

Executive summary

This Report 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. 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 relevant bodies. It was designed and issued in 1439/1440, corresponding to the 2018 financial year, and it is made up of three main sections in line with the HRDF strategy.

In 2018, HRDF launched a journey of development in order to reach a stage which addresses our current needs by introducing a new driving force to shape the future of HRDF, with a specific focus on the following main aspects:

- ▶ Evaluating and governing support programmes
- ▶ Turning HRDF branches into training and employment centres
- ▶ Establishing the Sector Skills Council
- ▶ Activating Saudisation through strategic partnerships
- ▶ Reviewing and developing employment procedures

The Report monitors the current condition of HRDF and provides a review of the workforce in KSA during this year, the distribution of HRDF branches, centres, and affiliated offices all over the Kingdom and the progress made by the Fund since it was established. It also provides information on HRDF Board members, committees, top management as well as organisational structure and highlights, the most prominent strategic goals and relevant indicators, and the challenges facing the Fund and the proposed solutions.

The Report also reviews the achievements of strategic goals including: the first strategic goal on supporting the employment and training of the national workforce in the private sector; the second strategic goal on providing programmes, services and studies which respond to

changes in the labour market and fulfil the aspirations of customers; the third strategic goal on achieving excellence in performance and improving the competency of human resources as well as the efficiency of financial and technical resources.

Finally, the Report highlights the financial status of HRDF, Royal Decrees, Cabinet, and ministerial decisions relevant to its work and activities, agreements and Memoranda of Understanding with relevant bodies, as well as HRDF-owned and leased buildings.

- ▶ There were over 13,000 beneficiaries of *Qurrah* Working women childcare programme and *Wusool* Transportation of working women programme
- ▶ Over 3,000 women profited from women's work support programmes

Engagement and impact

The following is a selection of the achievements of HRDF's key programmes and services offered under its three strategic goals in 2018:

1. Providing employment, training, and entrepreneur support	2. Fulfilling customer expectations and sharing labour market insights	3. Achieving excellence in performance and efficiency of human, financial, and technical resources
<ul style="list-style-type: none"> ▶ 146,323 beneficiaries of employment support ▶ 38,527 beneficiaries who were placed through HRDF's branches ▶ 260,639 beneficiaries of training support ▶ 10,083 recruitments through <i>Taqat</i> National Labour Gateway ▶ 674,910 beneficiaries of <i>Doroob</i> ▶ Over 13,000 beneficiaries of <i>Qurrah</i> and <i>Wusool</i> programmes ▶ 888 guidance lectures conducted by the career counselling services programme 	<ul style="list-style-type: none"> ▶ 95% customer satisfaction ratio for HRDF's call centre ▶ 82% customer satisfaction on services and programmes ▶ 83% customer satisfaction on employment channels 	<ul style="list-style-type: none"> ▶ Launched three new mobile HRDF branches ▶ "Hadaf Compass" service launched on HRDF's website ▶ Established the development and transformation council in HRDF ▶ Established the Sectorial Skills Council