interaction between the researcher and the respondent". Kvale, as quoted by Sewell (2001:1), defines qualitative interviews as "attempts to understand the world from the participant's point of view, to unfold the meaning of people's experiences, and to uncover their lived world prior to scientific explanations".

Smith, Harrè and Langenhoven (1995:9-26) are of the opinion that:

> In general, researchers use semi-structured interviews to gain a detailed picture of a participant's beliefs about, or perceptions or accounts, of a particular topic. The researcher is able to follow up particularly interesting avenues that emerge in the interview, and the participant is able to give a fuller picture. Furthermore, with semi-structured interviews, the researcher will have a set of predetermined questions on an interview schedule, but the interview will be guided by the schedule rather than dictated by it.

Grbich (1999:93-94) holds the view that "guided interviews comprise a set of broad-ranging questions derived from theory, previous research, and intuition (notion that the interviewer has in mind from his/her own experience and that require exploration)". In the researcher's view, an interview can be described as a

communication process between the researcher and the research subjects, in order to obtain a better understanding of a particular situation or problem.

The researcher designed a semi-structured interview schedule that was used to solicit information regarding the social support services that were rendered to the spouses of SANDF members during external military deployment of members, and to solicit practical solutions to these problems. The rationale behind conducting interviews with these spouses was that they were in a better position to provide a more complete picture of social support services that could be rendered to them during the external military deployment of members of the SANDF. Information gathered was used in the design of a model for social support services to the spouses of SANDF members while they are on external military deployment.

This schedule was mainly in the form of open-ended questions that served as a guide in the interview process, and these questions enabled the research subjects to freely state their views in their own words. Close-ended questions, which were formulated at the beginning of the interview schedule, were mainly based on the biographical information of the research subjects. This enabled the researcher to obtain information on the research subjects who took part in the study, and helped to ensure that they were the relevant population for this study.

Social work officers from each of the deploying units in eight of the nine provinces of South Africa conducted interviews with the spouses of SANDF members who had been involved in external military deployment. The researcher conducted interviews in the ninth province, namely Gauteng. The researcher ensured that those social work officers were completely familiar with the purpose and content of the research before conducting the interviews, as she provided those social workers who assisted with the study with guidelines for the interviewing process. Most of the research subjects were interviewed by the social workers, who wrote down their responses. Sixty research subjects (with a

minimum of 6 spouses per province) took part in this study, and the response rate was 100% in the case of the qualitative study.

Due to the fact that the social workers possessed the necessary knowledge and skills for interviewing and had some background knowledge in research, they could be regarded as being competent to conduct research. Some of those social workers who assisted with the interviews were in possession of MA degrees, which included research as part of their studies. The researcher is also competent to conduct research. Based on this, the researcher regards the data collected to be valid and reliable.

3.5. UNIVERSE, POPULATION, SAMPLE AND SAMPLING METHOD

3.5.1 Universe

According to Bless and Higson-Smith (1995:85), "the entire set of objects or group of people, which is the object of research and about which the researcher wants to determine some characteristics is called the population or the universe". In the researcher's view, Bless and Higson-Smith use the terms 'population' and 'universe' interchangeably. Neuman (2000:521), on the other hand, refers to a universe as "the broad class of units that are covered in a hypothesis. Furthermore according to this author, universe refers to all the units to which the findings of a specific study might be generalized".

In summary, the universe can be described as the entire population with which the research is concerned. It should be noted that the SANDF has 76,000 members. Out of these 76,000 members, 13,333 were externally deployable. Therefore, these 13,333 SANDF members were the universe in the quantitative study. In other words, they were medically fit to be deployed outside the borders

of South Africa. In addition, these SANDF members' spouses were involved in the qualitative study.

3.5.2 Population

According to Mark (1996:105), a population is "the collection of all individuals, families, groups, or organizations, communities and events that will participate in the study". McBurney, as quoted by Strydom and Venter (2002:199), refers to the population as "the sampling frame; the totality of persons; events; organisation units; case records or other sampling units with which the research problem is concerned". According to Bless and Higson-Smith (2000:85), a population is "the set of elements that the research focuses on and to which the obtained results should be generalized".

Of the 13,333 members, 11,253 were males and 2,080 were females. Of the 13,333 members, 6,414 were married. Therefore, 6,414 members of the SANDF were the population in the case of the quantitative study. These statistics were obtained from the Health Informatics Department within the SANDF on 02 October 2006, and they gave an indication of the total number of SANDF members who were externally deployable and married. Information regarding those members who were involved in permanent partnerships of at least a year was not available on the SANDF system.

At this time, no statistics could be found regarding the number of spouses in the SANDF. However, based on the fact that 6,414 SANDF members were married and had been involved in external military deployment, the researcher could deduce that the population of the spouses was 6,414. Therefore, the population of the spouses that the researcher was interested in was the 6,414 spouses whose partners had been involved in external military deployment.

3.5.3 Sample and boundary of the sample

Brink (2001:133) defines a sample as "part or fraction of a whole, or a subset of a larger set, selected by the researcher to participate in a research project. A sample consists of a selected group of the elements or units from a defined population". Leedy and Ormrod (2005:199) refer to "a subset of a population as a sample". According to Neuman (2000:518), a sample is "a smaller set of cases a researcher selects from the larger pool, and generalizes to the population". In summary, according to the researcher, a sample can therefore be described as a component of the overall population under study.

- **Quantitative sample**

According to Stoker (1985) (in Strydom and Venter, 2002:200-201), "the size of a sample needs to be 450 of a population of 10,000 (4.5%) to be representative". For this study, the researcher selected 5.5% of the population to form a sample of 350 respondents to represent the population.

In the case of the quantitative study, a sample of 350 research subjects was selected to take part in this study. As indicated by Bless and Higson-Smith (2000:93):

> The larger the population, the smaller the percentage of that population the sample needs to be. If the population itself is relatively small, the sample should comprise a reasonably large percentage of the population. Larger samples enable researchers to draw more accurate predictions than in smaller samples, although this is more costly.

In the researcher's view, the decision to make use of a sample of 350 research subjects was based on the fact that a larger sample would make the study more representative, and would give a more comprehensive and holistic picture of the subject being researched. In other words, a sample of 350 was found to be feasible in the case of this study. Due to the fact that the SANDF is a

predominantly male organisation, the researcher decided to select a sample of 294 males and 56 females, which totals 350. It should also be noted that the researcher conducted her study within the mission areas, and not within the units at home, due to the fact that members within mission areas are from the various units in South Africa. It was thus possible to reach them in the various mission areas.

The SANDF members who were married or involved in a permanent partnership of at least a year, and had been involved in external military deployment between June and November 2007, were selected to take part in this study. The rationale behind the use of members who had been on external military deployment is that with the deployment exposure and experience they had, they were in a better position to share first-hand information regarding their deployment encounters. It should be noted that a large number of SANDF members (+-3000, 00) deployed in the mission areas and those members who were deployed during the period June to November 2007 consisted of representatives from all the provinces in South Africa. Therefore, they can be regarded as being representative of the larger population.

- **Qualitative sample**

Sarantakos (2000:154) postulates that:

> Sampling is also utilised in qualitative research and is less strictly applied than in the case of quantitative research. Furthermore, sampling in qualitative research is relatively limited, is based on saturation, is not representative, involves low cost, is not time consuming, and its size is not statistically determined. It can therefore be inferred that in qualitative investigations, non-probability sampling is used almost without exception.

Due to the fact that it was not possible for the researcher to conduct an investigation with the population of 6,414 spouses of SANDF members who had been involved in external military deployment, a sample of 60 (minimum of 6 per

province) research subjects was involved in this study. The decision to select a sample of 6 research subjects per province was based on the notion that by the time the researcher interviewed the 4th and 5th research subjects, there would already be consistency in the nature of responses received. In other words, information obtained from the 4th and 5th research subjects already gave an indication of saturation.

