Contents

Executive summary 1
This is HRDF 2
Vision, mission and values 2
The KSA labour force 3

Channels to support the recruitment and upskilling of the national workforce in the private sector
- Taqat National Labour Gateway 5
- HRDF touchpoints
  - Branches 6
  - Job placement centres 6
  - Tele-job placement centres 6

Employment support programmes
- Upskilling programme 8
- The National Job-Seeker Support Programme (Hafiz) 8
- Full-time subsidy programme 9
- Part-time subsidy programme 9
- Freelance subsidy programme 9
- Tele-work programme 10
- Direct employment subsidy programme 10
- Additional wage support programme 10
- Tawafuq Employment of persons with disabilities programme 11
- Subsidising the wage of dialysis days 11
- Teachers subsidy programme in private schools 11
- Women’s work support programmes (feminisation of shops and feminisation of factories programmes) 12
- Small enterprise owners support programme 12

Training support programmes
- Training to employment subsidy programme outside the establishment 14
- Training in non-profitable institutes programme 14
- SABIC National Saudisation project 14
- Tamheer On-the-job training programme 15
- Rehabilitation programme for graduates of health diplomas in the Saudi Red Crescent Authority 15
- Refresher programme for Health Diploma Holders – MOH 15
- National e-learning platform (Doroob) 16
- Professional career certificates support programme 16
- Mahir Job seekers training programme 16
- Nationalisation of 12 retail activities 17

Enablement and creativity programmes
- Qurrah Working women childcare programme 19
- Wusool Transportation of working women programme 19
- 9/10th programme 20
- Subol Career education and development programme 21
- HRDF Leadership Academy 22

Institutional excellence of the Fund
- Customer service excellence 24
- National Labour Observatory (NLO) – NLO.SA 26
- Events and achievements 28

Summary of HRDF programmes 31
Executive summary

The Quarterly Report 2019 (Q3) of the Human Resources Development Fund (HRDF) covers the period from 1 July to 30 September (2019 Q3). It outlines the execution of HRDF’s mandate to drive Saudi human capital development to increase Saudisation of the Kingdom’s workforce. It provides a summary of the role of HRDF in enhancing and promoting labour market policies and increasing the number of new labour market entrants, both male and female nationals, by providing them with the necessary support as well as specialist and professional empowerment.

Further, the Report reviews the services and programmes which serve the labour market in the Kingdom of Saudi Arabia in partnership with the Ministry of Labour and Social Development and other relevant institutions.

The Report provides an overview of HRDF, the KSA labour force, and HRDF’s channels. The Report monitors the current context of HRDF and provides a review of the workforce in KSA, HRDF’s events and achievements during Q3, the distribution of HRDF branches, centres, and affiliated offices all over the Kingdom, and the progress made by the Fund in the Third Quarter of 2019.

Overview of Q3 2019

- 112 launched the Rehabilitation programme for graduates of health diplomas in the Saudi Red Crescent Authority
- 404,960 beneficiaries of Doroob
- 347,889 beneficiaries of Hafiz programmes
- 622 beneficiaries of Women’s work support programmes
- 2,904 beneficiaries of Tamheer
- 9,173 beneficiaries of Wusool
- 60 launched the HRDF Leadership Academy
- 23,486 beneficiaries of 9/10th programme
- 213 beneficiaries of Tawafuq
- 64% customer satisfaction index
- 94% resolved complaints in the HRDF Call Centre
- 585,481 number of visitors to HRDF website
The Human Resources and Development Fund was established by Cabinet of Ministers’ Decision No. (107) of 29/04/1421, with the purpose of supporting the endeavours of training and recruiting the national workforce in the private sector.

HRDF is the national driver of human capital in the Kingdom.

In order to achieve its goals, HRDF focuses on the following:

1. Providing monetary incentives to support the upskilling, training and employment of the national workforce in the private sector.
2. Contributing to the costs of upskilling and training the national workforce for private sector jobs. The Fund’s Board of Directors will determine the percentage of this contribution whereas the remaining cost will be paid by the employer benefiting from the training process.
3. Contributing a percentage of the salaries paid to those employed in private sector establishments after they receive upskilling and training and those who are employed in these establishments in coordination with the Fund. The employer will pay the remaining part of the salary, and the Fund will continue to pay this percentage of the salary for a maximum period of two years. The Board of Directors will set the conditions required to disburse these amounts of money.
4. Providing funds to field programmes, projects, plans and studies which aim to employ Saudis to replace expatriate workers.
5. Giving loans to private sector companies established in the Kingdom to upskill and train the national workforce as well as the companies which are keen on expanding their activities or introducing modern equipment in their operations.
6. Conducting research and studies on its activities which aim to upskill, train and recruit the national workforce and providing technical and administrative advice to the establishments involved in upskilling and training the national workforce.

