




MANILA  
INTERNATIONAL  
AIRPORT  
AUTHORITY

# **PROGRAM ON AWARDS AND INCENTIVES FOR SERVICE EXCELLENCE**

In compliance to CSC Memorandum Circular No. 01, s. 2001


 <p>Republic of the Philippines  <b>MANILA INTERNATIONAL AIRPORT AUTHORITY</b>  MIAA Administration Building, MIA Road, Pasay City</p>	DOCUMENT TYPE:	DOC ID:
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<b>PERSONNEL DIVISION</b>	<b>MIAA PROGRAM ON AWARDS AND INCENTIVES FOR SERVICE EXCELLENCE (AS AMENDED)</b>	
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RECOMMENDING APPROVAL:			APPROVED BY:
 <b>EMELVYN C. VALENCIA</b> Chairperson, MIAA-PRAISE OIC, Administrative Department	 <b>ARLENE B. BRITANICO</b> Chairperson, PRIME-HRM Assistant General Manager Finance and Administration	 <b>ELENITA M. FERNANDO</b> Senior Assistant General Manager	 <b>EDDIE V. MONREAL</b> General Manager MAR 26 2021



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In line with the Revised Policies on Employee Suggestions and Incentive Awards System (ESIAS) provided under CSC Resolution No. 010112 and CSC MC No. 01, s. 2001, MIAA adopts the herein Program on Awards and Incentives for Service Excellence (PRAISE) to be referred to as the MIAA-PRAISE.

### 1.0 BASIC POLICIES

1.1 The MIAA-PRAISE shall adhere to the principle of providing incentives and awards based on performance, innovative ideas and exemplary behavior and shall not discriminate based on gender identity, sexual orientation, disabilities, religion and/or indigenous group membership in the implementation of its rewards and incentive program.

1.2 The MIAA-PRAISE shall give emphasis on the timeliness of giving award or recognition. Aside from conferment of awards during the traditional or planned awarding ceremonies, the spirit of on-the-spot grant of recognition shall be institutionalized.

1.3 The MIAA-PRAISE shall provide both monetary and non-monetary awards and incentives to recognize, acknowledge and reward productive, creative, innovative and ethical behavior of employees through formal and informal mode.

For this purpose, the System shall encourage the grant of non-monetary awards. Monetary awards shall be granted only on the suggestions, inventions, superior accomplishments and other personal efforts which result in monetary savings which shall not exceed 20% of the savings generated.

1.4 At least 5% of the HRD funds shall be allocated for the PRAISE and incorporated in the Authority's annual Work and Financial Plan and Corporate Operating Budget.


1.5 The MIAA-PRAISE shall be institutionalized through the creation of the MIAA-PRAISE Committee.

1.6 The MIAA-PRAISE Committee shall be composed of the following:

- Chairperson - Manager/OIC, Administrative Department
- Vice-Chairperson - Manager/OIC, Public Affairs Department

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- Members
  - Manager/OIC, Legal Office
  - Manager/OIC, Airport Police Department
  - Manager/OIC, Personnel Division
  - Representative, Samahang Manggagawa sa Paliparan ng Pilipinas (SMPP)
  - Representative, Airport Police Association of the Philippines (APAP)
  - Representative, Terminal 1
  - Representative, Terminal 2
  - Representative, Terminal 3
  - Representative, Terminal 4
- Secretariat
  - Personnel Division

1.7 The General Manager or authorized representative shall be responsible in overseeing the Committee's operation and the Personnel Division shall serve as the Committee's Secretariat.

1.8 The MIAA-PRAISE Committee shall ensure that productivity, innovative ideas, suggestions and exemplary behavior can be identified, considered, managed and implemented on a continuing basis to cover employees at all levels.

1.9 The MIAA-PRAISE Committee shall be responsible for the development, administration, monitoring and evaluation of the awards and incentives system of the authority. The agency may, however, employ an external or independent body to assist the PRAISE Committee to judiciously and objectively implement the system of incentives and awards.


1.10 The MIAA-PRAISE Committee shall establish its own internal procedures and strategies. Membership in the Committee shall be considered part of the members' regular duties and functions.

1.11 The MIAA shall submit its Program on Awards and Incentives for Service Excellence (PRAISE) and its subsequent amendments to the Civil Service Commission Regional Office. The Civil Service Commission Regional Office shall provide technical assistance, if deemed necessary, to ensure proper implementation.

