



## FAHR launches **Customer Happiness System** as a unified portal for its service delivery process

**HR Magazine is a testament to achievements  
and the Authority celebrates the release of the Magazine's**



**H. R. Club discusses the importance of data  
work environment and employee engagement**

## FAHR launches Customer Happiness System as a unified portal for its service delivery process

# نظام إسعاد المتعاملين

## Customer Happiness System



**The Federal Authority for Government Human Resources (FAHR) recently launched the Customer Happiness System, which is an interactive platform that includes all the services provided to its customers including the staff of ministries and federal entities, private sector institutions and the public.**

In this regard, HE Dr. Abdulrahman Abdul Mannan Al Awar, Director General of the Authority, said that the UAE is now competing with developed countries in many sectors and fields, especially in the area of government work development, providing smart

government services, and making customers happy, thanks to its visionary leadership, represented by His Highness President Sheikh Khalifa bin Zayed Al Nahyan, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and

Ruler of Dubai, and His Highness  
Sheikh Mohammed bin Zayed Al  
Nahyan Crown Prince of Abu Dhabi  
Benefits of the Armed Forces.

HE said: "The secret behind the UAE Government's success, and high quality of services provided, lies in its keenness to establish the

## Customer Happiness System.. Integrated Portal

**16** key services provided by the Authority to ministries, federal entities, private sector institutions and the public, including:



concepts of happiness to its people so that it becomes a practice, culture and work approach at the level of all government institutions. This reflects the commitment of government entities to provide seven-star services to achieve the happiness of customers and

employees alike."

He added: "The Authority is launching the Customer Happiness System to underscore the importance of delivering all services provided to the ministries, federal entities, private sector institutions and the public with high quality,

under one umbrella. The Customer Happiness System is considered one of the best global systems specialized in the management of support operations provided by organizations in a highly efficient manner.”

Dr. Abdulrahman Al Awar explained





that the system includes 16 main services, serving 67 ministries, federal entities, private sector institutions and the public, and is an integrated electronic portal through which the Authority provides the necessary support to the ministries and federal authorities, to operate and maintain all electronic human resources systems under the umbrella of HR Management Information System (BAYANATI) applied at the Federal Government level.

Examples of these services, according to Dr. Al Awar, include the following HR Self-Service,

e-Performance Management and Training & Development for Federal Government Employees, e-Employment System, HR procedure system and smart reports systems, job evaluation and job description system, attendance and departure system, manpower planning, and e-approvals system.

Dr. Abdulrahman Al Awar concluded: "The newly introduced system provides many interactive services to ministries, federal authorities and the public. These include services provided via the Smart Application (FAHR), HR

policies and legislation inquiry services, training request on HR policies and legislation, and service to review and approve organizational structures of the federal entities.

"Other services include requesting support to the UAE HR Award in the Federal Government, and to HR enablers. The system also allows private sector companies to apply for joining the Federal Government employees' discount program (Imtyazat) and to request to Whom it May Concern Letter for non-Federal Government employees."

## Fursan BAYANATI

corner where we host a number of Federal Government employees who have been the most active users of the Federal Government's Human Resources Management Information System (BAYANATI), and associated electronic by-systems. They will tell us about their personal experiences and those of their institutions in general with these systems, as well as their views and proposals to develop the systems, which will positively impact the government work and enhance its performance.

## BAYANATI System Federal HR procedures at the touch of a button



Mohammed Ahli, Staff Relations Specialist in HR Department at the Federal Tax Authority, holder of Fursan BAYANATI title, which is awarded by the Federal Authority for Government Human Resources (FAHR) to government employees who most commonly use the Federal Government's HR Management Information System (BAYANATI) and associated by-systems.

It should be noted that BAYANATI has become one of the most important human resources systems

in the region and plays a crucial role in strengthening work system in the Federal Government, in terms of automating and making available human resources procedures for all Federal Government employees at any time, and from anywhere in the world.

He pointed out that BAYANATI System has put an end to the culture that prevailed in the Federal Government for decades: paper based processes. Now, he said, an employee performs all

HR transactions via self-service function with the push of a button.

"As Staff Relations Specialist, I use BAYANATI System almost daily benefiting from many of the services provided by the system for employees of ministries and federal entities," he said. These services he added, include updating employee's personal data, applying for leaves, extracting salary certificates and to Whom it May Concern Letters, and review HR Dashboard provided in the system for line managers.



