

Government of Ras Al Khaimah

Human Resources Department

Date 13/3/2018

No: 373

**Circular No (9) for the year 2018
Regarding
The Goals of Human Resources Unit**

To all governmental departments and authorities:

Regards,

Best regards and best wishes for continuous progress and success from Human Resources Department, in pursuant to clause 4 of Article No (58) of Human Resources Law regarding the Employees Performance Appraisal, and in order to achieve harmonization in governmental human resources department work, to follow up and to improve the employees' performance of human resources and to develop their competencies and efficiency, we are very pleased to enclose to you the goals of the human resources for the year 2018, the enforcement of the above mentioned shall be commenced from the period of Performance Management for the year 2018.

We hope everyone shall follow what has been mentioned above.

Thank you

Dr. Mohammed Abdulatif Khalifa

G.M

Attachments:

- **Goals of Human Resources Unit for the year 2018.**

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In pursuant to Clause 4 of Article No (58) of Human Resources Law regarding the Appraisal Performance of Employees and in order to achieve harmonization in governmental human resources department work, to follow up and to improve the employees' performance of human resources and to develop their competencies and efficiency, the following has been decided:

1. Implementing a multi-source evaluation on officials of the human resources in the governmental departments.
2. In the absence of the head of the human resources dept., the highest level head of department shall be evaluated (the head of support services department), in case of unavailability of both, the in charge of human resources department shall be evaluated.
3. 50% of the job goals shall be set up and evaluated by the immediate in charge of the department in which the employee belongs to, while the other 50% of job goals for the officials of human resources units shall be set up and evaluated by human resources in accordance with the following goals:

S.N	Goal	Measurement instrument	Measurement Mechanism	Performance Index	Relative weight
1	Compliance with the human resources regulations and procedures with high quality	Checking and Review	* to define the percentage of procedures errors. fine * To define the time that takes to perform the each procedure.	* Accuracy and authenticity of procedures 85%. *promptness of procedure completion.	20%
2	Spread and enable the organizational units to implement regulations and procedures of human resources.	Internal service level agreements	A questionnaire is distributed among heads departments of governmental department to measure the commitment satisfaction level of human resources unit with service level agreement	* Satisfaction percent is 90% * number of internal workshops	10%
3	Efficient participation in meetings, providing ideas, comments and feedback for projects proposals.	Reports and minutes	Participation of governmental body in meetings, providing ideas and suggestions in the meeting, respond to surveys issued by human resources. Others participations.	* Quality participation index 90%	10%
4	Professional development in human resources fields.	Training record	To measure the commitment of professional development plan regarding the employee	* Execution of development plan 100%	10%

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4. While evaluating the head of support services department instead of the head of human resources, 50% of job goals in regard to human resources department shall be evaluated by human resources department, which represents 25% of the total job goals.
5. The job competencies shall be evaluated by the immediate in charge of the original place of work, the level and the achieved goals shall be taken into consideration.
6. The officials of human resources units shall make sure that the job goals of human resources units employees are compatible with job goals that are mentioned above.