A selection of a minimum of 6 research subjects per province was based on the notion that 6 spouses are sufficient to inform this research. The researcher selected 3 spouses of SANDF members from rural areas and 3 from urban areas in each province. However, what posed a challenge was that rural areas are developing and can be classified as either semi-rural or semi-urban. Therefore, in some cases, spouses from semi-rural and semi-urban areas were interviewed. This, however, did not pose a limitation in the study, due to the fact that the desired responses were still elicited. Both the spouses from rural and urban areas experienced similar problems and challenges because of external military deployment. Due to the fact that a minimum of 6 spouses were interviewed per province, the response rate was 100%.

The boundary of the sample was the partners of SANDF members involved in external military deployment during the period June to November 2007 and those involved in a marital relationship or permanent partnership of a minimum period of a year. Due to the fact that the South African Constitution and the SANDF recognise involvement in a permanent partnership of at least a year as a form of marriage, the researcher included this population in her study, in order to be politically correct and align her study with the definition of a spouse that is recognised by the SANDF.

3.5.4 Sampling Method

- **Quantitative sampling method**

Bless, Higson-Smith and Kagee (2006:100) distinguish between probability or random sampling and non-probability sampling. Babbie, Mouton, Vorster and Prozesky (2006:166) indicate that many situations in social research call for non-probability sampling when probability sampling would not be appropriate, even if it were possible. Babbie et al. (2006:166) further distinguish between four types of non-probability sampling, namely reliance on available subjects, purposive or judgemental sampling, snowball sampling and quota sampling.

The type of sampling method that was used in selecting respondents from SANDF members who had been involved in external military deployment was purposive sampling. According to Bless and Higson-Smith (1995:90), this sampling method is based on the judgement of the researcher regarding the characteristics of a representative sample.

Silverman (2000:104) is of the opinion that "in purposive sampling, a particular case is chosen because it illustrates some feature or process that is of interest for a particular study". Neuman (2000:517) refers to purposive sampling as "a type of non-random sampling in which the researcher uses a wide range of methods to locate all possible cases of highly specific and difficult-to-reach population". Singleton, Straits, Straits and Mc Allister, as quoted by Strydom and Venter (2002:207), refer to purposive sampling as "the type of sample that is based entirely on the judgement of the researcher, in that a sample is composed of elements that contain the most characteristic, representative or typical attributes of the population".

The selection of respondents was entirely based on the judgement of the social work officers in the DRC, Burundi and Sudan during deployment in the specific period of June to November 2007. The first 117 members who conformed to the boundary of the sample were selected in DRC and Burundi, and 116 members in

Sudan. In other words, members who conformed to the norm volunteered to participate in the study and were presented to the social workers within the mission areas until the desired number was attained. Bless et al. (2006:106) indicate that the purposive sampling technique can have some value, especially if used by experts who know the population under study, as was the case in this study.

- **Qualitative sampling method**

Flick (1998:41) states that in qualitative sampling, it is the respondents' "relevance to the research topic rather than their representativeness which determines the way in which the people to be studied are selected". For this reason, according to Neuman (2003:211), qualitative researchers "tend to collect a non-probability sampling". In the qualitative study, a sample of 60 research subjects was involved in this study. The sampling method that was used in the selection of research subjects was the sequential sampling method. Neuman (2003:215) points out that sequential sampling "is similar to purposive sampling with one difference; where the researcher tries to find as many cases as possible, taking into consideration, time, costs and energy, the sequential sampling process entails to gather cases until the amount of new information or diversity of cases is filled" According to Neuman (2000:200), the principle is to "gather data until saturation point is reached. This requires the researcher to continuously evaluate all the collected data in order to know when saturation point has been reached".

A smaller sample of 60 spouses (minimum of 6 per province) from each of the nine provinces within South Africa was selected as a sample. The sample of 6 research subjects was selected from a database of social work officers within the deploying units in the 9 provinces of South Africa. Three of them were from rural areas and 3 were from urban areas in each province. The selection process was such that these research subjects were contacted personally and telephonically

in order to determine if they were interested in taking part in the study. Although it was not easy to locate some of the research subjects, the social work officers persisted until the desired number of 6 was obtained.

The sample was small due to the fact that during the study, data were collected until a saturation point was reached, and no new information was gathered, hence the researcher's reference to the utilisation of the sequential sampling method in the case of this study. In other words, the research subjects expressed similar challenges and frustrations.

3.6 DATA ANALYSIS

According to Marshall and Rossman (1995:111), "data analysis is a messy, ambiguous, time consuming, creative and fascinating process. It does not proceed in a linear fashion; it is not tidy". Krueger and Casey (2000:127) are of the opinion that "analysis begins by going back to the purpose of study. A key principle is that the depth and intensity of analysis are determined by the purpose of the study". Furthermore, Krueger and Casey (2000:132) mention "the long-table approach (where all data are coded and sorted on a long table) and the computer as strategies for analysis".

- **Quantitative data analysis**

According to De Vos, Fouché and Venter (2002:223), "data analysis in the quantitative paradigm entails that the analyst breaks down data into constituent parts to obtain answers to research questions and to test research hypothesis. The analysis of research data, however, does not in itself provide answers to research questions. Interpretation of the data is necessary". Bless and Higson-Smith (1995:143) suggest that "a statistical analysis is performed in order to infer some properties of the population from the sample results".

Therefore, as indicated by the abovementioned authors, in the case of this quantitative study, data obtained from questionnaires that were completed by the research subjects were firstly coded and broken down into constituent parts in order to obtain answers to research questions, then analysed in order to infer some properties of the population from the sample results, and interpreted by the researcher in the light of her own views and the literature, as indicated in Chapter 2. The Department of Statistics at the University of Pretoria assisted the researcher with data coding and analysis due to the comprehensive work involved in classifying and analysing data. Data in this study are presented by means of tables, graphs and charts.

- **Qualitative data analysis**

According to De Vos (2002b:339), "qualitative data analysis is a process of bringing order, structure and meaning to the mass of collected data". Marshall and Rossman (1995:111) posit that qualitative data analysis is "a search for general statements about relationships among categories of data and it builds grounded theory". Morgan and Krueger (1998:3-17) (see also Krueger and Casey, 2000:128,130) postulate that:

> The critical ingredients of qualitative analysis are that analysis must be systematic, sequential, verifiable and continuous, it requires time, it is jeopardised by delay, it seeks to enlighten, it should entertain alternative explanations, it is improved by feedback, and it is a process of comparison.

Morgan and Krueger (1998:31) are of the opinion that "in analysing, the researcher should consider the words, the context, the internal consistency and frequency of comments, what was not said, as well as finding the "big idea"". According to Creswell (1998:142-145):

> The process of qualitative data analysis and interpretation is best represented in a spiral image, a data analysis spiral. The researcher engages in the process of moving in analytic circles rather than using a fixed linear approach. One enters with data made up of text or images (for example, photographs and videotapes) and exits with

an account or a narrative. In between, the researcher touches on several facets of analysis and circles around and around. Data management, the first loop in the spiral begins the process. At an early stage in the analysis process, researchers organize their data into folders, index cards or computer files. Besides organizing files, researchers convert their files to appropriate text units (for example, a word, a sentence and entire story) for analysis either by hand or by computer. Materials must be easily located in large databases of text or images. Following the organization and conversion of data, researchers continue analysis by getting a sense of the whole database, a process which consists of moving from reading and memoing loop into the spiral to the describing, classifying and interpreting loop. In this loop, category formation represents the heart of qualitative data analysis. Here, researchers describe in detail, develop themes or dimensions through some classification system, and provide an interpretation in light of their own views or views of perspectives in the literature.

In the case of the qualitative study, data were collected and hand-recorded by the researcher and social workers (other researchers) within the deploying units in the country according to the interview schedule. Based on the documented information obtained from the study, the researcher undertook data analysis, a process that was done by hand. With this, the researcher obtained an overview of the content of the interviews. This enabled the researcher to make sense of what the real concerns, needs, challenges and frustrations of spouses of SANDF members were.

In the process, the researcher did a lot of reading and memoing, and this was not a straightforward linear process. To make sense of data that were presented, the researcher had to move back and forth. Hence, Creswell made reference to the spiral loop. In between, the researcher described, classified and interpreted information obtained from the research subjects.

