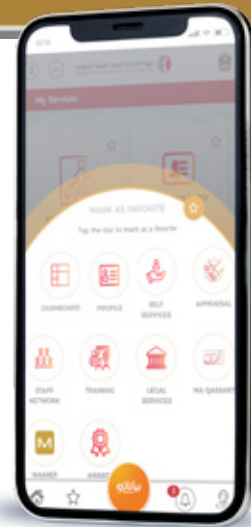


Federal Government
employees completed

105,000

HR transactions via FAHR Smart App



FAHR provides

4,200

training programs for
federal government
employees through
Al Mawrid Porta

FAHR and Dar Al Ber launch
the Orphan Clothing Campaign

FAHR releases its Annual Report 2021



Federal Government employees completed

105,000

HR transactions via FAHR Smart App

The Federal Authority for Government Human Resources (FAHR) revealed that, during the first half of 2022, it launched a package of new services through its smart application (FAHR), targeting employees of ministries and federal entities.

According to Asem AL Awadhi, Director of HR Information System Department at the Authority, a package of new services was launched to benefit the federal government employees through its smart app during 2022. These new services included electronic signature on contracts and ministerial decisions, performance evaluation for the new employees during the probationary period, requesting to work remotely on Friday, in line with the new workweek adopted by the UAE Government for the federal government employees, and the flexibility granted to certain categories of employees to work remotely on this day.

He said: “The Authority had instructed, earlier last year, the federal government employees to take a set of steps related to COVID-19, pandemic, such as: uploading the result of COVID-19 test, entering vaccination certificate into the HR Management Information System (Bayanati), as well as recording cases of infection, or contact with infected persons”.

“The Authority’s smart application, which serves

more than 40 ministries and federal entities, and provides dozens of services related to smart human resources systems and procedures in the federal government, witnessed a great interaction by all employees during the current year. Files were uploaded into the app. 18,000 times, and

the federal government employees used it to perform than 105,000 HR procedures, 18,000 of which were to obtain To Whom It May Concern letters”.

He explained that FAHR App serves as a unified smart platform that allows federal government employees to complete all their human resources procedures automatically, through their mobile devices, without the need to refer to their HR departments, thus saving time and effort on HR departments, and

enabling them to focus more on strategic tasks, responsibilities and projects in the organization.

“The Authority provided a multitude of innovative services to its employees through the smart app”, said the Director of HR Information System. “They can now view their employment contracts and sign



Asem AL Awadhi



The most prominent new services of the Application:

Request to Work Remotely on Friday

Evaluate the new employees Performance during the Probation Period

Digital Signature on Contracts and Ministerial Decisions

them electronically, produce an electronic business card, and search for vacancies in the government and facilitate application processes for job seekers”.

He gave an account of the most prominent HR procedures that are provided through the Authority’s smart app. These include but are not limited to: viewing attendance and departure records, requesting leave, requesting a salary certificate, experience certificate, issuing letters to whom it may concern, and requesting legal advice about the HR laws, policies and legislation in the federal government, the completion of all stages of performance management system and creation of their individual development plans.

The application provides a package of self-services for federal government employees, including: displaying and updating personal documents, and requesting a technical support service; to assist ministries and federal entities in implementing various HR procedures, searching for employees

in the federal government and communicating with them via e-mail, as well as nominating federal government employees under Rewards and Incentives System, and viewing the job description card.

Asem AL Awadhi stressed that federal government employees and customers alike can greatly benefit from the services provided by the Authority, whether through the Customer Happiness System, or the FAHR Smart App at any time and from anywhere in the world.

He said: “The Authority has allocated a set of smart and interactive channels to communicate with the public, and receive their comments on the services it provides, as part of the efforts to develop its services and increase the customer satisfaction. The most important channels include the Customer Happiness System and the Authority’s official email Info@fahr.gov.ae”.

FAHR provides

4,200

training programs for federal government employees through Al Mawrid Porta

The Federal Authority for Government Human Resources (FAHR), confirmed that all employees of ministries and federal entities can benefit from nearly 4,200 virtual training programs, general and specialized, made available to them through the federal government’s e-Learning Portal ‘Al Mawrid’.

She explained that this number of training programs available through Al Mawrid until the end of the first half of 2022, are offered by prestigious international and local organizations with a long history in the field of training and development, free or at competitive prices exclusively for federal government employees.

