



Report of the Human Resources Development Fund

For the third quarter of 2020

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Custodian of the Two Holy Mosques

King Salman bin Abdul-Aziz Al Saud

May God save him



Crown Prince, Deputy Prime Minister and Minister of Defense

Chairman of the Council of Economic and Development Affairs

His Royal Highness

Prince Mohammed bin Salman bin Abdul-Aziz Al Saud

May God save him

Executive Summary

This report provides a summary of the role of the Human Resources Development Fund in promoting and supporting

The labor market, increasing the percentage of Emiratization and increasing the number of new entrants of male and female citizens

in the labor market in the Kingdom, where it reviews the services and programs it provides in partnership

With the relevant Ministry of Human Resources and Social Development. To be in line with the National Transformation Program 2020 and the Kingdom's vision 20-30, as well as with the changes that have occurred in the labor market.

It also reviews its achievements during the third quarter of 2020. Whereas, it is monitored

Current status of the Fund and an overview of the workforce in Saudi Arabia

This quarter, and its most prominent activities and events that were achieved during this period.

Highlights of the Human Resources Development Fund

- 1- Number of those employed through the National Labor Portal Taqat 74,723
- 2- Number of those employed through rehabilitation and employment centers 11,222
- 3- Number of those employed through fixed branches 15,144
- 4- Total number of beneficiaries of the National Program for Job Seekers Aid (Hafez) 233,251
- 5- Total number of students continuing from the Teacher Support Program in private schools 8,579
- 6- Total number of beneficiaries of the Working Women Transfer Program (Wusool) 2,688

During the third quarter of 2020

- 7- Total number of beneficiaries of the training program in strategic partnership institutes 835
- 8- Total number of beneficiaries of the training program for graduates of Saudi universities and scholarships on the job (Tamheer) 1,835
- 9- Number of Supplements to Doroob E-Training Program Courses 455,633
- 10- Number of visitors to the Fund's website 1,272,651
- 11- Number of phone calls answered by the Fund's call center Human Resources Development 216,567
- 12- Customer order resolution ratio 90%

Human Resources Development Fund

The Human Resources Development Fund was established under the Council of Ministers Resolution No. 107 dated 29/04/1421 AH with the aim of supporting the efforts of qualifying the national workforce and employing it in the private sector.

In order to achieve its objectives, it may:

1. Provide subsidies for the rehabilitation, training and employment of the national workforce in the private sector.
2. Participate in the costs of qualifying the national workforce and training it for private sector jobs

The Board of Directors of the Fund shall determine the percentage of such participation and the remaining percentage shall be paid by the owner of

Work benefiting from the qualification of the trainee.

3. Bearing a percentage of the salary of those who are employed in private sector establishments after their qualification and training

As well as those who are employed in these establishments in coordination with the Fund and the employer pays

The remaining percentage of the salary, and the Fund shall bear this percentage for a period not exceeding two years

The Board of Directors shall set the necessary conditions for its disbursement.

4. Supporting the financing of field programs, projects, plans and studies aimed at employing Saudis and replacing them with expatriate workers.
5. Providing loans to private national manpower rehabilitation and training establishments established in the Kingdom and existing establishments for the purpose of expanding their activities or introducing modern methods to them.
6. Carry out research and studies related to its activities in the field of rehabilitation, training and employment of the national workforce, as well as providing technical and administrative advice to the facilities of qualifying and training the national workforce.

Vision

Initiative and productive national human resources

Mission

Developing national human resources through effective high-impact initiatives provided in partnership with key stakeholders in the labor market system

Values

Focus on results

Excellence Transparency

Team spirit

Focus on the customer

Speed of delivery

Saudi Arabia's workforce

Total Manpower in the Private Sector



Saudi men and women 1,759,614

Unemployment rate for Saudis



* Number of Saudis organizing the private sector

Emiratization Percentage



Employment Support Channels and Programs

Employment support channels and programs to qualify the national workforce in the private sector

First: Employment Support Channels:

The Fund offers a range of channels targeting employers and job seekers to support

Employment and training service to increase stability and develop the workforce.

1 - National Labor Portal "Taqat"

An integrated comprehensive electronic platform for the labor market in the Kingdom of Saudi Arabia, both public Private and employment service providers work to translate the policies and visions of human resources development in the Kingdom into effective programs that will be a tributary to the national economy with a qualified workforce. It aims to create a high-quality digital labor market to develop the competitiveness of the Saudi workforce, empower job seekers and enhance the percentage of Emiratization among the workforce. The most important benefits lie Verified from the portal:

- 1- Providing a unified and integrated platform for all parties to 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 dependence on expatriate workers
- 5- Enhancing the competitiveness of the Saudi workforce
- 6- Supporting the orientation of human resource development according to the actual needs of the labor market
- 7- Providing employment services
- 8- Providing training services

Results and statistics of the National Labor Portal "Taqat" during the third quarter of 2020

- 1- Number of those employed through the portal 74,723 Beneficiaries
- 2- Number of establishments registered in the portal 526 Facility
- 3- Number of job vacancies in the portal 589Job Vacancy
- 4- Number of job advertisements in the portal 206Job Posted
- 5- Individuals registered in the portal 9,103Registered individual

Number of those employed in the private sector National Labor Portal "Taqat"

Region	Beneficiaries		Total		
	Males	Females			
Riyadh		المجموع	المستفيدين	المنطقة	
Makkah		إناث	ذكور	الرياض	
Madinah		٣٦,٢٤١	١٢,٩٦٦	١٣,٢٧٥	مكة المكرمة
Eastern Province		١٩,١٧٢	٧,٩٧٩	١١,١٩٣	المدينة المنورة
Qassim		٥,٠٢٨	١,٧٧٤	٣,٢٥٤	المنطقة الشرقية
Haeel		١٠,٥٣٦	٤,٨٧٥	٥,٦٦١	القصيم
Tabuk		٢,٤٤٥	٧١٤	١,٧٣١	حائل
Al-jof		١,٢١٠	٣٣٧	٨٧٣	تبوك
Northern Borders		١,٩٠٨	٨٠٦	١,١٠٢	الجوف
Asir		٥٩٩	١٨٠	٤١٩	الحدود الشمالية
Jazan		٥١٦	١٤٧	٣٦٩	عسير
Najran		٣,٠٠٨	٨٠٢	٢,٢٠٦	جازان
Al Baha		٢,٤٨٤	٦١٨	١,٨٦٦	نجران
		٩٥٦	٣٥١	٦٠٥	الباحة
	٦٢٠	١٣٤	٤٨٦		

2. Rehabilitation and employment centers

These centers aim to promote productive and continuous employment through the development of rehabilitation strategies.

And employment inclusive of both gender and people with disabilities and enables the employer to keep pace with the changes of the market

Work and implement policies, which has an impact on economic and investment growth. During the third quarter of 2020, the number of employment centers reached 47 centers, including:



Number of those employed in the private sector through rehabilitation and employment centers

Region	Beneficiaries		Total		
	Males	Females			
Riyadh		المجموع	المستفيدين	المنطقة	
Makkah		٣,٠٠٠	١,٥٥٣	١,٤٤٧	الرياض
Madinah		٣,٤٩٩	٢,٠٩٨	١,٤٠١	مكة المكرمة
Eastern Province		٣١٤	١٠٣	٢١١	المدينة المنورة
Qassim		٢,٧٠٧	١,٦٥١	١,٠٥٦	المنطقة الشرقية
Haeel		١٧٨	-	١٧٨	القصيم
Tabuk		٣٤	-	٣٤	حائل
Al-jof		١٣٢	-	١٣٢	تبوك
Northern Borders		٢٤٥	-	٢٤٥	الجوف
Asir		١١٣	-	١١٣	الحدود الشمالية
Jazan		٥٨٦	٢٧٥	٣١١	عسير
Najran		١٥٩	-	١٥٩	جازان
Al Baha		١١٣	-	١١٣	نجران
		١٤٢	-	١٤٢	الباحة

Number of those served in rehabilitation and employment centers

Region	Beneficiaries		Total		
	Males	Females			
Riyadh		المجموع	المستفيدين	المنطقة	
Makkah		١٢,١٦٠	٧,٢٢٨	٤,٩٣٢	الرياض
Madinah		١٤,٥٦٧	٨,٥٨٩	٥,٩٧٨	مكة المكرمة
Eastern Province		٤,٦١٢	٣,١٠٧	١,٥٠٥	المدينة المنورة
Qassim		١٢,٦٧٥	٨,١٧٠	٥,٥٠٥	المنطقة الشرقية
Haeel		٨٩٢	-	٨٩٢	القصيم
Tabuk		٧٦٩	-	٧٦٩	حائل
Al-jof		٩٠١	-	٩٠١	تبوك
Northern Borders		١,٠٥٦	-	١,٠٥٦	الجوف
Asir		٣٩١	-	٣٩١	الحدود الشمالية
Jazan		٢,٤٠٣	١,١٢٧	١,٢٧٦	عسير
Najran		١,٠٩٥	١	١,٠٩٤	جازان
Al Baha		٤٨٠	-	٤٨٠	نجران
		٥٤٦	-	٥٤٦	الباحة

3 Remote Rehabilitation and Employment Centers

Remote employment centers aim to provide rehabilitation services, employment support, guidance and training of job seekers according to the latest standards, and these centers also provide post-

employment services that help the researcher in job stability and development. The number of remote employment centers during the third quarter of 2020 reached (7) centers distributed over the regions of the Kingdom.

