

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

## The U.S. Postal Service Overall

- |   | One of<br>the Best<br><input type="checkbox"/> | Above<br>Average<br><input type="checkbox"/> | Average<br><input type="checkbox"/>   | Below<br>Average<br><input type="checkbox"/> | One of<br>the Worst<br><input type="checkbox"/> |
|---|--|--|---------------------------------------|--|---|
| 1. Overall, how would you rate the Postal Service as a place to work? ...             |  |  |                                       |  |   |
|   | <u>Strongly<br/>Agree</u>                      | <u>Agree</u>                                 | <u>Neither Agree<br/>Nor Disagree</u> | <u>Disagree</u>                              | <u>Strongly<br/>Disagree</u>                    |
| 2. I believe the information I get from the Postal Service.....                       | <input type="checkbox"/>                       | <input type="checkbox"/>                     | <input type="checkbox"/>              | <input type="checkbox"/>                     | <input type="checkbox"/>                        |
| 3. I am proud to work for the Postal Service .....                                    | <input type="checkbox"/>                       | <input type="checkbox"/>                     | <input type="checkbox"/>              | <input type="checkbox"/>                     | <input type="checkbox"/>                        |
| 4. The Postal Service demonstrates that it values diversity in its<br>workforce ..... | <input type="checkbox"/>                       | <input type="checkbox"/>                     | <input type="checkbox"/>              | <input type="checkbox"/>                     | <input type="checkbox"/>                        |

## Your Unit or Facility

- |   | Very Good<br><input type="checkbox"/> | Good<br><input type="checkbox"/> | Average<br><input type="checkbox"/>   | Poor<br><input type="checkbox"/> | Very Poor<br><input type="checkbox"/> |
|---|---------------------------------------|----------------------------------|---------------------------------------|----------------------------------|---------------------------------------|
| 5. Rate the quality of service provided by your office/facility to your<br>customers .....  |                                       |                                  |                                       |                                  |                                       |
| 6. Rate the safety of your job.....   | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 7. Rate physical working conditions .....   | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 8. Rate your work unit on providing solutions to reports of unsafe<br>working conditions .....  | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
|   |                                       | <u>Improved</u>                  | <u>Remained the Same</u>              | <u>Become Worse</u>              |                                       |
| 9. In the past 12 months, my workplace environment has .....  |                                       | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         |                                       |
|   | <u>Strongly<br/>Agree</u>             | <u>Agree</u>                     | <u>Neither Agree<br/>Nor Disagree</u> | <u>Disagree</u>                  | <u>Strongly<br/>Disagree</u>          |
| 10. If I come up with a new and better way of doing things, I am<br>allowed to do it .....  | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 11. My co-workers work together to get the job done.....  | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 12. I have enough information to do my job well.....  | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 13. I am satisfied with the recognition I receive for doing a good job....  | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 14. I have received the training I need to do my job properly.....  | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 15. I have enough authority to carry out my job effectively .....   | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 16. People in my work unit are held accountable for doing their<br>job well.....  | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 17. In my work unit, expectations about the quality of our work<br>are clear.....   | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 18. The Postal Service works to prevent accidents and injuries in the<br>workplace.....   | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 19. In the past month, <u>how many times</u> have you been told how your office or work unit is performing against established goals?<br>1-2 times ..... <input type="checkbox"/> 3-5 times ..... <input type="checkbox"/> 6-10 times..... <input type="checkbox"/> 11 or more times ..... <input type="checkbox"/> Never..... <input type="checkbox"/>   |                                       |                                  |                                       |                                  |                                       |
|   | <u>Strongly<br/>Agree</u>             | <u>Agree</u>                     | <u>Neither Agree<br/>Nor Disagree</u> | <u>Disagree</u>                  | <u>Strongly<br/>Disagree</u>          |
| 20. Management keeps me informed of changes that will affect me.....  | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 21. Generally union and management work well together.....  | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 22. I am concerned that I may be a victim of physical violence at work  | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 23. I feel excluded from my work unit because of my race, ethnicity, gender, disability, etc. <input type="checkbox"/> Yes <input type="checkbox"/> No  |                                       |                                  |                                       |                                  |                                       |
| 24. In the past 12 months, I have personally been...<br>A. Discriminated against based on my gender..... <input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>Not Sure</u> <input type="checkbox"/> <u>No</u><br>B. Discriminated against based on my race..... <input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>Not Sure</u> <input type="checkbox"/> <u>No</u><br>C. Sexually harassed by a postal employee..... <input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>Not Sure</u> <input type="checkbox"/> <u>No</u>  |                                       |                                  |                                       |                                  |                                       |
|   | <u>Strongly<br/>Agree</u>             | <u>Agree</u>                     | <u>Neither Agree<br/>Nor Disagree</u> | <u>Disagree</u>                  | <u>Strongly<br/>Disagree</u>          |
| 25. I believe that discrimination and sexual harassment are<br>being addressed by management.....   | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 26. There is an environment of openness and trust in my work unit .....   | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              | <input type="checkbox"/>         | <input type="checkbox"/>              |
| 27. In my work unit...<br>A. Access to the building is allowed through a system or procedure<br>that keeps unauthorized individuals from entering..... <input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>Not Sure</u> <input type="checkbox"/> <u>No</u><br>B. There is an established emergency evacuation procedure..... <input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>Not Sure</u> <input type="checkbox"/> <u>No</u><br>C. There are security measures in place..... <input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>Not Sure</u> <input type="checkbox"/> <u>No</u><br>D. Steps are in place to address unsafe working conditions..... <input type="checkbox"/> <u>Yes</u> <input type="checkbox"/> <u>Not Sure</u> <input type="checkbox"/> <u>No</u> |                                       |                                  |                                       |                                  |                                       |
|   | <u>Strongly<br/>Agree</u>             | <u>Agree</u>                     | <u>Neither Agree<br/>Nor Disagree</u> | <u>Disagree</u>                  | <u>Strongly<br/>Disagree</u>          |
| 28. In your work unit, how often do managers recognize employees for doing a good job? (CHOOSE THE ONE RESPONSE THAT COMES<br>CLOSEST TO MATCHING YOUR ANSWER)<br>Daily ..... <input type="checkbox"/> Weekly..... <input type="checkbox"/> Monthly..... <input type="checkbox"/> Quarterly..... <input type="checkbox"/> Never..... <input type="checkbox"/>   |                                       |                                  |                                       |                                  |                                       |