The Authority stated that 86,500 federal employees benefited from the programs, training workshops and various educational materials contained in “Al Mawrid” portal. The portal also registered 317,000 visits since its launch in late 2019 until the end of June 2022, and the number of electronic participation certificates issued by the portal for the same period, was about 52,000.

The Authority called on federal government employees to visit the federal government’s e-learning portal “Al Mawrid” www.al-mawrid.ae, to benefit from all the services it provides, and to participate in these carefully selected training courses and programs.

“These programs and training courses are mainly designed to develop the skills and competencies of employees working for ministries and federal entities, in many areas needed by a rapidly-changing and highly competitive labor market”, the statement noted.

According to the Authority, “Al Mawrid” is an advanced smart training platform that serves

The e-Learning Portal in the Federal Government





Provides
reliable quality e-training for Federal Government employees in cooperation with internationally and locally accredited Training Institutions and Academies

Reflect
investment in Artificial Intelligence; enhance the skills and capabilities of employees, ensure continuous learning and provide them with the latest types of training



federal government employees, develops their behavioral and specialized skills, and provides them with general and specialized electronic training programs and courses free of charge, or at preferential prices, considering their needs, and enabling them to keep pace with the labor market requirements.

The launch of “Al Mawrid” came in line with the federal government’s directions towards investing in artificial intelligence, enhancing the skills and capabilities of federal government employees, ensuring continuous learning, and providing them with the best and latest types of training, by investing in modern technology in all fields.

The launch of “Al Mawrid” came in line with the Federal Government’s vision towards investing in artificial intelligence, enhancing the skills and capabilities of Federal Government employees, ensuring continuous learning, and providing employees with the best and latest types of training, by harnessing modern technology in all fields.

The Authority aims through the initiative, to develop the employees’ knowledge, skills and capabilities, so that they can cope with the rapidly changing needs of global labor market by acquiring reliable electronic training, at any time, and from anywhere in the world.

FAHR releases its Annual Report 2021



The Federal Authority for Government Human Resources (FAHR), issued its Annual Report 2021, which sheds light on its key achievements, initiatives and projects during the past year, in a striking, attractive and interactive manner, in both Arabic and English, with facilities to enable access through the Authority's website (www.fahr.gov.ae).



In the opening statement of the report, the Authority revealed that over the past few years, it had achieved many significant and remarkable achievements. First and foremost, its efforts to lift the HR system at the federal government level to global levels had been a great success, thanks to its creative initiatives, policies, legislation, regulations, and smart solutions specialized in the area of human capital management and development.

The report reads: "Over the past years, the Authority worked according to a clear vision, seeking to achieve big goals, under the directives of the wise leadership of the UAE, which always strives for the best, driven by a desire to be at the forefront of the world's most developed countries. Our leadership also believes that the real investment is in the human element, as the main driver of any progress".

It adds: "Since its establishment in 2009, the Authority has focused most of its efforts on developing the skills of federal government employees, to ensure their capability to keep pace with the UAE's aspirations for the future. The Authority also seeks to attract and retain the top talents in the federal government, creating at the same time, a positive and stimulating work environment, and focusing on national cadres, so that the federal government sector plays a pivotal role in leading the path of the desired change, for the next fifty years".

According to the Annual Report 2021, the Authority has been working, during the last few years, on many creative initiatives and projects related to the new methodology in government work, which are largely based on the Principles of the 50' adopted by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President

and Prime Minister of the UAE and Ruler of Dubai, to achieve a breakthrough at the level of the government work system.

Among the Authority’s most outstanding accomplishment in 2021, the launch of the HR indicators smart reporting system ‘Istishraf’, which is a smart system enhanced with highly advanced technology, and produces predictive reports based on algorithms and digital models, so as to get future estimates regarding some vital HR indicators in the federal government, and their demographics in the coming years, based on historical records of employees, available in “Bayanati” and other associated systems.

During 2021, the Authority developed the smart system that measures the productivity of federal government employees “Enabler”, as an electronic system enhanced with artificial intelligence techniques. The System helps ministries and federal entities to measure the productivity and performance of their employees and work teams, in order to increase productivity, and investment in its human resources, by building on its strengths and addressing weaknesses.

Last year, the Authority also launched the Professional Certification Initiative for federal government employees (Elite), as part of its relentless efforts to develop and enhance the skills of employees of ministries and federal entities, by providing certified professional certificates and programs offered by leading local and international universities and training institutes, within 20 job families, at preferential rates.

