



September 13, 2022

Mr. Ivan D. 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 advised you by a letter dated May 26 that the Postal Pulse Survey would be administered from June 14 through July 15.

Enclosed is a summary of the national Postal Pulse Survey results.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "James Lloyd".

on James Lloyd
Director (A)
Labor Relations Policies and Programs

Enclosure

Postal Pulse Survey FY2022 Results

United States Postal Service

September 11, 2022



Postal Pulse Survey

These are the 12 survey questions in Gallup's "Q12." Gallup defines employee engagement as the involvement and enthusiasm of employees in their work and workplace. An engaged employee is more likely to exert extra, discretionary effort to get the job done right. The items of the Q12 have been found to be a powerful predictor of a variety of key business metrics.

How do we grow?

Growth

- Q12. This last year, I have had opportunities at work to learn and grow.
- Q11. In the last six months, someone at work has talked to me about my progress.

Do I belong?

Q10. I have a best friend at work.

- Q09. My fellow employees are committed to doing quality work.
- Q08. The mission or purpose of my company makes me feel my job is important.
- Q07. At work, my opinions seem to count.

Teamwork

What do I give?

- Q06. There is someone at work who encourages my development.
- Q05. My supervisor, or someone at work, seems to care about me as a person.
- Q04. In the last seven days, I have received recognition or praise for doing good work.
- Q03. At work, I have the opportunity to do what I do best every day.

Individual

What do I get?

- Q02. I have the materials and equipment I need to do my work right.
- Q01. I know what is expected of me at work.

Basic

USPS Employee Engagement (2015-2022)

USPS employee engagement declined slightly in 2022, from 3.36 to 3.31. Overall, engagement has increased since the survey was first administered in March 2015.

Response Rate: 47% 30% 49% 46% 42% 38% 33% 25% 25%

4.50

4.08 — Gallup Overall Company 50th

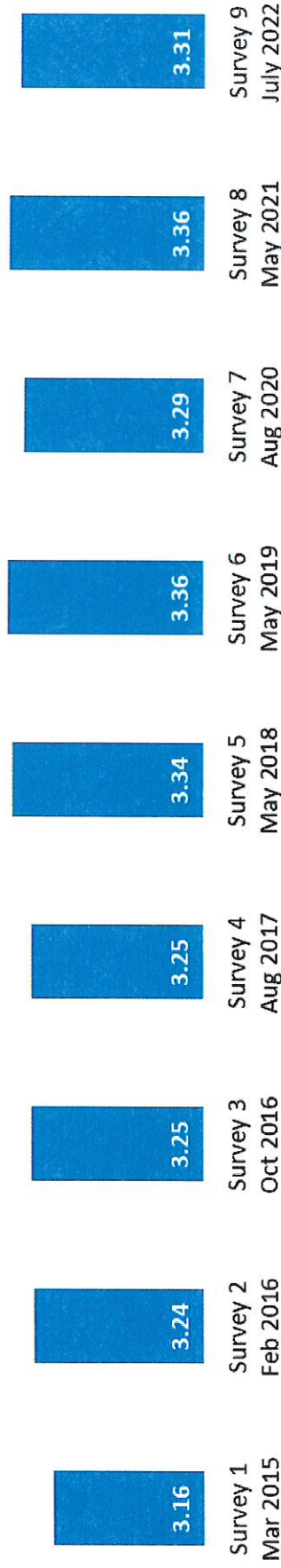
4.00

3.80 — Gallup Gov. 50th

3.50

3.00

2.50



■ USPS

Note: Overall 50th GrandMean scores based on Gallup's Company Level Database for companies with 15,000 or more respondents; Government 50th GrandMean scores based on Gallup's Company Level Database for U.S. Government companies; Average participation for companies overall and U.S. Government companies is 82% and 70%, respectively, within Gallup's 2022 Workplace Database.

