

12,000 downloads and 73, 000 Human Resources procedures through FAHR Application in 3 months

In this context, Mr. Assem Al Awadi, Director of the Human Resources Information System Department at FAHR, explained that the number of self-service human resources procedures implemented by employees of ministries and federal entities through the Authority's smart application, from the early this year until the end of last March, amounted to about 73,500 procedures.

Al Awadi pointed out that 38 ministries and federal entities benefit directly from the services provided by the smart FAHR application, especially services related to smart human resources systems and procedures in the federal government, explaining that the Authority's smart application was downloaded during the first quarter of 2023 more than 12,000 times.

He mentioned that the application constitutes a unified smart platform that allows federal government employees to complete all their human resources procedures on their own, through their mobile devices, without the need to refer to the human resources departments in their institutions, which simplifies human resource procedures and makes it easier for employees, and saves time and effort on human resources departments, and enables them to focus more on tasks, responsibilities and strategic projects in the organization.

Al Awadi said that the Authority is continuously working on developing its smart application, converting all its main and subsidiary services into smart ones and making them available through the application, stressing that FAHR made many improvements to the application during the first quarter of 2023, such as development of the mechanism for introducing the individual development plan for the employee in the system of human resources information management in the federal government "Bayanati", and adding many requests for leave such as exams leave, sick leave and study leave inside and outside the country, in addition to providing the service of applying for a sabbatical leave for self-employment for Emiratis federal government employees.

Among the services provided by FAHR smart application to employees of ministries and federal entities, we can name the e-signature service for ministerial contracts and decisions, service for evaluating the performance of new employees during the trial period, service for requesting remote work on Fridays, viewing and signing their work contracts electronically, and registering missed punch in/punch out, issuance of the electronic labor card, searching for vacancies in the federal government, and facilitating the application process for job seekers.

Among the most prominent human resources self-service procedures that are provided through the Authority's application, there are: viewing the attendance records, requesting leave, requesting a salary certificate, experience certificate, issuing letters to whom it may concern, requesting legal advice on human resources laws, policies and legislation in the federal government, and completing all stages of the performance management system for federal government employees, and establishing their individual development plans.

The application provides a package of self-services for federal government employees, including: viewing and updating personal documents, requesting technical support service to assist ministries and federal entities in implementing various human resources procedures, searching for employees in the federal government, communicating with them via e-mail, and nominating employees for the federal rewards and incentives system, and checking job description card.

On a related level, FAHR has allocated a set of smart and interactive channels to communicate with the public and receive their comments about the services it provides, within the framework of its keenness to develop its services and raise the levels of satisfaction of its customers. Among those channels, there are the Customer Happiness System, and the official e-mail of FAHR: info@fahr.gov.ae.