According to Creswell (1998:144-145):

Classifying pertains to taking the text or qualitative information apart, looking for categories, themes or dimensions of information. Themes can further be classified into sub-themes to represent segments of data. Following interpretation, the researchers present the data, a

final phase of the spiral. In summary, this data analysis spiral can be presented as follows:

- Data collection and data recording.
- Data managing.
- Reading and memoing.
- Describing, classifying, interpreting.
- 2Representing, visualising.

Based on related information that emerged from the study, which was classified by the researcher, themes and sub-themes were identified, and the researcher interpreted the information in terms of her own views and those presented in the literature, as indicated in Chapter 2. Classifying data into themes and sub-themes made it possible for segments of data to be presented in a systematic manner. Therefore, in the case of this study, data were presented by means of 4 themes and sub-themes where applicable.

Both qualitative and quantitative data analysis were undertaken in this study. In the case of qualitative research, data were presented in the form of themes and sub-themes, as indicated by Creswell, as well as in tabular or figure form. In the case of quantitative research, data were presented in the form of tables, graphs and charts.

3.7   SUMMARY

This chapter served as background information to the study on spousal support in the SANDF during external military deployment. Qualitative and quantitative research methodologies with regard to the research approach, research design, type of research, universe, population, sample and sampling method were discussed in detail. The focus of Chapter 4 will be on the empirical study, which deals with the challenges of social support to spouses of SANDF members during the external military deployment of members, and on the interpretation of the qualitative data analysis.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION: QUALITATIVE STUDY

4.1   INTRODUCTION

In the qualitative study, 60 research subjects (spouses of members of the South African National Defence Force (SANDF)) were interviewed in the nine provinces of South Africa during the period June to November 2007. Data in this study were analysed by means of themes and sub-themes that emerged from the interviews that were conducted with research subjects.

4.2   SECTION A

Section A of the qualitative study focused on the biographical information of research subjects. The following section provides a discussion in this regard.

4.2.1 Biographical information

The biographical information of a sample of 60 research subjects who were interviewed in the nine provinces of South Africa is presented as follows:

4.2.1.1 Age of respondents

Table 1: Age of respondents

Age	Number of Respondents	Percentage
20 – 30	12	20%
31 – 40	36	60%
41 – 50	10	17%
51+	2	3%
TOTAL	**60**	**100%**

Table 1 above gives an indication of the age of the spouses of members of the SANDF who had been involved in external military deployment. Twelve (20%) of the research subjects were in the age group 20 to 30, 10 (17%) were in the age group 41 to 50, 2 (3%) were in the age group 51-60, and a large percentage of the research subjects (36 (60%)) were in the age group 31 to 40. The abovementioned data show that the average age of the spouses of SANDF members is 36.

The researcher is in support of the literature (Bell et al., 1991:12) and is of the opinion that more and more soldiers are getting married at a young age. This has been indicated by the average age of SANDF members' spouses. The implication thereof is that the spouses of SANDF members are relatively young and are involved in marital relationships that need some form of support in order to survive.

4.2.1.2 Gender of respondents
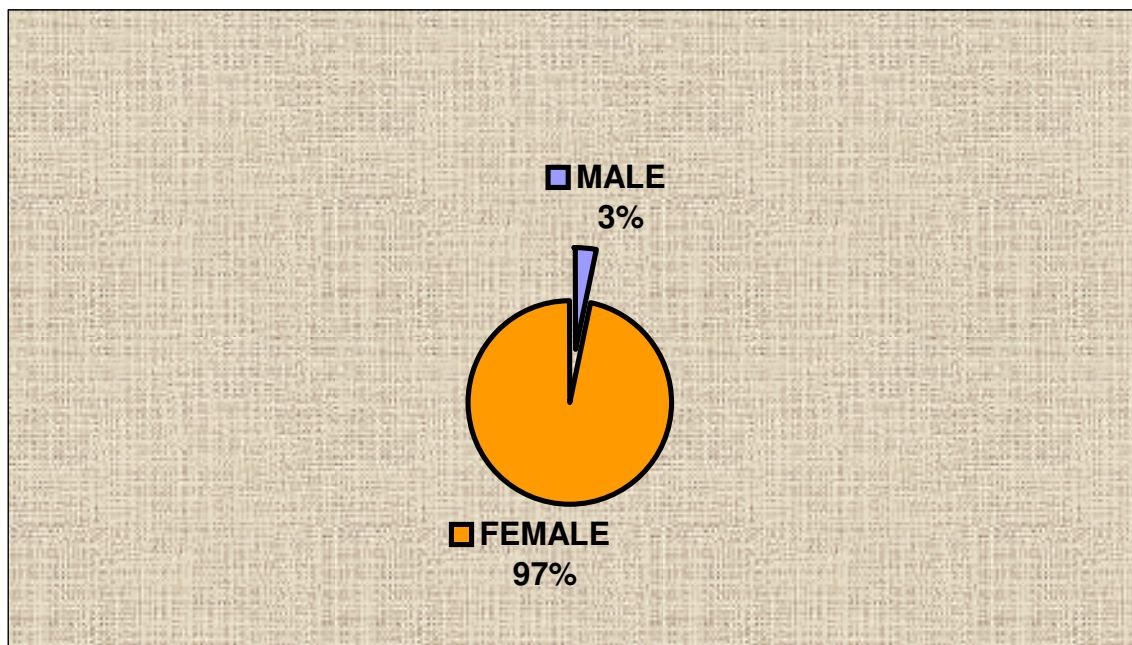
Figure 2: Gender of respondents

Figure 2 above gives an indication of the gender of the research subjects who were involved in this study. Two (3%) were males and a large percentage (58 (97%)) were females. This emanates from the fact that the SANDF is historically a male-dominated organisation. Those who are remaining at home are females. This situation is, however, gradually changing. More and more women are taking up a career in the SANDF. The researcher further aligns herself with Kaslow (1993:30-31), and is of the opinion that the increase in the number of married personnel has prompted the need for support services in the SANDF during the external military deployment of members. According to the researcher, this situation could be attributed to the annulment of military conscription, which previously compelled young men to enlist in the then South African Defence Force (SADF). At as young as 18 years of age, these men joined the SADF in order to serve their period of conscription, and most of them ended up establishing a career in the military. This requirement was, however, subsequently annulled, and anyone can presently enlist in the SANDF at any age of their own free will.

4.2.1.3 Years of experience in the marital relationship

Table 2: Years of experience in the marital relationship

Period	Number of Respondents	Percentage
1 – 10 years	27	45%
11 – 20 years	30	50%
21 – 30 years	3	5%
TOTAL	**60**	**100%**

Table 2 above gives an indication of the years of experience that the research subjects had in the marital relationship. Twenty seven (45%) of the research subjects had an average of between 1 and 10 years' experience in the marriage, 30 (50%) had an average of between 11 and 20 years' experience, and 3 (5%) had an average of between 21 and 30 years' marital experience. The

abovementioned data shows that the majority of the members of the SANDF had more than 11 years' experience in the marriage. In the researcher's view, one would assume that since the majority of research subjects had more than 11 years' experience in the marriage, they would be stable and therefore able to cope under any circumstances. However, this is not the case where external military deployment is concerned. Therefore, according to the researcher, separation from the family as a result of deployment of members negatively impacts on the development and maintenance of healthy military families. The stability that has been prevalent within the marital relationship is threatened and negatively affected by external military deployment. The need for spousal support services during external military deployment, which was expressed by spouses and SANDF members, attests to this.

