

# THE POSTAL PULSE

Please complete the enclosed questionnaire, seal it in the postage-paid Business Reply Envelope, and return it to Gallup. Please make sure your survey is mailed to Gallup and postmarked no later than **Friday, April 3, 2015.**

Your survey responses will remain confidential. Please read each question carefully and answer each one honestly - there are no right or wrong answers. It is your opinion that counts.

You may contact Gallup Client Support by sending an email to [surveyhelp@gallup.com](mailto:surveyhelp@gallup.com) or by calling 1-800-788-9987.

# THE POSTAL PULSE

## FREQUENTLY ASKED QUESTIONS

- **What is the purpose of the survey?**

The Postal Pulse is part of a program designed to improve the employee experience to ensure individuals and workgroups are able to perform at their best. Creating an engaging workplace will make us more effective in serving our customers, improve collaboration, and help individual employees thrive. Your feedback on the survey is a first step in helping us reach this goal.

- **Is completion of the survey voluntary?**

Yes. Completion of the survey is voluntary. Employees are permitted 15 minutes on-the-clock to complete their survey.

- **Do I have to complete the survey at work?**

No. Employees can choose to take the survey off the clock on their own time.

- **Will anyone be able to track my responses back to me?**

No. Your responses are confidential. An independent contractor receives all completed surveys. No one from the Postal Service sees or is provided individual responses.

- **Is the survey confidential?**

Yes, the survey is completely confidential. Your name will be included on the cover page to ensure that all employees receive a survey. However, this is not attached to the survey you will return and your responses are completely confidential.

- **What happens if I do not answer every item but I still submit the survey?**

Employees that answer at least one question will have their data counted and included in final reports. Employees that opt out but still return the survey will be counted toward overall participation rates but their unanswered questions will not be included in the final reports.

- **How are the survey results reported?**

All responses to the survey are grouped together and reported at the office, district, area and national levels. Groups with fewer than five respondents will not receive a specific report, and these responses will roll up to the next higher level in the organization.

- **How are the survey results followed up on to create change?**

Measuring something does not create change, action does. Once results are released, all leaders and supervisors will share and discuss their report with their workgroup. Then workgroups work together to create an action plan for improving engagement that will be followed up on prior to the next survey.

These technical data are submitted with limited rights under Postal Service Contract No. 2ATECS-14-B-0006. These data may be reproduced and used by the Postal Service with the express limitation that they will not, without written permission of the supplier, be used for purposes of manufacture or disclosed outside the Postal Service; except that the Postal Service may disclose these data outside the Postal Service for the following purposes, provided that the Postal Service makes such disclosure subject to prohibition against further use and disclosure:

- Use (except for manufacture) by support service suppliers.
- Evaluation by Postal Service evaluators.
- Use (except for manufacture) by other suppliers participating in the Postal Service's program of which the specific contract is a part, for information and in connection with the work performed under each contract.
- Emergency repair or overhaul work.

This Notice must be marked on any reproduction of these data, in whole or in part.

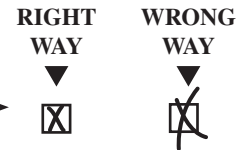
# THE POSTAL PULSE

## SURVEY INSTRUCTIONS

Please carefully follow the steps below when completing this survey.

- Use only a blue or black ink pen that does not blot the paper
- Make solid marks inside the response boxes
- Do not make other marks on the survey

### EXAMPLE



### ▼ START HERE

Please check the box below if you do not wish to participate at this time.

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

	Extremely Dissatisfied			Extremely Satisfied		Don't Know
	1	2	3	4	5	
	▼	▼	▼	▼	▼	▼
0. On a five-point scale, where 5 means extremely satisfied and 1 means extremely dissatisfied, how satisfied are you with the Postal Service as a place to work? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**On a five-point scale, where 5 means strongly agree and 1 means strongly disagree, please rate your level of agreement with the following items.**

	Strongly Disagree			Strongly Agree		Don't Know/ Does Not Apply
	1	2	3	4	5	
	▼	▼	▼	▼	▼	▼
1. I know what is expected of me at work. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I have the materials and equipment I need to do my work right.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. At work, I have the opportunity to do what I do best every day.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. In the last seven days, I have received recognition or praise for doing good work. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. My supervisor, or someone at work, seems to care about me as a person.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. There is someone at work who encourages my development.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. At work, my opinions seem to count. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The mission or purpose of my company makes me feel my job is important. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. My fellow employees are committed to doing quality work. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I have a best friend at work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. In the last six months, someone at work has talked to me about my progress. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. This last year, I have had opportunities at work to learn and grow.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Gallup content on this page is covered by Limited Rights protections. Please refer to the Limited Rights notification at the beginning of this document for more information.  
Copyright © 1993-1998, 2014 Gallup, Inc. All rights reserved.

***THANK YOU for taking the time to complete The Postal Pulse.  
Your opinions are important to us!***

**Please mail your completed survey to Gallup using the postage-paid Business Reply  
Envelope provided no later than Friday, April 3, 2015.**