

THE IMPACT OF EMERGENCY RESPONSE TRAINING ON EMPLOYEE PREPAREDNESS IN THE WORKPLACE

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Abstrak

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The work environment, especially in industrial sectors, large office spaces, and other public facilities, is an area that has the potential risk of emergencies such as fires, earthquakes, chemical leaks, or other incidents. Employee preparedness in facing emergency situations in the workplace is a crucial aspect of occupational safety management. This study aims to analyze the impact of emergency response training on employee preparedness using library research methods through a descriptive qualitative approach. Data were obtained from eleven scientific articles published between 2020 and 2024, sourced from various databases such as Google Scholar, ScienceDirect, PubMed, and ResearchGate. The results of the study indicate that emergency response training plays a significant role in enhancing employee preparedness, both in terms of knowledge, technical skills, and a responsive attitude towards emergency conditions. The effectiveness of the training is influenced by the frequency of training, the methods used, the relevance of the material to potential risks, and support from management. Realistic simulations and regular evaluations have also been proven to strengthen emergency response skills practically. Therefore, planned and continuous emergency response training is an important investment in building a strong and adaptive safety culture within the organization.

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INTRODUCTION

The work environment, especially in the industrial sector, large offices, and other public facilities, is an area that has the potential risk of emergencies such as fires, earthquakes, chemical leaks, or other incidents. These conditions require high readiness



from all employees to respond quickly and appropriately in emergency situations (Kuntoro et al., 2020:621) . The risks faced not only concern individual safety, but also the continuity of company operations and public safety. Therefore, emergency response training is an important step that must be implemented routinely and comprehensively by company management. This training functions as a means of education as well as the formation of a responsive and alert mindset in dealing with emergency events (Oktarina et al., 2023:208) .

Emergency response training has been shown to significantly improve employee preparedness in dealing with emergency situations (Sibualamu et al., 2025:5) . Studies show that employees who receive this training regularly tend to be more prepared to carry out evacuation procedures, are more familiar with assembly points, evacuation routes, and are able to use light fire extinguishers (APAR) correctly. In addition, effective training also encourages increased discipline and coordination between team members during an emergency, thereby minimizing the risk of injury and greater losses (Mufimah & Kamaludin, 2025:230) . Continuous training that is tailored to the specific potential risks in the work environment will create a stronger culture of safety and preparedness in the organization.

Previous studies have also shown that the lack of emergency response training has a direct impact on low individual and collective preparedness in organizations. Ignorance of rescue procedures, safety equipment, and initial handling of emergency conditions causes employees to panic, make wrong decisions, and even result in additional risks to themselves and others (Rahayu et al., 2024:20) . In this context, emergency response training that is not carried out seriously can contribute to increasing the negative impacts of emergency incidents, including damage to facilities, disruption of company operations, and loss of life.

Thus, the lack of attention to emergency response training is one of the main causes of low employee preparedness in the workplace. Investment in this training is not just a formality, but a strategic part of the company's risk management. Quality and continuous emergency response training will improve employee responsiveness, create a safer work environment, and ensure the continuity of operational activities in emergency situations. Therefore, companies need to make emergency response training a top priority in the occupational safety and health system.

RESEARCH METHODS

This study uses a library research method with a descriptive qualitative approach, which aims to examine and analyze the effect of emergency response training on employee preparedness based on relevant scientific literature sources. This method was chosen because it allows researchers to explore various perspectives and findings from previous research results as a basis for drawing objective conclusions.

The articles used in this study were obtained through a systematic search process on various scientific databases such as Google Scholar, ScienceDirect, PubMed, and ResearchGate. The keywords used in the search include: *"emergency response training"*, *"employee preparedness"*, *"workplace safety"*, *"emergency preparedness training"*, and *"workplace safety"* . The search focused on articles published in the last 5 years (2020–2024) to ensure the relevance and freshness of the data.

Article Selection

The article selection process is carried out in several stages:

1. Identification: Articles that appear from search results are collected based on the suitability of the title and abstract.
2. Screening: Articles were screened based on inclusion criteria, namely (a) discussing emergency response training in the work environment, (b) containing empirical data or theoretical studies on employee preparedness, and (c) coming from accredited or reputable journals.
3. Eligibility: Articles that have passed screening are then read thoroughly to ensure that the content is in accordance with the focus of the study.
4. Inclusion: Only articles that met all criteria were included in the final analysis. In this study, there were 11 scientific articles used as the main sources of analysis.

Data Analysis

Data analysis was conducted using the content analysis method. Each article was analyzed to identify important findings related to:

1. The form of emergency response training provided.
2. The impact of training on employee preparedness or response.
3. Factors that influence training effectiveness.

Data from each article were then categorized based on certain themes and compared to find consistent patterns or relationships. The results of the analysis were used to draw conclusions about the extent to which emergency response training affects employee preparedness in the workplace (Hendra & Fahlevi, 2024:1140) .

