



BEHAVIORAL ATTITUDE OF SEAFARERS

By

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APPENDIX – II

Acknowledgement

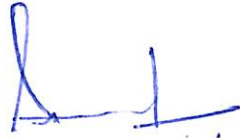
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Declaration by the Guide

This is to certify that the **Capt. Shashank Manohar Zende**, a student of **MBA Port & Shipping Management**, Roll No **500020763** of UPES has successfully completed this dissertation report on "**Behavioral Attitude of Seafarers**" under my supervision.

Further, I certify that the work is based on the investigation made, data collected and analyzed by him and it has not been submitted in any other University or Institution for award of any degree. In my opinion it is fully adequate, in scope and utility, as a dissertation towards partial fulfillment for the award of degree of MBA.

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APPENDIX – IV

Table of Contents

Acknowledgement	ii
A Declaration by the Guide	Error! Bookmark not defined.
Table of Contents	iv
List of and Abbreviations.....	vi
Executive Summary	vii
CHAPTER 1 - INTRODUCTION.....	1
1.1 Overview:.....	2
1.2 Background and Historical Perspective of The Shipping Industry:.....	5
1.3 Purpose of the Study:	9
1.4 Research Hypotheses:	13
CHAPTER 2 – LITERATURE REVIEW	16
2.1 Literature Review:.....	16
2.2 Using the JET framework	18
2.2.1 Social status of seafarer:	20
2.2.2 Historical perspectives:.....	20
2.3 Critical factors sources for Seafarers:	21
2.3.1 Ways to reduce stress factors:.....	28
2.3.2 Role of seafarers unions:.....	29
2.3.3 Problems faced in developing and develop countries:.....	31
2.4 Conclusion of literature review:.....	34
CHAPTER 3 - METHODOLOGY	36
3.1 Data Source	36
3.1.1 Focus of study:.....	37

3.1.2	Objective of the study:	37
3.2	Research Design:	38
3.3	Survey Questions:	40
3.4	Interview Procedures:	41
3.4.1	Semi-structured interviews:	41
3.4.2.	Sample Selection:	42
3.5	Data Analysis Procedure:	44
3.6	Results of The Study:	51
3.7	Limitations of the study:	58
Chapter 4: Analysis of findings		61
4.1	Descriptive Statistics:	61
4.2	Regression Analysis:	64
4.2.1	Behavior of Women Seafarers:	65
Chapter 5: Interpretation of the results:		69
5.1	Interpretation of the results	69
5.2	Comparison with the Research Hypothesis:	70
Chapter 6: Conclusion and Scope for Future Work		72
Bibliography		76
Appendix A: Interview Protocol		79
Appendix B: Interview Consent Form		81

List of and Abbreviations

DG Shipping Directorate General of Shipping, India

EMI Equated Monthly Installments

FOC Flag of convenience

FOSMA Foreign Owners Ship Managers' Association

FSUI Forward Seaman's Union of India

IBF Agreement International Bargaining Forum Agreement

ILO International Labor Organization

IMO International Maritime Organization

ISM Code International Safety Management Code

ISPS International Ship and Port Facility Security Code.

ITF International Transport Workers' Federation

MARPOL International Convention for the Prevention of Pollution from Ships

MLC Maritime Labor Convention

MUI Maritime Union of India

NUSI National Union of Seafarers in India

POEA Philippines Overseas Employment Agreement

SOLAS International Convention for Safety of Life at Sea

STCW International Convention for Standards of Training, Certification and Watchkeeping for Seafarers

Executive Summary

This Dissertation investigates the 'Behavioral Attitude of Seafarers' in the Shipping Industry. The main point of this dissertation is not to examine the relation of human error with accident rates, but to examine how dealing with the cultural issue and managing multicultural, multinational crews, is related to the shipping industries and the industry's social responsibility. An extensive literature review on the cultural issue of the maritime manpower, with a focus on the working and living conditions, education, professional training and the management of shipping crews will reveals important parameters of the work. This analysis with quantitative and qualitative data from industrial indicators by interviewing shipping companies Representatives, Government agencies, Seafarers and aboard case study.

The seafarers were drawn from all ranks. Analysis of the data revealed that seafarers perceptions, experiences and responses to attitude were heavily influenced by characteristics of the work environment, including industry and company norms such as long contracts, stringent regulations in most of the countries, the hierarchy, onboard, distance management and HR policies and training. Often, however, a plateau of minor accidents remains that appears to be stubbornly resistant to all efforts to remove them. Although many of these are attributed to peoples' carelessness or poor safety attitudes, most of these are triggered by deeply ingrained unsafe behaviors. Behavioral Safety addresses these by making use of proven and evolving management techniques which almost always results in a positive step change in safety performance and safety attitudes.

The professional socialization process and culture onboard the ship are very important in influencing seafarers' perceptions of attitude, and play a role in the occurrence of preventative behavior and use of coping mechanisms. The findings showed that while support structures such as grievance procedures as per Maritime Labor Convention 2006 and union membership existed for the benefit of seafarers still majority of seafarers chose to remain silent because of complex features like, career advancement, fear of blacklisting and Financial crisis due to losing jobs.

Focusing on people's safety behavior will bring about the desired changes and that attitude changes follow behavioral changes. We know that social approval and encouragement can bring about positive changes in safety 'norms'. We also know the workforce is best placed to redefine

their safety 'norms, as they control their own behavior. It follows, therefore, that any safety improvement initiative which relies almost exclusively on line management's efforts, is less likely to be as successful as one that empowers and enables the workforce itself.



CHAPTER 1 - INTRODUCTION

Shipping is the most cost effective method of transportation of goods. Seaborne trade is about 90% of the total world trade and seafarers contribute substantially by ensuring that this trade is continuously performed as per schedule with minimum delays or loss to cargo, life or environment. In adult's life occupational activities are related to about 25 percent stress cases (Johnson et al., 2005). In many instances people who face stress in their adult lives connect it to their physical or work related conditions. Stress has become an epidemiological phenomenon and strong negative attitudes that are observed in humans who are at work can affect their working capabilities to a great extent. In cases when working environment is sensitive or full of challenges this may result in serious consequences. Subjective and objective stress in a challenging environment is higher and there are a number of individuals and organizational related factors that play their roles in this context. In addition to this, biological and social conditions also play their part. This may include level of engagement of employees in their work, working time, chances of promotion and duties. Stress mechanism plays a pivotal role in shaping behaviors. Some so-called psychological factors can result in initiation of serious social attitudes that might have harmful effects over individuals and working environment (Johnson et al., 2005). Frequent travelling to reach from one country to another is an integral part of people who are in maritime profession. This may result in a number of physical as well as mental challenges for the shippers. They visit new places and every time they have to learn to deal with new customs, traditions and rules. Less than ideal personal habitat, difficult physical conditions and inability to deal with changing situations makes seafarer's ventures stressful. Seamen who come from their very own cultural and ethnic backgrounds have to live with people who are very different. Their education levels are also not same. It is a way of life that needs high level of attention and arrangements as compared to people working in ordinary environment. A huge spectrum of physical and behavioral incidences can be encountered. In addition to this, biochemical risks are also common that may include high serum leukocyte, low hemoglobin levels and increased serum uric acid. This leads to poor physical health that affects mental capabilities of seafarers. These people find themselves unable to deal with normal behavioral situations. Chances of mental illnesses are higher amongst them that do not always come with physical symptoms (Allen et al., 2007). Seafarers have to work as risk takers. They have to face challenges that

fainthearted people do not often opt to go for. This is the reason for which more than average measures of mental as well as physical security are required to be taken. Stories about sailors who were alive at one time and dead at the next minute are frightening. This can happen with a change in a freak wave, autopilot error and mistake in sails settings. Consequently, boom will swirl over the cockpit in an instant. In such a situation seafarers are asked to use preventer but they can do it if they are able to compose themselves and suppress their emotions. Although people selected as seafarers are checked for their mental and behavioral capabilities, they are known to be not afraid to climb a mountain or sail in an unexpected weather. But still they are humans and they can face challenges like any other individual does. When one has to go straight in the space with finger crossed it is important to have a parachute and the nerves to use it. Same applies for seafarers, most of them are told to be prepared while some others are on God's will only (Wadsworth et al., 2004).

1.1 Overview:

Smith et al (2012) writes that life of a sailor is entirely different from a person who works in an ordinary environment. According to him, lack of stimulation, monotonous life and excessive work responsibilities are some characteristic features of a seafarer's life. Bio-rhythm of these people faces continuous disturbance because of the frequent change in ship of work. Seafarers have to pass time away from families and this results in a long time separation. They have to face problems that are related to migration and adjusting in a completely new environment. Isolation becomes a source of stress for them. Managerial duties are still tough that range from guiding the entire crew to undertaking safety measure and making difficult decisions. General quality of life of seafarers is badly affected and they are at a higher risk of developing emotional issues. Some factors that determine the degree of stress for sailors and captains include the degree of control, getting social support and fulfilling high level requirements of their profession. When high level of requirements are matched with low level of control this may result in stressogenic condition. Always demanding working situation required psychosomatic tensions that can risk in increase risks of life illnesses. At ships intensified lack of social and emotional support and immobilization also results in other problems that include headache, pain, heart diseases, allergies, ulcers and sometimes malignant neoplasm. Health problems become intense because immunity becomes low and immediate effects can be seen in the form of symptoms.

Some short term effects include peptic ulcer, cardiac rhythmic disorder, sweating, shivering, tensions and rise in blood pressure. Delayed affects may include but are not limited to a sense of helplessness, burnouts, depression, anxiety and mental disorders (Smith et al., 2004).

Stress is a normal psychological response to a situation because of which person responds in a particular manner. Job related stress is common nowadays and this occurs in a number of forms and response of people is different in each case. When seafarers have to face this stress they also produce more or less similar response like other individuals but difference in their working conditions makes it harder to divert their attention toward something else. As they have to live a monotonous life so the effect of stress can be higher in their cases. Severe working conditions, long working hours, ambiguity of responsibilities, high chances of conflicts, poor relationship with boss and excessive workload when staff is short are some stressors in case of seafarer's lives. These people have to work in dangerous situation that is not always predictable. Therefore, uncertainty becomes a part of their lives. Various physical and psychological responses are generated as a result of these stress factors. These responses may include headache, lack of a person's ability to concentrate on the given tasks, conflicts with subordinates, stomach upset, short temper and low morale. Consequently many of them are unable to perform well in their jobs. Their satisfaction level goes down because of these reasons. Sometimes they abandon their profession for which they have worked hard for days and nights while some other times they try to get into office related work. Scholars have further pointed out how short term and long term stress affects a person's ability to pass a normal life. In this context, Copper et al. (1997) writes that short term stress gives rise to symptoms of headache, stomach disorder and lack of sleep but long term stressors can cause serious situations. A person who faces stress for a long time period may suffer from serious illnesses. These may include inability to pass a normal life because of continuous psychological pressure, heart illnesses, suicidal thoughts and early death.

Moderate level of stress is normal and it also makes a person able to develop capabilities with which he can deal with a situation. However if this stress is severe in nature then it becomes harder for a person to cope with it. As a result of this he becomes unable to keep a balance between his work-related and social life. Overall lifestyle is negatively affected and his working capacities also decline in such an environment. People who are always stuck in a difficult situation when at work sometimes also feel powerless. They find it hard to achieve their targets.

This can also force them to rethink their career ambitions. They might make a decision to change their job or find something to do that is in their control. Foster et al. (1986) writes that a person decides to take an action against stress when it starts to negatively affect his working life. He finds ways where his own need is taken care of and he becomes resilient to stress levels. It is important to note that taking care of life does not always need an overhaul of the entire situation. Sometimes minor changes at work can help a person overcome his stress and maintain a better lifestyle. This is true for seafarers as well. They can make their life less vulnerable to stress if reasonable measures are taken to reduce their stress level. In this situation, reduction in job demands, control in external work and ability to make decision can help greatly. For this purpose, various frameworks have been devised that include JET framework and effort-reward model. These models can help in understanding the situation of a person who is facing one kind of a stress. This also helps in finding ways and means through which stress level can be reduced. Foster (2008) writes that seafaring is a profession that is associated with high mental and physical engaging situations that are not comparable to other situations or jobs ashore. A number of characteristic features of this life include long time separation from friends and family members, growing responsibilities and changes in economic conditions all over the world. Because of unique nature of stress in this job working disabilities are also different. Here people do not have control on their lives. They also have to face hazards that are not common ashore. Their hectic activity and long working hours during voyages also increase their stress levels. Younger people who are on training are not used to of these situations. They face comprehensive issues while making them able to cope with new situations. Many of them are not aware of the problems they can face during watch keeping and operational failures. Their working hours become longer when operational problems arise. Most of these problems are unexpected and irregular in nature. Sometimes they have to work day and night. According to International labor organization a person should not work more than 14 hours in a day but this time span is exceeded in cases when seafarers have to perform their jobs in strict working conditions. This situation is common when there are only ten to twenty seafarers in a crew. All of them have to perform their tasks without taking care of designated working hours. Their jobs are more stressful and hard. The normal complement of a large merchant ship could be about 20 or 21 with four engineers. Few decades back these used to be about 45 seafarers on board a ship. Increased use of automation has resulted in this reduction. However, lack of companionship on board for long

and lonely sailings with increased workload results in mental agony and increased isolation. This eventually affects on the moral of the crew and their productivity. Sometimes it is noted that you have a under Performing crew or officer onboard so the burden of his job automatically passes on to his fellow crew members. Life on Container ships are very stressful . This ships call the ports frequently may be a port in every two days. When these container ships have to survive in storms the job is even harder and riskier, when it comes to lashing the containers. In addition to this, sometimes these ships are exposed to dangerous goods including toxic gases, chemicals, fumes and other substances that directly affect the health of the seafarer. On Chemical Tankers carrying different grades of chemicals so called as parcel tankers life is very hectic as this ships carry almost 14-15 parcels at a time. During port operations this vessels perform Loading, Discharging, and even Tank cleaning operations simultaneously. This type of ships really need skilled crew and lot of hazards are involved in this kind of operations. All these unique stressors call for additional measures at ships that can help in improvement of life of people working on board. All these above referred factors eventually force the seafarers, especially the Indian seafarers who culturally are mentally soft and more attached to their families, to leave sea life at the first available opportunity. This also works as a de-motivating factor for the fresh entrants. The coming paragraphs of the dissertation will discuss these problems and their relevant solutions. It will be seen how creation of a balanced lifestyle and improvement in connection and communication can help individuals get rid of their stress.

1.2 Background and Historical Perspective of The Shipping Industry:

If history and background of shipping companies is studied it is revealed that maritime industry has been the front desk operator for the process of globalization. This industry has become most globalized and international with the passage of time as its influence increased. There were a series of structural as well as mechanical changes that took place very quickly in this industry and it completely transformed the way it worked before. Waves of evolution in the shipping industry are characterized by four stages of change. These stages are identified by the era in which they happened. First era is the maritime exploration when the shipping industry was in its infancy. This was the time when techniques were being developed and exploration was done. The leading parts of the industry were ship, seamen and weather. The pace of the industry was dependent on these factors. Any change in one of these elements resulted in change in the

schedule of ships and movement that was they supposed to follow. This was followed by second stage that was characterized by the word of maritime power. This was the time when shipping was supposed to be a profession that was represented by some major countries of the world. Developed nations were able to stay at front of this industry and underdeveloped countries did not have any role to play. These countries also received enough financial benefits from their activities related to shipping. National fleets, sailors and shipping conditions were the main determinant of success at that point of time. Later on, when internationalization of shipping took place the third era of this industry commenced. This was the time when developing countries also started to play their part in maritime profession. Many of these countries came in front and reaped benefits from this industry. Expertise of skilled employees became the main source of success at this time. Companies that had more qualified and skilled people became more successful. The importance of man power increased to a great extent in this phase of industry. The final or fourth era came when modern ships were made and ship management companies were established in various parts of the world. These ship management companies also developed expertise in the shipping operations. At this stage, reduction in labor cost was achieved with the help of this management. The shipping industry at this stage started to hire people from developing countries of the world. The man power that was achieved through this process was quite economical as compared to that was gained in the past. As a result of this the industry reaped enough financial benefits from the economy in the world. De-flagging methods were adopted in the entire industry and the outlook of industry became even more international. Western capital and technology also helped the industry to grow faster in a short time period. This also gave rise to economic competition amongst developed and developing countries. Many shipping companies in the developed world tried to win the race by adopting various techniques as well as labor related initiatives. This led to far reaching labor related and management consequences that plagued the shipping industry and affected the performance. People were used for the sake of benefits. Some new corporate programs and acquisition also took place. Takeovers also resulted in provoking national boundaries. Ship management companies also started to play their part. Their evolution offered management specialties and skilled personnel in each and every niche. They also helped the ships owners to get benefit from their labor recruitment services. Transitional employees also started to join in the industry. Although they were not very skilled and committed to their profession but they helped in reducing labor cost to

a great extent. This caused exploitation of labor to a level where it became harder to manage suitable routine and better personal life. Lower regulatory cost attracted ship owners and many of them decided to take new initiatives. They registered their ships under the flag of convenience to exploit people even more. This is the time when industry was plagued with cost cutting initiatives. The main group that has been affected in this situation is the working group. Labor cost is being reduced by imposing responsibilities over crew members who are not sufficient in their skills and number. Recruitment is done without taking into account the level of qualification and cultural aspects of the crew members. Now on most of the ships of maritime industry crew members are multicultural and multilingual. They come from different cultures and backgrounds because of which chances of conflicts rises amongst them. This industry will face serious consequences if appropriate management practices are not taken into account.