**Vision**
To create a sustainable national workforce.

**Mission**
To empower human capital in KSA by providing programmes and services, in partnership with the private and public sectors, to fulfil present and future labour market needs.

**Values**

- Customer focus
- Team spirit
- Excellence
- Loyalty
- Fairness
- Inspiration source
- Learning
The KSA labour force

In Q3 2019

Total labour force in the private sector of KSA is 8.2 million

Of which, 1.70 million are Saudi nationals

57,665
*Number of expatriates who left private sector employment

54,515
*Number of Saudi nationals joining the labour force in the private sector

20.4%
*Saudisation rate

Data source:
* General Organisation for Social Insurance (private sector) Q3 – 2019
Channels to support the recruitment and upskilling of the national workforce in the private sector

HRDF engages with all its stakeholders through multiple channels to provide a consistent, personalised, and seamless experience in its vision to create a sustainable national workforce in the Kingdom of Saudi Arabia.
**Taqat National Labour Gateway**

*Taqat* or the National Labour Gateway is an integrated platform that amalgamates HRDF’s mandate and national policies to facilitate and bring into effect programmes and services to develop the national labour market. It is a fully-fledged platform for the private and public sectors that brings together job seekers, employers, and other key stakeholders that are involved in upskilling the Saudi workforce. The number of registered in the portal reached 77,713 where 2,063 beneficiaries were successfully employed. The main functions of the *Taqat* are:

- Provide a unified and integrated platform for all parties in the labour market
- Enhance labour market transparency and provide data to support decision-making
- Provide tools to manage the labour market and activate its programmes and policies
- Reduce dependency on expatriates
- Enhance Saudi workforce competitiveness support human resource development according to actual labour market needs
- Providing employment services
- Providing training services
### HRDF touchpoints

#### Branches

HRDF’s employee centres are the primary touchpoints of the Fund. They are responsible for providing HRDF’s services and creating job opportunities in coordination with the private sector. They implement HRDF’s strategies and the support programmes under the three main axes, align job seekers with appropriate job opportunities, and provide professional guidance where necessary. The number of recruitments done through branches:

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Branches</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>6,076</td>
</tr>
<tr>
<td>Q3</td>
<td>4,429</td>
</tr>
<tr>
<td>Q2</td>
<td>1,967</td>
</tr>
<tr>
<td>Q3</td>
<td>2,286</td>
</tr>
</tbody>
</table>

**6,396 beneficiaries in 2019 Q3**

#### Job placement centres

These centres aim at promoting productive and continued employment by developing inclusive training and employment strategies for male, female, and people with disabilities. They enable employers to respond to labour market changes and implement policies which leave a positive impact on economic growth and investment. The total number of Taqat employment centres has reached 40. 24 centres for males and 16 centres for females, and the total number of beneficiaries are:

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Job placement centres</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>4,355</td>
</tr>
<tr>
<td>Q3</td>
<td>4,457</td>
</tr>
<tr>
<td>Q2</td>
<td>4,721</td>
</tr>
</tbody>
</table>

**8,812 beneficiaries in 2019 Q3**

#### Tele-job placement centres

These are training and employment centres aimed at job seekers in remote parts of KSA and those who are unable to access HRDF physical touch points. The centre provides training, career counselling, personal coaching and mentoring, training related to soft skills, and range of other services. There are 7 tele-job placement centres and the total number of beneficiaries are:

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Tele-job placement centres</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>265</td>
</tr>
<tr>
<td>Q2</td>
<td>233</td>
</tr>
</tbody>
</table>

**265 beneficiaries in 2019 Q3**
Employment support programmes

These programmes and services are aimed at increasing the employment opportunities of individuals to match the needs of the labour market, increasing Saudisation, and supporting their continuation on the job.
#### Upskilling programme

The programme was launched in January 2019. It aims to support the employment of researchers and job seekers in the private sector and raise their skills and they are at the top of the work in qualitative and quantitative employment. The Fund provides support with a subsidy of 30% of the salary for the first year. The percentage is reduced to 20% for the second year and 10% for the third year. The minimum wage for the subsidy is SAR 4,000 and the maximum wage is SAR 10,000. The support offered is 70% for employment and 30% for training. The establishment is entitled to additional support in the following cases (Female employment, employment of persons with disabilities, employment in small villages and towns, employment in small and medium enterprises, and employment in critical occupations).

