

## **A B S T R A C T**

*These studies do performance measurement, which previously was focused on measuring inputs (input) and outputs (output) is still focused on the resources associated with the available budget and budget realization.*

*In the overall performance measurement of Ditien Binapenta, researchers use a balanced scorecard approach through the 4 (four) perspectives of the financial perspective, growth and learning perspective, the perspective of the organization's internal processes and customer perspective through interpretation of the results of scoring the questionnaire.*

*From the results of this study found that the performance of Ditien Binapenta using a balanced scorecard approach is quite satisfactory and the level of customer satisfaction of public service that is not yet satisfactory.*

*Keywords: balanced scorecard, performance, customer satisfaction*