



Q2 2019

Human Resources Development Fund - Second Quarter of 2019

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Executive Summary

This report provides a summary of the role of the Human Resources Development Fund in enhancing and supporting the labor market policies, increasing the localization rate, and increasing the number of new entrants from citizens and residents into the labor market in the Kingdom. It outlines the services and programs it offers in partnership with the Ministry of Labor and Social Development and relevant entities. This aligns with the National Transformation Program 2020 and Vision 2030, as well as the changes that have occurred in the labor market.

It also reviews its achievements during the second quarter of 2019. It reflects the current status of the fund and provides an overview of the workforce in the Kingdom of Saudi Arabia during this quarter, as well as highlighting its most significant activities and achievements during this period.

Highlights of the Human Resources Development Fund's achievements during the second quarter of 2019 are

74 Number of beneficiaries from the employment support program to enhance skills

590,971 Number of beneficiaries from the e-training program "Duroob"

998 Number of beneficiaries from the "Tamheer" program

7,693 Number of female beneficiaries from the employment support program (females, handicrafts, and factories)

347,127 Number of beneficiaries from the "Hafiz" program.

348 Number of beneficiaries from the "Tawafuq" program for employing persons with disabilities.

7,623 Number of beneficiaries from the "Tissa Ashar " program.

11,611 Number of beneficiaries from the "Wasool" program for employment transportation.

371,457 Number of visitors to the Human Resources Development Fund's website.

99.8% Percentage of complaints resolved through the Human Resources Development Fund's contact centers.

73% Customer satisfaction index.

Human Resources Development Fund

The establishment of the Human Resources Development Fund came with the Cabinet Decision No. 107 on 29/04/1421 AH, aiming to support efforts in qualifying the national workforce and employing them in the private sector.

The Human Resources Development Fund is the national driver of human capital in the Kingdom.

For the purpose of achieving its objectives, the Human Resources Development Fund focuses on the following:

- 1- Providing support to qualify, train, and employ national workforce in the private sector.
- 2- Contributing to the costs of qualifying and training the national workforce for private sector jobs. The Fund's board of directors determines the percentage of this contribution, while the remaining percentage is paid by the beneficiary employer of the training process.
- 3- Bearing a portion of the salary of those who are employed in private sector establishments after being qualified and trained, as well as those who are employed in these establishments in coordination with the Fund. The employer pays the remaining percentage of the salary, and the Fund bears this percentage for a period not exceeding two years. The board of directors establishes the necessary conditions for disbursing this amount of money.
- 4- Financing field programs, projects, plans, and studies aimed at employing Saudis and replacing expatriate labor.
- 5- Providing loans to private sector companies established in the Kingdom to qualify and train national workforce established in the Kingdom and existing facilities for the purpose of expanding their activities or introducing modern methods.
- 6- Conducting research and studies related to its activities in the field of qualifying and training the national workforce, as well as providing technical and administrative guidance to facilities for qualifying and training the national workforce.

Vision is a productive and stable national workforce.

Our message is the development of a skilled and competitive national workforce through supporting specialized and distinguished training, qualification, and employment programs that meet the needs of beneficiaries through qualified human resources, advanced information systems, integrated knowledge methodologies, and comprehensive research.

Our values are: *Customer focus *Excellence *Justice *Learning
*Team spirit *Loyalty *Source of inspiration

Workforce in the Kingdom of Saudi Arabia

Second quarter of the year 2019 Total workforce in the private sector is 8.3 million

Of which 1.70 million are Saudi men and women



Unemployment rate for Saudis reached 12.3%



While the number of job seekers was 1,002,855



133,652 - The number of expatriates leaving the private sector.

44,814 - The number of new Saudi joiners entering the job market in the private sector.

20.3% - The Saudization rate.

Data Source:

- Public Organization for Social Insurance (Private Sector) - Q2 2019. ** General Authority for Statistics - Q2 2019.

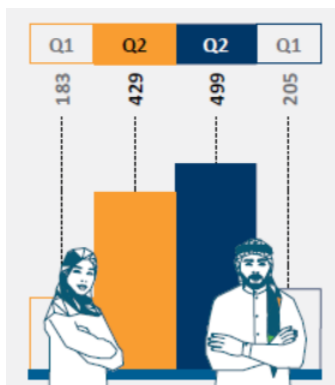
Channels for supporting the employment and qualification of the national workforce in the private sector

The fund offers a range of channels targeting employers and job seekers to support employment and training services, aiming to enhance stability and develop the workforce.

The National Labor Gateway (Taqat)

An integrated platform that translates the policies and visions of the Human Resources Development Fund in the Kingdom into effective programs that contribute to the economy and national workforce with qualified manpower. It aims to create a digital job market of high quality to enhance the competitiveness of the Saudi workforce, empower job seekers, and increase the localization rate among the workforce. The number of registrants in the platform reached 55,292, with 928 beneficiaries employed through it. The main benefits achieved through the platform include:

- 1- Providing a unified and integrated platform for all stakeholders in the labor market.
- 2- Enhancing the transparency of the labor market and providing its data to support decision-making.
- 3- Providing tools to manage the labor market and activate its programs and policies.
- 4- Reducing reliance on foreign labor.
- 5- Enhancing the competitiveness of the Saudi workforce.
- 6- Supporting the alignment of human resource development according to the actual needs of the labor market.
- 7- Providing recruitment services.
- 8- Providing training services.

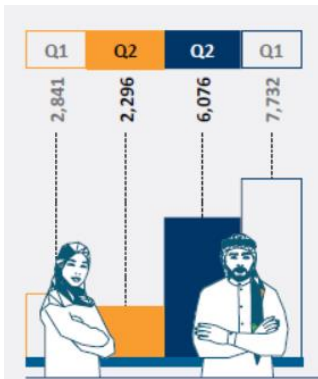


Means of Providing Our Services

Fixed Branches

A network of branches operated by the fund in various regions of the kingdom, providing various services of support, training, and employment for clients. This includes signing support agreements, linking job seekers with employers, organizing job interviews and workshops, and providing career guidance and human resources consultations. The number of beneficiaries employed through the branches reached

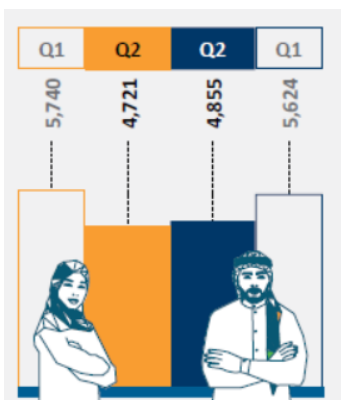
8,372 in the second quarter of 2019.