In an interview with Management Today

# Dr. Abdulrahman Al Awar: UAE is a hub for innovation and creativity

**HE Dr. Abdulrahman Abdul Mannan Al Awar, Director General of the Federal Authority for Government Human Resources (FAHR) said that the Government of the United Arab Emirates would not have been what it is today, had it not been for God's Will and directives of the wise leadership, which gave the national human capital every concern, as the cornerstone of the country's comprehensive development to achieve global competitiveness and leadership.**

HE explained in an interview with "Management Today" Magazine issued by the Arab Organization for Administrative Development that the UAE's experience has provided a unique model for investing in the human element, besides its interest in urban development, architecture, civilization, tourist attraction, as well as diversification of resources and economy. This was clearly reflected in the global ranking achieved by the UAE at all levels, as it has been a beacon for creativity and innovation, destination for the aspiring dreamers at the regional and global levels. The following is the detailed interview:

**\*\* The UAE ranked first in Human Development Report 2018. Would Your Excellency shed light on UAE's experience and achievements regarding human resources and investment in human element as an important issue? What about national initiatives for nurturing the top talents and human capital development?**

The United Arab Emirates has been occupying a leading position in the field of human development. It ranked first among Arab countries and assumes a leading position internationally. according to Human Development Report 2018 issued by the United Nations..This achievement would not have been

possible without the efforts and guidance of our wise leadership, which accords human resources the utmost care and support, and believes in the importance of investing in human capital as a top priority.

The UAE Government's efforts to support human resources include focusing on nurturing human capital and providing it with necessary knowledge and skills to become capable of shaping the future and keeping abreast of the rapidly changing technological developments, locally and around

the world.

Undoubtedly the question of investment in human capital and its development was not the result of the moment practice, but the everyday dedication for decades. Indeed it is a cumulative process that needs tireless efforts and insightful vision, relying on skills and knowledge of highly qualified and talented human resources, as well as a supportive environment. More importantly, it needs a special focus on human element as the most important resource for the progress of peoples and nations.



The UAE National Experts Program, launched by His Highness Sheikh Mohammed Bin Zayed Al Nahyan. Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces, a new first -of -its - kind initiative to be added to a series of national initiatives aimed at nurturing and developing young national cadres.

The program reflects the UAE leadership's trust in in the capabilities of its young people, in achieving visions and aspirations towards a bright future for the country that would strengthen its global competitiveness and leadership, on all levels, as a real guarantee for knowledge based economy, and sustainable development.

The program will add a new episode to the efforts of UAE Government and our wise leadership to develop and nurture national human resources, and create a pool of young talents to build a generation of future leaders, capable of taking the responsibility of serving the country and citizens, ans ensuring that the UAE ranks highest among Arab and world countries.

It focuses on four important and vital sectors, serving different walks of life. One its most important characteristics is that it attributes knowledge transfer to the new generation of leaders, to national

The UAE's experience provides a unique model for investing in the human element, besides its interest in urban development, architecture, civilization, tourist attraction, as well as diversification of resources and economy. This was clearly reflected in how the UAE rose to the top in international rankings at all levels, and in its present status as a beacon for creativity and innovation, as well as destination for the aspiring dreamers at the regional and global levels.

In view of the foregoing, all UAE institutions work together in

harmony to launch and implement innovative initiatives with the ultimate goal of nurturing talent, and encouraging innovation and creativity, in order to achieve the UAE Vision 2021 which inspires to see the UAE one the best countries in the world at that time.

**\*\* The UAE Government recently launched the National Experts Program. How do you value this program and what is its contents and role?**





experts and consultants, who can guide them all as per their competencies.

**\*\* There are many awards launched by UAE to support innovation and creativity. How do these awards contribute to the revival of human resources?**

The UAE believes that motivation forms a key leverage for hard work and creativity. This why the Authority is keen to launch different types of awards and motivational competitions in all sectors and fields, including innovation and creativity. All of these initiatives combined help in human capital development.

The culture of excellence is an approach that has been instilled by the UAE's wise leadership in the hearts of its people and government institutions, thus consolidating the principles of excellence, global competitiveness and leadership, and placing the UAE in among the

world's most advanced countries.

The Federal Authority for Government Human Resources has recently obtained Mohamed bin Rashid Governmental Excellence Award at its fifth session, as the Best Federal Entity in Enablers category, and we, in the Authority, consider this as a medal of honor and source of pride, because it constitutes a big challenge to maintain this outstanding achievement and build on it, towards achieving the aspirations of our wise leadership, and the UAE Vision 2021.

Since the Authority is part of the government work system in the UAE, and as such, believes in the importance of motivation, given that it is the body responsible for following up HR indicators and enablers at the Federal Government level, it launched in 2014, the UAE HR Award in the Federal Government, under the patronage of His Highness Sheikh Mansour bin Zayed Al Nahyan, Deputy Prime Minister,

and Minister of Presidential Affairs, to honor leading federal ministries and entities in empowering and motivating their employees, and in implementing HR systems and legislation.

The Award reflects the Authority's keenness to motivate federal entities to apply global best systems and practices, relevant to human capital development Human, achieve the higher standards of workplace happiness well-being and productivity, to enhance UAE's leading position and competitiveness at various levels.

The Authority also recently launched Sheikh Mansour bin Zayed Award for the Best Research in the Field Human Resources, targeting the academic staff, students at universities and higher education institutions in UAE offering

disciplines related to the Award.

