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Seafarer's efficacy on interpersonal communication

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ABSTRACT

Background: Over the past few years, maritime safety has been impacted by communication problems due to language barriers. Relationships break down when there is poor or non-existent communication, and success and happiness are in doubt. People on the vessel must communicate well to ensure their safety as well as the safety of the crew and vessel.

Objective: Interpersonal communication aboard ships aims to improve the efficiency and effectiveness of communication among sailors to perform safe tricks. Our objective is to use this data to develop special programs and orientations for seafarers in the maritime industry to reduce stress and improve interpersonal communication.

Methods: In our study, we examined the factors affecting the work of 150 seafarers and improper communication leads. The data was then analyzed quantitatively.

Results: The results show that there is a positive impact on interpersonal communication that affects the seafarer's communication with others. This indicates that PFT (Personal Factor) and ICT (Improper Communication) are dependent on each other.

Conclusion: The communication process involves the exchange of information, knowledge, emotions, and understanding between two parties. A successful career or a happy life on land depends on good communication just as much as it does at sea.

KEYWORDS

Improper communication; personal factors; seafarers; stress; interpersonal communication; barriers

Introduction

Interpersonal relationships are formed through the interaction of people in social situations. Interpersonal skills are abilities we use each day while we interact with different human beings. People with exact interpersonal abilities generally tend to paint properly in a crew or group, and with different human beings in general (2020). The situation differs greatly at sea. By being aware of the way you interact with others, you may enhance your interpersonal abilities. Associations may be based on reasoning, love, solidarity, support, regular business interactions, and other types of social connectivity or commitment. A good interpersonal relationship between seafarers is essential for smooth and safe operations onboard ships. As necessary as it's to avoid politics on ships, it's equally important to boost social relationships among the folks on board to

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make sure that every job is done swimmingly and safely. Sailors often spend a significant amount of time on board their ships. Operating onboard may be a highly stressful environment. The variety of human beings running on board is limited. Every person must attempt to understand every difference so that they can appreciate the values, expertise, and abilities everyone has. Employees will be more likely to work well if communication is kept open and fun to improve organizational performance. Shipowners should redouble and sustain their efforts to educate crews about symptoms of concern and provide options for receiving care at sea and ashore. That requires communication among the crew members, and it also requires an efficient method of communicating with the commanders.

Aim

- 1 To enhance the interpersonal communication relationships among seafarers.
- 2 To identify which factors are contributing to a reduction in communication between seafarers.
- 3 To indulge the necessity of communication among seafarers.

Literature review

According to Kresimir Jaksic (2021), there has been little research on how personality traits may affect seafarers' behaviour on board, and less is known about how personality traits affect seafarers' behaviour. Seafarers on board must communicate effectively and work together with other crew members to achieve success. Due to the association between these traits and inefficient team performance, the study's objective was to determine the relationship between the Dark Triad characteristics and inefficient team performance. Among 318 Croatian seafarers, attitudes towards communication and coordination were examined. A study found that psychopathy led to negative attitudes toward communication among mariners. Alternatively, narcissism has a favourable correlation with the same construct.

According to Chalid Pasyah (2020), as with onboard delivery, communication is crucial in a corporate operation because it allows a network to become stronger, more connected, or isolated from the surrounding environment. An employee who can effectively communicate may have an improved overall organizational performance as a result of effective communication and enjoyment. Unless communication is accurate, it may lead to horrifying social relations, authoritarian views, indifference, or even long-term conflict. It is vital to a worker's productivity that he or she communicate effectively. The concept of interpersonal communication includes both verbal and non-verbal communication, also known as direct interpersonal communication. Communication motivates employees by telling them how well they are performing, what can be done to improve performance, and how they can improve it. Onboard the ship, the team discovered communication difficulties, including one female seafarer and one overseas captain, which caused a disturbance in the interpersonal communication among the team members. As of 2019, IMO has been actively supporting the company's growth and

assisting women to secure representation that meets twenty-first-century expectations in this male-dominated industry. As part of an overall strategy adopted by the International Maritime Organization (IMO) (2015), it is looking to increase the contribution of female maritime stakeholders. In the maritime sector, the International Maritime Organization (IMO) continues to encourage women to hold positions in land-based as well as maritime positions. These studies aim to determine and investigate how appropriate and powerful interpersonal communication capabilities and capabilities can contribute to creating a suitable work environment for women who work aboard ships, thus improving their overall performance.

