

**The Efficacy of Audio-Visual Materials for In-Company Training on the Expected
Restart of Railway Services**

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This study focused on the educational and training materials (DVD) developed by Yamauchi et al. (2012) intended to improve passenger announcements about disruptions. The long term effect of these training materials was verified through the cooperation of a railway company different from the previous one. As a result, the effects of viewing the materials, which did not differ by job category or age, were maintained for more than one year. Further, the results suggested that the efficacy of in-company training for employees could be enhanced by displaying accurate information on the expected restart of railway services at the company's command center. In addition, the clear manifestation of the attitude of the company and workplace regarding the positive transmission of information was crucial.