iThink Idea Program

For Ajman Government Employee Suggestions 2023

Content

Why do we care about your idea?

The Ajman Government operates under an ambitious vision that believes in the importance of investing in the development of its human resources and enhancing excellence in its performance by sustaining creativity and innovation in all aspects and areas of life. The human element is crucial as it is the primary driver of creativity and innovation in various work sectors and plays a vital role in its workplace and field of specialization.

The government gives top priority to enhancing the participation and contribution of its employees in the governmental development process, considering it one of the most important keys to empowerment in the work environment. Employee suggestions in any government entity are considered a significant source for improving work mechanisms and business practices.

In this context, the Ajman Government's Human Resources Department launched the "Fikra" program, which aims to provide a mechanism for submitting suggestions and ideas through a suitable communication channel for government employees to present their constructive ideas and suggestions and track their implementation to measure the impact of applying these ideas and turning them into tangible results.

What is meant by an idea?

Any development, improvement, or addition submitted by the idea owner (an employee / a group of employees) in an official manner according to the procedures specified in the "Fikra" program, which contributes to making a change in a creative way, through an innovative method, or into a new form, with the aim of developing performance, achieving positive results, adding moral or material value, or improving government services and products, or the performance of the government entity, its work mechanisms, or its plans, without any personal interests.

What are the goals of the "Fikra" program?

- To provide a clear and effective mechanism and methodology for submitting ideas and suggestions that contribute to developing work methods and procedures, positively reflecting on the quality of government services provided.
- To motivate employees to participate with new and innovative ideas related to business practices in government entities, institutional development processes, and service quality.
- To contribute to developing the work environment and achieving job satisfaction within a framework of participation, creativity, and job empowerment.
- To provide effective channels for receiving constructive participation, ideas, and feedback from government entity employees.

What is your role in implementing the "Fikra" program?

Human Resources Department

- Spreading awareness about the program and introducing it.
- Providing support and advice regarding the implementation of the program's procedures and mechanisms.

- Reviewing the effectiveness of the program's procedures in government entities and updating them as needed.
- Preparing periodic reports on the effectiveness of the implementation.

Government Entity

- Forming an ideas management committee in the government entity, following up with it, and providing it with support.
- Honoring the owners of viable ideas.

Human Resources Unit in the Government Entity

- Providing support and advice to the government entity's employees regarding the implementation of the program's procedures and mechanisms.
- Raising awareness and guiding employees on the importance of active participation in submitting creative ideas and suggestions and its impact on the success of the government entity.
- Working on presenting incentive and encouraging initiatives for submitting ideas.

What is your role in implementing the "Fikra" program?

The Committee Concerned with Managing Ideas in the Government Entity

- Following up on the implementation of procedures related to ideas and their applications in coordination with the relevant authorities.
- Studying the ideas submitted by employees and making appropriate decisions regarding them.
- Ensuring the confidentiality of ideas and everything related to them, in a way that does not violate intellectual property rights legislation.
- Submitting a periodic report to the Director General of the government entity regarding the performance indicators of the submitted ideas.

The Employee

- Taking the initiative to submit ideas that enhance the institutional performance of their government entity.
- Providing the required information and clarifications from the ideas management committee / organizational units within the specified time.
- Adhering to the approved code of professional conduct and respecting the intellectual property rights of others when submitting ideas and suggestions.

The Organizational Unit Concerned with Implementing Ideas in the Government Entity

- Studying the ideas sent from the committee concerned with managing ideas and making appropriate decisions regarding them.
- Identifying the necessary requirements for implementing creative ideas and suggestions.
- Executing and implementing creative ideas and suggestions.
- Ensuring the confidentiality of ideas and everything related to them, in a way that does not violate intellectual property rights legislation.

How are ideas classified?

Ideas are classified as "viable" in the following cases:

- Developing and improving government services.
- Improving and developing the work environment and tools at the government entity.
- Rationalizing expenditures and increasing revenues at the government entity.
- Creating new services or community initiatives.

How are ideas classified?

Ideas are classified as "non-viable" in the following cases:

- The suggestion is not within the competencies of the government entity.

- There is a conflict between the submitted proposal and the systems and regulations applied in the government entity.
- The suggestion is already implemented or duplicated in the government entity.

What is the classification of a viable idea?

Pioneering Idea

Ideas that score higher than 80% in the idea evaluation according to the idea criteria.

Distinguished Idea

Ideas that score from 60% to 80% in the idea evaluation according to the idea criteria.

General Idea

Ideas that score less than 60% in the idea evaluation according to the idea criteria.

What are the evaluation criteria for viable ideas?

Leadership and Proactiveness (30 points)

- The idea is completely new / developed from a previous idea (10 points)
- The idea is proactive in predicting the needs of the government entity (10 points)
- The idea is unique, pioneering, and has a creative feature (10 points)

Development and Effectiveness (35 points)

- The idea's contribution to simplifying procedures and improving processes and services (10 points)
- The idea's contribution to meeting customer needs and improving happiness levels (10 points)
- The idea includes a vision for the investment requirements for the idea (financial, human, technological resources, etc.) (5 points)

- The replicability, generalization, and applicability of the idea to other areas and systems in the government entity (5 points)
- The possibility of expanding the scope of the idea's application to include other government entities (5 points)

Importance and Impact (35 points)

- The extent of alignment with the strategic plan of the government entity and its contribution to achieving its goals (10 points)
- The extent of alignment with the state's innovation trends and strategies (10 points)
- The idea's contribution to achieving impact in various fields (financial, economic, social, environmental, etc.) (10 points)
- The expected magnitude of the idea's impact (at the employee, organizational unit, government entity, or other government entities level) (5 points)

What are the elements of submitting ideas?

