HUMAN RESOURCES

section

FAHR issues Remote Work Guide for the Federal Government

FAHR reviews its efforts to ensure business continuation and service provision in the Federal Government

e-Learning Portal 'Al Mawrid': the best alternative to traditional training

Holding HR sessions using live streaming techniques

Fujairah Crown Prince reviews the government human resources system

FAHR issues Remote Work Guide for the Federal Government

The Federal Authority for Government Human Resources (FAHR), in cooperation with the Ministry of Cabinet Affairs and the Future, issued a guide for remote work in the federal entities, following the announcement of the UAE Government to implement remote work system for certain job categories in the Federal Government as of Sunday 15 March, in light of the precautionary measures to limit the spread of coronavirus pandemic in the country.
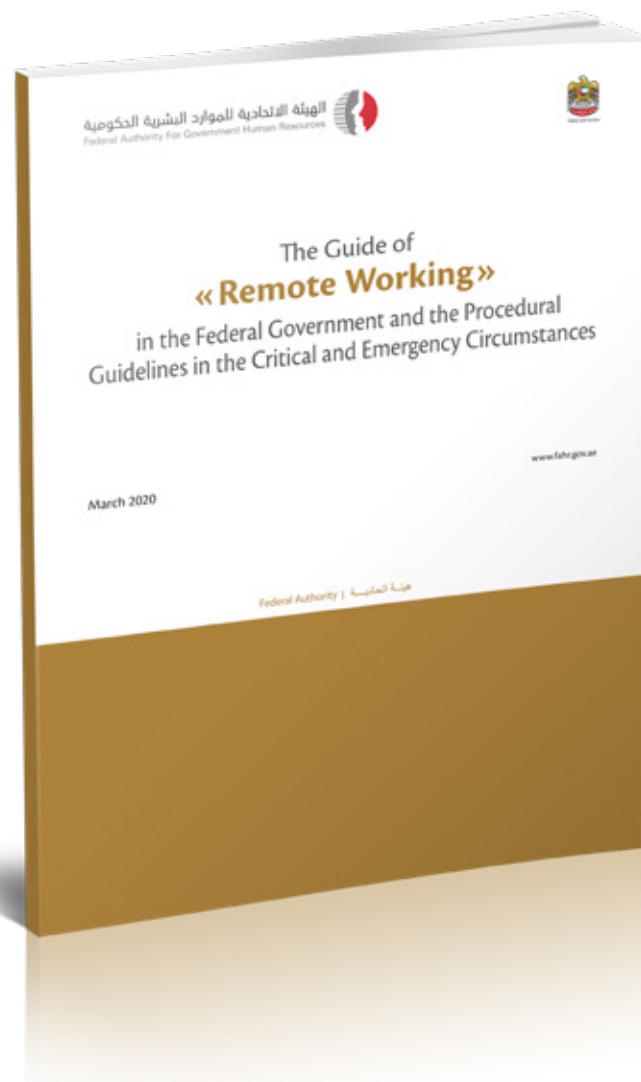
The guide aims to maintain safety of Federal Government employees, help all federal entities to implement the instructions, and ensure continuity of performing business and providing all government services under emergency circumstances, through controls and steps to be taken when applying remote work system.

The guide, which applies to all ministries and federal bodies, includes a definition, types, and purpose of remote work. It also specifies implementation mechanism, scope, controls for this type of work, as well as criteria for selecting suitable jobs for remote work, and obligations of both the entity and employee working remotely in emergency situations.

The Federal Authority for Government Human Resources confirmed that it is responsible for interpreting all regulations and systems related to the guide, in coordination with the Ministry of Cabinet Affairs and the Future, and all federal entities must refer to the Authority in all matters that they encounter when implementing the provisions these guidelines and any other document to be issued later in this regard.

The authority explained that the guide aims to provide the ministries and federal entities with the necessary mechanisms to implement remote work under emergency conditions, through the use of smart and electronic systems approved by the Federal Government or the federal entity.

The Authority assured that it had taken all the necessary steps that would enable employees of the federal entities to register attendance and departure electronically during work remotely, through HR Management Information System "Bayanati". in the Federal Government, according to an electronic mechanism that would be circulated to all entities, In order to ensure that the employees perform the tasks required of them in a proper manner.

The guide defined remote work as one of the alternative work options that ensure continued business performance and service provision away from the office, permanently, partially, or on demand. In this case, communication between the employee and his entity takes place is electronically, that is, through the use of electronic smart systems applied in the Federal Government or the federal entity.

Objectives of Remote Work:

Working remotely, as explained in the guide, is to provide multiple work options for employees, especially in emergencies, epidemics and precautionary measures and ensure continuity of business under emergencies.

Types of remote work:

According to the guide, remote work is divided into two types: partial remote work where the employee can, at the request of his employer, divide work time between the original workplace and remote workplace in equal or different proportions per day/week/month, and full-time remote work which applies to jobs that can be performed completely from outside the original workplace.

Scope of implementation:

The guides states that federal entities may apply remote work according to their needs, nature of jobs and quality of services provided, to the following categories of employees: pregnant women (on providing medical report); people of determination; those with chronic diseases, respiratory problems and weak immune system (on providing medical report); employees aged 60 and above; and mothers of children in G-9 and below with duties that do not necessitate physical presence at workplace (according to a certificate from the employer).

The guide also clarified that in emergency cases that require certain employees in the aforementioned target group, they may be excluded from the decision to perform tasks in coordination with their entities.

According to the guide, contract of services provided through outsourcing are excluded form remote work system, and the federal entities have to decide mechanisms for implementing these contracts in a manner that serves the interest of the entity and does not conflict with employees work under emergency conditions.

General controls for remote work:

The Guide to Remote Work stresses that the federal entities need to observe, while allowing the above categories to work remotely, a set of controls: the job should be among the group targeted for remote work; the employee must be honest and trustworthy; committed to the quality of the outcomes, and data accuracy and confidentiality of information. priority of choice is currently for returnees from outside the country due to spread of coronavirus pandemic. In all cases, the application of remote work to these or other categories is subject to the employer's requirements.

Implementing Time Frame:

Remote work in the federal entities begins under emergency circumstances in accordance with the time frames determined by the competent authorities in the UAE, provided that the implementation of remote work does not violate responsibilities and tasks assigned to entities by law.

