

CHAPTER 5

DATA ANALYSIS AND INTERPRETATION: QUANTITATIVE STUDY

5.1 INTRODUCTION

In the quantitative study, a sample of 350 research subjects was selected to take part in this study. Questionnaires were used as a quantitative data collection method to elicit information from SANDF members who had been involved in external deployment regarding the nature of social support services during their external military deployment. Social workers who were deployed with those members were requested to assist with the completion of the questionnaires. In total, 261 questionnaires were completed by SANDF members who were involved in external military deployment during the period between June and November 2007. The response rate was thus 75%. 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.

5.2 Section A: Biographical data

Section A of the quantitative study dealt with biographical data of research subjects, which is discussed below.

5.2.1 Gender

Figure 4: Gender distribution of respondents

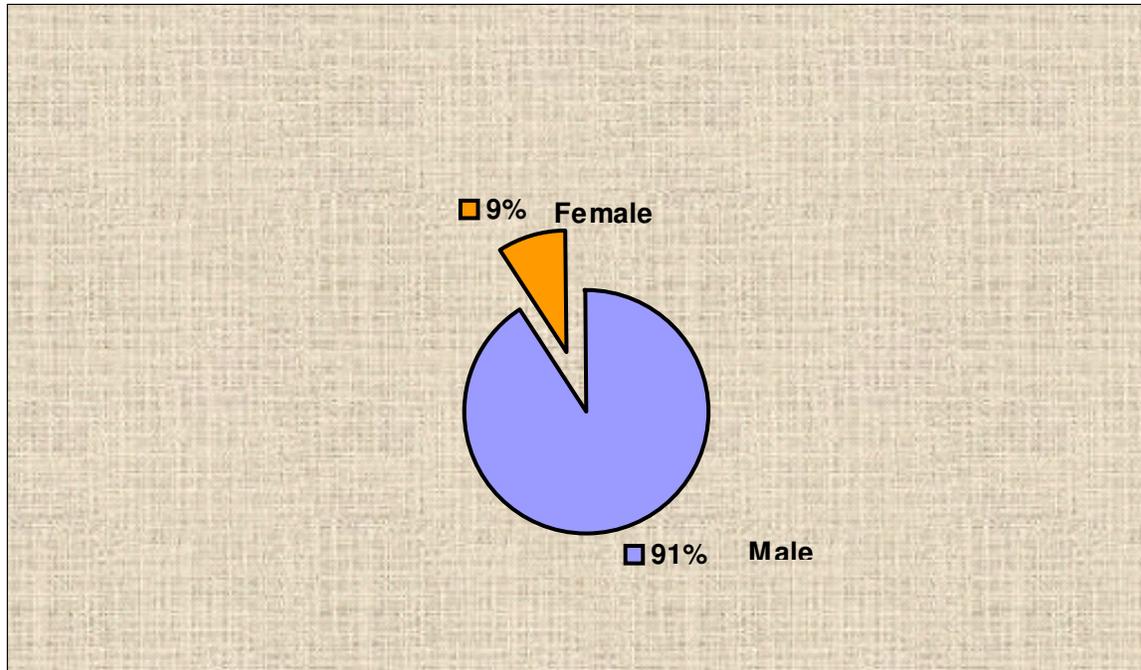


Figure 4 above indicates that 237 (91%) of the research subjects were male, while 24 (9%) of them were female. The abovementioned data confirms that the SANDF organisation is still predominantly male – however, the demographics are gradually changing. The literature (Kaslow, 1993:30-31) confirms changes in the demographics of armed forces. A large number of members within the SANDF are male, and the number of female soldiers is low in comparison to that of males. The fact that the SANDF is still predominantly male suggests that men need to be empowered to ensure that women are fully supported during their absence. The focus of support services should also on the women, who have the responsibility of keeping everything at home in order during the absence of members.

5.2.2 Age distribution

Figure 5: Age distribution of respondents

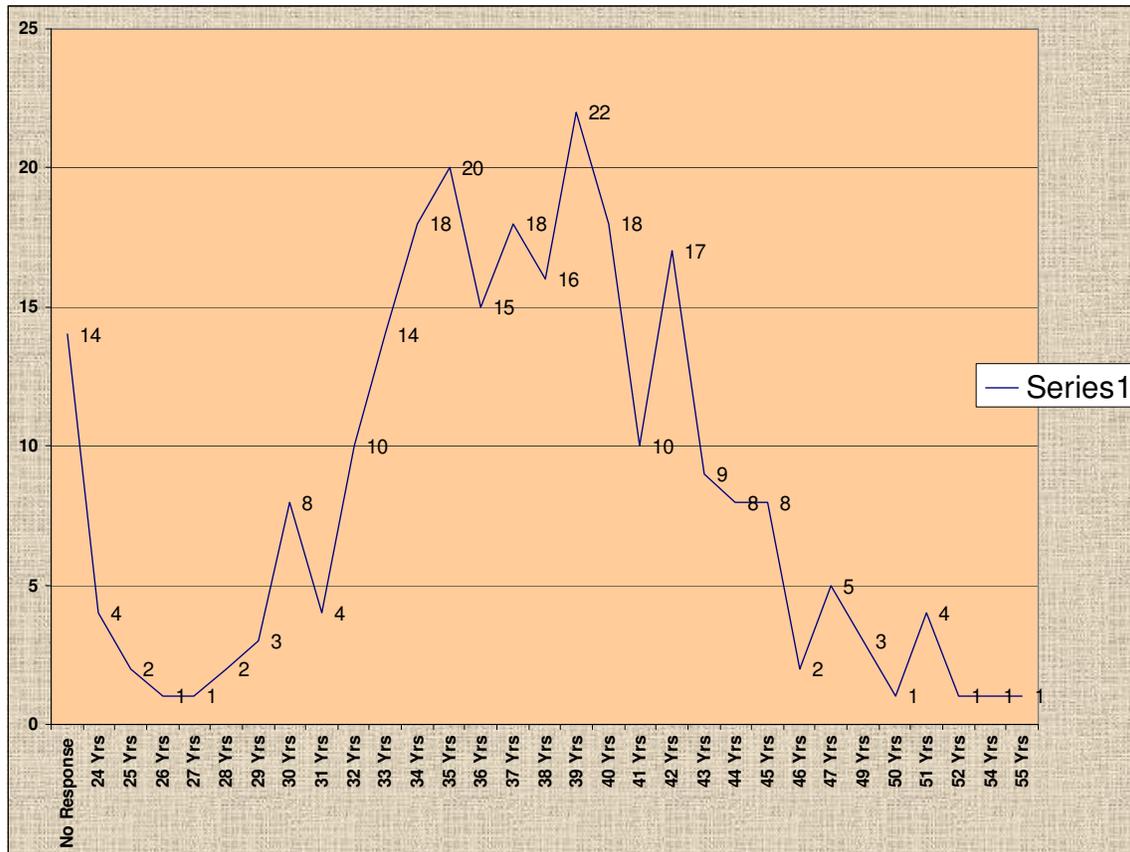


Figure 5 above indicates that in this study, the age of the research subjects ranged between 24 and 55. A large number, 161 (62%), of the research subjects fell within the age group 35 to 45, 67 (26%) fell within the age group 24 to 34, while 18 (7%) of the research subjects fell within the age group 46 to 55. Fourteen (5%) of the research subjects did not answer the question. The average age of the members who were externally deployed was 38. This data therefore indicates that the members of the SANDF who are involved in external military deployment are somewhat young, and this correlates with the average age (36) of the spouses. Furthermore, in the researcher's view, if one analyse this data, this age group correlates with the fact that a considerable number of the members are married and should therefore have a stable lifestyle. The needs of the members also increase because they are in charge of their own families.

Despite the fact that members have a task to fulfil, the promotion of family norms is also of great importance. Therefore, the fact that members are purportedly engaged in stable marital relationships possibly implies that social work officers within the SANDF have a critical role to play in terms of ensuring that family norms and relations are maintained during the absence of the member.

5.2.3 Relationship status

Figure 6: Relationship status of respondents

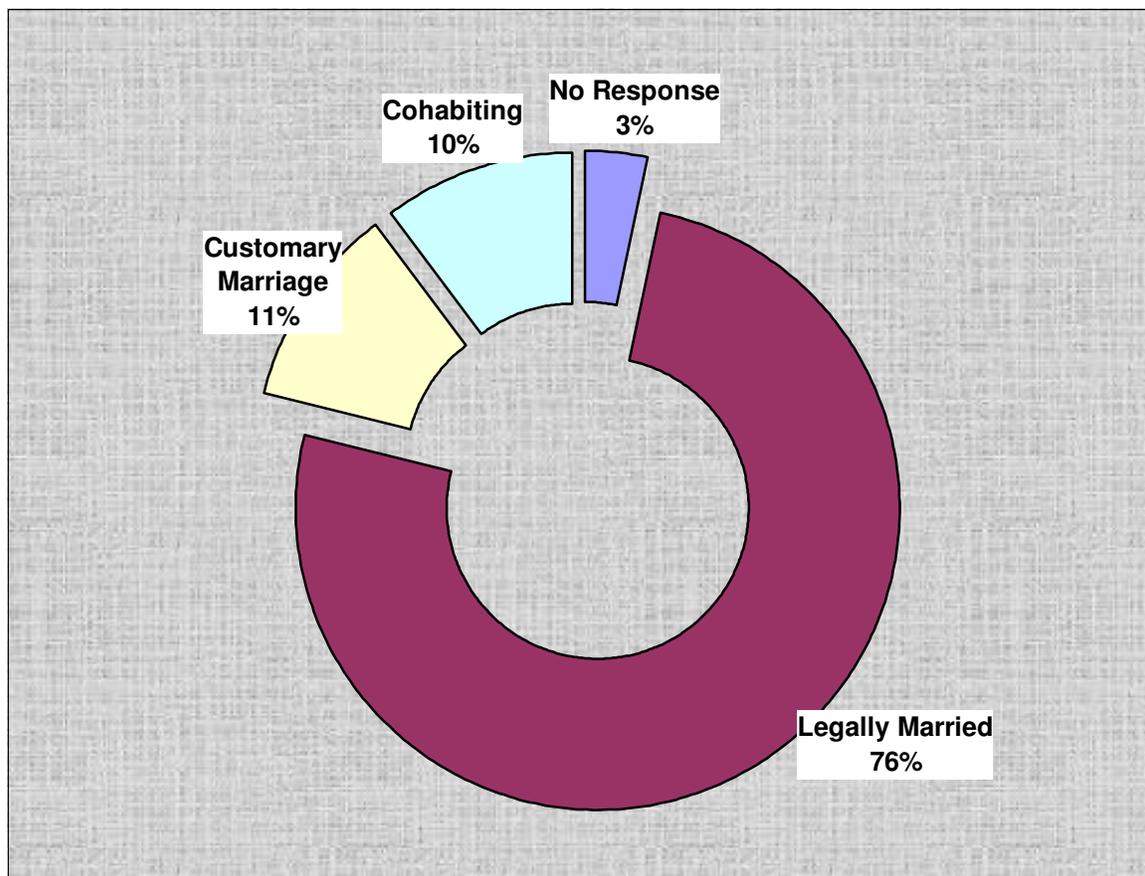


Figure 6 above indicates that a large number, 197 (76%), of the research subjects are legally married, 28 (11%) are customarily married, and 27 (10%) are cohabiting. Nine (3%) of the research subjects did not answer the question. This data confirms that there are families and relations to maintain during the execution of the task at hand. Employee wellbeing is critical to ensuring the

success of the mission. It therefore demands of the organisation to put measures in place to support the spouse during the absence of the member, in order to enhance these relationships. The organisation should be proactive in terms of ensuring that there is a constant balance between the task at hand and maintenance of marital relations.

5.2.4 Years in the relationship

Figure 7: Years in the relationship

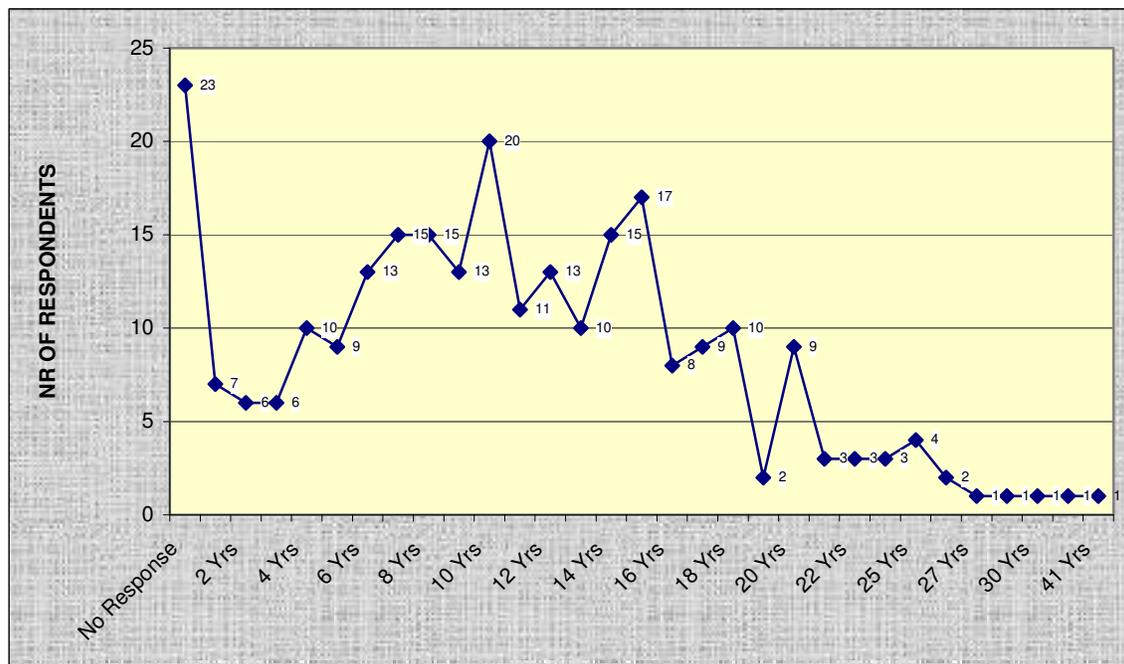


Figure 7 above gives an indication of the number of years that the respondents have been in the relationship. The period ranges between one and 41 years, with the majority of the research subjects having been in the relationship for between one and 20 years. However, 23 (9%) of the research subjects did not answer the question. Therefore, the abovementioned data confirms that the research subjects had an average of 11 years' experience in the marital relationship or were cohabiting (permanent partnership) for more than a year. The fact that the research subjects had an average of 11 years' experience in their marriage might

imply that they have experience in terms of their relationship and are able to cope with whatever challenges they might encounter. However, this does not seem to be the case, as confirmed in this study. All the research subjects encountered some form of deployment-related problem during separation, irrespective of the years of experience that they had in the marriage. This situation is indicative of the fact that the SANDF has a responsibility to ensure that those relationships are nurtured by means of support measures during the external deployment of members. Social work officers should ensure that members and their families are well prepared before the members go on deployment. Preparation for deployment should form part of the daily task of social workers, particularly with regard to those who are functional within deploying units.

5.2.5 Occupational status of the spouse

Figure 8: Occupational status of the spouse

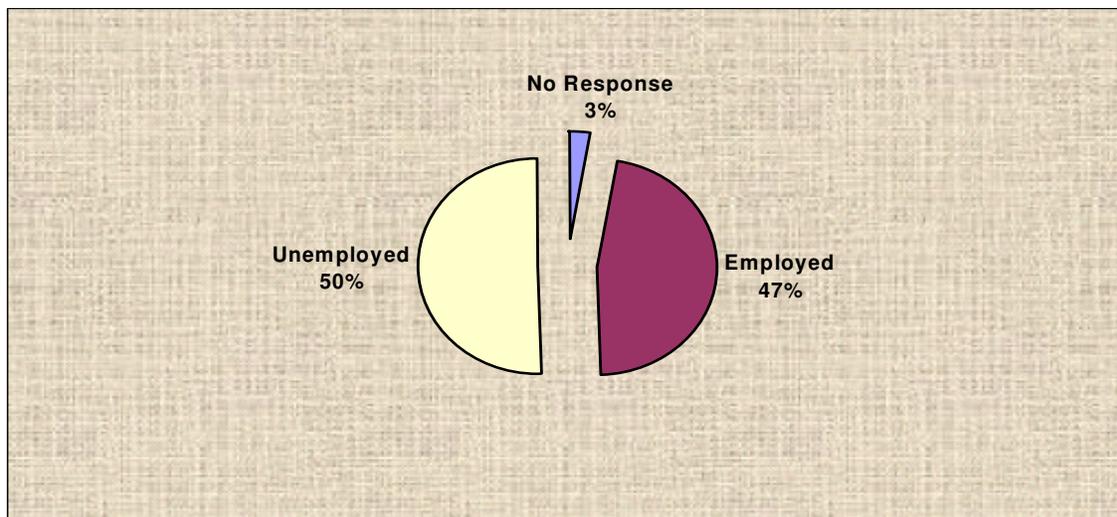


Figure 8 above gives an indication of the occupational status of the spouses of members who had been involved in external military deployment. One hundred and twenty two (47%) of the research subjects' spouses were employed, while 132 (51%) were unemployed. Seven (3%) of the research subjects did not answer this question. This data correlates with the responses in the qualitative

study, which indicated that 50% of the spouses were employed, while 50% were unemployed. No difference could be found between the number of spouses who were employed and those who were unemployed. In other words, the percentage of employed and unemployed spouses is more or less the same. However, according to the researcher, this correlates with the high rate of unemployment that South Africa is presently faced with. The labour force survey (Lehohla, 2007:xxiii) confirmed a decline in the South African unemployment rate from 25,5% in September 2006 to 22,7% in September 2007. Furthermore, reports (Masiteng, 2008:1) confirmed that South Africa's unemployment rate declined to 23% in September 2007, a figure that is the lowest since the first labour force survey in 2001. Thus, the 22, 7% unemployment rate in South Africa attests to the fact that unemployment is high. In light of this, the employment and unemployment rates of the spouses of SANDF members who are or have been involved in external military deployment cannot be viewed in isolation, but should be viewed within the context of issues with which the country is faced. Therefore, the need for robust support measures during the absence of the member is clear. Spouses of SANDF members, particularly those who are unemployed, need to be empowered and supported in order to enable them to be resilient when dealing with deployment-related stressors during the absence of members. Empowerment programmes need to be conducted by social work officers within the organisation, in order to ensure that spouses are independent and self-reliant.