The present research will also consider cultural issues that affect the lifestyle and management skills of shipping companies. A brief account of the elements that will be discussed in the literature review and will also be explored in the semi-structured interviews is given below:

According to International labor organization report most of the fleets all over the world are being managed by crew members who come from different cultures and background. Multicultural and multilingual crews have some serious implications. The matter of management of the cultural issue needs a lot of attention because numerous cases have emerged where these problems resulted in serious conflicts (ILO, 2006). The reason according to ILO is changed working and living conditions of people who come from different countries. People coming from different backgrounds have different ideas, perceptions and thoughts. These people are unable to work as a team until appropriate training is provided to them. In most of the cases this training need is neglected and these people are supposed to work on their won. There are a plenty of studies that identify how lack of coordination and cooperation amongst multicultural groups resulted in misunderstanding. In some cases these misunderstanding also resulted in shipping accidents. Attention is required to be given to these cases so ship safety can be increased and chances of loss can be minimized. Seafarers who work on foreign ships need additional attention as well because of the nature of their job. Sometimes vessel condition is good but people are not able to navigate on shore and on board. Working teams are supposed to be the most valuable asset of the company. These working teams are able to decide the journey of the company.

Whether a company is going to face loss or experience profits depend on the expertise, communication and ability of people to work as a team. Nowadays the importance of these working team in creation of suitable chances of benefits is being recognized. It is believed that this intangible asset of the company can help make or break its image. Here it is important to mention that apart from ethical and cultural dimensions and problems caused by it some cases of mistreatment and abuse have also been reported on ships. Mistreatment of subordinate crew members is common that negatively affect the safety of operations and also wellbeing of people travelling on it. Ships are more vulnerable to accidents when workers are not happy with each other. Manning agents and crew members are usually not aware of who they are going to travel. This uncertainty is also not good because it makes the entire situation vulnerable. Mostly shipping companies hire crew members randomly without undertaking any criteria of selection. Hiring a seaman needs specific attention on the characteristics of that person. It should be noted whether or not that particular individual is able to fulfill the needs and demands of the voyage. In addition to this, his cultural, educational and ethical background must also be considered before finalizing him in the crew. International conventions, joint working agreements and transitional as well as national policies all put a great deal of emphasize on the influential capacities and soft skills of the operational officers. However, the selection process that is done is highly random. Leadership and interpersonal skills of individuals to be selected are often ignored, as a result of this these people are unable to communicate properly and resolve their conflicts. Hoeyer (2005) says that hiring of seamen is an issue that needs much more attention than that is usually given to it. People who are onboard have to pass a long time with each other and for this sake there is a need to find their ultimate profiles that can help gain valuable information about their past. This information can be about their character, activities and way they treat their colleagues and subordinates. Information collected from various sources can help in finding the best person who can fulfill his responsibilities efficiently on board. Management team members must also have enough knowledge of conflicts that can arise in a given situation. Unfortunately these issues are completely ignored for the sake of profit. Low cost seamen are usually hired because of the financial benefits that they can bring with them but other characteristics are ignored during it. This aid in reducing manning expenses to a great extent but the quality of shipping and the standard of the life of seamen are completely ignored during this process.

Wages are also not standard because variations are encountered on the basis of nationality, background, company's flag, rank and the type of vessel that is being operated. Wage and employee market is very competitive when there is a need of labor that is adequately skilled and responsible. Compensation levels are not stable anywhere in the world. This lack of balance in the compensation levels is highly attributed to the nature of maritime industry. This industry highly globalized where regional boundaries are quickly crossed and entry is made into other countries. This phenomenon results in lack of control of national authorities. They are not in a position to regulate their ships in a balanced and stable manner (ILO, 2001). This lack of control is characterized by the differences in wages and facilities that are provided to seafarers coming from developed countries and poor countries of the world. However, because of lack of availability of qualified personnel both in poor and rich countries a pressure is being felt by shipping industry. Ship owners are continuously complaining of upward demand of wages that affect their profits level negatively. Now it has become impossible to determine the minimum wage in such a situation. Moreover, the definition of overtime can also not be established here. This has resulted in creation of an unstable situation because of which level of income and quality of life of these people is unionized. Sailors need more accurate rules and regulations according to ILO convention in order to perform in a stress free environment.

1.3 Purpose of the Study:

Studies that have been done so far on the life of seafarers and the way they have to face challenges during voyages are insufficient. There are a huge number of problems they can face and this lead to a lot of stress. Accidents and injuries can occur when a person faces some unfortunate situation during his voyage or while reaching in another country. Sometimes authorities of other countries are unable to identify the person who is injured. People often forget to keep their identity cards in their pockets that further create problems. As a result of this details of a person who is injured or unable to talk are difficult to be gathered. Seafarers who do not take precautions are at a higher risk of getting into problems. In addition to this, lack of space in, unavailability of proper food, clean water and stress of work make life more difficult. The present study will identify all these problems and suggest suitable ways with which behavioral issues can be dealt will be devised.

In order to define the study problem more accurately it is important to mention factors that affect the stress levels of seafarers. Some physical factors that have been identified in this regard include: Sea sickness, movement of ship, hard physical and emotional tasks, unavailability of factors that can help maintain good physique and sudden climatic change. Psychological stressors that affect seafarer's life are irregular shift hours, conflicts amongst colleagues, differences in opinion, lack of communication, isolation and pressure of responsibilities. In addition to this, monotonous working environment, lack of independence and high responsibility also affects physical behaviors. Finally high management skills along with good qualification and training are needed so crew members can be directed for good work.

Seafarer's shortage has resulted in creation of a global concern for maritime industry. It has been found from the recent studies that lack of graduates and trained seafarers has already plagued maritime profession. People who are skilled in this profession are not abundant and those who are good in work leave profession because of the challenging work they have to perform on regular basis. It is believed that there is a need to give increased attention to the issues these people have to face. This can be done only by identification of their problems. Effective attention can then be given to the problems that are faced when seafarers have to perform their jobs. Such studies will help in improving the flow of labor in this area and retention of seafarers will also improve. Emerging source of tension for crew supply in maritime industry include lack of job satisfaction, unavailability of facilities, fatigue, stress and living in an uncertain environmental condition. These are only a few problems that have been identified by studies done so far. As long as retention is concerned poor working conditions and on-board risks are some other factors because of which many people do not prefer to continue their profession (Emad et al., 2004).

Study that was conducted at maritime academy showed that students in this profession consider their jobs to be highly demanding. At the beginning of their careers they perceive that stressors in their life are more as compared to people belonging to other professions. They have to perform complex mental tasks in environment that is highly challenging. They need to collaborate with people who are completely different from them. Elements of competition are also there because of which they think that they need to perform their jobs in highly stressed psychophysical conditions. Students also found that repetition of same activities at sea and working in a great deal of vigilance and discipline needs enough stress management. According

to these students they belong to a risk group that is characterized by high job requirements and increased liability. They have to face fearful situations and real life problems at sea. Sometimes they do not have enough knowledge and capacity to deal with pressure. Estimated working hours are quite high that also increase their burden and stress. It is important to note that reduced uncertainty at work and skills that can help meeting job requirements can result in resolving such problems (Johns et al., 2005). Studies that are done in improving stress management in this regard are scarce and this is the main reason to select the present topic. Furthermore, the present research on the attitudes and behaviors of seafarer gives an in-depth analysis of the problems they can face during the course of their duties. The reason for selection of this is its usefulness in understanding the nature and demand of seafarer's professions. Such studies can always help in developing a selection and operational regime that is helpful in reducing chances of uncertainties. This can become a source of information for an upcoming research in behavioral science. It can also aid in analytical and critical thinking within institutions if they are made an important component of the syllabus. The present research will have significant contribution in promotion of good working environment and motivation for seafarers. Advantages can be achieved by understanding the nature, needs and demands of people coming from different backgrounds. It will be seen how they affect personalities of each other and also their working environment. Finally, this research will provide recommendations as to how improvement in performance can be brought for people working in an environment where they have to face frequent challenges.

More than 90 percent accidents in companies are caused by unsafe behaviors of people involved in a working environment. This may include inherent difficulties in workflow procedures and negative features in working environment that are not properly controlled. It is believed that companies have some accident causing pathogens that can be dormant at sometimes but are triggered by some behaviors. Safety management systems in companies are installed and a lot of time and effort is put into this. Line management safety audits are done on regular basis and people are taught to deal with these situations, as a result of which dramatic reduction in the number of these accidents has resulted in the past years (Faragher et al., 2005). However, sometimes a plateau of smaller accidents remains because of carelessness of people. These people do not care for the techniques they were asked to follow. In such cases, behavioral safety can be adopted in order to enhance performance. The present study also aims at enhancing

awareness of behavioral safety for seafarers who can face high risk situations. This study will help in summarizing ways and means through which measures can be taken to enhance psychological tendencies that assist in safe voyages. It will be seen how seafarers can control their emotions when they encounter an unwanted situation. Importance of this study is evident from the fact that such incidents have a great role to play in working life of people. Such studies not only highlight existing problems but at the same time they also help in finding solutions to those issues. As a result of this strategies and policies can be devised for authorities who can take reasonable measures in relation to the problems. Without such studies it becomes difficult to bring a positive change in working environment. Moreover, it cannot be judged how apparently small issues can result in big problems in near future. Keeping in view the importance of present research it is also critical to assure that the research is valid and sufficient time and effort is given for data collection. In most of the cases, people are not patient enough to wait for the results that lead to worst conclusions, most of which do not fit into the existing situations. Such issues are ignored and even huge organizations fail to put time, money and effort for the research that can enhance their profits. Taking research seriously enough and then drawing conclusions is necessary to get suitable results (Lucero-Presino, 2013).

The present study is also important because it will help in making seafarers aware of their own abilities that can help them in meeting their job requirements. It will be seen how work related problems can be solved at ships and what better safety rules can be suggested for workers. Interventions will be based on theoretical and practical knowledge that has been gained from studies telling how to cope with difficult situations. It will also be suggested that learning of useful psychological skills should be an important aspect of seafarer's training. They must be given sensitizing training that is directly aimed at developing their capacity to solve problems on board.

Attitude Problem in Indian Seafarers:

The Indian seafarers have come to be recognized as a much needed substitution for the near-extinct West-European seafaring communities whose skills and competence have remained to be matched by the evolving communities in the Asia-Pacific and the Eastern Europe. Maintaining a healthy supply of seafarers in the scenario of ever growing world tonnage on the one hand, and extinction of historical & emergence of contemporary breeding grounds, creation of training

infrastructure and imbibing of the traditional Indian Seafaring Culture and skills has been a momentous task of the Indian Maritime Administration for the past four decades. This task, as most of us present here today recognize, has become more profound and challenging than ever before in the wake of ever increasing demand for Indian seafarers. But it is a general complaint from most of the Shipping companies or management companies that the attitude of Indian seafarers is not good. Due to which Ship owners internationally are suffering and therefore changing over to other nationalities. So in the long run seafarers in particular and India as a Nation suffer. Knowledge wise, Indian Seafarers are good but attitude wise they are lacking. There is good need of educating these seafarers at some level to make them understand the fact it will harm them and our Nation if they do not improve their attitude. Either at the training level or as a value addition course by shipping companies, it should be well elaborated and highly stressed e.g What is an attitude, what is good bad attitude, what all forms an attitude, advantages /disadvantages of a good / bad attitude etc. Many Shipping companies have introduced courses such as Behavior Based Safety and many other relevant courses to improve the attitude of the seafarers. This will be discussed in detail in the coming chapters.

1.4 Research Hypotheses:

The present research assumes that “if working conditions of seafarers are improved positive effects over individual’s life are observed. It will also help in enhancing organizational outcomes in the long run”.

Schematic review of chapters:

Chapter one of the present dissertation has given a focused view of the problem that people can face in maritime profession. In this chapter a complete empirical argument has been developed. The main idea that will be researched in the coming chapters has been introduced in detail in this chapter. Some current findings about the subject have been introduced that determine how the problem is perceived by various writers in this field. Citations have also been used to show the ideas and thoughts of other people. Subheadings have been incorporated in it to determine the rationale and significance of the study. The reason for which this study has been chosen and its importance has also been written in the introductory section. This section has set the direction for the rest of the study.

The second chapter is literature review that will start with a brief overview of the problem helping readers to refresh the subject in their minds. In this section ideas of various authors on the subject will be compared. It will be seen what they have to say about this particular issue and how this problem has been directly perceived. Literature that has been published so far will be consulted. Only those research papers will be analyzed and used that maintain authentic presence. This chapter will summarize the subject by paraphrasing correctly what has been written by other authors. In the end of this chapter a summary of the literature review will be given that will tie up all the headings. Finally, a conclusion will be drawn from this literature review.


Third chapter is methodology of the research that will refresh the readers about problem that is being investigated and research questions which are being followed. Data collection instruments for both primary and secondary data gathering will be discussed. The design of the research that is suitable for the purpose of the study will be determined. Along with this, primary data collection techniques will also be described. Here it will be told how data collection is done from the subject of the study and what parameters are used for this purpose. Observation methods, participants and existing data base all will be introduced in methodology section. In the end the problems that have been encountered by the researcher during the course of the study will also be determined. Moreover, the ethical issues that are required to be taken into account during this study will also be mentioned.

The fourth chapter in which the analysis of the findings will be done in detail. The technique of Descriptive Analysis will be used in this chapter. Questionnaires will be analyzed for the response the participants gave for the study.

The fifth chapter will be about 'discussion of results' of the study that has been performed during the course of research. This section will evaluate collected data and statistical outcomes. Collected results will be determined with the description of the sample of the study. Hypothesis of the study will then be matched with the results that have been collected. In this section statement of result is made without speculations and assumptions.

Final chapter of the dissertation will be its 'conclusion'. This chapter will discuss the study problem and will give an overview of the previous chapters. The problem will be summarized in

this section. Results will be discussed again and answer to the study question will be given. In the end, need for future research will also be determined and it will be seen what recommendations can be devised for it. During this process, universalization and comparison of situation is done and suitable solutions are also suggested in recommendation section.



CHAPTER 2 – LITERATURE REVIEW

2.1 Literature Review:

Tackling employment has become a priority in the modern working environment. Breakdown of traditional paths and economic outlooks have given rise to increased difficulty in work. Journey to employment of younger people requires insight into the ideas that can help in overcoming job related stress. Job related stress can become a significant cause of physical and mental illness when a person is unable to overcome the challenges of his jobs. This also affects the capability of a person to adjust himself in working environment. As a result of this, performance outcomes reduce to an extent where ability of the company to deal with work related challenges is badly affected. Human resource department is focusing on the ways and means through which worker's stress can be reduced and their involvement in job can be enhanced. Studies reveal that engaged employees who are more satisfied with their jobs show a tendency to uplift the status of the company. On the other hand, if people are not comfortable with their jobs their engagement reduces and overall performance of the company declines. Such companies also face problems such as high turnover rate of staff, absenteeism, sickness leaves and high levels of human errors. People in such environment are not able to strike a balance between their work related and social life. They are unhappy with their jobs and also with overall lifestyle (Hoeyer, 2005). Nowadays work related stress is increasing more because of the changed nature of jobs. Deadlines are short and challenges are huge. Although not every challenge results in creation of stress because when challenges are met a person feels relaxed. A sense of achievement is felt and that person shows more interest in the work if positive results are experienced. This means that stress is a more complex phenomenon that may be felt in some cases and might go unnoticed in other cases. Here it is important to find definition of stress and see what stress actually is and how it affects a person's capabilities.

What is stress?