922 beneficiaries in 2019 Q3

#### The National Job-Seeker Support Programme (Hafiz)

This programme supports job seekers to find appropriate and sustainable jobs and provide them with the necessary skills and resources in order to join the labour market. It consists of the Hafiz Searching for Employment Programme and the Hafiz Difficulty Finding Employment Programme. Each programme targets a certain segment of job seekers according to certain eligibility requirements for receiving benefits. The National Job-Seeker Support Programme (Hafiz) consists of:

##### Hafiz Searching for employment programme

The Hafiz searching for employment programme provides a monthly financial assistance of up to SAR 2,000, targeting young job seekers between 20-35 years who fulfil the subsidy eligibility requirements. The total beneficiaries of the programme are:

178,605 beneficiaries in 2019 Q3

##### Hafiz Difficulty in finding employment programme

The Hafiz difficulty finding employment programme provides financial assistance reaching up to SAR 1,500 for the first fourth months, SAR 1,250 for the next fourth months, and SAR 1,000 for the last fourth months. It targets job-seekers who are over 35 years or those who completed the Hafiz Searching for employment programme without being able to find an appropriate job. The total beneficiaries of the programme are:

169,284 beneficiaries in 2019 Q3
**Hafiz Programme**

9,382 beneficiaries in 2019 Q3

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**Full-time subsidy programme**

This programme aims to support the increase of Saudisation levels in private sector establishments by contributing 20% of new female employees’ monthly salary calculated according to Saudisation growth and 5% of new male employees’ monthly salary calculated according to Saudisation growth. The total beneficiaries of the programme are:

6,785 beneficiaries in 2019 Q3

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**Part-time subsidy programme**

This programme aims at supporting the growth of Saudisation in private sector establishments and activating the mechanism of part-time employment. HRDF contributes SAR 300 to private sector companies as a percentage of the 1,500 social insurance of new employees. This subsidy is credited directly to the account of the General Organisation for Social Insurance on a monthly basis. The total beneficiaries of the programme are:

141 beneficiaries in 2019 Q3

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**Freelance subsidy programme**

The freelance subsidy programme provided by the Human Resources Development Fund aims to provide social protection to the self-employed and to promote self-employment as a non-traditional method in support of Saudisation. The total beneficiaries of the programme are:

14 beneficiaries in 2019 Q3
Tele-work programme

Tele-work programme is a nation-wide initiative by the HRDF in partnership with the Ministry of Labour and Social Development. This programme is aimed at providing Saudi national job seekers with physical difficulties to connect with employers. Job seekers who encounter difficulties in transportation, inconveniences in the workplace, or those focusing on childcare can utilise this programme to remotely connect with employers through a virtual workplace. The programme stopped taking support applications in October 2017. The total beneficiaries of the programme are:

9 beneficiaries in 2019 Q3

Direct employment subsidy programme

This programme aims at recruiting job seekers in private sector establishments who wish to employ male and female job seekers by providing salary up to 50% and not exceeding SAR 2,000 per month for the period of support (24 months). The number of beneficiaries of the programme are:

5,645 beneficiaries in 2019 Q3

Additional wage support programme

This programme aims to stimulate enterprises to enable Saudi job seekers to join the opportunities available in the private sector. The programme offers financial support for recruitment of Saudi nationals in facilities classified in the platinum and green ranges of Nitaqat programme. A business entity can enrol a maximum of 20% (in the platinum range) and 15% (in the green range) of its Saudi employees in the additional support programme provided that the beneficiaries are qualified according to the eligibility requirements of a candidate. The programme stopped taking support applications in October 2017. The total beneficiaries of the programme are:

1,343 beneficiaries in 2019 Q3
**Tawafuq Employment of persons with disabilities programme**

This programme supports and enables job seekers with disabilities to be employed in the private sector. The core principles of the programme are right to equal opportunity, inclusion, skills, disability confidence, and services. The total beneficiaries of the programme are:

213 beneficiaries in 2019 Q3

**Subsidising the wage of dialysis days**

The programme aims to stimulate private sector enterprises to employ patients with renal failure and continue their work in order to achieve job stability. The Fund compensates private sector establishments for the days of leave taken by employees to perform dialysis for blood purification. The total beneficiaries of the programme are:

40 beneficiaries in 2019 Q3

**Teachers subsidy programme in private schools**

This programme is aimed at improving the working conditions and to increase the functional ability of teachers in private and foreign schools. HRDF supports this programme through financial means by fulfilling the minimum wage requirement of SAR 5,000 and a transportation allowance of SAR 600. The programme stopped taking support applications in September 2017. The total beneficiaries of the programme are:

15,361 beneficiaries in 2019 Q3
Women’s work support programmes
(feminisation of shops and feminisation of factories programme)

The objective of this programme is to increase the opportunities for women to work in private sector establishments in line with their qualifications as per the needs of the labour market and according to the women employment regulation decisions issued by the Ministry of Labour and Social Development through a unified recruitment and training support mechanism for up to three years in accordance with the specified controls. The programme stopped taking support applications in October 2017. The total beneficiaries of the programme are:

- **494** beneficiaries of feminisation of shops in 2019 Q3
- **128** beneficiaries of feminisation of factories in 2019 Q3

Small enterprise owners support programme

This programme is aimed at supporting and encouraging Saudi nationals who operate small businesses. Through the programme, financial support is provided for the management of these small businesses. The programme stopped taking support applications in the end of 2018. The total beneficiaries of the programme are:

- **1,111** beneficiaries in 2019 Q3
Training support programmes

HRDF seeks to train and develop the national workforce in order to further their job opportunities and support their stability in the private sector.
Training support programmes

**Training to employment subsidy programme outside the establishment**

This programme aims to stimulate private sector enterprises to hire unqualified job applicants and train them through a training programme delivered by licensed training entities outside the enterprise. The total beneficiaries of the programme are:

1,021 beneficiaries in 2019 Q3

**Training in non-profitable institutes programme**

This programme aims at qualifying job seekers in uncommon and unique specialisations and supporting their employment within the private sector. The Technical and Vocational Training Corporation (TVTC) will provide training as a non-profit institute in one of the training centres. The number of trainees benefited from the programme in 2019 Q3 reached 5,100 (male) trainees in targeted sectors such as oil, construction, drilling, electrical services, dairy, food, electronics, and others. The total beneficiaries of the programme are:

5,100 beneficiaries in 2019 Q3

**SABIC National Saudisation project**

The programme aims to train and qualify national cadres in technical positions at contractors working with SABIC. The related programmes are implemented through training programmes in the institutes of the Royal Commission in Jubail and Yanbu. Although the programme was stopped by the end of 2016, there still remain 12 beneficiaries from the Eastern Region in 2019 Q3.

12 beneficiaries in 2019 Q3
**Tamheer On-the-job training programme**

*Tamheer* focuses on providing valuable experience and skills to youth through a hands-on approach. It is essentially a three to six month, on-the-job training in the leading companies of KSA. Young Saudi graduates are afforded the opportunity to get a glimpse into the labour market at leading government, corporate, and international organisations of the highest calibre. The total beneficiaries of the programme are:

2,904 beneficiaries in 2019 Q3

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**Rehabilitation programme for graduates of health diplomas in the Saudi Red Crescent Authority**

This programme supports the integration of emergency medical technicians through a four-month theoretical training programme within the Prince Sultan Centre for Health Studies. The four month hands-on training is carried out in collaboration with the Saudi Red Crescent Authority, where followers of the programme are afforded opportunities as Emergency Medical Services Technicians within the Authority and affiliated bodies. The programme targets graduate job seekers of governmental and private health diplomas for the required specialties in the Saudi Red Crescent Authority. The total beneficiaries of the programme are:

112 beneficiaries in 2019 Q3

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**Refresher programme for Health Diploma Holders – MOH**

In partnership with the Ministry of Labour and Social Development and the Ministry of Health, this programme offered by the HRDF focuses on providing vocational exposure and Saudisation of the KSA health sector.

The programme includes theoretical training for six months, followed by practical training for the same period within hospitals and centres affiliated to the Ministry of Health. This is followed by the recruitment of trainees. The total beneficiaries of the programme are:

4,523 beneficiaries in 2019 Q3
National e-learning platform (*Doroob*)

*Doroob* is the national e-learning platform that seeks to empower job seekers, students, and all interested parties by offering training and skill development programmes and learning courses. *Doroob* also provides on-the-job training programmes and training courses free-of-charge. HRDF, while bearing the cost of the programme, has also formed strategic partnerships with leading companies in KSA that recognise *Doroob* certificate holders. The total beneficiaries of the programme are:

404,960 beneficiaries in 2019 Q3

Professional career certificates support programme

This programme is part of the national initiative to encourage and uplift the national workforce, and increase the competency of the labour market by providing a range of career improvement opportunities. It is aimed at reducing occupational exposure and to make Saudi nationals aware of international accredited certification. Participants are awarded internationally accredited vocational certificates. HRDF supports and funds the programme and its participants. The total beneficiaries of the programme are:

