

FAHR: The “Customer Happiness System” is an advanced umbrella for our Electronic Services

The Federal Authority for Government Human Resources (FAHR) is keen on providing the best services to its clients, utilizing the best modern and innovative resources to facilitate for them, save time and effort, and consequently enhance their satisfaction and happiness with its services and delivery methods.

The “Customer Happiness System,” which FAHR introduced in 2019 as an electronic service platform covering all the services it provides to its clients in federal ministries, entities, private sector institutions, and the general public, delivers all of this and more.

This cutting-edge interactive platform is unique in that it lets FAHR’s customers evaluate the services they received, offer comments, and contribute ideas for future development. FAHR makes use of this information in its development and continuous improvement procedures to raise the capacity of services it provides.

The system has seen a great deal of engagement over the years, growing in importance as a resource and reference for customers and FAHR alike. It received almost 14,000 support requests from federal government employees and the general public in just the first nine months of 2023. For transactions completed via the system, 92% of customers expressed their happiness.

The “Customer Happiness System” serves as an integrated electronic platform through which FAHR provides necessary support to its customers concerning the operation and maintenance of all electronic Human Resources Systems under the umbrella of the Human Resources Information Management System in the Federal Government, known as “Bayanati”. Along with these interactive services, the system also provides a number of other services, particularly those facilitated by FAHR Smart Application, such as inquiring about Human Resources Policies and Legislation in the federal government, requesting training on Human Resources legislation and Systems, Reviewing and Approving Organizational Structures in federal entities, Benchmarking Services, Reviewing Job Descriptions, Government Skills Bank Services, and services related to disseminating knowledge about Human Resources in the Federal Government.

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