



MC No. 19, s. 2016

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM): Guidelines on the Conferment of HR Recognition and Awards

Pursuant to CSC Resolution No. 1600730 dated June 30, 2016, the Commission approved the attached *PRIME-HRM Guidelines on the Conferment of HR Recognition and Awards*.

The PRIME-HRM Award System celebrates and recognizes excellence in human resource management systems, practices and competencies of government agencies in the four (4) core human resource management (HRM) areas: Recruitment, Selection and Placement (RSP); Performance Management (PM); Learning and Development (L&D); and Rewards and Recognition (R&R).

These guidelines shall provide direction to and shall ensure that agencies which meet certain sets of PRIME-HRM Maturity Indicators or standards shall be recognized or awarded accordingly.

All other existing Civil Service Commission issuances which are inconsistent herewith are deemed repealed or amended.

This Memorandum Circular shall take effect fifteen (15) days after the publication of CSC Resolution No. 1600730 dated June 30, 2016 in a newspaper of general circulation.


ALICIA dela ROSA-BALA
Chairperson

23 AUG 2016

CSC Resolution No. 1600730 dated June 30, 2016 was published on August 5, 2016 in Philippine Star

In a R.A.C.E. to Serve: Responsive, Accessible, Courteous and Effective Public Service

PROGRAM TO INSTITUTIONALIZE MERITOCRACY AND EXCELLENCE IN HUMAN RESOURCE MANAGEMENT (PRIME-HRM)

GUIDELINES ON THE CONFERMENT OF HR RECOGNITION AND AWARDS

The Civil Service Commission, in support of the government's commitment to provide efficient and effective public service delivery, has implemented the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM). The program aims to transform the agencies' Human Resource Management (HRM) system, competencies and practices to a level of excellence that fosters good governance.

The PRIME-HRM's philosophy, "People Excellence for Service Excellence," shall serve as a guide among government agencies in transforming every government employee into a servant hero (Lingkod Bayani) through excellent HR processes.

The PRIME-HRM Award System celebrates and recognizes excellence in human resource management systems, practices and competencies of government agencies in the four (4) core human resource management (HRM) areas: Recruitment, Selection and Placement (RSP); Performance Management (PM); Learning and Development (L&D); and Rewards and Recognition (R&R).

These guidelines shall provide direction to and shall ensure that agencies which meet certain sets of PRIME-HRM Maturity Indicators or standards shall be recognized or awarded accordingly.

I. Recognition and Awards Structure and Incentives

Pursuant to item D of CSC MC No. 30, s. 2014 (Adoption of HRM Maturity Level indicators for the Human Resource Management Systems in the Public Sector) the HRM Maturity Level indicators shall be the bases of recognition and awards.

Tables 1 and 2 summarize the structure of recognition and awards to be conferred on agencies in any of the core HRM system and/or in all HRM systems, respectively.

Table 1. RECOGNITION AND AWARD STRUCTURE PER CORE HRM SYSTEM			
HRM Systems	Level 2 Certificate	Level 3 Certificate	Level 4 (Trophy)
Recruitment, Selection & Placement (RSP)	Certificate of Recognition in RSP (Maturity Level 2)	Certificate of Recognition in RSP (Maturity Level 3)	Award for Center of HR Excellence in RSP *
Performance Management (PM)	Certificate of Recognition in PMS (Maturity Level 2)	Certificate of Recognition in PMS (Maturity Level 3)	Award for Center of HR Excellence in PMS *
Learning & Development (L&D)	Certificate of Recognition in L&D (Maturity Level 2)	Certificate of Recognition in L&D (Maturity Level 3)	Award for Center of HR Excellence in L&D *
Rewards & Recognition (R&R)	Certificate of Recognition in R&R (Maturity Level 2)	Certificate of Recognition in R&R (Maturity Level 3)	Award for Center of HR Excellence in R&R *

* With at least Maturity Level 3 in all HRM systems

Table 2. AWARD STRUCTURE FOR ALL FOUR (4) HRM SYSTEMS			
	Level 2	Level 3	Level 4
	PRIME-HRM Bronze Award Plaque of Recognition Maturity Level 2 <i>Accreditation</i>	PRIME-HRM Silver Award Plaque of Recognition Maturity Level 3 <i>Deregulation</i>	PRIME-HRM Gold Award Seal of HR Excellence Trophy

Agencies conferred with recognition and/or award in all HR systems as illustrated in Table 2 shall also be entitled to certain privileges and incentives:

<u>Incentives</u> (all HRM systems)	<u>Level 2</u> Bronze Award	<u>Level 3</u> Silver Award	<u>Level 4</u> Gold Award Seal of HR Excellence (Strategic)
	(Process- Defined)	(Integrated)	
Recognition/ Award	Bronze (Plaque)	Silver (Plaque)	Gold (Trophy)
Cash Award			Cash Award for sustainable HR projects
Nomination to the Civil Service Commission's Honor Awards Program or Nomination by the CSC of the Agency and Agency Head/HRMO to the People Management Association of the Philippines (PMAP) for People Program of the Year and/or as Employer of the Year, and/or People Manager of the Year			✓ (Automatic Nomination)
Authority to take final action on appointments	✓	✓	✓
Establishment and Implementation of their own HR mechanisms without prior approval of the Commission		✓	✓
HRMO or Agency Head may be tapped as a member of a body to be involved in policy formulation of the Commission			✓
HRMO or Agency Head may be invited as delegate to the Asean Cooperation on Civil Service Matters (ACCSM) or Eastern Regional Organization for Public Administration (EROPA)			✓