Idea Title?

_____

Field of the Idea?

☐ Developing skills of the government entity's employees
☐ Enhancing the work environment
☐ Developing work tools in the entity
☐ Developing or improving government services
☐ Creating a new service
☐ Creating a new community initiative
☐ Rationalizing expenditures
☐ Increasing revenues
☐ Other

Description of the Idea?

_____

Expected Cost   **Resources:**

_____   ☐ Financial
                                                     ☐ Human
Expected Return   ☐ Technical
                                                     ☐ Knowledge
_____   ☐ Other

Participants in   **Files**
submitting the idea

                                                              ↓

_____

What are the criteria for evaluating the implementation of ideas?

If the idea is accepted, it is directed to the concerned organizational unit to prepare an implementation and application plan, determine the required resources, and set a project timeline. After implementation is complete, the ideas management committee evaluates the implementation based on the following criteria:

Idea Implementation Criteria			
Comprehensiveness and Integration (30 points)	**Time Frame (25 points)**	**Implementation Results (30 points)**	**Financial Return (15 points)**
Comprehensiveness and integration of the idea's objectives with the implementation plan	Adherence to the time frame and its alignment with the idea's action plan	The direct impacts resulting from the implementation of the idea	Detailed description of the financial impact and return from the idea

How can the owners of viable ideas be honored?

The government entity can honor employees who own viable ideas, with priority given to the owners of pioneering and distinguished suggestions that have positively impacted the entity's performance, contributed to achieving its strategy, or resulted in a material return, according to one of the following types of recognition:

Moral Recognition

This includes non-material incentives such as certificates of appreciation, letters of thanks, and medals of excellence during performance award ceremonies and annual meetings.

Material Recognition

This includes material incentives such as financial or in-kind rewards for ideas and suggestions, in a manner that does not conflict with the approved incentive rewards and performance incentives system and the procedures followed in the government.

Owners of viable suggestions with a financial return or that have increased revenues can be honored with a percentage of the profits determined by the government entity and approved by the Director General.

How can you collect ideas for your campaign/brainstorming in your government entity?

The "Create a Campaign / Brainstorming" tool is one of the effective tools for government entities to collect suitable ideas and proposals on a specific concept or initiative inside or outside the government entity.

Choose Campaign Title	Target Audience	Campaign Logo Video or photo about the campaign
Campaign Details	Workflow Plan	Campaign Coordinators
Idea submission start date	Idea submission end date	

What are the indicators for measuring the effectiveness of the program's implementation?

#	Indicator	Calculation Formula
1	Number of ideas submitted in the government entity	Total number of ideas submitted in the government entity
2	Percentage of (Pioneering/ Distinguished/General) ideas in the government entity	(Number of (Pioneering/ Distinguished/General) Ideas / Total number of submitted ideas) X 100
3	Percentage of ideas responded to within 16 working days	(Number of ideas responded to within 16 working days / Total number of ideas responded to) X 100
4	Percentage of viable ideas in the government entity	(Number of viable ideas / Total number of submitted ideas) X 100
5		

#	Indicator	Calculation Formula
	Percentage of implemented ideas in the government entity	(Number of implemented ideas / Total number of viable ideas) X 100
6	Percentage of employee participation in submitting ideas	(Number of idea submitters / Total number of government entity employees) × 100
7	Number of strategic initiatives resulting from employee ideas	Initiatives implemented in the government entity resulting from employee ideas
8	Percentage of employees honored based on viable ideas	(Number of employees honored for viable ideas / Total number of employees who submitted ideas) X 100
9	Total financial revenues generated from implemented ideas	Financial revenues generated in the government entity from implemented ideas
10	Number of viable ideas that have obtained intellectual property rights in the government entity	Total number of viable ideas that have obtained intellectual property rights in the government entity

How are ideas managed?

Step 1: Submission of ideas and suggestions by the employee.

Step 2: Receiving and studying ideas based on evaluation criteria and classifying them by the ideas management committee.

Step 3: Studying ideas based on evaluation criteria and classifying them or determining the reasons for the idea's non-viability by the organizational unit concerned with the idea.

Step 4: Reviewing and approving the evaluation and classification of ideas by the ideas management committee.

Step 5: Final approval of ideas by the Director General / Competent Authority.

Step 6: Notifying the employee by the ideas management committee.

Step 7: Starting the implementation of ideas by the organizational unit concerned with the idea.

Step 8: Evaluating the implementation of ideas by the ideas management committee.

What are the timelines for managing ideas?

Stage One	Stage Two	Stage Three	Stage Four
Receive and study ideas based on evaluation criteria and classification	Study ideas based on evaluation criteria and classification or determine reasons for non-viability	Review and approve the evaluation and classification of ideas by the committee	Final approval of ideas
The Committee Concerned with Managing Ideas in the Government Entity	The Organizational Unit Concerned with the Idea in the Government Entity	The Committee Concerned with Managing Ideas in the Government Entity	Director General / Competent Authority
5 working days	**5 working days**	**4 working days**	**2 working days**