

HR Club discusses opportunities for Zero Bureaucracy using creative technologies

The Forum, which was held virtually in cooperation with “Oracle”, hosted (Loay Zuaiter, the Senior Administration Manager at Oracle Gulf, Ahmed Embabi, the Senior Regional Director for Human Resources, and Eman Nassif, a consultant of human resources management applications at the company).

The Forum highlighted several topics, including: (the causes of bureaucracy in the public sector employee’s journey and its various forms; reconceptualization of the employee’s experience with technology; how to employ innovative technologies to overcome bureaucratic challenges; the ways to increase the level of influence on institutional results by reducing bureaucracy; the organizational benefits resulting from elimination of bureaucracy and its repercussions on levels of efficiency and productivity; enhancement of innovation in the workplace; reduction of operational costs; and provision of high-quality services).

The Forum’s guests stressed the importance of automation and digitization in serving the efforts to eliminate bureaucracy, providing high-quality databases, measuring productivity, engaging employees and customers, reducing redundant processes, and overlapping roles and responsibilities.

They also highlighted the need to follow several strategies to eliminate institutional bureaucracy and raise levels of efficiency in the work system by using advanced technology, accelerating the pace of automation, re-engineering and simplifying processes, providing services via digital platforms, and focusing on capacity building. The guests also stressed the need to push towards the adoption of future technology, formulation of flexible policies, enhancement of cooperation, identification of key performance indicators regarding the implementation of zero bureaucracy initiatives, considering the views of employees and customers, and provision of continuous training opportunities for employees.

Most of the participants in the session agreed in a short questionnaire that elimination or reduction of bureaucracy will benefit the organization and enable it to achieve a set of values, especially enhancing efficiency and productivity, raising the level of employee experience, and reducing the level of process redundancy.

The Human Resources Club, launched by FAHR in 2010, is a prominent intellectual and cognitive communication channel that brings together thousands of people interested and specialized in the discussion topics, whether in HR issues and support services or general and emerging issues.

The Club is also an interactive platform for parties interested in human resources, experts and people with distinguished experiences where they exchange ideas, experiences and solutions that would enhance the responsibilities and roles of the HR departments, corporate services departments and other inter-sectoral departments in the State.

The Club membership is open and free for all those interested in human resources and institutional support, etc. Membership applications can be submitted via : (FAHR website: www.fahr.gov.ae) or via the Club e-mail (HRClub@fahr.gov.ae).