The Award is aimed at strengthening the role of young people in developing government work and establishing a culture of innovation by embracing research and modern technology, as well as encouraging specialized scientific research and harnessing the outcomes in empowering the national human capital. It also aims to motivate the youth to continue their research initiatives, study the reality of work and challenges involved. In addition, the Award targets highlighting the crucial role of human resources in achieving excellence and a culture of productivity, as well the important contribution of universities - teachers and students - in improving human resources experience.

**\*\* What are the main work environment challenges facing you at present and how can you overcome these challenges?**

Sometimes we may face minor challenges such as resistance to change, and I think this is a good sign with every new policy, legislation and system. We became aware of the importance of addressing issues through involving ministries, federal bodies, and concerned government employees from the preparation stage, exploring their views and suggestions, through workshops, brainstorming sessions and opinion polls, so that everybody feels that they are partners in the initiatives / project.

It is important here to draw attention to a major challenge facing our institutions in particular, and the region generally: ability to keep abreast of the rapid technological development, by providing our employee with advanced technology,

to develop their skills in effectively using smart solutions, which is key in overcoming many challenges related to work environment, as well as increasing employee productivity government efficiency.

**\*\* How do you take advantage of modern technology to develop human resources? What about using artificial intelligence and shaping the future in this field?**

The UAE is a forerunner in finding smart solutions and in adopting the latest technologies and artificial intelligence to boost government performance, as well as increase efficiency, productivity, and quality of services provided to customers. The aim is to save effort and time, ensure employee happiness and embrace the latest technology in this the field.

Regarding human resources, I think we have an outstanding experience and world's best practice in human capital management, represented in the Federal Government's HR Management Information System (BAYANATI). The system managed by the Authority, is one of the best global smart systems, through which all HR procedures in the Federal Government are implemented in an automated form, in addition to





many electronic HR systems.

BAYANATI is an important reference to the UAE's human resources statistics and establishes a unified federal and local governments database that reflects their reality, supports decision makers and helps in effective planning of the future of human resources in the country.

What distinguishes BAYANATI from other systems is that it offers smart predictive reports for managers and HR departments in ministries and federal entities regarding human resource status. It measures a set of key indicators and enablers that concern decision makers in general and the Federal Government in particular, and also allows competent authorities to monitor strengths, areas for improvement and achievement ratio based on indicators set by the Federal Government.

In 2014 the Authority's efforts in the field of digital transformation were crowned with the launches of its Smart Application (FAHR), which includes 27 main and subsidiary services, targeting Federal Government employees, and helping them to complete human resource transactions on their own.

**\*\* The "Eight Principles of Governance" document was recently launched in the emirate of Dubai. What do you think about the document?**

The Eight Principles of Governance document in the Emirate of Dubai announced by His Highness Sheikh Mohammed Bin Rashid

Al Maktoum, Vice President, Prime Minister and Ruler of Dubai really embodies the wisdom of a visionary leader who is a symbol of development worldwide due to his leading initiatives, creative thinking and vision. His Highness has been adopting an innovative approach in achieving a prosperous present and bright future for Dubai, the citizens and residents, as an integral part of the UAE.

His Highness Sheikh Mohammed bin Rashid Al Maktoum is an exceptional leader with global thinking, and a pragmatic approach in establishing good governance for the region and the world. The document represents a unique approach, road map and lifestyle for everybody living in UAE, in peace, security and tolerance, in a country that guarantees decent living and opportunities for everybody who works with love and sincerity.

The document focuses on real investment, i.e. building future generations. His Highness establishes through these principles a platform for leaders in UAE, the region and the world at large, to enable generations to participate in shaping their future, plan capacity building of young people capable of leading the country's comprehensive development.

I would also like to refer here to the Ten Commandments of Governance issued by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister and

Ruler of Dubai. The commandments featured in His Highness's book "My Story" providing a clear vision on how to create good institutions, leaders and employees. They include the following as detailed in the latest book: "serve people, link position with achievements, make sound plans, monitor yourself, make your work team, innovate or withdraw, always have competition, communicate, and create leaders."

**\*\* How do you assess the joint Arab action, especially regarding the importance of sharing successful HR and sustainable development experiences?**

The Arab Organization for Administrative Development (ARADO) is considered an example of cooperation between Arab HR, civil service and public administration institutions, to serve human capital development

Human, sharing best practices and experiences in this area, through periodic meetings, visits and committees.

The UAE, represented in the Federal Authority for Government Human Resources, plays a crucial role in ARADO's success, coordination with all parties, and active participation in the International Human Resources Conference held annually under the patronage of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum Crown Prince of Dubai.

The Authority is keen to strengthen cooperation with ARADO Member States, and share with them the best practices in terms of human capital development, through visits, and memorandums of understanding signed with several Member States including: Kingdom of Saudi Arabia,

Arab Republic of Egypt, Kingdom of Morocco, State of Kuwait.

**\*\* Your Excellency has a strong and active participation in ARADO's activities. What are your future aspirations regarding cooperate with the Organization to promote administrative development in the Arab World?**

There is no doubt that the activities and periodic meetings carried out by Arab ARADO are important instruments to support joint Arab cooperation, convergence of views, promote Arab work system and development. All these actions would contribute to the development of our administrative systems and human capital in the region, thus leading to achieve the aspirations of the countries in the region and their people under current changes and future challenges.

