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## Abstract:

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#### **Non-Governmental Organisations and Innovation In The Fish Productive Chain: Combining The Lenses of The Sustainability Balanced Scorecard and Information Systems**

The objective of this research is to understand how to use the theoretical lens of the Sustainability Balanced Scorecard (SBSC) and information systems to explain innovation in the fish productive chain. The research method was the case study of a single Non-Governmental Organization (NGO) in São Tomé and Príncipe. Evidence was collected from content analysis and a long interview with the president of the NGO's board of directors. The results showed that each new international funding for the NGO depends on the satisfaction of the partners involved (volunteer donors and beneficiaries/users) in previous projects, which in turn depends on the investment in facilities and equipment. Sustainability and innovation, as NGO's strategic objectives, can be explained in the four traditional perspectives of the BSC because it is important to interpret the financial and non-financial effects.

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