A person faces various stressful situations from the time of his birth till the end of life and hence stress is inevitable in today's life. Some sources of stress that are countered in the life of a person include poverty, changing economic conditions, uncertain environment and high socio-economic complexities. When someone is continuously exposed to these factors his psychological and

emotional well-being is affected. Stress has the capacity to force physical and psychological responses that are not experienced in the normal situation. This may result in producing strain in an individual's life. However, a person's capability to manage challenges in life helps him in overcoming stress factors. Individual differences are seen when management of stress related factor takes place. How a person feels and interpret stress shapes his response toward a situation. Different scholars have discussed stress in different ways. Some focus on the ultimate effect of stress on the life of a person while some others relate it to individual's self-esteem to cope with the stressor. How threats are interpreted and how a person react to it are some other important aspects of stress. In this context, Oldenberg (2015) writes that conceived stress is related to perceptions of individuals to face harm. These may include some physical or psychological events. Sometimes these events affect self-esteem of a person while some other times they create affect over thinking and attitude. Stress is an effective behavioral and physical response to an external stimulus or a stimulus in the surrounding environment. Lutz (1989) consider stress as a state with which a person characterizes himself by undergoing general adaptation. When a demand is made upon a body no-specific response to stress emerges that shapes a person's attitude toward stressor. Stress has been grouped into two main categories. One is acute and the other one is chronic stress. It can be emotional, psychological, job related or relationship related. Stress that is encountered by people at their work is called as job related stress. This may become evident because of poor working conditions, inability of a person to fulfill the requirements of his job and unstable job prospects. All these factors make a person go in a psychological state where he is unable to perform in a normal manner.

Evidences that have been received from the literature have helped in finding seven groups of factors that can aid in successful job outcomes. These include emotional capacities, personal circumstances, work related attitude, employment capabilities, education, skills, training and career management skills. On the basis of these factors a series of tools and indicators have been found with which the framework for employment journey can be created. This framework is called as JET framework. Understanding of this framework will lead to development of working strategies that help review the exiting plan.

2.2 Using the JET framework

According to JET framework, individual related factors are different and people sometimes require support for few or all of them. Journey of each and every person is different and there is no one size fits all formula. In order to guarantee success in the labor market here it is important to identify individual related elements. In this context, 'personal circumstances' play a pivotal role. These circumstances are also called as barriers faced by a particular individual. Barriers that are faced by a person may relate to his personal circumstances. People who do not have access to the internet or transport may face difficulties, some other times risky behaviors come along with alcohol or drug abuse. In addition to this, personal circumstances may also come with family issues. For example people have to take care of one or more family members. Another important factor hindering a person's ability to perform well is his emotional capabilities. Some people manage to preserve their emotions in cases when setbacks take place. Their personal attitude and self-esteem is not affected by these problems. While in other cases people need additional determination and grit in order to succeed. Attitude is third most important factor that is affected by feelings and aspirations. Different people have different attitudes toward work. Management is needed according to these attitudes that can affect working capacities of a person. Employability skill is an attribute that plays a pivotal role in shaping employee's behaviors. Team work, leadership skills and communication are some important elements in this regard. Employability skills are also affected by another group of factors that is qualification, training and education. Knowledge acquisition and experience gained from training shapes behavior and conduct of people. Final outcomes of performance are also affected by this training and behavioral differences. In addition to this, career management skills play their part as well. Appropriate career direction, understanding of job and the way employee present them are some crucial elements.

The JET framework based on above related factors can help in development of corporate strategy that shapes journey of a person. Raw materials can be properly directed in favor of organizational activities. This also aids in articulating mission and vision of the company. With the help of JET factors questions such as those including how strategies affect organization and what happens when a person takes on a specific job are answered. Answers to questions as to which factors affect a company's performance and how they do so are answered. JET framework

and related outcomes are required to be evaluated on regular basis so the results can be seen. Through this evaluation it is observed what areas need performance management and what measures can be taken to enhance interest of people toward their jobs. The purpose of JET framework is to highlight different aspects of lives of people. They can help in achieving reasonable job outcomes. With the help of this framework important services are designed and workers are motivated to perform according to their will.

Merchant fleets are encountering constant modification and modernization nowadays. Automated system is being installed that also calls for high requirements and skills amongst present day seamen. These people not only need to maintain a good psychical condition but at the same time they must also need to have suitable mental health. Demands of jobs have increased to a great extent for which seamen have to live in isolation for the period of months. Crew members are randomly selected after which their difference become common. These people have to work together for long hours at crowded places. Restricted areas of ships, lack of availability of entertainment and short stays at ports are some other contributing factors. There are a number of serious risks as well that include chances of terrorist attacks, Piracy attacks, unexpected change in weather, sexual contact at ports that are too casual to cause infections and increases risk of HIV. These are the stressors that when combined with lower resistance and lack of management skills create psychological issues and mental disturbances.

Some areas to be discussed in this regard include biorhythms, monotonous life, lack of stimulation, physical environment and accessibility issues. Some common behavioral disturbances involve: change in dietary preferences of people passing long times on ships, nicotine abuse, sleep disorders and aggression. There are some psychiatric changes as well that are noticed in these cases and they include change in the defense mechanism, intense stress, mood disorders. Certain changes in features of personality and temperament can help in improving job skills, for example support provided by co-workers and managers can help greatly. Identification of people as being into so-called risk groups can also help and this may include groups with people with low skills to meet job requirements, young or old age people, individuals with short working experience, lack of abilities that are suitable to perform relevant jobs, low level of motivation haste and rivalry, inability to get motivated and impatience. People who have problems to get connected to their work also come in this category (Gosh et al., 2013).

Before going ahead let's have a look at the personality development and social status of a seafarer.

2.2.1 Social status of seafarer:

A person who is mature and works in a profession develop his own social identity. This identity is affected by a number of factors mainly including status, personality and profession. All these elements also apply to the identity of seafarers. Unlike others, seafarers have some specific distinction regarding their social life and family that are granted to them by their profession that offers a specific way of life. Seafarers also have to perform his duties as a father, son and husband. But because of the nature of this profession they cannot affirm their role toward their family on daily basis. The nature of seafarer's workplace makes his family role minor. He has to stay absent frequently from these roles. However, still when they are at home they have to adapt to their family environment. In most of the cases their time for family visit is so short that they cannot perform their duties in a required manner. As a result of this, seafarers remain unable to accomplish his identity that his family functions deserve. Nonetheless he fights to preserve his identity both in maritime profession amongst his crew members and also in his family environment. These are the conditions where seafarers are compelled to rely on mediators are a well. They have to find bridge between their employers and themselves. Some superior officers of the company help them in this task and many times they do not meet their employer personally. Similarly, there are cases when they have to use mediators to connect to their families. These mediators may include people, churches, unions and social services. Their matters are dealt by other staff members. In such a situation it becomes harder for the seafarer to build his identity within and outside his institution. Despite all these problems a seafarer has to manage his role even in multinational contexts. He has to represent his country while working with people from different backgrounds and cultures. This identity related challenges are not faced by individuals belonging to other professions (Huston et al., 2013).

2.2.2 Historical perspectives:

Nowadays shortage of trained personnel has plagued maritime profession mainly because of the hardships these people have to face during their professional lives. Many of them abandoned their profession and opt to do something that can allow them to pass their time on land.

However, it is important to look at the historical perspective as well. There was a time when unemployment amongst seafarers was very high. This happened in 1970s and 1980s. Low demands of employee resulted in traumatic situation in countries including India and Philippines. The reason was that too many people were trained for this profession without national planning. Now when this profession demands people there is shortage. This issue can be resolved by identifying the needs of people in the industry with the help of surveys. Older ratings can be used for this purpose and data from developed states can also be collected (Palmer et al., 1990). Nowadays the shortage of professional staff calls for retention of seafarers. The skills that they have acquired with the passage of time should not be wasted. The surge in shipping demand has not been matched by any noticeable increase in seafarer numbers necessary to keep our vessels afloat. In short, there are simply not enough highly qualified seafarers to do the job of moving global trade safely and efficiently. Ships are easily built but building high-quality crew takes a great deal more time and effort. It takes trainee officers and engineers three to five years to qualify for the junior ranks and up to eight years to reach the senior level. Losing this skill from our fleets is proving costly in manpower as well as investment levels. But this calls for a lot of amendments in the system. Better life style, improved salaries, bonuses, short time on ships and permanent benefits are to name a few. The final part of this dissertation will present ideas as to how retention can be improved in this profession.

Thompson et al. (2003) say that Positive attitude toward work increase employment outcomes to a great extent. Unfortunately this attitude is lacking because employers show a tendency to place more value at skills instead of attitude. Positive attitude allows a person to work as a team with communication. These people bear problem solving capacities that can help in self-management as well. Along with educational qualification such skills are of fundamental importance.

2.3 Critical factors sources for Seafarers:

Before going ahead it is important to find what stress is and how it affects quality of life and working capacities of an individual when he has to stay in a monotonous environment for a long time period. Stress is a normal process of a person's life when he tends to adapt to certain environment. Adaptive behavioral response generates stress as a result of new relationship building. Availability of coping resources affects person's ability to deal with stress. Physical, social and environmental factors improve or reduce capability of a person to deal with stressor.

When a stressor or stress causing agent becomes dysfunctional in nature the condition of distress becomes apparent. At work there are many factors that can result in generation of stress. These factors may include deficiency of appropriate environment for work, poor organizational communication, high demand of work and lack of resources (Lamvik et al., 2002). The problems of stress are receiving immense attention in business studies and the reason is that organizations that make stress management a regular part of their routine get immense advantages out of this. As long as life of seafarers is concerned the physical and psychological pressure they face makes life more difficult for them. They have to continue working activities with particular characteristics. Work-related stress that the seafarers face is often different from that come with other work-related activities. There are a number of chances of danger, diseases and also of injuries. Types of activities seafarers have to take include strenuous multitudes of factors that are both objective and subjective in nature. Chances of satisfaction from job are not very high in such cases. Some subjective factors cannot be very easily accessed for instance those related to accidents and unexpected weather changes. There are about 50 percent accidents probability of which cannot be determined. Temperature changes, noise and vibrations are some structural risks that may result in physical injury. Lack of career prospects, monotonous environment, difficulty in falling sleep and high level of responsibility affect physical as well as mental efficiency of the entire crew. When seafarers have to work under high level of stress, their quality of life is deteriorated. Some specific stressors are related to the activities of pilots, deck crew and engineers as well. Particular duties on board may act as stressors that need improvement and interventions (Lamvik et al., 2002).

A detailed account of the stressors that seafarers can face during their duties is as under:

a- Fatigue:

According to International maritime Organization Journal, physical stress is encountered amongst people passing a long time in ships because of lack of physical activity. Their mental condition is also affected by stress that affects almost all psycho-physical capacities of individual. These capacities are power, reaction time, decision making, speed and coordination. Insufficient number of personnel and long working time also contributes to the pressure. Sometimes subordinate crew members maintain inadequate qualification because of which burden remains on the higher staff. In such cases shifts become unpredictable. High risks of

accidents also become a cause of fatigue when a person has to stay alert for most of the time (Thomas et al., 2003). Allen (2008) adds that the risk of stress is higher in cases when journeys are long. People need to stay alert at nighttime. Risk of the stress is also higher amongst youngest seafarers who are not able to adjust very well in their environment. According to a study published by International Transport Federation, seafarers had to work for almost 80 hours in a week. This was not suitable to give enough time for rest to these people. Seafarers also report fatigue when it is time to wake up. During the first week of the shift the chances of this fatigue is high but with the passage of time it reduces but the impact it creates over health are long term. For instance, it may result in environmental damage and decline the quality of life of people. Finally health and wellbeing is also affected because of emergence of cases of insomnia. All these elements may lead to sudden events of cardiac arrest or emotional inefficiency. Frustration and relevant events are also common that give rise to chances of drug abuse amongst seafarers. This is the reason for which it becomes crucial to apply measures that can help in reducing objective demands as well as subjective stress. A cross-sectional study that was done on seamen of Latvia has also shown that stress related factors of their jobs result in creation of mental illnesses and abnormalities in sexual life. Some other studies also showed cognitive behavioral changes. These changes include eating disorders such as compulsive eating and binge eating. Smith et al. (2006) add that standard approaches are needed to be taken into account in order to limit the chances of undesired events. These approaches will help in avoiding breaches of health and safety. First it is important to take fatigue as an important problem that is not only related to health of a person but also to safety. Ongoing benefits that can be achieved by maritime industry by management of fatigue must also be highlighted so this trend can be improved (Smith et al., 2006).

b- Loneliness:

Seafarers have to live in ships for a long time. This is the phase of their lives when they have minimum or no contact with anyone of their friends and family members. Before they reach port they have not social life and hence they have to pass their time in isolation. This loneliness and separation from the outside world becomes the major cause of their psychological problems. Seafarers have also been reported to have problems being away from their family. This distance also acts as a potent stressor for them. Many trade companies and shipping associations have

taken initiatives to resolve this issue by scheduling voyages differently but still this problem is not in control. Family members of seafarers also feel stressed because of the concerns they have about the safety of their loved ones. On the other hand, seafarer's stress level also increases to a great extent when they come to know that one or their family members is unwell. Contact with family also becomes difficult because of the lack of availability of communication facilities on ships. Studies have also revealed that this problem has also resulted in reduction in the number of seafarers in the US and also all over the world. This kind of isolation can lead anyone into depression or despair that may result in suicidal tendencies. Sometimes this feeling of loneliness is compensated by increased alcohol intake and smoking (Smith et al., 2007). With the increased trend of putting Multinational crew on board ships by most of the owners now a days also increase chances of loneliness. This is a very good example in case of me where I being the only Indian National on the ship during my last two tenures on board. At times it becomes very frustrating when you are away from your family and need to share some emotions or sentiments but being in a multinational culture you hesitate to speak to your fellow crew members. This can happen to anybody as many time I have seen different nationality crew who are alone on board with other nationality crew members. During this time the biggest problem becomes about the food issue as you are unable to get the food of your own culture.

c- Working with people from different backgrounds:

There are a number of factors that have been identified to be linked to stress at work. One important element in this regard is working with people who come from different backgrounds and cultures. Usually it is hard to connect with those who do not follow same norms. People in a crew usually speak different languages, eat different kinds of food and follow different religions, this also becomes a cause of conflict amongst these individuals. Sometimes communication problems are so much that people become isolated in their very own environment. Little attention, however, has been given to the working conditions of seafarers on foreign ships, who are the most valuable intangible asset. 'It seems that every vessel is as good, as the people that navigate her, onboard and offshore' (Cockroft 2000). Apart from the ethical and moral dimensions, mistreatment of crews affects the safe operation of ships. The cultural and national issue, is also apparent in the length of contracts among seafarers of different origin. The majority of seafarers all over the world are employed on contractual basis except few shipping companies

have a permanent employment system. The period of contract depends on the nationality of officers and crew and the preferences of the employers. Other influential factors are the flow of labor from low-cost supplying countries. A typical tour of duty for a Filipino and Indian Rating could be nine months, for Indian Officers it could vary from three to four months but for a Scandinavian officer it could be just 10 weeks. Various studies (Lane et.al 2001) focus on issues relevant to national culture and multiculturalism, and their influence on the performance of the industry in areas related to maritime accidents, safety and quality, efficiency, communication, job satisfaction, and others. Matyók's work (2004) spotlights the conditions under which global merchant seafarers are commonly employed nowadays. Unless these people receive the assistance of unions or special services of seafarers' missions, they will usually lack the means or ability to seek redress through the flag States' courts or administrative systems, and are, therefore, usually totally reliant on charity for their subsistence (ICONS 2000). There is a need to identify cultural elements and suggest solutions that can help crew members feel connected.

d- Lack of recreational activity:

People in a ship often do not get a chance to enjoy their lives as those who live on land. Activities like sports, walk, social interactions and physical exercise are not available on ship. It is already established that all these activities have a pivotal role in improving wellbeing of individuals. The chances of team building, development of cooperation and enhancement of social interaction is lacking in case of ship life. These people do not get enough chance to express their emotions as a result of which they also fail to develop social skills. It is believed that increased chances of sports activities and other social events may improve health and wellbeing of these people. Though MLC 2006 has emphasized on the on board Recreational facilities still some of the owners are hesitant to provide the same. The Gym build on some of the newer ships are so cramped that hardly you will find any equipment's installed in the same. Most of the crew members coming from different nationalities are very fond of playing Table Tennis but you can hardly find any space on the ships to put a table tennis table. Also in today's world when communication has become so cheap internet has become a necessity and not a luxury any more, but still some owners and ship managers are miles away from this thought. Ship staff have to pay for the Internet in case it is installed on board.

e- Sleep disturbances:

Enough sleeping is crucial for physical and psychological wellbeing of a person. Reduced sleep not only affects by individual's mind but at the same time it also affects physical tendencies of a person. Sleep comes from circadian rhythm that repeats after every 24 hours. When this rhythm becomes disturbed because of one reason or the other it becomes difficult for a person to awake fresh and on time. At ships changing routine makes people unable to maintain their sleeping cycle. Sleep is continuously interrupted because of duty requirements. This also happens when these people have to travel on board ships where they cross rapid time zones. This is the reason for which many seafarers report that they have not slept properly or their rest was interrupted regularly. They usually encounter almost two to three episodes of awakening during the time they sleep. Increased accident risk is noticed when a high dip of alertness is needed during afternoon. Circadian rhythm of seafarers becomes disturbed because of the shift system in which they have to work. On a moving vessel sleep patterns are also not very normal. Sometimes people naturally feel awake. Ship crew that has to work for additional hours faces disturbance during sleep because of vessel activity. Usually these people have to work on 6 on and 6 off system or sometimes 4 on and 8 off systems. Routine is more disturbed in case of 6 on and 6 off system. Fatigue also increases in this case and this effect is less evident in the other case. Surveys have indicated that in 6 on and off system sleep is spilt or in two episodes. This is also accompanied with environmental factors that include, noise, weather conditions and continuous vibration. There are other factors as well that played their part, for instance, sleep disturbance that is caused by noise found to be different at different places. In addition to this, younger people report more disturbances as compared to their older counterparts. Those who are under sleep -stress also told that they experience significant mood disturbances. Their perceptive abilities are also affected by this routine and overall work performance declines (Hystad, 2013).

