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JAN 29 2021

January 27, 2021

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7019 2280 0001 7461 4510

Dear Brian:

As a matter of general interest, the Postal Service has developed a retention survey for Postal Support Employees (PSEs) currently assigned to Function 4 (Customer Service Operations).

The purpose of the subject survey is to obtain feedback from PSEs assigned to Function 4 regarding their overall workplace experience. It is anticipated that the feedback received from the survey will guide the Postal Service in developing retention strategies that will have a positive effect on PSEs currently assigned to Function 4.

The survey will be distributed to the subject PSEs on February 1 via their usps.gov email addresses. If PSEs do not have usps.gov email addresses, their supervisors will provide them with a link to access the survey using an ACE computer.

Participation is voluntary. If PSEs choose to participate, they will be provided 15 minutes on the clock and access to an ACE computer, to complete the survey.

Enclosed is a copy of the survey.

Please contact Mike Faber at 215-432-0613 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon R. Richardson".

Shannon R. Richardson
A/Manager
Contract Administration (APWU)

Enclosure

Survey Update

DRAFT COPY



How long have you worked as a PSE?

- 6 months or less
- 12 months or less
- 1 - 2 years
- More than 2 years

For the questions below, please indicate your level of satisfaction with the following statements:

	Extremely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Extremely dissatisfied
How satisfied are you working for USPS?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you working in your current location?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with your supervisor's relationship with your supervisor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with your working relationship with your co-workers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with advancement opportunities within the USPS?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the training provided to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For the questions below, please indicate your level of agreement with the following statements:

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I received a clear understanding of my work responsibilities prior to beginning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The expectations of my job were clearly stated to me prior to beginning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The physical demands of my job were clearly stated to me prior to beginning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The work hours meet my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How likely are you to recommend USPS as a place of employment to a family member or friend?

- Extremely likely
- Somewhat likely
- Neither likely nor unlikely
- Somewhat unlikely
- Extremely unlikely

How likely are you to recommend USPS as a place of employment to a family member or friend?

- Extremely likely
- Somewhat likely
- Neither likely nor unlikely
- Somewhat unlikely
- Extremely unlikely

Do you have any information you would like to share?