1.12 The CSC-approved MIAA-PRAISE shall be the basis of the grant of other awards and incentives. The Annual PRAISE Report shall be submitted by the

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MIAA to the Civil Service Commission Regional Office concerned on or before the thirtieth (30th) day of January to enable the employees to qualify for nomination to the CSC sponsored national awards.

- 1.13 Issues relative to awards and incentives shall be brought before the MIAA-PRAISE Committee which shall address the same within fifteen (15) days from the date of submission.

## 2.0 OBJECTIVES

### 2.1 General




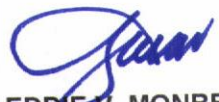
To encourage, recognize and reward employees, individually and in groups, for their suggestions, innovative ideas, inventions, discoveries, superior accomplishments, heroic deeds, exemplary behavior, extraordinary acts of services in the public interest and other personal efforts which contribute to the efficiency, economy and improvement in government operations, which lead to organizational productivity.

### 2.2 Specific


- 2.1.1 to establish a mechanism for identifying, selecting, rewarding and providing incentives to deserving employees at the start of each year;
- 2.1.2 to identify outstanding accomplishments, best practices of employees on a continuing basis;
- 2.1.3 to recognize and reward accomplishments and innovations periodically or as the need arises;
- 2.1.4 to provide incentives and interventions to motivate employees who have contributed ideas, suggestions, inventions, discoveries, superior accomplishments and other personal efforts.

## 3.0 SCOPE

The MIAA-PRAISE SYSTEM, system shall apply to all employees in the career, non-career service of the Authority, regardless of employment status.

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#### 4.0 DEFINITION OF TERMS

- **MIAA / AUTHORITY** – Manila International Airport Authority and its corporate structures, entire organization, all its manpower complement, and whole property.
- **AWARD** – recognition which may be monetary or non-monetary conferred on individual or group of individuals for ideas, suggestions, inventions, discoveries, superior accomplishments, exemplary behavior, heroic deeds, extraordinary acts of services in the public interest which contribute to the efficiency, economy, improvement in government operations which lead to organizational productivity.
- **CAREER** – positions in the civil service characterized by (1) entrance based on merit and fitness to be determined as far as practicable by competitive examination, based on highly technical qualifications; (2) opportunity for advancement to higher career positions; and (3) security of tenure.
- **CONTRIBUTION** – any input which can be in the form of an idea or performance (See also Idea type and Performance type contribution).
- **DISCOVERY** – is the uncovering of something previously existing but found or learned for the first time which will improve public service delivery.
- **IDEA TYPE CONTRIBUTION** – refers to an idea, suggestion or an invention or discovery for improvement to effect economy in operation, to increase production and improve working conditions.
- **INCENTIVE** – monetary or non-monetary motivation or privilege given to an official or employee for contributions, suggestions, inventions, ideas, satisfactory accomplishment or demonstration of exemplary behavior on agreed performance standards and norms of behavior.
- **INVENTION** – the creation of something previously non-existent which will benefit the Authority and/or the government.
- **NON-CAREER** – positions expressly declared by law to be in the non-career service; or those whose entrance in the service is characterized by (1) entrance on bases other than those of the usual tests of merit and fitness utilized for the career service and (2) tenure which is limited to the duration of a particular project for which purpose employment was made.

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- **PERFORMANCE TYPE CONTRIBUTION** – refers to performance of an extraordinary act or service in the public interest in connection with, or related to one’s official employment; or outstanding community service or heroic acts in the public interest; or sustained work performance for a minimum period of one year which is over and above the normal position requirement of the individual or group.
- **SUGGESTION** – idea or proposal which improves work performance, systems and procedures and economy in operations that will benefit the government.
- **SYSTEM** – the MIAA awards and incentives program for employees.

## 5.0 TYPES OF AWARDS


### 5.1. National Awards

The MIAA shall participate in the search for deserving employees who may be included in the screening of candidates for awards given by other government agencies, private entities, NGOs and other award giving bodies such as the:

- 5.1.1 **Presidential or Lingkod Bayan Award** – conferred on an individual for consistent, dedicated performance exemplifying the best in any profession or occupation resulting in the successful implementation of an idea or performance, which is of significant effect to the public or principally affects national interest, security and patrimony.
- 5.1.2 **Outstanding Public Official/Employee or Dangal ng Bayan Award** – granted to any public official or employee in government who has demonstrated exemplary service and conduct on the basis of his or her observance of one or more of the eight (8) norms of behavior described under Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Government Officials and Employees.
- 5.1.3 **Civil Service Commission or the PAGASA Award** – conferred on a group of individuals or team who has demonstrated outstanding teamwork and cooperation, which resulted in the successful achievement of its goal or has greatly improved public service delivery, economy in operation, improved working conditions or otherwise benefited the government in many other ways.

