



Comparison of the Results of Studies of the Happiness of Concerned Groups Guide

2018 – 2019 - 2020

Stakeholders Satisfaction Section
Strategy and Future Department



Report Content

Results of the Following Categories

Studies: -

Smart Apps - Social Media Channels – MOHRE Website – Call Centre

Strategic Partners - Suppliers - Society

Satisfaction of Human Resources Customers
Satisfaction of Customers of Emiratisation

Human Resources Affairs Employers' Satisfaction

The Results of the Labourers' Satisfaction Study

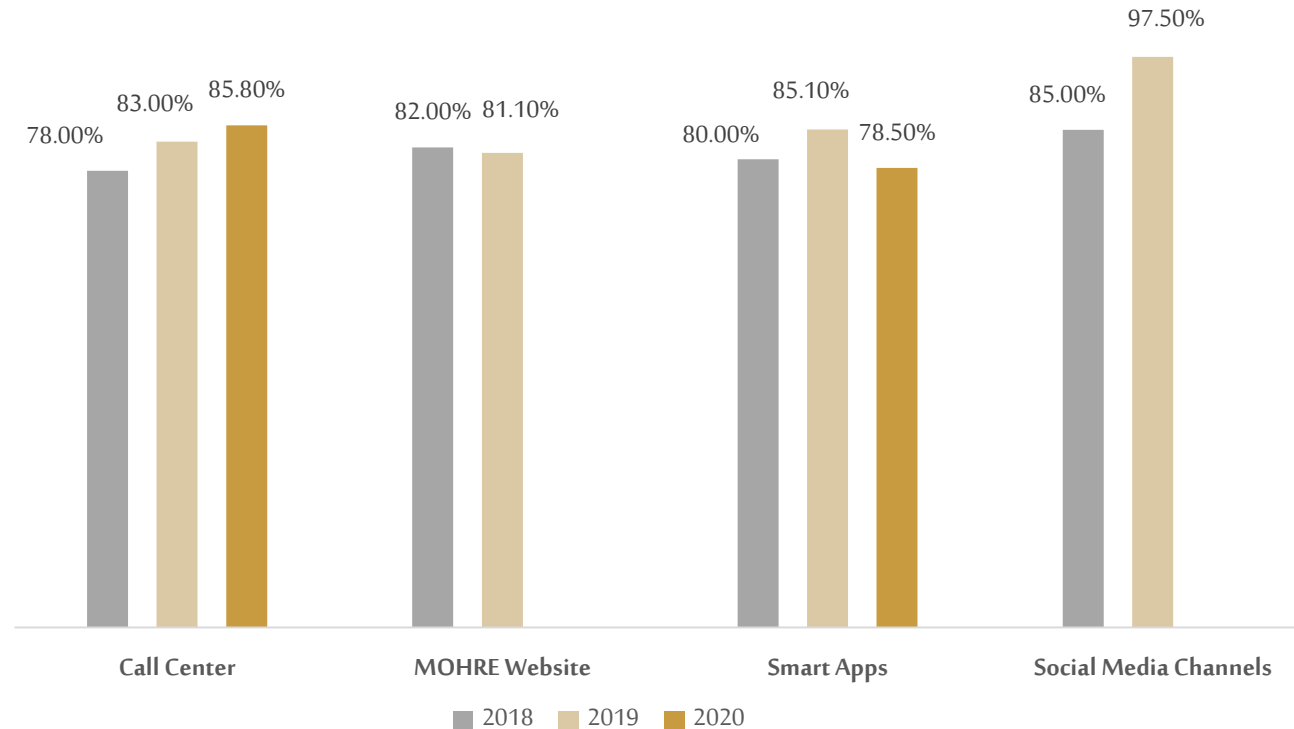




Results of Satisfaction of Concerned Groups:

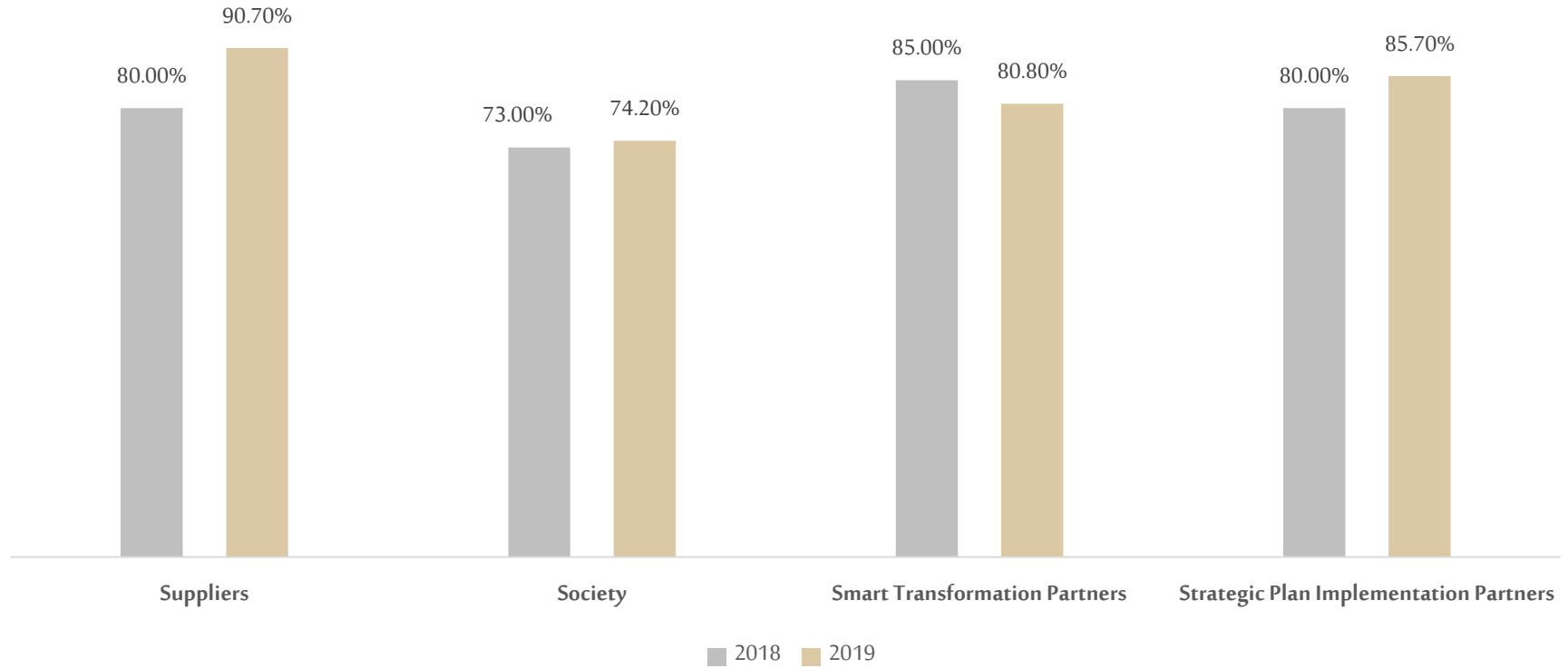
Measuring Stakeholders satisfaction is one of the most important evaluation and follow-up mechanisms. It is an essential step for analyzing strengths and weaknesses which is done through the implementation of studies with several criteria, axes and specific channels to help the Ministry to determine the extent of the stakeholders' satisfaction with the provided and programs in order to make necessary adjustments to become more responsive to their needs.