285 beneficiaries in 2019 Q3

*Mahir* Job seekers training programme

It is a job seeker training programme aimed at training and qualification in many professions required by the labour market and increasing the supply of qualified specialists. The programme was stopped in 2012, and there remains a numbers of trainees continuing their studies. The total beneficiaries of the programme are:

181 beneficiaries in 2019 Q3
Nationalisation of 12 retail activities

In line with the efforts of the Ministry of Labour and Social Development to promote Saudisation in 12 retail activities, the programme was approved by the Fund Resolution No. 40/17/D on 17/01/1440 AH as one of the projects to raise the skills of job seekers in the specific retail activities and promote Saudisation. In order to enable the participation of the Chambers of Commerce and accredited training bodies, and also to achieve the objectives of quality and efficient employees, the Saudisation of the identified activities is subject to specific criteria.

Support mechanism:

Training and recruitment costs are paid in two instalments.

- **The first instalment**: represents (20%) of the total cost of training. It requires the payment of the first payment to be made for the course in order to obtain the certificate.
- **The second instalment**: represents 80% of the total cost of the training plus the cost of employment of SAR 1,000. The second instalment requires the employment of the individual at private sector establishments within the stipulated activities, and continuing on-the-job for a period of 3 months.

57 beneficiaries in 2019 Q3
Enablement and creativity programmes

HRDF seeks to empower and enable diverse groups of Saudi nationals from women, to youth, and the unemployed.
**Qurrah Working women childcare programme**

This programme aims to improve the childcare system to respond to the needs of high-quality centres at an affordable cost, improve the working environment inside child care centres, and, as a result, improve the provision of job opportunities to female employees and job seekers in the Saudi labour market. Qurrah supports the increase in the percentage of Saudi women working in the private sector and encourages their stability at work by subsidising them to enrol their children in child care centres during their working hours. The number of women beneficiaries this quarter has reached 801. In order to respond to the needs of the biggest segment of Saudi women working in the private sector, the support mechanism was amended as follows:

Subsidies continue to be provided for 4 years until the child is 6 years old

- In the first year the amount of subsidy is SAR 800
- In the second year the amount of subsidy is SAR 600
- In the third year the amount of subsidy is SAR 500
- In the fourth year the amount of subsidy is SAR 400

**801 beneficiaries in 2019 Q3**

**Wusool Transportation of working women programme**

This programme aims to empower Saudi female workers and sustain their jobs by providing them with transport to and from their workplace. These transportation means are affordable, highly safe, available in most cities and districts and of high quality and reliability. Wusool supports the increased participation of women working in the private sector through improving and developing female transportation and contributing 80% of their transportation costs.

1. Fixed coverage at 80% of transportation cost
2. Up to a maximum of SAR 800 per month
3. Duration of support: 12 months

**9,173 beneficiaries in 2019 Q3**
9/10th programme

HRDF’s 9/10th programme is a pioneering initiative operating under the Ministry of Labour and Social Development. The programme is aimed at driving business growth and providing avenues to small and medium scale businesses to drive national economic growth. The programme acts as a bridge between the world of business, the market, potential investors, and Saudi entrepreneurs. Through seven different services, the 9/10th programme fosters innovation and entrepreneurship. These innovative solutions and services are specifically designed to support and develop small and medium entrepreneurs through various stages of their development.

23,486 beneficiaries in 2019 Q3

Forsah

It is an electronic platform that connects buyers to suppliers from all regions of the Kingdom. The number of beneficiaries of small and medium enterprises amounted to 522 enterprises, and the number of available opportunities exceeded 690 opportunities in Q3 2019.

Kanaf Emerging business accelerator

It is an incubator for entrepreneurs during the early stages of their projects until their launch in the market, which helps the entrepreneurs to have a product or service ready to be submitted to investors and displayed in the market.

Tojjar Access to market

It is an e-commerce platform that enables entrepreneurs to coordinate sales, payment, delivery, etc., without worrying about the technical structure needed to achieve this objective. It also allows productive families to sell their products in modern booths at the largest companies in KSA. 5 booths were constructed in Q3-2019 to enable families to invest in them.

Bahr Self-employment

It is a portal that combines freelance professionals and employers and projects. The portal has a large number of skills allowing the largest number of professionals to benefit and work and includes many specialties (website development, mobile, translation, writing, design, sales, marketing, customer service, network management, data analysis, business, consultancies, engineering and planning). The number of beneficiaries exceeded 3,786 and the number of projects exceeds 1,827 during Q3 2019.
**Abwab My apps**

It is a range of useful services and applications for companies in all stages. These services and applications are carefully selected and arranged based on the visitor’s personality and according to their needs.