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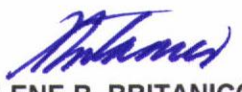


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5.1.4 **Other Awards** – given by other government agencies, private institutions or NGOs to an individual or team for contributions of an idea or performance that directly benefited the government.


**5.2. Department or Agency Level Award**

The MIAA shall develop and initiated the search for deserving employees who may be included in the screening of candidates for awards to be given such as:

- 5.2.1 **Best Employee Award** – granted to an individual or individuals who excelled among peers in a functional group, position or profession. A cash award not less than the amount provided under relevant existing laws shall be given to outstanding employees plus a certificate or recognition or other forms of incentives as the committee may decide, e.g., Best Division Manager, Best Secretary, Best Legal Officer, Best Driver, Best Utility Officer and other similar awards.
- 5.2.2 **Gantimpala Agad Award** – given outright to employees commended by clients for their courtesy, promptness, efficiency and dedication to duty.
- 5.2.3 **Exemplary Behavior Award** – based on the eight norms of conduct as provided under RA 6713 (Code of Conduct and Ethical Standards). The awardee will be automatically nominated by the MIAAPRAISE Committee to the Dangal ng Bayan Award.
- 5.2.4 **Best Organization Unit Award** – granted to the top organizational unit which may be a section, division or office on the basis of meeting the organization’s performance targets and other pre-determined criteria.
- 5.2.5 **Cost Economy Measure Award** – granted to an employee or team whose contributions such as ideas, suggestions, inventions, discoveries or performance of functions result in savings in terms of manhours and cost or otherwise benefit the Authority and government as a whole. The monetary award shall not exceed 20 % of the monetary savings generated from the contribution.
- 5.2.6 **Service Award** – conferred on retirees whether under optional or compulsory retirement schemes held during a fitting ceremony on or before the date of retirement.
- 5.2.7 Such other awards which the agency may decide to give.

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## 6.0 TYPES OF INCENTIVES

The MIAA shall continuously search, screen and reward deserving employees to motivate them to improve the quality of their performance and instill excellence in public service. Such as the following types of incentives shall be regularly awarded:


- 6.1. **Loyalty Incentive** – granted to an employee who has served continuously and satisfactorily the authority for at least ten (10) years. The recipient shall be entitled to a cash award allowable under existing policies of the Civil Service Commission (CSC). Succeeding awards shall be given every five (5) years thereafter at Php1,000.00 per year of continuous service, provided the employee has complied with the requirements of CSC. Aside from the cash award, additional gift shall be given to or equivalent in amount of the following items:

	LOYALTY YEARS IN MIAA	ADDITIONAL GIFT / PLAQUE
1.	10	Parker Double Pen Set + Plaque of Appreciation
	15	Cross Silver Pen + Plaque of Appreciation
2.	20	Captain's Clock + Plaque of Appreciation
	25	Watch + Plaque of Appreciation
3.	30	Gold Pin + Plaque of Appreciation
	35	Gold Ring + Plaque of Appreciation
	40	Gold Necklace + Plaque of Appreciation

- 6.2. **Length of Service Incentive** – given to an employee who has rendered at least three (3) years of continuous satisfactory service in the same position. The cash award shall be incorporated in the salary adjustments following the Joint CSC-DBM Circular No. 1, s. 1990 and Joint CSC-DBM Circular No. 1, s. 2012.
- 6.3. **Productivity Incentive** – given to all employees who have performed at least satisfactorily for the year covered in accordance with the authority's CSC-approved PES. This incentive shall follow relevant existing guidelines.
- 6.4. **Career and Self-Development Incentive** – granted in recognition of an individual who has satisfactorily completed a course or degree within or outside the country at one's own expense. A plaque of recognition may be given to qualified individuals during the authority's anniversary celebration.
- 6.5. **Other Incentives** – which the MIAAPRAISE Committee may recommend on the basis of special achievements, innovative approaches to assignments,

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exemplary service to the public and recognition by an outside group of a particular achievement.





