

# Identification of At-Risk Behaviors among Fuel Station Consumers in Indonesia

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## Abstract

Fuel stations are one of the places where workplace hazards meets members of the community. In an event of accident, flammable substances stored at fuel stations might cause harm not only to workers, but also to consumers being present at that time. Statistical data on fuel station fires in the United States shows most of the cases, over half of them, were vehicle fires, which causes civilian injury and even death. Moreover, previous researches has found that human factor as being one of the contributing factors to accidents at fuel stations. Therefore, behavior of both fuel station workers and consumers need to be controlled so it does not jeopardize safety. In order to provide a suitable intervention program, it is critical to pinpoint specific behaviors that can potentially lead to accidents. This study aims to identify at-risk behaviors of consumers at a fuel station. The methods used for administering this research starts by conducting reviews on literatures and examining previous accident reports. Furthermore, collected information from literature are strengthened by in depth interviews with selected personnel from fuel station management and workers. Key persons are selected carefully to ensure valid results. The outcome of the investigation reveals several behaviors that are unsafe for the fuel stations. These behaviors includes filling petrol to a non-standard container, modification of vehicle fuel tanks and reckless driving. Findings from this research will be a starting point for further exploration, such as resolving the antecedents and consequences of each behavior. Only then will we be able to discover the root cause and plan intervention programs to rectify the behaviors and make fuel stations a safer place for the community.

## Keywords

Fuel station safety, consumer behavior, at-risk behavior

## Biographies

**Aryo Wibowo** is a doctor candidate from Faculty of Public Health, Universitas Indonesia. He earned Bachelor of Engineering and Master of Engineering from Institut Teknologi Bandung on 2007 and 2009, respectively. However, he has been in the professional field of Health, Safety and Environment for more than 12 years in the largest state-owned oil company in Indonesia. Currently, his field of research is in behavioral safety, safety culture and safety climate.

**Fatma Lestari** is a Professor in Faculty of Public Health, Universitas Indonesia. She completed her bachelor and master degree at Faculty of Math and Science, Universitas Indonesia. She earned Ph.D from University of New South Wales. She was inaugurated as Professor in 2014 and became the first professor in the field of occupational safety and health in Universitas Indonesia. Currently, she is the director of Disaster Research and Response Center (DRRC) Universitas Indonesia and Head of Health Safety and Environment Universitas Indonesia.

**Robiana Modjo** is a lecturer in Faculty of Public Health, Universitas Indonesia. She completed her doctorate study from Universitas Indonesia. Currently she is appointed as Academic Manager at Faculty of Public Health, Universitas Indonesia, and the Chairman of PAKKI (Association of Occupational Health Experts in Indonesia). Her field of expertise is in the field of occupational health, including occupational health epidemiology and occupational health promotion.