Criteria for choosing suitable jobs for remote work

The guide sets a number of criteria to be observed when choosing jobs that suit performing remotely. For example, federal entities can determine the appropriate jobs for remote work in accordance with the following criteria: jobs must be of divisible nature; be subject to automation' require specific inputs that are handled through electronic systems, in addition to any other criteria to be agreed upon with the Authority. Federal entities may, under emergency circumstances, implement remote work to eligible categories, despite not meeting all or some of the conditions mentioned herein.

Implementation Mechanism

Federal entities should set up controls and mechanisms for the implementation of remote work to ensure efficiency and productivity, provided that they coordinate with the Telecommunications Regulatory Authority (TRA) to provide the infrastructure and applications necessary to implement remote work in a manner that ensures safety and confidentiality of information and cybersecurity standards set by TRA and other competent authorities in the state.

Insuring Preparedness:

The guide also underlines the importance of observing a number of controls when applying remote work. These include: adapting remote work requirements to suit the nature of work, job categories and health conditions of eligible groups, with an emphasis on the importance of abiding by duties and responsibilities assigned to those entities by law. The entity shall ensure that its services are readily available to customers and the public and available through websites, smart applications etc, encourage all customers to benefit from smart services as a basic option rather than personal visits to service centers, using technological media and providing technical facilities for all employees, such as ZOOM, MS Teams, VPN, Skype for Business, or any other means available, providing technical equipment for holding periodic meetings, following up progress electronically, and accessing the main and subsidiary electronic systems for performing business in the entity, (e,g, Bayanati System, Customer Service systems, etc.) as well as completing the performance of the tasks and responsibilities assigned to them and monitoring achievements.

The guide encourages using the available communication means by the work teams and internal committees within the federal entity so that members can know the latest developments through the entity's work groups, internal portals, WhatsApp, telegram, etc.

It also underscores the imoptance of monitoring remote work implementation and documenting achievements through assessing productivity of employees involved in remote work, ensuring quality and accuracy of outcomes, Specifying the time frames for providing services, carrying out tasks and delivering projects, as well as applying governance and cybersecurity standards on using various technological methods in the implementation of remote work system and any other controls that the employer deems appropriate in this regard.

Activating Remote Work System as of March 29

> The Federal Authority for Government Human Resources (FAHR) has announced the implementation of the Remote Work System at the level of all ministries, federal entities and private enterprises, as of Sunday, March 29, 2020 for a period of two weeks subject to review and evaluation. The idea is that the proportion of workers whose work requires physical presence at the workplace does not exceed 30 % of the total number of workers in any facility, to implement Remote Work System for workers whose jobs do not necessitate their presence at the workplace.

For the purpose of appropriately activating the system, FAHR excluded a number of vital sectors from working remotely, including energy, communications, health, education, security, police, military, postal, shipping, pharmaceutical, water and food outlets, civil aviation, airport, passport services, financial and banking, government media, and services sector, which includes petrol stations, construction projects, and any other sectors determined by the UAE Government based on the public interest.

FAHR called on all sectors to use electronic and smart applications as soon as their employees start working remotely, while providing electronic support and assistance. The Authority's statement reminded that the obligations of the employer include providing the technical tools and smart systems necessary to accomplish remote work. It also called for defining a mechanism for efficiency measuring, setting standards, mechanisms and timeframes for each activity assigned to the employee, as well as developing a remote work management style, in terms of working hours, whether they are time-bound, or flexible on a daily/ weekly/ monthly basis.
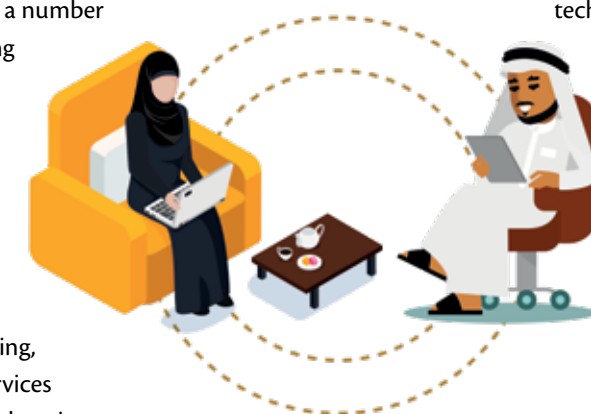
The obligations also include ensuring a safe technological environment when using digital and electronic technologies associated with remote work, by observing the controls related to maintaining the privacy and confidentiality of the entity's data, and legalizing powers to access the systems to perform remote work.

The employee working remotely undertakes to attend the workplace whenever called by the employer order to perform his / her duties as per the schedule prepared for the purpose, deliver the work at the time specified and respond to all calls and email messages from supervisors or colleagues, and get approval in advance for performing remote work from his workplacethe. An employee's obligations also include, abiding by work ethics approved by his entity while maintaining confidentiality of information and documents, and utilizing the remote working time to complete the tasks required of him in addition to adhering to the standards of professional behaviour and ethical conduct, in addition to providing evidence required by the Authority to prove good performance and productivity, as well as preservation of remote work devices.

FAHR issues circulates detailed guidelines on the governance of Remote Work System in the Federal Government

The Federal Authority for Government Human Resources (FAHR) issued a circular to all ministries and federal entities regarding the recent Cabinet Resolution on Remote Work System in the Federal Government, one of the main work patterns implemented in the Federal Government after several experiments since 2017.

The system will be implemented, according to the circular, permanently by the federal authorities in normal situations, side by side with other types of traditional work currently implemented, after taking measures to organize government work under emergency conditions.

The Authority circulated the new remote work system to ministries and federal entities, explaining that it helps in creating new unconventional job opportunities, as well as providing multiple job options for employees and entities, to achieve a better work – life balance in a way that does not affect the achievement of the entity's goals.

According to the circular, the system will be applied to current and new national employees eligible to work remotely, as determined by the federal entities, in coordination with the Authority as per the standards contained in the system, HR procedures and electronic systems approved in the Federal Government.

The circular called on all ministries and federal entities to adhere to the criteria for determining the appropriate remote jobs, as well as the mechanism for selecting employees to work remotely contained in the system. Federal entities were also required to provide the Authority with the information requested as soon as possible to make sure that the required conditions are fulfilled according to the rules, before the final approval and notification of the federal entity prior to implementation of the system, after completion of the measures taken to organize government work under emergency conditions.

The circular expressed the Authority's readiness to provide the necessary support and assistance to the ministries

and federal entities with regard to the implementation of remote work system in the Federal Government.