We hope that will be for the ARADO Award for Government Excellence aimed at supporting and encouraging successful Arab management practices, will be a useful experience in this area.

The Award also promotes competition for more creativity, and work is currently underway in coordination with competent authorities in the UAE Government to launch and publicize the Award, under the patronage of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, who leads the march of government

excellence worldwide.

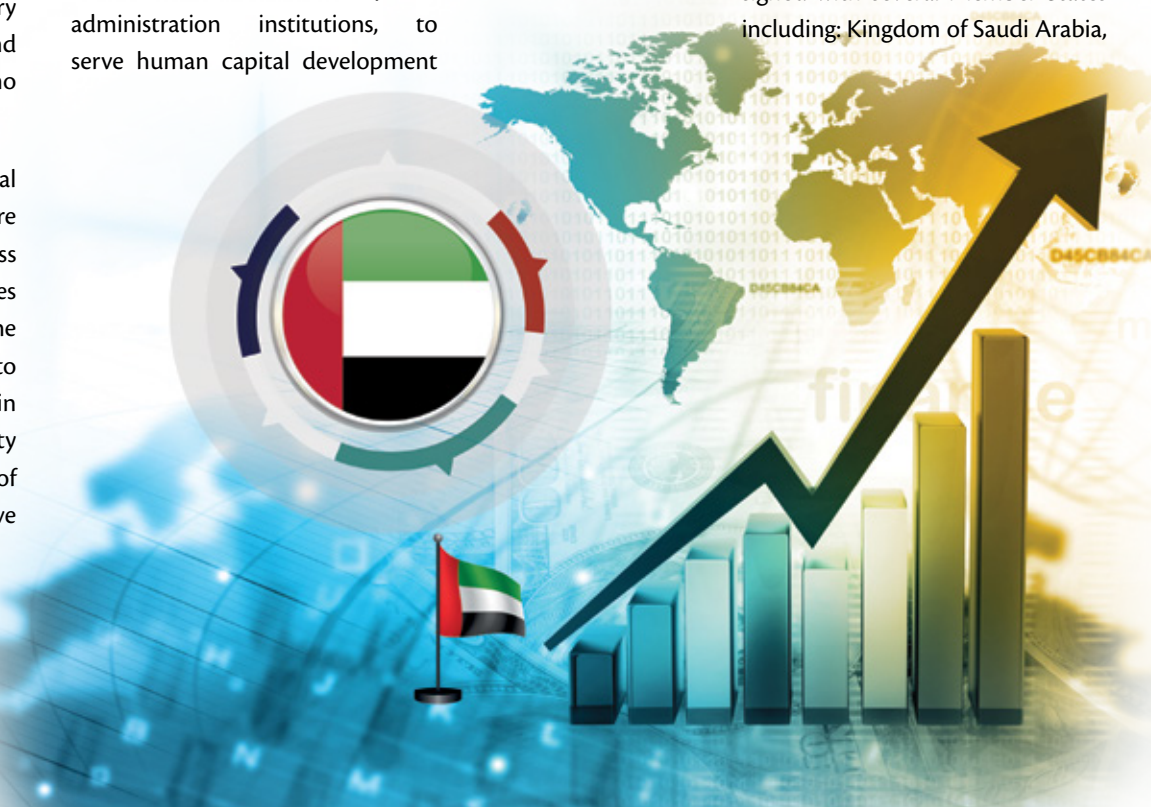
**\*\* If your time permits, we would like to come a little closer to HE Dr. Abdulrahman Al Awar and know more about his professional and humanitarian sides**

I got a PhD in Geology / Earth Science from Colorado School of Mines in 1995 University of Colorado For American mines. My professional career started immediately the following year with Dubai Petroleum Company, and extended to many executive roles in public and private sectors and across various industries (spanning Oil, Gas, Banking, etc.).

I previously served as Deputy Executive Director of Business Development, Dubai Aluminum Company (DUBAL), the division that was responsible for developing smelter projects in the UAE and the Region. In addition, I served in Mubadala, Dolphin Energy and HSBC.

My past executive roles also included the Director General of the National Human Resource Development & Employment Authority (TANMIA).

I am also a member in the following Boards of Directors: Emirates National Petroleum Company (ENOC), Dragon Oil Holdings, Dubai University, Mohammed bin Rashid School of Government Management, Supreme Council of National Defense College, Emirates Council for Gender Balance, HCT Board of Trustees, and Arab Center for Youth Empowerment Board of Trustees.