RESULTS AND DISCUSSION

LITERATURE REVIEW RESULTS

Employee preparedness in dealing with emergency conditions in the work environment is greatly influenced by the quality and consistency of emergency response training received. Research by (Fadlilah et al., 2022:275) in the manufacturing industry sector showed that employees who routinely participate in emergency response training have a higher level of preparedness than employees who have never participated in training. They found that interactive training, such as evacuation simulations and the use of fire extinguishers, increased employee confidence and the accuracy of their actions when facing an emergency.

Study by (Ihsan et al., 2022:70) in the hospital environment stated that training provided without periodic evaluation tends to be ineffective in the long term. They noted that employee preparedness only increased shortly after training, and declined if there was no further reinforcement. This emphasizes the importance of ongoing training and the existence of an internal audit system for occupational safety practices.

Research (Tambunan et al., 2024:255) Emergency Response Team Preparedness in Dealing with Fires at the Regional General Hospital (RSUD) X Jakarta shows that emergency response training tailored to specific risks at the workplace results in faster and more appropriate responses by employees in simulations of fire and chemical spills. They concluded that contextual training is more impactful than general theoretical training.

Study results (M. Rahayu, 2023:2175) In the Performance of Employees of the Padang City Trade Service, it was stated that emergency response training had a

significant effect on reducing panic during sudden evacuations. In their findings, employees who had been trained showed a more orderly, faster, and procedural evacuation pattern than the group that was not trained. This proves that training contributes to the formation of positive behavioral patterns when facing a crisis.

Meanwhile, research (Salsabilah et al., 2021:349) highlighted the importance of company leadership involvement in the success of emergency response training. Without management support, training tends to be considered a formality and is not optimally implemented in the field. Managerial commitment has a major influence on shaping a safety culture that supports the preparedness of all employees.

Overall, the results of the literature review indicate that well-designed emergency response training, conducted periodically, relevant to work risks, and supported by management commitment has proven effective in improving employee preparedness. Factors such as the form of training, evaluation, management involvement, and organizational culture are determinants of success in forming a fast and appropriate response when an emergency situation occurs in the work environment.

DISCUSSION

Based on the results of the literature review, emergency response training plays a strategic role in shaping employee preparedness in the work environment. This preparedness is not only determined by the frequency of training, but also by the quality of delivery, the relevance of the material to actual risks, and support from organizational management.

As stated by (Fadlilah et al., 2022:275), training that is carried out routinely and involves real simulations has a direct impact on increasing employee confidence and technical skills. This shows that a participatory and applied training approach is much more effective than lecture or theory methods alone. Evacuation simulations, use of APAR (light fire extinguishers), and exercises in dealing with chemical leaks can foster practical skills needed in real situations.

However, the effectiveness of training cannot be separated from continuity and evaluation. (Ihsan et al., 2022:70) highlighted that without reinforcement and structured follow-up, the effects of training are only temporary. This means that organizations need to build a continuous training system equipped with periodic evaluations, so that knowledge and skills are maintained. Internal audits and re-simulations can be important tools in ensuring that preparedness remains at an optimal level.

In addition to sustainability, (Tambunan et al., 2024:255) emphasizes the importance of training tailored to specific risks in the work environment. This reflects that there is no single training model that fits all organizations. Contextualizing training based on local risks such as geographic location, type of work, and specific hazards can result in a faster, more appropriate, and more relevant response when a disaster occurs.

Furthermore, the formation of behavior during a crisis is greatly influenced by exposure to training. (M. Rahayu, 2023:2175) proves that employees who have undergone training show a more orderly and procedural evacuation pattern. This strengthens the argument that emergency response training not only transfers knowledge, but also forms habits and a mindset of responding to unexpected situations.

Finally, support from top management is a key factor for success. Without real commitment from the company's leadership, as expressed by (Salsabilah et al., 2021:349), training is often a formality without real implementation in the field.

Therefore, the integration of training into the organizational culture and occupational safety management system is important so that the impact is not only momentary, but sustainable and institutionalized.

Overall, this discussion emphasizes that emergency response training is not just a routine activity, but rather an integral strategy in organizational risk management. The success of training is determined by the comprehensiveness of the approach, the relevance of the material, regular evaluation, and institutional support. When all these aspects are met, employee preparedness can be significantly improved so that risks to work safety can be minimized.

CONCLUSION

Employee preparedness in dealing with emergency conditions in the workplace is a vital element in an effective safety management system. Based on the results of the literature review, emergency response training has been shown to have a significant influence on improving employee ability to respond to emergency situations quickly, accurately, and safely. Factors that influence the effectiveness of training include the frequency and continuity of training, the suitability of the material to the real risks in the workplace, interactive training methods, and management commitment to instilling a safety culture. These findings confirm that increasing preparedness is not enough to rely only on the provision of safety procedures or equipment, but requires a holistic approach through systematic and ongoing training. To form optimal preparedness, organizations need to conduct regular evaluations of the effectiveness of training, strengthen the internal safety audit system, and involve all levels of management in implementing emergency response programs. The implementation of targeted and real-risk-based training in the workplace, supported by proactive leadership and a work culture that cares about safety, will create a work system that is more resilient to potential crises. Thus, emergency response training is not only an administrative obligation, but also a strategic investment in building a safe, adaptive, and sustainable work environment.

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