A study that was done by Australian Maritime through survey explored the sources of stress amongst seafarers. This study was done on all crew members including engineers, deck officers, and ratings. During this survey differences that are related to their rank were also kept in mind. It was noticed that crew face stress limited to unavailability of recreational activities, fatigue and being away from home. While other crew members were also worried about their pay scale, routine and future of their family. Sleep disturbances were found to be present in almost all

groups. It was seen that sleep was poor, fair or very poor in all cases. In case of engineers the incidences of sleep disturbance were higher as compared to other people on UMS ships as sometimes they have to frequently attend alarms in the Engine Room. Deck officers were often found stressed and had sleep disturbance during cargo operation or tank cleaning operation where due to time constrained they have to work round the clock. Apprehensions were also related to decline in sleep quality of these individuals. These people could only sleep for 4-6 hours in a day instead of required 7-8 hours. Hours of sleep were also affected by other factors that primarily included noise, changes in weather and vibrations. Changes were also seen amongst the individuals of the surveyed group and it was seen that there are some unexpected factors as well such as reliability of the staff, bridging team and equipment unavailability. Short duration sleep was also fragmented because it was broken as a result of disturbance. Poor sleep results in negative affects over moods and safety of the entire crew. It was concluded from the study that quality of sleep should be preserved in each case in order to enhance work quality and improve safety.

f- Isolation:

When various crews were studied for homesickness by International Maritime organization it was noticed that this was the most significant factor people faced when they are on ship. Pressure was also created because of the transitions that were created between ship and shores. Survey indicated that the effect of isolation was also increased or reduced by involvement of individual related factors, for instance, illness of the family members and inability to have contact with people at home. Bottom line in olden days staff was also unable to communicate with their families because satellite telephone was very expensive and they wanted to save some money for future use. High cost of calls also affected the communication of seafarers with their friends and family members. In addition to this, difficulties were also encountered because of inability of people to send emails to their families. But today Satellite phones have become very cheap and crew can afford to get in touch with their families almost daily. Even some companies have email facilities for all crew members. Officers even have a privilege for family carriage on board ships. Some companies even take the initiative of arranging family visits to the ship if the ship arrives at the homeport. Along with this, some companies have a person who is qualified in advocating family problems who is given the task to talk to crew members when they feel alone

or being away from their family. This will help in minimizing the impact of loneliness amongst these people. Shore leave is a fundamental right of a seafarer but it has been seen that due to the ISPS regulation enforced throughout the world it is restricted at most of the ports, or the terminals have their own regulations of not letting anyone disembark through their terminals, which in turn calls for a boat service at exorbitant charges and is automatically turned down by the owners. The IMO and the Seafarers unions should seriously look into this matter at the earliest.

2.3.1 Ways to reduce stress factors:

There is a need to identify ways and means through which stress can be reduced amongst seafarers. Measures have already been identified by some studies but appropriate initiatives are lacking in this context. First it is important to identify general as well as specific stress producing agents in different cases. This identification will help in finding suitable means of control. Availability of leisure activity can improve the sense of well-being amongst seafarers. They also need encouragement for physical as well as mental engagement in their work. At shipboard telecommunication system must be installed so people can maintain contact with their families as well as with friends. It has already been noticed that long working hours contribute to the stress of crew members so it is important to undergo organizational planning that can help individuals enjoy continuous hours of sleep. But today with the implementation of STCW 95 and the Manila Amendments of STCW 2010 and MLC 2006 it is mandatory for all ship staff and shipping companies to follow strictly the Hours of Work and Rest for all crew members. Also a lot of Campaigns with regards to the Work and Rest hours are being carried out by various Port State Controls all over the world for stringent compliance. Most of the companies have started the trend of 5on and 7off pattern instead of 6on 6off to reduce the stress factor and fatigue on officers and crew especially during cargo operations and tank cleaning where they can manage to get one undisturbed rest period of more than 6 hours. Also some owners have started sending an extra officer on board and leaving the chief officer only for cargo operations which gives a great relief to junior deck officers as they do not have to do 5on 7off any more and just do their normal duties of 4on 8off even during the port operations. Chrono-biological aspects at watch should be taken into account while finalizing duties at sea voyages. It has also been noticed that seafarers face a lot of psychological and emotional issues because of job related stress. For this sake they

can be educated with the help of psycho-educational approaches. These approaches will help in attainment of job satisfaction through coping strategies. People who have already learnt techniques with the help of psycho-education can get immense benefits with these techniques. In addition to this, recreational activities must also be designed for seafarers on board. Telecommunication system can help greatly in this regard. It allows seafarers to have a break from the standard duties that they have to perform on board. Sleeping place should be maintained in areas where noise and vibration is minimum so people can have enough rest before they come back to work. With the MLC 2006 in force now most of the companies have started educating their chief cooks for multicuisine before sending them onboard with multinational crew. This has more or less solved the problem of food issues. Activities must also be generated that can allow seafarer to work in a team or as a group. They should be taught about cooperation and coordination and its effectiveness in day to day activities. When team climate is encouraged motivation is achieved in the entire group. General group activities must also be established for this purpose so the sense of loneliness can be reduced. This will also aid individuals in dealing with their work stress problems that are caused by loneliness. Crew members will learn to face problems with coordination and will also find ways to deal with new challenges.

There are a number of measures that have been taken up by organizations that work for the rights of seafarers. These measures are directed toward building rules and code of conduct that can help attract young and energetic people in this profession.

2.3.2 Role of seafarers unions:

Seafarers constitute their unions in order to voice out their problems and ask the organization to bring suitable solution to them. Two main players in seafarer's unions include government and ship operators. Relationship between these stakeholders is important to be maintained in order to keep the industry working. However, government in most of the countries has not taken measures that can help seafarers improve their interest in the profession. Unions have strived for the welfare of their members always. For instance in Philippines and India, these unions worked for getting good terms and conditions and high wages for the seafarers. Because of the resistance posed by these unions ship owners and government could not resist their demands. There are examples when most of the responsible seafarers unions have helped in improving the competency and standard of people working in this profession. For this sake various training

programs were arranged. Cadets on ships received some specialized study courses that not only provided them with the sense of satisfaction but at the same time it also improved their market value. These unions also developed a code of conduct for the crew members that helped them to stay safe during their working hours. Before this cases of abuse were higher and many seafarers had to face disgust from their high ups. Some cases are still common and unions have now joined with government to fight such cases. They have remained successful in gaining compensation and protection for their people. Redress is sought for individuals working in an environment that is hierarchal. Now these unions are very well-organized and have successfully managed to represent the wishes and will of their members. They serve as a bridge to communicate the issues and demands of seafarers to employers as well as to government. Unions have also taken up surveys to see the way changes in professional standards affect their people. Efforts are also directed to get considerable financial benefits for union members that can help in to gain better social status. However, there is a need to further encourage and organize them in order to get maximum benefit for the workers (Krickby, 2008). The above measures can be made more effective if an individual centered approach is adopted. This needs some additional efforts as well. For example getting psychological profile of each and every person who is included in the crew can help greatly. In addition to this, stressful conditions also lead to an unhealthy lifestyle that creates drastic effects over personality. It is important to get information about whether or not a person is involved in smoking or drug abuse. Personal habits and coping capacities of individuals must also be noted. As each person is different so measures can be directed in a better way if the sign of distress are seen amongst people. Accurate psychological follow-up can also be given to these workers who need more support. Medical assessment must also be done as most of the conditions in which seafarers work are associated with stressful factors. Along with an individual centered approach classification of problems into groups on the basis of climate, economy and environment can also help. In India, trade unions established close ties with political parties. There are two main seafarer unions in India: The Maritime Union of India and the National Union of Seafarers in India. NUSI deals more with the concerns of deck and engine ratings and cooks and stewards, and MUI membership is composed of merchant navy officers. There is a third union, the Forward Seamen's Union of India (FSUI) which also primarily focuses on ratings. All three of these unions are affiliated to the International Transport Workers' Federation (ITF). In addition to the above there are 42 different unions only in the city of

Mumbai affiliated to different political parties. These unions like NUSI and FUSI have no interest in the seafarers' rights but are just a money-making organization which forces different companies to recruit their seafarers who have just completed the Pre Sea training and are on a hunt for a job. It has often been heard that men from these unions threaten the office staff and at times even vandalize their offices. Likewise the POEA union of the Philippines is very supportive and really takes care of their seafarers.

Below is an account of issues faced by seafarers in developed and developing countries and the way their problems were tried to be dealt.

2.3.3 Problems faced in developing and developed countries:

The role of Ship management companies and international ship management association:

Companies that are involved in ship management have become a center of attention for many who are in the seafaring industry. Foreign ship owners take help from these companies in order to make their voyages successful. These companies study behaviors and impacts of this behavior of seafarers. Ship management standards that have developed by these companies are of critical importance because they help in the creation of rules and regulations through which labor supply in different countries is improved and deficiencies in training are met. Details of cases of members are circulated and problems that are relevant to the International Transport Workers' Federation (ITF) are documented. Lists of rules and regulations that deal with labor matters are developed. For this purpose, an associated insurance fee and a scheme to cover legal issues are also maintained for ITF and other related cases.

According to ITF studies if the seafaring industry is taken as a whole and challenges related to it are identified, it is seen that with the passage of time the benefits that have been gained from this profession have increased. This is the reason for which the demand of this profession has also risen to a great extent. There are a number of issues that are needed to be dealt with in the new environment and they primarily relate to meeting the needs of people who work for this industry. Bringing solutions to the issues faced by these people is required and this can be done with the promotion of employment facilities. Close cooperation amongst the decision makers of the organization and the entire crew is required that can help in the enhancement of workers' capacities to meet new challenges. For the purpose of international maritime regulations have been

developed that put reasonable pressure over foreign shipping industries. Tightening of international maritime rules and protocols is done and countries are asked to sign ILO convention that is the main piece of rules governing working conditions in which seafarers pass their lives. The main rule is Standard of Training and watch-keeping convention that was placed in 1995 and became effective in 1997. This has been revised substantially and amended to STCW 2010 with latest amendments so called as Manila amendments. This was considering the changes in technology, influx of seafarers from different nationalities and the development of ship manning as a management exercise. This was done to improve the quality of life of seafarers and the way they were supposed to balance their work and social life. New standards and rules were introduced in order to introduce program that help seafarers perform their jobs with minimum time on the sea. Necessary equipment and syllabi was also produced and implications were devised for people who were involved regulatory authority. Necessary equipment that is required for instructions and for practical purpose was also listed. This standardized training can help in meeting new challenges that are faced by seafarers during their jobs. As per STCW 2010 all seafarers around the world are supposed to comply with the new regulations and upgrade their certificates latest by 31 December 2016. Rules are also made for worker's welfare that if employed properly will help improve the lifestyle of these people. Hence the MLC 2006 was brought into force to improve the working and living standards on board. However, some major difficulties have been encountered when the time of implementation of these rules was started. It was noted that many developing countries fail to take a chance to develop protocols and requirement of the existing conventions. In addition to this, these countries also call for new requirements that can help them and assist them in meeting the needs of the business (Emad et al., 2012). According to ITF rule each and every country that is the part of the convention will have to maintain its training and instruction sessions in accordance with the new standards. Facilities and training that is needed to upgrade work related outcomes are also required to be established. Countries will also have to give full details as to how their training institutions will apply these rules according to international quality system. On the basis of their performance if these institutions get approval from the assessor they will get a chance to be placed in the while list. Along with this, the institute, the requirements of convention also require institutions and training places to be free of corruption. This will be done to assure that standards of training are met in the company. This will also need change in procedure of training

and certification system of some institutes, otherwise the seafarers from these institutes will not be able to get jobs and this will also result in massive unemployment. Many countries also oppose this idea of upgrading their system because they will have to bear an entirely new financial burden to install latest training facilities in order to meet the requirements of ITF convention. This may also result in closing down of maritime institutes in these countries. Since the time this convention has come into practice it has been noticed that almost 113 countries have been ratified with it. Moreover, this convention can also not fulfill the needs and requirements of seafarers who serve on special ships like Oil, Chemical and Gas Tankers which require a dangerous cargo endorsement from the national authority from which the seafarer belong and the flag state on whose ship the seafarer is serving. Other concerns are also present, for instance, if seafarers are kept on rejecting it becomes harder to fulfill the shortage of officers in short term. Pressure over administration will also increase to a great extent because fleets will have to carry out new tasks for undergoing assessment of their institutions. Moreover, IMO will also have to face challenges to upgrade their standards and review companies in an unbiased manner. Changes in new convention are also required so that chances of its applicability can also be improved.

Two years back a target was set to increase Indian seafaring share to 10%. How much headway we have made remains a debatable point. I think brainstorming is required as why we are not moving. There may be various reasons and few what I can think of

1. Lack of training berth.
2. Widely conceived idea that Indian seafarer quality is on decline.
3. Excessive money charged to owners by manning agents in India and projecting Indian seafarer as very expensive.
4. Attitude of ours, many places it's been said that Indian's are not as adaptive as Filipino or Chinese.
5. Training cost taken from owner are quite high comparatively to other countries.
6. It is also said that now a days there is huge exploitation by companies as junior officers are paid peanuts although on paper they are paid very high. How that guy will be motivated who is paid at rate of casual labor. I remember once a manning agent whom I know personally calling me and asking what to be done as he is paying the 3rd mate as

cadet wages and vessel is calling Australia. That agent was scared of the ITF boarding the vessel.

7. All are crying for senior officer requirement but no one is ready to give training berth and junior officer slot.
8. Training institutes at every corner has forced brought a lot seafarer on road after training but still managing their shops.

It's high time that all possible effort is taken to protect Indian Seafarer's as this seriously has an effect on the Behavioral Attitude of Seafarers.

International ship management (ISM) code:

ISM code was introduced to improve management at shipboard. This requires availability of manual for fulfillment of each and every aspect of operation in a safe manner. Rules are devised in order to specify the duties of each crew member so they can perform their responsibilities in a good manner. In addition to this, emergency procedures are also required to be described in a detailed manner. Inspection is needed to be carried out in order to find whether or not working conditions are up to the mark. Crew members must also be checked to see if they have full idea of what they are expected to do on board. As long as meeting standards of seafarers is needed shipping operators that strive to get ISO 9000 certificate will also fulfill the needs and demands of ISM codes. Most of the ship companies that are targeted include those which do not have a good operational record. Inspection is done and certificate of competency is called. During this phase crew members are under pressure as they have to provide proof of their competency onboard (Samson et al., 2004).

2.4 Conclusion of literature review:

Long working hours and poor quality of life are associated with chronic feeling of fatigue amongst seafarers. When this feeling becomes high behavioral changes are seen amongst these individuals. Perceived job pressure for the period of life when they have to stay on ship also affects mental health and capability to cope with challenging circumstances. Some people who could be placed in the risk groups included those who had lower sense of emotion wellbeing and who suffered from chronic stress. The sense of fatigue increases when working hours are long and people are asked to work in shifts. The risk group not only included planners and engineers

but at the same time other crew members also faced similar issues. Sometimes because of these stress factors poor decision making is done and handling of vessel's maneuvers becomes more difficult. Job satisfaction is not very high amongst seafarers because of lack of availability of opportunities for recreation. In addition to this, cultural and religious conflicts are also common. Some seafarers are also not happy with their job prospects that also become the reason of lack of satisfaction amongst them. The only recreation for these people is food that results in excessive consumption of fibers, sugar and fats. This also affects alimentary behavior of these individuals. Many seafarers also report drinking alcohol on regular basis. Food intake amongst crew members is also reported to be higher than the recommended quantity. The above discussed studies have also indicated that most maritime accidents were caused because of health problems related to fatigue. Risk reduction can be done with the help of development of fitness criteria that can aid in taking proper steps that minimize impact of fatigue and stress.

