

Mechanism of Aggressive Behaviors at Stations and How to Deal with Them

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Aggressive behavior by users against station staffs has been a problem to be solved at railway stations. However, there is little knowledge of station staff on how to prevent such aggressive behavior from occurring. Therefore, in this study, regarding aggressive behavior by users, we first analyzed cases of aggressive behavior and investigated the mechanism of eruption of verbal and physical aggressive behavior by users to station staffs. Secondly, we conducted a survey from station staffs and investigated how station staffs prevent such aggressive behavior. Finally, on the basis of the results of the investigations, we developed prototypes of 360° VR (virtual reality) training movies, which enable station staffs to simulate experiences of typical difficult response situations.