Stakeholders Satisfaction (Call Center – MOHRE Website – Smart Apps – Social Media Channels)





Stakeholders Satisfaction (Suppliers – Strategic Partners Satisfaction – Society)

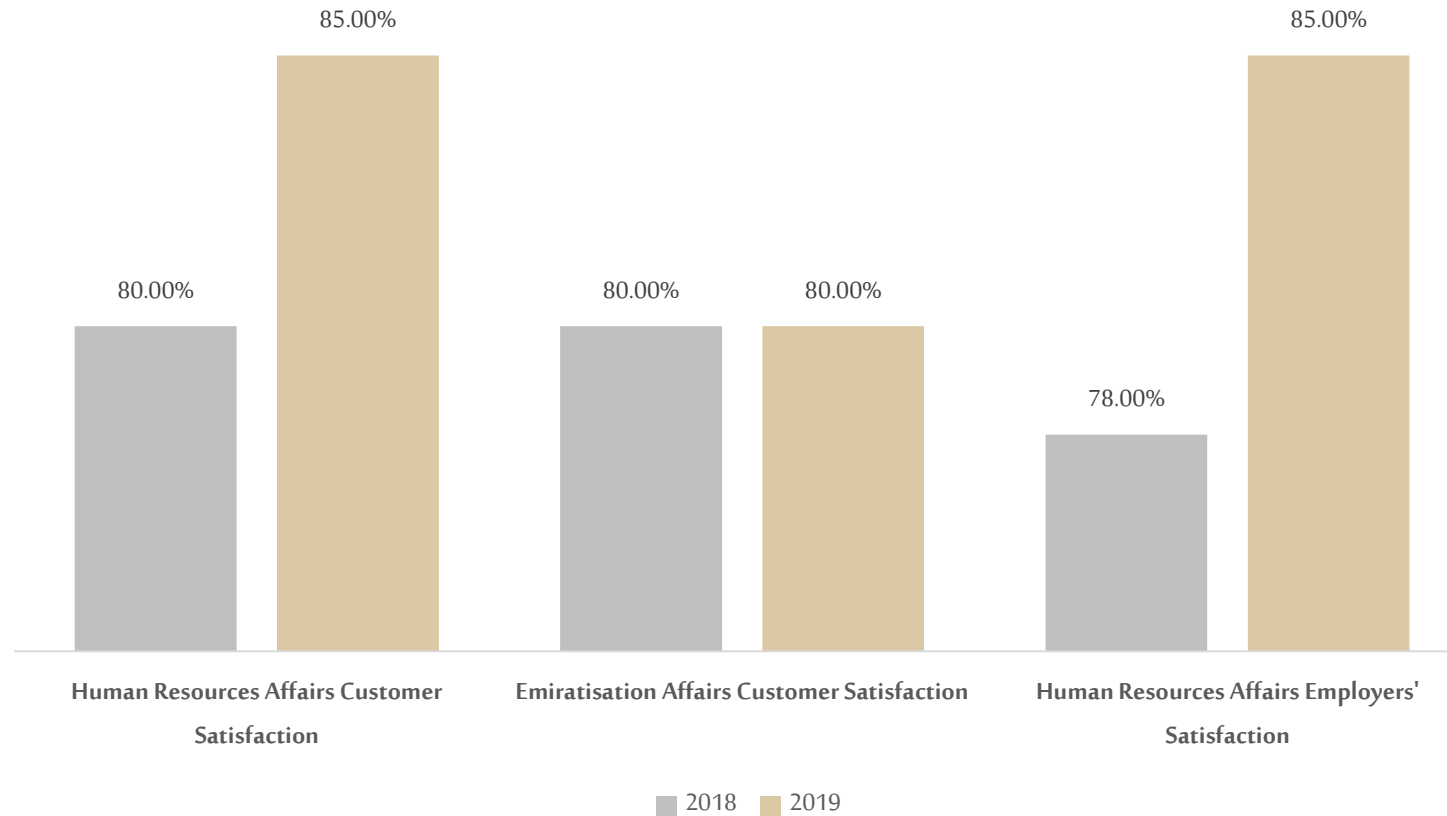




The results of satisfaction of customers and employers with Human Resources and Emiratization Affairs.