CHAPTER 3 - METHODOLOGY

3.1 Data Source

The present chapter defines and explains the methodology that has been used in the present case. The aim of the study was to identify the behavioral issues that are encountered by seafarers because of unique nature of their jobs. The study underwent a complete analysis of the relevant literature present. In addition to this, international as well as local initiatives taken up by people and organizations involved in this regard were also discussed. The focus of this study was particularly maintained on the facilities and incentives seafarers can be provided with, in order to enhance the chances of professional development and job retention. Study maintained its focus on particular factors that hinder the emotional and psychological capacities of people to perform well in maritime profession. The interest of the study is to discover the main barriers and for this purpose resources that are available in this context have been explored. The research was conducted in Mumbai because it is the busiest deep-water port in India and that is where many ship management companies have offices. Also it was conducted during my tenure onboard ship. In this chapter, details of the research process are provided including how access to the participants was secured through negotiation. This is followed by an account of the research methods which were used, namely semi-structured interviews, and some document analysis.

A number of models for research procedures have been defined so far and many of them are devised according to the series of stages that involve the process of research. In this context, Cohen et al (1994) finds eight stages research process. This process is scientific that helped in identification of individuals perception of the world. There are some other representations as well that include five stages process of problem identification, sampling, design, data collection and analysis. These stages help in simplification of a complex method in which investigation process is done. First it involves establishment of the focus of the study, then identifying the specific objective of the research, selecting appropriate research method or technique, arranging access to research material, developing research instrument, undergoing data collection, analyzing this data and finally doing its analysis (Johnson et al., 1995).

The above and other representations of the research techniques are modified in a manner that help in simplification of the entire research process. For instance Balxter et al. (1999) presents

his research spiral that gives rise to the process that includes a number of cycles. Each and every cycle affects the way new cycle is approached. This also a method that divides the research into steps, in the end of this process dissemination of findings is done that remains the main objective of the research.

The first step is establishment of the focus of the study.

3.1.1 Focus of study:

It is believed that research is affected by motivations, values and beliefs of the researcher because this helps in identification and sustaining interest in the study over a time period. Other factors that sustain interest of the researcher are his prior experiences and beliefs. In the present case, issues related to professional lives of the seafarers have remained the focus of the study. These issues may result in creation of environment where retention of employees becomes a serious problem. Persistent problem in the maritime industry has given rise to concerns of worker's shortage so it is important to find solutions that can help upbringing the working of these people. Several realities of the behavior in question are created by the differing perceptions of various actors, each stemming from a construction of reality through their actions and interactions with other people (as suggested by Berger and Luckmann in 1967).

3.1.2 Objective of the study:

According to Cohen et al. (1994) the objective of the study must be identified before formulation of the research strategy. This helps formulation of problem that is being explored. With the help of this focus of the research is maintained on the problem area. For instance when a problem in an education system is identified it helps directing the effort toward teacher's training. Initiatives are taken to create a support system that can make teaching more effective. On the other hand, if problem is identified with the curriculum, efforts are required to be directed in the same way. The objective of the present study is to find measures that can aid in development of a good working environment for seafarers. For this sake, equipment, curricula and techniques are needed to be identified and devised. Use of latest technology must also be encouraged and for this, instructors should be trained first. On the basis of objective and research problem that is identified at the start of research a useful research design is created and methods are selected according to the nature of the study.

Literature review and background reading was done in order to get information about the topic under study. This literature review is not only helpful in developing the objective of the study but at the same time it also helps in reinforcing the findings. For the purpose of the literature review official reports are consulted and peer reviewed research papers are also studied. Already done research studies that are used for literature review creates a significant impact over it. In the present case, studies that are performed by International Maritime organization have been very helpful. Seafarers who were involved in surveys and interviews have raised some very important points that can be used to develop recommendations. Literature review has helped the reader to find the entire picture of the subject and the problem that is being investigated in the study. The literature review is further supplemented by analysis of consultancy reports that are available online. In order to find information about the rules and regulations that govern maritime industry nationally as well as at international levels I have focused on International ship management code. International Transport Federation has also given information about the rules and regulations with which people all over the world move in ships. Historical role that has been played by trade unions in case of ship management has also been analyzed in detail. It has helped in finding ways and means through which these trade unions can help in improving lifestyle and working conditions of these seamen. Trade union's commentaries on voyages have also proven to be an important source of information for this study. Wages polices, legislations, newspapers, union activities and other events were studied and incorporated in the research.

3.2 Research Design:

Selection of research method is an important element for the research. It shapes the procedure with which data is collected. There are two main methods which are used in this context, first is qualitative research and second is quantitative research technique. In order to gather authentic information from various sources I decided to undergo data gathering both with the help of a number of techniques.

Whiting (2008) adds that the use of literature review is an important source of information collection that might not be very famous in case of social research but its role is not new. This is evident from the research activities of famous social theorist Karl Marx who has been using previous documents and resources to make his theories. Karl Marx is famous for extensively using reports as well. Official reports like those of 'Her Majesty Inspectors of Factories Report'

have been extensively used by him. In addition to this, reports published by Medical Officer of Privacy and revenue reports have also been mentioned by him. Karl Marx also studied and explored reports of children factories, Corn Laws, Census Reports of countries including Wales and England. Other social researchers have also been used newspapers and periodicals including economics, daily tribune and others. In addition to this Durkheim who is considered to be the founding father of sociology subject also took extensive statistical research by conducting already done statistical studies in order to find the rate of suicides in Europe. Such studies greatly helped in finding the relationship of suicide with age, race, economic position, class and occupation. Durkheim was also able to introduce organized and consisted use of statistical techniques that can be employed for social research. He used methodological perseverance and inference at the time when statistical tools were the phase of their initial development. As a result of this many other social scientists were able to conclude that suicide that was regarded as an individual's act actually caused by a number of social and environmental stimuli. This example shows how social research can be made more detailed and accurate with the help of accurate documentary analysis (Whiting, 2008). However, handling of these documents must be very careful and should follow an ethical code of conduct. This also needs following of general principle of handling of this data. In this context, quality control criterion that has been defined by Scott (1990) maintains a great deal of importance and has been employed for the following research. This criterion will be discussed in detail in the coming paragraphs.

Before finding appropriate research design for the present case it is important to find the nature of the research. This study is a social research wherein the researcher aims to find the explanation of a social phenomenon. The aim is to find the effect of social phenomenon by systemic data collection so patterns and regularities in this social process can be found.

Sometimes this social research is of small scale that allows students to convert their knowledge into social research skills. This aids the assessment of social skills of students and also in development of social capabilities. When a student performs this task better it means he is competent to take on future challenges with only little assistance (Burnard, 1991). It was decided that a feasibility study would provide a good opportunity to gauge the validity of my semi-structured interview. The interviews included Officers, ratings and Shore staff working in the Shipping companies in Mumbai. The research was conducted in two stages – Officers,

ratings and Shore staff from the multinational company (MNC) were interviewed, and in the second, interviews of Officers and crew was conducted on board the ship which I commanded.

3.3 Survey Questions:

1. How often do you feel stressed out?
2. Does the occurrence of the symptoms of stress vary with age?
3. Do you relate your stress to the physical work you do?
4. What role do you think an ideal habitat plays in making a person feel at home?
5. A seafarer gets a chance to meet people with different ethnic backgrounds. Do you take it as a plus point?
6. What problems does a seafarer face while meeting people with different culture?
7. How often do you feel sea sick?
8. Can you relate your sickness to biochemical imbalance in your body?
9. According to you, how important it is for a seafarer to be emotionally strong?
10. What affect does the movement of ship have on the condition of a seafarer?
11. Do you think that hard physical task contribute more to the fatigue of the people working off shore as compared to the people having indoor jobs?
12. Do you find it difficult to maintain a good physique while working on a ship?
13. If so, according to you what is the reason for that?
14. What affects does a sudden climate change have on the physical and emotional condition of a seafarer?
15. Life at sea is full of challenges, physical as well as psychological. Which one of the two, according to you is worse?
16. Do you consider irregular shift hours a psychological stressor?
17. What affect do the conflicts among colleagues have on the mental state of a seafarer?
18. What role does difference in onions play in creating conflicts among the crew?
19. How the lack of communication does affect the life at sea?
20. What affect does isolation have on the mental state of a seafarer?
21. Do you think monotonous working environment adds to the fatigue of a seafarer?
22. What affect does high responsibility in this job have on the physical behavior of a seafarer?

23. How important do you think it is to have management skills in order to excel this job?
24. What role do you think good qualification plays in directing the crew to do good work?
25. What role does good training plays in directing the crew to do good work?
26. What do you think which nationality are good attitude wise?

3.4 Interview Procedures:

3.4.1 *Semi-structured interviews:*

Secondary research has been augmented by the use of semi structured interviews from a given sample. Here key information providers include people whose experiences are acknowledgeable for the phenomenon under study. They are familiar with the main problems that cause stress. Their perception, ideas and views have helped in gathering meaning relevant to the research question. Conflicting attitudes can also be highlighted accurately from these interviews as many questions were related to policies that govern the life of employees when they have to spend a long time over ships. These interviews have also helped me to undergo further interrogation for the purpose of the research with the help of which documentary analysis was also subjected to even more rigorous analysis. Although semi-structured interviews have their very own strength and weaknesses like other research techniques but it should be noted that there is not research method superior to other (Bryman, 1995). Selection of appropriate research technique should be done taking into account the cost, time and appropriateness for a particular research. For the present research semi structured interviews were supposed to me most suitable because during semi structured interviews questions are already prepared and the writer is well-aware of what he has to ask from the participants. This also helps the interviews and the researcher to engage in formal conversation after which it becomes easier to explore the list of topics and questions during the phase of conversation. Order is maintained during this process and interview can follow the topical trajectories that makes him able to stay away from the topics that he feels are not related to the research.

Various researchers have also commented on the efficiency and usability of semi structured interviews saying that this method can help in collection of better information when researcher does not have a chance to get interacted with the participants several times (Noor, 2008). In the present case I was also not sure of getting connected to the participants for many times. This is

the reason for which I decided to choose semi-structured interviews. Here I got a chance to interact with the participants in a manner that helped me in removing any kind of ambiguity in the results right at the time of interview. In order to make questionnaire more effective I consulted semi structured interview guide from the experts in the same field. This helped me in creating a questionnaire that could aid in collection of reliable able comparable data. Struges (2004) writes that semi-structure interviews are often selected because at one hand it allows the researcher to develop deep understanding of the topic but chances of misinterpretation are also common in such cases. The interest of the writer is necessary in the topic but this interest can also make the results more confusing when the writer tries to interpret the answers presented by the participants in his very own way (Noor, 2004). Here I have tried to assure that my opinion does not mingle up with the opinion presented by the interviews. At the same time, I also assured that semi-structured interviews are done in a manner where the participant feels at ease and does not need to change his opinion that he bears in his mind. Meaningful semi-structured questions that have been created for the sake of this interview have helped in achieving this goal effectively.

3.4.2. Sample Selection:

First purposive sample is selected because according to Drewester (1990) it helps in presentation of all groups and subgroups that can help in gathering data which maintains interest for the researcher. This purposive sample represents characteristics that must be present in people who are selected for a particular study. However this sample selection must be done in a manner that assures availability of people who are representative of probability sense. Sometimes it becomes hard to find specific people who maintain specific interest in the study. In such cases generalization can be done. For instance Williamson et al. (2002) writes that generalization of theoretical proposition can help in better selection of people for the same of research. In other words, a useful purposive sample can be created with the help of theoretical considerations that are built at the start of the research, instead of undergoing analysis of multiple cases theoretical sampling help in gaining access to more accurate group. This idea is further related to theoretical saturation that is the point when no new information is expected to be added in the study. The concept of purposive sampling is further supplemented when the concept of saturation sampling is aligned with it according to which forth coming information cannot be collected with the

recruitment of new participations. In the present case the access to the participants selected for the interview were initially gained from an asynchronous web-based forum. Consent was attained from the participants on the form that was designed for this purpose. Interaction was started almost two weeks before start of the research in order to ascertain that each and every participant is well-aware of the requirements of the study. Interaction amongst participants and the interviewer also helped in creation of a community where information exchange was easier and also the transfer of information was also done on regular basis. Although this community was not permanent as many members in the community left and gained joined but still it was easier to gain access to them whenever needed. At the same time, the observed community of participants also became a source of continuous information collection. Here opinions were generated out of which those relevant to the study were collected. Online semi-structured interviews were also easier to make because of this regular interaction. These people did not use their original names while making communication on the website instead their nicknames were used by them. Every time they appeared in the website they used same nickname so their identification was not a problem. Regular interaction was a problem because not every participant was active all the time. This problem was solved by providing copy of the questionnaire to these participants. Whenever they were free they filled this questionnaire and hence it became easier to get a collective response from them. Opinions of those participants who were very inactive or irregular in the community were not added in the final results. Their unavailability could create problem and answers were also supposed to be ambiguous. As a result of this some participants left at the start of the interview and only those were selected who have been regular or active for over a period of month. In the end twenty out of fifty seafarers were selected for the study.

Continuous observation of the community was done at the given time period and after this a list of participants was produced. These participants were categorized on the basis of their age, origin, ethnicity, responsibility on ship, education, skills, marital status, time they have spent in their profession and regularity of tenures. This grouping of entrants helped in finding at least one participant from the given category that assured people from all cultures, background, age groups and qualification are selected. Overall characteristics of the community were maintained multidimensional. For this sake, personal profile of these participants was obtained. This profile had all the information about life of these participants. The details which were attained from their

profiles also helped in introducing them to the entire community. After this comment about the regularity and participants of the community members were made. It was seen how these participants managed to maintain their appearance. Observation was done on regular basis by the researcher on the website where the participants were added. Whatever these participants said about their age, gender, regional and ethnic background was supposed to be real. There was no other mean to get an idea either this information is correct or not. In the second phases of research, keeping the aim of my study in mind, that is that I wanted to interview seafarers from all the ranks, I tried to ensure that I interviewed at least one from each rank. The main reason for this imbalance in interviews per group of interviewees is that the research questions were more focused on the seafarers instead of the other groups and therefore I needed a wider variety of opinions and thoughts from the seafarers.

3.5 Data Analysis Procedure:

According to Brunard (1991) the idea of social research is perceived by some authors to be based only on new data and there is a need to undergo surveys and observations. The fact is that social research can also be done with the help of pre-existing data. This required re-analyzing of the previous research on the basis of which a conclusion can be drawn. Social surveys and interviews are some methods that have already been tried and tested and have proven to be helpful in getting results but this does not mean that these are the only available methods. Other research techniques are also available that include analysis of documentary sources. This method can prove to be as successful as that of in-depth interviews and observations.

The use of documents that are related to the study include different analysis techniques or methods that can help in categorizing and interpreting the study. This method can also facilitate further research by defining the limitations and issues that can be faced by people who have been previously involved in this research. On the basis of this information it becomes easier for the researcher to find ways and means through which primary study can be made easier (Britten, 1995). However, documentary research has been subjected to a great deal of criticism because of monopoly that is created by professional historians. Many information specialists and librarians have considered surveys and interviews to be superior than documentary research. In some cases when social scientists took document research they only used it as a complementary technique.

For this reason documentary research has only been seldom used as the main method of social research.

Britten (1995) writes that social scientists only use documentary research in order to supplement their own observations. Most of the students follow example of their academic advisor and select the research method that needs a lot of time and effort to complete. Although surveys and interviews are authentic methods but the cost that is needed to complete them is also not very high. Sometimes because of this cost social research products are abandoned. They also require rigorous adherence to the protocols of the research. Ethical and legal issues are also strict when it comes to involving people in the research.

People who are not very much familiar to these research procedures are often found to be skeptical about it. However, it is important to mention that document analysis can also be equally thought provoking and persuading. This is the reason for which present research has also made documentary analysis an important part of it. This has helped in finding the perspectives of other scholars for the same topic.

Before going ahead and detailing how documents have been selected and interpreted for the present research it is important to understand what a document is.

Documentary Sources:

Document has been defined by authors to be an artifact the central feature of which is the text present in it. In other words the document can be something that has written text in it. These documents may be produced by people or group of people who direct their thoughts in a way that helps them to write it. These documents are geared for fulfilling practical needs and desires of the author. Every document has a purpose behind the text that is present in it. They are based on specific kinds of assumptions that are made for the creation of that document. They also have certain ideas, texts and styles with which they are made able to convey message to the ultimate reader of that document. Here it is also important to mention that these documents are not produced deliberately for the sake of research, instead they are based on naturally occurring objects that are based on semi-permanent existence of their own. They have a tendency to put together information about people, objects and places that have independent existence in the

world. This document also maintains free existence regardless of the personality of the writer and the context wherein it has been produced (Mathews, 2014).