5.2.6 Rank distribution of respondents

Figure 9: Rank distribution of respondents

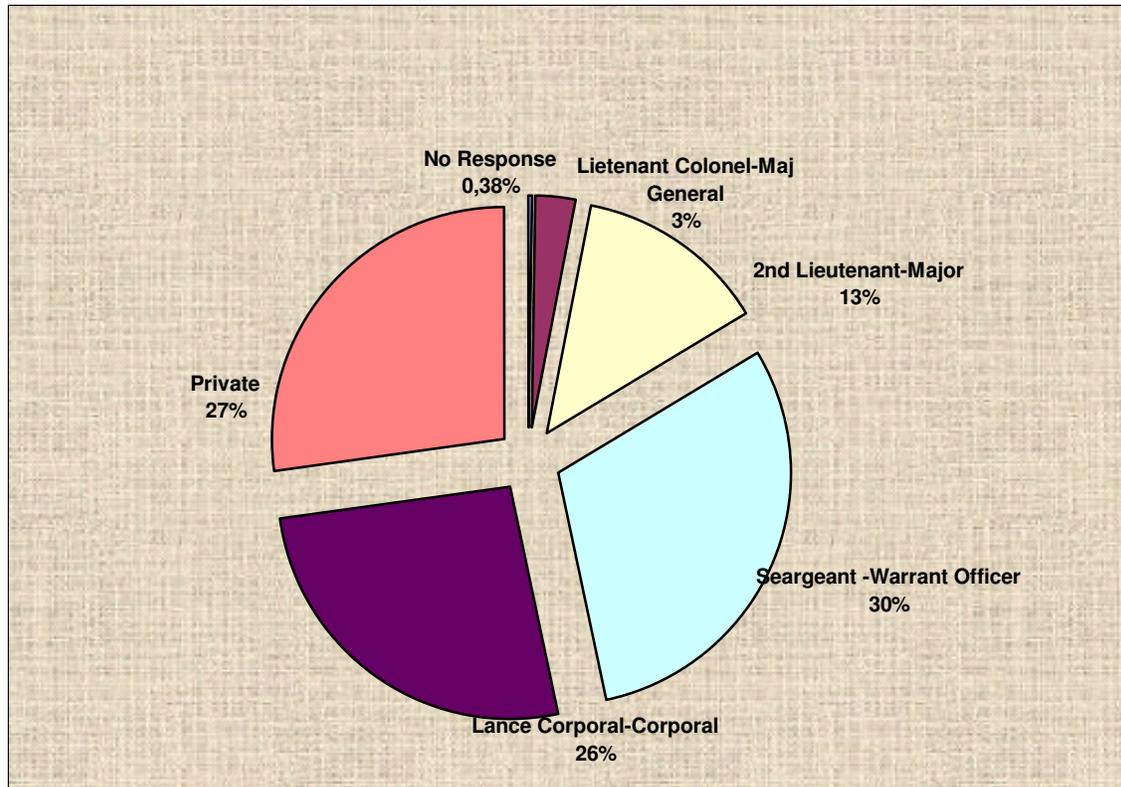


Figure 9 above gives an indication of the rank distribution of members who were involved in external military deployment. This data shows that 71 (27%) of the members fell within the rank group of Private, 68 (26%) within the rank group of Lance Corporal to Corporal, 79 (30%) within rank group of Seargeant to Warrant Officer, 35 (13%) within the rank group of 2nd Lieutenant to Major, and 7 (3%) within the rank group of Lieutenant Colonel to Major General. Only 1 (0,38%) did not respond to this question. As indicated in the qualitative study, this data also confirms that a large percentage of the members who were involved in external military deployment fell within the rank group of NCOs. The researcher acknowledges the limitation of her questionnaire with regard to combining the rank groups of Seargeant and Warrant Officer. These are two separate rank groups, which are of an unequal status. However, it can be confirmed that in the

case of the quantitative study, the majority of members (53%) who were externally deployed fell within the rank groups of Private and Corporal. If one further analyses this data, while taking cognisance of the fact that these members are engaged in marital relationships, the financial incentive that is associated with deployment could be the reason for this situation. The literature (Van Breda, 1993-1996:60) suggests that more senior ranks and officers are characterised by an absence of risk factors, are fairly secure in their lives, have relatively limited financial difficulties and are able to adapt to changes in their lifestyles. The qualitative study also confirmed that the financial incentive associated with deployment made it possible for members to make changes in their households (for example, extending the house, buying a car and purchasing new furniture), something that they would not necessarily be able to do if they were at home. The implication is that these members and their families could be empowered in order to deal with deployment-related stressors during the absence of members. Intervention measures should be put in place to address this issue.

5.2.7 Period of employment in the SANDF

The period of employment of members in the SANDF ranged between 1 and 33 years. Ninety-eight percent (257) of the research subjects had an average of 15 years' employment experience in the SANDF. Four of the research subjects did not answer this question. When one analyses this data, it becomes apparent that most of the members had been working in the SANDF for some time. In the researcher's view, if one compares the average period (15 years) of employment in the SANDF of most of the research subjects (98%) with their rank distribution in Figure 9 above, and their average age in Figure 5 above, one could conclude that although they had been working in the SANDF for some time, they had low ranks. This implies that prospects for promotion are minimal, and their needs in order to enable them to meet their family responsibilities have increased with time. Therefore, they would seize any opportunity that would make a difference to

their family situation. The omitted responses could be as a result of a lack of interest in completing the questionnaire or the need to remain anonymous.

5.2.8 Period away on deployment in the last 12 months

Figure 10: Period away on deployment in the last 12 months (months)

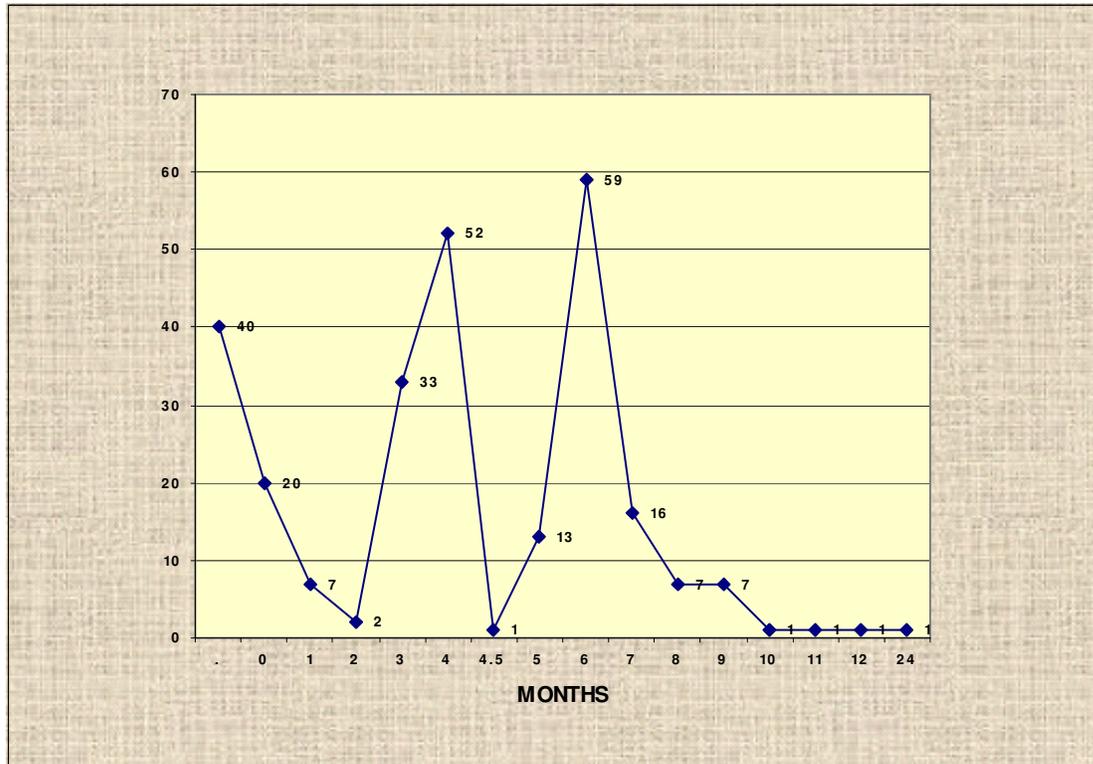


Figure 10 above gives an indication of the period for which the member went away on external deployment. This period ranged between 0 and 24 months. Eighty-five percent (221) of the research subjects were away for an average of four months. Forty of the research subjects did not answer this question. This data confirms the fact that when one excludes their current external military deployment, most of the members were separated from their spouses as a result of external military deployment. This was also confirmed in the qualitative study. The literature (see Paap, 1991:39-40; Wood et al., 1995:217-218; Suttle, 2003:2-4) supports the notion that deployment and separation are part of military life.

Deployment forms an integral part of the duties and responsibilities of a soldier. However, deployment has its own challenges and frustrations. Furthermore, separation, irrespective of its duration, is just as challenging as homecoming. As a result, deployment brings about change, separation and loneliness. Families struggle to survive during the absence of members. Therefore, the above-mentioned data confirms that separation from families occurs as a result of external military deployment. In addition, deployment has been identified as a military way of life. One can thus deduce that families have been exposed to a lot of stress as a result of external military deployment. There is therefore an urgent need for spousal support measures to be in place. Furthermore, as a result of the fact that deployment forms an integral part of the military way of life, it is critical that social work officers implement measures that will ensure that members and their families are well supported during separation. On the other hand, the organisation has a responsibility to ensure that resources such as transport and telephones are provided to social work officers, so as to enable them to carry out this task effectively.

5.2.9 Frequency of involvement in external military deployment

Ninety-five percent (249) of the research subjects had an average of 2 years' involvement in external military deployment. On the other hand, 5% (12) of the research subjects did not answer this question. If one analyses this data, it can be concluded that most of the members had been involved in external deployment at least twice, since some of the members went on deployment more than once. This confirms the fact that members had been separated from their spouses. Therefore, spouses were aware of the concept of external military deployment. However, as was also confirmed in the qualitative study, their ability to deal with this deployment is questionable. One would assume that knowledge about deployment and previous involvement in external military deployment implies an ability to deal with separation. This, however, does not seem to be the case. Deployment-related challenges and frustrations have been noted in this

study, irrespective of experience of deployment. The literature (Motumi, 2004:2) supports the notion that this requires the organisation, in particular the Department of Social Work, to ensure that members and families are supported during the absence of members, thereby bringing about a balance between the demands of the military system and the needs of its members. In this way, mission readiness will be ensured.

5.2.10 Country of deployment

Table 6: Country of deployment

Country	Number of Respondents	Percentage
DRC	177	68%
Sudan	73	28%
Burundi	113	43%
Comores	4	2%
Ivory Coast	1	0.38%
TOTAL	368	141.38%

This study confirmed that SANDF members were deployed on external military peace missions in conflict-stricken countries in Africa. Sixty-eight percent (177) of the research subjects were deployed to the DRC, 28% (73) were deployed to Sudan, 43% (113) were deployed to Burundi, 2 percent (4) were deployed to the Comores, and 0.38% (1) was deployed to the Ivory Coast. The total percentage indicated in Table 6 above is over 100%, as a result of the fact that the research subjects had an opportunity to provide more than one response to this question, and had been deployed more than once. DeLong (2004:21) confirms that as a result of the struggle for power, countries are riddled with conflicts, which requires the intervention of military forces to assist with peace missions. Therefore, like any other armed forces, SANDF members are externally deployed to African countries and other parts of the world whenever the need arises. Research subjects in this study also indicated that they were deployed to other

countries such as Lesotho, Mozambique, Uganda, Tanzania, Kenya, Germany, England and Nigeria. Therefore, as indicated in the qualitative study, this data confirms that SANDF members had been involved in external military deployment. The implication of this is that members have to be separated from their families in order to carry out the task at hand. Family readiness, on the other hand, determines successful mission accomplishment. The success of the mission depends on combat readiness of members, and combat readiness is determined by the extent to which members and their families are supported before, during and after the deployment period. Implementation of support measures by the SANDF during deployment is thus vital.

5.2.11 Participation in the preparation for deployment programme

Figure 11: Participation in the preparation for deployment programme

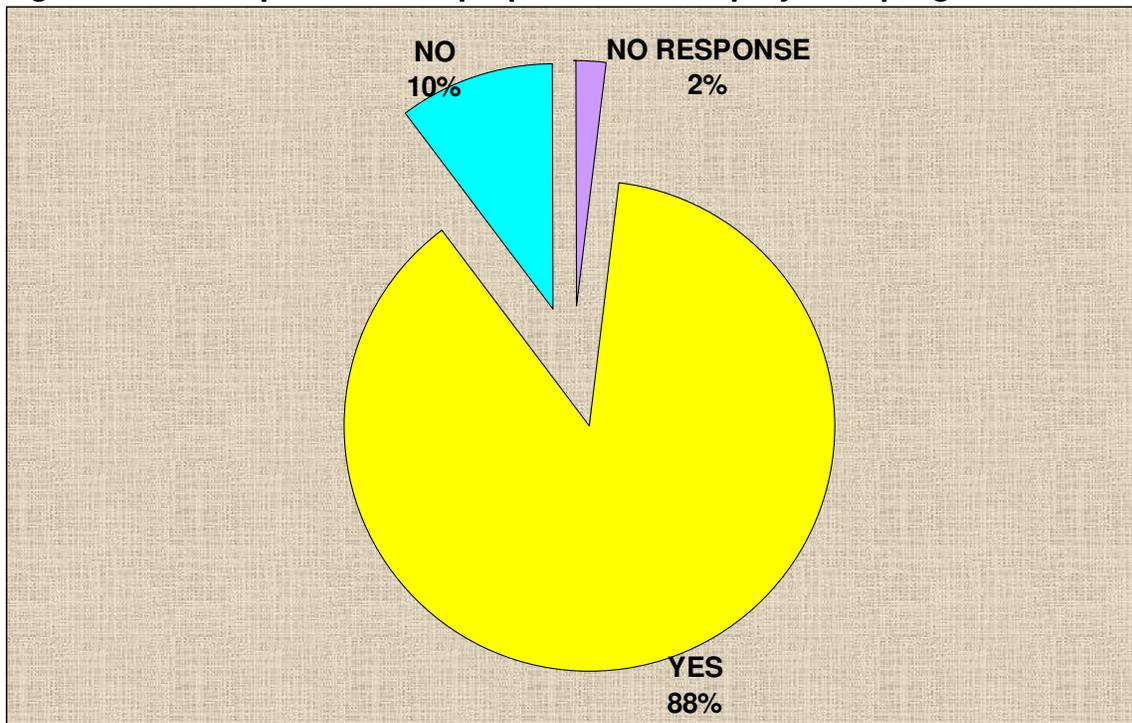


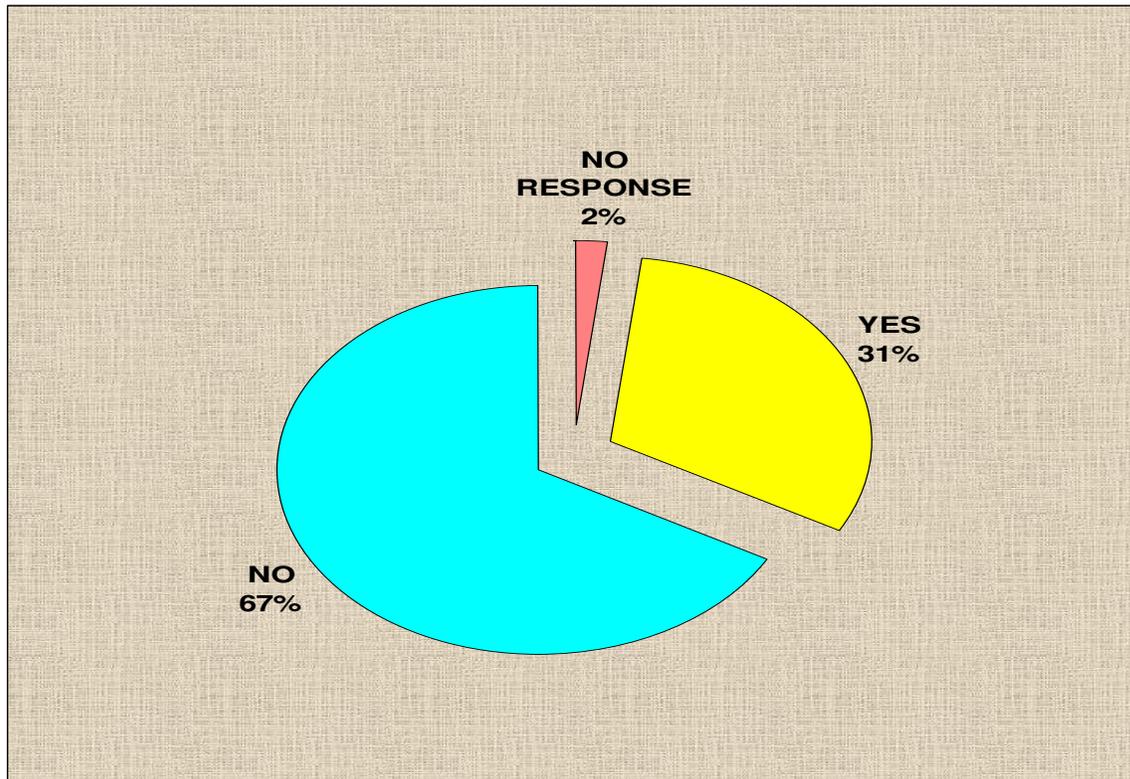
Figure 11 above indicates that 88% (229) of the research subjects took part in the preparation for deployment programme, while 10% (27) of the research subjects indicated that they did not take part in any deployment preparation