Objective of remote work

The Authority explained that remote work system in the Federal Government under normal situations, helps in talent attraction and retention, reduction of operational costs, and provision of government services outside official working hours.

Types of remote work

Remote work system is divided into two types: partial remote work, where the employee can, at the request of his employer, divide work time between the original workplace and remote workplace in equal or different proportions per day/week/month; Full-time remote work, which means jobs that can be performed completely from outside the original workplace.

Criteria for choosing suitable jobs for working remotely

The Authority urged federal entities select jobs suitable for remote work in accordance with the following criteria: jobs must be of divisible nature, can be automated, require specific inputs that are handled through electronic systems.

Mechanism for choosing employees to work remotely

According to Cabinet Resolution, employees may be selected to work remotely in accordance with ta set of criteria, including that the employee must: be occupying a job that can be performed remotely; not have been

HR Departments shall monitor the implementation of Remote Working System through working models that are documented as follows:

Ensure full Cyber Security Governance

Follow up of productivity on a daily/periodic basis

Any other controls as may be deemed appropriate by the entity concerned

Measure the output/ outcomes quality and accuracy

Abide by the set timeframes

To view the Guide of "Remote Working" in the Federal Government and Procedural Guidelines and Related Circulars, visit our website: www.fahr.gov.ae

subject to any administrative measures for breach of Code of Ethics and Professional Conduct for Civil service; be honest and abide by quality and accuracy of work and confidentiality of information, and have attained at least 'Meets Expectations' rate in the last performance appraisal.

The Cabinet Resolution also states that the rules and mechanisms of remote work system, as well as employment criteria contained in the Federal Government's HR Law and related regulations, shall apply to newly appointed employees.

Probationary Period for new employees for new employees

A new employee appointed under remote work system shall be placed on probationary period for six (6) months, renewable for three (3) months. Prior to the end of probation period, the employee shall undergo a performance review by the immediate supervisor to assess his / her capabilities, to either recommend

regular appointment of the employee or termination of employment.

Salaries and Financial Benefits

Employees working remotely shall be entitled to salaries and financial benefits according to Grade & Salary Scale for Federal Government employees approved by the Cabinet.

Performance Appraisal of Remote Employees

The Authority pointed to the need to observe the provisions contained in Performance Management System for the Federal Government employees regarding evaluation of employees performing remote work. In addition, they must also be evaluated according to a set of criteria, namely productivity, in terms of the number of outputs and their quality, and percentage of tasks performed to target. Other criteria include number of deliverables, meeting deadlines for delivering tasks within the time frame specified in the contract, and percentage of abidance by the plan in agreement with the employer.

HR Transactions for Federal Government employees through 'Bayanati' Self-Service and "FAHR" Smart App

FAHR App
offers a package of services to the Federal Government employees

The Federal Authority for Government Human Resources (FAHR) called on Federal Government employees to complete all their HR transactions using self-service operated through the Federal Government's HR Management Information System "Bayanati", which is a smart window through which all HR procedures are implemented online , and a strategic platform for many electronic HR systems implemented in the Federal Government such as: Performance Management, E-Training & Development, e-Employment, Job Evaluation And Description.

In this regard, Shaima Al-Awadhi, Director of HR Information System Department at FAHR, confirmed that "Bayanati" System is a strategic choice for ministries, federal entities and their employees under the current circumstances, as a perfect model for remote work in emergency situations.

"It allows employees to complete all HR transaction on their own and by their mobile devices around the clock and from anywhere, and whether through "Bayanati" system or Smart App (FAHR) which includes 27 smart services", she said.

She noted that "Bayanati" is an integrated system aimed at enhancing the Human Resources System in the Federal Government, and the UAE's direction towards automating services and procedures and converting them into smart. She stressed that officials in the Federal Government, HR departments and all employees, can complete HR procedures and transactions electronically, such as recruitment, promotion, transfer, delegation, electronic signature of documents and contracts, access to the entity's HR indicators via the smart reporting system, requesting electronic approvals from concerned authorities, and approving all HR procedures performed by employees through the system, e.g. leaves, performance appraisal, individual development plans.

Shaima Al-Awadhi explained that all HR procedures to be carried out by the Federal Government employees, are available through the Authority's Smart Application (FAHR), and employees of ministries and federal entities can complete them using self-service in their mobile devices, without the need to refer to their HR departments.

She added: "The need for self-service and smart systems in the field of Human Resources has largely emerged in light

of the challenges the world is witnessing today, especially those related to the nature of business and the rising trend of remote work systems. They are also essential in completing some daily HR procedures."

Director of HR Information System gave an account of the HR procedures that are provided through the Smart App (FAHR) as follows: viewing attendance and departure records, requesting leaves and salary certificates, issuing letters to Whom it May Concern, requesting legal advice on Federal Government's HR laws, policies and legislation, completing performance management system for Federal Government employees, and setting individual development plans.

She explained that App (FAHR) offers a package of services to the Federal Government employees: displaying and updating personal documents, reviewing Federal Government vacancies, facilitating job search, viewing jobs that have been posted, requesting technical support service to assist ministries and entities in implementing various HR procedures, registering as a service provider in the Federal Government employees discounts program "Imtiyazat", searching for Federal Government employees and communicating with them via e-mail, nominating employees to Rewards and Incentives System awards, viewing job description card, and requesting business card.

The Smart App (FAHR) includes 27 services provided to Federal Government employees and Authority customers from all sectors, and provides distinguished services for more than 100 thousand employees working in 67 ministries and federal entities. The most important of these services are those associated to "Bayanati" System, which provides a smart dashboard for employees and their supervisors in various ministries and federal entities.

All HR procedures are completed online
via "Bayanati" System & "FAHR" Smart App

"Bayanati" System and "FAHR" Smart App constitute a strategic choice for ministries, federal entities and their employees under the current circumstances and the UAE Government's policy to introduce Remote Work System to cope with emergencies.

بياناتي
Bayanati

"FAHR" Smart App

FAHR

- Reviewing Federal Government Vacancies
- Updating Personal Data
- Requesting Salary Certificate & to Whom it May Concern Letters
- Employees' Personal Service
- E-Training
- Rewards & Incentives System
- Online Attendance
- Creating & Signing Ministerial Decisions
- Completing the Performance Management Cycle
- Requesting Legal Advice

Completing HR Procedures and Systems such as Recruitment, Promotion, Transfer and e-signature of documents and contracts

FAHR reviews its efforts to ensure business continuation and service provision in the Federal Government

The Federal Authority for Government Human Resources (FAHR) participated, in the recent virtual session organized by the community of innovators, of Mohammed bin Rashid Center for Government Innovation (MBRCGI). The event entitled "The Future of Government Skills and Services" was broadcast live through the accounts of MBRCGI and FAHR on the Instagram: fahr_uae.