Type and nature of documentary resources:

Documents can be of different types but when it comes to research purpose there are two main types of these documents. One is primary document and the other one is secondary document. Primary documents are those that are produced by eye-witnesses of a situation. They are the people who have experienced a particular phenomenon or event. These people explain their behavior in relation to that event in the form of document. In contrast to this, secondary document is produced by people who were not present at the time when a particular event took place. These people are not primary witness of that document. These people somehow receive an eye-witness account of others who experienced and event. They then compile a document to narrate the situation or event in their own words (Bailey, 1994). These documents have a tendency to provide immediate access in contrast to primary document that provide proximate access to the event. However, in such cases it becomes crucial to determine the attitude and behavior of the narrator. The surrounding situation must also be explained in order to create visible signs in which a particular event happened. This narration serves as a tool that helps to provide access to the sources from where the researcher has gained information. It also tells that the researcher is the direct witness of the activities that are being described in the document.

Documents that are employed for analysis can be of two main types. One is private or personnel document and the other one is public document. Public documents may include reports and publications from government, statistical bulletins, census reports, commission's inquiries, annual report of departments and documents published by civil society's organizations. On the other hand, private documents are non-governmental documents that are published by trade unions, business sectors, private companies and other private groups or individuals for their personal activities. These documents may also include invoices, interdepartmental memos, manuals for training, personal records and annual reports. Some other personal also documents include address books, cards, photo album letters, medical records and diaries. Both of these private and personal documents can be used for the sake of information collection for a research. Documentary analysis can be done from them but it is important to mention their source in order to prove authenticity of the material.

Sources of Documents:

Documents can be assessed from a number of sources. In many countries these documents are published on regular basis so they can be used by people whenever needed. They are available on cheap prices in libraries and ministerial departments. In addition to this, they can also be achieved from local authorities. Moreover these documents can also be found in office shelves, morgues and store rooms. In some countries of the world, central statistic offices take the responsibility of producing office bulletin in which information is provided about health and other topics. These topics include employment, labor issues and economic problems. They can be assessed from government stationary offices, ministry of labor, trade offices, and organizations of home affairs, ministry of finance, chamber of commerce, trade unions and other relevant departments whenever needed.

For the sake of the present study the documents that have been prioritized and used as a source of information include books and journals that have mainly been assessed through Google. Along with this, other sources that have been employed are newspapers, material from library and reports. These reports include surveys of National Labor department, labor bulletins and annual journals. International Maritime journal has also proven to be a valuable source of information that helped in gathering data that is specifically related to the topic.

Selection of Documents for the Present Research:

This criteria described by Scott (1999) includes some fundamental elements that are credibility, representativeness, authenticity and meaning of that document. The purpose of finding an authentic document is to extract information from a credible and known source. This source should be genuine and impeccable. Genuine data collected from the sources selected for the present research have helped in supplementing information. Along with this, credible sources are selected that means that the evidence presented in this data source is typical of their kind and must relate to the topic of the study. Representativeness has been taken into account by considering whether the document that has been consulted is original or a representative of the totality of that original document. Finally meaningful document have assured that evidence is comprehensible and representative of totality of relevant document. All these elements were

kept in mind while selecting sources for the present research with this, is established that each and every document that is selected supplements the research.

Panganiban et al. (1990) adds that authenticity also allows the author to ascertain that the work he is choosing is dependable. This is the reason for which authenticity is maintained as the fundamental criteria for the sake of research. It is the duty and responsibility of the writer that consulted document is genuine. This criterion is similar to that set in case of interviews where it is ascertained that interviewee as well as the participant are sure that they are at the right place. It is assured that the stage is not set to get information that the writer wants to gather. Examples are there that show documents are not authentic and they affected the credibility of the final research. Sometimes literary work is also attributed to the writers who have not even written it. Consequently a lot of responsibility is placed on the shoulder of the researcher as he cannot take documents for granted. There are some circumstances when documents require close scrutiny and these cases are:

- When the document fails to make sense to the reader or when the ambiguity is serious to an extent that the ultimate purpose of the document is not clear.
- When the style of writing is inconsistent the document needs further scrutiny. Inconsistency in document means that either the work is not original or it has not been done with care so the information is not authentic. Inconsistencies are seen in style, content and grammar.
- Additional scrutiny must also be done when more than version of documents is present at one place or at more than one place. These versions of documents determine that the source is unreliable, suspicious and dubious.
- There are some cases when the document is in the hands of a person who has some kind of interest in the given text. Such people can change the text for the sake of their interest. If such interest is proven then it is necessary that the document is re-assessed.

As Scott (1990) mentioned that the credibility of a document is an important aspect that can help in determining its authenticity so the question of credibility concerned me. I ascertained before selection that documents are free of distortion and errors. I have also tried to select documents that were not very old. The point of view of the writer were clear in all the selected documents as all of them attempted to record accurate standpoint that was relevant to the study. These

documents were independently prepared. I also did not choose documents that I thought to be beneficial for my own opinion because it could affect overall results of the research.

As long as representativeness of documents is concerned this questions maintains more concern in some cases. Representativeness is effective when it is maintained that the evidence if of typical kind. If this is not so then the extent of its being untypical should be known. Various researchers rely on documents that are achieved from household income surveys by using random section techniques. However, sometimes information is limited in these documents because all figures are not encouraging for government and public institutes and many of them are not correctly represented.

Meaning of a document refers to the evidences present in this, as meaning relate to the comprehensiveness of these documents. The way this meaning help in reaching a consequence help in finding what information it contains. But what these documents have may contain a literal view of content because of which its meaning diverts its significance and then its vital significance needs reconstruction of the entire concept. Moreover, the use of these documentary resources may become difficult when it comes to making a particular kind of inference from a given assertion. Apparent meanings that are attained form the bits and pieces of information do not always maintain reality. The writer needs to take the case on his own and draw meaning of what has been written in the paper. Raw materials that are informed by theory are also affected by the wording that is used in the document. The standpoint that is maintained by the writer of the document may alter the meaning and entire interpretation. Even rigorous reading cannot help finding out the accurate idea that the writer intends to present. As Lutz (1990) says that language is a form of discourse, stability of which is affected by orders in which an opinion is given. Social relationship and status quo can also alter these meanings. Moreover the way a language is written or spoken also becomes a source of change in the meaning. This is the reason for which social text cannot be called as the true reflective of the events, instead they have a tendency to actively create the categories of objects and events.

The present selection of documents for the study has taken into account all these aspects and after this only those documents that appeared to fall in above parameter were chosen. In addition to this, authentication of authorship of the document was also sought by consulting document from various sources. This is done to ascertain that all the material is original and written by the

same writer whose name is mentioned. In many cases, verification of the name of author becomes a problem when document represents the name of wrong author. This is done to falsely represent the work of one author to be that of another author. Writings of certain well-known personalities have been copied or published with the name of other authors so this scrutiny must become an important aspect during document selection (Scott, 1990). Problems were encountered when reports of international organizations and those concerned with the rules and regulations of Maritime industry were consulted. It was seen that these reports are either signed by government officials or mentioned the name of the chief executive of a company that published the report. When literature for the citation of these reports were consulted it was found that name of person or staff who has written the report or who needs to be mentioned with in the citation. The present literature review has also taken the author's name for granted and used in citation.

Ethical concerns:

Each and every research has its ethical obligations that are required to be taken into account in order to make the process go without hurdles. Systemic procedures that are taken for primary and secondary data collection, if do not follow ethical code of conduct can result in creation of problems for the researcher. For instance, if documents that are selected for the study are not reliable then overall authenticity of the research becomes a question. In addition to this, data that is collected from various information sources must also be appropriately scrutinized and cited. In many cases the issue of plagiarism plagues the research even if the name of the writer is mentioned with the work that has been taken from his is cited. For the present research authenticity of materials is assured during the phase of selection. It was noted that the research that has been selected is relevant and maintains meaning for the researcher. It was also assured that plagiarism is avoided by doing paraphrasing. In addition to during semi-structured interviews data collection from the sample was done without harming or interfering the personal life of the participant. Privacy of the participants was assured by maintaining that personal information of the participant is not shared at any platform. The concern of misinterpretation was also there so analysis of interviews has been done with a great deal of care and attention. It was ascertained that no physical or psychological harm is posed to the participant. Only facts were included in the research to make sure that no false information is presented. The danger of

visibility was certain in the present case because subjects were approached online and the researcher was in compromising position. Visual cues were also not present because of this internet circle that was created for the purpose of research. This limited the scope of the research but also helped in avoiding misinterpretation at various places. At online community there were chances of misunderstandings. They were avoided by formulating a code of conduct and encourage behaviors such as politeness, meaningfulness, and positivity amongst participants. User communication problems were identified at the very beginning and it impact over the entire community was avoided. Another key ethical issue is the potential repercussions for the seafarers themselves as they work on very delicate terms with their organizations which can be easily broken, and could seriously hamper their career if they are identified as saying something negative. To prevent this from happening, the interview was carried out in a separate room to ensure that the participants were not put in a position where their employers become aware of any sensitive views that have the potential to threaten the seafarers' employment. Another potential ethical issue was that I was a part of the same organization in the past where the interviews were conducted. However I assured the participants that the information they shared with me would be kept completely confidential and will be used only for the purpose of this dissertation. I also maintained ethical behavior by ensuring that I observed all copyright laws and did not misrepresent the data that I found.

3.6 Results of The Study:

- **How often do you feel stressed out?**

12 out of 20 participants of the study said that they feel stressed out very often when on ships. This stress not only affects their work related life but it also negatively affects their physical and mental health. These seafarers often complain to have headache, lack of sleep and motion sickness. Also most of the times domestic issues also is a very deciding factor when it comes to stress as per some of the participants.

- **Does the occurrence of the symptoms of stress vary with age?**

Younger seafarers complained to be less stressed than their older counterparts. This reveals that occurrence of symptoms varies with age. Many of the older seafarers complaint of having passing below average life. Some of them even wanted to change their profession at an earlier

stage. According to our survey, 65% of the seafarer considers age an important factor for affecting the efficiency of work at sea. 25% think experience help seafarers learn how to adapt the environment in order to cope with the less ideal circumstances. 10% think that young seafarers are at a higher risk as they face lack of independence and isolation during their journey, of what they are not used to.

- **Do you relate your stress to the physical work you do?**

According our survey the higher staff is often over-burdened because the crew isn't qualified or trained that put the higher staff a greater risk of encountering adverse psychological states including stress that affects the efficiency of the work at sea. 75% of the seafarers consider hard physical tasks a major factor in inducing stress on a person at work. Risk of accidents gets higher if the crew or the captain is stressed out as he is unable to focus.

- **What role do you think an ideal habitat plays in making a person feel at home?**

All participants believed that an ideal habitat helps a person feel at ease and concentrate more on his job. Unfortunately this ideal habitat lacks on ships. A seafarer must be ready to encounter unpredictable ventures. The unfavorable habitat makes it harder for the seafarers to maintain his balance hence affecting the efficiency of his work. 84% of the seafarers consider less ideal habitat a major factor in inducing stress.

- **A seafarer gets a chance to meet people with different ethnic backgrounds. Do you take it as a plus point?**

Seafarers face problems when it comes to communicate with people belonging to different cultures as they speak different languages, eat different kind of food and have different religion. 75% of the seafarers think of it as a problem that can add to the stress. 10% find it a good opportunity to learn new cultures and it also enhances the leadership quality and develops the skills within the seafarers. 15% think it is a problem but not that big.

- **How often do you feel sea sick?**

Mental and physical capabilities of seafarers are checked and developed during the phase of before training. Despite of having strong mental and physical health, spending a long time at sea

often makes seafarer prone to stress. Being surrounded by water 24/7 makes them face sea sickness sometimes. This occurrence of seasickness varies with age of a person. According to our survey, older sailors are at a lesser risk as compared to the ones that are young.

- **Can you relate your sickness to biochemical imbalance in your body?**

According to my survey 95% of the seafarers think that chemical imbalance worsens the state and affects the mental capabilities of the seafarers. Age also plays an important factor in this regard as the biochemical imbalance increase with age.

- **According to you, how important it is for a seafarer to be emotionally strong?**

95% of the seafarer considers it very important to be emotionally strong as it helps them in maintaining a safe off shore career. As per management level Officers they have to be very skilled in handling the emotions of the seafarers especially those from the Asian countries.

- **What affect does the movement of ship have on the condition of a seafarer?**

Almost 13 percent of the seafarers complain of nausea most of the time. They link it to sea sickness that is caused by biochemical imbalance.

- **Do you think that hard physical task contribute more to the fatigue of the people working off shore as compared to the people having indoor jobs?**

95% of the participants agreed that hard physical task contribute more to the fatigue of the people working off shore as compared to the people having indoor jobs. People working on board are working in a completely different environment. People working ashore at the end of the days work are back to their families but onboard after the days work when the person comes to his cabin he is all alone.

- **Do you find it difficult to maintain a good physique while working on a ship?**

79 percent participants agreed that they find it hard to maintain good physique while working on ships.

- **So, according to you what is the reason for that?**

Main reason for poor physique is inability to participate in sports activity, lack of chances of social activities, increased focus on food and unavailability of gym activities.

- **What affects does a sudden climate change have on the physical and emotional condition of a seafarer?**

Almost all participants agreed that sudden climate change makes affect their body metabolism, temperature and hemostasis.

- **Life at sea is full of challenges, physical as well as psychological. Which one of the two, according to you is worse?**

According to our survey, 60% of the seafarers consider psychological challenges hard to face as compared to the physical challenges. Working under psychological stress makes a person weak and it's hard for him to keep himself composed. 30% of the participants think physical challenges are harder to face as a person is unable to perform his daily routine tasks which as result affect the entire crew on the board. 10% consider both of these challenges equally harder to deal with.

- **Do you consider irregular shift hours a psychological stressor?**

55 percent of the participants agreed that irregular shifts hours work as psychological stressor for them.

- **What affect do the conflicts among colleagues have on the mental state of a seafarer?**

Almost all participants agreed that it creates negative affects over mental state of seafarer. The conflicts can seriously hamper the work on board.

- **What role does difference in opinions play in creating conflicts among the crew?**

Everyone on the board has his own way of taking on a challenge, hence possess a different opinion. The difference in opinions sometimes can create conflicts. According to our survey, majority of the seafarers avoid getting into a conflict as it is a psychological stress and adds to the tension on board. But at the same time some participants think that difference in opinions is

very important as different ideas keep coming in and it shows that the people on board are thinking and trying to put forward their views.

- **How the lack of communication does affect the life at sea?**

The people working on board stay away from their families for months. They stay out of touch from the people for long periods of time. According to the majority of seafarers, lack of communications acts as a psychological stress or that adds to depression and fatigue. Also the communication protocol varies a lot from nationality to nationality. On board the communication needs to be very clear at all times. Proper use of words should be used while communicating with them, for example if I have to tell a European nationality officer or crew that something which he has done is wrong or not correct I can say directly that 'This is bad' and he will not mind but for an Asian I will use the words 'This is not Good' and we will take it in a positive way. As I have seen that Asians are a bit emotional.

- **What affect does isolation have on the mental state of a seafarer?**

According to the majority of seafarers, isolation makes a person working on the board peevish and stressed. Being away from his home, he starts losing his emotional strength and becomes vulnerable to stress and other psychological adversities. It was seen that 70% of the shipping companies have started the trend of putting multinational crew but at times it has been seen that there is only one crew member from one particular nationality and the rest from other nationality. Here I would like to give my own example, I was the only Indian national onboard during my last two tenures among all Filipinos. Due to different culture and language at times it is very lonely to be on board as you cannot share your personal views. Bottom line is you need some one to talk out at sea. Also at times there can be a possibility that you get cut off from the crowd.

- **Do you think monotonous working environment adds to the fatigue of a seafarer?**

According to the majority of the seafarers, monotonous environment acts as a physical as well as psychological stress or that adds to the fatigue of a person working on board. This is especially in case of most of the ratings as they stay on board for almost 8-9 months, and doing the same kind of job daily. A good example for the same is Chief Cook who does the same kind of job from sign on to sign off without any breaks or holidays.

- **What affect does high responsibility in this job have on the physical behavior of a seafarer?**

According to the 85 percent of the participants, high responsibility adds to the psychological stress and affects the quality of work on the board which directly affects the behavior of the person.

- **How important do you think it is to have management skills in order to excel this job?**

According to the seafarers, only a person with good management skills can direct the crew to do good work. The efficiency of the work would be affected if the people on the crew lack management skills.

- **What role do you think good qualification plays in directing the crew to do good work?**

95 percent participants believed that it's necessary to have a proper education in order to work on board. Good qualification is good knowledge. The circumstances people have to face during the venture needs proper research as the circumstances varies with the region.

- **What role does good training plays in directing the crew to do good work?**

According to seafarers, a person who isn't trained to cope with stress proves to be a bad sailor so proper training is required to survive challenging ventures.

