

# Strategic goals and operational KPIs

## 1

### Providing employment, training, and entrepreneur support

KPI	2018 (Achieved)	2018 (Target)	Achieved percentage to the target
Number of beneficiaries employed in the private sector	146,323	229,200	64%
Percentage of females who received employment subsidies through HRDF's services	26%	52%	50%
Percentage of unemployed who were employed after 6 months of receiving training and upskilling support	40%	40%	100%
Number of beneficiaries from training and upskilling programmes	260,639	527,029	49.4%
Percentage of dropouts from training programmes	3.9%	12%	132%
Number of training courses completed on <i>Doroob</i> platform	569,943	200,000	285%
Number of beneficiaries from <i>Qurrah</i> programme	703	20,000	4%
Number of beneficiaries from <i>Wusool</i> programme	12,826	36,000	36%
Number of beneficiaries from <i>Subol</i> Career education and development programme	30,308	50,000	60.6%

Table: 1

## 2

### Fulfilling customer expectations and sharing labour market insights

KPI	2018 (Achieved)	2018 (Target)	Achieved percentage to the target
Overall customer satisfaction of programmes and services	▼ 82%	88%	93%
Customer satisfaction of services	▼ 82%	88%	93%
Customer satisfaction of programmes	▼ 81%	88%	92%
Customer satisfaction of employment channels	▼ 83%	88%	94%
Percentage of disputes resolved within two weeks	▼ 51%	85%	59%
Percentage of closed tickets within two weeks of its opening	▲ 75%	65%	115%
First-call resolution in customer service	▼ 75%	87%	87%
Percentage of completion of accredited research courses	▼ 92%	100%	92%
Number of indicators raised by the National Labour Observatory	▲ 21	14	150%

Table: 2

## 3

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

KPI	2018 (Achieved)	2018 (Target)	Achieved percentage to the target
Employee turnover ratio in HRDF	▼ 9.7%	2.50%	- 289%
Percentage of approved training courses	▼ 78%	100%	78%
Taqat site ranking in terms of number of visits	▲ 45	50	90%
Percentage of observations modified by sectors and departments	▼ 32%	80%	40%
Percentage of closed cases	▼ 4%	32%	12%
Percentage of HRDF's delayed projects	▲ 25%	30%	83%
Percentage of attained strategic and operational indicators	▼ 22%	85%	26%

Table: 3