Achieve
the best desired results regarding protection of employee health and safety

FAHR was represented by Hamad Buamim, Director of Policies and Legal Affairs Department, and Maryam Al Zarouni, Director of HR Planning Department. Saeed Abdullah, Digital Consultant at the Ministry of Community Development also participated in the session.

Participants at the session highlighted the future work skills under the rapidly changing global conditions, and working in post- Covid-19 government. Questions were raised on how the work environment in both public and private sectors would look like after the end of the pandemic, and what will happen to future government services built around customers.

During the session, Hamad Bouamim confirmed that FAHR played an important role in light of the current situations imposed by Covid-19 outbreak worldwide, by taking proactive steps and precautionary measures that had the greatest impact in protecting Federal Government employees, ensuring business continuity and provision of services at the level of ministries and federal entities, in a safe work environment.

He reviewed the most important steps and measures taken by FAHR to address the Coronavirus pandemic and limit its repercussions on the government work system. They included preparing a guide to working remotely in the Federal Government and procedural guidelines in emergency circumstances, in cooperation with the Ministry of Cabinet Affairs and the Future;

providing all services to Federal Government employees and customers electronically through the HR Management Information System in the Federal Government "Bayanati", smart application "FAHR", and Customer Happiness System; inaugurating the attendance and departure registration service for Federal Government employees electronically during remote work through smart application "FAHR"; and launching the new virtual sessions approach through the e-learning portal in "Al-Mawrid", enabling Federal Government employees to attend the workshops and training courses held through "Al-Mawrid".

Bouamim explained during the session the results of the study prepared by the Authority on the implementation of remote work system in light of the current exceptional circumstances at the Federal Government level. The study was conducted at the level of 53 ministries and federal entities, in which 6327 employees participated.

"The study reached important results that would help the federal entities in general, and the Authority in particular, especially in terms of setting policies, preparing better for the future, and organizing remote work; in order to achieve the best desired results regarding protection of employee health and safety," he noted.

Bouamim added: "The results of the study showed that 91% of Federal Government employees are satisfied with

introducing the remote work system under the current situations, and 96% of them confirmed that their entities are implementing remote work system under the current exceptional circumstances, while 92% of respondents said that their tasks are being documented and their accomplishments monitored on a weekly or daily basis, during remote work period.

"The study also showed that 85% of respondents felt that their employers provided the necessary technological requirements for working remotely, and 61% of them confirmed that they did not encounter any difficulties in coping with working remotely."

According to the results of the study, 92% of the employees had their tasks and achievements monitored on a weekly and daily basis, (50% of participants are documenting their tasks through periodic reports that are shared with the entity's officials, while 37% of them are doing so through electronic systems.

For her part, Maryam Al-Zarouni, Director of HR Planning at the Authority shed light on the e-Learning Portal in the Federal Government "Al-Mawred", which was launched by the Authority in late 2019, and as one of its strategic initiatives, it witnessed during the last period great interaction by the Federal Government employees. The portal was visited by nearly 77,500 employees, since its inception untl the beginning of June, 2020.

She revealed that approximately 33,000 electronic certificates were issued through Al Mawrid platform, with nearly 600 workshops and specialized and general training programs available through the platform in various fields, in which ministries and federal entities can enrol their employees, each in their to its specialization.

Maryam Al-Zarouni confirmed that Al-Mawred is an advanced smart training platform that serves Federal Government employees, develops their behavioral and specialized skills. It provides them with general and specialized innovative online training programs and courses at preferential prices that take into account their needs, enhance their capabilities, and enable them to keep pace with the labor market, and the Fourth Industrial Revolution requirements.

She explained that the e-learning portal in the Federal Government, "Al-Mawred", is an important alternative to traditional training and learning methods based on the actual attendance of workshops and training courses, and direct contact between the trainer and the trainees looking for knowledge.

By introducing Al-Mawrid initiative, the Authority aims to assist the Federal Government employees, as well as develop their knowledge, skills and capabilities, so that they can cope with the rapidly changing needs of global labor market by acquiring reliable electronic training, at any time, and from anywhere in the world. .

e-Learning Portal 'Al Mawrid': the best alternative to traditional training

In light of the current circumstances, and after issuing the Guide to Remote Work in the Federal Government, as well as the procedural guidelines in emergency circumstances, the Federal Authority for Government Human Resources (FAHR) called on all ministries and federal entities to shift to online training as a practical alternative to the traditional training. It underlined the importance of investing in the Federal Government's e-Learning Portal 'Al-Mawrid' "www.al-mawrid.ae, launched l7ate last year, to use it as a platform for the new approach of smart learning and learning.

In this regard, HE Leila Obaid Al Suwaidi, Executive Director of Programs and HR Planning Sector at the Authority confirmed that, in light of the Federal Government's approach to working remotely, and to ensure business continuity in emergency situations, the e-Learning Portal in the Federal Government 'Al Mawrid' is considered an appropriate alternative to traditional methods of training and learning based on regular attendance.

She said: "The e-Learning Portal 'Al Mawrid' witnessed during the last period a great interaction and demand by the Federal Government employees. The portal was visited by nearly 65,500 employees, while 62,600 interacted with the offered programs and 13,200 employees obtained completion certificates and participation in Available training programs."

Al-Mawred is an advanced smart training platform that serves Federal Government employees, develops their behavioral and specialized skills, and provides them with general and specialized innovative online training programs and courses at preferential prices that take into account their needs, enhance their capabilities, and enable them

Leila Obaid Al Suwaidi

to keep pace with the labor market, and the Fourth Industrial Revolution requirements.

She stated that the Authority, as part of its efforts to preserve the safety and health of the Federal Government employees, and in implement the Guide to Remote Work in the Federal Government, as well as the procedural guidelines in emergency circumstances, has recently launched the virtual Sessions service via Al Mawrid Portal, which will enable Federal Government employees to attend workshops and training courses held through the portal, using their electronic devices, with ease.

Leila Al Suwaidi added: "The Authority also called for investing in 'Al-Mawred' portal as a practical alternative to traditional training, which provides an ideal opportunity for the federal entities to broadcast online training programs and workshops that they hold for their employees across the platform from anywhere and at any time. By doing so, it can guarantee business continuity, and development of Federal Government employees professional and behavioral skills through continuous learning, which achieves the desired benefit at the lowest costs, even in normal situations."

