

ABSTRACT

PT NTP is a service company founded since 1998 and has repair process specialization, heavy repair and testing various plane engine and industrial gas turbine. Being the only trusted company which takes care and maintains all the planes so PT NTP should give qualified service and emphasizes the best performance by measuring and evaluating internal company business process periodically. Therefore, the purpose of the research is to identify the measurement of success which enable to represent Learn and Growth Perspective using Balanced Scorecard approach and to evaluate or analyze the result of Learn and Growth Perspective scorecard of PT NTP.

The measurement of Learn and Growth performance of PT NTP, adapts Balanced Scorecard model by carrying out an approach to simplify the vision and mission and the company strategy into goals and the measurements of balanced indicators for every process of employ capabilities, Information System Capabilities and Motivation, Empowerment and Alignment. The measurement of PT NTP performance is carried out in several stages such as : introduction, interview, identification, standardizing, discussion, and standard qualification, and the analysis of the result of measurement.

The performance evaluation of PT NTP Learn and Growth Perspective produces 8 indicators of success which influence the Learn and Growth performance. The extent of the indicators of influence depends on the extent of the qualification of indicators. The indicators of every dimension as well as the qualification are as follows :

- The dimension of employ capabilities (35.66%) : Employee Satisfaction (49.04%), Career Development (25.00%) and amount of employee productivity (38.00%).
- The dimension of Information System Capabilities (32.48%) : Information System (69.02%).
- The dimension of Motivation, Empowerment and Alignment (31.86%) : Number of input from employees (38.20%), number of supporting tools and equipments (37.30%), Number of Employee with Bachelor and Master Degree (20.76%), and Number of training (15.50%).

The measurement of the whole Learn and Growth performance is carried out by calculating the performance of each dimension. The result of the performance calculation of each dimension is as follows :

Dimension	Performance Value	Criteria
Employ Capabilities	4.5431	Good
Information System Capabilities	3.0000	Poor
Motivation, Empowerment and Alignment.	2.9614	Poor

The value of PT NTP Learn and Growth performance as a whole in 2006 is **3.5379** with **adequate** criteria.

Key Words : Learn and Growth, AHP (Analytical Hierarchy Process), BSC(Balanced Scorecard).