Engagement Scores by Employee Type

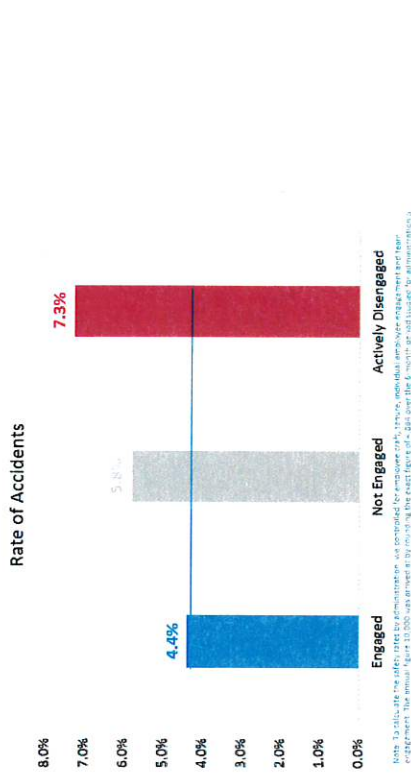
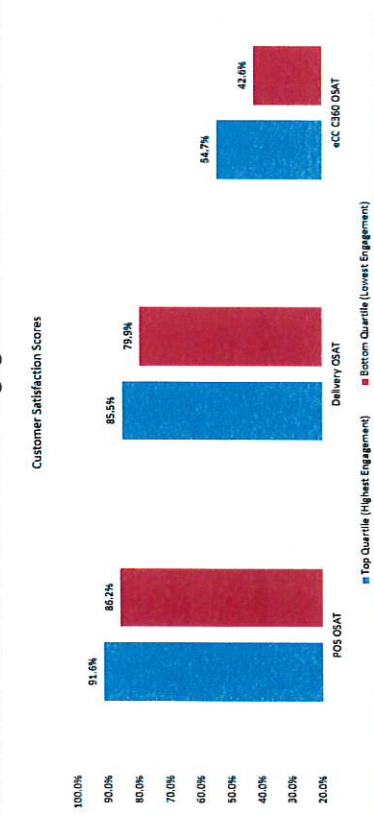
USPS achieved meaningful levels of improved engagement since the start of its engagement journey, especially among leaders and managers in the field and various non-bargaining populations.

SPECIAL POPULATIONS	N SIZE		GRANDMEAN		Meaningful Change + -
	Survey 1 March 2015	Survey 9 July 2022	Survey 1 March 2015	Survey 9 July 2022	
USPS Nationwide	270,092	142,651	3.16	3.31	0.15
Field	263,106	132,515	3.16	3.26	0.10
Headquarters	6,978	10,136	3.53	3.92	0.39
Bargaining	230,480	119,733	3.11	3.22	0.11
Non-Bargaining	39,604	22,918	3.48	3.77	0.29
Career Workforce	215,938	119,686	3.08	3.26	0.18
Non-Career Workforce	54,146	22,965	3.51	3.55	0.04
Customer Service	209,676	101,889	3.21	3.29	0.08
Processing and Distribution	53,430	30,626	2.92	3.17	0.25
Postmasters	9,859	6,118	3.43	3.71	0.28
Plant & Other Field Managers	4,195	2,840	3.58	3.72	0.14
HQ./Area/District Managers	874	1,021	3.77	4.20	0.43

Note: Blue and red boxes represent a meaningful difference, defined as 0.10 or more for groups of 1,000+ and 0.20 or more for groups of less than 1,000; total change represents the GrandMean difference from Survey 1 through Survey 9.