In a webinar session viewed by nearly 500 members

## Human Resources Club discusses the importance of data, work environment and employee engagement



**The Federal Authority for Government Human Resources (FAHR) recently organized an open interactive session at the Human Resources Club, using live streaming technology, the second of its kind for the Club, which is a free intellectual and knowledge communication platform bringing together HR professionals and those interested in the field across all work sectors in the country.**

The session, which was watched by more than 500 members of the Human Resources Club and interested from the UAE and abroad, discussed the relationship between human resources management and

personnel management, how the human resources departments in the institutions can benefit from available data, and the use of artificial intelligence in strategic human resources planning. Discussion

agenda also included employees' experiences in developing policies and plans for their organizations, which was presented by Brad Boyson, Executive Director of the Society for Human Resource

Management (SHRM), Middle East and North Africa.

Boyson stressed that HR departments have undergone significant transformations in terms of the important roles they play in any organization, compared to their minor roles in the past, following traditional human resources practices. The HR department, according to him, now plays a crucial role and is largely responsible for the success of the organization, as well as the design and implementation of its plans and strategic goals. It is also concerned with developing the skills and abilities of employees, and enriching their experience in the organization, which reflects positively on their performance and productivity in general.

He said: "Successful HR departments are capable of developing innovative methods to engage employees in the work environment and give them the opportunity to contribute to the strategic decisions of the organization. Designing the work environment in the organization is at the core of HR departments' functions, provided such design must be environmentally friendly, as well as motivate employees and inspire creativity, which will enhance the attractiveness of the work environment, and make it a destination for the top talent."

Brad Boyson cited the experience of "Apple" in the design of the company's headquarters in the United States, which cost the company \$

5 billion, and is a masterpiece of advanced technology to stimulate creativity.

He underscored the importance of data and statistics in decision-making process, a vital factor to formulate policies of governments in general and institutions in particular, considering that the data is the new oil at the present time, as he put it. "No institution can achieve its vision and strategic plans without a large variety of data, or without making a logical and scientific analysis of these data; to be used in the service of its goals and visions," he noted.

The Executive Director of SHRM, Middle East and North Africa, said that AI technologies have played a significant role in enhancing employee experiences, and improving the productivity of enterprises, to the extent that it has become an integral part of the work system of many of the largest organizations around the world.



### HR Club

The Human Resources Club provides an important opportunity for cooperation among all those concerned with human capital development, discussing topics related to the major challenges faced by institutions and governments, as well as reviewing best solutions to address such challenges and keep pace with the changes in this area.

It is one of the most important strategic initiatives of the Authority, and an interactive platform and an intellectual and knowledge communication channel that brings together interested people, human resources specialists and experts under one roof to share ideas, experiences and solutions that could enhance the roles assigned to human resources departments and other institutional service bodies across different sectors in the country.

The Club offers its membership, which has grown to over 12 thousand, 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 practitioners in the field of institutional work.

It should be noted that membership of the Club is open and free for all those interested in human resources and institutional support, etc. Application should be through website: [www.fahr.gov.ae](http://www.fahr.gov.ae), and e-mail: [HRClub@fahr.gov.ae](mailto:HRClub@fahr.gov.ae)



# FAHR honors 62% of its employees under Federal Rewards and Incentives Scheme

The Federal Authority for Government Human Resources (FAHR) has announced that 62% of its employees were honored under the Federal Government's Incentives and Rewards Program, since the beginning of 2019 until the end of July. The Program was proposed by the Authority and endorsed by the Council of Ministers in 2015, in order to provide a unified system for ministries and federal entities to motivate outstanding human resources, and set procedures and steps to be followed in granting the awards based on performance levels.



IBRAHIM FIKRI



ALI AHLY

In his statement, HE Ibrahim Fikri, Executive Director of Support Services Sector, said that the Authority honored 86 employees (62% of the total Federal Government employees) under different types of Incentives and Rewards Program's categories, during the first seven months of 2019. He stressed the Authority's keenness to reward high-performing employees and outstanding teams, recognizing that this kind of appreciation will have a positive impact on the Authority's work environment and employee productivity at large.

He said: "The Authority has launched a lot of key incentive initiatives at the Federal Government level, in order to create an ideal government work system that could motivate

employees to work harder, and enhance a healthy competitive spirit among them. The ultimate goal is to increase workplace happiness and harmony, through rewarding outstanding employees, with remarkable achievements."