Number of those employed in the private sector through rehabilitation and remote employment centers

Region	Beneficiaries		Total		
	Males	Females			
Riyadh		المجموع	المستفيدين	المنطقة	
Makkah		اثاث	ذكور		
Madinah		١٠٠	١٠٠	-	المصيم
Eastern Province		٢٥	٢٥	-	الجوف
Qassim		١٢	١٢	-	الحدود الشمالية
Haeel		١٥٥	١٥٥	-	جازان
Tabuk		١٧	١٧	-	نجران
Al-jof		٢٠	٢٠	-	الباحة
Northern Borders					
Asir					
Jazan					
Najran					
Al Baha					

Number of people served in rehabilitation and remote employment centers\

Region	Beneficiaries		Total		
	Males	Females			
Riyadh		المجموع	المستفيدين	المنطقة	
Makkah		اثاث	ذكور		
Madinah		٤٠٥	٤٠٥	-	المصيم
Eastern Province		١٣٩	١٣٩	-	الجوف
Qassim		٤٥	٤٥	-	الحدود الشمالية
Haeel		٤٧٥	٤٧٥	-	جازان
Tabuk		٤٩	٤٩	-	نجران
Al-jof		٦٧	٦٧	-	الباحة
Northern Borders					
Asir					
Jazan					
Najran					
Al Baha					

4 fixed branches of the Fund

A network of branches operated by the Fund in various regions of the Kingdom reached (22) free

The second quarter of 2020, and provides various training and employment support services to clients, such as

Attracting business owners, analyzing their needs and requirements, and working to meet them by organizing

Job meetings, workshops, and preparation of work staff compatible with the requirements after providing career guidance services and human resources consulting, and those who were employed through the fixed branches in the third quarter of 2020 reached (15,144) beneficiaries.

Distribution of beneficiaries of fixed branches by gender and region

Region	Beneficiaries		Total
	Males	Females	
Riyadh	9,798	0,447	10,245
Makkah			
Madinah			
Eastern Province			
Qassim			
Haeel			
Tabuk			
Al-jof			
Northern Borders			
Asir			
Jazan			
Najran			
Al Baha			

المجموع	المستفيدين		المنطقة
	اناث	ذكور	
1,236	706	530	الرياض
4,893	1,934	2,959	مكة المكرمة
2,480	899	1,581	المنطقة الشرقية
2,518	782	1,736	القصيم
507	102	405	حائل
207	76	131	تبوك
412	171	241	الجوف
523	202	321	الحدود الشمالية
236	76	160	عسير
202	88	114	جازان
882	285	597	نجران
438	100	338	الباحة
471	123	348	

5 - Mobile branches of the Fund

A group of mobile branches (edges) aimed at reaching places where customers gather to provide services,

These include:

- Introducing clients to the Fund's programs and services.
- Respond to customer inquiries about supporting training and employment services provided by the Fund.
- Solving the difficulties that prevent them from benefiting from the services of the Fund.
- Presenting job opportunities available for job seekers.
- Coverage of governorates and villages where there are no fixed branches

- Serving existing entrepreneurs through field visits. Those who have been served have reached Mobile branches in the third quarter of 2020 (5,467) beneficiaries in the area Qassim, with 2,411 males, and 3,056 females.

Second: Employment Support Programs

It aims to increase job opportunities for individuals according to the needs of the labor market, increase the rates of Emiratization in establishments with qualified workforce, and support their continuation on the job.

1 Employment Support Program

In April 2020, the Human Resources Development Fund launched the Employment Support Program to support researchers.

and job seekers in the private sector by bearing the Fund a percentage of the employee's wage, which includes

The program supports all jobs in the private sector for full time and remotely, adds

The program provides additional support for employment in regions and cities with less job opportunities and on employment

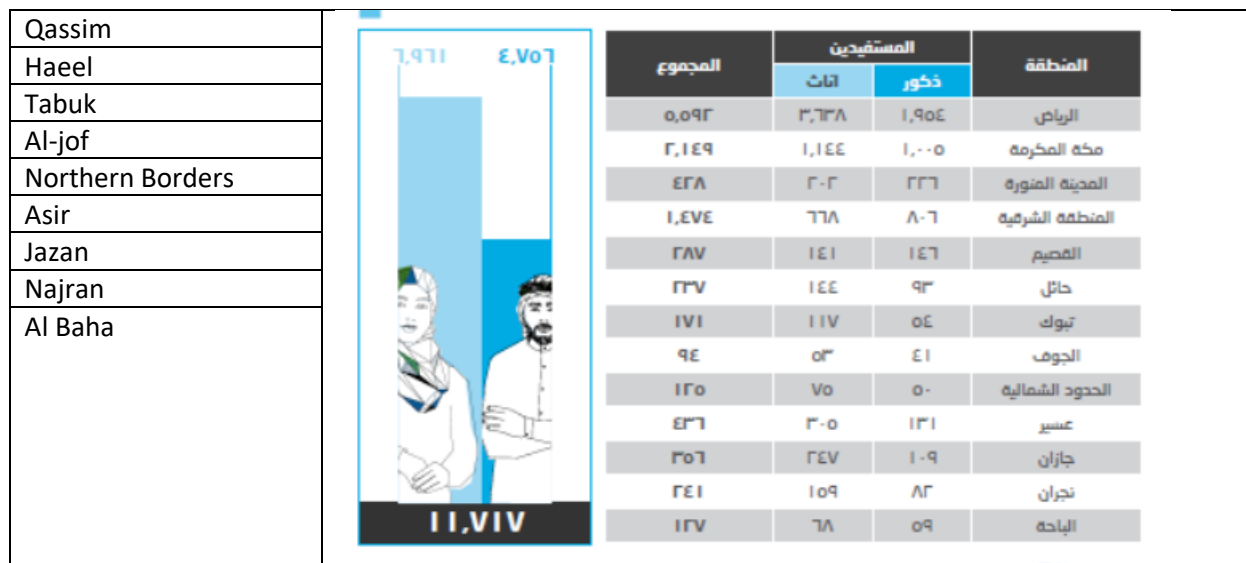
Females, persons with disabilities and small, medium and micro enterprises. And the retroactive support initiative for operating establishments starting from July 20 19 to 27 April 2020, and the reception of registration applications began at the beginning of April 2020 and registration closed on May 10, 2020.

The first disbursement of the program was made at the end of April for the establishments that completed the program's controls for

The month of April as a due month and the month of March for the retroactive effect, and the program continues in the disbursement mechanism for establishments for the current month due and a month prior to the retroactive effect and for a period of 24 months of support, as the number of beneficiaries of the program during the third quarter of 2020 AD reached (11,717) beneficiaries distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by gender and Region

Region	Beneficiaries		Total
	Males	Females	
Riyadh			
Makkah			
Madinah			
Eastern Province			



2. National Job Seekers Assistance Program (Hafez)

The program supports Emirati job seekers in order to obtain sustainable and suitable jobs,

Provide them with the skills and resources needed to join the labor market. It consists of a job search incentive program and a difficulty in finding a job incentive program, as each program targets a specific category of job seekers within specific eligibility controls. The National Job Seekers Assistance Program (Hafez) is divided into two parts:

First / Job Search Incentive Program

The program provides a financial allocation of (2000) riyals every month for a period of (12) months and targets a category

Young job seekers aged (20-35) years and meet the program's eligibility controls, as the number of beneficiaries of the program during the third quarter of 2020 reached (128,139) beneficiaries distributed over the regions of the Kingdom.