One of the Authority’s outstanding achievements during 2021 was launching “Injaz” Project for the automation of HR operations and transactions, based on using robotic process automation techniques to digitize the procedures of joint support departments in the federal government.

Other important accomplishments in 2021 included updating the Code of Ethics & Professional Conduct Document for Civil Service in the federal

government, launching the updated version of the Guide to HR Policies and Procedures, as well as preparing a project to enrich the federal government employees’ experience, launching the second phase of the Virtual Assistant for the Authority’s customers ‘Hamad’, the guidelines for occupational health and safety standards in the office work environment and preparing for the launch of the first job interview platform enhanced with artificial intelligence techniques, in the Emirati dialect.

Following the outbreak of Coronavirus (COVID-19), the Authority had a pivotal role in addressing the pandemic, at the federal government level, and planning to ensure business continuity and service

provision, as well as protect the health and safety of employees and their families. Several creative projects and initiatives were launched for this purpose, utilizing the advanced infrastructure and technology in the country, such as the federal government’s HR Management Information System “Bayanati” and its sub-systems.

In this regard, the Authority automated a set of processes to limit the spread of COVID -19 at the federal government level, using Bayanati System, including creation of a mechanism for registering cases of infection with COVID -19 among federal government employees, through Bayanati system to register remote work requests by employees who have been in close contact with infected

persons, and those who have been vaccinated.

One of the Authority’s most important achievements during the last period is linking Bayanati system with Al-Hosn application, to enable sharing data related to COVID-19 among the federal government employees and providing decision makers in the federal government with real-time smart reports, especially regarding infections, COVID-19 test results and vaccinations.

The Authority also completed a project to link Bayanati system with health authorities and facilities in the country, aimed at recording the infection cases and number of vaccinated federal government employees at the State level.



The Human Resources Club discusses ways to enrich the employee experience

The Federal Authority for Government Human Resources (FAHR), recently held the seventh virtual session of the Human Resources Club in 2022, under the title “Improving the Employee Experience”, which was attended by nearly 300 of the club’s associates from inside and outside the country.

The live broadcast session was hosted by Mr. Todd Brodie, Vice President of Talent at Work, and moderated by Ms. Gaelle Lahad, Co-CEO of the company.

Todd Brodie began the session by emphasizing the importance of enhancing the professional and personal experience of employees, and involving them more in the work environment, which will reflect positively on their levels of happiness and productivity, and thus increase the organization’s productivity.

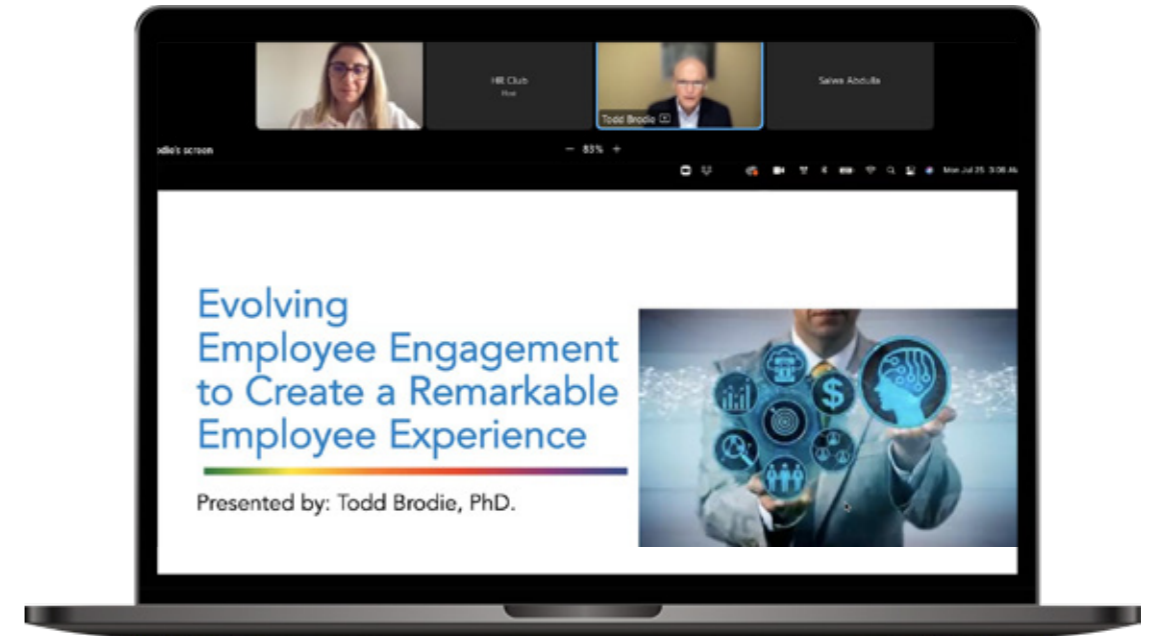
“This would also lead to enhancing the customer satisfaction, and hence the leading organizations have become more aware of the importance of enhancing employee experiences, by allocating huge budgets annually to achieve this goal, as well as to create a stimulating work environment for employees to unleash their potential”, he noted.

