

Nomination: 7689

GDRFA-Dubai HR Achievements

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

GDRFA-Dubai

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

GDRFA-Dubai HR Achievements

Category

B01 - B64 Achievement > B19 - Achievement in Human Resources Administration

Achievement Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

The General Directorate of Residency and Foreigners Affairs - Dubai, established in October 1971, is a key administrative body operating within the Emirate of Dubai. It functions as both a federal administration under the Federal Authority for Identity and Citizenship, Customs, and Port Security, and as a local entity under the Dubai government. Comprised of military and civilian personnel, the GDRFA-Dubai provides a diverse array of services to citizens, visitors, residents, and various governmental and private sector entities. Its E-services streamline transactions, offering residency permits, entry and exit services, establishment services, nationality and personal status services, and monitoring services for violators and foreigners.

Renowned for its commitment to excellence, the GDRFA-Dubai plays a crucial role in managing visitor entries through Dubai's ports and ensuring security by combating violators. Its efforts have earned it accolades, including top rankings in employee happiness within the Dubai government in 2023, and prestigious awards such as gold medals. Recognized for its achievements by institutions like the University of "DUNAREA DE JOS" and the Inova Inventions Union, it stands as a beacon of security innovation and operational efficiency in the region.

b. Outline the team's or organization's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

GDRFA-Dubai has spearheaded innovative human resource management through its implementation of the Organizational Development and Talent Planning System. This pioneering approach integrates modern sciences, legal frameworks, and specialized knowledge with practical organizational theories, ensuring compliance with governmental regulations while fostering organizational excellence.

At its core, the system embodies a comprehensive perspective on talent management, organizational development, and workforce planning. It prioritizes optimizing organizational efficiency through meticulous administrative frameworks governing structures, roles, and authorities. Through systematic monitoring of organizational effectiveness, including metrics for job placement and productivity, the GDRFA-Dubai has achieved notable success, with organizational efficiency reaching 92% in 2023 and organizational agility and flexibility reaching 96.13% according to the (ICOR) report in 2024.

Moreover, the system excels in managing workforce planning efficiency by adhering to internationally recognized standards such as ISO30409 and employing a Knowledge, Skills, and Attitudes (KSA's) analysis approach. By categorizing talents into single-dimensional and multi-dimensional categories and utilizing innovative technical systems for talent management and classification, the GDRFA-Dubai ensures optimal alignment between workforce supply and demand.

Additionally, the GDRFA-Dubai has implemented a robust succession planning system grounded in scientific methodologies sourced from esteemed institutions like the Stanford Business School. This comprehensive approach targets critical positions, second-tier leaders, and Emiratization roles, yielding commendable outcomes such as a citizen competency maturity level of 86% and a Emiratization rate of 97% by the end of 2023. These achievements underscore the Directorate's commitment to excellence in organizational development and talent planning.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

The General Directorate of Residency and Foreigners Affairs in Dubai (GDRFA–Dubai) has implemented a cutting-edge human resources planning strategy, merging scientific principles with organizational development. This framework comprehensively covers HR management, particularly prioritizing workforce planning to enhance effectiveness and achieve strategic goals.

Initially, GDRFA–Dubai concentrated on compliance, establishing workforce planning processes and securing ISO30409 certification. Over time, they expanded to include workforce competency planning within talent management, addressing HR gaps across organizational units.

HR planning assumes a central role in GDRFA–Dubai's strategic HR management, aligning workforce numbers and capabilities with organizational objectives, operational needs, and regulatory mandates. This involves assessing workforce supply and demand, identifying disparities, and devising action plans accordingly.

GDRFA–Dubai's strength in workforce planning lies in its robust systems supported by data, analytics, and scientific methodologies, incorporating competency gap analyses and productivity rate monitoring. This approach culminated in the development of a practical system outlined in the publication "The Science of 10/10 for Workforce Planning," seamlessly integrating organizational development and talent management.

The management of GDRFA–Dubai's organizational structure adheres to international best practices and local regulations, ensuring alignment with guidelines such as Executive Council Resolution No. (19) of 2012. They utilize the "Organizational Structure E-System," part of the Organizational Development and Talent Planning System, for efficient unit management.

Remarkable outcomes of GDRFA–Dubai's HR strategies include improved performance indicators like competency compatibility rates and reduced turnover, earning recognition in esteemed programs like the Dubai Government Excellence Program and the International Stevie Awards.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Webpage Link

<https://www.emaratalyoud.com/life/four-sides/2019-05-22-1.1215868> (<https://www.emaratalyoud.com/life/four-sides/2019-05-22-1.1215868>)

Would you like to add an additional webpage link?

Supporting Document

Download File (<https://stevies-sage.secure-platform.com/file/19626/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxOTYyNiwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbm9y10-10%20Sciencein%20Workforce%20Planning%20Management.pdf>)

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Download File (https://stevies-sage.secure-platform.com/file/19627/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxOTYyNywiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbm9yCAjM0AFY_vA-SDAXPdU?Achievement%20in%20Human%20Resources%20Administration%20%28GDRFA%20-%20Dubai%29.pdf)

Would you like to add an additional supporting document?

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