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MAY 31 2022

LABOR RELATIONS



May 26, 2022

Mr. Ivan Butts
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Ivan:

As a matter of general interest, the Postal Service has completed the pilot of the Exit and Stay Surveys for non-career employees. You were notified of the pilot on October 12, 2021. Based on the results of the pilot, we will modify the survey questions and rollout the surveys nationwide in July 2022.

As with the pilot, surveys will be emailed to current and former non-career employees via their personal email address after standard business hours. The messaging will request that recipients voluntarily complete the surveys off-the-clock.

Please find enclosed for your review the Exit and Stay surveys with the changes noted from the document that was included with the October 12, 2021, letter.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills".

David E. Mills
Director
Labor Relations Policies and Programs

Enclosure

Proposed Stay Survey Questions

Category	#	Item	Rating Scale
Onboarding, Training & Materials	1	Someone welcomed me on my first day of work at my unit.	Yes / No / Not Sure Strongly Agree/ Strongly Disagree
Onboarding, Training & Materials	2	I have received enough training to do my job.	Strongly Agree/ Strongly Disagree
Onboarding, Training & Materials	3	I have access to the supplies, equipment, and resources I need to do my job.	Strongly Agree/ Strongly Disagree
Job Satisfaction	4	The job is what I expected it to be.	Strongly Agree/ Strongly Disagree
Job Satisfaction	5	I generally look forward to going to work.	Strongly Agree/ Strongly Disagree
Job Satisfaction	6	I am recognized for the work I do.	Strongly Agree/ Strongly Disagree
Job Satisfaction	7	The work I do makes a difference.	Strongly Agree/ Strongly Disagree
Schedule	8	I am being asked to work more hours than I would like.	Strongly Agree/ Strongly Disagree
Schedule	9	I am not being offered as many work hours as I would like.	Strongly Agree/ Strongly Disagree
Schedule	10	I can take time off when I want or need to.	Strongly Agree/ Strongly Disagree
Advancement Opportunities	11	I am aware of opportunities for advancement at USPS.	Strongly Agree/ Strongly Disagree
Work Environment	12	My work environment is positive.	Strongly Agree/ Strongly Disagree
Work Environment	13	My coworkers are supportive.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	14	My supervisor/manager treats me with dignity and respect.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	15	My supervisor/manager communicates effectively.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	16	My supervisor/manager supports my development.	Strongly Agree/ Strongly Disagree
Job Satisfaction	17	In the past two weeks, I have considered leaving USPS.	Strongly Agree/ Strongly Disagree
Work Environment	18	Please provide feedback and suggestions to help us create a positive work environment. What can we do to improve?	Open-Text Box
Supervisor/ Manager	18	My immediate supervisor has recently spent one-on-one time with me to discuss my workplace needs.	Strongly Agree/ Strongly Disagree
Work Conditions	19	The work is more physically demanded than I expected.	Strongly Agree/ Strongly Disagree
Schedule	20	I am being asked to work more hours than I expected.	Strongly Agree/ Strongly Disagree
Schedule	21	I am being offered fewer work hours than I expected.	Strongly Agree/ Strongly Disagree

Proposed Exit Survey Questions

Category	#	Item	Rating Scale
Onboarding, Training & Materials	1	Someone welcomed me on my first day of work at my unit.	Yes / No / Not Sure Strongly Agree/ Strongly Disagree
Onboarding, Training & Materials	2	I received enough training to do my job.	Strongly Agree/ Strongly Disagree
Onboarding, Training & Materials	3	I had access to the supplies, equipment, and resources I needed to do my job.	Strongly Agree/ Strongly Disagree
Job Satisfaction	4	The job was what I expected it to be.	Strongly Agree/ Strongly Disagree
Job Satisfaction	5	I generally looked forward to going to work.	Strongly Agree/ Strongly Disagree
Job Satisfaction	6	I was recognized for the work I do.	Strongly Agree/ Strongly Disagree
Job Satisfaction	7	The work I did made a difference.	Strongly Agree/ Strongly Disagree
Schedule	8	I was asked to work more hours than I would have liked.	Strongly Agree/ Strongly Disagree
Schedule	9	I was not being offered as many work hours as I would have liked.	Strongly Agree/ Strongly Disagree
Schedule	10	I was able to take time off when I wanted or needed to.	Strongly Agree/ Strongly Disagree
Advancement Opportunities	11	I was aware of opportunities for advancement at USPS.	Strongly Agree/ Strongly Disagree
Work Environment	12	My work environment was positive.	Strongly Agree/ Strongly Disagree
Work Environment	13	My coworkers were supportive.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	14	My supervisor/manager treated me with dignity and respect.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	15	My supervisor/manager communicated effectively.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	16	My supervisor/manager supported my development.	Strongly Agree/ Strongly Disagree
Schedule	17	I left USPS because there was not enough flexibility with my work schedule.	Strongly Agree/ Strongly Disagree
Schedule	18	I left USPS because I wanted a better work-life balance.	Strongly Agree/ Strongly Disagree
Advancement Opportunities	19	I left USPS because I wanted more opportunities for growth/advancement.	Strongly Agree/ Strongly Disagree
Pay & Benefits	20	I left USPS because I wanted better pay and/or benefits.	Strongly Agree/ Strongly Disagree
Supervisor/ Manager	21	I left USPS because I did not like my supervisor/manager.	Strongly Agree/ Strongly Disagree
Job Satisfaction	22	I would consider working at USPS again in the future.	Strongly Agree/ Strongly Disagree
Work Environment	23	Can you offer any comments that will help us understand why you are leaving or how we can create a better workplace?	Open Text Box
Supervisor/ Manager	23	My immediate supervisor spent one-on-one time with me to discuss my workplace needs.	Strongly Agree/ Strongly Disagree
Work Conditions	24	The work was more physically demanding than I expected.	Strongly Agree/ Strongly Disagree

Proposed Exit Survey Questions

Category	#	Item	Rating Scale
<u>Schedule</u>	<u>25</u>	<u>I was asked to work more hours than I expected.</u>	<u>Strongly Agree/ Strongly Disagree</u>
<u>Schedule</u>	<u>26</u>	<u>I was offered fewer work hours than I expected.</u>	<u>Strongly Agree/ Strongly Disagree</u>
<u>Work Environment</u>	<u>27</u>	<u>I left USPS because I did not like the work environment.</u>	<u>Strongly Agree/ Strongly Disagree</u>
<u>Work Conditions</u>	<u>28</u>	<u>I left USPS because the work was too physically demanding.</u>	<u>Strongly Agree/ Strongly Disagree</u>
<u>Pay & Benefits</u>	<u>29</u>	<u>I left USPS to take a job with better pay and/or benefits.</u>	<u>Strongly Agree/ Strongly Disagree</u>
<u>Schedule</u>	<u>30</u>	<u>I left USPS to take a job with better work hours.</u>	<u>Strongly Agree/ Strongly Disagree</u>
<u>Advancement Opportunities</u>	<u>31</u>	<u>I left USPS to take a job that is more in line with my career goals.</u>	<u>Strongly Agree/ Strongly Disagree</u>