

HRDF in 2018

1. Providing employment, training, and entrepreneur support

Beneficiaries of employment support	2018		146,323
	2017		118,364
Beneficiaries of training support	2018		700,000+
	2017		680,377
Women benefitted from Hafiz	2018		460,820
	2017		430,448
Beneficiaries of Dorooob	2018		674,910
	2017		373,320
Safi Summer training programme	2018		19,658
	2017		18,453
Recruitments through Taqat	2018		10,083
	2017		9,834
Persons with disabilities Tawafuq	2018		3,715
	2017		4,708

2. Fulfilling customer expectations and sharing labour market insights

82%	95%	889,790	381,288
Customer satisfaction index in 2018	Customer satisfaction ratio for HRDF's Call centre	Calls answered	Text messages answered
It was 78% in 2017	It was 92% in 2017	It was 1,170,537 in 2017	It was 143,555 in 2017

3. Achieving excellence in performance and efficiency of human, financial, and technical resources

Completed a review of all subsidy programmes	Launched three new Mobile branches in 2018	Established the Sectorial Skills Council
"Hadaf Compass" service launched on HRDF's website	Implemented a fixed payment schedule for all subsidy programmes	Instituted the Strategy Refresher
Completed a review of all suspended programmes	Established the Transformation Council	Development of Labour Market Indicators