programme. Two percent (5) of the research subjects did not answer this question. This data confirms the fact that most of the SANDF members took part in the preparation for deployment programme. Furthermore, 13 (48%) out of 27 (100%) research subjects who did not take part in this programme indicated that they did not have any knowledge of the programme, while 11 (41%) of the research subjects indicated that they did not attend the preparation for deployment programme because they were not given time to attend this programme. Therefore, a need was identified for the organisation to ensure that all members of the SANDF who are involved in external military deployment are prepared for deployment, in order to enable them to be combat ready, thereby ensuring the success of the mission. The researcher supports the view of (Hornig, 1994:1) that if members and their spouses are well prepared for deployment, productivity will be enhanced. Preparation for deployment and combat readiness go hand in hand. The coping abilities of both the member and the spouse are improved as a result of preparation for deployment. The importance of spousal support and family preparedness in terms of the overall goal of total combat readiness and the outcome of the task at hand cannot therefore be overemphasised.

If one further analyses this data, one would be inclined to conclude that since a large percentage of the members took part in a preparation for deployment programme, members and their families will be resilient enough to deal with deployment-related stressors. However, this does not seem to be the case. Deployment-related challenges and frustrations are still documented, despite this intervention. Typical problems and challenges faced by spouses in the qualitative study also attest to this. Social work officers should thus be proactive in preparing members for deployment. Efforts should be geared towards ensuring that both members and their families undergo thorough preparation for deployment.

5.2.12 Spousal participation in the preparation for deployment programme

Figure 12: Spousal participation in the preparation for deployment programme



Unlike the responses to members' participation in the preparation for deployment programme, as indicated above, 31% (81) of the research subjects indicated that spouses took part in a preparation for deployment programme, while 67% (175) of the research subjects confirmed that spouses did not take part in a preparation for deployment programme. Five (2%) did not complete this question. Reasons for non-participation in the spousal preparation for deployment programme were given as follows: having no knowledge of the programme (39% (69)), lack of interest in the programme by the spouse (3% (5)), distance from the unit (48% (84)) and lack of transport for getting to the unit (7% (13)). This data confirms the fact that a considerable number (67%) of the research subjects' spouses did not participate in the preparation for deployment programme, while some (31%) of

them did take part in the programme. In the researcher's view, despite the fact that some of the spouses took part in the spousal preparation for deployment programme, those spouses who did not take part should also be brought on board. Hornig (1994:2-3) emphasises the importance of spousal participation in the preparation for deployment programme, as bonding within the family will be promoted as a result. The organisation has a role to play in terms of promoting family values while also focusing on mission accomplishment. Despite the various reasons stated for non-participation, participation in the preparation for deployment programme is vital. Spouses can be identified as being vulnerable during the preparation for deployment phase, and social workers should therefore ensure that measures are put in place to address this problem. The possibility of actively involving social work officers from other regions could be explored.

5.3 Section B: Nature of problems experienced by members during external military deployment

Section B of the quantitative study deals with an assessment of the nature of problems experienced by members during external deployment, which are discussed below.

5.3.1 Finance-related problems encountered while on external military deployment

Fourteen percent (5) of the research subjects indicated that the finance-related problems that they encountered were as a result of lost bank cards, 6% (2) was as a result of lost/forgotten pin codes, and 20% (7) was as a result of mismanagement of funds. Other finance-related problems that were experienced by research subjects were stop order problems, insufficient funds in the account for purposes of stop order deductions, and problems with bank cards that were taken by the machine.

Thirty one percent (11) of the research subjects encountered financial problems during deployment, compared with only 3% (1) before deployment and 11% (4) after deployment. Finally, 3% (1) of the research subjects indicated that they encountered these problems before, during and after deployment. This was also confirmed in the qualitative study.

In addition, 23% (8) of the research subjects approached the social worker for assistance with regard to the abovementioned financial problems, 9% (3) approached the chaplain, 6% (2) approached the psychologist, 6% (2) approached the contingent commander, 3% (1) approached neighbours, 20% (7) approached friends, 17% (6) approached relatives, while 3% (1) did not approach anyone. Others indicated that they consulted the bank and their financial adviser with regard to the financial problems that they encountered.

If one analyses this data, it can be confirmed that finance-related problems were encountered before, during and after external deployment of the member. Most of the spouses encountered these problems during deployment. In addition, it can also be confirmed that various resources were consulted in order to resolve the abovementioned financial problems. The social worker, friends and relatives were most frequently consulted. The literature (Bell, 1991:2; Martin et al., 1993:25; Segal and Harris, 1993:85; Roberts, 1991:49; Van Breda, 2001:241) confirms that families documented financial problems during the deployment of members. Therefore, the importance of financial preparation of spouses before deployment cannot be overemphasised. The need for a financial management programme before, during and after deployment is crucial. As was also confirmed in the qualitative study, financial problems encountered by members and spouses could be attributed to the fact that most of the spouses are given the responsibility of managing the finances of the home for the first time upon the deployment of members. The fact that financial problems have been documented in this study suggest that social work officers should be proactive when it comes to the implementation of the financial management programme with members

and spouses long before deployment. Spouses must be empowered in the management of finances at home. Social work officers who are working in the deploying units should take a leading role in ensuring that this programme is rendered to members and spouses on an ongoing basis. Monitoring and evaluation of the effectiveness of such a programme should also be carried out in order to ascertain whether or not the desired outcome has been achieved.

5.3.2 Views on a joint financial account

Figure 13: Views on a joint financial account

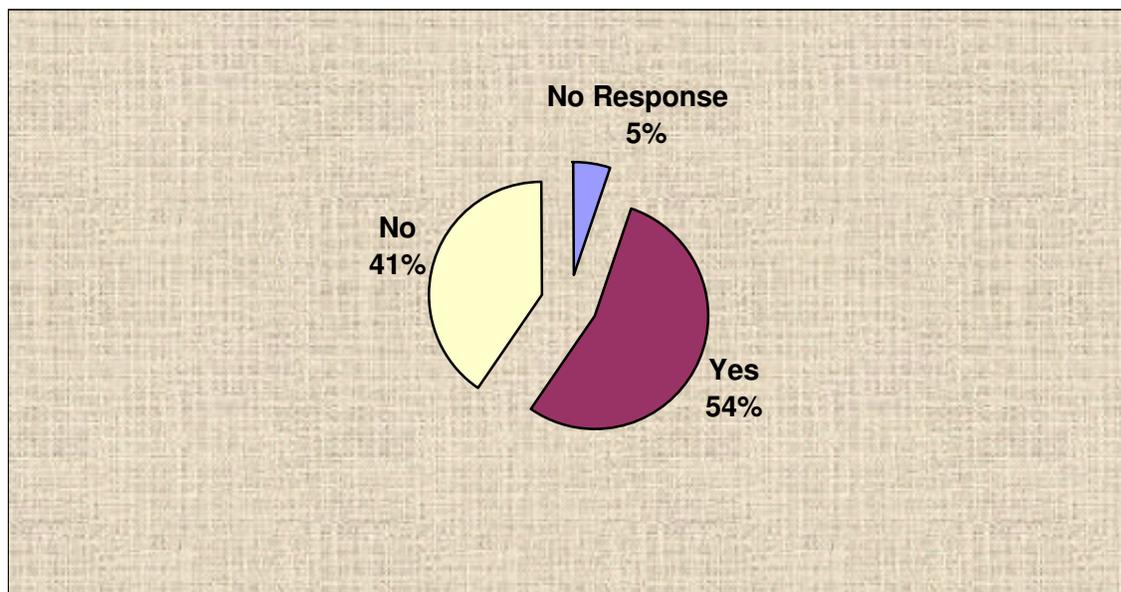


Figure 13 above gives an indication of the research subjects' views on a joint financial account. Forty-one percent (106) of the research subjects indicated that they did not have any joint financial account, 54% (141) indicated that they did have a joint financial account, while 5% (14) did not answer this question. This data confirms that a higher percentage of members have a joint financial account. If one analyses this data, one would assume that since 54% of the members have a joint financial account, financial problems should be limited. However, this does not seem to be the case. Financial problems documented in both the quantitative and qualitative studies attest to this. As indicated above, this

data further confirms that not all spouses are fully involved in the management of family finances. A lot of financial problems encountered by spouses emanate from a lack of involvement in family finances. Therefore, spouses who are not involved in the management of family finances should be identified and empowered accordingly. Social work officers could play an active role in this regard.

5.3.3 Reliance on one another even during deployment

Figure 14: Reliance on one another even during deployment

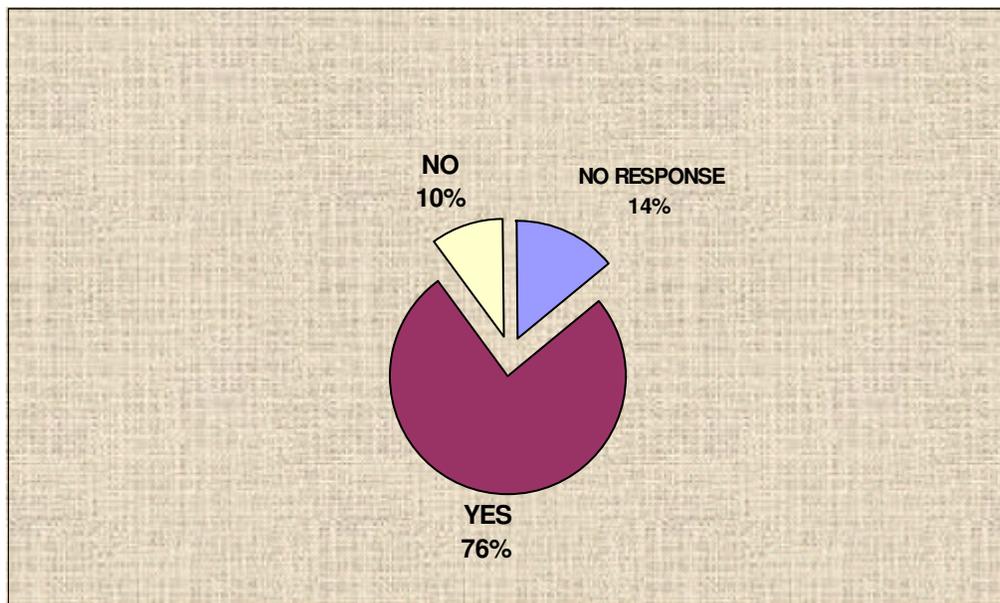


Figure 14 above gives an indication of the extent of the members' and spouses' reliance on one another, even during deployment. Seventy-six percent (198) indicated that they relied on one another even during deployment, 10% (26) indicated that they did not rely on one another even during deployment, while 14% (37) did not answer this question. This data confirms the fact that most of the research subjects rely on one another, even during deployment. The researcher is in agreement with Cutrona (1996:59-60), who emphasises the importance of being supportive of one another as a couple. Not wanting the spouse/partner to have any knowledge about the work circumstances of the

member could be the reason behind some couples not relying on one another even during deployment. In the researcher's view, if one analyses this data, one would assume that due to the fact that a large percentage of the research subjects rely on one another even during deployment, deployment-related problems and challenges would be minimal. However, this study found otherwise. It is vital that those family members are supportive of one another even during deployment. Social work officers should thus identify those spouses who are vulnerable, and ensure that intervention measures are put in place for the purposes of support. Evaluation of the nature of support by others should be conducted in order to reinforce the support that is said to be in place. The importance of ensuring that spouses are informed of the work circumstances of members should also be reinforced. Social work officers should also ensure that programmes such as family days are introduced within the units on a regular basis. The formation of family support groups and family support committees should be explored and implemented, as has been suggested in this study.

5.3.4 Social support systems that would be approached in case of emergencies

Figure 15: Social support systems that would be approached in case of emergencies

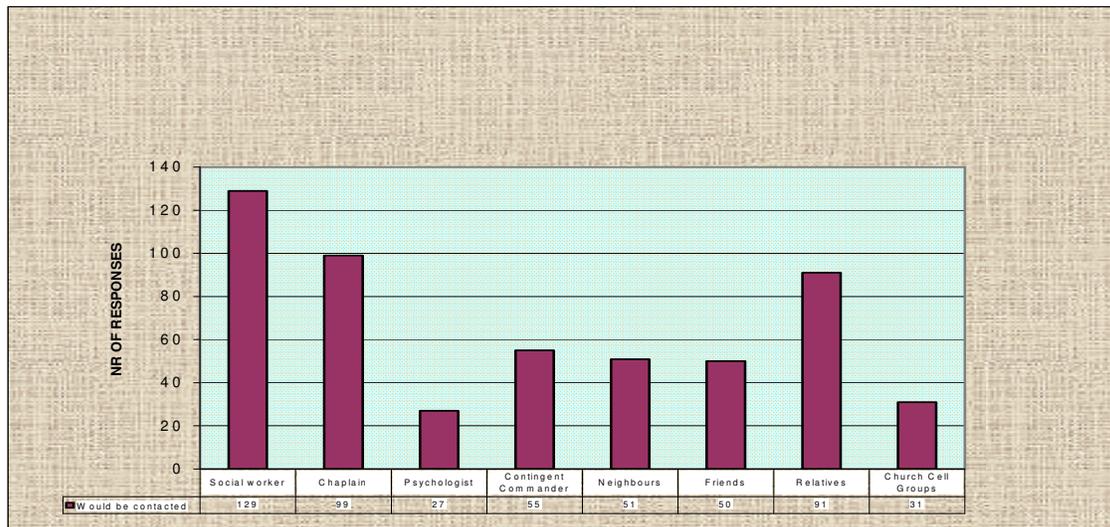


Figure 15 above gives an indication of social support systems that would be approached in case of emergencies. Forty–nine percent (129) of the research subjects indicated that they would consult a social worker in the case of an emergency, 38% (99) would contact a chaplain, 10% (27) would consult a psychologist, 21% (55) would consult the contingent commander, 20% (51) would consult neighbours, 19% (50) would consult friends, 35% (91) would consult relatives, and 12% (31) would consult the church cell group. Research (Pehrson, 1993:441; Wood et al., 1995:219) indicates that when all subjects' responses to the types of social support were analysed, they listed family as the most frequently used social support, followed by friends, no-one, outside (non-military) sources and religious sources. As indicated in this study, various sources were consulted in the case of emergencies. The social worker would be used by most of the research subjects, followed by the chaplain and relatives. Social workers could have been rated high on the list of sources to consult in case of emergencies as a result of the fact that they were deployed with the members and were available within the units at home most of the time. A few of the research subjects would make use of the psychologist. This could be because psychologists within the SANDF are not always available and accessible. They are a scarce resource. Both the formal (for example, social workers, chaplains and psychologists) and informal sources (for example, neighbours, relatives and church cell groups) were consulted. It is unfortunate that the researcher excluded peer support networks as a source of support in this question. However; the research subjects had an opportunity to include sources of support other than those that were listed by the researcher at the end of this question. Therefore, there is the possibility that the research subjects in this study did not use peer support networks as a source of support in case of emergencies. The fact that social workers were rated high on the list of sources that were consulted in case of emergencies suggests that they should be actively marketing their services, both within mission areas and at home, and try as much as possible to be supportive of both spouses and members during separation. On the other hand, the organisation should provide the necessary resources to social

work offices in order to enable them to carry out their tasks effectively. In this way, mission accomplishment would be guaranteed. In addition, the fact that relatives featured prominently as a source of support in case of emergencies might suggest that social workers should look into the possibility of establishing a network of family support systems.