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**Atwar Entrepreneurs trip**

It is a platform that provides simplified steps and reliable sources for each phase of the project from idea to launch.

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**Zad Access to information**

It provides small and medium enterprises and entrepreneurs with data and information to help them to make important decisions for their business.

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**Subol Career education and development programme**

*Subol* is an interactive, online, educational platform for vocational guidance for students, teachers, partners, job seekers, employers, and employees. It is hub for career guidance, professional, and educational material offering in-depth information through interactive and visual content. Its goal is to effectively assist its audience. *Subol* programme has also developed a set of tools to determine the occupational aptitudes and match them to the career goals.

10,785 online visitors in 2019 Q3
The Human Resources Development Fund (HRDF) aims to develop future leaders in the private sector in the Kingdom aligned with the objectives of Saudi Vision 2030. The Academy aims to provide participants with information, techniques, and competencies necessary for the 21st century and to achieve the optimal human capital investment for national institutions.

The Academy relies on the transfer of global expertise and activates the principles of effective leadership through multiple means. Global best practices are taught through guidance programmes and virtual learning spaces with internationally renowned experts.

**Objectives of the Leadership Programme:**

- Assisting private sector enterprises in building leadership competencies and selecting the most suitable candidates for leadership positions
- Providing trainees team leadership and business leadership competencies
- Utilising global models in leadership development
- Providing trainees with research and self-learning skills
- Supporting private sector enterprises towards sustainability through the development of leadership skills for their future leaders

**General conditions of the Programme:**

- Must be a Saudi national
- Employed at a private sector establishment
- Hold a bachelor’s degree (minimum qualification)
- At least 5 years of work experience
- Experience in supervision or management (not less than two years)
- Proficiency in English

60 beneficiaries in 2019 Q3
Institutional excellence of the Fund

As the leading entity for the development of human capital in the Kingdom, HRDF is focused on constantly developing its internal systems and processes, which leads to the improvement of service delivery to all beneficiaries and stakeholders. The Fund also seeks to continuously improve the satisfaction of all parties engaged with the Fund and the labour market.
Customer service excellence

HRDF attaches great importance to customer satisfaction as it is committed to measuring their satisfaction with the services and programmes provided through standards designed to measure the impact on their customers as well as responding to inquiries and complaints.

Measuring customer satisfaction

Customer satisfaction is measured through conducting and analysing monthly and quarterly questionnaires and surveys. Suggestions and complaints of HRDF’s customers are effectively managed where they are directed to the relevant authority or department.

78% Customer satisfaction index for 2018 Q3

64% Customer satisfaction index for 2019 Q3

By programme – 2019 Q3

- Hafiz: 65%
- Doroob: 71%
- Tamheer: 76%
- Qurrah: 82%
- Wusool: 76%

By channel – 2019 Q3

- National Labour Gateway: 62%
- Taqat centres: 60%
- Branches: 62%
- Call centres: 83%
- Social media channels: 91%
HRDF call centre

HRDF call centre (920020301) is one of HRDF’s diverse channels utilised to engage with customers. The call centre is committed to provide customers with accurate and relevant information and provide assistance to customer queries regarding HRDF’s programmes, services, or any other relevant information. The call centre is also dedicated to receive complaints and direct them to the relevant department/party to speedily resolve them. In 2019 Q3, 171,044 calls and 202,962 text messages were handled by the HRDF call centre.

<table>
<thead>
<tr>
<th>Calls</th>
<th>Text messages</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Calls</strong></td>
<td><strong>Text messages</strong></td>
</tr>
<tr>
<td>Q1 2019</td>
<td>Q2 2019</td>
</tr>
<tr>
<td>420,022</td>
<td>222,037</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Percentage of resolved complaints</th>
<th>Average processing time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Percentage of resolved complaints</strong></td>
<td><strong>Average processing time</strong></td>
</tr>
<tr>
<td>Q1 2019</td>
<td>Q2 2019</td>
</tr>
<tr>
<td>94%</td>
<td>99.8%</td>
</tr>
</tbody>
</table>

HRDF website

The HRDF website www.hrdf.sa is one of the principal means of engaging with the Fund’s customers. The website contains details on HRDF as an organisation and the Fund’s portfolio and offering of programmes and services. It also includes the latest updates on events and activities conducted by HRDF.

<table>
<thead>
<tr>
<th>Number of visitors</th>
<th>Number of views</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of visitors</strong></td>
<td><strong>Number of views</strong></td>
</tr>
<tr>
<td>Q1 2019</td>
<td>Q2 2019</td>
</tr>
<tr>
<td>446,712</td>
<td>371,457</td>
</tr>
</tbody>
</table>
The National Labour Observatory (NLO) was launched to provide consolidated data, generate statistics and advanced analytics, and to provide insights to manage knowledge on the labour market for the benefit of policy and decision-makers.