المورد
AL-MAWRID

The Federal Government E- Learning Portal
www.al-mawrid.ae

Al Mawrid represents a strategic alternative to traditional training methods, especially under the current situations and the shift to continuing learning approach.

Educate
Remotely, from anywhere and at any time

Smart Training Portal

Provide
Free training programs & courses or at reduced prices

Improve
employees' behavioral skills

Designed to meet employees Training needs

Develop
employees' competencies

Al Mawrid- your best option for Remote Learning

"About 250 general and specialized training programs in various fields have been put forward for ministries and federal entities to nominate their employees to benefit from, each according to his/her specialization," she noted.

The Authority has earlier contracted and cooperated with universities and educational institutions, houses of expertise and leading international companies in the field of online training and development, to provide specialized electronic training programs, professional certificates, and educational materials for Federal Government employees for free and at competitive prices.

Al Mawrid Portal has originally been launched in line with the Federal Government's directions towards investing in artificial intelligence, enhancing the Federal Government employees' skills and ensuring

continuous learning, as well as providing them with the best and latest kind of training by investing in modern technology.

Al Mawrid initiative aims to develop the employees' knowledge, skills and capabilities, so that they can cope with the rapidly changing needs of global labor market by acquiring reliable electronic training, at any time, and from anywhere in the world.

The initiative is also a valuable addition to a series of innovative training initiatives launched by the Authority at the Federal Government level over the past years, and shows the Authority's keenness to train and develop human resources in ministries and federal entities, enhance their competencies and skills in a way that increases the efficiency of the UAE Government, and realizes its wise leadership's aspirations.

Sponsored by:

نادي الموارد البشرية
Human Resources Club

الإمارات الإسلامي
EMIRATES ISLAMIC

Holding HR sessions using live streaming techniques

> The Federal Authority for Government Human Resources (FAHR) confirmed that the experience of broadcasting the Human Resource Club' forums and sessions using live broadcast technology via Webinar on the Internet, has met a great interaction by the Club members, HR specialists and those interested in human resources during the past period. The experience has evolves gradually and and its contents will be published on the HR Club page.

In this regard, Salwa Abdullah, Director of Projects and Programs Department, explained that the Authority adopted direct broadcasting technology to the Club's sessions via the Internet, out of its keenness to reach the largest segment of those interested in human resources across the state and abroad. The move also serves the recent direction of the UAE towards working remotely and using modern technologies to ensure business continuity in the Federal Government, and preserve the safety and health of community members in general, and federal government employees in particular, under the current circumstances, she noted.

She said: "A series of HR Club sessions have been held using modern technology, since late last year. These sessions are highly interactive and spark much dialogue, exchange of views and between the keynote speakers and the audience".

Salwa Abdullah

Salwa Abdullah revealed that a new session scheduled on next Thursday, March 26th, entitled "The Workplace of the Future...HR Transformation in the Digital Age, will discuss the digital transformations the human resources are witnessing in the light of the Fourth Industrial Revolution, as well as outlining the characteristics of the future workplace by Mr. Yamen Zain, Assistant Executive Director of Knowledge and Educational Products at The Society for Human Resource Management (SHRM).

Director of Projects and Programs stressed that this new trend adopted in holding forums and sessions of HR Club, launched by the Authority in 2010 as one of its vital strategic initiatives, will give an opportunity for more specialists and those interested in human resources from all work sectors inside and outside the country. "They can follow up sessions from anywhere in the world, using

Interactive and available to everyone from anywhere
Live Broadcast of Club sessions via Webinar Technology

The new technology serves the country›s direction towards teleworking and using modern technology to ensure business continuity in the Federal Government, as well as maintain employees' safety and health, under the current circumstances.

Exchange views and discuss HR Development Solutions and Challenges

Review best HR Practices and Support Services

Create a knowledge base between HR Officials and Professionals

Sharing experiences and expertise between Associate and Speakers

60 Forums **11,500** Participants **12,000** Associates

computers or mobile devices, to interact with the Club's guests, experts and specialists, asking them questions, and obtaining useful answers," she added.

She concluded that the Authority held 60 forums for the Human Resources Club since its launch, with the participation of more than 11500 HR professionals and interested people at the state level, where a number of important topics were addressed, to ensure keeping pace with the latest global developments in the field of human capital development, public administration and support services.

Human resource Club

The Human Resources Club, with a membership that exceeds 12 thousand, is a free platform for intellectual and knowledge communication between specialists and those interested in human resources from all work sectors in the country. It provides an important and great opportunity for cooperation between all those

involved in human capital development, and acts as a platform for discussing key HR related issues and the most prominent challenges facing organizations and governments, with regard to human capital development to propose solutions to such challenges and keep pace with changes in this field.

The Club is 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.

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, and e-mail: HRClub@ fahr.gov.ae

The HR Club defines features of the future workplace in the digital era

A Final Thought

The Federal Authority for Government Human Resources (FAHR), recently organized a Human Resource Club session, using direct broadcast technology via the Internet (Webinar). The virtual session entitled "Workplace of the future … Transformation of human resources in the digital age", was presented by Mr. Yamen Zain, Assistant Executive Director of Knowledge and Educational Products in the Society for Human Resource Management (SHRM), and attended by nearly 3,000 HR Club associates and those interested in the field across the UAE and elsewhere.

Yamen Zain emphasized that the United Arab Emirates assumed a distinguished position on the global map in many areas, especially in the field of government efficiency, and provision of smart services. He added that this would not have been possible without its wise leadership's interest and follow-up on the large – scale investment in human capital, using the best and latest technologies to develop the government work system, with the aim of enriching the experience of customers dealing with the government institutions.

Speaking about the UAE Centennial 2071, launched in 2017, with the aim of making the UAE the best country in the world on the 100th anniversary of its founding. UAE Centennial 2071, according to Mr. Zain, forms a clear map for the long-term government work, to fortify the country's reputation and its soft power, and is based on four pillars, namely, Future-focused government, Excellent education, diversified knowledge economy, happy and cohesive society.

He said: "There are many trends currently affecting the future of work globally and shaping its features, namely the growing reliance of institutions on artificial intelligence technologies and modern techniques in providing services and dealing with customers to meet their needs, as well as the generational diversity of workforce. Most of the work teams include members from all generations, in addition to the rapid movement of top talents from institution to other due to the fierce competition among employers to obtain their services, and the high demand for digital workforce and experts in the field of information technology."