4.2.1.4 Rank of the member

Table 3: Rank of the member

Rank	Number of Respondents	Percentage
Major – Colonel	5	8%
Lieutenant – Captain	4	7%
Warrant Officer	4	7%
Staff Sergeant – Sergeant	23	38%
Private - Corporal	24	40%
TOTAL	**60**	**100%**

Table 3 above gives an indication of the rank of SANDF members. Five (8%) of the members fell within the rank group Major to Colonel, 4 (7%) were within the rank group Lieutenant to Captain, 4 (7%) were within the rank group Warrant Officer, 23 (38%) were within the rank group Staff Sergeant to Sergeant, and 24 (40%) were within the rank group Private to Corporal. In the researcher's view, the highest rank grouping within the SANDF is that of Generals. Due to the fact that SANDF generals do not get externally deployed, the researcher did not

include this rank group in her study. A limited number of Colonels are externally deployed as National Contingent Commanders. In other words, each mission area is allocated a Colonel who acts as the South African Commander for that mission. For command and control purposes, only one Colonel is deployed at a time within a mission area. Therefore, according to the researcher, the rank group Private to Sergeant falls within the lowest strata of the SANDF rank groupings. The researcher separated the Warrant Officers' rank from the Non-Commissioned Officers (NCOs) ranks, due to the fact that it is a rank that is commissioned by the Chief of the SANDF. The Minister of Defence, on the other hand, commissions officers' ranks. The abovementioned data clearly shows that a large percentage (78%) of the members who are deployed fall within the rank group of Private to Staff Sergeant, which is the rank group of Non-Commissioned Officers. The rationale for this state of affairs could be due to the financial incentive that is associated with deployments, because their salary packages are not attractive or adequate to meet their needs, as indicated by most of the spouses. Therefore, deployments become the only way of making money, irrespective of whether or not the family is negatively affected. Although the rationale behind deployment is to engage in peace missions in Africa and the world at large, from experience, money has been found to be the reason for the need to be involved in deployment, particularly amongst the NCO rank group within the SANDF.

4.2.1.5 Spouses' employment status

Thirty (50%) of the spouses were employed, while 30 (50%) were unemployed. In the researcher's view, both employed and unemployed spouses require support during external military deployment. However, the need is even greater for those spouses who are unemployed. In addition, the fact that unemployed spouses depend solely on members for support and survival implies that the need for organisational support is even greater. As a result, this data shows that the organisation has an important role to play in terms of ensuring that sufficient

support measures are put in place during the absence of the member, particularly for those spouses who are unemployed.

4.2.1.6 Residential area
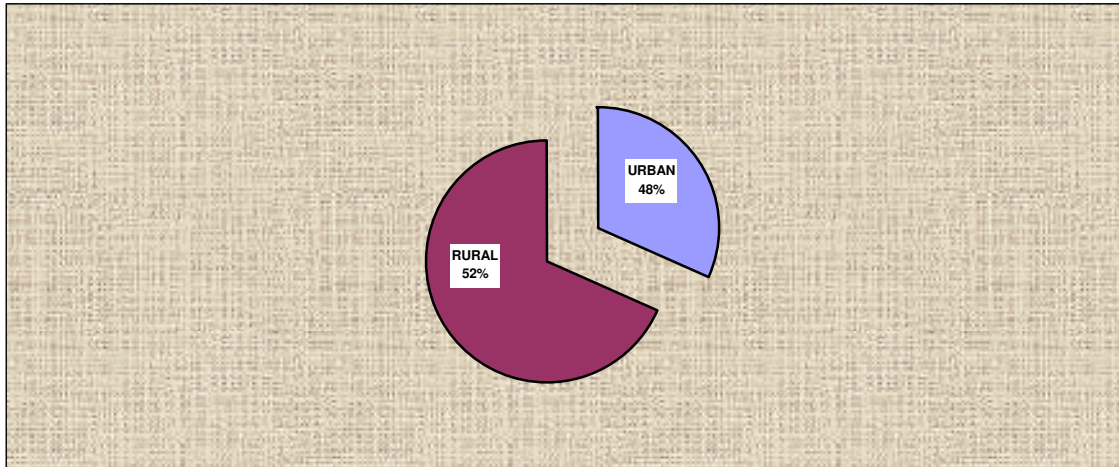
Figure 3: Residential area

Figure 3 above gives an indication of the residential area of research subjects. Twenty nine (52%) were from rural areas, while 29 (48%) were from urban areas. This data shows that the organisation has a responsibility to ensure that spouses from both urban and rural areas are supported during the external deployment of members, bearing in mind that access to resources in rural areas is not the same as in urban areas. However, no link could be identified between employment and residential area. There is often a notion that there is a correlation between unemployment and rural areas. This, however, is not the case in this study. Unemployed spouses who reside in urban areas were also identified in this study. No difference could be determined between problems experienced by spouses who reside in rural and urban areas during external military deployment of members.

4.2.1.7 Deployment frequency in the past twelve months

Table 4: Deployment frequency in the past twelve months

Deployment frequency in the past twelve months	Number of Respondents	Percentage
1 – 2 times	59	98%
3 – 4 times	1	2%
TOTAL	**60**	**100%**

Table 4 above gives an indication of the frequency of deployment of members in the past twelve months. Fifty nine (98%) of the members had been deployed one to two times, whereas 1 (2%) of the members was deployed three to four times. The extracts below confirm these responses:

- "My husband stayed home for two weeks after a six-month deployment in the year 2007. Thereafter, he went back for another deployment that was ending in December 2007. It was the most frustrating period in my life particularly with three children that are still young and without any form of support from the organisation".
- "My husband deployed twice in the past twelve months".
- "My husband deployed once in the past twelve months".

This data shows that a large percentage of SANDF members were externally deployed externally once or twice, while a smaller percentage was deployed three or four times. Furthermore, according to the researcher, literature (Paap, 1991:39-40; Wood et al., 1995:217-218; Suttle, 2003:2-4) indicates that deployment is a task that the organisation cannot avoid. It poses a challenge for the member and the spouse, irrespective of the duration. As a result, family separation occurs during deployment. In addition, members and families react differently to deployment. Some are able to adapt to new circumstances, while other families struggle. The fact that a large percentage of members have been

deployed at least once or twice in the past twelve months further highlights the importance of institution and evaluation of spousal support programmes within the SANDF.

4.2.1.8 Country of deployment

Twenty seven (45%) of the members were deployed to Burundi, 25 (42%) were deployed to the Democratic Republic of Congo, 6 (10%) were deployed to Sudan and 2 (3%) were deployed to the Comores. In comparison with Burundi and the DRC, the rate of deployment to Sudan was relatively lower, as the commitment to deploy to this country only occurred recently. In addition, deployment to this country may take up to ten months, due to the issue of landing rights. This data further confirms that SANDF members have been involved in external military deployment.

4.3 SECTION B

Section B involved responses from the research subjects, which can be analysed as follows.

According to De Vos (2002b:339), "qualitative data analysis is a process of bringing order, structure and meaning to the mass of collected data". The data analysis process that will be followed in this study can be summarised as follows:

- Data collection and data recording.
- Data managing.
- Reading and memoing.
- Describing, classifying, interpreting.
- Representing, visualising (Creswell, 1998:142-145).

Data in this study were analysed in terms of themes and sub-themes that emerged from the interviews that were conducted with the research subjects, according to Creswell's model of data analysis. Section B of the interview

schedule involved eliciting responses from spouses regarding the issue of external military deployment of members. Creswell's model of data analysis was used in this study, and data are presented in the form of themes and sub-themes.

Table 5 below gives an indication of the different themes and sub-themes that were identified in this study.

4.3.1 Themes and sub-themes

Table 5: Themes and sub-themes

Themes	Sub-themes
1. Issues associated with external deployment.	1. Transport problems. 2. Financial problems. 3. Marital problems. 4. Poor/lack of communication facilities. 5. Death, illness in the family and admission to hospital. 6. Maintenance. 7. Problems with children. 8. Interference by in-laws. 9. Loneliness and emotional problems.
2. Attitude towards deployment.	
3. Organisational deployment support.	1. Lack of support/assistance.
4. Need for spousal support services.	1. Before deployment. 2. During deployment. 3. Post deployment.

The following is an analysis of the themes and sub-themes that emerged from the study:

4.3.1.1 Theme 1: Issues associated with external deployment

In the researcher's view, this study confirmed that irrespective of the area of residence, all spouses encountered some issues that posed a challenge to them during the external deployment of members in one way or another. The comments below give an indication of the responses:

- "A lot of things go wrong whenever my husband deploys".
- "Virtually everything goes wrong in the home during the absence of my husband".
- "His attitude changed, he was very moody and became short tempered".
- "He was always so calm until the deployment".