Distribution of Job Search Incentive Program Beneficiaries by gender and Region

Region	Beneficiaries		Total
	Males	Females	
Riyadh			
Makkah			
Madinah			
Eastern Province			
Qassim			
Haeel			
Tabuk			
Al-jof			

المجموع	المستفيدين		المنطقة
	إناث	ذكور	
٢٧,٥٢٨	٢٢,٦٥٠	٤,٨٧٨	الرياض
٢٣,٩٢٤	١٧,٩٥٠	٥,٩٧٤	مكة المكرمة
١٠,٦٨٥	٧,٣٩٠	٣,٢٩٥	المدينة المنورة
١٦,٧٦١	١٤,٠٠٧	٢,٧٥٤	المنطقة الشرقية
٧,٦٦٧	٥,٩٧٣	١,٦٩٥	القصيم
٣,٨١١	٢,٨١٥	١,٠٠٦	حائل
٥,٧٣٣	٤,١٢٤	١,٥٠٩	تبوك
٣,٣٤٥	٢,٢٤٧	١,٠٩٨	الجوف
٢,١٤٧	١,٥٥٣	٥٩٤	الحدود الشمالية
١٢,٣٠٠	٨,٥٦٥	٣,٧٣٥	عسير
٩,٧٦٩	٦,٠٥٦	٣,٧١٣	جازان
٢,٤٧٣	١,٩٤٢	٥٣١	نجران
٢,٠٠٦	١,٥٠٣	٥٠٣	الباحة

Second / Hafiz Program Difficulty in getting a job

The Hafiz program provides difficulty in obtaining a job with a financial allocation starting with an amount of (1,500) riyals per month for the first four months, then (1,250) riyals for the second four months, then (1,000) riyals for the last four months, and the program targets job seekers who are over the age of (35) years or who have completed the Hafiz program to search for work without finding a suitable thing until the age of (60) years, as the number of beneficiaries of the program during the third quarter of 2020 reached (105,112) beneficiaries distributed over areas Kingdom.

Distribution of Employment Difficulty in Finding a Job Incentive Program by gender and Region

Region	Beneficiaries		Total
	Males	Females	
Riyadh	19,425	1,233	20,658
Makkah	18,685	2,290	20,975
Madinah	7,314	1,428	8,742
Eastern Province	13,663	1,115	14,778
Qassim	5,566	557	6,123
Haeel	2,728	422	3,150
Tabuk	4,034	641	4,675
Al-jof	1,918	553	2,471
Northern Borders	1,421	231	1,652
Asir	8,678	1,567	10,245
Jazan	5,541	1,560	7,101
Najran	2,113	188	2,301
Al Baha	1,576	184	1,760

Number of those employed through the Hafiz program in the third quarter of 2020

Region	Beneficiaries		Total																																																										
	Males	Females																																																											
Riyadh		<table border="1"> <thead> <tr> <th rowspan="2">المجموع</th> <th colspan="2">المستفيدين</th> <th rowspan="2">المنطقة</th> </tr> <tr> <th>اناث</th> <th>ذكور</th> </tr> </thead> <tbody> <tr> <td>٣,٤٠٢</td> <td>٢,٢٠١</td> <td>١,٢٠١</td> <td>الرياض</td> </tr> <tr> <td>٢,٦٠٣</td> <td>١,٤١٨</td> <td>١,١٨٥</td> <td>مكة المكرمة</td> </tr> <tr> <td>٧٠٩</td> <td>٣٠٠</td> <td>٤٠٩</td> <td>المدينة المنورة</td> </tr> <tr> <td>١,٦٧٨</td> <td>١,٠٥٩</td> <td>٦١٩</td> <td>المنطقة الشرقية</td> </tr> <tr> <td>٤٨٨</td> <td>٢٧٠</td> <td>٢١٨</td> <td>القصيم</td> </tr> <tr> <td>٢٢٥</td> <td>١٢٦</td> <td>٩٩</td> <td>حائل</td> </tr> <tr> <td>٣٥٠</td> <td>١٦٠</td> <td>١٩٠</td> <td>تبوك</td> </tr> <tr> <td>١٩٥</td> <td>٧٩</td> <td>١١٦</td> <td>الجوف</td> </tr> <tr> <td>١٤٤</td> <td>٦٩</td> <td>٧٥</td> <td>الحدود الشمالية</td> </tr> <tr> <td>٨٢٩</td> <td>٤٢٢</td> <td>٤٠٧</td> <td>عسير</td> </tr> <tr> <td>٦٢٤</td> <td>٣٦١</td> <td>٢٦٣</td> <td>جازان</td> </tr> <tr> <td>٢٧٩</td> <td>١٦٠</td> <td>١١٩</td> <td>نجران</td> </tr> <tr> <td>١٢٠</td> <td>٥١</td> <td>٦٩</td> <td>الباحة</td> </tr> </tbody> </table>	المجموع	المستفيدين		المنطقة	اناث	ذكور	٣,٤٠٢	٢,٢٠١	١,٢٠١	الرياض	٢,٦٠٣	١,٤١٨	١,١٨٥	مكة المكرمة	٧٠٩	٣٠٠	٤٠٩	المدينة المنورة	١,٦٧٨	١,٠٥٩	٦١٩	المنطقة الشرقية	٤٨٨	٢٧٠	٢١٨	القصيم	٢٢٥	١٢٦	٩٩	حائل	٣٥٠	١٦٠	١٩٠	تبوك	١٩٥	٧٩	١١٦	الجوف	١٤٤	٦٩	٧٥	الحدود الشمالية	٨٢٩	٤٢٢	٤٠٧	عسير	٦٢٤	٣٦١	٢٦٣	جازان	٢٧٩	١٦٠	١١٩	نجران	١٢٠	٥١	٦٩	الباحة	11,747
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Al Baha																																																													

3. Direct Employment Support Program

This program aims to employ job seekers in private sector establishments wishing to

Employment of job seekers of both sexes by subsidizing the employment salary by 50% and without

Exceeding (2,000) riyals per month - the period of support (24) months. The reception of support requests in the program was stopped as of September 2017, as the number of students continuing in the program was empty.

The third quarter of 2020 AD (952) beneficiaries distributed over the regions of the Kingdom.

Distribution of beneficiaries by gender and region

Region	Beneficiaries		Total																		
	Males	Females																			
Riyadh		<table border="1"> <thead> <tr> <th rowspan="2">المجموع</th> <th colspan="2">المستفيدين</th> <th rowspan="2">المنطقة</th> </tr> <tr> <th>اناث</th> <th>ذكور</th> </tr> </thead> <tbody> <tr> <td>٩١٠</td> <td>٦٩٥</td> <td>٢١٥</td> <td>الرياض</td> </tr> <tr> <td>٢٨</td> <td>٢٦</td> <td>٢</td> <td>مكة المكرمة</td> </tr> <tr> <td>١٤</td> <td>١٣</td> <td>١</td> <td>القصيم</td> </tr> </tbody> </table>	المجموع	المستفيدين		المنطقة	اناث	ذكور	٩١٠	٦٩٥	٢١٥	الرياض	٢٨	٢٦	٢	مكة المكرمة	١٤	١٣	١	القصيم	907
المجموع				المستفيدين			المنطقة														
			اناث	ذكور																	
٩١٠			٦٩٥	٢١٥	الرياض																
٢٨			٢٦	٢	مكة المكرمة																
١٤			١٣	١	القصيم																
Makkah																					
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Jazan																					

Najran	
Al Baha	

4. Additional wage support

This program aims to motivate establishments to localize jobs to empower job seekers

Saudis may enroll in job opportunities available in the private sector, as the program offers benefits

Additional financial and time for employing Saudis in establishments classified in the two platinum domains

In the Nitaqat program, the entity can link 20% in the case of the Platinum Domain and 15% in the case of the Green Domain of its total number of Saudi employees as a maximum on the Additional Support Program, provided that the beneficiaries are eligible according to the eligibility conditions of the candidate. The reception of support requests in the program was stopped as of October 20-17 AD, as the number of those continuing in the program during the third quarter of 2020 reached (220) beneficiaries distributed over the regions of the Kingdom.