- **What do you think which nationality are good attitude wise?**

60% of the crewing managers and senior management staff who were interviewed said that they prefer Indian ratings over Filipino ratings as at times it becomes very difficult to manage the Filipino ratings due to their attitude problems and sometimes insubordination nature with their superiors. All Filipinos are recruited through POEA, at times this union even wrongly supports their seafarers even if the seafarers are at fault. The biggest problem with the Filipino seafarers is the overtime part. The Filipino seafarers are entitled for a guarantee overtime of 85 hours, this will be paid to them even if they cannot complete the stipulated hours, but inspite of this this they always creep on the overtime issue at the end of each month always asking for more overtime. This in turn leads to conflicts between the senior management on board and the crew. Sometimes if a crew is dismissed from any ship he goes and files a case against the company and

the POEA in turn supports the crew instead of taking action against him, this causes financial losses to the company. Indian crew are much more easier to handle, also the Shipping unions NUSI and FUSI take very strong action against the seafarers in case they create any kind of problems on board. But 40% of the crewing managers are still in the favor of having Filipino crew on board as most of the times it is seen that the work attitude of Indian seafarers is declining comparatively to the Filipino Seafarers. Even the competency level of Indian seafarers have seen to be declining. Today Merchant Navy is spoiled by uninterested Mariners (Officers/crew) who are there just for money and do not want to learn or work. The reason they sail is because of EMI and not because they were ready for it.

Analysis of results:

From the above study some physical stressors that have been identified include workplace noise, sea sickness, hard physical conditions, frequent change in climate, unavailability of resources, lack of exercise, heat and noise at workplace. These are some vital physical factors affecting tendency of a person to work with full commitment on board.

There are some psychosocial stressors to seafarers as well that primarily include long working hours, high responsibilities because of lack of crew members, irregular working shifts, inability to sleep properly, fear and uncertainties. These psychosocial stressors can become a cause of accidents during voyages. They also negative affect worker's capability to perform well.

Social stressors that have been identified in the above study are long time separation from friends and family members, inability to talk to loved ones, long time stay on board, conflicts that arise amongst crew members, socio-cultural differences and isolation. These are the factors that delink an individual from his social life making him unable to live normally. In addition to this, some other stress factors include pressure of time, very high working activity, hectic routines, inability to understand nature of duties, lack of capability to make a decision, and monotonous life. Morale of seafarers is also negatively affected by their high responsibility and insufficient qualification. Lack of required equipment also make these people feel overburdened when they perform their routine tasks.

3.7 Limitations of the study:


The same question of credibility that has been discussed for the selection of document creates limitation for the study. Although the documents that have been selected are authentic and credible but all writers interpret their views according to their own standpoints. This limitation also applies to the response achieved from semi-structured interviews. The viewpoints that these participants made were presented in their original forms and no change was done. However, there are some cases when such viewpoints are affected during the phase of interpretation when the writer is not sure about the way he should judge s person's opinion. The consultancy reports that I have chosen for the study sometimes create uncertainty because the authors who have interpreted ideas of their respondents might be affected during the phase of judgment. Although I do not believe that the any consultant can mislead government official deliberately but representative capacities of these reports can become a source of limitation for the entire study. The views that are made by the trade unions and have been employed in the literature also maintain their very own capacity. Representative democracy can alter the opinions of individuals and this may affect final results as well. This research has also used newspaper's articles that have been published in famous periodicals. During this it was assured that comments of the readers on the newspaper are not consulted and incorporated in the research. Only the viewpoints presented by the writer of the newspaper are presented in its raw form. The interviewer had to rely on the information that was provided by them about their age, gender, skills, qualification, ethic and cultural background. There was no other source of information to get correction if any kind of ambiguity was seen. Observed community represented useful participants for the research but it was not certain either these participants actually maintained those useful characteristics or they just posed to be belonging to the community. Switching of participants was also a problem. Some of these representatives that gave valuable information at start disappeared in the end of the study which also affected the results.

Factual press statements have also helped in finding material related to the research but chances of errors in documentation can limit the scope of the research. Views and comments of the strike actions have been ignored and focus was maintained only factual details. Figures that have been collected in the name of labor statistics are a good source of information but they are not always helpful because sometimes these statistics are unreliable. Information was also collected from

surveys presented at government websites, although professional statisticians produce these documents but the fact is that some figures are embarrassing for the government of a time so these documents are taken as a representative of the totality of the entire information presented in that document. But this is not always helpful as bureaucrats are also do not maintain very good reputation when it comes to secrecy and bureaucracies of national and international levels is concerned to the present topic so during my work I was also denied to have access to certain websites from where I could get valuable information. Fraudulent activity in these labor statistics can result in occurrence of error in the document and the results that are drawn from these sources can affect the overall outcome of the research. However, all these errors are regarded as genuine mistakes and not a fraudulent activity during the phase of consultation. There is no reason to believe that civil servants and government officials can deliberately change documents for their personal interest. This can mislead public and also puts a question on the authenticity and viability of those documents. But still chances of human error cannot be ignored so such studies have some inherent limitations in them.

The above methodology has enumerated how material is gathered and what difficulties were faced during this process. The way documentary research has been done and information collection has undergone is explained. This part of the dissertation will help in improving confidence of those who are skeptical about the relevance of documents that have been consulted during the phase of the research. The intention was to resent documentary method is the main method of choice for the collection of secondary information. It has been noted that documentary research can prove to be extremely useful in cases when it comes to finding information about a particular phenomenon. However, this requires adherence to quality control formula with which authenticity and meaning of the document can be assessed. Nowadays when the process of information collection has become a roller coaster ride, where a lot of material is present on websites and in documents, it is the responsibility of the researcher to maintain authenticity and credibility of the resources. Such shortcomings can be more in case of documentary research as compared to any other kind of information collection process because every method has its own strong and weak points so it necessary to focus on strong areas of information collection through documentary analysis that has a great deal of importance in social research.

The above research methodology has also explained how information was collected from the semi-structures interviews. This was the technique that helped in collection of primary information for the research. This mode of information collection supplemented the secondary research as many of the results that were achieved from semi-structured interviews were not different from those gathered from documentary analysis. Sources of errors in this case were also present that included personal experiences of people, ways in which they have been exposed to the environment, psychological behavior of the participants and their individual perceptions. Here it is important to mention that all research techniques have their own shortcomings and it is not possible to remove all doubts form the mind of the researcher by using one technique of information collection. This is the reason for which two research methods have been combined including primary and secondary research techniques so the questions that are being studied can be explained in more detail.



Chapter 4: Analysis of findings

4.1 Descriptive Statistics:

Descriptive analysis is the technique that is used for summarizing the result of the study. In this process the data that is obtained from the study is generalized. For a piece of course work if data obtained from 100 students it is possible to use two main techniques for the purpose of analysis. One is descriptive and the other one is inferential analysis. In some cases both descriptive and inferential statistics are used and a conclusion is drawn. Before going ahead it is important to note the difference between descriptive and inferential analysis and the way these techniques can be differentiated from each other.

Descriptive statistics is the term that is used to determine the situation in which summarization of data is done and this data is described in a meaningful manner. This analysis of data aids in emergence of results that are acceptable and can be easily understood. However, one drawback of descriptive analysis is that it does not allow making conclusion that is beyond the hypothesis of the research that has been made at the start of the research. This is just a simple way to describe the data. The importance of descriptive statistics is evident from the fact that it is harder to present a huge amount of raw data in a meaningful manner. For example if a study is done on 100 subjects for their performance at the work place, most of the people will be interested in the overall performance. Readers will not want to study the result belonging to each and every person who has participated in the study. Most of the will be interested in the way cumulative performance affect the organization. In such cases, descriptive statistics helps in finding how spread of score is done amongst people. The spread of scores amongst different people can be easily done with the help of this technique. This process also allows understanding of how people and groups perform in a given situation.

The way data is described from graphs and statistics is an important topic that relates to the research and descriptive statistics is a reliable and applicable method that helps this process. Typically there are two main methods with which appropriate description of data can be done one is with the measurement of central tendency of the research and the other one is measure of spread.

Measure of central tendency is the phenomenon that helps in finding the central position of frequency distribution of data. This is helpful in cases when frequency distribution is just the distribution of pattern of marks that are scored by the participants of the study. These marks are distributed from lowest to highest and the central position is described with the help of number of statistical methods that may include median, mode and mean. Measurement of central tendency aids in drawing a conclusion from the study, for instance if the means score of performance for people working in an office is 65 out of 100, it is here to be mentioned that all participants will not have 65 marks instead these marks will be spread throughout the group of these representatives. Some will have more marks than the others. Measure of spread aids in summarizing how these marks are spread and what scores are distributed in according the rang.

With the use of descriptive statistics summarization of group data becomes much easier. A combination of speculations such as tabulated description, graphs and statistical commentary is used. In the present case statistical commentary will be done and discussion of the result of the study will be determined. In addition to descriptive statistics there is another technique that can be used and it is inferential statistics.

As descriptive statistics provide information about the immediate group of data, descriptive statistics allows finding information about mean and standard deviation of participants of the study and then valuable information about the group of representatives can be collected. These people represent a group or population that is selected for the sake of study. Properties of population can be determined with the help of mean and standard deviation in case of descriptive statistics. These are called as parameters that help in representing the entire population.

However, in some cases access to the entire population is not possible and investigation goes beyond the given group of people. A limited number of individuals are present in these cases, for instance if someone is interested to get results of exams marks of all students in a country, it will not be possible to approach each and every student for the study, so smaller sample will be collected by choosing representatives from various areas. This will be regarded as a representative sample. Sample's properties will be determined with the help of standard deviation and mean that are used as statistical parameters. These samples are then used with the help of inferential technique that aids in determining how generalization of results can be done. Populations from which example is drawn can be used for the generalization of thee results.

Here it is important to note that accurate representatives of the entire sample are required to be collected. The population that the represents the sample should be carefully selected because sample errors can be incurred. This technique is also helpful in estimation of parameters of the research and also testing of statistical hypothesis. In the present case the entire sample is present and there is no need to select representatives of the sample so it is convenient to use descriptive statistics.

Working attitudes are greatly affected if a person is under stress. Working environment plays a vital role in inducing stress on a person at work. This pressure can affect the quality of work as well as the physical and mental condition of worker. Frequent travelling is one of the factors that affect the physical and psychological balance of a person's life. Constant travelling is a major part of the life of a seafarer and it comes with lots of pressure and stress. According to our survey, people working off shore displayed greater sign of gloom and stress as compared to the people having regular jobs. Young people are enthusiastic and are always ready for challenges hence are less prone to stress caused by the hectic routine at sea. Physical stress is encountered by the majority of the people working offshore as they have to spend a lot of time on ship where the chance of physical activity is less. This stress also negatively affected their working efficiency. People on jobs that are physically more demanding complain to be more stressed out as compared to those who were on lighter jobs. All seafarers said that they have to travel almost all of their lives. They have to visit different region on their ventures. Not all of these places make an ideal habitat for the seafarer as some of them are either too cold or too hot. Finally it becomes harder for them to feel at ease. In addition to this, through our study, cultural differences prove to be playing their part more than expected. These are one of the factors that have been identified to be linked to stress at work is being unable to connect to the people with different ethnic backgrounds. Almost all seafarers except one or two considered it to be a challenge. Although, people with good management skills, qualification and training are chosen for the off shore jobs and these people are also selected on the basis of good health and ability to cope with the unfavorable circumstances that they have to face on their venture. Still there are chances of being seasick. During our study most of the participants complained for their sea sickness. Younger people were more vulnerable to it than their older counterparts. Usually people who are selected to work on ships have a good immune system but the lack of resistances sometimes combines with physical stressors that affect the physical and mental state of a person

working at sea. High serum leucocytes contribute to the biochemical imbalance in the body and put a seafarer at a higher risk. Low levels of hemoglobin adds to the physical stress along with increased serum uric acid.

4.2 Regression Analysis:

Regression Analysis is the technique commonly used for the analysis of a theory of planned behavior model. Using this approach, independent measures namely: attitude, subjective norm, perceived behavioral control, ethical obligation and self-identity are related to a dependent measure namely intention. As this technique is commonly applied to the direct measure only, as mentioned above, due which there are limitations in Regression Analysis include the inability of this technique to allow a full examination of model measure in the explanation of behavioral intention. Thus the beliefs underlying these direct measures are not utilized in regression analysis. Rather, the beliefs underlying these direct measures are elicited and the correlation of the beliefs with their relevant direct measure computed.

Through Regression Analysis, even where low correlation results are obtained between beliefs and their direct measures analysis often continues using the direct measures only in the explanation of intention. Therefore using regression analysis, beliefs relating to intended fair trade purchases such as 'result in a fair price for fair trade producers', are not utilized directly in the explanation of the intention to purchase a fair trade grocery product. Research has indeed revealed that beliefs may not always be reflective of their direct measures, as the theory of planned behavior would assume.

This is suggested by research revealing low correlation results between beliefs and the direct measures that they are deemed to underlie. Despite this, however, regression analysis often continues using the direct measures only despite a poor relationship between these and their underlying beliefs. In light of the often increased complexity of decision making demonstrated in ethical choice, it may be deemed more appropriate to use the beliefs underlying each direct measure, as they provide a deeper level of explanation and detail into consumers motivations than the general direct measure.

For example, in terms of attitude, while the beliefs underlying this reveal concerns related to the purchase of a fair trade grocery product, including result in a fair price for fair trade producers,

support fair trade producers and result in non-exploitation of fair trade producers, the direct measure of attitude only reveals in general how favorable an individual's attitude is towards the purchase of a fair trade grocery product. It could be suggested, therefore, that beliefs may aggregate to form latent factors that are different perspectives from the direct measures they are deemed to be a function of, and reveal a greater detail of information in explanation.

Although Regression Analysis is the most commonly applied method of analysis of this theory, it is suggested that structural modeling is the preferred analytical technique for analysis of the theory of planned behavior framework. Structural equation modeling addresses the above concerns in two important respects. First, structural equation modeling allows the specification of a chain of casual links from beliefs, via constructs through to behavioral intention, which is not possible under regression analysis. This allows the use of beliefs more directly in the explanation of intention. Second, structural equation modeling allows the specification of latent factors, enabling the modeling of cognitive constructs underpinning the model. The extraction of only the most pertinent beliefs using an analysis technique called 'reliability analysis' should yield a more appropriate representation than direct measures. This arguably serves to address the possible occurrence of a low correlation between direct measures and their component beliefs and the subsequent non-use of beliefs in explaining intention.

In light of the findings outlined above and the criticisms of the regression analysis technique adopted, this chapter will re-examine the findings through the application of reliability analysis and structural equation modeling as discussed above. The analysis will use the modified theory of planned behavior as an initial framework and will seek to develop an improved model of ethical consumer decision making which will be developed using the first set of data and cross-validated using the second set of data. This model will be presented and its implications for understanding consumer choices in the context of purchasing fair trade grocery products will be discussed.

4.2.1 Behavior of Women Seafarers:

Today there is no field where the women have not shown their worth. Women have shouldered all kind of responsibilities with grand success. The entry of women into the seafaring trade is a small but a growing phenomenon. As seafaring is conventionally a man's world, many women

fear to take it up as profession. However, I believe fear is nothing but only a product of our imagination. If you believe in yourself and if you have a strong determination, trust me, nothing is unachievable. To be honest seafaring is an arduous task. One needs to be prepared mentally, physically and emotionally before choosing this as a profession. It requires strength and courage, however with a positive attitude and approach you are good to go.

As every profession has its own set of challenges, so does the maritime industry. Being an overwhelmingly male dominated industry over the years, it presents some unique and unusual challenges.

Problem Of Acceptance: The first and foremost challenge that a women seafarer faces on-board is acceptance. Being accepted in the entire group of men and considering her as one of them may often seem to be time taking. As the environment is strictly male dominated some times they may feel left out or ignored. The only solution to it is to work together and earn their respect, take initiative. There are times when their capabilities are questioned. Often women are pushed harder to prove their worth. Be strong and show active participation in everything you do. The maritime world is the place where different cultures, people and religion mix. People learn to live together with their differences and in mutual respect.

Fighting Loneliness: At times days on ship are hard to pass. Days were gloomy and often they are surrounded by loneliness. Being the only women on-board you have no one to share your feelings and thoughts. Isolation can often take its toll on you. Loneliness and homesickness are some of the problems you may face. The only way to cope up with this situation is by keeping self engaged, by way of watching movies reading books and incase the ships have internet then keeping in touch with family and friends.