5.3.5 Nature of communication with the spouse

Figure 16: Nature of communication with the spouse

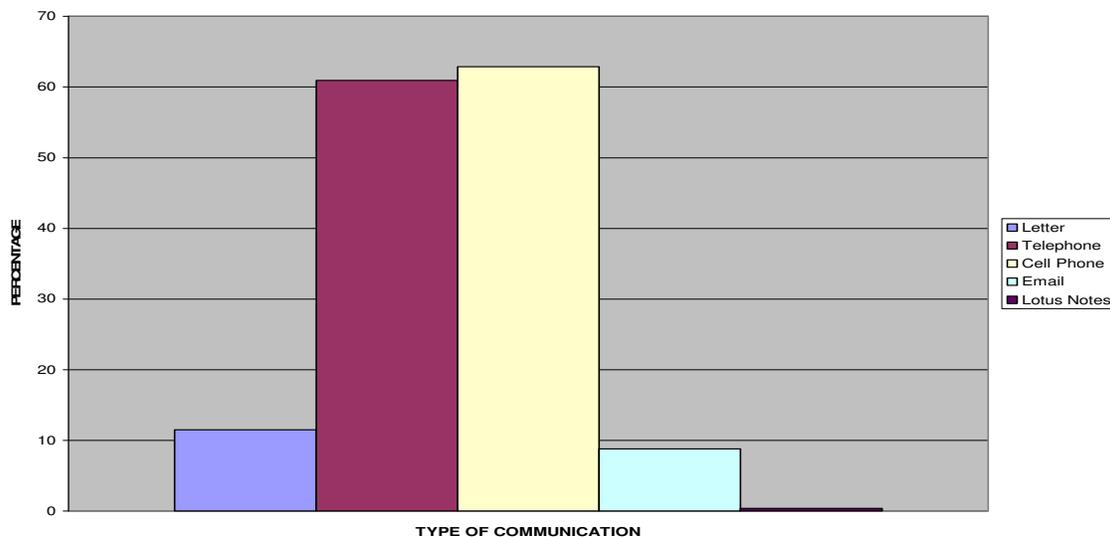


Figure 16 above gives an indication of the nature of communication that members had with their spouses. Eleven percent (30) of the research subjects communicated by means of letters, 61% (159) communicated by means of telephone, 63% (164) communicated by cell phone, 9% (23) communicated by email, and 0.38% (1) communicated by means of Lotus Notes. The abovementioned data confirm that the means of communication used ranged from cell phone and telephone to letters and e-mail. Studies (Martin, Vaitkus, Johnson and Mikolajek, 1992:3) indicate that information flow between partners was identified as the major concern of family members during the deployment of US soldiers to Europe and South-West Asia in 1991. This has also been confirmed in this study. Although the nature of communication with spouses

during deployment varied, some form of communication was at least maintained. However, the quality of this service needs to be reviewed. Furthermore, research (see Bell, 1991:1; Martin et al., 1992:3; Krueger, 2001:15) shows that spouses encountered communication problems during deployment. Communication plays an important role in bringing families closer together, even though they are separated. Therefore, the importance of a reliable communication system cannot be overemphasised.

5.3.6 Frequency of communication with the spouse while on deployment

Figure 17: Frequency of communication with the spouse while on deployment

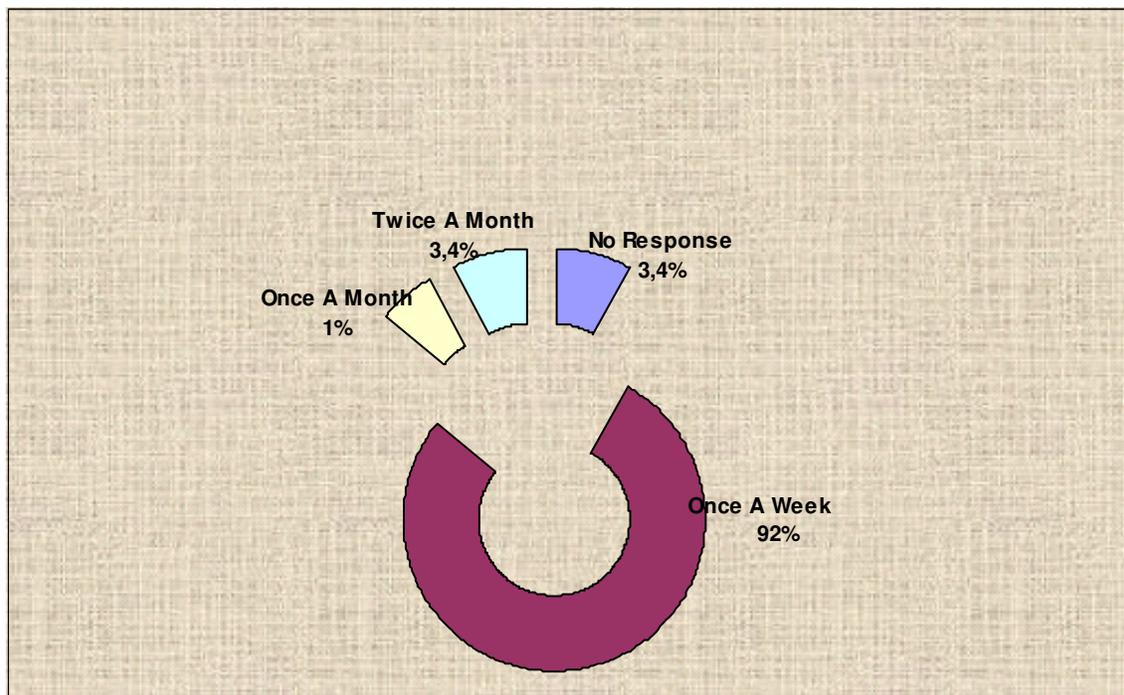


Figure 17 above gives an indication of the frequency of communication with the spouse while on deployment. Ninety two percent (241) of the research subjects indicated that they communicated with their spouses once a week, 1% (2) communicated with their spouses once a month and 3% (9) communicated twice a month, while 38% (9) of the research subjects did not answer this question.

This data confirms that most of the members communicated with their spouses while on external military deployment, despite the communication challenges that were documented in both the qualitative and quantitative studies. Therefore, regular communication between all members and their spouses should be encouraged at all times. The organisation should ensure that measures to enable all members to communicate regularly with their spouses are put in place. The CMI department should play an active role in this regard.

5.3.7 Problems experienced in communicating with the spouse during deployment

Figure 18: Problems experienced in communicating with the spouse during deployment

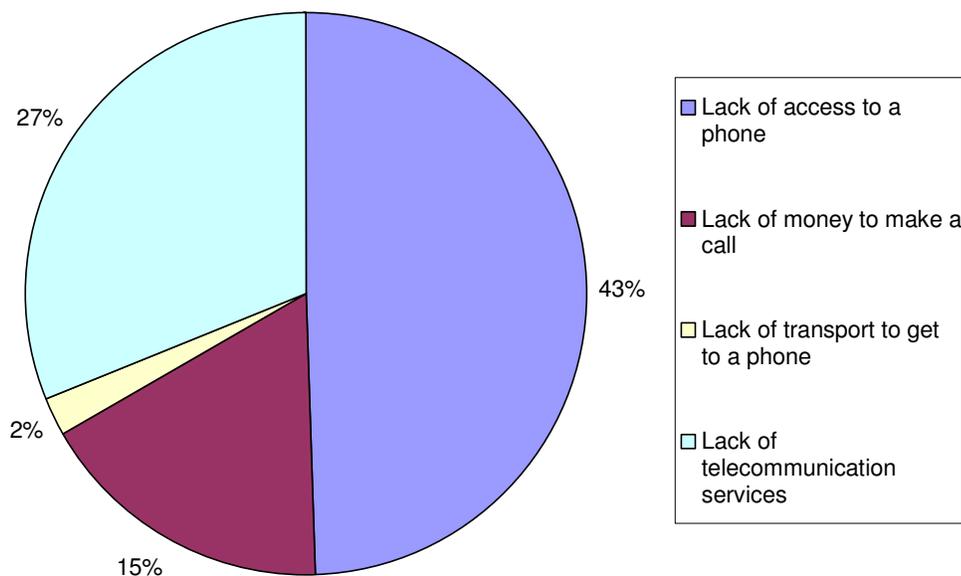


Figure 18 above gives an indication of problems experienced in communicating with the spouse during external military deployment of the member. Twenty-

seven percent (71) indicated that they had the problem of a lack of telecommunication services, 2% (6) indicated that they had transport difficulties in getting to a telephone facility, 15% (39) indicated that they did not have money to make a call, and 43% (111) indicated that they did not have access to a telephone. As confirmed in the ODS/S research (see Bell, 1991:1; Krueger, 2001:15), members also experienced communication problems and a lack of control over deployment events. In terms of this study, this situation could be attributed to a lack of communication resources. In the researcher's view, if one analyses this data, one would be inclined to assume that the fact that Figure 17 above shows that 92% of the research subjects communicated with their spouses at least once a week would imply an absence of communication problems. However, Figure 18 indicates otherwise. Communication problems were experienced by members and spouses. Therefore, there is a need for means of communication to be put in place in order to enhance communication of the rest of the members with their spouses. In this way, family relations would be maintained and productivity would be enhanced. The organisation, in particular the CMI department, should play an active role in addressing this issue.

5.3.8 Solutions to communication problems

Figure 19: Solutions to communication problems

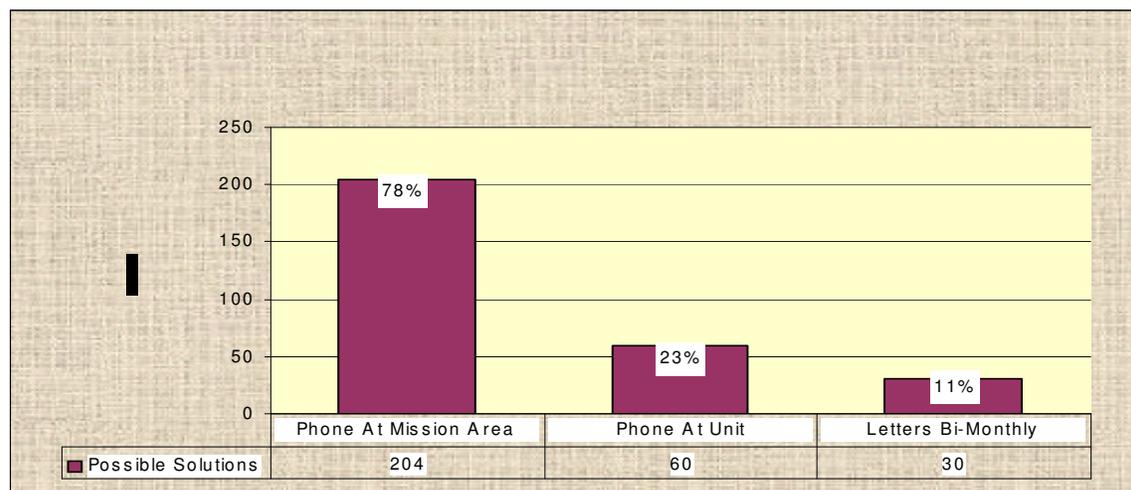


Figure 19 above gives an indication of possible solutions to communication problems. Seventy-eight percent (204) of the research subjects indicated that a telephone should be made available at the mission area to facilitate communication with spouses at least once a week, 23% (60) indicated that a telephone should be made available at the unit to facilitate communication with spouses, and 11% (30) indicated that letters should be sent to members at the mission area and replies sent back to spouses at least twice a month. This data confirms that there is a definite need for communication resources to be put in place in order to enhance communication between the spouse and the member. This was confirmed in both the qualitative and quantitative studies. The qualitative study indicated the need for provision of an accessible telephone facility (free lines) for both spouses and children, and that they should be able to contact members at least twice a week. Therefore, a large percentage of the research subjects suggested that access to a telephone within the mission area was critical, followed by making a telephone available for use by spouses within the units. The fact that a large percentage of the research subjects indicated that a telephone should be made available at the mission area to facilitate communication with spouses suggests that the CMI department should be proactive in facilitating a communication network for families during separation.

5.3.9 Members' perceptions regarding whether or not unit commanders are concerned about the welfare of spouses

Figure 20: Members' perceptions regarding whether or not unit commanders are concerned about the welfare of spouses

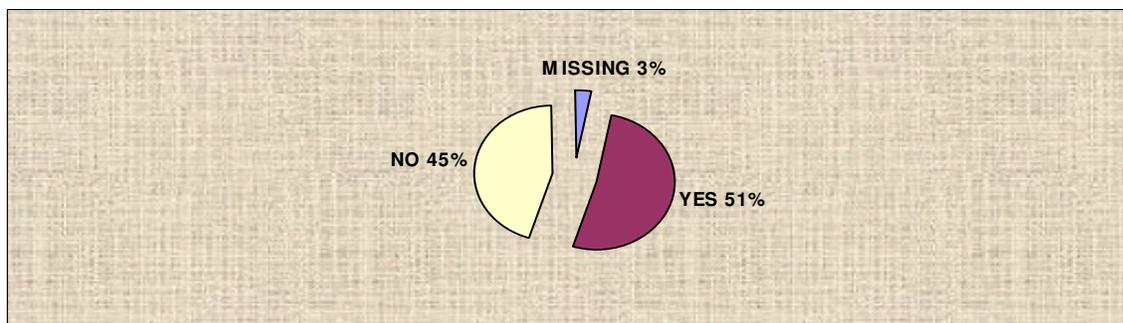


Figure 20 above gives an indication of the members' perceptions regarding whether or not unit commanders are concerned about the welfare of spouses. Fifty one percent of the research subjects (134) indicated that the unit commander was concerned about the welfare of their spouses, while 45% (118) indicated that the unit commander did not care about the welfare of their spouses. Three percent (9) did not answer this question. If one analyses this data, the fact that a considerable number of the research subjects confirmed that the unit commander was not concerned about the welfare of their spouses implies that there is a need for more involvement in the provision of social support services to spouses, particularly during the external deployment of members. Unit commanders are not doing enough in this regard. Reasons given for this response were that 42% (50) of the research subjects were of the opinion that the unit commander was not interested in their welfare, 8% (10) were of the opinion that the unit commander was unapproachable, 12% (14) were of the opinion that the unit commander was never available, and 45% (53) of the research subjects were of the opinion that the unit commander was more concerned about the mission than the personnel. The literature (Amen et al., 1988:445; Koshes and Rothberg, 1994:456; Adler et al., 1995:18) emphasises the importance of spousal support programmes. Deployment-related stressors are alleviated as a result of the implementation of appropriate support measures during the deployment of members. The fact that some (45%) of the research subjects were of the opinion that unit commanders were not concerned about the welfare of their spouses confirms the need for more involvement by the unit commander in the welfare of spouses during the external military deployment of members. It appears that most of the unit commanders are task-orientated and do not have the time to think about members and their families. Unit commanders should play an active role in ensuring that families are well supported during the absence of members. Social work officers could act as advisors to unit commanders regarding the measures of support that could be implemented for members and their families during deployment.

