

Ministry of Government Administration

The Korean Government determined that it needed to adopt various innovation-oriented methods used in the private sector in order to compete with the private sector. It therefore applied various management methods to all areas of government affairs including personnel, organization, and finance, etc., to become more efficient and effective. The MOGAHA, as a leading agency in this innovation endeavor, serves the role of supporting and evaluating innovation efforts of every government organization. They adopted the BSC in a bid to transform the governments *practices into customer- and performance-oriented ones*.

Headquartered in Seoul, the Ministry of Government Administration and Home Affairs (MOGAHA) was established in 1998 when South Korea's Ministry of Government Administration and the Ministry of Home Affairs were combined. MOGAHA is in charge of government innovation, government organization management, e-government, decentralization, and balanced development. With 6 headquarters and 4 affiliated organizations, MOGAHA has an annual budget of approximately KRW 27 trillion and 2,000 employees in 2007.

"By introducing the BSC, we have seen our ministry shifting to a strategy-centered organization... The top priority of the MOGAHA is to provide the best public service to our customers - Korean people, central government agencies, and the local governments... Three years have passed since the MOGAHA has employed the BSC, and we have seen substantial achievements. Customer satisfaction on our policies rose sharply after introducing the BSC. Also, we are witnessing remarkable progress in meeting the strategic objectives of the ministry... We will never remain complacent about these achievements [however]. Our staff and I will make utmost efforts for continuous and long-term development of our organization."

Myung-Jae Park, Minister