

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

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

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

This cutting-edge interactive platform isunique 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 itsdevelopment and continuous improvement procedures to raise the capacity ofservices it provides.

The system has seen a great deal of engagementover the years, growing in importance as a resource and reference for customersand FAHR alike. It received almost 14,000 support requests from federalgovernment employees and the general public in just the first nine months of2023. For transactions completed via the system, 92% of customers expressed theirhappiness.

The “Customer Happiness System” serves asan integrated electronic platform through which FAHR provides necessary supportto its customers concerning the operation and maintenance of all electronic HumanResources Systems under the umbrella of the Human Resources InformationManagement System in the Federal Government, known as “Bayanati”. Alongwith these interactive services, the system also provides a number of otherservices, particularly those facilitated by FAHR Smart Application, such as inquiringabout Human Resources Policies and Legislation in the federal government,requesting training on Human Resources legislation and Systems, Reviewing and ApprovingOrganizational Structures in federal entities, Benchmarking Services, ReviewingJob Descriptions, Government Skills Bank Services, and services related todisseminating knowledge about Human Resources in the Federal Government.

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