Distribution of beneficiaries by gender and region

Region	Beneficiaries		Total		
	Males	Females			
Riyadh		المجموع	المنطقة		
Makkah		١١٩	٨	١١١	الرياض
Madinah		٦١	٣	٥٨	مكة المكرمة
Eastern Province		٢	١	٣	المنطقة الشرقية
Qassim		٣١	٧	٣٨	الرياض
Haeel		٤	-	٤	حائل
Tabuk		١	-	١	تبوك
Al-jof		٢	١	٣	الجبيل
Northern Borders					الحدود الشمالية
Asir					عسير
Jazan					جازان
Najran					نجران
Al Baha					الباحة

5. Employment Program for Persons with Disabilities (Tawafuq)

It aims to support and empower the workforce of persons with disabilities to work in the private sector, through the application of the principles of compatibility (rights - inclusion - skills - appropriate environment - services). These principles are applied by adopting standards to achieve inclusiveness

(compatible with Tawafuq), developing policies and procedures, developing applied tools for implementation on the ground, training those in charge of working on them, and monitoring and documenting information on people's work, and the number of beneficiaries of the program during the third quarter of 2020 reached (517) beneficiaries.

Distribution of Program Beneficiaries by gender and Region

Region	Beneficiaries		Total	
	Males	Females		
Riyadh		المجموع	المنطقة	
Makkah		١٤٤	٢٣	الرياض
Madinah		٤٢	٦٦	مكة المكرمة
Eastern Province		٦	٤	المنطقة الشرقية
Qassim		٢٧	٥٣	القصيم
Haeel		٨	٥	حائل
Tabuk		٩	-	تبوك
Al-jof		٣	٣	الجوف
Northern Borders		٩	٥	الحدود الشمالية
Asir		١٤	١٠	عسير
Jazan		٣٤	٣	جازان
Najran		١٠	٣	نجران
Al Baha		٥	٧	الباحة

6. Dialysis Days Wage Support Program

The program aims to motivate private sector enterprises to employ patients with kidney failure

And their continuation in the work they joined in order to achieve job stability for them, provided that it compensates

The Fund Private Sector Establishments for the Wage of Vacation Days Taken by Employees to Do Laundry

Renal blood purification, and the number of beneficiaries of the program during the third quarter of 2020 (10) beneficiaries.

Distribution of Program Beneficiaries by gender and Region

Region	Beneficiaries		Total
	Males	Females	
Riyadh			
Makkah			
Madinah			
Eastern Province			

Region	Beneficiaries	المستفيدين		المنطقة
		اناث	ذكور	
Qassim		1	1	الرياض
Haeel		0	0	مكة المكرمة
Tabuk		2	2	المنطقة الشرقية
Al-jof		1	1	الجوف
Northern Borders		1	1	عسير
Asir				
Jazan				
Najran				
Al Baha				

7 Teacher Support Program in Private Schools

This program aims to increase the job stability of teachers working in private and foreign schools by supporting their salaries and setting a minimum salary starting from (5,000) riyals with a transfer allowance of 600 riyals. In implementation of the provisions of the Royal Order No. (47632) dated 4/10/1437 AH, which includes sufficiency with the statutory period of the support program scheduled for five years, and accordingly, the reception of support requests in the program was stopped as of September 2017, as the number of those continuing in the program was free The third quarter of 2020 (8,579) beneficiaries distributed over the regions of the Kingdom.

Distribution of beneficiaries by gender and region

Region	Beneficiaries		Total			
	Males	Females				
Riyadh			8,579			
Makkah				2,759	660	3,419
Madinah				1,473	557	2,030
Eastern Province				378	107	485
Qassim				963	270	1,233
Haeel				196	54	250
Tabuk				70	31	101
Al-jof				166	113	279
Northern Borders				89	66	155
Asir				27	27	54
Jazan				190	71	261
Najran				109	53	162
Al Baha				60	24	84
				6	0	6

8. Small Business Owners Support Program

The program aims to support and encourage male and female citizens to operate their small enterprises and their strategies in managing these enterprises by providing financial support to meet their necessary needs

And the family during the stage of operation of the facility, the reception of requests for support in the program was stopped by a month

July of 2018, the number of those continuing to support reached (4) in the Riyadh region, of which (3) males, and (1) females.

9. Children's Hospitality Program (Qurra)

Improving the children's hospitality system to meet the need for high-quality centers at an affordable cost by

To improve the work environment of children's hospitality centers and improve job opportunities for female employees and job seekers in the Saudi labor market as a result. This program supports increasing the proportion of women

Saudi women working in the private sector and encouraging their job stability through

Supporting them with part of the cost of children's hospitality center fees for working women. where the number of

Beneficiaries during the third quarter of 2020 AD (115) beneficiaries (coinciding with the period of the Corona pandemic), and in order to benefit from this program with the largest possible segment of Saudi women in the private sector, the support mechanism has been amended so that the support continues for a period of four years until the child reaches the age of (6) years, which is as follows:

In the first year, the amount of support 800 riyal

In the second year, the amount of support 600 riyal


In the third year, the amount of support 500 riyal

In the fourth year, the amount of support 400 riyal

Where the number of beneficiaries during the third quarter of 2020 reached (115) beneficiaries distributed over the regions of the Kingdom.

Distribution of the number of beneficiaries of the program by region

		Females
Riyadh		
Makkah		

Madinah		عدد المستفيدات	المنطقة
Eastern Province		٢٣	الرياض
Qassim		٢٤	مكة المكرمة
Haeel		٤	المدينة المنورة
Tabuk		٥٠	المنطقة الشرقية
Al-jof		١	جازان
Northern Borders		٢	نجران
Asir			
Jazan			
Najran			
Al Baha			

10 Working Women Transport Program (Wusool)

Empowering women to work and supporting the sustainability of their work, by providing transportation to and from

Affordable workplace with high toxicity level available and available in most cities

And biology and of high quality and reliability. This programme supports increased participation of working women in

The private sector, by improving and developing the transport environment for working women and bearing 80% of the cost of transporting women. In order to benefit from this program with the largest possible segment of Saudi women working in the private sector, the support mechanism has been amended as follows:

- Support is provided with a discount of 80% of the cost of each trip up to a maximum of SAR 1,100 per month for the beneficiary with a salary less than or equal to 6000 per month, and a maximum of 800 riyals per month for a salaried beneficiary 6001 - 8000 riyals per month.
- The duration of the program support (24 months) is calculated from the date of the first trip.

Where the number of beneficiaries during the third quarter of 2020 reached (2,688) beneficiaries distributed over the regions of the Kingdom.

Distribution of the number of beneficiaries of the program by region

		Females
Riyadh		
Makkah		
Madinah		

Region	Number of Beneficiaries	Region Name
Eastern Province	1,180	الرياض
Qassim	740	مكة المكرمة
Haeel	56	المدينة المنورة
Tabuk	429	المنطقة الشرقية
Al-jof	70	المصيم
Northern Borders	24	حائل
Asir	47	تبوك
Jazan	8	عسير
Najran	41	جازان
Al Baha	4	الباحة
Total	2,788	

Training Support Programs

Training Support Programs

The Human Resources Development Fund recognizes that the training and development of the Saudi national workforce is a key focus in efforts to support the recruitment process, and accordingly, the Fund offers many training programs to qualify and develop the national workforce with the aim of enhancing their employment opportunities and supporting their stability in the private sector.

