



Human Resources and  
Social Development

# Beneficiary Voice Report

First Quarter of 2026

01

# General Satisfaction Index for the Ministry's Services

First Quarter of 2026



# General Satisfaction Index with Ministry Services

Q1 2026 Data



## Measurement Methodology

- Methodology of the National Center for Performance Management of Public Entities "Adaa"

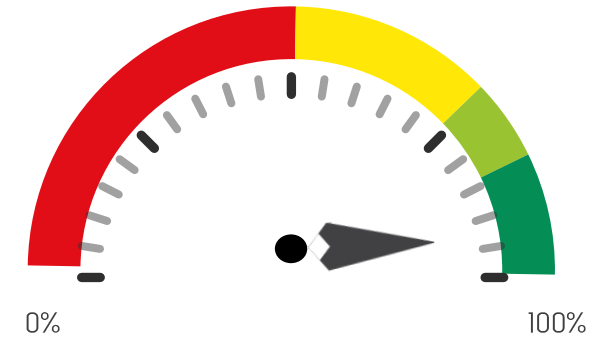


## Calculation Mechanism

- The overall index was calculated by determining satisfaction results for services constituting 80% of total annual transaction volume. Each service is weighted according to its annual operations statistics.



## General Satisfaction Index Result



91%



# 02




## General Incoming for the First Quarter of 2026

Beneficiary engagement through various communication channels



# Beneficiary Care Channels Data

Q1 2026 Data

	<b>Call Centers</b>	<b>#</b>		<b>Social Media</b>	<b>#</b>		<b>Complaints</b>	<b>#</b>
	Total Incoming Calls	501,805		Total Conversations	193,248		Total Received Complaints	43,444

**Total Interactions**

**738,497**

# 03

## E-Participation Summary for Q1 2026

Beneficiaries' participation through electronic participation channels



# Summary of Beneficiaries' Engagements

Q1 2026 Data

Consultations
4
Total

Co-creation
1
Total

Total number of beneficiary contributions utilized in the development of services and the enactment of laws

**517**

**Contributions**



# Summary of Beneficiaries' Engagements

Q1 2026 Data

#	Participation Title	Type	Target Audience	Participation Channel	Participation Status
1	Regulatory Controls for National children's hospitality centers	Policies and Regulations	Citizens, Businesses	Public Consultation Platform-Tafaul platform	Finished
2	Domestic Workers regulation and Those in Their Jurisdiction	Policies and Regulations	Residents, Businesses	Public Consultation Platform-Tafaul platform	Finished
3	Enhancing the developmental value of the Ministry's open data	General Consultation	Citizens, Residents, Businesses	Tafaul platform	Finished
4	Prioritizing user interface development	Participatory Budgeting	Citizens, Residents, Businesses	Tafaul platform	Finished
5	Joint Development of Appropriate Communication Channels for Elderly in Eldercare Facilities	Co-creation	Elderly	Tafaul platform	Finished



# Consultations and Co-Development Initiatives Results

Q1 2026 Data

For participations details

You can visit the electronic participation page on the "Tafaul" platform.





# Summary of Results and Impact

Q1 2026 Data

1

The ministry responded to 738,497 beneficiary interactions, including inquiries, comments and suggestions, through its care channels, as part of its ongoing efforts to ensure an excellent experience and effective needs response.

2

The ministry launched 5 e-participation opportunities, included general consultations, legal consultations, participatory budgeting, and co-creation initiatives, to survey beneficiaries' opinions on various topics including open data, beneficiary voice listening tools, user interface improvement, and regulations for domestic workers and children's hospitality centers.

3

517 beneficiaries participated in the electronic participation initiatives launched by the ministry, reflecting the beneficiaries' interest and desire to contribute to the development and design of services and solutions.



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# Thank You All