Rehabilitation and Employment Centers

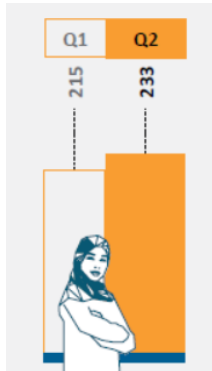
These centers aim to enhance productive and sustainable employment through the development and implementation of comprehensive strategies for qualification and employment, catering to both genders and individuals with disabilities. This enables employers to keep pace with the changes in the job market and implement policies that impact economic and investment growth. The number of employment centers reached 45, including 31 for males and 14 for females. The total number of beneficiaries employed through rehabilitation and employment centers was

9,576 in the second quarter of 2019.



Remote employment centers

Remote employment centers aim to provide services for qualification, employment support, guidance, and training for job seekers according to the latest standards. These centers also offer post-employment services that assist job seekers in achieving job stability and development. The number of remote employment centers reached 8, distributed across the regions of the Kingdom. The total number of beneficiaries employed through remote employment centers was 233 in the second quarter of 2019.

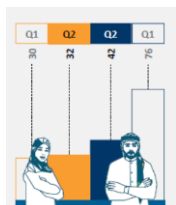


Employment support programs

It aims to increase job opportunities for individuals according to the needs of the labor market, increase localization rates in establishments by qualified workforce, and support their continuity in the workforce.

Employment Support Program for Skill Enhancement

The Employment Support Program offers support for various types and categories of employment, starting with a support percentage for salary and employment of the recruited individual according to the following schedule: 30% of the salary for the first year, decreasing to 20% for the second year, and then to 10% for the third year. The minimum wage threshold for eligibility for support is 4,000 Riyals, while the maximum is 10,000 Riyals. The support is allocated as 70% for employment and 30% for training. Establishments may qualify for additional support according to specific conditions, including hiring females, individuals with disabilities, recruiting in rural and small areas, and employment in small and medium enterprises, as well as hiring in certain sectors. In the second quarter of 2019, 74 beneficiaries were enrolled in the program.



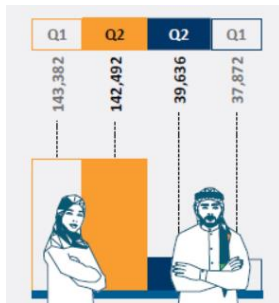
National Program for Supporting Job Seekers (Hafiz)

The National Program for Supporting Job Seekers (Hafiz) supports citizens who are seeking employment to obtain sustainable and suitable jobs, providing them with the necessary skills and resources to integrate into the labor market. It consists of two programs: Hafiz for Job Seekers and Hafiz for Job Seekers facing Difficulty in Finding Employment, each targeting specific categories of job seekers based on defined eligibility criteria.

Hafiz Job Search Program

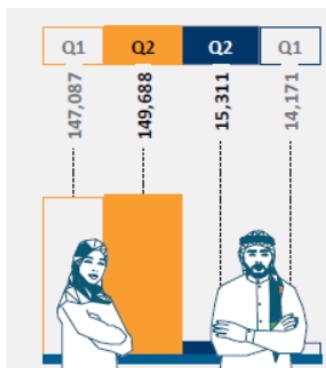
The program offers a dedicated monthly allowance of 2,000 Riyals for a duration of 12 months. It targets young individuals aged between 20 and 35 years who meet the program's eligibility criteria. The number of beneficiaries reached

182,128 in the second quarter of 2019.



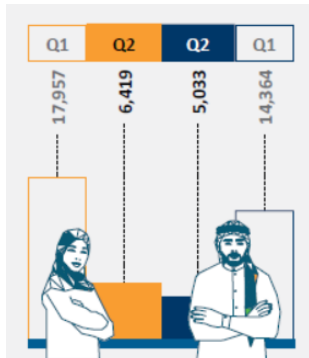
Hafiz Program Difficulty in Finding a Job

The Hardship of Obtaining Employment Incentive Program provides tailored financial assistance starting at 1,500 riyals per month for the first four months, then decreasing to 1,250 riyals for the next four months, and finally to 1,000 riyals for the last four months. This program targets unemployed individuals over the age of 35 or those who have completed the Job Search Incentive Program without finding suitable employment. The number of beneficiaries reached 164,999 in the second quarter of 2019.



Those who have been employed through the Hafiz program

11,452 beneficiaries in the second quarter of 2019

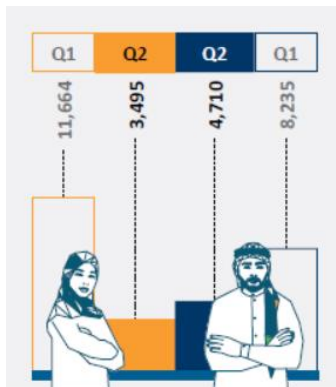


Program for Supporting Localization Growth in Enterprises

This program aims to support localization in private sector enterprises by subsidizing 20% of the monthly salaries for newly employed Saudis within the total number of new local hires, and 51% of the monthly salaries for newly employed Saudis within the total number of new local hires.

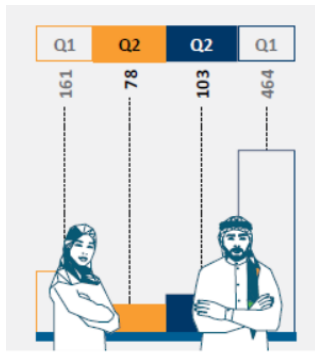
The total number of beneficiaries from the program reached

8,205 in the second quarter of 2019.



Part-Time work support program

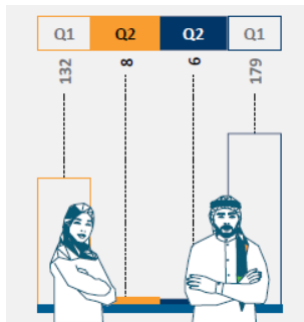
This program aims to support Saudization in private sector establishments and activate a mechanism for part-time work. The fund contributes by providing support to private sector establishments with a payment of 300 Saudi Riyals. This represents a portion of the subscription fee for social insurance for newly recruited employees, which is paid directly into the public insurance institution's account on a monthly basis. The total beneficiaries of the program amounted to 181 individuals in the second quarter of 2019.



Self-Employment Support Program

The Self-Employment Support Program, initiated by the Human Resources Development Fund, aims to provide opportunities for unemployed individuals to engage in self-employment ventures. It encourages entrepreneurship as an alternative form of employment, supporting localization efforts. The number of beneficiaries reached

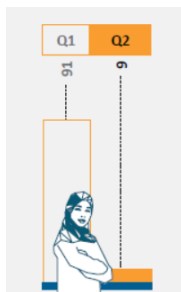
14 in the second quarter of 2019.



Remote Work Program

This program aims to provide employment opportunities for job seekers, especially females and persons with disabilities, without the need for a physical workplace. It offers three options for work: from home, remote work centers, or rehabilitation centers. All of these options are available for females. The program stopped accepting applications starting from October 2017.