The following are the programs and statistics of training support programs, which are as follows:

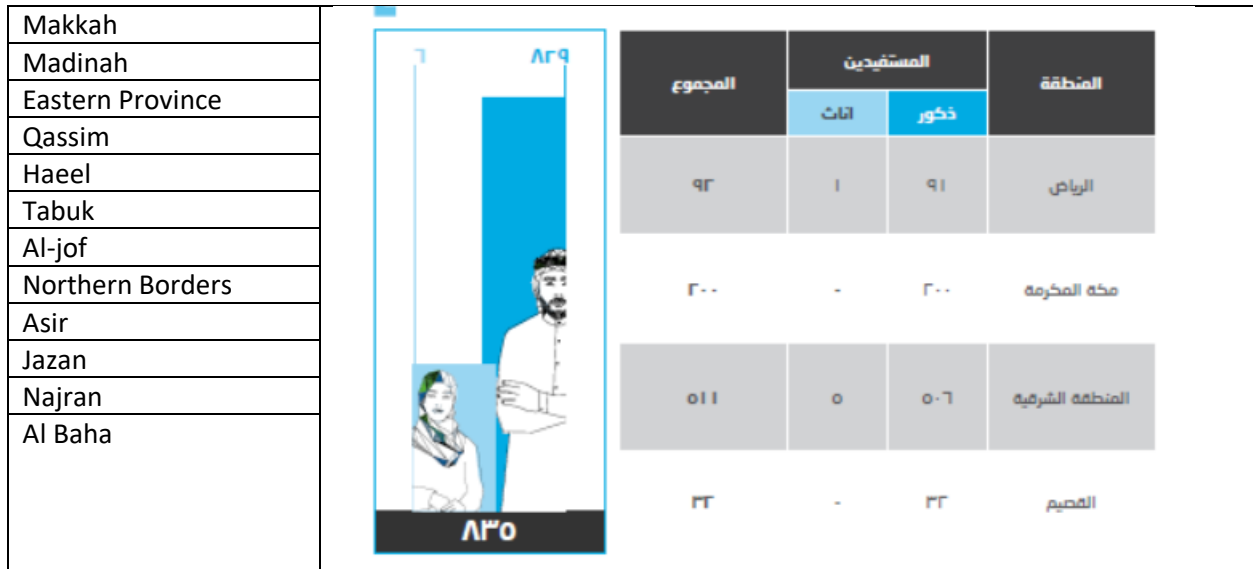
1. Training program at strategic partnership institutes

The program aims to train and employ job seekers on rare specialties available at

Private sector establishments, in one of the training bodies licensed by the Strategic Partnerships Department at the Technical and Vocational Training Corporation as non-profit training entities, through mechanisms to support employment-related training in a number of disciplines required in the labor market in order to cover the high demand for employment in the targeted sectors such as: oil, construction, drilling, electricity services, industry, dairy and food, electronics and others. The number of beneficiaries of the program during the third quarter of 2020 reached (835) beneficiaries distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by gender and Region

Region	Beneficiaries		Total
	Males	Females	
Riyadh			

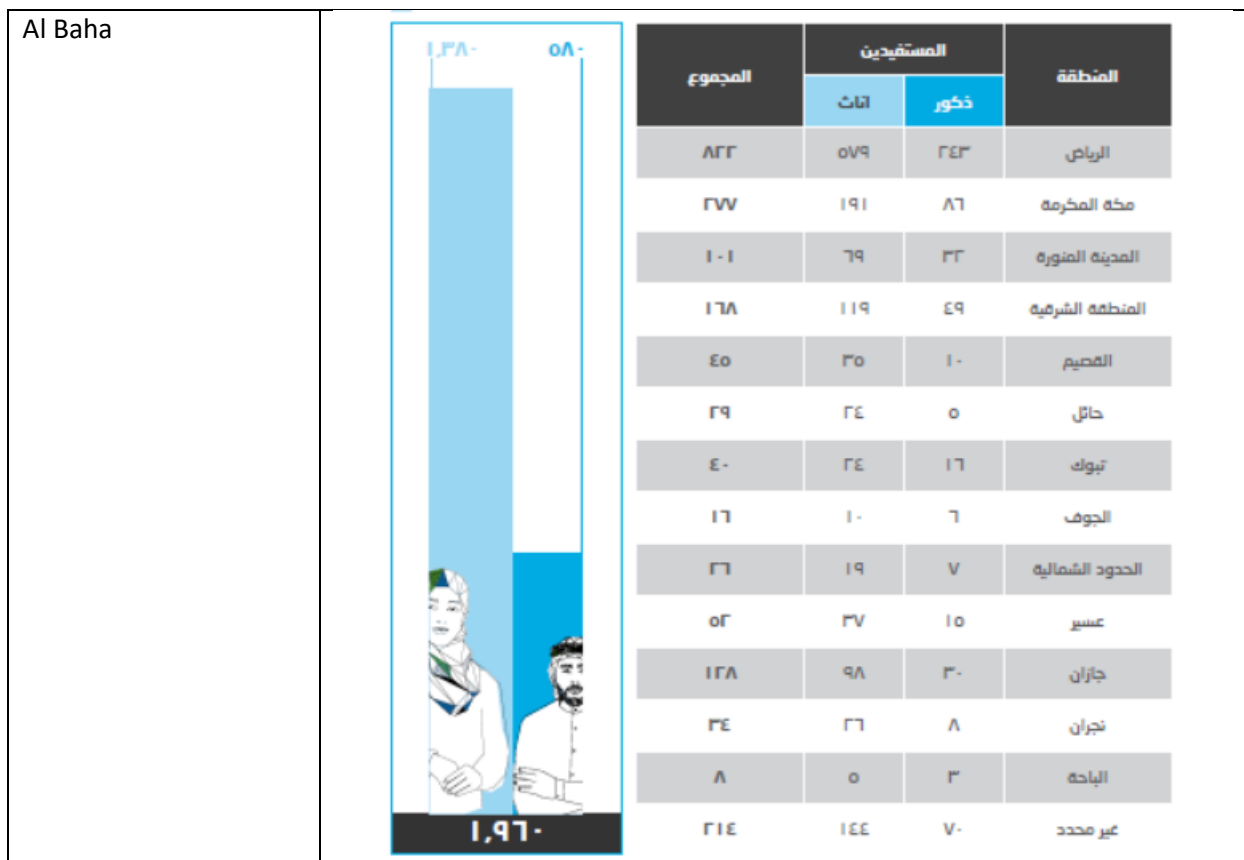


2 Training program for graduates of Saudi universities and scholarship students on the job (Tamheer)

An on-the-job training program directed to Saudi graduates from local and foreign universities, and aims to train them in government institutions and distinguished companies in the private sector, so that they can acquire the necessary expertise and skills to prepare them and prepare them to participate in the labor market. The number of beneficiaries of the program during the third quarter of 2020 reached (1,960) beneficiaries distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by gender and Region

Region	Beneficiaries		Total
	Males	Females	
Riyadh			
Makkah			
Madinah			
Eastern Province			
Qassim			
Haeel			
Tabuk			
Al-jof			
Northern Borders			
Asir			
Jazan			
Najran			



3. E-training program (Doroob)

It is a national e-training platform, and is one of the initiatives of the Human Resources Development Fund "Hadaaf", which seeks to develop the capabilities and skills of the national forces (job seekers - those on the job - medicine), and provide them with job skills that support their access to the appropriate job and stability in it according to the requirements of the Saudi labor market. The Dorooob platform contains many electronic training programs and free training tracks

Various training topics that meet functional needs, and can be accessed anytime and anywhere.

The number of registered in the program during the third quarter of 2020

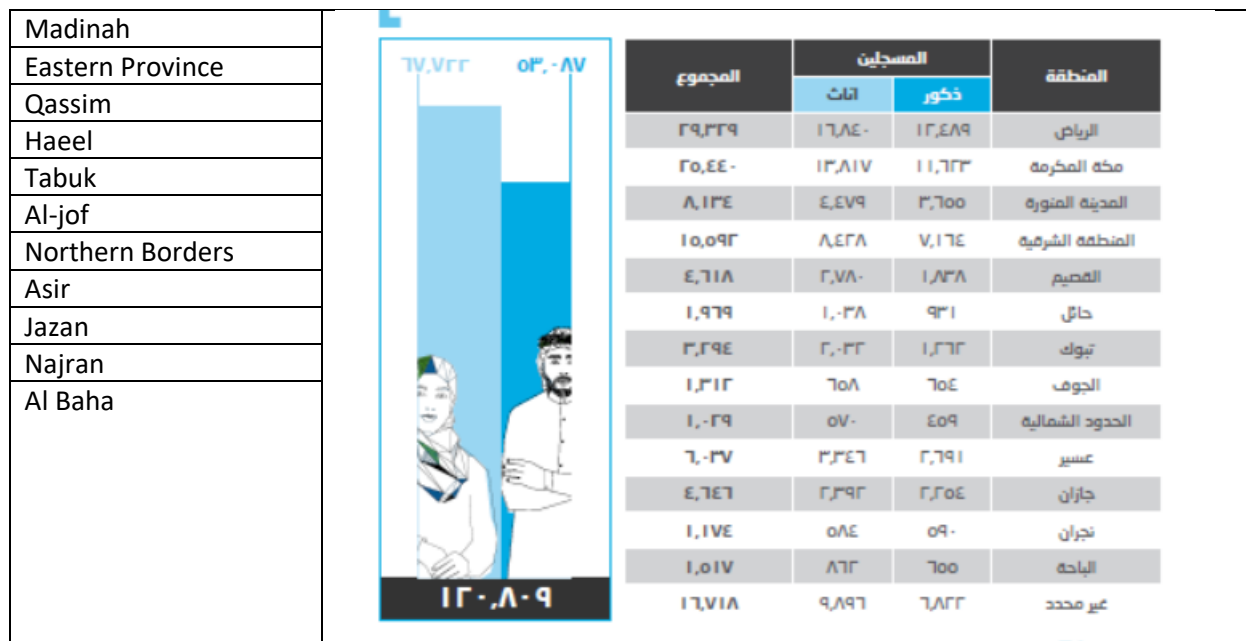
120,809 (Trainee

The number of those who completed the training courses from the program constituted a number