The researcher supports the literature (see Moritz, 1991:109; Hornig, 1994:113) and is of the opinion that deployment is very stressful for those who have been left behind, as well as for the member himself/herself. The member and the spouse experience emotional and practical problems as a result of deployment. As confirmed in this study, the attitude of the member changes, and the stable situation that has been prevalent within the family changes. Therefore, both the member and the spouse need to be cognisant of deployment-related problems and challenges, and be able to deal with them. The necessary preparation is vital in this regard. Furthermore, in order for the member to perform his/her task effectively during external military deployment he/she needs to be combat ready. Combat readiness implies the institution of necessary support measures for both the member and the family while the member is on external military deployment.

Challenging issues/problems common to all research subjects, irrespective of whether they reside in a rural or urban area, have been identified as follows:

4.3.1.1.1 Sub-theme 1: Transport problems

Transport problems were one of the issues or challenges encountered by most of the spouses. The comments below give an indication of the general responses:

- "My car broke down".

- "Transportation of children to school was also a problem as we shared this responsibility".

- "During the deployment of my husband I experienced problems with the 1 Military Hospital bus driver who left me in Pretoria. I felt that this was done on purpose because my husband is away. It has never happened before".

- "Transporting children to and from school has been his task, which included driving the school bus. This implies that when he is gone, I have to travel a further distance, which takes about 1 hour in order to get children to school and to be back in time for work in the morning. This trip has to be repeated again in the afternoon. This was emotionally draining. Furthermore, if I am a few minutes late for the school bus, the new driver quarrels with me but if he is the one that is late, it is not considered to be a problem. By the time I get to bed it is already late and I have to wake up early to ensure that the children are on time for the school bus".

- "Transport to go shopping for groceries and account payments is one of the challenges I encountered, since the shopping complex is a distance from my home. As a result of his absence, it has not been possible for us to buy fresh bread and milk on daily basis. This is a task that he normally performed. There are no shops nearby; therefore, I only have the opportunity to purchase these items once a week. I am scared to go shopping alone because criminals at the shopping complex stole my money from me. I anxiously await my husband's return from deployment".

- "It is strenuous to drive to and fro from school".

- "Fairing children to school was difficult".

- "Transporting the children to school was a problem and it meant joining a lift club to get the children to school. This meant more expenses".

In view of the abovementioned, it is evident that SANDF members' spouses experienced transport-related problems during external military deployment of members. Literature (Kaslow, 1993:128; Wood et al., 1995:218) indicates logistical problems such as transport as being one of the problems encountered by spouses during deployment. The existence of this problem suggests that the necessary support measures in this regard are not in place. The organisation has a role to play in terms of fostering the necessary support with regard to transport during the absence of the member.

4.3.1.1.2 Sub-theme 2: Financial problems

This study confirmed that SANDF spouses encountered financial difficulties during the absence of members. The comments below give an indication of the general responses:

- "Transferring money from the savings account to a cheque account was a problem".
- "Sometimes we do not have enough money for extra expenditures. Children want to go for educational tours and there is no money".
- "My husband did not leave enough money. I borrowed from my friends and he did not like it".
- "Having to take responsibility for household accounts was difficult. I always received warning letters for electricity bills because I always forgot about it. I was involved in accident because I was rushing during lunchtime to pay my accounts".
- "With the first deployment, I was not employed and the machine swallowed the bank card and the bank could not assist me particularly that large sum of money was being deposited into the account. My husband ended up being withdrawn from deployment in order to sort out this problem".
- "I had to assist a colleague of my husband with sending money to his wife who was at home and not working as she did not have any contact with her

husband. She had no knowledge relating to how the SANDF operates. What made it difficult for me was that her husband would sometimes send R200 for her and conveying this message to her was difficult. I had to ask my husband to negotiate for more money for this poor wife who was in Bloemfontein. Nowadays R200 is the same as sending nothing".

- "I experienced problems with money at the bank. One month I could not withdraw money from the bank as my husband did not have enough money in the bank therefore the stop order did not go through".

- "I did not have an identity document and my husbands money was deposited into my in-laws account. They managed the finances of my home which caused a lot of problems for me because the in-laws wanted me to do things their way".

The literature (Martin et al., 1993:25; Segal and Harris, 1993:85; Roberts, 1991:49; Van Breda, 2001:241) suggests and confirms that financial problems are one of the problems that spouses face during deployment. This study confirmed that SANDF members' spouses experienced similar finance-related problems during the external military deployment of members. As indicated in the literature (Roberts, 1991:49; Hornig, 1994:149), and in the researcher's view, most of the spouses are not skilled in managing the finances of the home. The SANDF member normally carries out this task without consulting the spouse. SANDF members' spouses experienced financial difficulties as a result of deployment and due to the fact that they found themselves faced with the management of the finances of the home for the first time upon deployment of members. This is why they experienced typical finance-related problems such as the transferring of money from one account to another, because there was no money in the account. Some of the spouses struggled on their own without sufficient finances to manage their homes, particularly those who were unemployed. For example, one of the research subjects indicated that "I did not seek help because I did not want him to be sent back home to resolve this matter". Again, as indicated above, one of the spouses said that "My husband

became angry because I borrowed money from friends in order for take care of family affairs". Therefore, appropriate intervention measures such as financial management programmes should be implemented by the organisation in order to prevent the occurrence of such problems. Spouses of SANDF members who are working in deployment units should be exposed to the financial management programme long before deployment. Managing finances within the home should not be the sole responsibility of the member. As indicated in the literature (Hornig, 1994:149), the importance of preparation for management of family finances before deployment cannot be overemphasised. Family financial security during the absence of the member is essential.

4.3.1.1.3 Sub-theme 3: Marital problems

This study confirmed that spouses experienced some form of marital problems or conflict during and after the external deployment of members. The comments below give an indication of the general responses.

- "My husband was involved in an extramarital affair".
- "Special days were celebrated in his absence".
- "I experienced personal problems which I do not wish to share".
- "Taking over the role of my husband was a problem for me".
- "I wanted my husband to come back because I suspected that he is in love with one of the members in the deployment area because he did not phone frequently".
- "My husband became angry with me because I borrowed money from friends in order for take care of family affairs".
- "I had an emotional breakdown. Unit members used the work telephone to contact my husband and spread rumours, which caused problems between us".
- "My husband's attitude changed, he was very moody and became short tempered. He was always so calm until the deployment".

The literature (Logan, 1987:45-46; Cutrona, 1996:59-60) suggests that deployment-related challenges and frustrations have a negative impact on the stability of the marriage. Both the member and the spouse experienced deployment-related problems such as extramarital affairs and emotional problems that had a negative impact on the relationship. This was confirmed by the responses of some of the research subjects. As stated by one of the spouses, "My husband was often temperamental and unpredictable, an attitude that surfaced only after deployment". As a result of deployment, a lot of emotions ensue, as indicated by Logan and Cutrona.

Furthermore, the members and spouses are married but single as a result of deployment. In addition, stress emanating from rumours being spread regarding extramarital affairs by both parties was one of the issues that impacted negatively on marital relationships. On the other hand, one of the spouses confirmed that "My husband definitely had extra marital affairs whilst on external deployment. However, things got better with the intervention of the social work officer". If one analyses this data, it implies that health-related challenges such as HIV and sexually transmitted diseases (STD), as well as children born out of wedlock, might result. It is also indicative of a breach of trust by some of the members, thereby contributing to marital problems upon the return of members. In addition, one of the spouses said that "I am unhappy that condoms are distributed to members before they go on deployment". In the researcher's view, this implies that the members are at liberty to engage in sexual relationships while on deployment. Some of them returned home HIV positive, and the spouses who were faithful throughout the deployment period became victims. One of the spouses said that "the fact that HIV test results are kept confidential after testing upon return from the mission area is one of the things that infuriate me. Children are also denied an opportunity to have a family with at least one of their parents alive, due to the fact that both parents will die as a result of HIV/AIDS. One could have been saved if the results were revealed to both parties". Therefore, the

organisation has a responsibility to ensure that families are kept intact by means of the introduction of appropriate intervention support measures.