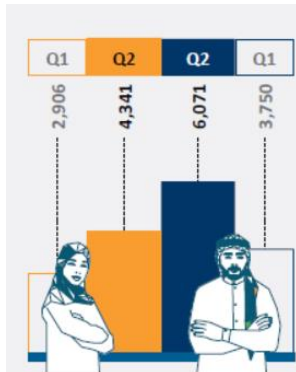
The number of beneficiaries in the second quarter of 2019 was 9 females.



Direct Employment Support Program

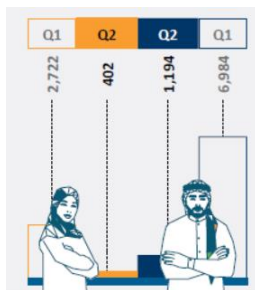
This program aims to employ job seekers in private sector establishments that are unwilling to hire job seekers from both genders. It supports salary subsidies for employment by 50%, up to a maximum of 2,000 riyals per month, for a duration of 24 months. The program stopped receiving support requests starting from September 2017. The number of beneficiaries of this program amounted to

10,412 in the second quarter of 2019.



Additional Wage Support

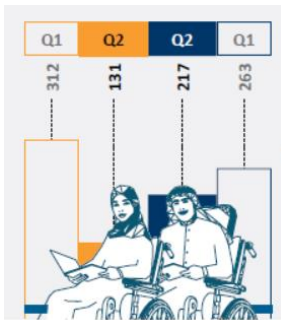
This program aims to incentivize companies to localize jobs to enable Saudi job seekers to access opportunities in the private sector. The program offers additional financial incentives and extended timeframes for hiring Saudis in companies classified within the platinum and green categories of the Nitaqat system. Employers can link up to 20% of their total workforce (for platinum) and 15% (for green) as maximum Saudis hired through the additional support program, provided that the beneficiaries meet the eligibility criteria. The acceptance of applications for support in this program has been suspended since October 2017. The number of beneficiaries from the program amounted to 1,596 in the second quarter of 2019.



"Tawafuq" Program for Employing People with Disabilities

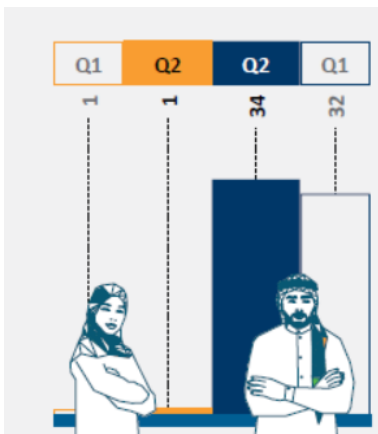
The "Tawafuq" Program aims to support and empower people with disabilities to work in the private sector by applying principles that align with rights, inclusivity, empowerment, accessibility, and service provision. These principles are implemented through a comprehensive approach that includes legal compliance, policy development, procedural frameworks, and practical tools for implementation on the ground. Training is provided to those involved in the program, and data on the employment of individuals with disabilities is monitored and documented. The number of beneficiaries from the program reached

348 in the second quarter of 2019.



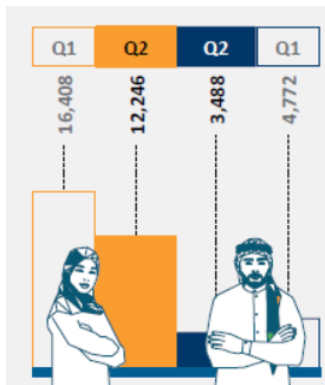
Dialysis Wage Support Program

The program aims to incentivize private sector facilities to hire and retain kidney failure patients in suitable positions that accommodate their condition, ensuring their stability and employment. In return, the fund compensates these facilities for the wages of employees who take leave to undergo kidney dialysis sessions.



Support Program for Teachers in Private Schools

This program aims to enhance the stability and employment conditions of teachers and administrative staff in private and foreign schools by supporting their salaries and setting a minimum salary starting from 5,000 Riyals with a transportation allowance of 600 Riyals. The implementation of this program complies with Order No. 47632 dated 04/10/1437 AH, which stipulates the sufficiency of a five-year systematic support program. Consequently, the acceptance of support requests in the program was suspended as of September 2017, yet there are still beneficiaries during this quarter. The number of beneficiaries from the program reached 15,734 in the second quarter of 2019.



Women's Employment Support Program (Feminization of Shops and Factories)

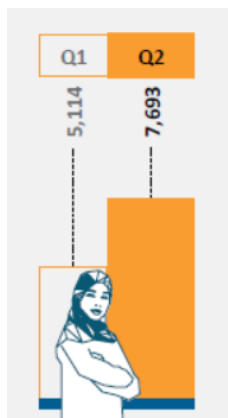
The Women's Employment Support Program (Feminization of Shops and Factories) aims to increase employment opportunities for women in private sector establishments, matching their qualifications to the needs of the labor market. This is achieved through the implementation of regulations governing women's employment issued by the Ministry of Labor, within a unified support and training framework lasting up to three years, based on specific eligibility criteria.

The program includes initiatives for feminizing various sectors, such as shops selling women's supplies and employment of women in factories. Women are employed and trained within specific establishments, following regular working hours, and are considered beneficiaries while employed by the institution. The program targets all female job seekers interested in working in private sector establishments, as well as all private sector establishments themselves.

The number of beneficiaries from the Women's Employment Support Program in feminizing women's shops reached 5,043 beneficiaries, while the number of beneficiaries from feminizing factories reached 2,650. The program stopped receiving applications for support starting from October 2017.

5,043 beneficiaries in the second quarter of 2019.

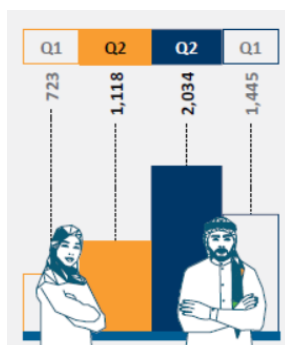
2,650 beneficiaries in the second quarter of 2019.



Small Business Owners Support Program

The Small Business Owners Support Program aims to support and encourage citizens and residents to operate their small businesses and manage their strategies effectively. This is achieved by providing financial support to meet their necessary and essential needs during the startup phase of their businesses. The program stopped accepting support requests in late 2018. The number of beneficiaries of the program reached

3,152 in the second quarter of 2019.

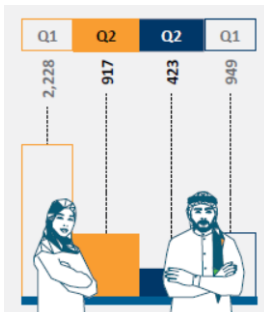


Training Support Programs

The Human Resources Development Fund aims to train and develop the national workforce to enhance their employment opportunities and support their stability in private sector establishments.