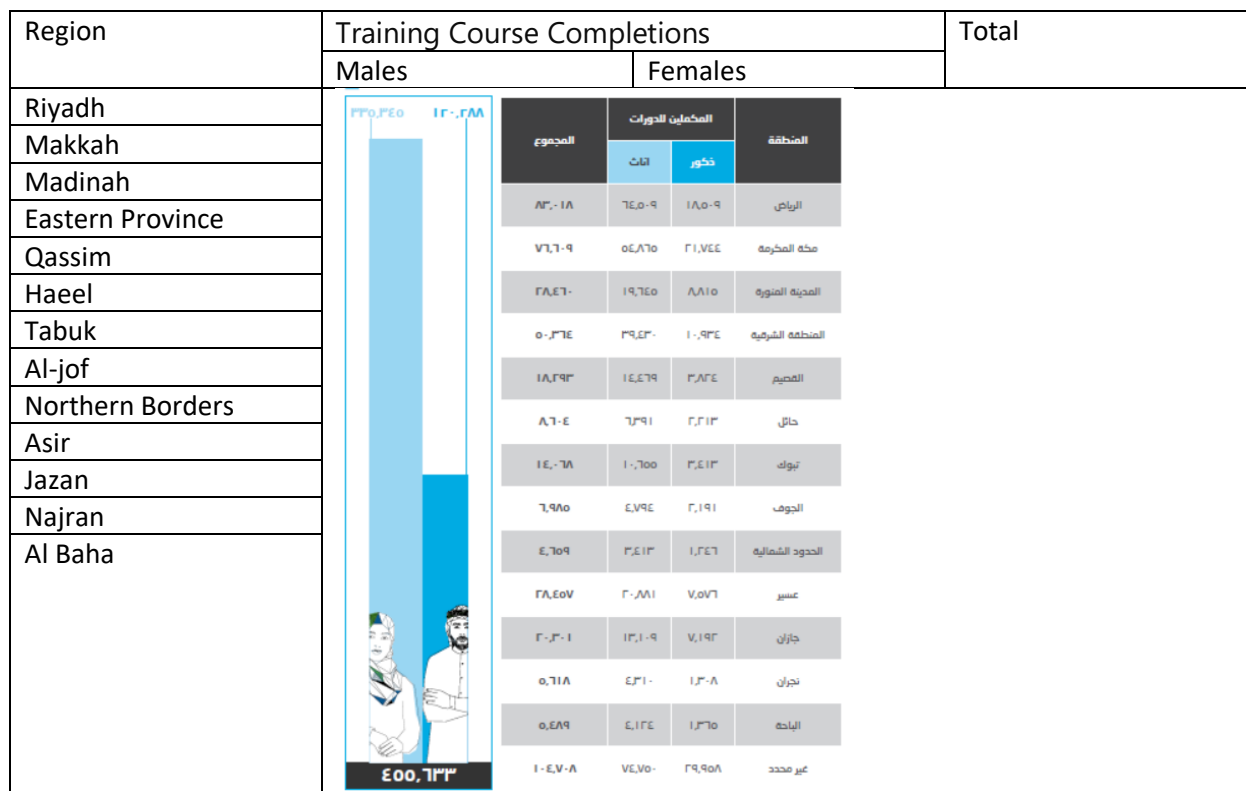
455,633 trainees

Number of registered on Dorooob platform during the third quarter of 2020

Region	Registered		Total
	Males	Females	
Riyadh			
Makkah			



Number of Completing DorooB Courses during the Third Quarter of 2020



4 Professional Certification Program

The "Support for Professional Certificates" program aims to encourage and motivate the national workforce in the public and private sectors, in addition to job seekers to obtain accredited professional certificates in the fields required in the labor market, by compensating financially for the costs of obtaining a professional certificate after verifying the validity of the certificate, as the number of beneficiaries of the program during the third quarter of 2020 reached (1,106) beneficiaries distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by gender and Region

Region	Beneficiaries		Total
	Males	Females	
Riyadh	837	269	1106
Makkah			
Madinah			
Eastern Province			
Qassim			
Haeel			
Tabuk			
Al-jof			
Northern Borders			
Asir			
Jazan			
Najran			
Al Baha			

المجموع	المستفيدين		المنطقة
	اناث	ذكور	
٥٨٣	١٠٩	٤٧٤	الرياض
٢٠٠	٥٠	١٥٠	مكة المكرمة
٥٦	٤٢	١٤	المنطقة المنورة
١٦٤	٤١	١٢٣	المنطقة الشرقية
٢٣	١٠	١٣	القصيم
١١	٤	٧	حائل
٩	٦	٣	تبوك
١	١	-	الجوف
٢	-	٢	الحدود الشمالية
٢٣	١	٢٢	عسير
٢٢	٣	١٩	جازان
٢	-	٢	الباحة

5 Program of Operation and Provision of Training Services in Colleges of Excellence

The project aims to increase the capacity and quality of TVET in the Kingdom

Saudi Arabia to meet the requirements of the local market in cooperation with the best training organizations

Applied internationally and relying on its global cadres, and the colleges of excellence offer certificates and diplomas

In specialized applied fields for high school graduates, where the number of beneficiaries of

The program is during the third quarter of 2020, with 15,422 beneficiaries distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by gender and Region

Region	Beneficiaries		Total
	Males	Females	
Riyadh	7,672	7,672	15,344
Makkah	7,697	-	7,697
Madinah	7,670	-	7,670
Eastern Province	5,098	506	5,604
Qassim	-	-	-
Haeel	-	-	-
Tabuk	-	-	-
Al-jof	-	-	-
Northern Borders	-	-	-
Asir	-	-	-
Jazan	-	-	-
Najran	-	-	-
Al Baha	-	-	-

6- Maher program to qualify specialized cadres

A training program for job seekers aimed at training and qualification in many professions that

It is demanded by the labor market and the increased supply of qualified specialists. The program has been discontinued in 2012, there were still numbers of trainees continuing to study and did not

Their training period ends during the third quarter of 2020, and their number is (21) beneficiaries.

Distribution of Program Beneficiaries by gender and Region

Region	Beneficiaries		Total
	Males	Females	
Riyadh	10	0	10
Makkah	0	0	0
Madinah	0	0	0
Eastern Province	0	0	0
Qassim	3	8	11
Haeel	-	-	-
Tabuk	-	-	-
Al-jof	-	-	-
Northern Borders	-	-	-
Asir	-	-	-
Jazan	-	-	-
Najran	-	-	-

Al Baha	
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7- Saudi Red Crescent Authority Health Diploma Graduates Qualification Program

Supporting the implementation of the rehabilitation program for emergency medicine diploma holders for 400 emergency medical technicians

Through a four-month theoretical training program that takes place within the Prince Sultan Center for Studies Health at Prince Sultan Military Medical City and a four-month practical training

Within the centers of the Red Hal Authority, and the employment of those who passed the training period in one of the centers of the Red Hal Authority for the position of (emergency medical services technician), targeting job seekers from graduates of government and private health diplomas for the specialties required by the Red Crescent Authority, where the number of beneficiaries of the program during the third quarter of 2020 AD reached (61) male beneficiaries in the Riyadh region.

8 Localization program in 12 businesses

A program aimed at raising the skills of job seekers and providing the opportunity for the participation of chambers of commerce

And the accredited training bodies to achieve the objective of the aforementioned decision in the localization of activities Targeted according to specific criteria that ensure the achievement of employment and stability efficiently and high quality, as the number of beneficiaries of the program during the third quarter of 2020 reached the number of 55 beneficiaries in Madinah region, including 14 males, and 41 females.