According to Leyla Tavacioglu (2020), it is the objective of this study to determine the effect of interpersonal skills (leadership and communication) on bridge officers in critical situations and on bridge watch throughout the year. Approximately 400 seafarers completed an online survey that posed 40 questions, of which 25 were in the form of 5-point Likert scales, 2 were multiple choice, and 13 were demographic. For reducing items in the survey to low dimensions, we conducted variable-max and Kaiser-normalization rotation methods as well as principal component analysis. When factoring, eigenvalues were greater than 1, and explanatory percentages of the variance were calculated using Cronbach's Alpha, the split-half method, Spearman-Brown correlation coefficient, and the screen plot test. Inherently, teamwork skills have a weak positive statistical correlation with sharing the workload, leadership, personal attitudes, operational safety decisions, and communication. Based on these results, both hypotheses 1 and 2 are correct: there is a relationship between teamwork skills, communication skills, and personal attitudes. We also discovered that operational safety and communication have a weak positive statistical relationship. An important factor in minimizing the occurrence of marine accidents is the psychological and non-technical skills of the bridge team and other crew members.

According to Vinta Sevilla (2019), there are sailors from all over the world working on ships in the maritime industry. We cannot deny the fact that all crews bring different cultural backgrounds with them. Ideally, ship captains should be able to manage crew members from various nationalities and cultures. It will act in a leadership role in uniting tasks to tackle the project while on board. Responsibility will become more complex as time goes on. It will discuss the leadership communication skills, interpersonal communication skills, and leadership communication skills of a ship captain in charge of crews.

According to Senopati Silam (2019), by collecting data on interpersonal communication and emergency response training on PT, this study aims to gain an understanding of organizational commitment and its impact on tanker safety performance. The research method was employed in quantitative research and used causal or explanatory designs. The primary data collection method involves distributing questionnaires directly to respondents, namely conferring written statements on them. Secondary data collection uses questionnaires mailed to respondents indirectly. As for the analyzed data, it was done using multiple linear regression models with SPSS. It was demonstrated that interpersonal communication, emergency response training, and organizational commitment had a significant positive effect on tanker safety performance.

According to Fan (2018), the inability of Chinese seafarers to communicate properly in English is one of the main barriers that prevent them from competing successfully in the

global maritime labour market. Chinese seafarers' communicative competence has, however, been studied only in a limited way. The purpose of this study is to provide empirical evidence on the communicative competence of Chinese seafarers to fill this gap. The results of this study not only revealed a poor to a fair level of communication skills among Chinese seafarers but also a moderate correlation between communicative competence and educational level and a strong correlation between knowledge of seafaring and sea experience. The level of communicative competence did not differ significantly across age groups or ranks of seafarers. This discussion was based on qualitative data collected from twelve interviews with Chinese seafarers. It was recommended that Chinese seafarers improve their English communication skills.

Research methodology

In addition to semi-structural interviews, frequency studies, and multiple regression analyses, a wide variety of data collection and analysis methods have been employed to examine seafarers' interpersonal communication. Table 1 shows the steps taken in this study. This section provides a detailed explanation of the creation, distribution, and recycling of questionnaires since they are the primary measure of this study.

To collect data for the questionnaire, young seafarers aged between 25 and 34 with 18.7%, between 35–44 with 20.7%, 45–49 with 20.7%, 50–54 with 21.3%, and above 65 with 2.0% and taking the gender as male and female with 52.7 and 47.3 respectively. We have also considered the designation of the workers in the ship as Senior Officer with 13.3%, Officer with 22.7%, Cadet 32.0%, Deck service with 16.0%, and crew members with 16.0%.