Employment-Linked Training Program – Out site Training

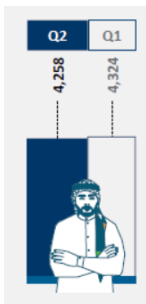
The program aims to incentivize private sector establishments to hire unqualified job seekers and train them through a training program linked to employment, conducted in licensed training institutions outside the establishment, for a duration of up to 24 months. The acceptance of new support requests for this program was suspended by the end of 2016. The number of beneficiaries from the program reached 1,340 in the second quarter of 2019.



Training Program in non-Profit Institutes

The program aims to train and employ job seekers in rare and sought-after specializations available in private sector establishments. It operates within accredited training centers approved by the Strategic Partnerships Administration of the Public Training Institution, both technical and non-profit training centers. The program provides training opportunities linked to employment in various specialized fields demanded in the job market, covering sectors such as oil, construction, aviation, electricity services, manufacturing, dairy and food industries, electronics, and others. The number of beneficiaries from the program reached

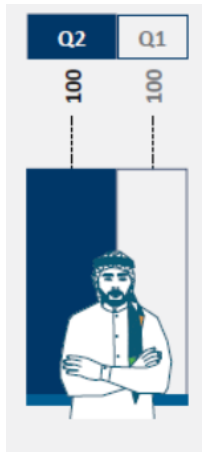
4,258 in the second quarter of 2019.



(SABIC) National Project for Saudization of Contractor Jobs

The program aims to qualify and train Saudi nationals for job opportunities available with contractors working for SABIC. This is achieved through training programs linked to employment, conducted at training institutes affiliated with SABIC in Jubail and Yanbu. The program was discontinued in 2016, but there are still beneficiaries undergoing training as of 2019, with a total of

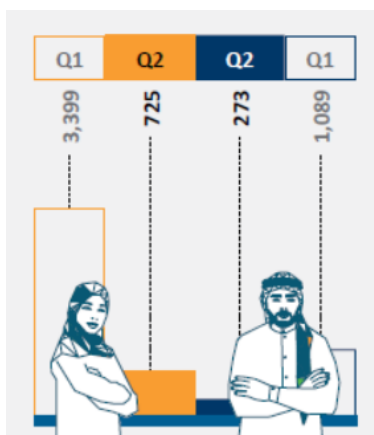
100 beneficiaries in the Eastern Province in the second quarter of 2019.



"Tamheer" program is aimed at training Saudi university graduates and scholarship recipients for the workforce

The "Tamheer" program is a training program for graduates of Saudi universities and scholarship recipients, aimed at preparing them for positions in governmental, private, and distinguished international institutions within and outside the Kingdom. The number of beneficiaries from the program reached

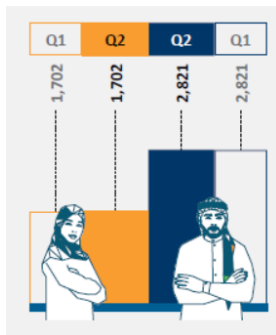
998 beneficiaries in the second quarter of 2019.



"Health Diplomas Rehabilitation Program" by the Ministry of Health aims to retrain and rehabilitate holders of health diplomas

The program aims to rehabilitate holders of health diplomas over a full year through a cooperative agreement between the Ministry of Labor and Social Development and the Ministry of Health. It includes theoretical training conducted by distinguished colleges over a six-month period, followed by practical training within hospitals and affiliated centers of the Ministry of Health. This is then succeeded by employment for successful trainees in one of the hospitals or affiliated centers of the Ministry of Health. The number of beneficiaries from the program reached

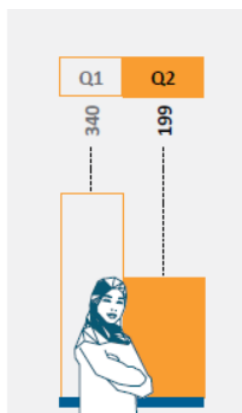
4,523 beneficiaries in the second quarter of 2019.



Rehabilitation Program for Female Graduates of Science Colleges for Employment in the Healthcare Sector

The program aims to rehabilitate graduates of science colleges for employment in some healthcare or assistant healthcare fields. In its initial phase, the program aims to introduce rehabilitation programs in specialties such as sterilization, laboratory withdrawal, and infection control for graduates of science colleges specializing in biology, microbiology, chemistry, and applied chemistry. The number of beneficiaries from the program reached

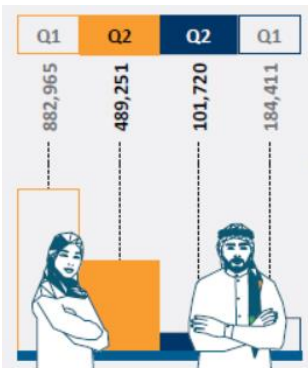
199 beneficiaries in the second quarter of 2019.



Electronic Training Program (Duroob)

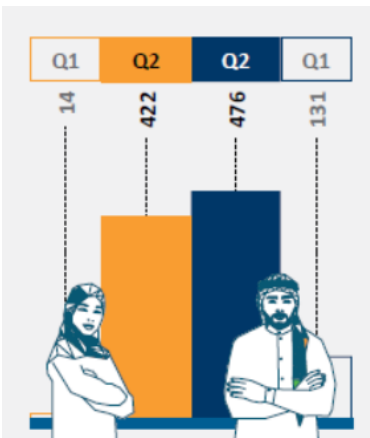
An electronic training platform aimed at assisting students, job seekers, and professionals in developing their careers, in addition to providing companies and employers with the tools to train their employees to meet the needs of the Saudi job market. The platform offers online training, blended learning, and on-the-job training, as well as accredited certifications to enhance their employability in the private sector. The number of beneficiaries of the program reached

590,971 in the second quarter of 2019.



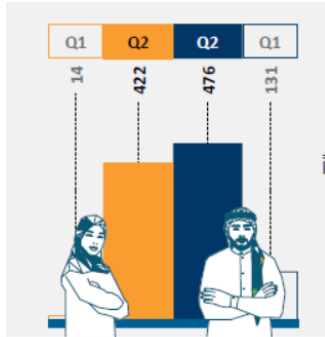
Professional Certification Program

The Professional Certification Support Program is a national initiative aimed at incentivizing and encouraging national talents to enhance their skills and open up wide avenues for career advancement and professional development. It aims to add value to the workforce through specialized training aligned with internationally accredited professional certifications. The program contributes a portion of the certification costs after the beneficiary obtains the certification. The number of beneficiaries from the program reached 898 in the second quarter of 2019.



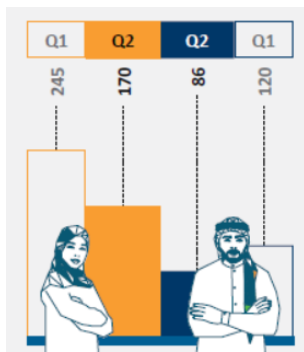
Professional Certification Program

The Professional Certification Support Program is a national initiative aimed at incentivizing nationals to pursue professional certifications, thereby opening up broader avenues for career advancement and enhancing the value they bring to the workforce. Through specialized training aligned with internationally accredited professional certifications, the program contributes to upskilling employees and adds value to their work. The fund also subsidizes a portion of the certification fees upon successful completion by the beneficiary. In the second quarter of 2019, the program benefited 898 individuals.



