

Fulfilling customer expectations and sharing labour market insights

This section focuses on supporting the financing of field programs, projects and plans, studies aimed at recruiting Saudi nationals, conducting research and studies related to the field of qualification, and training and employment of the national workforce. Further, it provides insight of the provision of technical and administrative advice to the workforce training to achieve a deep understanding of customer requirements and to access high-quality services.

The impact of HRDF's programmes and services are measured by analysing the available data, conducting periodical surveys, and the careful monitoring of customer responses. By using the latest technology and data analytics, HRDF is able to gauge the effectiveness of its offering. HRDF has also set up a rigorous, and highly responsive mechanism to serve its customers where complaints and suggestions are handled with utmost care.

This section discusses the role and impact of the National Observatory for the work of HRDF. The NLO supports decision making and development of programmes through accurate data, indicators, reports, research, analytical studies that reflect the reality of the labour market.