

**Promoting the Consciousness of Railway Employees about Keeping Rules for
Making Passenger Announcements**

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An evidence based trainings method to help station staff and conductors of a railway company follow announcement rules was developed, and the effectiveness of the method was investigated. The rules were for making passenger announcements when restarting railway operations after their suspension because of accidents, or for other reasons. The training method consisted of how to choose evidences and how to explain based on evidences. A DVD of teaching materials was developed. Employees watched the DVD during their job training. Then, a questionnaire survey was conducted. The results indicated that as a result of watching the DVD, 90% of the employees were interested in the material and their understanding about the efficiency of the rules increased. Furthermore, the results of a questionnaire survey conducted one month after watching the video indicated that rule compliance behaviour of the group that watched the video increased by 13%, compared to the group that did not watch it. These results confirmed the efficacy of education and training using evidence-based explanations.