"Maher Program" is aimed at qualifying specialized personnel

The training program for job seekers aims to provide training and qualification in various fields demanded by the job market, with the support of qualified specialists. The program was discontinued in 2012, but there are still a number of trainees completing their studies, totaling 256 beneficiaries in the second quarter of 2019.



Program to localize sales outlets in 12 commercial activities

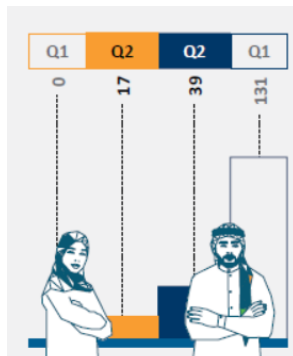
In line with the efforts exerted by the Ministry of Labor and Social Development to localize sales outlets in 12 commercial activities during the year 1440 AH, the program was extended and included in the decision of Fund No. 40/D/17 dated 17/01/1440 AH as one of the projects to enhance the skills of job seekers and localization initiatives. This aims to provide an opportunity for participation for commercial enterprises and accredited training institutions to achieve the

objectives referred to in the localization of targeted activities, in accordance with specific criteria to ensure the efficient and high-quality achievement of these goals.

Mechanism of support: The Lifeline program for training and employment is disbursed in two installments.

- First installment: Represents 20% of the total cost of training, and it is a prerequisite for the disbursement of the first installment that the trainee passes the training course and obtains the certificate.
- Second installment: Represents 80% of the total cost of training plus the cost of employment, which amounts to 1,000 Riyals. It is a prerequisite for the disbursement of the second installment that the trainee is employed by private sector establishments within the targeted activities and continues to work for a period of 3 months.

56 beneficiaries in the second quarter of 2019.



Empowerment and Creativity Support Programs

The Human Resources Development Fund aims to provide services and programs to various segments of society to enable them to enter the private sector job market.

"Qurrah" Children's Hospitality Program

Improving the child hospitality system to meet the needs of daycare centers with high-quality standards at a reasonable cost, aiming to enhance the working environment of childcare centers and improve employment opportunities for both male and female employees, as well as job seekers in the Saudi labor market. This program supports Saudi women's participation in the private sector workforce and encourages their stability and employment by subsidizing part of the fees of childcare centers for their children. The number of beneficiaries during this quarter was 363, and to maximize the benefit for Saudi women employees in the private sector, adjustments were made to the support mechanism as follows:

The support continues for a duration of four years or until the child reaches the age of 6 years.

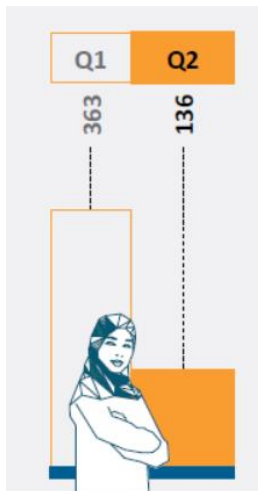
In the first year, the support amount is 800 SAR.

In the second year, the support amount is 600 SAR.

In the third year, the support amount is 500 SAR.

In the fourth year, the support amount is 400 SAR.

136 beneficiaries in the second quarter of 2019.

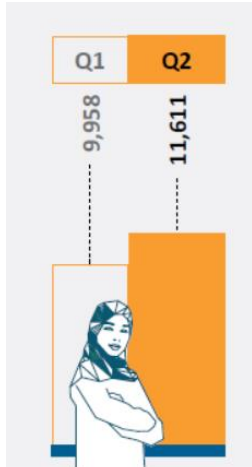


Women's Transportation Program (Wusool)

The "Women's Transportation Program (Wusool)" aims to empower women in the workforce and support the sustainability of their work by providing affordable transportation to and from their workplaces. This includes ensuring safe transportation options that are available and accessible in most areas and neighborhoods, with quality and reliability. This program supports women's participation in the private sector by improving and enhancing the transportation environment for working women, covering 80% of the transportation costs for women workers. To maximize the benefit of this program for Saudi women working in the private sector, adjustments have been made to the support mechanism, as follows:

- 1- Fixed coverage of 80% of the transportation cost Maximum of
- 2- 800 Saudi Riyals per month
- 3- Support duration: 12 months

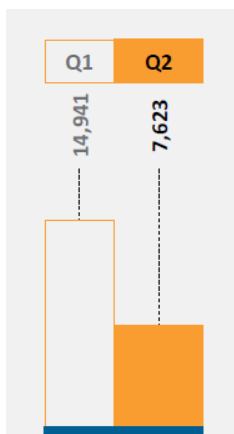
11,611 beneficiaries in the second quarter of 2019.



Tissa Ashar Program

It is a pioneering national initiative launched by the Human Resources Development Fund (HRDF), operating under the auspices of the Ministry of Labor and Social Development. This initiative aims to drive economic growth by supporting small and medium-sized enterprises to take the lead in enhancing economic development and national prosperity, whether as entrepreneurs, small business owners, or medium-sized enterprise owners.

7,623 beneficiaries in the second quarter of 2019



Access to Competitions (fosa)

An electronic service that provides businesses the ability to compete for direct procurement orders issued by government entities and major companies in the private sector.

"Kunef" is an accelerator for startups

It is an incubator for entrepreneurs in the early stages of their projects, helping them from the initial phases of starting their businesses until launching their projects into the market. It assists them in developing a ready product or service to present to investors and showcase in the market.

Market Access (Tajar)

It is an e-commerce platform that enables entrepreneurs to coordinate their sales, payments, deliveries, and more, without worrying about the technical infrastructure needed to achieve this. It allows families producing goods to sell their products in modern kiosks at major local companies. These kiosks, which enable families to invest in them, were established, with a total of 4 kiosks set up during the second quarter of 2019.

Self-employment (Bahar)

Freelance Work Platform is an integrated technological platform that connects employers with independent freelancers to create economic and social impact easily, quickly, and securely.

Applications (Abwab)

A collection of services and applications beneficial for companies at all stages, selected and arranged based on the visitor's profile according to their needs.

Entrepreneurial Journey (Atwar)

A platform that provides simplified steps and reliable resources for each stage of the project from the idea to the launch.

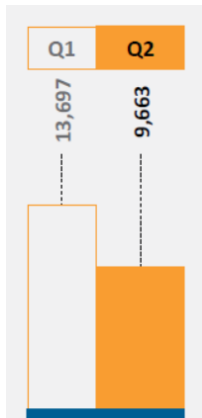
Access to Information (Zaad)

Providing small and medium-sized enterprises, as well as aspiring entrepreneurs, with clear and informative data to assist them in making informed decisions that align with their objectives.