**CONTINUE ON REVERSE SIDE** →

## Your Supervisor

- |  | <u>Very Good</u>         | <u>Good</u>              | <u>Average</u>                    | <u>Poor</u>              | <u>Very Poor</u>         |
|--|--------------------------|--------------------------|-----------------------------------|--------------------------|--------------------------|
| 29. Rate your immediate supervisor on...   |                          |                          |                                   |                          |                          |
| A. Being a good listener.....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Ability to manage people.....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| C. Treating you with dignity and respect.....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Ability to communicate with employees.....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
|  | <u>Strongly Agree</u>    | <u>Agree</u>             | <u>Neither Agree Nor Disagree</u> | <u>Disagree</u>          | <u>Strongly Disagree</u> |
| 30. My supervisor ...  |                          |                          |                                   |                          |                          |
| A. Offers suggestions that help me get my job done.....                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Thanks me for the work I do.....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| C. Keeps me updated on information that is important to me as a postal employee..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Addresses unsafe employee work practices.....                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |

## Your Feedback

- |   | <u>Strongly Agree</u>    | <u>Agree</u>             | <u>Neither Agree Nor Disagree</u> | <u>Disagree</u>          | <u>Strongly Disagree</u> |
|---|--------------------------|--------------------------|-----------------------------------|--------------------------|--------------------------|
| A1. I see myself working for the Postal Service for the next 5 years.....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| A2. I have the opportunity for career advancement in the Postal Service ...   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| A3. I look for career opportunities other than the one I currently hold within the Postal Service.....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
|   | <u>Often</u>             | <u>Sometimes</u>         | <u>Rarely</u>                     | <u>Never</u>             |                          |
| A4. If I were offered a position outside of the Postal Service with similar responsibilities and working conditions, I would take the position..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| A5. I would recommend the Postal Service as a place to work to family and friends.....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |

## Demographics

These last questions are for statistical use only. We never report numbers averaged or based on fewer than 10 respondents. If you object to answering one or more of the following questions, you may leave them blank.

- |   |   |
|---|---|
| <p>31. Please indicate your type of job. (MARK ONE)</p> <p><u>Bargaining Employees</u></p> <p><input type="checkbox"/> Clerk Craft                      <input type="checkbox"/> Mail Handler Craft</p> <p><input type="checkbox"/> Rural Carrier Craft              <input type="checkbox"/> Maintenance Craft</p> <p><input type="checkbox"/> City Letter Carrier              <input type="checkbox"/> Motor Vehicle Craft</p> <p><input type="checkbox"/> Bargaining unit not listed above</p> <p><u>Non-Bargaining Employees</u></p> <p><input type="checkbox"/> Administrative                      <input type="checkbox"/> Professional Staff</p> <p><input type="checkbox"/> First-Line Supervisor (i.e., Supervises primarily craft employees)</p> <p><input type="checkbox"/> EAS Manager/Supervisor (above First-Line)</p> <p><input type="checkbox"/> Postmaster (Level 16 and below)</p> <p><input type="checkbox"/> Postmaster (Level 18 and above)</p> <p><input type="checkbox"/> PCES Executive</p> <p><input type="checkbox"/> EAS position not listed above</p> | <p>32. Do you serve customers at the counter? (MARK ONE)</p> <p><input type="checkbox"/> Yes                                      <input type="checkbox"/> No</p> <p>33. Please indicate how long you have worked for the Postal Service. (MARK ONE)</p> <p><input type="checkbox"/> Less than 6 years                      <input type="checkbox"/> 11-15 years                      <input type="checkbox"/> 21-25 years</p> <p><input type="checkbox"/> 6-10 years                                  <input type="checkbox"/> 16-20 years                      <input type="checkbox"/> More than 25 years</p> <p>34. Please indicate your sex. (MARK ONE)</p> <p><input type="checkbox"/> Female                                      <input type="checkbox"/> Male</p> <p>35. Please indicate the group with which you most closely identify yourself. (MARK ONE)</p> <p><input type="checkbox"/> American Indian                      <input type="checkbox"/> White (not Hispanic origin)                      <input type="checkbox"/> Hispanic</p> <p><input type="checkbox"/> Black (not Hispanic origin)                      <input type="checkbox"/> Asian/Pacific Islander</p> |
|---|---|

FOR INTERNAL SYNOVATE USE ONLY

**Office Category:**

- Processing and Distribution
- Customer Services
- Headquarters

**Finance Number:** 182435

**Bargaining Status:**

- Bargaining
- Non-Bargaining

**Survey Quarter:**

- 1st
- 2nd
- 3rd
- 4th

Thank you for sharing your opinions and observations with us.  
Voice of the Employee Survey ■ P.O. Box 94607 ■ Palatine, IL 60094-9740

Q1, 2007