5.3.10 Services that could have been offered to improve the situation of the spouse during deployment

Figure 21: Services that could have been offered to improve the situation of the spouse during deployment

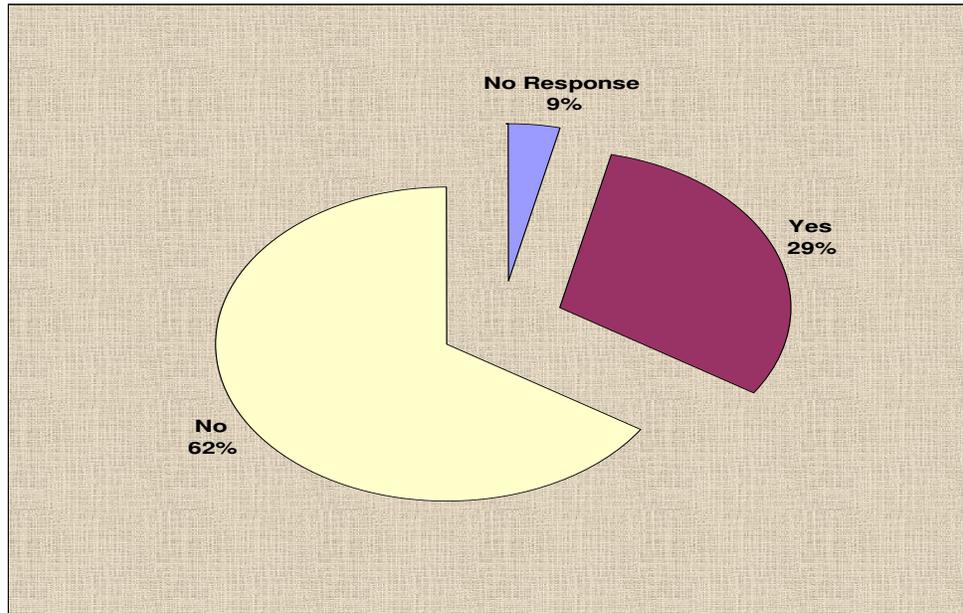


Figure 21 above gives an indication of whether or not there were any services that could have been rendered to improve the situation of the spouse. Twenty nine percent (75) of the research subjects indicated that there were services that could have been rendered to improve the situation of spouses during deployment, while 62% (162) indicated that there was no need for additional services. Twenty three (9%) of the research subjects did not answer this question. This data confirms that social support needs of members and spouses are varied. This further indicates that a large percentage of the research subjects were satisfied with whatever services were offered to them, while others felt a need for additional services, which ranged from more support from social work officers, transport of dependants to the sickbay/unit, deployment counselling, social support services while members were at home, video conferencing with spouses, visits by the unit officer commanding (OC) to deployed members on a monthly basis, home visits by the social work officer, unit and spiritual services,

access to a telephone, even if only for five minutes (free), a break given to members at least every two months, special treatment at sickbay/1 Military Hospital for spouses of deployed members, better postal services so that parcels sent home could reach their destination with the minimum delay, respecting of the rights of lower ranks (privates), legal services, information about the extension of the deployment period and developments within the home unit, provision of newspapers, and a resilience programme for members and spouses. The fact that a large percentage (62%) of the research subjects saw no need for the provision of additional support services during deployment could be attributed to the fact that most (91%) of the research subjects who took part in this study were male. In general, males, particularly African men, do not want to be seen as having problems. They would indicate that they did not have problems, even when it was obvious that there were problems. Somehow, acknowledging the existence of problems seemed to reduce their status as the head of the family. The qualitative study, on the other hand, suggested otherwise. Spouses indicated the need for provision of additional services that could be helpful during the absence of members. Amongst others, these services also correlated with the needs that the spouses identified during the qualitative study, for example, the need for a social work officer to be present during all the stages of deployment, provision of an accessible telephone facility, home visits, and transportation of children to school and hospital. The literature (Sims, 2002:90; McCubbin and McCubbin, 1992:160) also shows that social support services are varied. They enable families to cope better and survive a crisis situation. Furthermore, despite the fact a large percentage of the research subjects felt no need for provision of additional services to their spouses during separation, some research subjects (29%) required the provision of additional services, which might imply that social workers should implement preventative programmes that will address the problems and challenges of members during deployment. The need for provision of spousal support services during the absence of the member is thus evident.

5.3.11. Type of relaxation preferred by members while deployed

Figure 22: Type of relaxation preferred by members while deployed

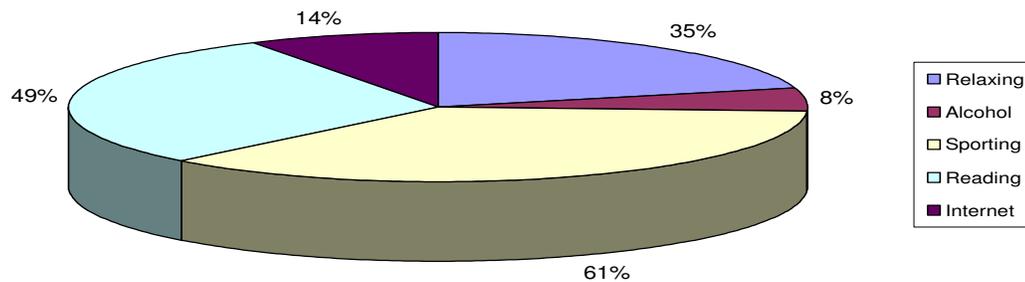


Figure 22 above gives an indication of the type of relaxation preferred by members during external military deployment. Thirty five percent (92) of the research subjects indicated that they spent their leisure time relaxing in the deployment area, 8% (20) indicated that they spent their leisure time drinking alcohol inside and outside the deployment area, 61% (158) indicated that they engaged in sporting activities such as soccer, swimming and running, 49% (127) indicated that they spent their leisure time reading, and 14% (36) indicated that they spent their leisure time on the Internet. Others indicated that they spent their leisure time socialising with colleagues, bird watching, singing in the choir, watching movies on the laptop and going to church, and one of the research subjects indicated that he/she was busy with his/her Masters studies at UNISA. The abovementioned data confirm that the research subjects used various means to spend their leisure time. A large percentage chose involvement in sporting activities as a way to spend their leisure time. However, more could still be done in this regard. Despite the fact that a large percentage (61%) of the research subjects spent their leisure time engaging in some form of sporting activity, a coordinated effort could be made to ensure that all members cooperate with one another when they are not working at the various satellites in the

mission areas. This would boost the team spirit amongst members and promote combat readiness and enhance productivity to a certain extent, thereby enhancing the success of the mission. Therefore, the organisation, particularly the department of Physical Training, Sports and Recreation (PTSR), should play an active role in ensuring that recreational facilities are provided and activities are coordinated to the benefit of all members.

5.3.12 Sexual relationship formation during deployment

Figure 23: Sexual relationship formation during deployment

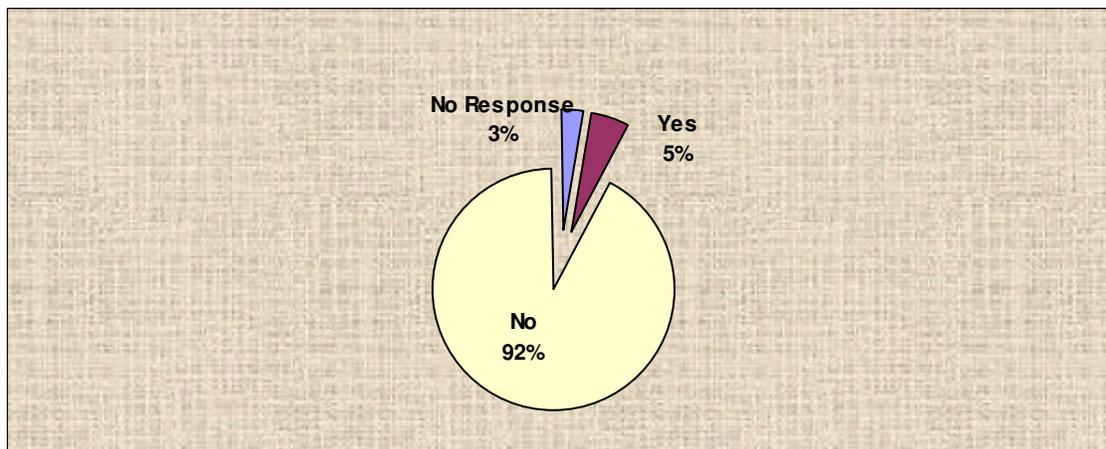


Figure 23 above gives an indication of whether or not any sexual relationships were formed during the external deployment of members. Five percent (13) indicated that they had formed sexual relationships while they were deployed, 92% (240) indicated that they never formed any sexual relationships while they were on external military deployment, and 3% (8) of the research subjects did not answer this question. Furthermore, 15% (2) of the research subjects indicated that there were children born from those relationships, while 85% (11) indicated that there were no children born from those relationships. The researcher acknowledges that this was a sensitive question to ask of research subjects, and that they might not have responded honestly to this question. As a result, only a small percentage (5%) of the research subjects indicated that sexual

relationships were formed during the external deployment of members. The researcher noted that only a few of the research subjects were honest in responding to this question. However, the issue of formation of sexual relationships by members was one of the concerns documented by spouses in the qualitative study. The researcher was, however, aware of the fact that the percentage of members who engaged in sexual relationships was even higher. It happened even when the members were at home. It would in fact be worse with separation. The fact that there were children born out of these relationships implies that members engaged in unprotected sex, which made them vulnerable to sexually transmitted diseases (STDs), particularly HIV. Faithful partners who were left behind, on the other hand, became the victims. This area of concern was also documented in the qualitative study. This further implies a security risk to the country. Multiple infections could occur and many other people at home could be involved. The image of both the country and the organisation could also be negatively affected. In addition, it cannot be confirmed whether or not members without children born out of these relationships engaged in safer sex. Therefore, this situation demands that HIV/AIDS education be given to all members who are involved in external military deployment. Social work officers, in cooperation with the departments of nursing and HIV/AIDS, should be proactive in ensuring that all members are empowered with all the information pertaining to sexual issues long before deployment. STD and HIV tests should be administered to all members upon their return home, and spouses should be involved as well.

SECTION C: NEED FOR SOCIAL SUPPORT SERVICES

Section C of the quantitative study involved an assessment of the need for social support services during external deployment of members, which is discussed below.

The literature (Roberts, 2005:38-39) supports the notion that due to the fact that deployment has become part and parcel of the military way of life, it is important that intervention programmes be implemented in support of families who are left behind. Therefore, it is vital that the needs of members while they are on external military deployment are addressed.

5.4.1 Number of weeks in advance that the respondents received notice of deployment

Figure 24: Number of weeks in advance that the respondents received notice of deployment

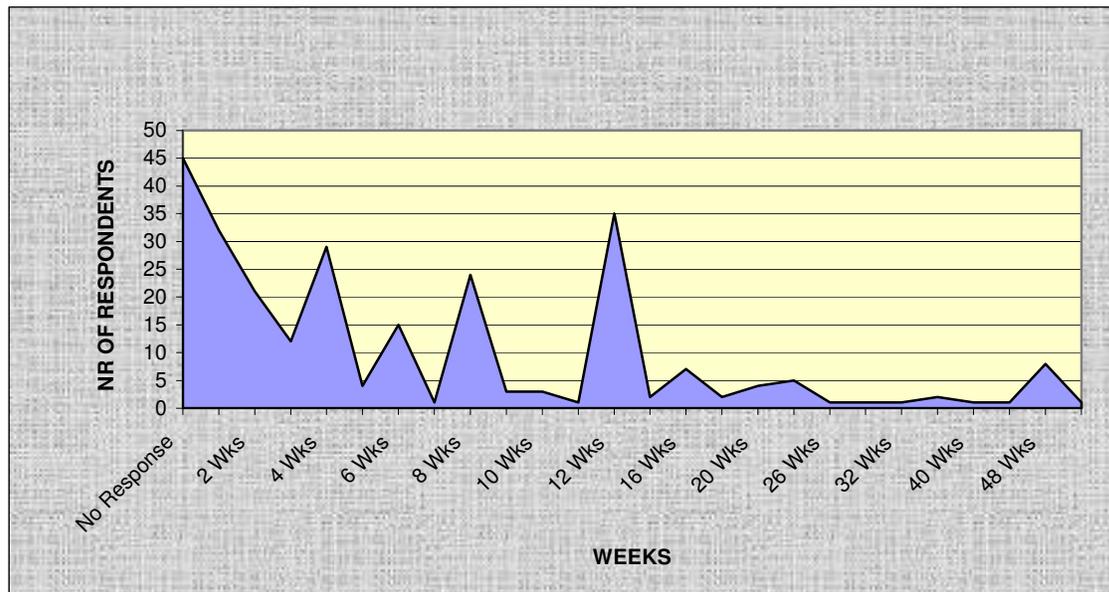


Figure 24 above gives an indication of the number of weeks in advance that the research subjects received notice of deployment. This number ranged between 2 weeks and 48 weeks. A large percentage of the research subjects 83% (216) had an average of 10 weeks' notice prior to deployment. Seventeen percent (45) of the research subjects did not answer this question. When one analyses this data, it is evident that the majority of the research subjects were informed in advance about their deployment. Some of the research subjects were, however, not informed well in advance about their deployment. This could be due to the fact

that deployment is often not planned. In other words, information regarding deployment is given at short notice. The literature (Bell et al., in Van Breda, 2001:259) suggests that the manner in which the military manages deployment has an impact on the coping abilities of spouses. If deployment is erratic and unplanned, stress levels within families increase as a result of the fact that insufficient time has been provided for preparation before deployment. Krueger, in Van Breda (2001:259), goes on to state that “with a minimum turnaround time between deployments equal to twice the length of the deployment” As indicated by Van Breda (2001:259), “no such policy is existing within the SANDF”. Members are often subjected to erratic deployment, as indicated in the qualitative study, and are not given sufficient time for preparation and in order to rejuvenate their relationships. Therefore, in the researcher’s view, sufficient time is needed to ensure that all the necessary arrangements can be made and that families are resilient enough to cope during the absence of members. The fact that members are often subjected to erratic deployment could possibly imply that social work officers should be proactive in ensuring that members are well prepared for deployment at any point in time. Preparation for deployment programmes should be rendered on an ongoing basis, in order to reduce the adverse effects of deployment at short notice. Programmes that are geared towards building and enhancing relationships should be implemented on a regular basis. Social workers should also take a leading role in ensuring that members are given sufficient time to be with their families after each deployment.

5.4.2 Ability to make the necessary arrangements before deployment

Figure 25: Ability to make the necessary arrangements before deployment

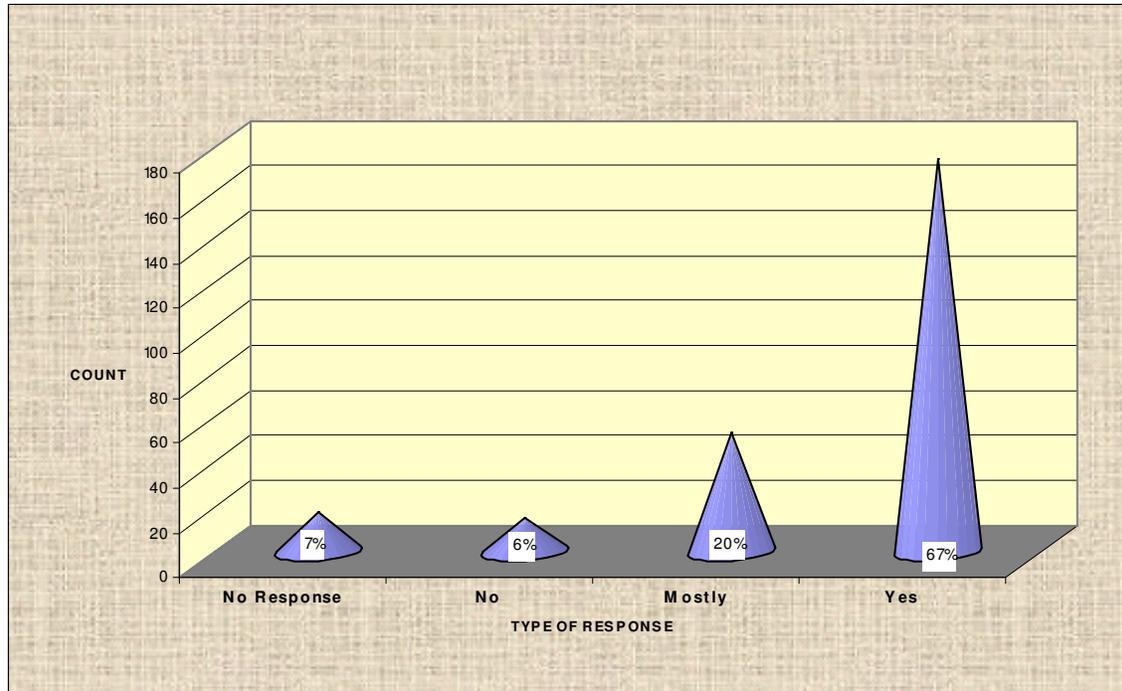


Figure 25 above gives an indication of the research subjects' ability to make the necessary arrangements prior to deployment. Six percent (15) of the research subjects indicated that they were not able to make the necessary arrangements, 20% (53) indicated that they were mostly able to make the necessary arrangements, while 67% (175) of the research subjects indicated that they were able to make the necessary arrangements. If one analyses this data, it can be deduced that most of the research subjects were able to make the necessary arrangements prior to deployment. In the researcher's view, this could be due to the fact that most of them are men, and the responsibilities of men in the family differ to those of women. Therefore, men have less to worry about than women do, as the latter normally shoulder family responsibilities. As indicated by Kaslow (1993:30-31), female parents tend to have more daily responsibilities than their male counterparts. Previously, a limited number of soldiers had both children and spouses who worked. The non-working mother addressed family responsibilities.

Nowadays, however, the demographics have changed. The need for spousal support services during the absence of members has become even more important. The fact that not all members were able to make the necessary arrangements prior to deployment suggests that social work officers should implement preventative measures to ensure that members and spouses are prepared for deployment.

