

## ABSTRACT

The National Secretariat GWL Ina was established in 2007, The Secretariat have a role as the coordinator in providing support for strengthening and scalling up the implementation of care, support, treatment HIV for the Gay, transgender and MSM communities. To know, how far the accomplishment of the role, the evaluation on the performance of the National Secretariat GWL Ina is an important thing to do.

By using the Balanced Scorecard methods, not only we could measure the financial aspect, but also the non financial aspects that could implicated the measurement of the performance it self. With the adaptation that has been done by experts, today's Balanced Scorecard can be used to measure performance of the Government Organization and also other non profit organization such as the GWL Ina National Secretariat.

The result showed that the financial aspect of the Secretariat, is consider to be very good, if we look at from the Disbursement Rate, the percentage is 99.06%. For the non financial aspect as a whole, the GWL Ina National Secretariat is consider to be in a good condition, with the total percentage rate of 69.97%. Where the breakdown of the variables as follows, the learning variable 79,71% (good) and the organization process variable 87,69% (very good). While the costumer satisfaction are consist of three types of respondents, with different satisfaction level. Organizations and individual respondents felt satisfied (69.95% and 68.40%) with the performance of the GWL Ina Secretariat. Where the funding organizations respondents less satisfied with the GWL Ina National Secretariat performance, where the percentage is only 64.17%.

Based on the result, the recomendations as follows: to provide a clear regulation on reward and punishment; remuneration adjusment according to the workload to increase employee satisfaction; to increase capacity on strategic maps opportunities in finding funding resources for GWL Ina activities; to develop information system and communication to enhance information flow and data acuracy to increase organization selling point in the programme development and for costumer satisfaction, to held regular meeting with the members of GWL Ina.