

# UNITED STATES POSTAL SERVICE VOICE OF THE EMPLOYEE SURVEY

Please take a few minutes to fill out the survey — on the clock. Your responses are confidential. An independent contractor, not the Postal Service, receives and tabulates the results. So please be honest — and fair.

**All surveys must be received by Synovate no later than May 23, 2011.**



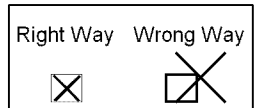
JOHN DOE  
MAIL CARRIER  
123 ANY STREET  
ANYWHERE, US 11111-1111

PAYLOC:  
BOX: 410001

Tear along perforation

**Please carefully read and follow the steps below.**

- Read the attached copy of the Frequently Asked Questions (FAQ's).
- Before you begin, carefully remove upper part at perforation to keep survey confidential.
- Read each question carefully as they have changed from the previous surveys.
- Use a blue or black ballpoint pen or a #2 pencil. Please mark one answer by putting an "X" in the appropriate box for each statement. (Make no stray marks on the survey.) Any questions, please call 1-800-590-7123.
- Place the completed survey in the enclosed envelope.



I do not wish to participate in the VOE Survey at this time .....

		Strongly <u>Agree</u>	<u>Agree</u>	Neither Agree <u>Nor Disagree</u>	<u>Disagree</u>	Strongly <u>Disagree</u>
1.	I have been properly trained to do my job .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	My job makes good use of my skills and abilities .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	I have enough information to do my job well.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	I see a clear connection between my work and the Postal Service's goals .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	I am given a real opportunity to improve my skills at the Postal Service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	The people in my work unit adapt easily to new ways of doing things .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	I am aware of the security measures in my workplace.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	In my work unit, expectations about the quality of work are clear.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	In my work unit, we actively look for opportunities to improve the way we work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	The people I work with cooperate to get the job done.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	My supervisor gives me feedback that helps me improve my performance .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.	I understand how the work I do impacts the service that the Postal Service provides.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.	I am confident in the ability of senior management to make the decisions necessary to ensure the future success of the Postal Service ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	I receive information to perform my job safely .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<u>Very Good</u>	<u>Good</u>	<u>Average</u>	<u>Poor</u>	<u>Very Poor</u>
15.	Rate your immediate supervisor on treating you with dignity and respect...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.	Rate your immediate supervisor on communicating regularly to keep you informed.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.	Rate the quality of the service provided by your office/facility to your customers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18.	Rate the physical working conditions in your work unit .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<u>Yes</u>	<u>No</u>	<u>Not Sure</u>		
19.	In the past 12 months, I have personally been sexually harassed by a Postal Service employee.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
20.	I am aware of current business conditions facing the Postal Service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
21.	The results of this survey are shared in my work unit .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
22.	I feel excluded from my work unit because of my race, ethnicity, gender, disability, etc.....	<input type="checkbox"/>	<input type="checkbox"/>			

CONTINUE ON REVERSE SIDE →

Remember to tear off the top portion of the survey before you place your completed survey in the envelope provided. This is the only place on the survey that contains ANY individual information. Your responses are anonymous.

## THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY!

Tear along perforation

		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
23.	The Postal Service values diversity of backgrounds, talents and perspectives .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24.	In the Postal Service we treat one another with trust and mutual respect.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25.	I understand the Postal Service's products and services .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26.	I feel safe from physical harm at work .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27.	I understand the business goals and objectives of the Postal Service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28.	The Postal Service is making the changes necessary to compete effectively .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29.	I feel personally responsible for helping the Postal Service succeed as a business .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30.	I feel valued as an employee of the Postal Service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31.	I am proud to work for the Postal Service .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32.	I would recommend the Postal Service as a place to work to family and friends.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33.	I believe that the results of this survey will be used to improve the Postal Service .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<p>A1. I regularly receive information about...</p> <p>Facility energy use ..... <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Vehicle fuel use ..... <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Supplies use ..... <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Recycling ..... <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Water use ..... <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>A2. Employees are encouraged to ...</p> <p>Reduce facility energy use ..... <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Reduce vehicle fuel use ..... <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Reduce supplies use ..... <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Increase recycling ..... <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Reduce water use ..... <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
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### Demographics

**This last section is for statistical use only. We never report numbers averaged or based on fewer than 10 respondents. If you object to answering one or more of the following questions, you may leave them blank.**

<p>34. Please indicate your type of job. <b>(MARK ONE)</b></p> <p><u>Bargaining Employees</u></p> <p><input type="checkbox"/> Clerk Craft                      <input type="checkbox"/> Mail Handler Craft</p> <p><input type="checkbox"/> Rural Carrier Craft              <input type="checkbox"/> Maintenance Craft</p> <p><input type="checkbox"/> City Letter Carrier              <input type="checkbox"/> Motor Vehicle Craft</p> <p><input type="checkbox"/> Bargaining unit not listed above</p> <p><u>Non-Bargaining Employees</u></p> <p><input type="checkbox"/> Administrative</p> <p><input type="checkbox"/> Professional Staff</p> <p><input type="checkbox"/> First-Line Supervisor (i.e., supervises primarily craft employees)</p> <p><input type="checkbox"/> EAS Manager/Supervisor (above First-Line)</p> <p><input type="checkbox"/> Postmaster (Level 16 and below)</p> <p><input type="checkbox"/> Postmaster (Level 18 and above)</p> <p><input type="checkbox"/> PCES Executive</p> <p><input type="checkbox"/> EAS position not listed above</p>	<p>36. Please indicate how long you have worked for the Postal Service. <b>(MARK ONE)</b></p> <p><input type="checkbox"/> Less than 6 years    <input type="checkbox"/> 11-15 years    <input type="checkbox"/> 21-25 years</p> <p><input type="checkbox"/> 6-10 years            <input type="checkbox"/> 16-20 years    <input type="checkbox"/> More than 25 years</p>
<p>35. Do you serve customers at the counter? <b>(MARK ONE)</b></p> <p><input type="checkbox"/> Yes                                      <input type="checkbox"/> No</p>	<p>37. Please indicate your sex. <b>(MARK ONE)</b></p> <p><input type="checkbox"/> Female                                  <input type="checkbox"/> Male</p> <p>38. Are you Hispanic or Latino? <b>(MARK ONE)</b></p> <p><input type="checkbox"/> Yes                                      <input type="checkbox"/> No</p> <p>39. Please select the racial category or categories with which you most closely identify. <b>(SELECT ONE OR MORE)</b></p> <p><input type="checkbox"/> American Indian or Alaskan Native</p> <p><input type="checkbox"/> Black or African American</p> <p><input type="checkbox"/> White</p> <p><input type="checkbox"/> Asian</p> <p><input type="checkbox"/> Native Hawaiian or Other Pacific Islander</p>

**DO NOT WRITE IN THIS BOX - FOR SYNOVATE USE ONLY**

**Office Category:**

- Processing and Distribution     Postmaster
- Customer Services                 Headquarters

**Bargaining Status:**

- Bargaining
- Non-Bargaining

**Work Location:**

*Thank you for sharing your opinions and observations with us.*

Voice of the Employee Survey | P.O. Box 94607 | Palatine, IL 60094-9740

**Q3 201101**