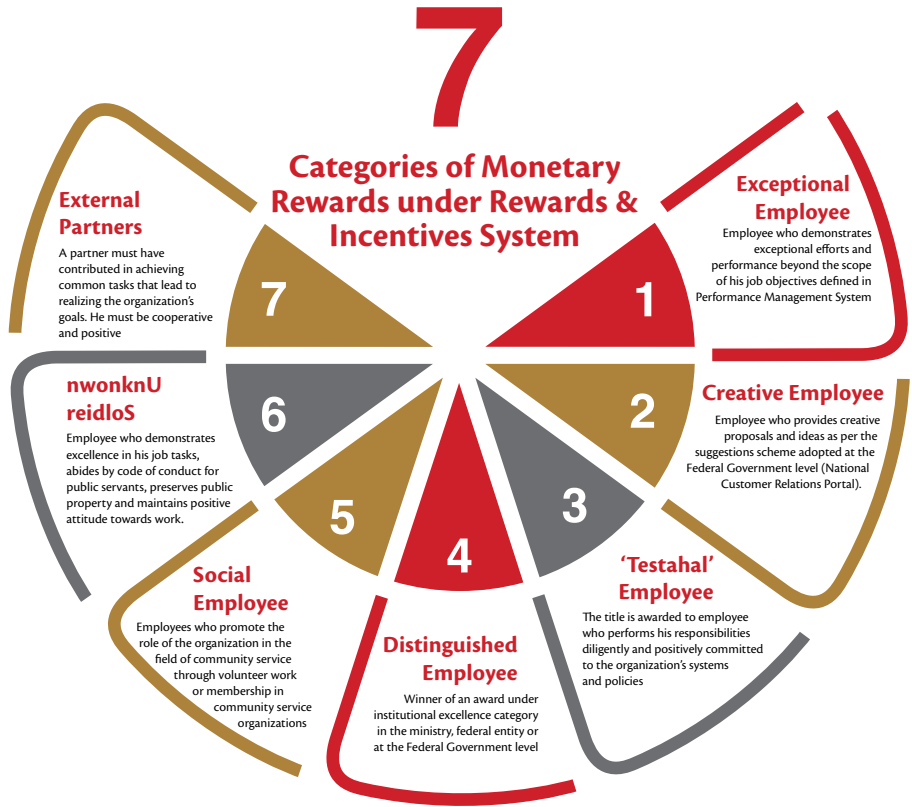
He added: "The breakout of rewards were as follows: 40 employees were honored under 'Tastahal Program' category, 10 employees under 'Exceptional Employee' category, 5 employees under 'Unknown Soldier' category, 12 employees as Customer Happiness Heroes and 18 employees as providers of useful suggestions."

### 3 Mechanisms to nominate Federal Government employees under Incentives & Rewards Program

HE Ibrahim Fikri, Executive Director

of Support Services Sector in the Authority pointed out that in 2018, the Authority introduced three new mechanisms for nomination of employees working with ministries and federal bodies to compete for the awards under Rewards & Incentives Program operated via the Federal Government's Human Resources Management Information System (BAYANATI). The Authority also added a feature allowing nomination through its smart application (FAHR), he said.

"Line managers can nominate their outstanding employees electronically to win the award, through self-service function within BAYANATI System", he added, pointing out that the Authority has added a function to the system for



nominating colleagues, whereby any employee can nominate his colleague. Moreover, he added that another feature for self-nomination has been introduced to allow the employee to nominate himself for the electronic system, attaching evidence to prove fulfillment of their tasks and responsibilities, which deserve recognition.

Ali Ahly, Director of HR and Services, Chief Executive Officer of Happiness and Quality of Life in the Authority said that the Federal Government's Rewards and Incentives system is a unified mechanism at the Federal Government level that helps create a stimulating work environment for employees and attract top talents.

He said: "The system recognizes

the employees' efforts and is aimed at developing the government system, enhancing institutional loyalty and encouraging teamwork. It also creates a unified approach for the ministries and federal entities in rewarding their outstanding human resources and encouraging employees to improve their performance and create an atmosphere conducive to workplace happiness and fair competition."

### Rewards & incentives Program in brief

Rewards & incentives Program applies to all Federal Government employees working for ministries or federal entities of the Federal employees, who meet eligibility criteria regardless of their

employment status. It constitutes part of an integrated system of HR regulations, initiatives and programs that enhance performance and increase productivity to create a happier working environment for the employees and customers alike.

The program also comes as an integral part employee performance management system in the Federal Government, which is based on rewarding innovation, achievement and outstanding performance, and provides an opportunity for ministries and federal agencies to invest in their financial resources in recognizing the staff for their efforts thus contributing to enhance the Federal Government's competitiveness to be an attractive environment for national talents.



# Types of Rewards

## A. Monetary Reward

This reward is granted to an employee for outstanding proposals that contribute to improved performance and work system in general, or help in achievement of strategic objectives, and add new creative ideas and value to the entity.

### Criteria and Conditions of Monetary Reward

1. The employee must have passed the probation period successfully 2. The value of the reward should be commensurate with the employee's achievement and performance as per the provisions of this system. 3. Availability of funds in accordance with the suggestions system applicable in the ministry or federal entity 4. An employee may be granted more than one cash bonus during the year, provided the total value of these bonuses does not exceed two basic salaries.

### Categories of Monetary Reward

The reward is granted following categories: Exceptional Employee, Creative Employee, 'Testahal' Employee, Distinguished Employee, Social Employee, Unknown Soldier, Service and Assistance Employees, and External Partners.

#### 1. Exceptional Employee

It is awarded to an employee who demonstrates exceptional efforts and performance beyond the scope of his job objectives defined in Performance Management System. Examples of exceptional efforts

include contribution to simplification of procedures and increasing productivity in the ministry or federal entity. These efforts should not be part of the employee's job duties and individual goals planned for within the system. The efforts should contribute to the achievement of the entity's goals at the operational and strategic levels.

