



May 23, 2024

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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 selected a new vendor, *Perceptyx*, to administer the fiscal year (FY) 2024 Postal Pulse Survey. The survey is being refreshed with survey content and questions are added that align to current strategies under the Delivering for America plan.

The proposed FY2024 survey questions are attached and presented in a table that shows the comparison to the FY2023 survey questions. Responses to questions on the new survey will use a 5-point strongly agree/strongly disagree scale.

In addition, paper surveys will no longer be sent to employees' homes. Although employees have taken the opportunity to respond using the home survey, response rates for paper surveys sent to employees' homes have been significantly lower than response rates for paper surveys sent to work locations.

We will continue to send paper surveys to all bargaining unit employees at their work locations, and online surveys will be emailed to all Postal employees that have a Postal email address.

Please contact Paulia Wimbush at extension 4042 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Nicholson".

Bruce A. Nicholson
Director
Labor Relations Policies and Programs

Enclosure

Postal Pulse Survey Questions (Page 1 of 2)

#	FY2024 Questions	FY2023 Questions
1	I know what is expected of me at work.	Q01. I know what is expected of me at work.
2	I have the resources to do my job effectively.	Q02. I have the materials and equipment I need to do my work right.
3	My job makes good use of my skills and abilities.	Q03. At work, I have the opportunity to do what I do best every day.
4	My manager or supervisor recognizes my accomplishments.	Q04. In the last seven days, I have received recognition or praise for doing good work.
5	My manager or supervisor supports my skill and career development.	Q06. There is someone at work who encourages my development.
6	My opinions matter.	Q07. At work, my opinion seems to count.
7	I understand how my job contributes to the success of the organization.	Q08. The mission or purpose of my company makes me feel my job is important.
8	My team is committed to doing high quality work.	Q09. My fellow employees are committed to doing quality work.
9	My manager or supervisor gives me regular feedback on my performance.	Q11. In the last six months, someone at work has talked to me about my progress.
10	I am given opportunities to grow and develop in my current role.	Q12. This last year, I have had opportunities at work to learn and grow.
11	My manager or supervisor recently met with me one-on-one.	C13. My immediate supervisor has recently spent one-on-one time with me to discuss my workplace needs.
12	I would recommend the Postal Service as a great place to work.	C14. I would recommend my organization to friends and family as a great place to work.
13	I am proud to work at the Postal Service.	
14	I intend to stay with the Postal Service for at least the next 12 months.	
15	My work gives me a sense of personal accomplishment.	
16	My leadership communicates a clear vision for the future related to the Delivering for America plan.	
17	I understand the reasons for the changes taking place related to the Delivering for America plan.	
18	I understand how the changes taking place related to the Delivering for America plan will impact me and my job.	

Postal Pulse Survey Questions (Page 2 of 2)

#	FY2024 Questions	FY2023 Questions
19	I believe feedback from this survey will be used to make improvements.	
20	I was made to feel welcome by my manager or supervisor.	
21	I feel that I am a part of a team.	
22	My manager or supervisor has created an environment on our team where people feel they belong.	
23	The Postal Service is committed to equal employment opportunities.	
24	I am comfortable reporting a safety issue.	
25	Safety is a priority to my manager or supervisor.	
26	Safety hazards are addressed when reported.	
		Q05. My supervisor, or someone at work, seems to care about me as a person.
		Q10. I have a best friend at work.
		C00. 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?
		C15. I would recommend my organization's products and services to friends and family members.