He added, “Enriching the employee experience in the work environment is an integrated journey that

begins from the first day of recruiting employees and continues until termination of service. Certain things should be taken into consideration in enhancing the employee experience. These include providing all the tools and techniques that employees need to perform their work, creating fairness and transparency in the workplace, and instilling a teamwork culture within the whole organization”.

According to Mr. Brodie, involving employees in decisions is highly important, as it will improve their self-esteem and give them the feeling that they are an integral part of the organization. He also stressed the need for giving employees the impression that their opinions are important, which will increase their institutional loyalty and productivity.

“The results of a recent global study on employee engagement in the work environment, showed that employees’ productivity increases by 22%



if they are given the opportunity to participate in formulating the organization’s policies and contribute to its future directions”, he noted.

Mr. Todd Brodie, Vice President of Talent at Work, said that there are many challenges that stand in the way of organizations wishing to enhance their employees’ experiences, and provide them with a suitable work environment. Some of these challenges include a contradiction between the aspirations of employees on one hand, and the employers’ requirements on the other.

He concluded his speech by saying “A robust performance management system and focusing on developing employees’ capabilities are important factors that leave a positive impression on the organization among employees”.

About the Human Resource Club

The Human Resources Club launched in 2010 is one of the most important strategic initiatives of

the Authority. It is an interactive platform and an intellectual and knowledge communication channel that brings together interested people, to discuss human resource issues and support services.

It is an interactive platform that offers its membership, an ideal opportunity to learn about the best practices, experiences and success stories of many individuals and institutions, as well as meeting with specialists and actors in the field of institutional work.

It is noteworthy that the Club membership is open free of charge for those interested in human resources, public administration institutional support and other relevant fields. The Club is keen to communicate with its affiliates through website, e-mail, and various social networking channels. Those interested can apply for membership through: the Authority website: www.fahr.gov.ae, or the Club e-mail: HRClub@fahr.gov.ae



FAHR and Dar Al Ber launch the Orphan Clothing Campaign

The Federal Authority for Government Human Resources (FAHR), in cooperation with Dar Al Ber Society, recently launched the Orphan Clothing campaign, to provide 50 orphaned children with clothing in conjunction with the upcoming Eid al-Adha, at the cost of 15,000 dirhams.



Shamsa Mohammed Bin Nesaif

In this regard, Shamsa Mohammed Bin Nesaif, Deputy Director of Government Communications Department explains that the campaign to provide clothing for orphaned children, which is carried out by the Authority, in cooperation with Dar Al Ber Society, aims to make needy children happy and put a smile on their faces so that they can enjoy the joy of Eid al-Adha.

She said: "The Authority made the campaign widely known; to give the opportunity to the largest

number of federal government employees and society to participate in philanthropy, through its various accounts on social media, and the federal government's HR Management Information System "Bayanati".

Shamsa Bin Nesaif added, that the Authority launched this year a series of community and humanitarian initiatives inside and outside the country, in cooperation with its strategic partners, including leading charitable organizations across the UAE.

FAHR Smart App Featured Services



Services
around
the clock



Requesting & Approving Leaves



Requesting to Whom it May
Concern & Experience Letters



Reviewing Salary Details



Updating Personal Data



Preparing the Individual Development Plan



Reviewing and Approving
Performance Document



Attendance Registration



Nominating for Rewards & Incentive System



خدماتي
رقمية
GO DIGITAL



نادي الموارد البشرية Human Resources Club

Review of
HR best
practices
and
support
services



Exchange views
and discuss
challenges and
solutions for
Human Capital
Development

Exchange of experiences
and knowledge between
members and speakers

Creating an intellectual and
knowledge base between HR
officials and specialists

The Human Resource Club

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Club e-mail: HRClub@fahr.gov.ae