Announcement of bureaucracy-wide agency programs/ projects may be undertaken by the Commission through the Commission's website	✓	✓	✓
The Agency may be recognized as a learning center for benchmarking by other agencies			✓
HRMO or Agency Head as resource person/subject matter expert in Civil Service Institute programs		✓	✓
Available computerized HR systems developed/owned by the Commission are installed free of charge with orientation on how to operate and maintain the systems	✓ (Installation)	✓ (Installation)	✓ (Upgrade)
Discounted rate for the HRMO or Agency Representative for Civil Service Institute trainings/conferences	20% discount	25% discount	30% discount
Exclusive membership to a Community of Learners who shall have access to digital learning resources and other developmental opportunities *	✓	✓	✓
Agency shall be featured in the Commission-sponsored tri-media programs and the Commission's website and publication		✓	✓
HRMO shall be nominated/ recommended for scholarship grant or Civil Service Commission's Certification Program	✓	✓	✓

* subject to the guidelines to be issued by the Commission

II. The Awards Committee

A. Certifying Board

The Certifying Board (CB) shall be composed of human resource practitioners from recognized human resource organizations in both the private and public sectors, practitioners in the academe, official of the Council of Personnel Officers (CPO), and the Civil Service Institute (CSI) Executive Director. Except for the CSI Executive Director, members of the CB shall be appointed by the Commission for a term of three (3) years to validate and recommend agencies for the award.

The CB shall provide the validation criteria for assessing agencies that are recommended for award. Prior to undergoing the validation process, the Board shall determine its validation parameters and plan.

B. CSC Human Resource Policies and Standards Office

The CSC Human Resource Policies and Standards Office (HRPSO) shall provide technical and secretariat services to the Certifying Board. The staff of the HRPSO may also participate in the validation process of the CB.

III. PRIME-HRM Award Process

1. Agencies that are found to meet the indicators for Maturity Level 2 or 3 in at least one (1) core HRM system as recommended by the Assistor (CSCFO Director) shall be validated by the Policies and Systems Evaluation Division (PSED). If found to meet all the indicators for Maturity Level 2 or 3 in at least one HRM system, the agency shall be conferred with the Certificate of HR Recognition, in the particular HRM system, by the CSC Regional Office.
2. Agencies meeting the Maturity Level 2 indicators in **all** core HRM systems shall be recommended by the CSCFO Director for validation through onsite assessment to be conducted by the Assessment Team/PSED. The Narrative Assessment report with recommendation shall be forwarded to the HRPSO for evaluation and recommendation to the Commission. Those agencies meeting all Maturity Level 2 indicators in all HRM systems shall be conferred the **Bronze Award**.
3. Agencies meeting Maturity Level 3 or 4 in **all** core HRM systems as recommended by the CSCFO shall likewise be subjected to onsite assessment by the Assessment Team/PSED. The result of the onsite assessment shall be the basis for recommendation by the CSCRO and the HRPSO for validation by the CB.

- Agencies which are found to meet Maturity Level 3 in all core HRM systems based on the CB validation shall be recommended to the Commission for conferment of the Silver Award.
- Agencies with Maturity Level 3 in all HRM systems and have achieved Maturity Level 4 in at least one (1) core HRM system shall be recommended to the Commission for the conferment of the **Center of HR Excellence Award** in the particular Maturity Level 4 HRM system.
- Agencies that have achieved Maturity Level 4 in **all** core HRM systems shall be recommended to the Commission for the conferment of **Gold Award/Seal of HR Excellence**.

As a pre-requisite for the Silver Award, Center of Excellence Award, and Gold Award/Seal of HR Excellence Award, agencies must show proof of a rating of **Best** in the Results-Based Performance Management System (RBPMS) or its equivalent.

IV. Awards Ceremony

The CSCROs are enjoined to schedule the conferment of the recognition and awards to agencies, as follows:

a. **Certificate of Recognition in at least Maturity Level 2 per core HRM System**

The Award Ceremony for these levels may be conducted during the agency regular flag raising ceremony or a special occasion such as the Agency Anniversary, Civil Service Anniversary in September, HR Day, Regional Conference of Human Resource Practitioners and other similar event as may be determined by the CSCRO Director.

b. **Bronze, Silver, Center of HR Excellence or Gold/Seal of HR Excellence Award**

These awards shall be conferred in a special ceremony or a major gathering similar to the Honor Awards Program or during the nationwide HR Symposium/Conference.