"Sobol" is a professional education and guidance program

An electronic platform for education and career guidance on the internet, Sobol relies on activities to educate and guide individuals of all target groups. Additionally, it provides informational, interactive, and visual content about the job market supported by performance assessments and career tests. The platform aims to create an interactive online environment that focuses on educating and guiding individuals from various target groups, empowering them to make informed decisions regarding their education and careers. It also offers tools to help users identify their skills and match them with suitable careers. The number of platform visitors has reached:

9,663 beneficiaries in the second quarter of 2019.



Institutional excellence of the fund

Aims to develop the internal systems and processes in the Fund that Lead to better delivery of its offers and services to all beneficiaries, and stakeholders, striving to achieve the satisfaction of all relevant parties The relationship with the Fund and the labor market, being the leading development authority, and investing in the human element in the Kingdom.

Excellence in Customer Service

The Human Resources Development Fund places great importance on customer satisfaction. It is committed to measuring their satisfaction with the services and programs it provides through established criteria to gauge their impact on its customers, in addition to responding to inquiries and complaints received.

Customer satisfaction measurement

It's the process of assessing customer satisfaction through monthly or quarterly surveys, studying them, and addressing suggestions and complaints to take corrective actions to improve service levels and enhance overall customer satisfaction.

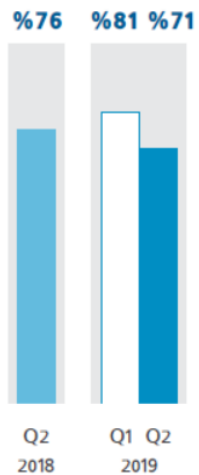
Measuring Customer Satisfaction

It involves measuring the level of satisfaction through monthly and quarterly surveys, studying and analyzing them, and escalating suggestions and complaints to take corrective actions to improve service levels and enhance overall customer satisfaction

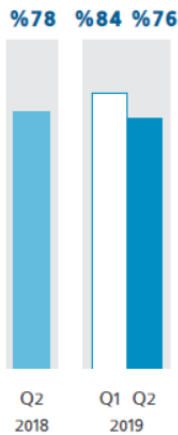
77% in the second quarter of 2018

73% in the second quarter of 2019

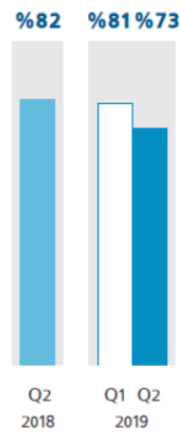
Job seekers



Employers



Employees



Fund's Programs



Hafiz

Fund Channels

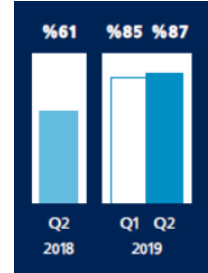
Branches



Contact Centers



Social Media Channels



Human Resources Development Fund Call Center

The Human Resources Development Fund provides a unified call center (920020301) to respond to inquiries and needs of customers related to all Fund programs and take necessary actions immediately and directly to meet their requests, aiming to enhance the level of service. During the second quarter of 2019, the center received approximately 222,037 calls and 133,159 text messages.

Number of calls

Q2 2018	Q1 2019	Q2 2019
486,946	420,022	222,037

Number of text messages

Q2 2018	Q1 2019	Q2 2019
153,393	186,343	133,159

Percentage of complaints resolved

Q2 2018	Q1 2019	Q2 2019
%83	%94.0	%99.8

Average processing time

Q2 2018	Q1 2019	Q2 2019
14 يوم	14 يوم	18.6 يوم

Human Resources Development Fund website

The website for the Human Resources Development Fund (www.hrdf.org.sa) is one of the primary channels for communicating with its clients, showcasing its services, and programs. It provides concise information about "HRDF," its key services, activities, and events, and direct communication channels with clients.

Number of visitors

Q2 2018	Q1 2019	Q2 2019
413,673	446,712	371,457

Number of views

Q2 2018	Q1 2019	Q2 2019
1,646,750	1,572,865	1,303,188

National Labor Observatory

The National Labor Observatory aims to contribute to supporting decision-making and program development through accurate data, indicators, reports, studies, and evidence-based decision-making that reflects the reality of the labor market.

Saudi Labor Market Indicators

The National Labor Market Observatory has constructed several indicators that reflect the condition of the Saudi labor market after studying and formulating their equations and ensuring the quality of their data. A framework has been developed for each indicator, including its definition, data source, statistical methodology, and periodicity of issuance. In collaboration with the General Authority for Statistics, an agreement has been reached to publish a number of these indicators for the Saudi labor market, which will be shared with decision-makers in the labor system and published on the observatory's platform. These indicators are divided into four main categories:

- 1- Indicator of participants in the social insurance system in the private sector.
- 2- Indicator of job vacancies and stability in the social insurance system.
- 3- Graduates employment indicator.
- 4- Indicator of establishments subject to the scope of the program.

Dashboards

Based on the data access, a set of dashboards has been designed that include information about the labor market and display indicators built on the accessed data that update automatically. These dashboards include:

- 1- Training Support Programs Dashboard.
- 2- Employment Support Programs Dashboard.
- 3- National Work Performance and Results Dashboard.
- 4- Incentive Program Dashboard.
- 5- Comprehensive Dashboard for Fund Systems.

6- General Labor Market Dashboard.

7- Fund Scope Dashboard.

[Sectoral Studies of the Labor Market](#)

Finding practical solutions for implementing strategies to localize jobs through conducting studies, surveys, and addressing economic sector challenges capable of creating suitable job opportunities for citizens, and proposing programs and initiatives that contribute to their localization through a unified approach primarily based on partnerships between public, private, and educational sectors.

[Collaboration and research partnership](#)

have been established with the Kennedy School of Government at Harvard University for a research program. This collaboration aims to enhance applied research in building evidence-based programs and policies for the labor market, identifying mechanisms for the appropriate implementation of these programs and policies.

[Periodic reports reflecting](#)

The dynamics of the labor market and providing detailed insights at the sectoral and regional levels, along with statistical reports based on the demands of decision-makers in the labor system, are prepared.

[National Labor Observatory portal: NLO.sa](#)

Developed by the National Labor Observatory, the portal reflects the role of the observatory and enables users to access the most prominent services and initiatives provided by the National Labor Observatory. It offers an interactive dashboard specific to the labor market, a diverse range of specialized studies covering various aspects, in addition to analytical reports on topics directly related to the labor market.

[Knowledge Initiatives: Knowledge Hour](#)

An initiative aimed at facilitating knowledge transfer and exchange among employees and stakeholders within the organization to enhance the level of knowledge sharing and collaboration to promote the value of learning. The number of knowledge hours held during the second quarter of 2019 reached 92 knowledge hours.