5.4.3 Types of services that would have helped in making the necessary arrangements for deployment

Figure 26: Types of services that would have helped in making the necessary arrangements for deployment

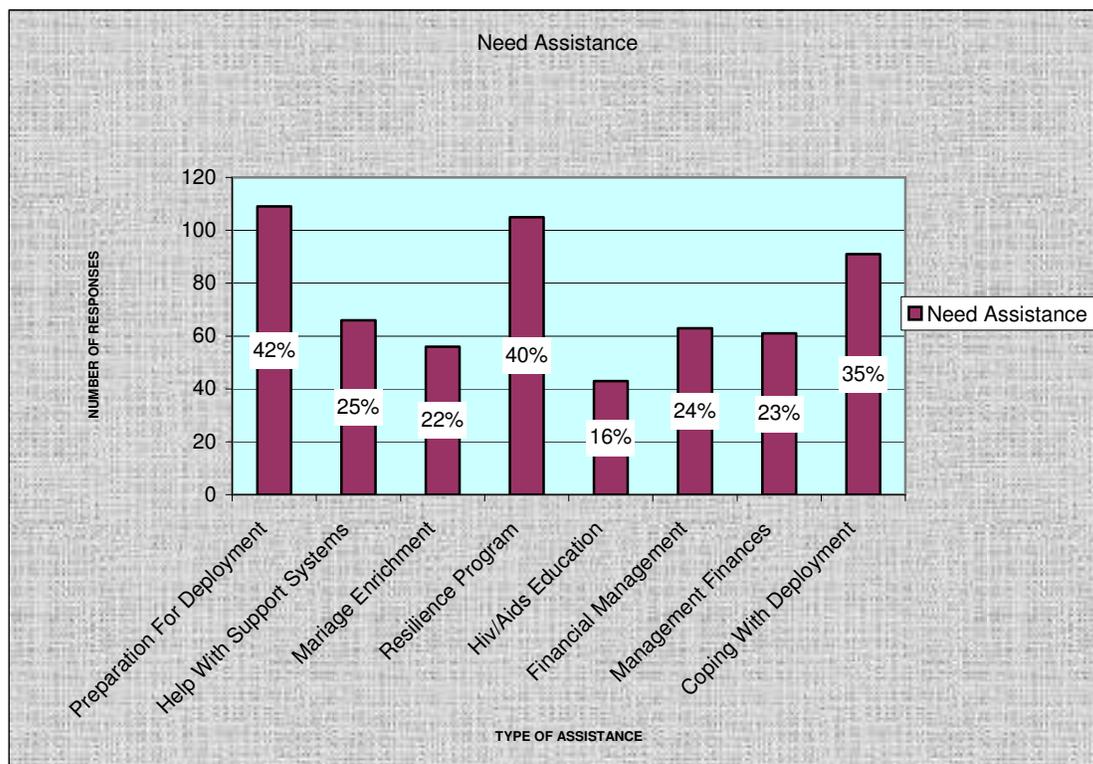


Figure 26 above gives an indication of the types of services that would have helped in making the necessary arrangements before deployment. Forty two percent (109) of the research subjects indicated that preparation for deployment would have been helpful, 25% (66) indicated that help with support systems

could have made a difference, 22% (56) indicated that marriage enrichment could have been helpful, 40% (105) indicated that a resilience programme could have been useful, 16% (43) indicated that HIV/AIDS education could have been helpful, 24% (63) indicated that a financial management programme could have helped, 23% (61) indicated that assistance in managing finances could have made a difference, and 35% (91) indicated that assistance in coping with deployment could have been helpful. Others (2% (3)) indicated that a month's leave before deployment would have made a difference. This data confirms the fact that irrespective of the fact that most (67%) of the research subjects in Figure 25 above stated that they were able to make the necessary arrangements prior to deployment, most of them still required some form of services to assist them in making the necessary arrangements in preparation for deployment. Preparation for deployment was rated the highest by most of the research subjects, followed by the resilience programme and coping with deployment.

In the researcher's view, this further supports the fact that although most of the members had sufficient time to prepare for deployment, their ability to be fully prepared for deployment was negatively affected. Hence, the need for services that could have assisted in decreasing the stress related to deployment, as indicated in Figure 26. One could probably argue that no amount of time is sufficient where preparation for deployment is concerned. Furthermore, the literature (Segal and Harris, 1993:2) confirms the need for provision of spousal support services in order to address deployment-related stressors and contribute to combat readiness of members. In this way, the mission can be successfully accomplished. Therefore, provision of support services prior to deployment enables the member and the family to deal with external military deployment. Furthermore, the researcher is in support of Segal and Harris, and is of the opinion that deployment and social support are inseparable. The one cannot exist without the other. Due to the fact that the research subjects expressed a need for services that would help in making the necessary arrangements prior to deployment, the implication is that the organisation could play an active role in

ensuring that members and their families are fully prepared for deployment. Social work officers, particularly those who are working in the deployment units, should implement preventative programmes to ensure that this task is accomplished.

5.4.4 Deployment effects on the relationship

Figure 27: Deployment effects on the relationship

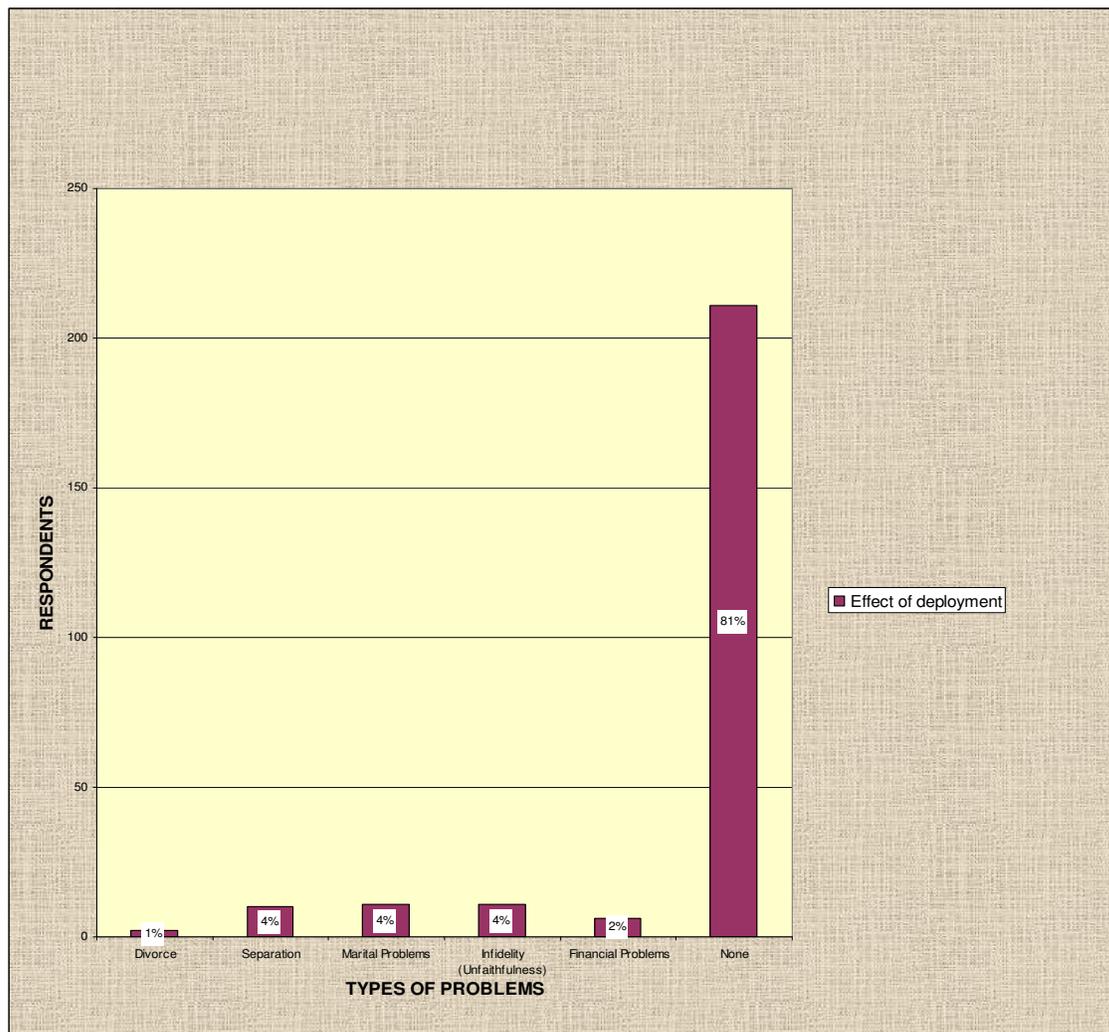


Figure 27 above gives an indication of the effect that deployment had on research subjects' relationships. One percent (2) of the research subjects indicated that it led to divorce, 4% (10) indicated that it led to separation, 4% (11)

indicated that it led to marital problems, 4% (6) indicated that it led to infidelity, 2% (6) indicated that it led to financial problems, and 81% (211) indicated that it brought them closer together. Due to deployment-related stressors, this data confirms the fact that deployment does have an effect on the relationship between the member and the spouse, be it positive or negative. The literature (see Moritz, 1991:109; Hornig, 1994:113) confirms that separation of families as a result of deployment is challenging and frustrating. Both the member and the spouse are exposed to various stressors before, during and after deployment as a result of being separated from one another. Therefore, the couple need to be aware of deployment-related challenges and frustrations, and be able to make the necessary arrangements in order to increase their resilience during the absence of the member.

Furthermore, according to the researcher, if one analyses this data, one would be inclined to conclude that since a large percentage (81%) of the research subjects indicated that deployment brought them closer together, deployment-related challenges and frustrations were minimal. As was confirmed even in the qualitative study, however, this has not been the case. The fact that external military deployment-related challenges and frustrations that negatively affect the relationship have been documented in this study suggests that social work officers should implement intervention programmes to ensure that both members and their spouses are resilient enough to deal with whatever deployment-related stressors they may encounter during the absence of members. The possibility of forming family support groups could also be explored as a source of support to spouses during external military deployment.

5.4.5 Family responsibilities that interfered with combat readiness

Figure 28: Family responsibilities that interfered with combat readiness

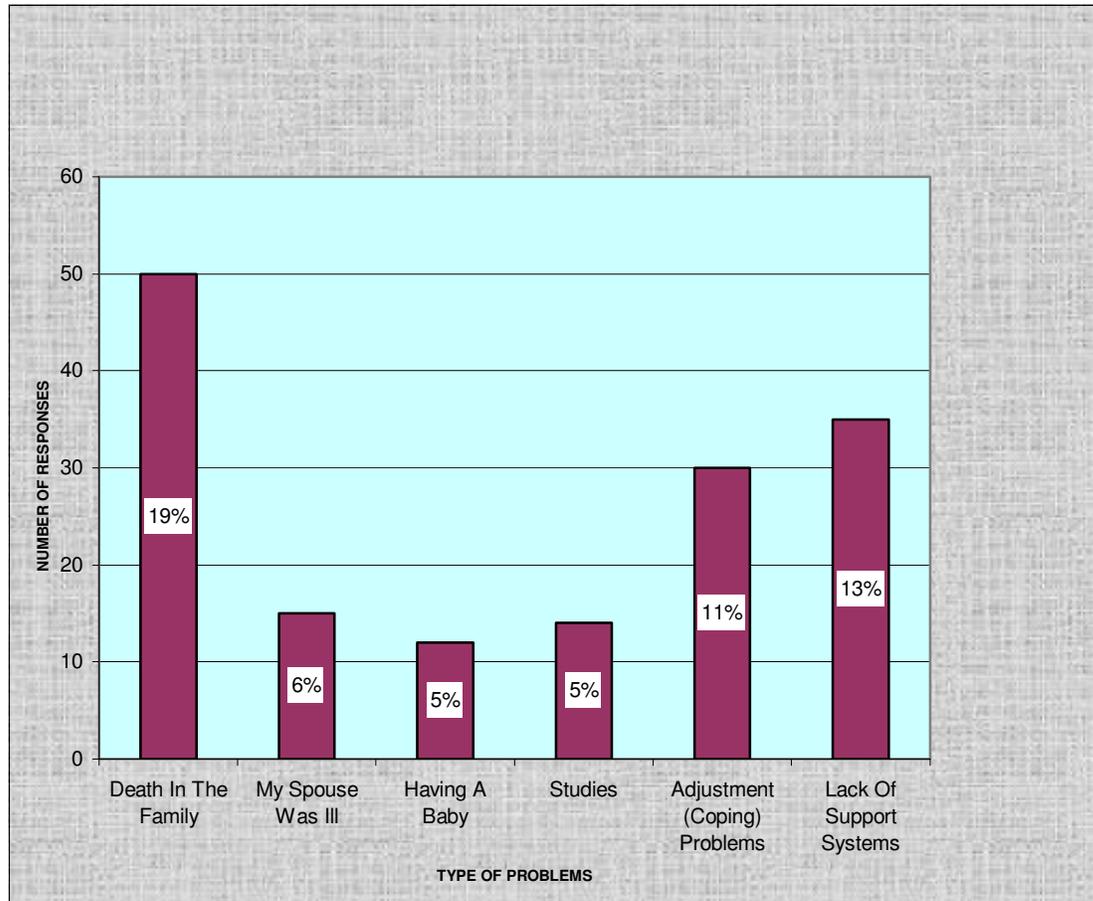


Figure 28 above gives an indication of the family responsibilities that interfered with combat readiness. Nineteen percent (50) of the research subjects indicated that they had experienced a death in the family, 6% (15) indicated that their spouse had been ill, 5% (12) indicated that having a baby interfered with their combat readiness, 5% (14) indicated that studies interfered with their combat readiness, 11% (30) indicated that adjustment problems interfered with their combat readiness, and 13% (35) indicated that lack of support systems interfered with their combat readiness. In the researcher's view, this data suggest that the research subjects encountered problems that interfered with their combat readiness. The researcher acknowledges the fact that the issue of a death in the

family was rated the highest (19%) by the research subjects in terms of interfering with combat readiness, and that nothing can be done about this. However, the researcher is of the opinion that the issue of lack of support systems and adjustment (coping problems) that have been identified by some of the research subjects as having had a negative impact in the combat readiness of the members could be as a result of lack of proper preparation for deployment. They have been rated as problems that interfered with combat readiness by 13% and 11% (respectively) of the research subjects. This has also been confirmed in the qualitative study. As indicated in this study, Roberts (2005:39) supports the notion that preparation for deployment is of great importance. The fact that lack of support systems and adjustment problems has been documented in this study might imply that social work officers should implement intervention measures such as support systems, coping with deployment, marital counselling, financial management and conflict management in order to support spouses during the absence of members.

5.4.6 Rating of the importance of different forms of assistance during deployment

Table 7: Rating of the importance of different forms of assistance during deployment

Type of Service	Not Important	Less Important	Uncertain	Important	Very Important	Extremely Important
Unit spousal support group	8%	5%	10%	18%	18%	33%
Regular communication with spouse	3%	5%	2%	10%	16%	58%
Spousal support centre	8%	3%	8%	18%	19%	34%
Stress management	10%	4%	7%	17%	20%	35%
Parenting skills	10%	5%	5%	18%	21%	33%
Empowerment programme	7%	5%	5%	22%	20%	33%
24 hour Help Line	7%	3%	7%	16%	17%	42%
Conflict management	11%	5%	8%	19%	23%	28%
Support systems	4%	5%	5%	20%	22%	38%
Marriage enrichment	8%	8%	5%	20%	19%	37%



HIV/AIDS education	8%	4%	5%	13%	19%	45%
Telephone calls from the unit	10%	8%	8%	17%	19%	36%
Home visits	19%	10%	7%	16%	12%	28%
Crisis management	10%	5%	5%	14%	16%	21%
Resilience programme	8%	4%	4%	11%	16%	30%

Table 7 above gives an indication of the research subjects' rating of the importance of different forms of assistance during deployment. The researcher acknowledges the fact that this item is not wholly valid, as it has been poorly formulated and is thus open to various interpretations – in other words, it could be based on actual experiences or upon their anticipation of deployment. The fact that the heading “service” was rated as important by most of the respondents indicates that it was viewed as an item to be rated, and was thus incorrectly interpreted.

Therefore, from the researcher's point of view, and based on the fact that it is a poorly formulated item, the researcher suggests that this item be merely viewed from the perspective of services that could be helpful upon deployment. In other words, services that might not necessarily be rendered by the organization or that the research subjects might not have experienced per se, but which could be helpful to members and their spouses in future deployments. Based on this, 3% (8) of the research subjects rated the service as not important, 3% (9) rated the service as less important, 6% (16) were uncertain, 15% (38) rated the service as important, 16% (43) rated the service as very important, while 31% (80) rated the service as extremely important, and 26% (67) did not answer this question.

Eight percent (21) of the research subjects rated the unit spousal support group as not important, 5% (12) rated the service as less important, 10% (25) were uncertain, 18% (47) rated the service as important, 18% (47) rated the service as very important, while 33% (85) rated the service as extremely important and 9% (24) did not answer this question. This data confirms that a spousal support group is needed during the deployment of members, as was indicated by most of

the research subjects. The fact that the unit spousal support group was rated highly by most of the research subjects could imply that OCs and social work officers should explore the possibility of the formation of spousal support groups, particularly within deploying units.

Three percent (7) of the research subjects rated regular communication with the spouse (at least once a week) as not important, 5% (12) rated it as less important, 2% (5) were uncertain, 10% (25) rated it as important, 16% (44) rated it as very important, while 58% (152) rated the service as extremely important. Six percent (16) of the research subjects did not answer this question. If one analyses this data, it is evident that regular communication with the spouse was rated as being extremely important by most of the research subjects. This suggests that the organisation should ensure that communication measures are put in place in order to contribute to the maintenance of family relationships.