Why Engagement Matters

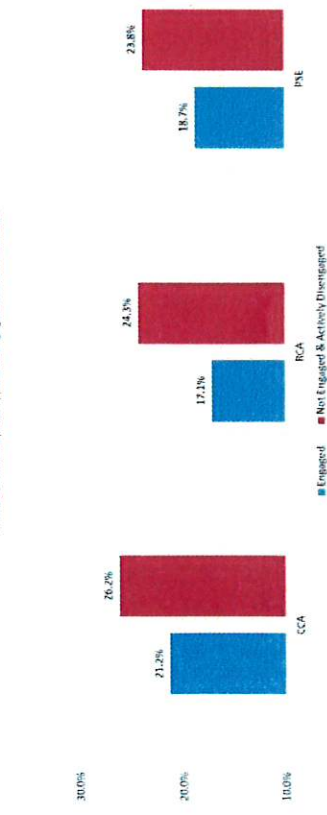
Gallup has compared our survey results with a variety of other Postal Service metrics. They found that when Postal employees are more engaged, they have fewer accidents, use less unscheduled leave, and yield higher customer satisfaction scores. They also found that employees who have subsequently left the Postal Service tended to have lower engagement than those who are still here.



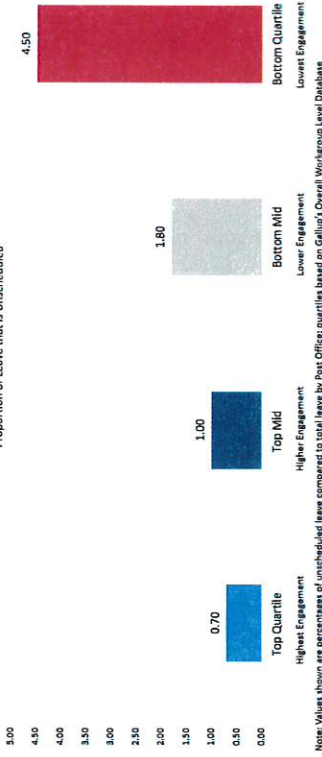
*Engagement quartiles are internal quartiles calculated from USPS 2020 ZIP code level GrandMean scores. Data shown are for ZIP codes with n=4 respondents for Q13 and OSAT.

Note: To calculate the rate of accidents, we identified for employees only those individuals who were engaged and have experienced the annual figure 10300 as a result of including the exact figure of 10300 over the 6 months in total based on administrative data.

Turnover Rates by Job Type and Engagement Classification

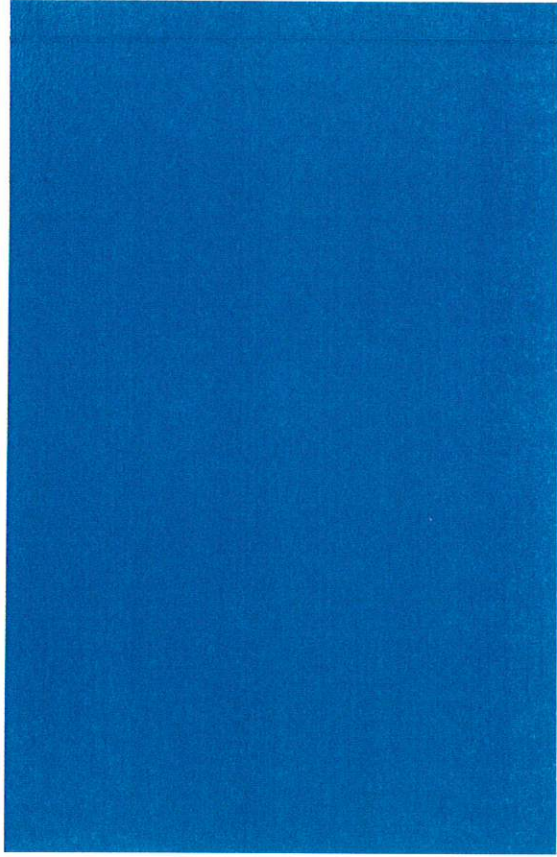


Proportion of Leave that is Unscheduled



Note: Values shown are percentages of unscheduled leave compared to total leave by Post Office quartiles based on Gallup's Overall Workgroup Level Database.

Postal Pulse Survey FY2022 Results



Teamwork – Do I Belong Here?