Events and Participations

The organization organizes and participates in numerous events and activities both within the kingdom and abroad. Among its notable participations during the second quarter of 2019 are the following:

The National Labor Observatory Added three indicators to the private sector

workforce and establishments in the Saudi labor market. These indicators include: Participants in social insurance in the private sector. Participants at the top of the workforce in social insurance. Percentage change in the number of participants in social insurance in the private sector, and their proportional distribution according to economic activities. Saudi participants who are newly added or excluded from the workforce based on reasons for leaving employment.

The Minister of Labor and Social Development

who is also the Chairman of the Board of Directors of the Human Resources Development Fund, launched the "HADAF Leadership Academy." This academy aims to develop future leaders among the employees of private sector establishments in the Kingdom, in line with achieving the vision of Saudi Arabia 2030 and promoting excellence in leadership capable of planning, innovation, and creativity. Moreover, it aims to provide participants with various knowledge, technical skills, and capabilities required by the labor market, thus achieving optimal human resource investment for both individuals and the nation.

Organizing a workshop with Princess Nourah bint Abdurrahman University

As part of the mutual commitment between the Human Resources Development Fund and Princess Nourah bint Abdurrahman University to implement the terms of the agreement signed between them to support the employment of university graduates and enhance their competitiveness in the job market, a workshop was organized.

The workshop included an introduction to the programs and initiatives of the fund and how university graduates can benefit from these programs and initiatives offered to them. It highlighted prominent programs such as the "Tamheer" internship program, the professional certification program, the "Darb" e-learning platform, the "Subul" platform for career education and guidance, and the "Taqaat" national employment portal.

[Holding a workshop to discuss the needs of training programs in the Employment Support Program To raise skills](#)

In an effort to design and develop effective support programs that meet the needs of both employers and their employees, as well as addressing their training needs, a workshop titled "Training Mechanism in the Employment Support Program to Enhance Skills" was organized at the headquarters of the fund. The workshop involved participation from training entities, where the support program mechanisms were reviewed, along with the results of a survey study on training programs and their distribution across the regions of the kingdom. This was done with the aim of improving and enhancing the training programs provided to the beneficiaries.

[Holding a workshop entitled "Localization of the Accounting Profession"](#)

A workshop titled 'Localization of the Accounting Profession' was held for the Saudi Fund for Development and the Council of Saudi Chambers, in collaboration and coordination with the National Center for Family Enterprises. The workshop on 'Localization of the Accounting Profession' took place at the Council's headquarters in Riyadh. It aimed to introduce the services provided by the Fund through supporting training, employment, and empowerment programs, to contribute to meeting the requirements and needs of private sector establishments for a qualified, productive, and stable national workforce.

[Organization of the Second Tahmir Forum](#)

The Saudi Fund organized the Tahmir Second Forum, which aims to connect training opportunities offered by the Fund and companies with qualified individuals to facilitate their job interviews. The forum also aims to enhance their benefit from training during their internship period with these companies, to improve and develop the skills of trainees in the program. Qualified individuals receive guidance and direction towards suitable and available opportunities. Additionally, introductory workshops about the program and its importance are provided.

[Signing a Memorandum of Understanding with the Education and Training Evaluation Commission](#)

The Fund entered into a memorandum of understanding with the Education and Training Evaluation Commission aimed at enhancing the Fund's capacity in training quality and evaluation, as well as supporting its efforts in training and employing a skilled national workforce in private sector establishments. This will be achieved through various programs that ensure the highest efficiency of services and support programs for training, employment, measurement, and evaluation. The memorandum emphasizes the commitment and development of the training entities participating in the implementation of support programs (institutional commitment and programmatic commitment), as well as evaluating the outcomes of training programs and their impact on trainees. It includes the evaluation and measurement

of e-training programs and their impact on trainees, designing a framework to measure the return on investment in training, and preparing and qualifying Fund staff by granting them accreditation from the National Training and Technical Evaluation Center, as well as technical and advisory consultants. This includes providing training courses in the field of evaluation and quality for Fund personnel and benefiting from the experience of the Commission in providing training evaluation services offered to the Fund. Moreover, it involves forming a partnership with the National Training and Technical Evaluation Center and accredited consultants to provide evaluation services according to a mutually agreed plan.

summary of the programs offered by the Human Resources Development Fund

Region	Who gets employed through Taqat		Registrants on Taqat		number of people employed through the branches		Centers for qualification and employment		Remote employment centers		
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
Riyadh											
Makkah	1	-	1,187	874	232	1,133	7,054	4,880	124	146	الرياض
Madina h	-	-	1,776	1,230	763	1,270	4,826	4,057	72	76	مكة المكرمة
	-	-	259	443	308	715	1,677	1,606	24	22	المدينة المنورة
Eastern Province	1	-	1,236	916	221	1,375	3,652	2,832	99	122	المنطقة الشرقية
	29	-	-	190	114	148	1,161	985	12	6	القصيم
	-	-	-	116	52	133	501	619	4	6	حائل
Qassim	3	-	-	122	99	253	734	643	2	9	تبوك
obstacle	31	-	-	163	70	185	400	488	2	2	الجوف
Tabuk	17	-	-	71	78	87	294	349	2	1	الحدود الشمالية
Hollow	-	-	263	263	108	152	1,737	1,558	22	22	عسير
Northern Borders	145	-	-	205	189	261	1,124	1,226	36	40	جازان
	5	-	-	148	49	262	376	449	7	12	نجران
	1	-	-	114	13	102	269	257	2	6	الباحة
	-	-	-	-	-	-	4,656	6,882	21	29	اخرى
Asir	233	-	4,721	4,855	2,296	6,076	28,461	26,831	429	499	المجموع
Jazan											
Najran											
Al Baha											
Total											

برامج دعم التمكين والإبداع

المسئمة	برنامج قرية		برنامج وصول		برنامج لسمعة اعمار		برنامج سبل	
	إناث	ذكور	إناث	ذكور	إناث	ذكور	إناث	ذكور
الرياض	44	-	4,950	-	-	-	-	-
مكة المكرمة	32	-	3,448	-	-	-	-	-
المدينة المنورة	9	-	758	-	-	-	-	-
المنطقة الغربية	46	-	1,683	-	-	-	-	-
القصيم	-	-	189	-	-	-	-	-
حائل	-	-	111	-	-	-	-	-
تبوك	-	-	204	-	-	-	-	-
الجوف	-	-	2	-	-	-	-	-
الحدود الشمالية	-	-	5	-	-	-	-	-
عسير	1	-	186	-	-	-	-	-
جازان	-	-	70	-	-	-	-	-
بجدة	-	-	1	-	-	-	-	-
الباحة	4	-	4	-	-	-	-	-
المجموع	136	-	11,611	-	7,623	-	9,663	-