**KSA labour market indicators**

Several indicators have been established to reflect the status of KSA labour market. Each indicator includes its definition, source of data, mathematical formula, and periodicity. The indicators are divided into four main groups:

- Indicators of social insurance subscribers in the private sector
- Indicators of job mobility and stability within social insurance
- Indicators of graduates employment
- Indicators of Nitaqat establishments
- Indicators of occupied jobs and salary rates
- Indicators of the labour force with disabilities

**Dashboards**

Dashboards were developed for the following to include information on labour market and display indices that are automatically updated:

- Training support programmes
- Employment support programmes
- Taqat
- Hafiz
- HRDF systems
- Labour market
- Nitaqat
- Employment indicators panel
- Payroll indicators panel
Labour market sector-wise studies

These studies on potential economic sectors were conducted to find effective and viable Saudisation solutions to create job opportunities for Saudi nationals. The findings contribute to the formulation of programmes and initiatives in partnership with government, private, education, and training sectors to fulfil the HRDF mandate.

Research collaboration and partnership

The joint research programme with the Kennedy School of Government (Harvard University) aims to promote applied research in building evidence-based labour market programmes and policies, and to identify appropriate intervention mechanisms to develop these programmes and policies.

Reports and analytics

Periodic bulletins that reflect labour market status, and detailed reports (sector-wise and region-wise), as well as tailored statistical reports for decision-makers within the labour system.

The National Labour Observatory e-portal

The National Observatory of Labour e-portal is developed to reflect NLO’s role and enable users to access its services and products such as interactive indices and dashboards of KSA labour market. There are also additional content on multi-disciplinary studies and analytical reports on the labour market.

Knowledge initiatives: Knowledge hour

It is an initiative aiming to enable HRDF employees to share information and data in a way that is projected to sustain knowledge and experiences through learning. 70 knowledge hours were conducted in 2019 Q3.
Events and achievements

HRDF organises and participates in many events held at both local and international levels. The most significant events during the third quarter of 2019 are as follows:

“Liqaat” Jeddah Forum 2019

Under the auspices of the Adviser to the Custodian of the Two Holy Mosques, Prince Khaled Al-Faisal, Governor of Jeddah and Prince Meshal bin Majed bin Abdul Aziz, the “Liqaat” Jeddah Forum 2019 was inaugurated on 16 September 2019. The three-day event which is organised by HRDF and took place at Jeddah International Exhibition and Convention Centre aims to encourage Saudi nationals to participate in the Kingdom’s workforce.

Meanwhile, the first version of the forum was held in Riyadh earlier in the year, and yielded tremendous success with a turnout of over 23,000 visitors. The Jeddah Forum whose agenda included discussion sessions and workshops was attended by officials in the government and private sector alongside local and international experts. These workshops focused on the trends and challenges of the Saudi labour market, empowerment of Saudi nationals in the private sector, as well as initiatives aimed at realising the objectives of Saudi Vision 2030.

Joint programme to provide 14,000 job opportunities in partnership with MCIT

On the sidelines of the ‘Liqaat’ Jeddah Forum 2019, the Human Resources Development Fund (HRDF) and Ministry of Communications and Information Technology (MCIT), launched a joint programme to provide 14,000 job opportunities for Saudi nationals in the telecommunication and IT sectors.

As per Saudi Vision 2030, it is divided into four phases that cover occupations, including IT, data analysis, project management and customer service (call centres). Moreover, the programme target fields like artificial intelligence, internet of things, software development, databases, software quality and mobile app development and networking.

Furthermore, the programme plans to train and recruit Saudi men and women, as well as equipping them with knowledge and skills that cater to the requirements of employers involved in the telecommunication and IT sector.

Graduation of 1,075 trainees from Refresher Programme for Science College Graduates

The graduation ceremony was held on 4 July 2019 at King Fahad Cultural Centre in Riyadh for graduates who attended colleges of science in the fields of medical sterilisation, blood drawing and infection control. The event was organised by the Saudi Commission for Health Specialties (SCHS). Also, the programme focuses on in-demand health disciplines in order to train Saudi nationals who graduate from science colleges with majors in biology, chemistry and microbiology, in particular infection control, medical sterilisation, and phlebotomy. Out of the 1,127 candidates, 1,075 trainees graduated in 2019.
MoU signed between HRDF and Second Health Cluster in the Central Region to support patients with renal failure

HRDF signed a Memorandum of Understanding (MoU) with the Second Health Cluster in the Central Region (Cluster 2) on 28 July 2019 at the Fund’s HQ in Riyadh to support patients with kidney failure working in the private sector to ensure their job stability. Under the MoU, HRDF through its “Subsidising the wage of dialysis days” programme will support establishments in the private sector to hire individuals and persons with disabilities and with kidney failure to ensure sustainability and stability in the workplace.

