



## **UAE National Agenda and Performance Management Framework – An integrated model to improve competitiveness in the public sector – Engineer Maryam Al Hammadi**

### **Abstract**

Governments attempt to achieve their objectives has developed from the management of resources and financials towards reaching customer satisfaction and furthermore evolved to be oriented to improve community happiness. The shift in requirements drove the review of the applied management systems and approaches that has changed with a focus on understanding the business model and continuously improve it. As a fundamental element of total quality management, performance measurement and risk management play important roles in ensuring sustainable operation, results and outcomes became more critical to maximize the value to the society.

Furthermore, the government of UAE has shifted to be more results oriented with outcome-based thinking launching many programs, mechanisms, and initiatives to reach the goals. Of these mechanisms, the performance management system (Aadaa-performance in Arabic) introduced to set a better-agreed national agenda's objectives and monitor government progress.

In the submitted presentation, we shall explore how the performance management and performance measurement system designed to develop government national agenda, setting appropriate outcome-based indicators and targets in line with the global competitiveness outcomes. How it is an integrated performance management model as an important pillar of excellence in a public administration.

We explore how performance management system through its different measures (i.e: customer satisfaction, employee satisfaction, best working environment, and service centers ratings) have improved the competitiveness and quality of institutions as well as the community's welfare through sustainable results.