Dealing With Prejudice and Stereotyping People: Most of the time whenever a women seafarer steps on-board ship almost every officer and crew member asks her the same question- What is I she doing here and why did she choose Merchant Navy as her career. It becomes very discouraging and disconcerting. Most seamen are stereotypes (No offence to anyone) and have a common belief that women have no business on board ship. It is solely their world and they are the only rulers. It is considered as household work as the sole responsibility of women. Some seafarers always highlighted the negative aspects of shipping as a career and often try to make

the women colleagues realize that she is too weak and incompetent to do a man's job. But to this willpower is the essential virtue of a fully actualized life. The only thing to overcome this is strengthened yourself ceaselessly and worked meticulously to prove self and win the trust of your colleagues

Lack of Basics For Women Seafarers: It has been noticed that the ship's culture is a reflection of masculine norms and values. Everyone on board takes it for granted that they will never have a women working onboard along with them. In addition to it at times some physical shocks are experienced owing to the design of space which reflects an assumption that the environment of ship is male territory.

Facing Narrow-mindedness: All men think and react differently. On-board if you have a good relationship with a particular male colleague, it can foment jealousy and also lead to favoritism. It can result in loss of unity and ignorance. This can lead to bilious remarks by many crew members; some of them even stopped interacting with their women colleagues and desert them at work. It is better to mix and mingle with all equally than to give space and importance to anyone in particular. It is better not to be too close or over friendly to avoid bullying by others on board.

Adapting To Mental and Physical Stress: Working on ships can be very stressful at times when you are working on ships making frequent port calls. Ships like containers which make frequent calls and visit a port every second day also chemical tankers who have frequent port rotations and numerous cargo operations. Often the sleep gets disturbed by erratic and arrhythmic working hours and duty calls. Sometimes it seems to be very annoying and beyond the endurance power and mentally exhausting as well.


Gathering Courage To Do Difficult Tasks: Working on heights is another big tasks for women seafarers out at sea. Usually no one encourages them to go up as they think it is not their cup of tea. But the only way to resolve this task is to do it one day and gathered enough courage. Women's should dare to get out of their circle of comfort and explore the unknown. Of course safety is of utmost priority and should never be compromised.

Also, we all know mooring is an extremely critical operation. One of the biggest challenges that women's face onboard is handling the heavy mooring ropes. It is also very laborious and

difficult. Transferring the lines from the storage drum to the tension drum demands skills and practice. It is just that with the time you learn the correct handling of mooring ropes.

Life of a seafarer is not bed of roses. It is challenging, mentally and physically. Women seafarers face many difficulties and hardships. But, trust yourself and have the courage to face your fears. Create the kind of life you will be happy to live with all your life. If you will have an unconquerable will to win, victory will never be denied. Enjoy the joys of your job. Every job has its positive and negative aspects. It is the positive ones we must reflect upon.

My message to all women seafarers is don't ever give up and think you are less competent to anyone. With persistent and diligent efforts you can make the impossible possible.



Chapter 5: Interpretation of the results:

5.1 Interpretation of the results

Above analysis of the above survey has proven the concept that the work of the seafarers is equivalent to that of the risk takers. Fainthearted people can never fight the situation that seafarers have to face every day. The stories of gore and death about sailors circulate a lot in the circuit. A minor error can turn into a big accident. So a seafarer need to have a good emotional strength as he needs to keep himself composed at emergency time. In addition to this, the movement of ship for the first timers has adverse effect on their physical state. It isn't much different for the seafarers as they have to spend days on the ship and face problems that are linked to stress. The adult life is full of challenges that can contribute to the depression and fatigue of a person. No doubt, the office jobs are strenuous and lack of physical activity makes them boring but according to our survey, the sailors find office jobs easier as compared to the off shore jobs. The lack of independence and physical activity makes the life at sea even more difficult. Monotonous environment makes things even worse. Working on board also makes it easier for a person to become over weight. The lack physical activity makes it harder for a seafarer to maintain a good physique. According to the majority of the seafarers, it is very difficult to maintain a good physique while working on the board. A person gets exposed to backbone pain, obesity and heart disease when he doesn't get involved in physical activities on regular basis. According to the majority of seafarers the lack of physical activity makes it harder for a person to maintain a good physique while working in board. Physical activities like sports, social interactions and physical exercise are not available so the seafarer doesn't have a lot of chances of recreation and enjoyment. According to seafarers one of the factors that further add to the stress on a person working on board is the sudden climate change. According to majority, it is the worst thing that can happen to you while you are travelling. The sudden climate changes bring about diseases with it and the environmental stressor make the situation even worse. Majority of the sailors think that it doesn't only affect your physical wellbeing but put you in emotional pressure as change in temperature imbalance the biochemical order of the body.

The above study has also revealed that the age of seafarer is also an important determinant of the level of stress faced by him. Younger seafarers are usually at a higher risk of being stressed. They are unable to maintain their routine tasks. The situation became even more difficult when

they had children or any other family member who is unwell or undergoing treatment for something. Pressure of work and hectic activities on board became a source of tension for these youngsters. Unexpected situations that they have never experienced before also caused them to get into depression. Many of them were unable to find ways to deal with their administrative duties and decided to leave their profession. Safety risks on the vessel also increased because of chronic fatigue and extremely long hours of work. Hectic activities further contributed to the stress levels of deck side seafarers. Some others who had to perform regular tasks within the engine room were continuously exposed to noise and suffocation. Many other cases were reported when adaptability of these people reduced to a great extent because of their demanding jobs. They had to routinely change their working hours and respond to their complex job demands. These jobs included watch keeping at the sea, port clearance and managing routes and direction of the ship on regular basis.

5.2 Comparison with the Research Hypothesis:

Crew members in maritime profession can perform well if working conditions are good and this will have positive effect over organizational outcomes'. Workers need instructions and training according to maritime organization's standard in order to enhance their capacities. But this has become impossible because of limitations faced by companies. In most of the developing countries good salaries are not offered to instructors because of which it becomes impossible for them to meet the demands of maritime profession. Measures are required to be taken to hire and retain qualified instructors in this profession. There are considerable difficulties that have been encountered to make funds available. At the same time teaching equipment is also not up to date to facilitate staff training. System in which maritime education is embedded in most of the developing countries require complete overhaul to enhance standard operating procedure that can assure physical and psychological safety of workers. On the other hand in the developed world people do not want to build their career as a seafarer because of a huge number of problems that they can face in their professional life. Retention of seafarers who are already trained in this has also become a problem. Employers and suppliers face a great deal of difficulty when it comes to finding dedicated professionals. Now seafaring is not considered as a luxurious profession and this has become a major problem in this industry. Surveys have shown that motivation that is required to continue this profession includes a number of elements. First of all financial rewards

should be greater than those offered to people doing ordinary jobs. Finally, when these people get sufficient money they go on leave until their salary is finished. The reason is that seafaring is not as pleasant as the life on land.

The study analyzes that Life of seafarers can be made easier if stressors are reduced and more chances of entertainment are provided to them. Nowadays young seafarers are more interested in tenures that are of short duration. Sometimes these people make decisions to start a land based employment because of long voyages. This results in wastage of their training and experience. These events further result in reduction of the number of people who are required by this industry. Although money is a good motivator but higher wages is not the only good solution. As mentioned earlier, seafarers prefer to live on land and leave their profession when they have accumulated good sum of money. They enjoy living in the comfort of home near their loved ones. It means that there is a need of a multidimensional solution that not only includes good salaries but at the same time it also offers welfare benefits, safety and comfort for seafarers and their families. In most of the cases life-long employment is not guaranteed. Many are put on for office time work to reduce wastage of training. Feasibility of combining sea and land employment is needed to be studied in order to enhance motivation. This needs ongoing training facilities in which career paths are destined in a way that can bring seafarer ashore. This will not only improve worker's interest in their jobs but at the same time their loyalty will also increase. These loyal employees will then be able to pass long time on ships.

Chapter 6: Conclusion and Scope for Future Work

The above analysis of the result on the basis of primary as well as secondary studies has pointed out some serious factors that are affecting the life of seamen. These factors not only affect his work related performance but also create a long lasting impression over his social and family life. People who work on ships are not facilitated according to the needs and requirements of their jobs. Sometimes they have to work for long hours while some other times, appropriate rest area lacks in the ship because of which they remain tired. This not only creates negative affect over capability of a person to perform well but at the same time, overall profits are also negatively affected. The above account has identified how an unfavorable situation is created and what affects a person's capacity to work efficiently. A number of industrial actors are also there that have affected the psychological capabilities and responsibilities of sea people. Although a detailed research has been done but still only a few issues have been pointed out. It has been shown that shipping industry needs to manage their human resources more efficiently in order to improve work-related performance. Lack of availability of quality management system and formal safety issues also call for socially responsible behavior. Despite immense modernization of ships the quality of work at shipping industry depends upon its human resource. This is the reason for which new ways are required to be found for improving the quality of life of these individuals. Human elements must be kept in mind while selecting people for a particular tenure. The issue of lower wages has plagued this profession and now people who are in shipping industry are not very happy with the salaries they get. Their job prospects are also not very bright. Future worries and inability to make a good income also reduce interest of seafarers in their jobs. Consequently many of them decide to leave their jobs and find something that can make them able to stay at comfort. Lower expectations of seafarers who come from developing countries are more likely to accept these conditions. This is the reason for which people from developed countries are not giving priority to this profession. Seafarers who come from foreign countries require more protection because they are not working under the regulation of one country. They need conditions that are safe and effective according to international quality and standards. Only these people will be able to accept limited responsibility of the events that take place onboard. Nowadays companies all over the world are giving more attention to their human resources. Safe and efficient equipment is provided to workers in order to get competitive

advantages over other companies. Responsible shipping companies need to create a standard that can assure protection in maritime environment. Efficient services can only be achieved if the staff is dedicated, loyal and happy with the working conditions. The above study has devised some ways through which cultural gaps can be minimized amongst individuals who have to work on ships. Usually it is not possible to find a crew in which all members come from similar cultures and ethnicities. Qualification, willingness and skills are also important to consider. Suitable crew is always multicultural and multilingual. Gaps amongst these crew members can be minimized with the help of improvement of awareness and education. Such targets are hard to achieve in an era of globalization but efforts can be directed toward them since the very beginning in order to get maximum benefits. This requires shift of the focus of training as well. Many shipping companies only try to equip people with hard skills while soft skills are completely ignored in this regard. Education and training of seafarer can be made more effective if they are taught lessons of communication and coordination. These lessons play a pivotal role in shaping performance and enhancing training of the staff. Cohesion and safety on board can only be achieved successfully if these people are aware of its importance and it needs effective training of the staff as well. Seafarers before their employment must be taught about the cultural safety and respect. Awareness training must be done by keeping in view the importance of basic proposal that is mentioned in corporate social responsibilities of shipping companies. It is the interaction between people who come from different cultures and environments that shape their relationship. Before these people come in contact it is difficult to predict whether their connection will be harmonious or full of conflict. But if these people are trained for the cultural differences they can have in future they can be motivated to interact positively. When a crew is competent and well-motivated the chances of risks are low. Examples have shown that such ships where people work in a harmonious way operational cost is reduced to a great extent. Investment expenses of vessels can be minimized with the help of such initiatives because this is always not possible to make people available who are from same ethnicity or background. However, individuals who have required skills and who are committed to their work can be made available and trained for their roles and responsibilities.

The above study has revealed that stressors in the life of a person can make him unable to perform his work related task efficiently. These stressors might include separation from family members, heat and noise at the workplace, lack of suitable qualification can skills and poor job

prospects. Because of these stressors seafarers opt to discontinue their jobs. Although mechanization in seafaring has increased to a great extent but still physical factors are there that affect the life and well-being of these people. Maritime profession is experiencing these effects for a long period of time. This has also resulted in shortage of professional staff all over the world. The above study has shown that association between shipboard stressors and professional groups is not a significant factor. Some vulnerable groups have also been indicated in the study for example those who have to live in engine rooms or being close to the areas where noise is high also affects ability of people to sleep well. These individuals are not able to focus on their work because of the nature of their job. Along with the engine room personnel those who have to take care of heavy machinery also come in the same vulnerable group. They have to look for the performance of their machines as well as face uncertain risks. Time pressure experienced by these people is also not very easily managed. Less than one third of the engine personnel and deck side seafarers confessed that they had to work in unfavorable situations. Many of them are not properly qualified while some are not happy with their subordinate crew members.

Long standing tails of extraordinary difficulties that were faced by sailors during voyages in past are quite different from the present situation. However, still in spite of development of technology that has given rise to some radical changes and improved conditions of sailing, certain difficulties are faced by seafarers. Changes in life style results in a great deal of impact over the health and well-being of these individuals. Some of these issues have been accurately identified while some others still need investigation. Only after this, particular measures can be taken to reduce the chances of risk and accidents at ships. Usually loneliness is supposed to be the main factor affecting the life of seafarers. In addition to this, long standing working hours also represent another source of stress. Many times sleep disturbances take place because of unavailability of a noise free environment, while some other times disturbances occur as sailors continuously live away from their home environment. Scarcity of resources, lack of leisure activities, limited space and a short time at a huge number of ports are also some other reasons of stress. Studies have shown that pilots face a lot of sleep disturbances as compared to other crew members. These are the people who have to make quick decisions but most of them are not satisfied with their job perspectives. Lack of job satisfaction, highly responsible tasks at decks and lack of coordination further contribute to this phenomenon. Satisfaction level amongst deck crew members is lowest and this is supposed to be the cause of fatal accidents as well. In short

life in sea is full of challenges that include psychical as well as emotional hardships. A person who plans to become a seafarer must keep all above discussed factors in mind. Working conditions of these people can be made more comfortable on shore by provision of chances of recreation such as frequent family visits and entertainment activities. This can aid seafarers feel better during their tenures. Training of the staff is also an important factor in this regard. If the crew members on the board are not well trained, it's harder for the higher staff to keep everything in place. In order to maintain the quality of service the higher staff overburdens itself by working over time during irregular shift hours. For majority of the seafarers, it has proven to be a major psychological stressor. Working during irregular shift hours makes feel tired and lack of sleep makes it harder for the sailor to take on everyday challenges. Living on the ship is not easy as the environment is monotonous and there are no chances of recreation. The constant feeling of being isolated makes people peevish and they snap out at each other. In this situation, it's hard to keep up with the colleagues if a conflict takes place. According to the majority, the conflicts among colleagues add to the tension on the board that can cause psychological stress. Strong initiatives to improve relationships amongst seafarers are required in order to enhance working life.

Need for the Future Study:

The above study has highlighted various aspects of the life of a seamen and the way they can face stress during their work. Operational capacities and availability of equipment can make these people feel at ease but there is a lot that needs to be done. The sample that has been taken for the above study has brought some serious stressors in the limelight but the results obtained from single sample cannot be generalized. There is a need to undergo more qualitative surveys to analyze these factors in detail. Further interviews and on-board cases are required to be explored in this regard. People who come from various cultures and nationalities can help enrich the results and improve the analysis to enlighten more aspects of this theme. Therefore, it is important to test shipping profile, strategies and working environment of ships of both developed and developing countries. A comparison amongst them will help in analyzing factors that make one group perform well over the other. Results of such studies can be documented and recommendations can be sent to International Labor Organization and Shipping companies.

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Appendix A: Interview Protocol

I am a student of the MBA programme for Port and Shipping Management in University of Petroleum and Energy Studies. I am looking at the 'Behavior Attitude of the Seafarers'. The focus of this will be to explore their experiences of dignity at work by asking them about their expectations and experiences of positive and negative behavior. This will help us to better understand their working situation and welfare needs.

Participation in this study means answering some questions about your relations with colleagues and management onboard, and your experience of positive and negative behavior with both these groups. It will mean having an interview with me (the researcher) that should last between 15 to 20 minutes. Participation is voluntary, so you may withdraw at any time without consequence. There are no risks associated with participating in this research.

I will not ask for any personal details beyond your name and position for the research. I will require your signature on the informed consent form below before we can proceed and would like to assure you that your responses will remain completely confidential and any personal details that you give me about you or anyone else will be made anonymous. Your information will not be seen by anyone other than me (the researcher), and my supervisors, Capt.C.L.Dubey. My contact details and those of my supervisors are included below, in case you have any questions about the research. If you would like to see the result, you may get in touch with me and I will be able to forward you a copy of the final dissertation.

Thank you very much for your time.

Best regards,

Capt.Shashank Manohar Zende

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Appendix B: Interview Consent Form

Behavioral Attitude of Seafarers

Research conducted by: Capt.Shashank Manohar Zende

Research supervised by: Capt.C.L.Dubey, Principal of Mumbai Maritime Training Institute.

Participant Interview Consent Form:

As an informed participant in this research, I understand and acknowledge that:

- I have been informed that my responses will be kept anonymous and my personal details and those of any other people or organizations I name will be kept confidential.
- I have been informed that the details I provide will be used for the completion of Dissertation and can be published that will be available in university libraries, and may also be used as material for books or journal articles.
- I have been informed that I may choose to end my participation at any time without consequence.

Name of Participant: _____

Signature of Participant: _____

Name of Interviewer: _____

Signature of Interviewer: _____

Date: _____