As far as the issue of condom distribution is concerned, not much can be done about this, because while it creates the impression that members are at liberty to engage in sexual relationships, it has also protected many others from being infected with deadly diseases such as HIV. Finally, the abovementioned confirmed that absence of the members from home negatively impacts the stability of marital relationships. The situation is even worsened in cases where there is no trust between the husband and wife.

In the researcher's view, marital problems have also increased due to the extension of the deployment period. Obviously, there is no way in which the organisation can do away with deployment. In order to prevent problems from occurring, the organisation has to ensure that appropriate intervention measures are in place throughout the deployment period, particularly within deploying units. Therefore, the organisation has a critical role to play in terms of building families while meeting the organisational objective of participating in peace missions. Homecoming also has its challenges as a result of established patterns of survival by the spouse and children. In most cases, efforts at normalising the situation end up in conflict.

4.3.1.1.4 Sub-theme 4: Poor/lack of communication facilities

This study confirmed that poor or lack of communication is one of the issues that spouses struggled with during the external deployment of members. The comments below give an indication of the general responses:

- "Communication with my husband at the deployment area was frustrating and difficult. At times you need someone to talk to especially over the weekend".

- "Some decisions need a joint venture and the inability to communicate hampers that".
- "Sometimes I can't phone my husband".
- "I could not contact my spouse".
- "I had problems with telephoning my husband".
- "I did not know when my husband would return".
- "It cost me a lot of money to telephone my husband".
- "Many things go wrong whenever my husband deploys. Firstly, he is the type of a person that needs to be communicated with on regular basis, whilst on external deployment. He wants to be consulted regarding decisions made at home even when he is away. This meant making private calls at work to a cell phone, which is expensive. I ended up owing R3000 for the work telephone calls and if you do not phone him it becomes a big issue. It is costly for me and making use of public phones is even more costly".
- "I could not make contact with my spouse and I therefore had to face an illness on my own".

The abovementioned responses indicate that poor/lack of communication with members during deployment is a cause for concern for spouses The literature (see Bell, 1991:1-2; Krueger, 2001:15) also confirmed that spouses of deployed members documented communication problems. A lot of problems ensue as a result of communication problems, something which the responses from spouses confirmed. According to most of the spouses, the telephone bill increased tremendously as a result of telephone calls that they had to make, particularly at work. The inability to make these calls at times caused a great deal of conflict, because members could not understand why they were not contacted. Most of the spouses also indicated that it cost them about R200 a time to communicate with members who were outside the country. This situation was even worse for unemployed spouses, and getting to a telephone facility proved to be difficult.

Furthermore, according to most of the spouses, being uninformed about developments within the deployment area while watching terrifying news on television relating to the situation in the area was the worst nightmare that they could have experienced. The question as to whether or not the member was still alive was imminent. Therefore, communication problems experienced by spouses indicate the need for a well-funded, accessible communication facility for all the spouses during external deployment of members.

According to the researcher, and as confirmed by the literature (Kipp, 1991:59; Suttle, 2003:8), communication plays an important role in maintaining the emotional bond between a couple. Communication enables the member to be kept up to date with developments at home. Although the member is away from home, communication enables him/her to have a say in the running of the family affairs, and to acknowledge important events that take place at home during his/her absence. In addition, the spouse will then also not be lonely. As indicated in the OSD/S research (Bell, 1991:2), a dependable and accessible telecommunication system should be made available to both the member and the spouse.

4.3.1.1.5 Sub-theme 5: Death, illness in the family and admission to hospital

This study found that death, illness in the family and admission to hospital was one of the issues that some of the spouses were faced with during the absence of members. The comments below give an indication of the general responses:

- "There was a death in the family".
- "My child and I were ill".
- "My father-in-law was critically ill and we could not inform my husband as he was deployed. We were worried that he might be negatively affected by this situation. Keeping it from him was very difficult. Even the children were warned not to say anything to him. He however, had this feeling that

something was wrong but I had to keep it from him and reassured him that everything was alright when in actual fact it wasn't".

- "My father-in-law passed away during his absence and performing burial rights in his absence was very difficult".

- "My grandmother passed away during his absence".

- "I had problems with the medical referrals of the children".

- "Children became ill and were admitted to hospital. I became ill and went on sick leave but had to stay strong for the sake of my children. I was also admitted to hospital with kidney stones".

- "The children became ill and taking full responsibility for the home was a problem for me".

- "I could not contact my spouse and had to face an illness on my own".

- "I was very sick and was not able to take care of my children".

- "I had a serious crisis with a child who was critically ill to the extent of admission to hospital".

In terms of this study, the literature (Bell, 1991:1; Logan, 1987:45) suggests that family crises negatively affect family stability. A lot of other problems such as health-related problems ensue as a result of these events. The coping abilities of the spouse at home are thus tested. In the researcher's view, despite the fact that this issue cannot be controlled, measures should be put in place in order to ensure that spouses are able to deal with such crises during the absence of members. The coping abilities of the spouse should thus be enhanced.

4.3.1.1.6 Sub-theme 6: Maintenance in the home

This study confirmed that SANDF spouses encountered domestic problems during the absence of members. The comments below give an indication of the general responses:

- "Burst and leaking pipes".

- "As a result of my background, I was able to attend to problems such as fixing electrical problems in the house because my father was an electrician and as such I learned a lot from him. But it was still frustrating for me".
- "Things inside and outside the house broke".
- "The problems that I experienced was when the car broke down, tasks that needed to be done around the house for example repairing plugs, electricity equipment etcetera".
- "Replacing light bulbs".
- "Repairing plugs".

Based on the number of responses from the research subjects who took part in this qualitative study, and as indicated in the abovementioned responses related to maintenance in the home, only a few 5% (3) of the research subjects had the background of being self-reliant and independent, and were thus able to address these issues themselves whenever they arose. The literature (Cutrona, 1996:59-60) indicates that spouses encountered maintenance-related problems during the absence of members. Logistical support is thus a critical need during the absence of the member. Programmes that enable the spouse to deal with typical maintenance problems during the absence of the member should thus be implemented.

4.3.1.1.7 Sub-theme 7: Problems with children

As indicated in this study, the average age of the research subjects was 36. This implies that some of the members left behind children as young as one year old, and right up to adolescents. The comments below give an indication of the general responses:

- "I had child behavioural problems (child entering adolescent stage)".
- "I had child care problems".
- "Child discipline was a problem".

- "The children asked about their father".

- "Bedwetting and wetting of pants at school. The fact that this occurred at school made things worse for the child because other children teased him about it".

- "Constant crying particularly with the youngest child and continual request for the father and no matter how much I tried to explain, there was lack of understanding of the meaning of deployment".

- "Children missed him a lot and contacting him was also expensive".

- "He left for deployment immediately after I gave birth and I took the responsibility of raising the child alone".

- "Having to tell a child that this is your father, particularly with the initial deployments was difficult".

- "The children continually asked for their father and were not on the level of understanding".

- "I had problems with the upbringing of children".

- "I gave birth in his absence".

- "My children became ill and were admitted to hospital during his absence".

- "Attending to extra-mural activities, homework, cooking for the children and putting them to bed and ready for school the next day was difficult".

The abovementioned comments confirmed that spouses encountered problems with children as a result of the external deployment of members. It has been indicated in the literature (Hornig, 1994:103; Kelly, 1994:171) that children, irrespective of their age, are negatively affected by deployment. They experience emotions similar to those of their mothers. Some end up with behavioural problems as a result. Therefore, the importance of helping children to cope with the emotions associated with external deployment cannot be overemphasised. Measures should thus be put in place to ensure that spouses and children are well supported and have the ability to deal with typical deployment-related problems during the absence of members.