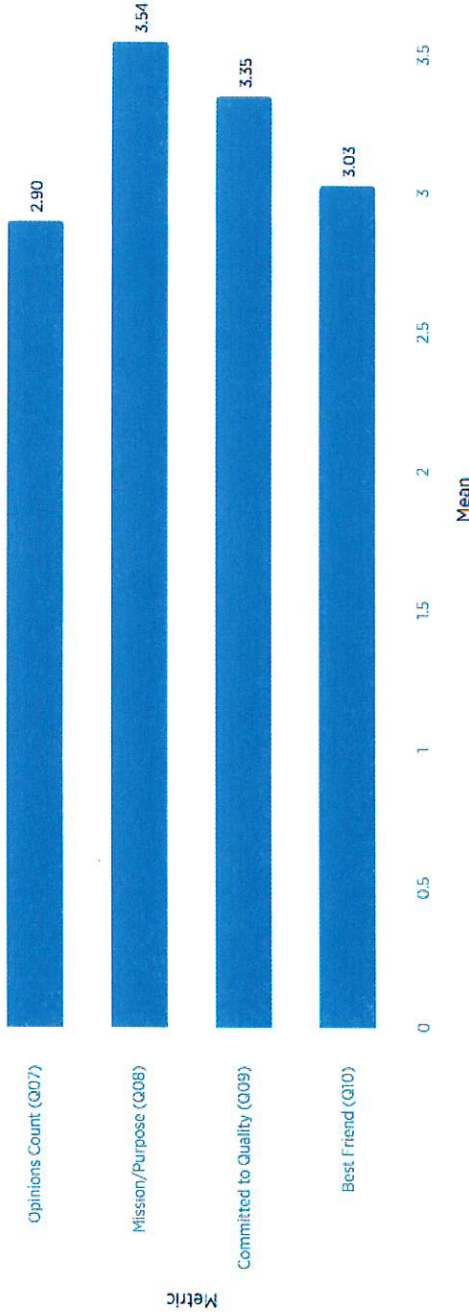
Opinions Count (Q07), Mission/Purpose (Q08), Committed to Quality (Q09) and Best Friend (Q10) had scores ranging from 2.90 to 3.54, and rank between the 7th and 21th percentile of Gallup's database.

TEAMWORK - DO I BELONG HERE?

Time Period: 2022 | Reporting Date: Creationdate | Calculation: Mean

PERCENTILE RANK

Time Period: 2022 | Reporting Date:
Creationdate | Calculation: Mean



Metric	Score
(Q07)	7
(Q08)	16
(Q09)	8
(Q10)	21

■ < 25 ■ 25-50 ■ 50-75 ■ No data
■ 75-89 ■ ≥ 89
○ Low sample size < 5
○ Data is concealed when sample size is too low
○ Data is hidden when sample size is too low

Data not meeting minimum sample size is excluded from the chart

NOTE: Percentile Rank modules use Gallup's Overall Workgroup Database.



Growth – How Can I Grow?

“This last year, I have had opportunities at work to learn and grow” had an average score of 3.11 (7th percentile rank). “In the last six months, someone at work has talked to me about my progress” had an average score of 2.80 (8th percentile rank).

