

## **ABSTRACT**

*This research analyses performance of public sector organizations with a new approach The Balance Scorecard (BSC). It was done to determine the extent performance of public sector organizations. It because public sector organizations are often described as unproductive, inefficient, poor innovation and creativity. With BSC, we can see performance of public sector organizations not only from financial perspective but also we can see that from customer perspective, internal business processes and learning and growth perspective.*

*This research uses Balance Scorecard. Sample is used in this research are the service users and employees of LPMP Central Java. Data were collected by distributing questionnaires, interviews and observation.*

*The results of the research showed that BSC can be used in public sector organizations. Financial perspective in 2008 where the ratio of economically and efficiently ratio indicates the number are 94,56% and 449, 87 % for effectiveness ratio. This indicates that LPMP Central Java can be thrifty and manage their finance. Custumor perspective indicates the figure are 56,99 % for customer satisfaction with aspect of the program and 60 % for the satisfaction of the service aspect. Market share from LPMP Central Java are The Ministry of National Education, The Government, Elementary School, Junior high School and Senior High School. Internal business process perspective is shown by achievement of target for partnership. It was defined thirty five times corporation with districts/cities and LPMP Central Java reached fourty five times corporation with districts/cities for partnership. Learning and growth perspectives shows the level of employee satisfaction are 59,24%. While for the retention of employee does not exist. Because in 2008 none of the employees who came out from LPMP Central Java*

*Keywords : Balance Scorecard, performance, sector public organization*