Considering the type of ship like Transport Ship, Cargo Ship and Passenger Ships with 28.0, 35.3 and 36.7 respectively.

The retention of interpersonal communication was conducted through semi-structured interviews from which ground analysis was conducted to extract keywords. Second, a pilot questionnaire with 35 questions covering four aspects was designed based on the literature review and keywords extracted. Twenty questions were included

Table 1. DEMOGRAPHIC DETAILS

Demographic Details	Items	Percentage
Age	25–34	18.7
	35–44	20.7
	45–49	20.7
	50–54	21.3
	55–64	16.7
	above 65	2.0
Gender	Male	52.7
	Female	47.3
Designation officer	Senior	
	13.3	
	Officer	22.7
	Cadet	32.0
	Deck service	16.0
	Crew members	16.0
Type of Ship	Transport ship	28.0
	Cargo ship	35.3
	Passenger ship	36.7

in the formal questionnaire. Total, 200 questionnaires were answered by electronic means, 50 of which were disregarded due to extreme viewpoints and 150 of the tests were valid.

The correlation between PFT (Personal Factor) and ICT (Improper communication) is $r = 0.547$ the significant value.

This indicates that PFT (Personal Factor) and ICT (Improper communication) are dependent on each other. Here the value of r is 0.547 so it is considered to be a strong correlation.

The issue of communication among seafarers

Seafarers today are having trouble communicating with each other. Sometimes seafarers who are alone in the sea need to communicate and express their feelings and emotions with their shipmates to relieve their stress. Additionally, seafarers might leave the marine industry due to this factor. When sailors are alone at sea, they tend to see the same faces again and again; they can communicate with one another and share their thoughts since they can't see their loved ones and family. When sailors are unable to share their daily activities, they miss out on their families the most. They find it stressful and hard to have a good conversation with their family members. Work stress can be minimized if there is good communication in the workplace, so that employee performance is not hindered (2020). Effective communication between people involved in an organization is crucial to developing a cooperative relationship and accomplishing organizational goals.

Results and discussion

According to the findings of the research, both personal factors and misunderstandings in communication can have a positive impact on the life of a sailor. The table that follows outlines the relationship between the impact on a seaman's life and personal factors. To ensure successful communication between different ethnic groups in an intercultural area of shipping, you need to be aware of art, their opinions, and the main interpersonal ties. Additionally, you should have an interest in avoiding misunderstandings and confusion to support a safe voyage (2012).

This paper examines the availability of communication facilities and Internet access on board as retention factors for seafarers. Separation from home and family, excessive workload, and social isolation/lack of stability are cited as reasons seafarers leave the profession. High turnover risks the industry's competitiveness.

Regarding the communication issue, to improve their ability to communicate with one another, sailors should try to be cordial with the other members of their crew and express both their joys and their sorrows. Shipmates need to learn the language of their co-workers and communicate with them regularly to ensure a smooth and harmonious relationship between the two groups.

Seafarers need to have the same sense of familiarity and security that they have on land in order positive experience while at sea. Sailors should think of their shipmates as family and discuss the goings-on of each day with them to their stress levels.

Rather than referring to their shipmates and leaders by their designation offboard, they should treat them as brothers and sisters because they can share comfortably and feel

relaxed. This will allow them to avoid awkwardness when communicating with each other. Sailors can unwind by having a variety of off-topic conversations with their fellow crew members and their captain.

Given the large scale of the survey, this should not be a major problem due to the good representation of responses by nationality and the reasonable number of respondents from each country, both absolute and proportionally representative of the total. This study's survey results yield interesting conclusions about communication and retention.

The study's findings have wider implications for the maritime industry's resourcing, especially the growing shortage of maritime professionals, especially qualified merchant marine officers.

The study's findings are important for retaining seafarers already employed in the industry and for improving the maritime industry's image and awareness. Expanding this study to include family members or shipping company human resources or crew department clerks could be an opportunity for further research in this area.

Disclosure statement

No potential conflict of interest was reported by the author(s).

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