The study aims to identify the needs and expectations of customers in addition to their suggestions regarding services development and to accurately target improvement opportunities based on the study's outcomes

Stakeholders Satisfaction (Human Resource and Emiratization Customers Happiness)

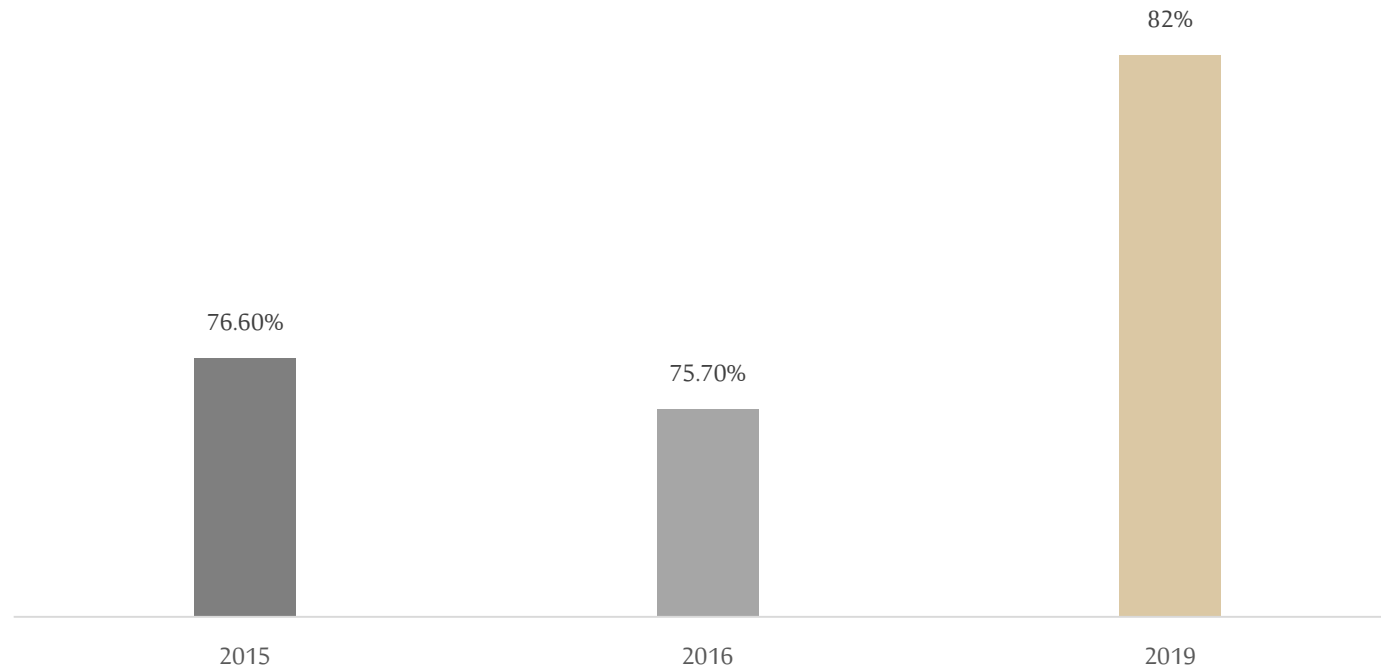




Results of Laborers' Satisfaction

It is a special study to measure and identify the level of labourers' satisfaction with the Ministry in general and the services provided to them. As the result of the study help the Ministry to identify their needs and the opportunities for improvement and development in order to add value to labourers

Labourers' Satisfaction





Report Details

Guide- Comparison of the Results of Studies of the Happiness of Concerned Groups 2018 – 2019 - 2020	Name of Report
3.0	Version
Stakeholders Satisfaction Section - Strategy and Future Department	Concerned Section
-	Report's Update
Date	Version No.
01/06/2021	3.0