9 Career Education and Counseling Program (SPL)

Online career education and guidance portal on which education activities are based

and career guidance for all target segments, in addition to providing information and content

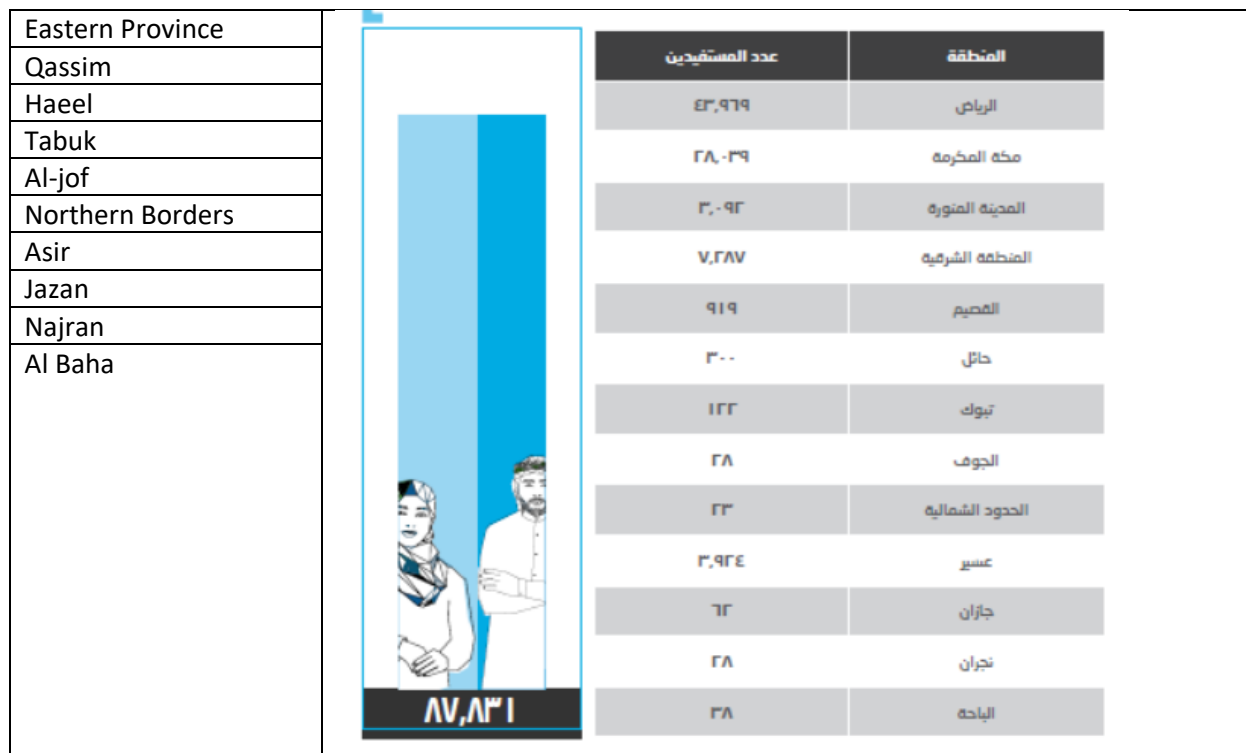
Interactive and visual content about the labor market supported by tests to measure job tendencies. where

It aims to provide an interactive electronic environment concerned with career education and guidance with slides

The number of visitors to the platform during the third quarter of 2020 reached (87,831) visitors to the Career Education and Guidance Platform (SPL).

Distribution of the number of beneficiaries of the program by region

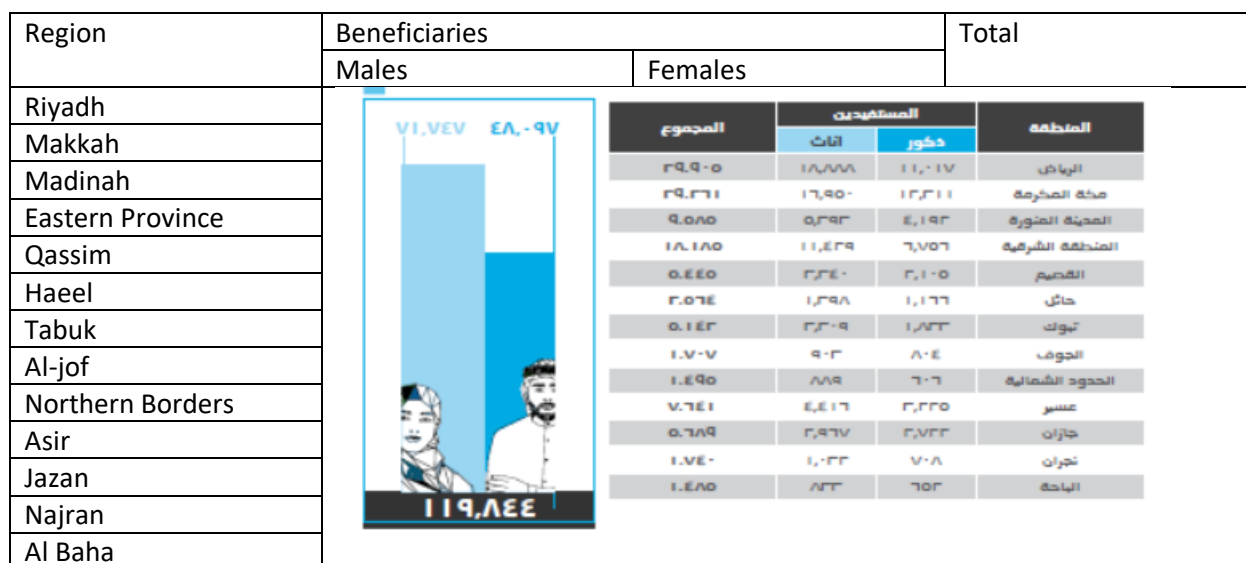
Region	Beneficiaries	
Riyadh		
Makkah		
Madinah		



10 Scale of professional tendencies

The scale for determining professional tendencies and personal traits helps you understand and know your tendencies and professional ability through several questions that take a period of time between 30 to 45 minutes, as the number of beneficiaries of the scale during the third quarter of 2020 AD reached (119,844) beneficiaries Distributed over the regions of the Kingdom.

Distribution of Program Beneficiaries by gender and Region



1 Hadaf Leadership Academy Program

The Human Resources Development Fund (HRDF) aims to establish the Academy to develop leaders

The future of the employees of private sector establishments in the Kingdom in support and confirmation of achieving the Kingdom's vision

20 30 and outstanding qualitative localization of leaders with the ability to plan creativity and innovation.

The Academy also aims to provide participants with many information, techniques and competencies necessary for the requirements of the twenty-first century and achieving optimal human investment for institutions

The Academy also relies on the transfer of global experiences and the activation of the principles of effective leadership

And influential through many cases and practical projects, transfer of best practices globally, guidance, follow-up and simulation live or through virtual halls with internationally distinguished experts.

The strategic objective of establishing the academy:

- Helping private sector enterprises to build leadership competencies and choose the most appropriate for leadership positions.
- Providing trainees with the capabilities of team leadership and business leadership.
- Benefit from global models in leadership development.
- Providing trainees with reading and studying skills for the future and self-learning skills.
- Supporting private sector enterprises towards continuity by developing the leadership skills of their future leaders.