Yamen Zain added: "It is also worth noticing that the work teams in many organizations have become increasingly resilient in facing various challenges ahead, and keeping pace with the rapidly changing developments. Another major trends today also is a tendency among leaders and managers to become trainers and mentors of employees, to devote their knowledge, expertise and long experiences as professionals, to develop, empower and provide guidance."

Assistant Executive Director of Knowledge and Educational Products in the Society for Human Resource Management (SHRM), pointed out that the HR departments have become highly dependent on modern technologies in performing their duties, especially in tasks related to attracting talents, appointment, completing all kinds of HR procedures, training and development, etc. He noted that modern systems and technologies play a prominent role in preserving the institution's knowledge and expertise.

He further explained that HR departments are increasingly using artificial intelligence technologies in enhancing the effectiveness of institutional work system, through boosting employee productivity, maintaining corporate governance, removing duplicate tasks, as well as ensuring business continuity in emergency and crisis situations. Nearly 30% out of 60% of operations and activities can be automated, according to a recent global study, Yamen Zain noted.

Mr. Zain concluded his presentation saying: "Many institutions are employing modern technologies to enrich their employees' experiences and expertise. These technologies contribute to increasing employee engagement, help them achieve a healthy lifestyle and a better work-life balance."

Human Resource Club

The Human Resources Club, with a membership that exceeds 12 thousand, is a free platform for intellectual and knowledge communication between specialists and those interested in Human Resources from all work sectors in the country. It provides an important and great opportunity for cooperation between all those involved in human capital development, and acts as a platform for discussing key HR related issues and the most prominent challenges facing organizations and governments, with regard to human capital development to propose solutions to such challenges and keep pace with changes in this field.

The Club is 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.

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, and e-mail: HRClub@fahr.gov.ae

Fujairah Crown Prince reviews the government human resources system

His Highness Sheikh Mohamed bin Hamad bin Muhamad Al Sharqi, Crown Prince of Fujairah, received in his office at the Emiri Diwan, a delegation from the Federal Authority for Government Human Resources, headed by the Director General His Excellency Dr. Abdulrahman Abdul Manan Al-Awar, in the presence of His Excellency Mohamed Khalifa Al Zyoudi, Director of Human Resources Department in Fujairah Government.

At the outset of the meeting, HH the Crown Prince of Fujairah welcomed the Authority delegation, and listened to an explanation from HE Dr. Abdulrahman Al-Awar about the most important features of the Federal Government HR Strategy, as well as its systems, legislation and innovative programs, especially the HR Management Information System "Bayanati", which is a smart platform for all HR procedures, and a strategic reference that provides timely and accurate data and statistics on the reality of government human resources.

HH also reviewed different aspects of cooperation between the Federal Government and Government of Fujairah, with regard to building a joint digital human resource system for the UAE Government, to provide smart screens for HR indicators, that serve government efforts to develop human capital across the country.

HE Dr. Abdulrahman Al-Awar, thanked HH the Crown Prince of Fujairah, for his interest in and support of the efforts to aimed at developing the national human capital, stressing that the attention given by the wise leadership to human resources plays a great role in enhancing the UAE's position, as terms of global leadership and competitiveness at all levels.

On the other hand, a delegation of the Federal Authority for Government Human Resources visited the Human Resources Department in the Government of Fujairah, with the aim of transferring knowledge and exchanging experiences in the field of human capital development. Delegates on both sides were briefed on the best practices and experiences of each other during the meeting.

Dr. Abdulrahman Al-Awar: «Cooperation between HR departments serves the State's strategic direction»

HE Dr. Abdulrahman Abdel Manan Al-Awar, Director General of the Federal Authority for Governmental Human Resources (FAHR) praised the cooperation between human resources departments in local governments and the Authority to complete vital joint projects that would improve the government human resources system, and serve the State's strategic direction, as well as development the national human capital, towards realizing the wise leadership's visions and future plans.

He stressed the importance of strengthening the existing cooperation between government human resources functions in the country, to implement joint strategic projects aimed at achieving the vision and aspirations of the wise leadership, especially projects related to electronic linkages to government human resource databases.

Dr. Al-Awar was speaking during a visit by an Authority delegation headed by HE to the Human Resources Department in the Government of Ras Al Khaimah, where he was received by HE Dr. Mohamed Abdul Latif Khalifa, Secretary General of the Executive Council of the Emirate of Ras Al Khaimah, Director General of Human Resources Department.

HE Dr. Abdulrahman Al-Awar thanked the Human Resources Department in the Government of Ras Al-Khaimah represented by its Director General and his team, for their efforts and cooperation with the Authority regarding linking HR data and building a common digital HR system for the UAE Government.

"The digital HR system is intended to provide smart screens for human resource indicators, to serve the Government's efforts aimed at developing human capital in the country," he noted.

The visit included knowledge transfer, exchange of experiences and practices related to the development of government human.

HE Dr. Abdulrahman Al-Awar also witnessed the ceremony held by the Human Resources Department of the Government of Ras Al Khaimah, to launch the integrated system of Human Capital Management for the Government of Ras Al Khaimah "Mawaridona", based on the latest integrated solutions, using the electronic cloud technology, an extremely efficient method for managing tasks and procedures.

On the sidelines of the ceremony, the Authority honored the Human Resources Department in the Government of Ras Al Khaimah for its efforts and cooperation with regard to linking HR data, and building a common digital human HR for the UAE Government.

Aisha Al Suwaidi: The UAE's Experience in human capital development must be generalized as one of the best examples

Her Excellency Aisha Al Suwaidi, Executive Director of HR Policies at the Federal Authority for Human Resources Government stressed that the United Arab Emirates has an exceptional ability to cope with all global events and developments, and has become a major player in making change, thanks to the wise and insightful vision of its leadership, represented by His Highness Sheikh Khalifa bin Zayed Al Nahyan, Head of State; His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of UAE and Ruler of Dubai; and His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces.

Aisha Al Suwaidi

She stressed that the UAE Government has made huge progress towards improving government work environment and increasing its attractiveness and competitiveness, through launching motivational initiatives to improve employee performance, enhance their satisfaction, workplace harmony happiness, making the UAE's experience in these areas one of the best examples that should be followed.

HE made these statements during a press interview with the local Arabic newspaper Al Ittihad.

