

Method for Estimating the Supervisor's Ability to Promote Communication in the Workplace

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Train driver's and conductor's workplaces are located far away from the area where of the administrators and supervisors work. There is not much time for administrators and supervisors to meet and talk with train crew. Since it is difficult to talk about troubles and anxiety, supervisors need to actively promote their communication with train crew. Therefore, we clarified the attitude and the behavior of the administrator by which the crew feel it easy for them to consult the administrator. As a results, we have developed a method for evaluating supervisors' ability to promote their communication with the crew from five aspects. In addition, we developed a feedback method of the evaluation results to enhance the motivation for improvement. In this report, we describe the method developed and the results of the monitoring survey.