The value of reward in this category varies based on the evaluation of the ministry or the federal entity to the employee's efforts. However, the maximum amount should not exceed two basic salaries per year.

#### 2. Creative Employee

The reward is granted to an employee who provides creative proposals and ideas as per the suggestions scheme within the ministry or federal entity. This means submitting creative suggestions that include new ideas not planned for, provided these creative proposals are adopted, implemented and evaluated. The proposal must meet the criteria of the suggestions scheme adopted by the ministry or federal entity. The employee must not have been awarded any bonus for the same proposal before.

The value of reward in this category varies according to the nature of suggestion provided, and shall not exceed one basic salary per year, as per the suggestions scheme in place at the ministry or federal entity.

#### 3. 'Testahal' Employee

An award granted to the employee

who wins 'Testahal' (You deserve it) competition, one of the innovative motivational programs launched by the Federal Authority for Government Human Resources to encourage the staff to pursue creativity. Winners to be honored are divided into four major categories: administrative, educational, medical and professional, and any other categories that may be specified by the program.

The employee must meet the criteria specified for the program in his ministry or federal entity to win "All-Round Employee", provided the award does not exceed one basic salaries per year.

#### 4. Distinguished Employee

The employee must:

- Be winner of an award allocated to one of the categories under institutional excellence in the ministry, federal entity or at the Federal Government level
- Be shortlisted to compete for Sheikh Mohammed bin Rashid Government Excellence Awards or any of excellence awards at the federal level or similar official awards, OR
- Be winner of one of Sheikh Mohammed bin Rashid Government Excellence Awards or any of excellence awards at the federal level or similar official awards, OR
- Be member of a team or organizational unit winning one

of Sheikh Mohammed bin Rashid Government Excellence Awards or any of excellence awards at the federal level or similar official awards, OR

- Be member of an outstanding team or organizational unit shortlisted to complete for one of Sheikh Mohammed bin Rashid Government Excellence Awards or any of excellence awards at the federal level or similar official awards.

The award value should not exceed two basic salaries per year.

#### 5. Social Employee

It is awarded to employees who promote the role of the ministry or the federal entity in the field of community service through volunteer work or membership in community service organizations. The employee must have performed an outstanding voluntary work outside official working hours to help community development and present evidence of his contribution, provided the social work performed must be voluntary without pay from any source.

#### 6. Unknown Soldier

An award allocated for service employees who demonstrate excellence in the job tasks entrusted to them, abide by code of conduct for public servants, preserve public property and maintains positive attitude towards work.

To be eligible for the reward, the

employee must demonstrate good conduct, abide by official working hours, initiates additional activities and efforts that impress his supervisors and co-workers and be cooperative and helpful to all workers within the ministry or federal entity.

#### 7. External Partners

Competitors for the reward in this category must have jointly contributed to achievement of tasks towards realization of the federal entity's objectives and improvement of its performance. His participation and efforts should add value to the ministry or federal entity and impress his supervisors and co-workers. He must be cooperative, positive and helpful in achieving the objectives of the ministry or federal entity, and meet any of the conditions or criteria set by the ministry or the federal entity that suit the nature of its work. Winners will be granted a lump sum amount up to AED 3000 per year.

## B. Annual Bonuses

The award is granted to employees who put outstanding efforts to accomplish the tasks assigned to them using smart methods, leading to simplification of procedures and increased productivity with the least amount of resources, and based on the results of Performance Management System for Federal Government employees. - The bonus is awarded to eligible employees at the end of the Performance Management System cycle (Annual Performance Review) each year, based on the assessment of

Moderation Committee to the final evaluation result.

The employee must have at least one year's continuous service in the entity, outstanding performance rating as per the Performance Management System (Significantly Exceeds Expectations or Exceeds Expectations). No employee may combine annual bonus with any type of promotions, nor be entitled to a bonus before at least 12 months from the last bonus granted.

An employee with "Significantly Exceeds Expectations" rating shall be granted a bonus not exceeding three basic salaries, while that who attains an overall rating "Exceeds Expectations", shall be granted a bonus equivalent to two basic salaries.

## C. Other Rewards

These include symbolic awards to employees with exceptional achievements that would contribute to the development of work system. The employee must have scored an outstanding performance rating as per the Performance Management System (Significantly Exceeds Expectations or Exceeds Expectations), and demonstrated exceptional performance with positive impact as per the conditions set by the ministry or federal entity. Winners are entitled to a certificate of appreciation issued by the minister or his authorized representative at a special ceremony, in addition to gifts in-kind at a value up to AED 5000.



# FAHR celebrates Emirati Women's Day

The Federal Authority for Government Human Resources (FAHR) marked the Emirati Women's Day, which falls on the 28th of August every year, by organizing a ceremony that was attended by HE Dr. Abdulrahman Al Awar, Director General of the Authority, a number of sector and department directors and employees.