The programme financially compensates establishments for each day in which the worker is absent from work to perform kidney dialysis.

The Second Cluster will provide HRDF with data of job seekers with kidney failure and PwDs who are currently employed in the private sector, in addition to educating its patients on the Paid Leave Programme for Dialysis.

A joint MoU to provide 32,500 employment opportunities for Saudi nationals in the agriculture sector

This joint MoU was signed in partnership with the Ministry of Labour and Social Development (MLSD), the Ministry of Environment, Water and Agriculture, the Council of Cooperative Societies, the Council of Saudi Chambers, Saudi Aquaculture Society and the National Water Company. It targets to provide 32,500 job opportunities for Saudi nationals in the agriculture and water sector. This programme aims to improve Saudisation in the sector by providing employment and training support to individuals working in the different agricultural sectors amounting to 6,000; 6,500 working in the contracting establishments within sector; 2,500 working in maintenance and operation of facilities; and 4,000 who work in consulting in the sector.

It also seeks to target appropriate agricultural activities and occupations in the Sustainable Rural Development Programme and the Agricultural Subsidy Reorientation Programme, which is part of the Entrepreneurship Project, aiming at the resettlement of 20,000 self-employed.

HRDF at Tamheer Forum

HRDF took part in the two-day “Tamkeen Forum: Empowerment of Social Services and Beneficiaries” at the Crown Plaza Hotel, Riyadh on 17-18 September 2019, which was organised by the Ministry of Labour and Social Development. A total of 50 private sector enterprises participated in the forum and consisted of a number of events, including 32 workshops and 120 professional guidance sessions. In addition, it provides a number of services that support entrepreneurship, productive projects and job opportunities. The forum targets a specific group of the ministry’s beneficiaries in the community, namely: orphans, persons with disabilities, guardians, widows and divorced women.
Partnership with the Saudi Japanese Automobile High Institute (SJAHI) to support and empower youth

To increase the participation of Saudi youth in the labour market, a strategic partnership was formed between HRDF and SJAHI. The aim of this partnership is to provide advanced training programmes to raise the level of the trainees enrolled in the programme and to support them to become entrepreneurs in car maintenance.

MoC with the Imam Abdulrahman Bin Faisal University to develop the skills of graduates and to increase Saudi nationals in the workforce

HRDF signed a memorandum of cooperation (MoC) with Imam Abdulrahman Bin Faisal University at the University’s headquarters in Dammam on 2 September 2019. It aims to support the employment of university graduates and to increase their competitiveness in the labour market. This strategic partnership is in line with the objectives of the National Transformation Programme 2020 (NTP) and Saudi Vision 2030.

HRDF receives “Mowaamah” gold certification

In partnership with the General Directorate for the Employment of Persons with Disabilities and the General Department of Public Services, HRDF received the “Mowaamah” gold certification, which is the highest accreditation. This certification was awarded after it has met an eight-fold criteria for facilitating the working environment for persons with disabilities and adopting disability-friendly policies. This certification is a testament to HRDF’s efforts in creating a diverse and inclusive work environment.

Agreement with Cranfield University

An agreement was signed between HRDF and the Cranfield University, 1 September 2019 to implement and design a training programme for the HRDF Academy for Leadership, an initiative to prepare future leaders in the Saudi private sector.

The 12-week training programme includes 5 stages: nomination, registration, evaluation of applicants, registration, and selection. The trained leaders will apply what they learn from the programme at their firms for a period of 6 weeks. By the end of two final phases 4 and 5, the leaders will receive direct training for 5 days as well as submitting their projects for review and discussion in order to graduate from the programme.
## Summary of HRDF programmes

Channels to support the recruitment and rehabilitation of the national workforce in the private sector

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<th>Branches</th>
<th>Job placement centres</th>
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## Enablement and creativity programmes

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### Employment support programmes

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<th>Training in non-profitable institutes programme</th>
<th>SABIC National Saudisation project</th>
<th>Tamheer On-the-job training programme</th>
<th>Rehabilitation programme for graduates of health diplomas in the Saudi Red Crescent Authority</th>
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<th>Mahir Job seekers training programme</th>
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