

FAHR: HR AI Agent: An Intelligent Experience Reshaping the Future of Government Work

Amid accelerated digital transformations, the Federal Authority for Government Human Resources (FAHR) continues to advance the human resources ecosystem in alignment with the UAE's aspirations toward a more agile and innovative future. In this context, the AI HR Agent emerges as one of the pioneering initiatives that reflect the FAHR's commitment to adopting intelligent solutions that elevate the employee experience and enhance the efficiency of government work.

The AI HR Agent marks a paradigm shift in human resources service delivery, utilizing artificial intelligence and machine learning to comprehend and address employees' needs promptly and with precision, without requiring direct human involvement. It offers employees in Federal entities a smooth experience, allowing them to access a wide range of services and inquiries related to their professional journey via digital channels that are available at all times and from anywhere.

The AI HR Agent is also designed to foster an intelligent work environment that streamlines procedures and boosts productivity by providing comprehensive services encompassing the various aspects of the employee journey. From recruitment, to appointment procedures, performance management, and professional development, all the way to end-of-service, it ensures a connected and user-friendly experience that supports employees throughout their career stages.

The project realized advanced performance indicators, including the delivery of more than 136 HR services and the automatic, real-time handling of over 80% of employee inquiries, with a response time not exceeding seven seconds, without direct human engagement. The system provides personalized solutions for each user, leveraging precise data and advanced analytics, while continuously learning to improve service quality over time. This improves response accuracy and speeds up procedural implementation, thereby contributing to increased employee satisfaction while minimizing reliance on conventional channels.

This approach is in harmony with government targets of achieving zero digital bureaucracy, as the AI HR Agent reduces manual steps, expedites transactions, and reinforces the UAE's AI strategy, further consolidating the FAHR's leadership in offering innovative and exemplary HR services.

The AI HR Agent has evolved into a highly effective instrument supporting government entities in streamlining internal operations and offering a seamless, user-friendly experience. Its bilingual services, available in Arabic and English, incorporate multiple interactive modes such as typing and voice, catering to the needs of all user groups.

In a milestone reflecting the excellence of this project, FAHR was awarded the UAE Artificial Intelligence Award in recognition of its efforts to develop innovative solutions that advance digital transformation and support the construction of the future of governmental work.

The AI HR Agent exemplifies the FAHR's vision of investing in advanced technologies to serve humanity and cultivate a government work environment that is more agile, efficient and capable of keeping pace with the accelerating changes and realizing the UAE's ambitions for global leadership.

H.E Mohamed Al Sharid

CEO Human Resources Digitization Sector
