

ABSTRACT

This research has a purpose to dig deeper information about the implementation of crosstraining in House of Sampoerna to see whether the implementation of the crosstraining going well so it can give the positive impact for each worker as the crosstraining participant, and improve the working behavior of the workers.

This research is using descriptive approach while the method used is qualitative methods. The location of this research is in House of Sampoerna, Surabaya. The research subjects are the employee in manager level in Museum, Cafe, and Personal General Affair, of course with the full time crew as the participant of the cross training. The collection data procedure is by interviewing, and documentation, while the data analysis technique is data reduction, delivering and than conclusion.

Result of the research shows us that the crosstraining has affects on both museum or cafe employee's behavior. Which before the employees did not care with each other division because they feel that the job description of another division is not as hard as theirs. After the crosstraining is done, employees realize that another division has its own difficulties on their job, and the job need specific skills. For example, the cafe crew assume that the museum crew just need to stand, open the door, and greet the visitors. But the fact, the job is not that easy for the museum crew. The crosstraining give alot of piositive effects to each employee. They become more aware and care to other division even they have different job desk. But they need to become more solid to keep good work up for the company organization.

Key Words : Training, Crosstraining, Skill, Job Description