Eight percent (21) of the research subjects rated the spousal support centre as not important, 3% (8) rated it as less important, 8% (20) were uncertain, 18% (48) rated it as important, 19% (50) rated it as very important, while 34% (89) rated the service as extremely important. 10% (25) did not respond to this question. This data suggest that a spousal support group centre is essential, as it was rated highly by most of the research subjects. This may possibly imply that social workers could explore the possibility of establishing such a centre within the organisation. This will enable spouses to have a point of contact if and when external military deployment-related challenges are experienced.

Ten percent (25) of the research subjects rated the stress management service as not important, 4% (11) rated the service as less important, 7% (18) were uncertain, 17% (44) rated the service as important, 20% (53) rated the service as very important, while 35% (92) rated the service as extremely important and 7% (18) of the research subjects did not answer this question. This data also confirms that the stress management service is critical during deployment, as

indicated by most of the research subjects. The fact that the stress management service was highly rated by most of the research subjects might imply that psychologists and social workers could explore the possibility of jointly implementing such a service for those members and their families who are involved in external military deployment.

Ten percent (25) of the research subjects rated the parenting skills service as not important, 5% (12) rated the service as less important, 5% (14) were uncertain, 18% (47) rated the service as important, 21% (56) rated the service as very important, while 33% (86) rated the service as extremely important. Eight percent (21) of the research subjects did not answer this question. If one analyses this data, it can be deduced that a parenting skills service is needed, as indicated by most of the research subjects. It also confirms that there is a possibility that spouses experience challenges related to the upbringing of children during the absence of members. The fact that a parenting skills service was rated highly by most of the research subjects might imply that social workers should look into the possibility of implementing programmes relating to children within the organisation. A lot of problems related to children could therefore be solved as a result of this intervention.

Seven percent (18) of the research subjects rated the empowerment programme as not important, 5% (12) rated the service as less important, 5% (12) were uncertain, 22% (58) rated the service as important, 20% (51) rated the service as very important, while 33% (87) rated the service as extremely important. Nine percent (23) of the research subjects did not answer this question. This data confirms that the empowerment programme service was rated as important by most of the research subjects. Therefore, it can be confirmed that it is a need, particularly during deployment. This could be as a result of spouses who are unemployed. The fact that an empowerment programme was identified as a requirement by most of the research subjects could imply that social workers should implement intervention programmes that are geared towards the

empowerment of spouses. Self-reliance and independence would be fostered as a result of this intervention. In this way, the resilience of spouses would also be enhanced. They would be better able to deal with deployment-related challenges and stressors.

Seven (17) of the research subjects rated the 24 hour help line service as not important, 3% (8) rated the service as less important, 7% (18) were uncertain, 16% (43) rated the service as important, 17% (44) rated the service as very important, while 42% (110) rated the service as extremely important. Eight percent (21) of the research subjects did not answer this question. This data also confirms that the majority of research subjects regarded a 24 hour help line service as very important. Although such a service does not exist within the SANDF, it would enable spouses to have a point of contact in case of emergencies at any time. This would ease the burden of deployment on spouses. The fact that a 24 hour help line service was identified as a need by most of the research subjects might suggest that the organisation should look into the possibility of instituting such a service for spouses during deployment.

Eleven percent (30) of the research subjects rated the conflict management service as not important, 5% (14) rated the service as less important, 8% (20) were uncertain, 19% (49) rated the service as important, 23% (59) rated the service as very important, while 28% (74) rated the service as extremely important. Six percent (15) of the research subjects did not answer this question. This data confirms that conflict management is a need during deployment, as expressed by most of the research subjects. It was also confirmed in the qualitative study that conflict ensued as a result of deployment. The fact that conflict management was identified as a need by most of the research subjects might imply that social workers should implement preventative measures to enable members and their families to handle conflict situations during deployment.

Four percent (10) of the research subjects rated support systems as not important, 5% (13) rated them as less important, 5% (12) were uncertain, 20% (51) rated the service as important, 22% (58) rated the service as very important, while 38% (99) rated the service as extremely important. Seven percent (18) of the research subjects did not answer this question. If one analyses this data, it can be deduced that the implementation of a support systems service is vital for research subjects during deployment, as most of them rated the service as extremely important. This might imply that social workers should ensure that such a service is established for those members and their families who are involved in external military deployment.

In addition, 8% (21) of the research subjects rated the marriage enrichment service (for example, communication skills between the member and spouse, and emotions associated with deployment) as not important, 3% (8) rated the service as less important, 5% (12) were uncertain, 20% (52) rated the service as important, 19% (49) rated the service as very important, while 37% (97) rated the service as extremely important. Eight percent (22) of the research subjects did not answer this question. This data confirms that a marriage enrichment service is important during deployment, as indicated by most of the research subjects. The fact that marriage enrichment features prominently as a very important service suggests that social workers should implement preventative programmes that are geared towards the enrichment and building of marital relationships during deployment.

Eight percent (20) of the research subjects rated the HIV/AIDS education service as not important, 4% (11) rated the service as less important, 5% (12) were uncertain, 13% (33) rated the service as important, 19% (50) rated the service as very important, while 45% (117) rated the service as extremely important and 7% (18) of the research subjects did not answer this question. If one analyses this data, it is evident that a large percentage of research subjects rated the provision of an HIV/AIDS education service as extremely important. Therefore, it is a

definite need during deployment. This could be as a result of sexual relationships that are formed during deployment, and many concerns (such as infidelity) that were raised in this study. Due to the fact that HIV/AIDS education was identified as a need by most of the research subjects, this might suggest that social workers and other health care professionals within the SANDF should implement vigorous HIV/AIDS intervention measures long before deployment.

Ten percent (25) of the research subjects rated telephone calls from the unit as not important, 8% (3) rated it as less important, 8% (22) were uncertain, 17% (45) rated the service as important, 19% (49) rated the service as very important, while 36% (94) rated the service as extremely important and 7% (18) of the research subjects did not answer this question. This data confirms that telephone calls from the unit are important for most of the research subjects. This need might be based on the perception that units do not care about members' well being during deployment. Therefore, due to the fact that telephone calls from the unit featured prominently as a service needed by members during deployment, this might suggest that the organisation should put measures in place to ensure communication between deployed members and their spouses.

Nineteen percent (49) of the research subjects rated the home visit service as not important, 10% (26) rated the service as less important, 7% (18) were uncertain, 16% (41) rated the service as important, 12% (31) rated the service as very important, while 28% (72) rated the service as extremely important and 9% (24) of the research subjects did not answer this question. This data confirms that the home visit service is a need during deployment, as expressed by most of the research subjects. This implies that social workers should ensure that visits to spouses of deployed members are conducted on a regular basis for support purposes.

Ten percent (26) of the research subjects rated the crisis management service as not important, 5% (14) rated the service as less important, 5% (13) were

uncertain, 14% (36) rated the service as important, 16% (41) rated the service as very important, while 21% (55) rated the service as extremely important. Twenty nine percent (76) of the research subjects did not answer this question. If one analyses this data, it can be confirmed that the crisis management service is a need during deployment, as expressed by some of the research subjects. Therefore, this might imply that the organisation should make provision for such a service.

Finally, 8% (21) of the research subjects rated the resilience programme as not important, 4% (11) rated it as less important, 4% (10) were uncertain, 11% (29) rated the service as important, 16% (41) rated the service as very important, while 30% (78) rated the service as extremely important. Twenty seven percent (71) of the research subjects did not answer this question. This data also confirms that a resilience programme is a need during deployment, as it was highly rated by most of the research subjects. The rating of the different forms of assistance varies from one service to another, but it is evident that the research subjects rated all the services as important. These needs are in agreement with most of the needs of spouses in the qualitative study. The fact that the resilience programme was identified as a need by most of the research subjects might suggest that social workers should be proactive and implement such a programme throughout the deployment period. In the researcher's view, the importance of implementing a resilience programme on an ongoing basis cannot be overemphasised.

5.4.7 Period when assistance was most needed

Figure 29: Period when assistance was most needed

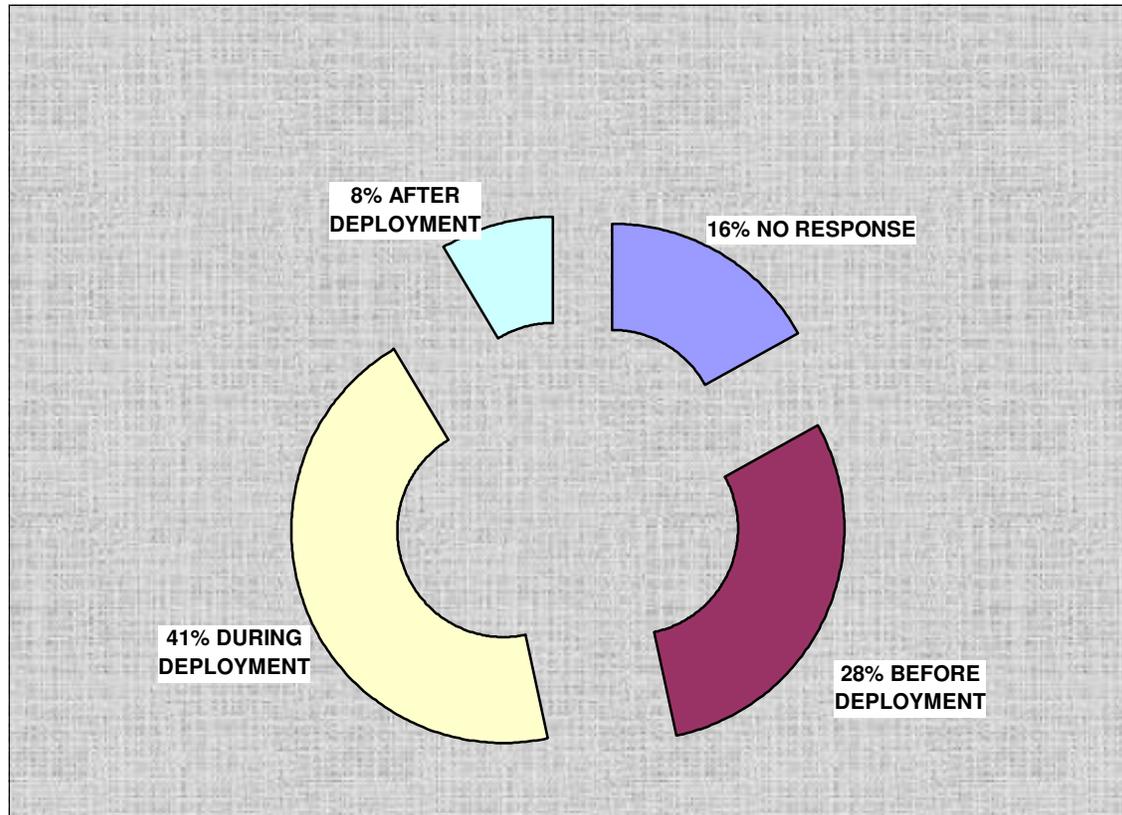


Figure 29 above gives an indication of the period when assistance was most needed. Twenty-eight percent (72) of the research subjects indicated that they needed assistance the most before deployment, 41% (108) indicated that they needed assistance the most during deployment, while 8% (21) indicated that they needed assistance the most after deployment. 16 percent (41) of the research subjects did not answer this question. It should, however, be noted that 8% (21) of the research subjects further indicated that they needed assistance the most before, during and after deployment, 5% (12) needed assistance the most during and before deployment, 1% (3) needed assistance the most during and after deployment, while 1% (2) needed assistance the most before and after deployment. If one analyses this data, it can be confirmed that while some of the research subjects required assistance before and after deployment, a large

percentage of the research subjects needed assistance the most during deployment. As indicated by Spellman et al. (1991:2), the process of family support has three distinct phases: before deployment, during deployment and after deployment. Therefore, the importance of provision of support services during all phases of deployment cannot be overemphasised. The fact that a large percentage of the research subjects required assistance during deployment suggests that social workers should ensure that measures to ensure support of members and their spouses during deployment are in place.

5.4.8 Emotions experienced at homecoming

Figure 30: Emotions experienced at homecoming

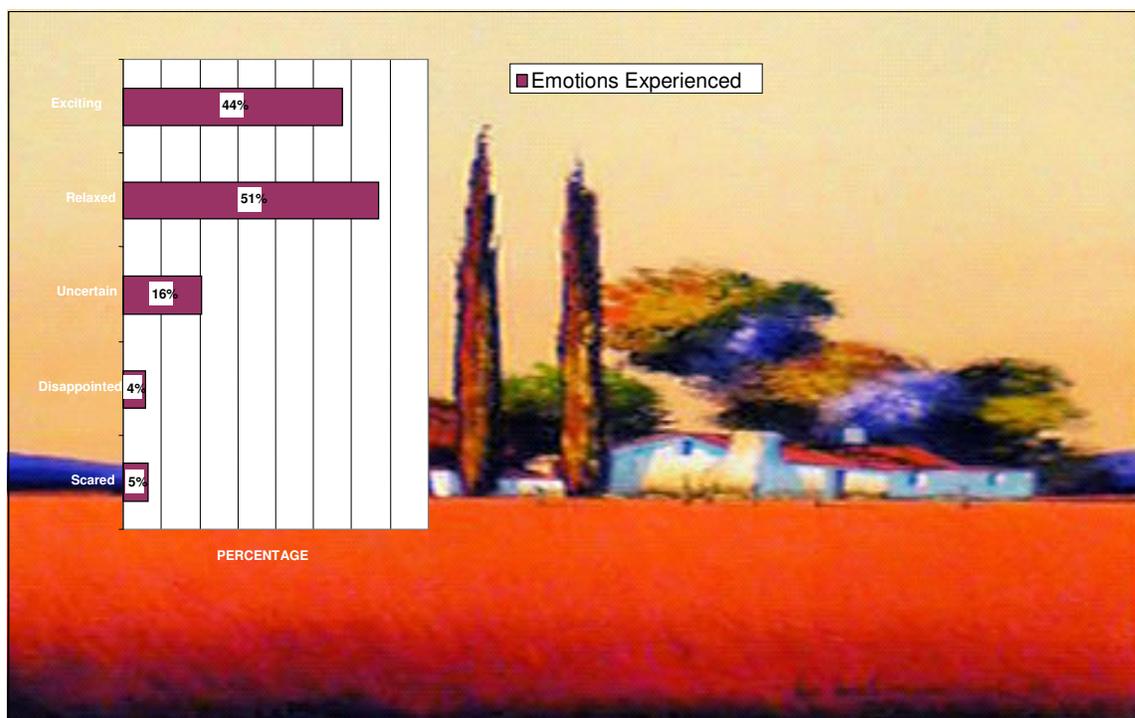


Figure 30 above gives an indication of the emotions experienced by the research subjects at the time of homecoming. Five percent (13) of the research subjects indicated that they were scared, 4% (11) indicated that they were disappointed, 16% (41) indicated that they were uncertain, 51% (134) indicated that they were relaxed, and 44% (115) indicated that they were excited. This study confirms that

the research subjects experienced certain emotions at the time of homecoming. Most of the research subjects were relaxed, followed by excitement and uncertainty. Feelings of uncertainty, disappointment and being scared could be as a result of fear of the unknown. The literature (Logan, 1987:45-46; Van Breda, 1993-1996, Suttle, 2003:3) also suggests that with homecoming, members experience various emotions such as anxiety, relief, excitement, disappointment and uncertainty, as was confirmed in this study. The reasons for these feelings are varied. Some members may experience feelings of uncertainty, which emanates from a concern regarding what they will find at home and the changes that may have been effected during their absence. Some may be anxious. This could be as a result of concerns about the relationship with their spouse, and a feeling that they no longer have anything in common with their loved ones. Not knowing what to expect upon their return home can be stressful, and it is therefore important to deal with these emotions.

Furthermore, some research subjects indicated that they were scared and disappointed. The researcher is of the opinion that the reason for this could be as a result of the fact that particularly among Africans, men do not often express or talk about their emotions, no matter how strong they may be. It could also be as a result of the fact that it has traditionally been expected of SANDF soldiers to be tough super beings who do not express any emotions. The fact that the research subjects experienced varied emotions with homecoming might suggest that social work officers should ensure that members and their spouses undergo thorough preparation programmes that focus on typical emotions that can be experienced with deployment, as indicated by Logan (1987:43-46).