1 - How do you see the current and future of work environment in the UAE over the next 50 years, in terms of potentials, human resources and the surrounding environment?

The United Arab Emirates is not in isolation from global surroundings, it has the same conditions due to digital transformation, contemporary thinking on issues. business philosophy that will change dramatically in the coming years. governments of the future will turn towards improving services, adopting ways to support the work environment enhancement, as well as optimally investing available resources in all sectors. Doubtless, technology will play a pivotal role in this transformation, causing a great impact on the future of labor relations.

The entities' organizational structures are most likely to be affected by this digital transformation. Moreover, there will also be an important and effective role for change makers. Work environment will transform towards focusing on new unconventional priorities, due to a change in human resources characteristics and needs, requiring a focus on institutional effectiveness, social welfare, quality of life, and job satisfaction. These issues will be treated as high priority importance by the Government during the coming period.

It is important to point out here that the work environments will be greatly affected by generational directions and needs. Today's generation differs from its predecessors, while the gap will be even wider between today's and the future generations. We are now in an era of great transformation. For the first time we find four to five generations under one roof in workplaces. This imposes new corporate values that would fulfill the new generation's aspirations and passion for modern technology and skills, as well as different opinion on salaries compared to previous generations. They also look forward to get better opportunities for continuous learning, job satisfaction, and social relationships.

Thus we can say that the work environment in the UAE, will see huge transformations, especially that the state is keen to keep up with global changes and adopt the best practices, to ensure a happier   and motivating work environments, that provides the best services.

2- What are the best ways to achieve happiness and quality of life in government work environments?

This is an important question and has many dimensions. However,   the first thing to do is improving the work environment, and taking into account the needs of different generations and future workforce. It is equally important to focus on continuous learning,   considering it a priority, away from traditional ways of performance measurement and training delivery methods.

It is very important to find new ideas for managing employees, away from traditional methods that require regular physical presence in workplaces by law. There will be more flexible work options, as employees will feel happy if given more freedom if given the opportunity to work remotely.

3- Do you think these ideas equally apply to the private sector ?

There is no doubt that every work sector will be affected. There will be more convergence and the impact will reach deep to near coherence as studies suggest; because opportunities for the next generation will not be limited to the government sector which is undergoing a shift in concepts to work. Likewise, we are facing a shift in concept towards the private sector. By narrowing the gap between the two sectors, new economic powers will emerge, relying on new employment options like freelancing, and these in fact, will play a big role in future work system.

4- What are the most important initiatives and activities the Authority is intending to launch in the future, in cooperation with its partners, to create an attractive work environment for employees? Can you highlight their importance, objectives, implementation timelines, and their impact on increasing employee happiness and productivity?

The Authority will focus during the next period on improving the quality of services, promoting innovation and investment in human resources through digital solutions, enhancing employee wellness   and quality of life to increase productivity.

The Authority will also make advantage of existing data, and complete the electronic linkage to databases, which will lead to more smooth decision – making. All these procedures are based on the use of artificial intelligence techniques, to provide better and more logical solutions,

amid questions about the quality of data extracted, its governance frameworks and use.

At this point, I think it is important to conduct continuous studies on the impact of technological development on the labor markets, especially the government sector that will be subject to immense change. It is also important, when developing policies, to adopt mechanisms whereby they can be easily modified to cope with the changing economic, social and political conditions, as well as the quality change of emerging labor force and technology use. Another essential point is the need to focus on digital transformation and a shift to artificial intelligence, as well as on continuous learning for government employees.

5- What are the Authority's most outstanding achievements in the area of improving the work environment?

Over the past years, the Federal Authority for Government Human Resources had been striving to improve the work environment in the Federal Government, and enhance its attractiveness to talented people. In this regard, it launched many initiatives, projects and strategic e-systems to achieve this goal.

The most important of these initiatives and projects include the HR Management Information System in the Federal Government Bayanati", along with associated electronic HR by-systems; Rewards s& Incentives System for Federal Government employees, endorsed by the Cabinet; Performance Management System and Training & Development systems for the Federal Government employees; the Federal Government's Preferred Training Partners Initiative; e-Learning Portal Initiative Al-Mawred"; Government Skills Bank Initiative, Government Employees Discount Program "Imtyazat"; and the Guide to Employee Wellness Program.

Other initiatives that greatly contributed to enhancing the government work environment and enriched its competitiveness include the UAE HR Award under the patronage of His Highness Sheikh Mansour bin Zayed Al Nahyan, Deputy Prime Minister, and Minister of

Presidential Affairs; Mansour bin Zayed Award for Best Research in Human Resources; HR Club Initiative, which is considered an important interactive platform and knowledge transfer channel. The Club gathers 12000 HR professionals and those interested in the field from all sectors of work in the country under one roof, to share ideas and experiences that strengthen the role of HR departments.

6- What are the most important challenges facing attempts to improve work environment, currently and in the future ?

I think the challenges in general lie in the work environments themselves. The biggest challenges are how to change employee behavior towards technological transformations, increase reliance on artificial intelligence technologies, and diversify work force characteristics. However, there are certain risks to be taken into account, as the organizational structures of organizations are changing dramatically, the work environment is becoming more likely to accept the concept of social work and methods for employee performance are constantly changing. On the other hand, work options under the current work environment need to be analyzed more accurately; to see how far they keep pace with global and meet the needs of all workforce generations.

7 – The Federal Authority for Government Human Resources has the advantage of issuing the specialized HR Echo Magazine. How do the Magazine's articles and authors look to the future of work environment in the UAE, or in the world during the coming decades?

The UAE is an integral part of the world, and one of the most dynamic countries in terms of keeping up with global transformations on various levels, as suggested by several indicators and the high living standards. Indeed, it has become the world's center of attention for its exceptional ability to keep pace with all Events and developments on global arena. Not only that, but it is emerging as a major player in all developments taking place around the world, thanks to the wise leadership represented by His Highness President Sheikh Khalifa bin Zayed Al Nahyan, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President of the UAE, Prime Minister and Ruler of Dubai and His Highness Sheikh Mohammed bin Zayed Al Nahyan Crown Prince of Abu Dhabi, Deputy Supreme Commander of the Armed Forces.

In fact, the UAE's great achievements in record time, are highly appreciated and admired by all, as seen in the eyes of the country's guests generally, global and regional delegations visiting the, as well as international writers of HR Echo Magazine, who are fascinated by everything they see on Emirates Land. The experience of the UAE Government in human capital development and empowerment, deserves to be generalized and followed. Our Government always proactively embraces technology, and harnesses it to adapt global variables to serve the country's development.