4.3.1.1.8 Sub-theme 8: Interference by in-laws

While the use of support systems is positive on the one hand, it can be negative on the other hand, as has been identified in this study. One of the problems experienced by spouses was that of interference by their in-laws in the family affairs during the absence of members. The comments below give an indication of the general responses:

- "In-laws interfered with the family process, as they wanted to take charge of family affairs during the absence of my husband".
- "I had conflict with my in-laws".
- "I was unhappy about the fact that my in-laws visited me at any time without informing me and they were coming all the way from Pietersburg. I did not have a problem with them visiting but the fact that they just arrived unannounced implies that they did not trust me".
- "I was blamed by the extended family for all the hiccups".
- "The in-laws wanted me to do things their own way".

In the researcher's view, if one analyses this data, it is evident that some in-laws contribute towards increasing the existing stress of families during the absence of members. While in-laws can be a source of support for some spouses, they can also be a source of stress for others. As indicated in this study, these are some of the issues that need to be looked at in preparation for deployment of members. Measures should be put in place to ensure that spouses are relieved of stress resulting from the external deployment of members.

4.3.1.1.9 Sub-theme 9: Loneliness and emotional problems

Taking full responsibility for family affairs is a difficult task that SANDF spouses are faced with during external military deployment of members. Most of the spouses indicated that they experienced loneliness and emotional difficulties

during the absence of members. The comments below give an indication of the general responses:

- "I longed for my husband".
- "Emotionally, it is draining. Taking over his responsibilities in his absence is difficult".
- "I do not have time for myself".
- "Emotionally, I found it difficult to cope especially due to the frequent postponement of the return date".
- "During the absence of my husband I felt lonely and all the family responsibilities were vested upon me".
- "I experienced personal stress".
- "No problems except for my neighbours who tend to think that being a woman and alone with six children, I could not cope on my own".
- "I felt lonely".
- "I had no support in terms of emotional and physical needs".
- "I thought about him because he is far away, for a long time".
- "I ended up drinking alcohol just to deal with the frustration of having to manage things by myself but I didn't drink in front of the children. I would go to a friend's house and drink over there. It was really frustrating".

In the researcher's view, the abovementioned confirmed that spouses experienced loneliness and emotional problems during the external military deployment of members. One of the spouses resorted to the use of alcohol in order to deal with the situation. Alcohol was therefore used as a stress reliever in order to deal with the loneliness and emotional frustration of having to take full responsibility for the smooth running of family affairs in the absence of the member. The literature (Logan, 1987:43-46; Van Breda, 1993-1996:35) shows that spouses experience emotional problems as a result of deployment. As a result, the stability that has existed within the family is negatively affected. The importance of being aware of emotions associated with deployment cannot be

overemphasised. Being able to deal with such emotions is thus essential. Therefore, measures should be put in place to ensure that spouses are supported and able to deal with the absence of members.

4.3.1.2 Theme 2: Attitude towards deployment

It should be noted here that external deployment forms an integral part of the military way of life. This is information that is known to spouses, yet most of them do not grasp the actual meaning thereof or the impact on family life in general. In the case of this study, 40 (67%) of the research subjects indicated that they hated deployment, while 20 (33%) of them indicated that they liked deployment. The comments below give an indication of the positive responses:

- "I was able to renovate my house".
- "I was able to purchase new clothes for my children and a car as a result of external deployments, something that we would not have afforded if it wasn't for external deployments".
- "I am in favour. Positive".
- "It is fine. Our husbands get some more money".
- "I think it is a good thing because it exposes people to different situations".
- "They are long and I think they have been happening for a long time now, but the advantage is monetary if it is used well".
- "Good, since it provides an extra income since my husband is not earning a lot of money".
- "I have no reservations about external deployments as I have the support from my children and family members".

Those who were not in favour of external deployment cited various reasons for their negative attitude. The comments below give an indication of the negative responses:

- "Deployment brings about changes to the family structure which was stable".

- "I gave birth during the absence of the member".

- "It separates families".

- "Families cannot cope during the external deployment of the member, families suffer and in particular, the children miss their father".

- "It destroys family stability and the period of deployment should be shortened from six months to three months".

- "I once told my husband that I would divorce him if he deploys but we are still together".

- "Deployment has too many negative consequences; it is scary because it exposes the members to dangerous situations as we see on TV".

- "I was scared that my husband might develop illnesses from another country and bring them home".

- "If I had an option I would not agree to the deployment of my husband".

- "Deployment is very long. I missed my husband".

- "The children suffered emotionally and I had to rely on my parents-in-law to support and encourage our children".

- "Negative. There were too many negative consequences (military)".

- "Separation is not good for the family".

- "I hate them. It destabilises the existing family structure and relationships. It would probably make a difference if there were some form of support provided by the Department of Defence".

In the researcher's view, the abovementioned data are indicative of the fact that most of the spouses do not generally accept the concept of external deployment. Some accept it only when things are fine, but once they experience difficulties, they are no longer in favour of it. The abovementioned responses from research subjects attest to this. On the other hand, the financial incentive that is associated with deployment seems to be the greatest motivator for members and

spouses agreeing to external deployment, with the hope that it will bring about changes in their financial situation.

Some studies (Eastman et al., 1990:114; Van Breda, 1997a:20) suggest that deployment-related frustrations and challenges determine the nature of the attitude that spouses have towards deployment. As indicated by the research subjects in this study, if the experience of deployment was positive, the attitude would also be positive. However, if the experience was negative, then the attitude would also be negative. Furthermore, according to the researcher, it is apparent that spouses of SANDF members are not resilient enough to be able to deal with the challenges associated with external deployment during the absence of members. The fact that most of the research subjects had a negative attitude towards deployment implies that spouses encountered difficulties during the absence of members.

In addition, research (see Segal and Harris, 1993:24; Segal and Bourg, 1999:636-637) has also shown that spouses' attitudes towards deployment are affected by the nature of support services provided by the organisation. Intervention measures that are enforced by the organisation in support of spouses during the absence of members play a vital role in the attitude of the spouse towards deployment. Therefore, it is critical that measures are put in place to support spouses during the absence of members.

4.3.1.3 Theme 3: Organisational deployment support

In the researcher's view, spousal resilience is critical to ensuring that members are mission ready. In the case of this study, 25 (42%) of the research subjects indicated that they never received any form of support from the organisation during the external deployment of members, while 35 (58%) of the respondents indicated that they did receive some form of support from the organisation.

In general, the form of support received by most of the research subjects ranged from a one-day resilience programme presented by social work officers and chaplains, telephone calls from social work officers and the unit, a financial management programme, home visits by social work officers, crisis management, letters from the unit, prayer meetings and transport for doctor's appointments. Those research subjects who received some form of support from the organisation indicated that to a certain extent, knowing that there was someone who cared about them made a considerable difference to these lonely and emotionally difficult times.

Those research subjects who did not receive any support from the organisation used various approaches to deal with their problems, such as consulting friends, colleagues, in-laws and family members. In cases where research subjects were aware of the services provided by social workers, they made use of these services. One of the spouses indicated that "I kept quiet about problems until my husband came back to resolve them because I did not want to ruin his name by seeking assistance". Another respondent stated that "I was scared that he would be sent home if I reported the matter. As a result, I persevered even though it was difficult".

The literature (Segal and Harris, 1993:31-35; Figley, in Kaslow, 1993:176) shows that families' ability to adapt to and cope with deployment during the absence of members largely depends on the extent of support services, formal and informal, provided by the organisation. In the case of the SANDF, the need to provide support services to SANDF members during deployment led to the formulation of a Draft Resilience Policy. The implementation of this policy will ensure that spouses are supported during the absence of members. In this way, combat readiness of members will be enforced, and productivity will be enhanced.

In general, all the research subjects stressed the importance of ensuring that support services are rendered to spouses during the absence of members. The

general feeling was expressed by 57 (95%) of the research subjects that a uniform/standard format of deployment support should be rendered to spouses during the external deployment of members, while 3 (5%) were not in favour of this. No particular reason was given for not being in favour of a uniform/standard format of deployment support to spouses during the external deployment of the members. However, when the researcher analysed their responses in the interviews, it was interesting to note that all of them expressed their views regarding the type of support services that they would need from the organisation during the external deployment of members. 57 (95%) of the spouses were of the opinion that units need to be informed about the kind of support services that spouses need. The rationale behind this response is that it will be helpful and ensure that a uniform service is rendered to all. Finally, despite the fact that 21 (35%) of the research subjects were of the opinion that provision of support services needs to be rendered by social work officers, and 9 (15%) believed that they should be rendered by the units, most of the respondents 25 (42%) were of the opinion that a multidisciplinary team has a critical responsibility to address this issue. Therefore, the organisation should be held responsible for rendering comprehensive support services to spouses during the external deployment of members.