5.4.9 Additional social assistance required after deployment

Figure 31: Additional social assistance required after deployment

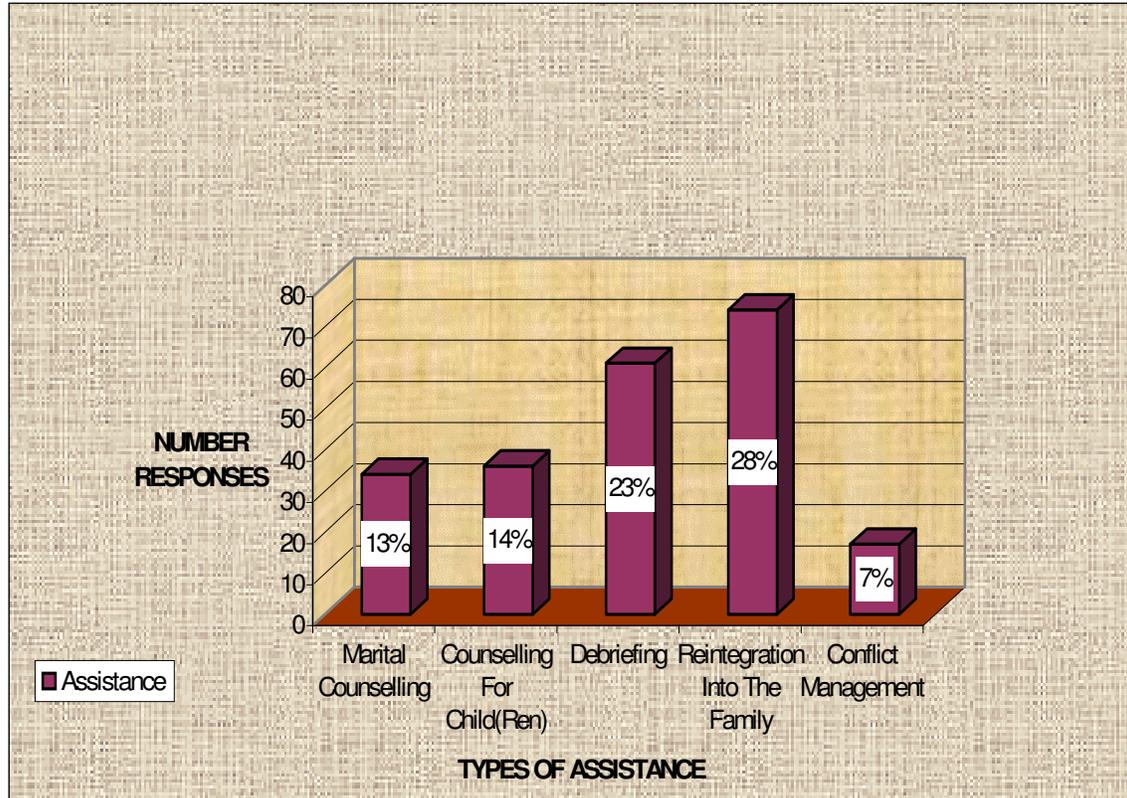


Figure 31 above gives an indication of additional social assistance required by research subjects after deployment. Thirteen percent (34) of the research subjects indicated that they required marital counselling services, 14% (36) indicated that they required assistance with counselling for children, 23% (61) indicated that they required debriefing services after deployment, 28% (74) indicated that they required assistance with reintegration into the family, and 7% (17) indicated that they required assistance with conflict management. The fact that reintegration into the family was rated the highest by research subjects suggests the need for additional support services. Studies (Logan, 1987:46; Van Breda, 1997b:157-158) confirm that homecoming also presents its own challenges and frustrations. Although this stage is characterised by positive emotions such as happiness and contentment, conflict can occur as a result of

the fact that both the member and the spouse experienced changes during separation. These changes are perhaps due to the fact that the member and the spouse designed their own coping mechanisms to enable them to deal with deployment-related stressors. Therefore, homecoming implies a reorganisation of already established patterns or ways of doing things. This has the potential to cause conflict. Furthermore, Spellman et al. (1991:7) indicated that it is important for support services to be provided to those families who are experiencing adjustment problems after deployment. These services may, for example, include marital counselling, parenting skills and possibly addressing issues of fidelity and anxiety concerning reunion. Therefore, the fact that reintegration into the family was rated highly by most of the research subjects might imply that social workers should ensure that members and spouses are supported upon members' return home. Measures should be put in place to ensure that relationships are enhanced. In the researcher's view, the need for additional services such as marital counselling, counselling for children and debriefing, which was documented by the research subjects, might imply that the provision of such services is not in place. This suggests that the organisation should ensure that members are well supported, even after deployment.

5.4.10 Whose responsibility is it to support the spouse of the deployed member?

Figure 32: Whose responsibility is it to support the spouse of the deployed member?

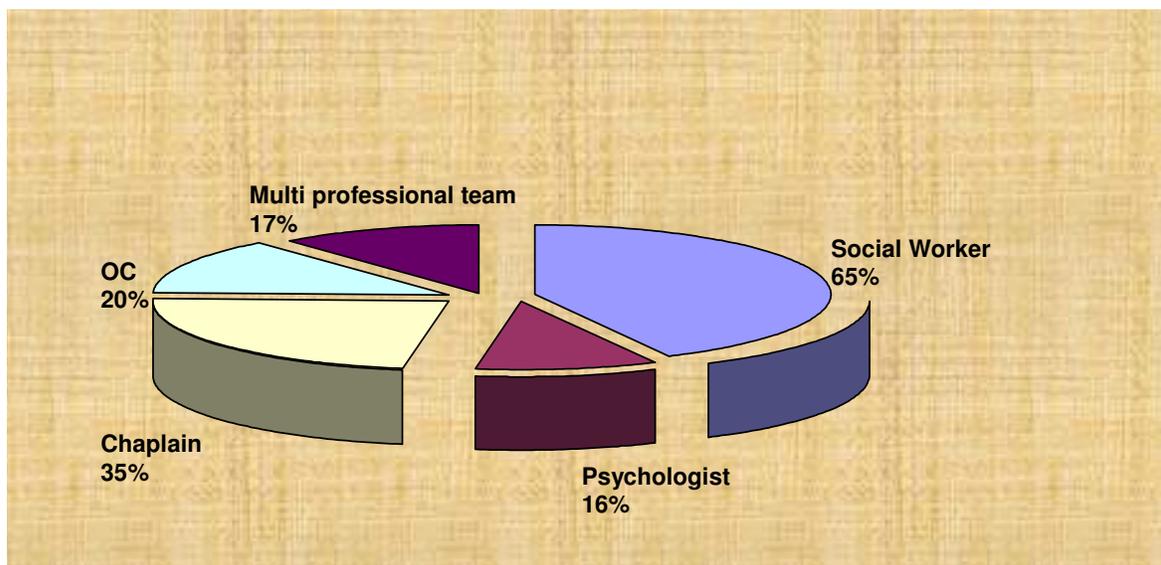


Figure 32 above gives an indication of the responses of research subjects regarding whose responsibility it should be to support the spouse of the deployed member. Sixty-five percent (170) of the research subjects indicated that it was the responsibility of the social worker, 16% (41) indicated that it was the responsibility of the psychologist, 35% (92) indicated that it was the responsibility of the chaplain, 20% (53) indicated that it was the responsibility of the OC, and 17% (45) indicated that it was the responsibility of the multidisciplinary team. This data suggest that the research subjects were of the opinion that the social worker is responsible for providing support to the spouse of the deployed member, due to the fact it was rated the highest by most of the research subjects. It further confirms that the social worker should be the custodian of this programme. On the other hand, the fact that some of the other team members, such as the chaplain and the OC, were selected suggests that the provision of support to spouses during deployment of members is everybody's responsibility. The literature (Hornig, 1994:1) indicates that the responsibility for spousal preparation for deployment rests with everyone. Everybody will benefit from this because that the member will be combat ready and the mission will thus be accomplished. Therefore, while the social worker is confirmed as the custodian of this service, other members such as the chaplain and the OC should also be involved in the provision of support services to families during external military deployment. The fact that the social worker was once again identified (refer to Figure 32) as the person who is responsible for the provision of support services to the deployed member might suggest that social workers should play a prominent role in ensuring that members and their spouses are well supported during external military deployment. With the involvement of other team members such as the chaplain and the OC, social workers should ensure that programmes geared towards the provision of support to SANDF members and their spouses are implemented during external military deployment. Social workers should facilitate the establishment of a support network system.

5.4.11 Feelings about external military deployment

Figure 33: Feelings about external military deployment

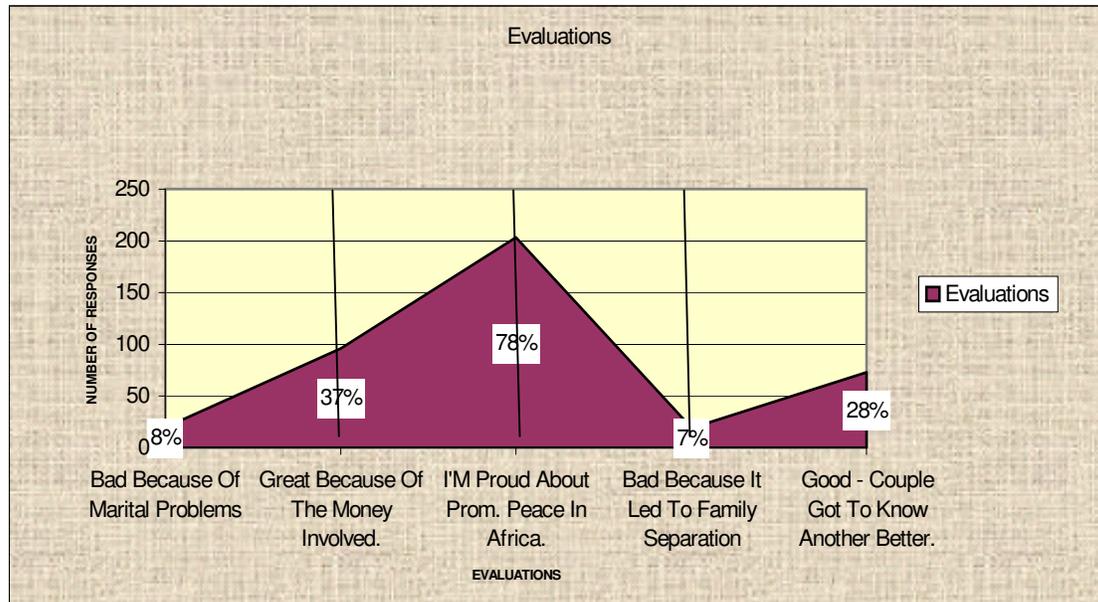


Figure 33 above gives an indication of research subjects' feelings about external military deployment. Eight percent (20) of the research subjects indicated that they felt negative about deployment because it led to marital problems, 37% (96) indicated that they felt positive about deployment because of the money involved, 78% (203) indicated that they felt proud about promoting peace in Africa, 7% (19) indicated that they felt negative about external military deployment because it led to family separation, and 28% (73) indicated that they felt good about external military deployment because they and their spouses got to know one another better. In addition, one of the research subjects (0.38%) indicated that being away for months without leave was very difficult. If one analyses this data, it confirms that the research subjects had different perceptions regarding external military deployment. This situation probably results from the effect that it had on the family. If it was positive, the feelings towards it would also be positive, and if it was negative, the feelings would be negative as well. Research (Eastman et al., 1990:114; Van Breda, 1997a:20) also shows that the attitude of the member and

the spouse towards deployment depends on the experience that the couple had during deployment. If the family was resilient enough to be able to deal with deployment stressors, then the attitude would definitely be positive. The opposite was also true, as confirmed by this data and the qualitative study. In addition, the rationale behind deployment also contributes to the attitude of the family towards deployment. As indicated in this study, most of the research subjects rated promoting peace in Africa the highest, followed by the fact that they felt positive about it because of the money involved, and the fact that they got to know each other better. It is also evident that some of the research subjects did not feel positive about deployment. Therefore, the researcher is of the opinion that there is a need to ensure the implementation of social support measures to enable the member and the spouse to deal with deployment. The fact that experience of deployment plays a prominent role in determining the attitude towards deployment might imply that social work officers should ensure the promotion of resilience of members and their spouses during deployment.

5.4.12 Perception regarding the importance of provision of standardised unit social support services to spouses during external military deployment of members

Figure 34: Perception regarding the importance of provision of standardised unit social support services to spouses during external military deployment of members

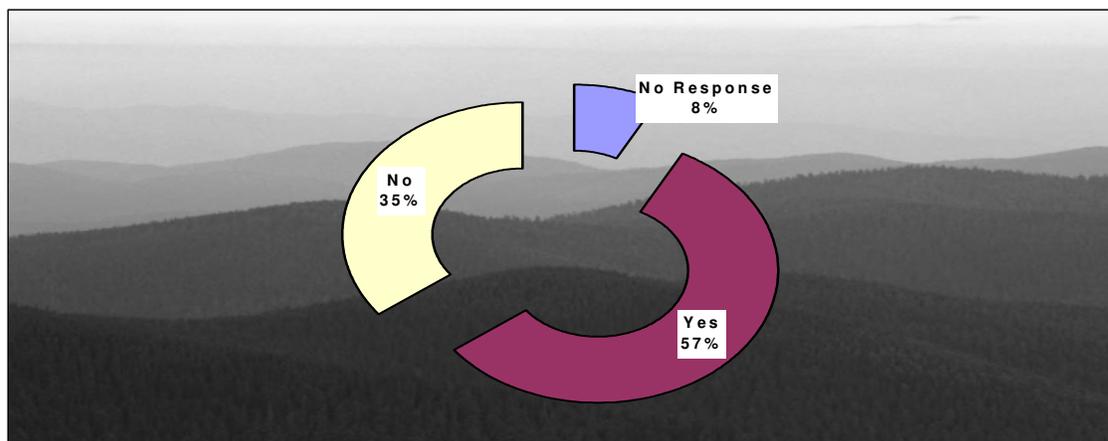


Figure 34 above gives an indication of the perceptions regarding the importance of provision of standardised unit social support services to spouses during external military deployment of members. According to the researcher, the term 'standardised' implies a uniform approach to the provision of unit social support services to spouses during external military deployment. This data indicates that 57% (149) of the research subjects responded with a 'Yes' to provision of standardised unit social support services to spouses during external military deployment, while 35% (92) responded with a 'No'. Eight percent (20) of the research subjects did not answer this question. The fact that 8% of the research subjects did not respond to this question could be due to the fact that they did not understand the meaning of the word 'standardised'. The literature (Segal and Harris, 1993:1) confirms the importance of spousal support services during the absence of members. The implementation of policy actions geared towards addressing the issue of support services during deployment is of great importance. Presently, the SANDF has a Draft Resilience Policy in place, which is aimed at addressing deployment-related challenges and frustrations. In this way, as indicated in the literature (Segal and Harris, 1993:1), the SANDF will be meeting its objective of social responsibility, while also contributing to combat readiness and mission accomplishment. If one analyses this data, it can be confirmed that there is a need for a social support model for spouses during external military deployment, as indicated by most of the research subjects. This was also confirmed in the qualitative study. The fact that the research subjects indicated the need for standardised unit social support services to spouses during external military deployment might suggest that a model for social support services to spouses during external military deployment should be designed.

5.4.13 Additional comments about social support services to spouses during external military deployment of members

In order to highlight the importance of spousal support during the external military deployment of the member, most of the research subjects made additional

comments in the open question about social support services that should be rendered to spouses during external military deployment of members, which are cited as follows:

- Respect from Commanders during deployment is important.
- Spousal support and preparation for deployment is critical. It should not only be done with the members but also with the spouses
- SWO needs to be visible all the time and access (visits) to families should be addressed even to those in rural areas. This will show that the DOD cares about them.
- During the Sudan deployment we could at least afford to make a telephone call to our home everyday.
- Unequal treatment and nepotism by Commanders in the mission area should be looked into.
- A telephone call (or cell phone allowance) at least once a week will make a difference.
- Assist with reintegration into the workplace.
- The resilience programme should be monitored to check whether it is taking place, as it should.
- Resilience programme is non-existent.
- Formation of a support group to spouses of deployed members is critical.
- No assistance was provided to my spouse when she relocated to another house whilst I was on deployment.
- OCs should send letters to families and should communicate with members in the deployment areas.
- Members should be given time to go home to sort out problems when necessary.
- It must be a woman visiting the family and not a male. It should be a male if the spouse is a male.
- Special treatment should be provided to spouses of deployed members at sickbays/hospital.

- Regular consultation/sharing amongst one another on external deployment problems for example, discussing topics such as administration versus leadership skills on a monthly basis.
- Young ladies within the deployment area must learn to say no and look after themselves.
- Seven days leave every three months would be helpful. Members will come back refreshed.
- Church services should be held on regularly basis and not only on Sundays within the mission area and married members should be reminded about their moral obligations and that they are there for the purpose of promoting peace and not to destroy the community of women and children.

The abovementioned issues that were raised by most of the research subjects in both the qualitative and quantitative studies confirm the need for spousal support during the external deployment of the member. As indicated by Segal and Harris above, while pursuing the strategic objectives of the organisation, the SANDF has a contributory role to play in terms of meeting its moral and social responsibilities. The fact that most of the members expressed the need for additional social support services during deployment suggests that the organisation should put intervention measures in place to ensure that families are resilient enough to deal with deployment-related stressors. Social work officers should play a key role in ensuring that the necessary intervention programmes are implemented.

5.5 SUMMARY

This chapter gave a thorough overview of the research methodology, as well as presenting the findings, analysis and interpretation of the quantitative study. Literature was incorporated into the findings of the quantitative study. In the next chapter, conclusions and recommendations will be presented.