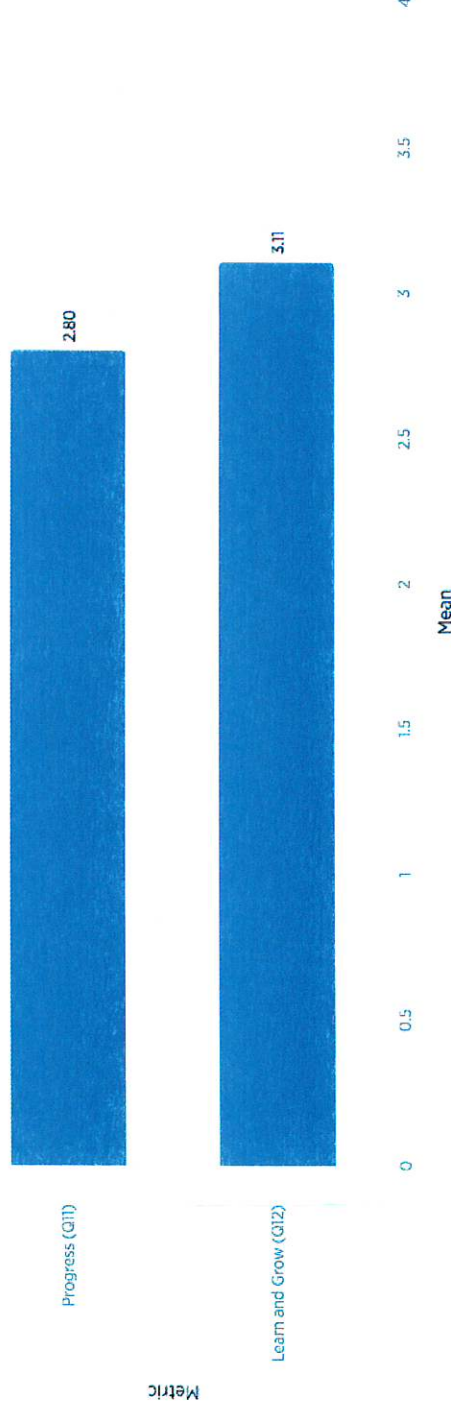
GROWTH - HOW CAN I GROW?

Time Period: 2022 | Reporting Date: Creationdate | Calculation: Mean



PERCENTILE RANK

Time Period: 2022 | Reporting Date:
Creationdate | Calculation: Mean



Metric	Score
(Q11)	8
(Q12)	7

< 25 25-50 50-75
75-89 ≥ 89 No data

Low sample size < 5
Data is concealed when sample size is too low
Rows are hidden when sample size is too low

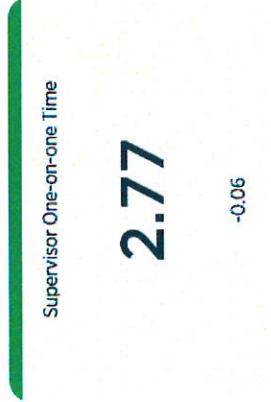
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Supervisor One-on-One Time

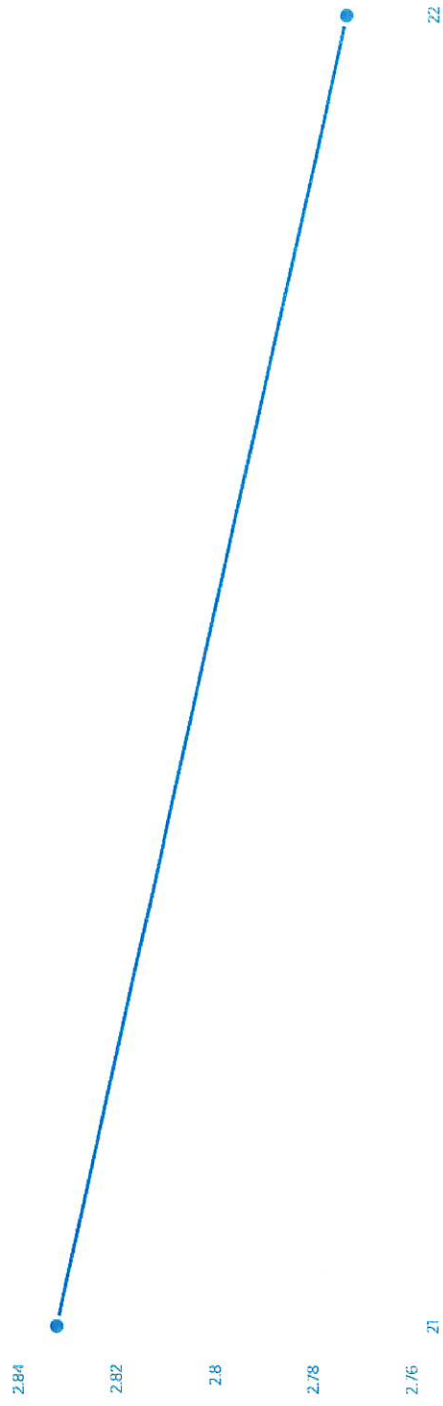
The average response to “My immediate supervisor has recently spent one-on-one time with me to discuss my workplace needs” was 2.77. This is a decrease of .06 from the 2021 score of 2.83.