At the outset, Dr. Abdurrahman Al Awar, noted that the UAE has achieved impressive progress globally in terms of gender balance, and made great strides in empowering Emirati women in all fields to become an active and strategic partner in achieving sustainable development.

He added: “The wise leadership of the UAE has been paying great attention to women’s cause and endeavoring to enable them to be effectively involved in all aspects of political, economic and social life.

“This move has started and been further enhanced since the era of the late Sheikh Zayed Bin Sultan Al Nahyan, may Allah have mercy upon him. Emirati women continued to receive utmost care and support by our wise leadership, represented by President His Highness Sheikh Khalifa Bin Zayed Al Nahyan, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi

and Deputy Supreme Commander of the UAE Armed Forces”.

HE pointed out that the priority given by the State to empowering women comes from a deep belief in the importance of their significant role in consolidating our Union and preserving its gains as an integral part of the sustainable development the country has been witnessing.

“HR legislation applied in the UAE’s Federal Government grants working women several

benefits, taking into account their special conditions, to ensure a balance between work and family responsibilities, in addition to many advantages. Working women enjoy several privileges, including participation in conferences and meetings outside the country, and HR regulations in the Federal Government prohibit discrimination on the basis of gender in promotion, leadership and remuneration”, HE noted.

He explained that the Authority has been taking into account the

needs of women working in the Federal Government, and ways to empower them professionally through strong HR regulations, legislation and policies. Many initiatives were launched internally and at the Federal Government level , to ensure women’s empowerment, he said.

The Director-General revealed that female employees working in the Federal Government make up 52% of the total national employees, and that national women’s share in leadership jobs is 45% of total jobs

occupied by national workforce.

HE added: “The percentage of national female employees employed in the Federal Government during the first half of 2019, reached 71% of the total national recruitment, while national women received 67% of the total promotions of national employees during the same period.

“In addition, 19,153 of Emirati women working in the Federal Government have obtained higher qualifications.”



More than 140,000 readers locally, regionally and internationally

# HR Magazine is a testament to achievements and the Authority celebrates the release of the Magazine's

th Issue



By the end of August 2019, the Federal Authority for Government Human Resources (FAHR) celebrated the release of the 100th issue of its monthly Human Resource Magazine, which started as a simple internal newsletter in May 2011, to reach its richness in content and elegance in form today.



Mahmoud Al Marzouqi

On this occasion, Mahmoud Al Marzouqi, Director of Government Communications at the Authority, confirmed that the Human Resources Magazine is a living testimony to the rapid developments witnessed by the Authority, in terms of human resource systems, legislation and policies. The magazine contributed to documentation of the Authority's initiatives and achievement over 100 months of hard work and outstanding achievement, he said.

Al Marzouqi added: "The emergence of HR magazine as a successful publication must be attributed to the efforts of the magazine's team, under the supervision Dr. Abdulrahman Abdul Manan Al Awar, Director General of the Federal Authority for Government Human Resources, who attaches

great importance to the magazine as an important knowledge platform. The Authority uses the magazine to communicate with the public and its partners inside and outside the UAE.

"The most important factor to HR Magazine's success is that it is prepared depending internal efforts by the Authority's team. In fact, it aspires to achieve more excellence and uniqueness in terms of specialization, and open the door for HR specialists and those interested in the field to share their experiences, ideas and expertise."

explained that the HR Magazine is the first of its kind in the UAE, and at the regional level in terms of specialization, and that it has become a professional platform in dealing with human resources

topics, as well as human capital development issues, locally, regionally and globally.

He invited everyone to subscribe to the HR Magazine electronically to be available for browsing at the beginning of each month via e-mail, in both Arabic and English. He called on those interested to subscribe to the magazine through the Authority's website: ([www.fahr.gov.ae](http://www.fahr.gov.ae)).

The Director of Government Communications pointed out that the magazine reflects the Authority's keenness to have a media platform to reach its customers, and keep abreast of new developments in the field of human resources, explaining that the number of readers exceeded 140 thousand readers at the local, Arab and international levels.



## FAHR organizes the monthly Happiness Iftar



**HE Dr. Abdulrahman Abul Manan Al Awar, Director General of FAHR, met with the Authority's directors of sectors and departments and employees at the monthly Happiness Iftar 2019, which was organized recently by the Authority to highlight its most important achievements for the future.**

HE Dr. Abdulrahman Al Awar, Director General of the Authority, honored the winners of Outstanding Employee title under Rewards and Incentives Scheme for the Federal Government employees launched in 2015.

He also honored a number of outstanding teams, namely the team that organized the first

draft amendments of the Federal Government's HR Law ; the team entrusted with preparing data on certain federal entities; and that in charge of broadcasting live video about HR Club activities.

Recognition was extended to some employees who presented useful suggestions under the National

Customer Relationship Management System., nominate himself, and finally Khaled Al-Mazmi, who proposed the "Happiness Fund," whereby every director keeps a funs with that name containing a set of coupons, for distribution to his staff for motivation and enhancement of their productivity.