**Program to Institutionalize Meritocracy
and Excellence in Human Resource
Management (PRIME-HRM):
Guidelines on the Conferment
of HR Recognition and Awards**

Number: 1600730

Promulgated: 30 JUN 2016

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RESOLUTION

WHEREAS, Section 3, Article IX-B of the 1987 Philippine Constitution, mandates the Civil Service Commission, as the central human resource agency of the government, to establish a career service and adopt measures to promote morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the civil service; and, to strengthen the merit and rewards system, integrate all human resource development programs for all levels and ranks, and institutionalize a management climate conducive to public accountability;

WHEREAS, Section 12 (15), Chapter 3, Book V of Executive Order No. 292, authorizes the Commission to “Inspect and audit the personnel actions and programs of the departments, agencies, bureaus, offices, local government units and other instrumentalities of the government including government-owned or controlled corporations; conduct periodic review of the decisions and actions of offices or officials to whom authority has been delegated by the Commission as well as the conduct of the officials and the employees in these offices and apply appropriate sanctions whenever necessary.”;

WHEREAS, in response to the above mandated functions, the Commission launched the CSC Agency Accreditation Program (CSCAAP) in 1991, which was enhanced through the Personnel Management Assessment and Assistance Program (PMAAP) in 2004 and further enhanced through the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) in 2012;

WHEREAS, the PRIME-HRM aims to transform the agencies’ HR system, competencies and practices to elevate public sector HR to a level of excellence for good governance and for efficient and effective service delivery;

WHEREAS, the PRIME-HRM strategically aligns government agencies’ operations with their mandate, vision and mission; empowers the agencies in the performance of human resource management functions; and provides a venue for the exchange and development of expertise in the area of HR among government offices;

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WHEREAS, the PRIME-HRM provides three-fold intervention for government agencies through the processes of Assessment, Assistance, and Award;

WHEREAS, the PRIME-HRM is designed to encourage creativity, innovativeness, integrity and productivity in the public service by recognizing, awarding and providing incentives to agencies that meet certain level of Maturity Indicators;

WHEREAS, CSC MC No. 30, s., 2014, dated December 22, 2014, particularly Items A (3) and D provide that agencies found to excel in crafting and implementing HR systems may be recognized or awarded based on the Maturity Level indicators they have met.

WHEREAS, Item no. 3 (a) of CSC OM No. 35, s. 2015, dated July 13, 2015, provides that agencies which achieved Maturity Level 2 in any HR system may be given certificate of recognition by the CSC Regional Office (CSCRO) upon the recommendation of the CSC Field Office (CSCFO) concerned;

WHEREAS, the Human Resource Policies and Standards Office prepared the Guidelines on the Conferment of HR Recognition and Awards which was presented to the Commission in its meeting held last May 26, 2016;

WHEREFORE, after incorporating the amendments to the Guidelines agreed upon during the May 26, 2016 Commission Meeting, the Commission **RESOLVES**, as it hereby **RESOLVED**, to approve the attached PRIME-HRM Guidelines on the Conferment of HR Recognition and Awards.

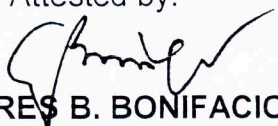
This Resolution shall take effect immediately.

Quezon City.


ALICIA dela ROSA-BALA
Chairperson


ROBERT S. MARTINEZ
Commissioner

VACANT
Commissioner

Attested by:

DOLORES B. BONIFACIO
Director IV
Commission Secretariat and Liaison Office

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Rewards & Recognition (R&R)	Certificate of Recognition in R&R (Maturity Level 2)	Certificate of Recognition in R&R (Maturity Level 3)	Award for Center of HR Excellence in R&R *

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Authority to take final action on appointments	✓	✓	✓
Establishment and Implementation of their own HR mechanisms without prior approval of the Commission		✓	✓
HRMO or Agency Head may be tapped as a member of a body to be involved in policy formulation of the Commission			✓
HRMO or Agency Head may be invited as delegate to the Asean Cooperation on Civil Service Matters (ACCSM) or Eastern Regional Organization for Public Administration (EROPA)			✓

C

Announcement of bureaucracy-wide agency programs/ projects may be undertaken by the Commission through the Commission's website	✓	✓	✓
The Agency may be recognized as a learning center for benchmarking by other agencies			✓
HRMO or Agency Head as resource person/subject matter expert in Civil Service Institute programs		✓	✓
Available computerized HR systems developed/owned by the Commission are installed free of charge with orientation on how to operate and maintain the systems	✓ (Installation)	✓ (Installation)	✓ (Upgrade)
Discounted rate for the HRMO or Agency Representative for Civil Service Institute trainings/conferences	20% discount	25% discount	30% discount
Exclusive membership to a Community of Learners who shall have access to digital learning resources and other developmental opportunities *	✓	✓	✓
Agency shall be featured in the Commission-sponsored tri-media programs and the Commission's website and publication		✓	✓
HRMO shall be nominated/ recommended for scholarship grant or Civil Service Commission's Certification Program	✓	✓	✓

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