4.3.1.3.1 Sub-theme 1: Lack of support/assistance

In this study, most of the research subjects indicated that they encountered problems with having no-one to turn to in times of crisis during the absence of members. The comments below give an indication of the general responses:

- "I did not have anybody to stay with me because we don't have any family in this province (Western Cape) and we have no children. While I was at work, gangsters robbed me and stole my house keys. So, they had access to my house while I was staying alone".

- "I had no knowledge of services that could be rendered by the SANDF during the external deployment of my husband".

If one analyses this data, it appears that no services were rendered to most of the research subjects before, during and after the deployment of members. The literature specifies that social support protects the family and the deploying member from deployment-related stressors (see Amen et al., 1988:445; Koshes & Rothberg, 1994:456; Adler et al., 1995:18). The research subjects had to look for ways of handling these problems without any form of assistance from the organisation. This situation is indicative of the fact that the organisation has a responsibility to ensure that support measures such as a spousal support group are put in place in order to support spouses during the external deployment of members.

4.3.1.4 Theme 4: Need for spousal support services

The researcher is of the opinion that external military deployment is a responsibility that the SANDF cannot avoid. With the average age of the SANDF members' spouses being 36, as reflected in this study, most of them have children who are in their teenage years, as well as infants. They are in relationships that need some form of support. On its own, deployment presents many challenges. The literature (Zinn and Eitzen, 1993:217-18; Figley, in Kaslow, 1993:176) stresses the importance of an organisational response to the needs of spouses during the deployment of members. The resilience of both the member and the spouse is given attention. Due to the fact that separation is an inherent part of deployment, it is critical that the felt needs of both members and spouses are addressed during the external deployment of members. The following section provides an indication of the needs of spouses of SANDF members who have been involved in external deployment.

4.3.1.4.1 Sub-theme 1: Before deployment

The deployment support needs that were common to all the research subjects before the deployment of members were identified in this study. The comments below give an indication of the general responses:

- "Provision of sufficient time for emotional preparation of the family for deployment".
- "Transport arrangements for both the children and the spouse".
- "Preparation of children particularly with regard to communication".
- "Assistance with emotional adjustment".
- "Fostering the understanding of what deployment is".

- "Provision of a map on the mission area (that is provision of information on deployment and its dynamics), particularly when one deployment is followed by another one".
- "Marital counselling and enrichment particularly with regard to role clarification, communication, extramarital relations and financial management".
- "The establishment of a unit deployment support committee that will focus on deployment related issues of the spouses".
- "Provision of a pamphlet with all the relevant information and telephone numbers of who to contact in case of emergencies".
- "A social work officer should be present during all the phases of deployment".

Therefore, deployment support services should be rendered well in advance before the deployment of the member. This data suggests the need for intervention measures to be put in place to ensure that spouses are well prepared and cared for by the organisation before members are deployed. Furthermore, the literature (Adams, 2003:ii) supports the notion that families

need to be well prepared for deployment. This will enable them to cope during the absence of members. Addressing the abovementioned needs will enhance the coping abilities of spouses during the absence of members.

4.3.1.4.2 Sub-theme 2: During deployment

According to 100% (60) of the research subjects, deployment support services are even more critical during the deployment period. This period has been found to be the most stressful and problematic. Spouses identified their deployment support needs in this regard. The comments below give an indication of the general responses:

- "Provision of an accessible telephone facility (free lines) for both the spouse and the children, they should be able to call the member at least twice per week".
- "Regular home visits by the multidisciplinary team, particularly the social work officer".
- "Practical assistance, for example with replacing the light bulbs, fixing the car and replacing tyres".
- "Transportation of children to school and to hospital".
- "Transportation of the spouse for purchasing of groceries and account payments, particularly with regard to those who reside in outlying rural areas where there is no transport available".
- "Constant support by the unit and the Officer Commanding (OC)".
- "Two weeks off after every three months".
- "Establishment of a deployment support group that will be able to converse and share deployment related experiences and frustrations".
- "Feedback on the period of deployment, including the extension thereof".
- "Home visits now and then, telephone calls from the unit".
- "Spot checks by the unit just to confirm that they are still safe especially regarding those in military housing".

- "The social work officer and the chaplain should act as a link between the family and the member".

- "More support from the unit such as letters of encouragement, cards, gifts, unit news of encouragement".

- "A 24 hour help desk or halfway house should be established, even if it is just for communication purposes".

- Recreational facilities should be provided in order to keep the members involved during their free time".

- "More support services should be rendered by the chaplains, particularly with regard to prayer sessions, financial management programmes (one of the research subjects indicated that the unit should make provision for loans in case of need during the absence of the member such as money for unplanned school trips for children)".

- "Parenting skills in dealing with adolescents during the absence of the member".

- "The provision of employment opportunities for spouses with skills".

- "Sufficient communication is vital during the deployment of the member".

This data indicates the need for spousal support during the external deployment of the member. Some studies (see Hornig, 1994:28-29; Bell et al., 1996:4) reflect the importance of spousal support during the absence of the member. Provision of support services to spouses during the absence of members will enable members to carry out their task effectively, knowing that their families are well taken care of. Combat readiness will thus be ensured. The researcher further aligns herself with the possibility of establishing a Family Support Group (FSG) within the SANDF, which will act as a forum through which deployment-related frustrations and challenges of spouses, as well as the abovementioned needs, would be addressed during the absence of members.

4.3.1.4.3 Sub-theme 3: Post-deployment

In the researcher's view, as much as homecoming is exciting, it also has its own share of frustrations and challenges. Further readjustment to the already existing patterns within the family has to take place. The comments below give an indication of the general responses:

- "Thorough preparation for homecoming is critical".
- "Marital counselling is essential".
- "Debriefing should be given priority".
- "The organisation should show some interest in what is happening in the family".
- "The organisation should show appreciation and concern for the sacrifice that the members are making".
- "Homecoming recess every three months is vital and would make a significant difference to the marital relationships".
- "I want to continue doing things my own way".
- "I was used to having the space in the bed all to myself suddenly I have to share it with someone".
- "I had already established my own set of rules and procedures suddenly that has to change".
- "HIV/AIDS awareness campaigns and provision of information to the spouse relating to the results of the HIV test undertaken by the member upon arrival from the mission area".

This data attests to the fact that reintegration into the family poses a problem, because the pattern of adjustment within the family is negatively affected. It further involves changes to the already existing family structure that was established in the absence of the member. The literature (Kaslow, 1993:180-181) confirms that post-deployment has its own challenges, due perhaps to fear of the unknown. This is as a result of the fact that both the member and the spouse

have created expectations for themselves, and experience uncertainty regarding whether or not these expectations will be met. Readjustment becomes a major problem, to the extent that there might be thoughts of unfaithfulness on the part of both the member and the spouse. Thus, the fact that the abovementioned responses from research subjects suggest that problems arose when members came home confirms the need for a model for spousal support during the absence of the member.

In addition, the abovementioned data indicate that the organisation is not doing enough in terms of the provision of support services to spouses during the external deployment of members. Resilience of the family is critical to ensuring that members are mission ready and mentally healthy. Therefore, the organisation has a role to play in terms of ensuring that sufficient intervention measures are put in place during the external deployment of the member, thereby promoting family values. In this way, the organisation will help to bring about stability in military communities.

4.4   SUMMARY

This chapter gave a detailed presentation, analysis and interpretation of the qualitative data that were obtained from the empirical study. Literature was incorporated into the findings of the qualitative study. The next chapter will focus on the presentation, analysis and interpretation of the quantitative study.