SUPERVISOR ONE-ON-ONE TIME MEAN
2022



SUPERVISOR ONE-ON-ONE TIME | MEAN OVER TIME

Time Period: Past Two Surveys | Reporting Date: Creationdate



● Supervisor One-on-one Time

Data not meeting minimum sample size is excluded from the chart.

Net Promoter

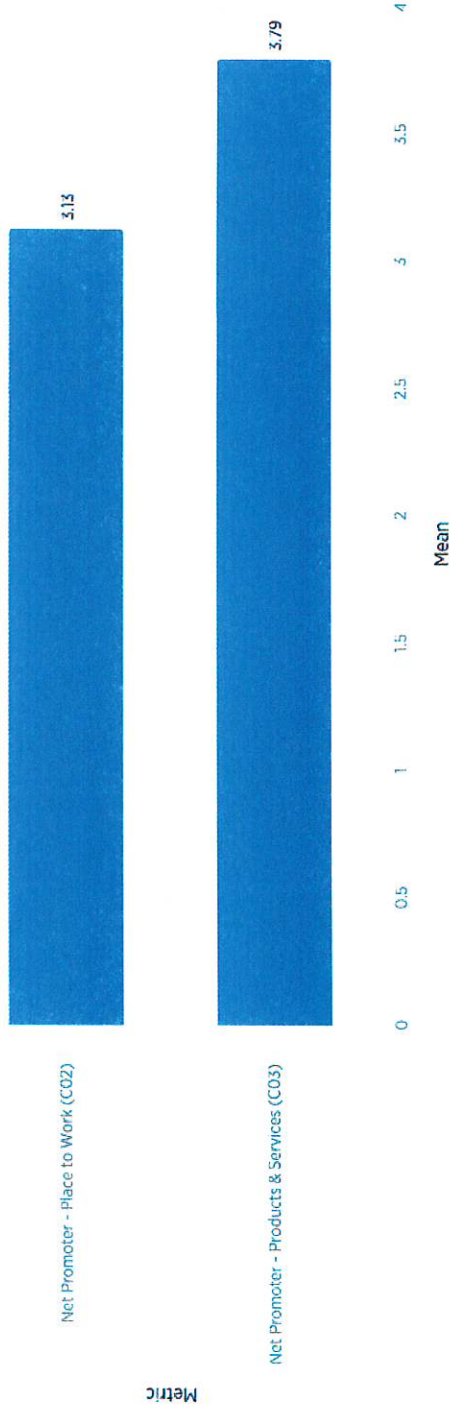
Two additional questions were added this year, both rated on a 5-point scale. "I would recommend my organization to friends and family as a great place to work" received a score of 3.13 (11th percentile rank in Gallup's database). "I would recommend my organization's products and services to friends and family members" received a score of 3.79 (13th percentile rank in Gallup's database).

Net Promoter - Place to Work | Products & Services

Time Period: 2022 | Reporting Date: Creationdate | Calculation: Mean

PERCENTILE RANK

Time Period: 2022 | Reporting Date: Creationdate | Calculation: Mean



Metric	Score
(C02)	11
(C03)	13

■ < 25 ■ 25-50 ■ 50-75
■ 75-89 ■ ≥ 89
○ Low sample size < 5
 ** Data is concealed when sample size is too low
 Rows are hidden when sample size is too low

NOTE: Percentile Rank modules use Gallup's Overall Workgroup Database.

Data not meeting minimum sample size is excluded from the chart