## 7.0 FORMS OF AWARDS AND INCENTIVES

- 7.1 **Personal Growth Opportunities** – incentives which may be in the form of attendance in conferences on official business, membership in professional organizations, books, journals, tapes, travel packages and other learning opportunities.
- 7.2 **Other Incentives** – Incentives in kind which may be in the form of merchandise, computers, pagers, cellular phones, reserved parking space, recognition posted at the Wall of Fame, feature in agency application, and others.


## 8.0 MIAA-PRAISE COMMITTEE

The MIAA-PRAISE Committee shall be responsible for the development, administration, monitoring and evaluation of the awards and incentives system of the authority based on equal opportunity policies. As such, the Committee shall meet periodically to perform the following tasks:

- Establish a system of incentives and awards to recognize and motivate employees for their performance and conduct;
- Formulate, adopt and amend internal rules, procedures and policies based on equal opportunities, to govern the conduct of its activities which shall include the guidelines and criteria in evaluating the nominees and the mechanism for recognizing the awardees in compliance to the New Normal;
- Determine the forms of awards and incentives to be granted;
- Monitor implementation of approved suggestions and ideas through feedback and report;
- Prepare plans, identify resources and propose budget for the system on an annual basis;
- Develop, procedure, distribute a System policy manual and orient the employees on the same;

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- Document best practices, innovative ideas and success stories which will serve as promotional materials to sustain interest and enthusiasm;
- Submit an annual report on the awards and incentives system to the CSC on or before the thirtieth of January;
- Monitor and evaluate the System's implementation every year and make essential improvements to ensure its suitability to the agency; and
- Address issues relative to awards and incentives within fifteen (15) days from the date of submission.

To implement the System effectively, the MIAA-PRAISE Committee members are expected to possess positive attitude; be capable of implementing submitted ideas; open-minded; decisive; have high tolerance for stress or pressure; and actively participate in all committee meetings.

The General Manager or authorized representative shall be responsible in overseeing the System's operations and the Human Resource Management (Personnel Division) shall serve as the System's Secretariat.

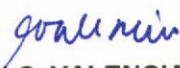



The MIAA may, however, employ an external or independent body to assist the MIAA-PRAISE Committee to judiciously and objectively implement the system of incentives and awards.


## 9.0 FUNDING

The MIAA shall allocate at least 5% of the Personnel Division's funds for the MIAAPRAISE and incorporate the same in its Annual Work and Financial Plan and Corporate Operating Budget.

## 10.0 EFFECTIVITY

The MIAAPRAISE shall become effective after final evaluation by the CSC. Subsequent amendments shall likewise be submitted to CSC for evaluation and shall take effect immediately.

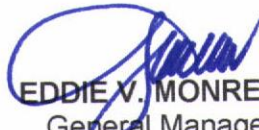
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**11.0 COMMITMENT**

I hereby commit to implement and abide by the provisions of the MIAAPRAISE which shall be the basis for the grant of awards and incentives.

The annual MIAAPRAISE shall be submitted to the CSC Regional Office concerned on or before the thirtieth day of January to enable our employees to qualify for nomination to the CSC-sponsored national awards.

  
**EDDIE V. MONREAL**  
General Manager

MAR 26 2021

\_\_\_\_\_  
Date

CSC Action:

I hereby evaluate the herein MIAAPRAISE and found it to be in accordance with the provision of CSC MC No. 01, s. 2001 and may now be implemented.

Approved by:

**JUDITH A. DONGALLO-CHICANO**

Director IV  
Office of the Regional Director  
Civil Service Commission

\_\_\_\_\_  
Date



**SCHEDULE OF PRAISE AWARDS**

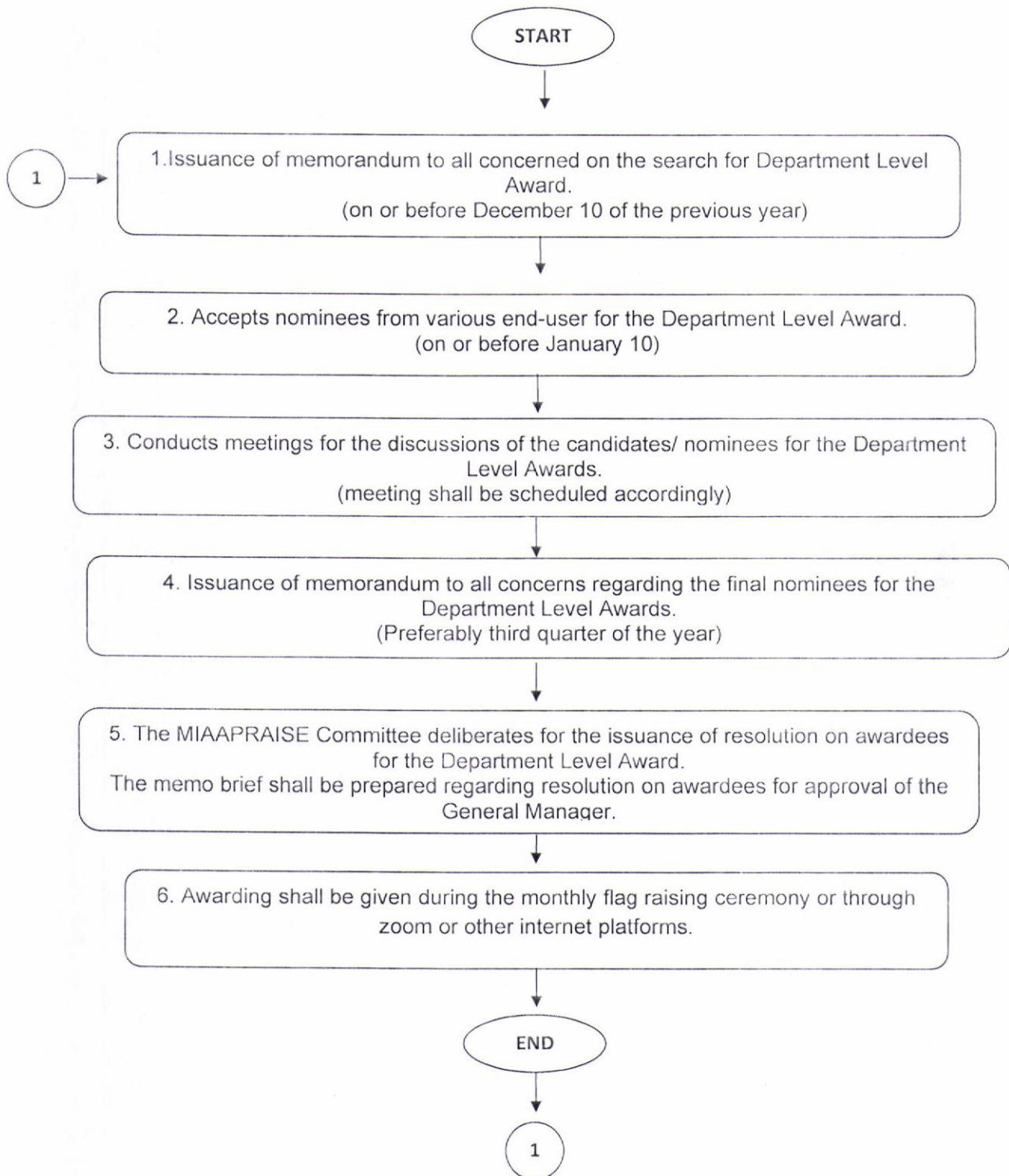
As provided for under this Manual is the proposed Schedule of PRAISE Awards for CY 2022:

<b>Types of PRAISE Awards</b>	
<b>1</b>	<b>Best Employees Award</b> - First Place - Second Place - Third Place
<b>2</b>	<b>Best Organizational Unit Award</b> - First Place - Second Place - Third Place
<b>3</b>	<b>Gantimpala Agad Award</b> - First Place - Second Place - Third Place
<b>4</b>	<b>Cost Economy Measure Award Group Category</b> - First Place - Second Place - Third Place
<b>5</b>	<b>Exemplary Behavior Award</b> - First Place - Second Place - Third Place
<b>6</b>	<b>"7S" of Good Housekeeping Award</b> - First Place - Second Place - Third Place

The number of awardees, legal bases, criteria, implementing procedures and corresponding monetary incentives for the PRAISE Awards shall be deliberated by the MIAA-PRAISE Committee in accordance with guidelines or issuances of the Department of Budget and Management (DBM) and the Civil Service Commission (CSC), subject for the approval of the General Manager and MIAA Board of Directors.

# MIAA-PRAISE SYSTEM FLOWCHART

## DEPARTMENT LEVEL AWARDS





# MIAA-PRAISE SYSTEM FLOWCHART

## NATIONAL LEVEL AWARDS