General controls of the program:

To be a Saudi national

To be on the job in one of the private sector establishments

Holds at least a bachelor's degree

Must have at least 5 years of work experience

Experience in supervision or management of not less than two years

Proficiency in English

Distribution of Program Beneficiaries by gender and Region

Region	Beneficiaries		Total																																		
	Males	Females																																			
Riyadh		<table border="1"> <thead> <tr> <th rowspan="2">المجموع</th> <th colspan="2">المستفيدين</th> <th rowspan="2">المنطقة</th> </tr> <tr> <th>اناث</th> <th>ذكور</th> </tr> </thead> <tbody> <tr> <td>١٣٩</td> <td>٢٩</td> <td>١٠٧</td> <td>الرياض ١٣٩</td> </tr> <tr> <td>٤١</td> <td>١٦</td> <td>٢٥</td> <td>مكة المكرمة</td> </tr> <tr> <td>٦</td> <td>١</td> <td>٥</td> <td>المنطقة الشرقية</td> </tr> <tr> <td>٤٨</td> <td>٢٢</td> <td>٢٥</td> <td>المنطقة الشرقية</td> </tr> <tr> <td>٦</td> <td>١</td> <td>٥</td> <td>تبوك</td> </tr> <tr> <td>٤</td> <td>١</td> <td>٣</td> <td>عسير</td> </tr> <tr> <td>١</td> <td>-</td> <td>١</td> <td>جازان</td> </tr> </tbody> </table>		المجموع	المستفيدين		المنطقة	اناث	ذكور	١٣٩	٢٩	١٠٧	الرياض ١٣٩	٤١	١٦	٢٥	مكة المكرمة	٦	١	٥	المنطقة الشرقية	٤٨	٢٢	٢٥	المنطقة الشرقية	٦	١	٥	تبوك	٤	١	٣	عسير	١	-	١	جازان
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Customer Service

Excellence in Customer Service

The Human Resources Development Fund attaches high importance to customer satisfaction, as it is committed to measuring their satisfaction with the services and programs provided through standards that have been set to measure the impact on its customers in addition to responding to inquiries and complaints submitted.

Measuring customer satisfaction

It is the measurement of the level of satisfaction through monthly and quarterly questionnaires, studying them, escalating suggestions and complaints to take corrective plans and actions to improve the level of service and raise the level of overall satisfaction.



For Job Seekers Employers Who was hired

Measuring the satisfaction of the Fund's programs



Wussol Qurra Tamheer



Droob Hafez Professional Certificates

Measuring the satisfaction of the Fund's channels

Branches

Taqat Centers

Call Center

National Labor Portal

Communication Channels

Social



Human Resources Development Fund Call Center

The Fund provides a unified call center (301 920020) to respond to customer inquiries and requirements related to all the Fund's programs and take the necessary measures immediately and directly on their requirements in order to improve the level of service.

Human Resources Development Fund Call Center

Number of phone calls answered 216,567

Number of electronic conversations 167,989

Percentage of job request resolution from the first connection 81.2 %

Human Resources Development Fund Website

The website of the Human Resources Development Fund (www.hrdf.org.sa) is one of the main means of communicating with its customers and presenting its services and programs. The website also displays a summary of "Hadaq" and the most prominent services provided, activities, events and direct channels of communication with the customer.

Customer Satisfaction Index 68%

Customer order resolution ratio 90%

Average processing time for customer requests 9.5 Days

Fund Location

Number of visitors 1,272,651

Number of Views 4,293,816

Agreements and Memoranda of Understanding

Agreements and memoranda of understanding with the relevant authorities of the Fund signed during the third quarter of 2020

- Cooperation agreement with the Saudi Health Council to launch a program to qualify and train 500 beneficiaries

The Human Resources Development Fund (HRDF) and the Saudi Health Council in cooperation with

Training for the rehabilitation and training program of medical coding technician (ending with employment), which targets national cadres looking for work from bachelor's graduates in the disciplines of natural sciences (physics, chemistry, biology), as well as qualified (non-practicing doctors, nursing, and radiology), to work in the private health sector. This comes after the Fund concluded a cooperation agreement with the Saudi Health Council aimed at qualifying and employing them in private sector establishments on the profession of medical coding technician, in a step aimed at supporting Emiratization plans and programs in Health sector.

The implementation of the medical coding program is based on the approval of the High Commissioner on the decisions of the Council

Saudi Health, including the need to establish the program in cooperation with the relevant authorities, as well as

It comes within the framework of joint efforts between the two parties, to support the training and employment of the workforce

national in private sector enterprises, through the numerous programs and appropriate support mechanisms provided by the Fund.

- Cooperation agreement with the Radio and Television Corporation in the areas of national leadership development:

The Fund signed a cooperation agreement with the Radio and Television Corporation to develop national leaders from

Employees of the Authority, through several specialized training programs in various development tracks.

In accordance with the agreement, the Fund will provide specialized programs for national leaders of

And the Authority's employees, through the rehabilitation and training of male and female employees, in leadership fields, which is reflected in performance and productivity.

Region	Those who were employed in the sector National Portal Area of work (energies)		Those employed through the Fund's fixed branches	Those served through the Fund's mobile branches																																																																																																																																																																																																																																							
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وحدات دعم التوظيف المباشر		وحدات توظيف الخشبي اوسى الزبالة (الزبالة)		وحدات دعم التوظيف		وحدات دعم التوظيف																																																																																																																																																																																																																																					
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تابع إنجازات برامج دعم التوظيف خلال الربع الثالث من عام ٢٠٢٠ م

المنطقة	دعم أداء أعمال الكسبي		برامج دعم ملك المنشآت الصغيرة		برامج قرى		برامج وصول	
	ذكور	إناث	ذكور	إناث	ذكور	إناث	ذكور	إناث
الرياض	١	-	٣	١	-	٣٣	-	١,١٥٥
منطقة العاصمة	٥	-	٢٤	-	-	-	-	٧٤٠
المنطقة الجنوبية	-	-	-	-	-	-	-	٥٦
المنطقة الشرقية	٢	-	٥٠	-	-	-	-	٤٢٩
البحرين	-	-	-	-	-	-	-	٧٥
قطر	-	-	-	-	-	-	-	٢٤
نوناك	-	-	-	-	-	-	-	٤٦
الكويت	١	-	-	-	-	-	-	-
الحدود الشمالية	-	-	-	-	-	-	-	-
عمان	١	-	-	-	-	-	-	٨
جازان	-	-	-	-	-	-	-	٤١
بغداد	-	-	-	-	-	-	-	-
البحرين	-	-	-	-	-	-	-	٤
المجموع	١٠	-	٣	١	-	١١٥	-	٢,٦٨٨

خلال الربع الثالث من عام ٢٠٢٠ م

المنطقة	برامج دعم التوظيف		برامج دعم ملك المنشآت الصغيرة		برامج قرى		برامج وصول	
	ذكور	إناث	ذكور	إناث	ذكور	إناث	ذكور	إناث
الرياض	٥	٥	٧	١	-	-	-	-
منطقة العاصمة	-	-	-	-	-	-	-	-
المنطقة الجنوبية	-	-	-	-	-	-	-	-
المنطقة الشرقية	-	-	-	-	-	-	-	-
البحرين	-	-	-	-	-	-	-	-
قطر	-	-	-	-	-	-	-	-
نوناك	-	-	-	-	-	-	-	-
الكويت	-	-	-	-	-	-	-	-
الحدود الشمالية	-	-	-	-	-	-	-	-
عمان	-	-	-	-	-	-	-	-
جازان	-	-	-	-	-	-	-	-
بغداد	-	-	-	-	-	-	-	-
البحرين	-	-	-	-	-	-	-	-
المنطقة الشمالية	-	-	-	-	-	-	-	-
المجموع	٥	٥	٧	١	-	-	-	-

إنجازات برامج دعم التوظيف

المنطقة	برامج دعم التوظيف		برامج دعم ملك المنشآت الصغيرة		برامج قرى		برامج وصول	
	ذكور	إناث	ذكور	إناث	ذكور	إناث	ذكور	إناث
الرياض	٩١	١	٤٢٣	٥٧٩	٧١	-	٥٧٩	٤٢٣
منطقة العاصمة	٢٠٠	-	١٩١	٨٦	-	-	١٩١	٨٦
المنطقة الجنوبية	-	-	-	-	-	-	-	-
المنطقة الشرقية	٥٠٦	٥	١١٩	٤٩	-	-	١١٩	٤٩
البحرين	٢٣	-	٣٥	١٠	-	-	٣٥	١٠
قطر	-	-	٥	٢٤	-	-	٥	٢٤
نوناك	-	-	١٦	٢٤	-	-	١٦	٢٤
الكويت	-	-	٦	١٠	-	-	٦	١٠
الحدود الشمالية	-	-	٧	١٩	-	-	٧	١٩
عمان	-	-	١٥	٣٧	-	-	١٥	٣٧
قطر	-	-	٣	٩٨	-	-	٣	٩٨
بغداد	-	-	٨	٢٦	-	-	٨	٢٦
البحرين	-	-	٣	٥	-	-	٣	٥
المنطقة الشمالية	-	-	٧	١٤٤	-	-	٧	١٤٤
المجموع	٨٢٩	٦	١,٤٨٨	١,٨٨٦	٧١	-	١,٤٨٨	١,٨٨٦