8- What are the top 10 requirements indicated by HR Echo Magazine, or by government employees regarding the enhancement of the quality of work environment?

From the first issue, HR Echo Magazine started by addressing ways to enhance the quality of work environment in government and private sectors. The most important aspects highlighted in this respect include, embracing technological developments and making it an integral part of the institutional culture, and looking at it as an essential for all employee at various job levels. The Magazine also shed light on an important shift in institutional directions. After heavy dependence on recruiting top talents from outside, institutions are giving much attention to training their employees to take on leadership roles and positions in the future, as recruitment has become too expensive for the entities to afford.

FAHR obtains ISO Integrated Management System certification

The Federal Authority for Government Human Resources (FAHR), has recently been awarded ISO certification for Integrated Management System, which outlines requirements for an occupational health and safety (OH&S) management system.

Khaled Al-Mazmi

It also covers the occupational health and safety procedures in the Authority, including contingency plans and employee safety, as well as the environment management system, which includes mechanisms for environmental conservation, such as electronic transformation, and the quality management system that includes managing the Authority's operations and their links to overall plan.

In this regard, Khaled Al-Mazmi, Director of Strategy and Future Department, stressed that the Authority, at all levels, has made great efforts to prepare for award,

and these efforts paid dividends by obtaining ISO certificate for Integrated Management System.

Al-Mazmi said: "It is worth mentioning that ISO certification awarding body, praised the Authority's efforts at the audit process, and the Authority obtained the certification without any major reservations regarding its operations. So I would like to thank all employees who cooperated with the Strategy and Future Department in making the audit process a success."

FAHR's smart enablers achieved a quantum leap in 2019

The Federal Authority for Government Human Resources (FAHR) has achieved a qualitative shift in the results of smart government enablers indicators for 2019, compared to the results of 2018, and previous years in general, according to findings of the annual assessment conducted by the smart government enablers team of the Telecommunications Regulatory Authority (TRA), across the ministries and federal entities within smart government's index.

The Authority explained, in a statement, that the assessment covered 7 government indexes namely: smart government services transformation rate index, smart government services using rate index, stakeholder's satisfaction rate of using smart government services index, public awareness rate of smart government services index, quality compliance with websites standards rate index and smart government services compliance services & quality standards rate index.

The statement revealed that the Authority achieved 100% in public awareness rate of smart government services index, and smart government services transformation rate index, compared to 99% in stakeholder's satisfaction rate of using smart government services index, and smart government services compliance services & quality standards rate index and 97% in quality compliance with websites standards rate index.

According to the Authority, these results reflect its keenness to improve the quality of services it provides to ministries, federal entities, private sector institutions and all stakeholders, in order to achieve their satisfaction with its services. It revealed that all the services will be automated, turned into smart, and made available to customers through several channels, most notably: the HR Management Information System in the Federal Government "Bayanati", smart application (FAHR), Customer Happiness System, and the Authority website: www.fahr.gov.ae).

FAHR Provides 1920 legal consultations to the Federal Government employees and the public in 2019

> The Federal Authority for Government Human Resources (FAHR) revealed that it responded, during 2019, to 1920 legal advice requests and queries submitted by employees of federal ministries and entities, local and private organizations and the public. The legal services related to HR policies, legislation and systems applied at the Federal Government level.

600

consultations via Customer Happiness System and 200 via Smart App "FAHR"

In this regard, HE Aisha Al-Suwaidi, Executive Director of tHR Policies Sector explained that the Legal Consulting Team in the Authority dealt with more than 11000 legal advice requests and inquiries, received from ministries, federal entities, local and private government bodies and the public, since its formation in the year 2010 until the end of last year. These requests included 1920 during 2019 alone, with 1590 submitted by ministries and federal entities, and 330 received from local governments, private sector institutions and the public.

HE Aisha Al-Suwaidi said: "Out of these legal advice requests and inquiries, 922 were sent via the e-mail of the Legal Consulting Team: legal@fahr.gov.ae, while 600 were received through the Customer Happiness System, which was launched in August 2019, and includes 16 A major service, to benefit 67 ministries, federal entities,

private sector institutions and the public. The system is an integrated online portal through which the Authority provides the necessary support to ministries and federal bodies, with regard to the operation and maintenance of all electronic HR systems under the umbrella of the HR Management Information System in the Federal Government (Bayanati)".

According to Aisha Al-Suwaidi, out of the total legal advice requests received last year, nearly 370 focused on allowances and bonuses, 255 on different types of leaves, and 173 on HR systems and regulations in the Federal Government.

She indicated that the Ministry of Health and Prevention registered the highest demand for legal advice services during 2019, with 293 inquiries, followed

by the Ministry of Education with 172, and the Federal Electricity & Water Authority with 100 requests.

For his part, Hamad Bou Amim, Director of Policies and Legal Affairs, said: "The Legal Consulting Team usually studies the enquiries submitted by employees of the ministries and federal bodies with regard to federal government human resources laws, regulations, legislations and policies. The team's ultimate goal is to unify legal opinions on all issues presented to FAHR and to document for the legal principles in order to simplify work procedures in the future."

He added: "As part of the Authority's keenness to provide smooth communication for ministries and federal entities wishing to obtain legal advice with the Legal Consulting Team, it allocated 9 communication

channels. These channels include the Customer Happiness System, the Authority's website (www.fahr.gov.ae), Legal Consulting Team's e-mail, Smart App (FAHR), HR forums, official correspondence aimed at direct communication with all customers and immediate and quick response to their inquiries, in addition to the toll-free number 600525524, and the Authority's various accounts in social networking sites such as: Twitter Instagram and LinkedIn. "

It should be noted that a legal consulting team had been set up by the Authority in late 2010, as part of its keenness to create a sound legal culture among the employees of ministries and federal agencies about human resource legislation, policies and regulations applied in the Federal Government, by responding to inquiries and questions related to legal issues.

الهيئة الاتحادية للموارد البشرية الحكومية
Federal Authority For Government Human Resources

United Arab Emirates

المورد
AL–MAWRID

Federal Government E- Learning Portal

www.al-mawrid.ae

Develops

Federal Government employees' competencies

Hones

their behavioral skills

Offers

- Specialized certificates
- educational materia
- Training courses and programs

Federal Authority | هيئـة اتحـاديـة