مصدق تنمية الموارد البشرية - الربع الثاني من عام 2019م

برامج دعم التوظيف

المسئمة	برنامج دعم التوظيف برفع المعايير		برنامج حافز البحث عن عمل		برنامج حافز صمود الحصول على عمل		من لم يتوهم من خلال برنامج حافز		برنامج دعم لعمو المواطنين بالمشات-دور كاس		برنامج دعم العمل الحر	
	إناث	ذكور	إناث	ذكور	إناث	ذكور	إناث	ذكور	إناث	ذكور	إناث	ذكور
الرياض	14	6	5,280	32,594	1,938	37,183	926	2,214	2,653	2,239	6	8
مكة المكرمة	6	8	8,355	28,310	2,977	30,349	1,272	1,474	775	609	-	-
المدينة المنورة	1	-	4,614	11,344	2,092	11,557	400	507	86	71	1	2
المنطقة الغربية	9	5	3,267	20,587	1,431	22,679	749	1,224	860	318	7	-
القصيم	-	-	-	8,142	661	7,781	207	196	66	21	-	-
حائل	-	2	1,513	4,202	577	3,870	128	88	17	27	-	-
تبوك	-	1	2,128	5,938	889	5,870	175	140	28	27	-	-
الجوف	-	-	1,516	2,898	712	2,751	103	57	11	15	-	-
الحدود الشمالية	-	-	-	1,995	343	1,993	70	44	1	1	-	-
عسير	-	-	-	13,218	1,700	12,138	396	283	44	68	2	-
جازان	1	2	4,142	8,217	1,598	7,693	336	180	44	54	1	-
بجدة	-	-	604	2,807	217	3,409	99	83	96	40	3	-
الباحة	-	2	568	2,179	174	2,395	60	30	19	15	-	-
الدرى	9	8	21	61	2	20	5	6	-	-	-	-
المجموع	42	32	39,636	142,492	15,311	149,688	5,033	6,419	4,710	3,495	78	8

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برامج دعم التدريب

المستهدف	برنامج تدريب المرتبط بتوظيف خارج القطاع		برنامج التدريب في القطاع غير الربحي		مجموع برامج التوظيف		برنامج تدريب كويتي		برنامج إعداد كوادر العمل خاصة بالتكنولوجيا الصحية - وزارة الصحة		
	إنت	دخور	إنت	دخور	إنت	دخور	إنت	دخور	إنت	دخور	
الرياض	359	916	219	-	-	-	-	143	328	215	111
منحة المكرمة	-	-	676	-	-	-	-	46	107	662	145
المنطقة الجنوبية	-	-	-	-	-	-	-	19	24	142	293
المنطقة الشرقية	64	1	3,005	-	100	-	24	77	293	639	
الشمير	-	-	138	-	-	-	3	16	423	24	
حائل	-	-	-	-	-	-	-	2	54	17	
بوت	-	-	-	-	-	-	6	6	78	54	
الذوق	-	-	-	-	-	-	-	6	230	23	
الحدود الشمالية	-	-	67	-	-	-	-	-	14	60	
عسير	-	-	-	-	-	-	2	9	153	32	
جازان	-	-	109	-	-	-	22	127	329	304	
الدرن	-	-	0	-	-	-	6	18	228	-	
الباحة	-	-	44	-	-	-	2	5	-	-	
أخرى	-	-	-	-	-	-	-	-	-	-	
المجموع	423	917	4,258	-	100	-	273	725	2,821	1,702	

مصدق تنمية الموارد البشرية - الربع الثاني من عام 2019م

برامج العمل عن بعد	برامج دعم التوظيف		الدعم الأصيل للأجور		برامج توظيف (الأشخاص ذوي الإعاقة (الوقائق)		برامج دعم المتعلمين و المتعلمات في المدارس الثانوية		برامج دعم أقر أقر عمل المتعلم		برامج دعم عمل المرأة (الكابت، المحطات وتصنيع)		برامج دعم فئات الضعفاء المتفردة	
	إنت	دخور	إنت	دخور	إنت	دخور	إنت	دخور	إنت	دخور	إنت	دخور	إنت	دخور
-	1	1,937	1,766	559	166	62	44	1,132	5,348	8	894	2,152	131	94
-	-	1,073	777	240	86	44	18	1,007	2,873	17	1,366	1,779	135	141
-	-	235	52	235	52	25	4	188	805	2	22	32	208	80
-	8	1,433	964	238	107	39	20	373	1,484	4	56	729	73	109
-	-	314	18	36	5	1	-	109	407	1	179	24	243	26
-	-	173	6	26	19	3	61	128	61	-	-	32	306	176
-	-	64	5	67	2	-	181	320	181	-	98	7	66	40
-	-	59	49	-	-	7	11	129	144	1	-	9	183	132
-	-	90	6	29	6	11	8	34	45	-	-	1	78	65
-	-	175	43	25	6	1	134	372	1	5	78	158	43	80
-	-	318	278	3	1	12	86	224	86	-	-	221	69	69
-	-	128	1	88	3	-	46	75	46	-	-	90	40	40
-	-	72	10	3	-	3	8	21	8	-	-	29	51	51
-	-	-	-	-	-	-	-	-	-	-	30	4	52	52
-	9	6,071	4,341	1,194	402	217	131	3,488	12,246	34	2,650	5,043	2,034	1,118

برامج إوتلين مناشد المع	برامج إمتحان		برامج إمتحان		برامج إمتحان		برامج إمتحان		مكتبي الدورات في دروب		المتعلمين في دروب		برامج إعادة التعليل كبرجات كليات العلوم للعمل في القطاع الصحي	
	إنت	دخور	إنت	دخور	إنت	دخور	إنت	دخور	إنت	دخور	إنت	دخور	إنت	دخور
-	-	-	-	115	33	168	274	8,910	4,992	50,032	7,590	83	-	
17	14	-	-	39	17	88	91	6,669	4,035	40,065	8,617	76	-	
-	-	-	-	-	-	23	14	1,923	1,377	13,640	4,244	-	-	
-	-	-	-	1	-	62	43	4,630	2,640	30,011	4,229	40	-	
-	-	-	-	9	36	43	10	1,213	750	11,117	1,921	-	-	
-	-	-	-	-	-	-	1	526	299	4,971	1,295	-	-	
-	-	-	-	6	-	14	9	943	549	7,325	1,798	-	-	
-	-	-	-	-	-	1	3	345	298	3,196	1,086	-	-	
-	-	-	-	-	-	-	2	297	213	2,293	677	-	-	
-	25	-	-	-	-	22	24	1,761	1,072	15,888	3,697	-	-	
-	-	-	-	-	-	-	4	469	265	3,617	653	-	-	
-	-	-	-	-	-	-	1	1,076	1,006	9,659	3,734	-	-	
-	-	-	-	-	-	1	-	388	221	3,452	593	-	-	
-	-	-	-	-	-	-	-	26,001	11,848	293,985	61,586	-	-	
17	39	-	-	170	86	422	476	55,151	29,565	489,251	101,720	199	-	