

Job Satisfaction Among Deck Officers

What makes a ship an appealing place to work

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Abstract

The purpose of the thesis was to study job satisfaction among Finnish and Italian deck officers and what makes a ship an appealing place to work. The intention was to examine deck officers' views on working conditions and the factors related to job satisfaction. Further, this study tries to gather some information on negative health effects that working on board might have on deck officers.

The intention of the theoretical framework is to give the reader an overview of the special working conditions in ships and to present shortly some central points of a motivation theory. The analytical research methodology of this thesis was qualitative. The qualitative case study was carried out by interviewing nine Finnish and Italian deck officers.

According to the results of this study, the appealing factors were several. The most often mentioned reasons for working at sea were cyclic work, salary and that the work is found to be interesting. The interviewed deck officers are motivated at their work and for example, their possibilities to make a career maintains motivation. The importance of the mental working environment came up clearly in this study. Good relationships with work mates and a good mental working environment were said to be fundamental. Good colleagues, teamwork, loyalty and respect among work mates were important factors that add to job satisfaction.

In addition, the aim of the thesis was to get some information on how the working conditions could be improved at sea and how to make the life on board better for seafarers.

Language: English

Key words: job satisfaction, motivation, seafaring, deck officer

Table of contents

1	Introduction	1
1.1	Objective	2
1.2	Research questions.....	2
1.3	Delimitation.....	2
1.3.1	Who is a deck officer	2
2	Theoretical part	3
2.1	Theoretical starting points	3
2.2	Theoretical background.....	3
2.2.1	Maslow's Hierarchy of Needs.....	3
2.2.2	Herzberg's Motivation and Hygien Factors.....	5
2.2.3	Theory X and Theory Y by McGregor.....	6
2.3	Working conditions on board.....	7
2.3.1	Working time.....	8
2.3.2	Stress and fatigue	8
2.3.3	Working hours and rest periods.....	9
2.3.4	Mental working environment.....	10
3	Practical part.....	12
3.1	The purpose and objective of the study	12
3.2	The chosen research method.....	12
3.3	The research and the data collection method.....	14
3.4	Credibility and trustworthiness	16
3.5	Results	17
3.5.1	The participants	17
3.5.2	What makes a ship an appealing place to work.....	18
3.5.3	Job satisfaction and motivation.....	19
3.5.4	Health effects.....	21
3.5.5	Similarities and differences	23
3.5.6	How to improve deck officers' working conditions	26
4	Conclusion and discussion.....	26
4.1	Conclusion.....	27
4.2	Discussion	29
	Works Cited	34
	Appendix 1. Interview questions	

1 Introduction

Making choices in life it is not an easy thing, and especially not when making decisions on what kind of career to undertake. To wake up every morning for a job without motivation and satisfaction could be very hard and boring. One of the questions I have always asked myself is why people choose to work on board cruise ships.

“Lots of young people dream about working at sea and especially on cruise ships, but few can imagine what cruise jobs are really like. The reality is that candidates for cruise ship employment have to realise that they are applying for a job, not a holiday“ (Boros).

The purpose of my thesis is to give an overview regarding deck officers' profile and what is important in their job. The research problem of my thesis is to study job satisfaction among deck officers. The respondents were asked to mention factors that make a ship an appealing working place. Additionally, I was interested to know what is important for Italian and Finnish deck officers. The participants were also asked what kind of stress they feel at work and if working on board may have caused some health problems. I found this research interesting because I could observe whether the results of my study reflect my own experience on board of different types of vessels.

As a research method, I decided on a qualitative research because in my opinion it is important for my study to involve seafarers' opinions and attitudes in order to understand their experiences on board.

The result of my thesis is based on interviews of Italian and Finnish seafarers. The age of the interviewed respondents is between 31 and 61, since I decided to interview seafarers of different ages in order to acquire different points of view and experiences. I interviewed nine seafarers whom I found by using my personal contacts and by requesting contacts from shipping companies. I conducted my interviews through Facebook, as well as by sending interview questions by email. This method proved to be efficient and fast.

Everyday cargo and passengers are transported with different types of vessels around the world with more and more multicultural crews. Some people decide to pursue their career on board as deck officers. In this thesis I try to give an overview of why seafaring attracts people and what kind of factors keep up job satisfaction and motivation. According to Webster's dictionary, the definition of job satisfaction is “A sense of inner fulfillment and pride achieved when performing a particular job. Job satisfaction occurs when an

employee feels he has accomplished something having importance and value worth recognition; sense of job” (Wicker 2011, 3).

1.1 Objective

What is important for Italian and Finnish deck officers when working at sea?

1.2 Research questions

What are the factors that make a ship an appealing place to work?

How is the current situation on board for deck officers?

1.3 Delimitation

In this thesis I study deck officers only with experience on board passenger ships'. Passenger ships include ferries, which are vessels for short sea trips moving passengers and vehicles.

1.3.1 Who is a deck officer

On board there are different departments which are deck department, engine department and hotel department. In my thesis I will give a short overview of only a deck officer's work. The deck officer is part of the deck department and his/her duty is to navigate the vessel safely from one place to another. He/she is also responsible for manoeuvring and communications between ship and shore. Additionally, deck officers load and unload cargo and organize the operation of all lifesaving devices. A deck officer's role is fundamental onboard a merchant vessel. (Deck Officer, The Maritime Industry Knowledge Centre)

The following are considered as deck officers:

- Captain
- Staff Captain
- 1st Officer
- 2nd Officer
- 3rd Officer

- Safety Officer
- Security Officer
- Deck Cadet

2 Theoretical part

2.1 Theoretical starting points

As theoretical starting points I chose the studies of Maslow, Herzberg and McGregor.

2.2 Theoretical background

The theoretical points of the thesis refer to three well-known studies made by Abraham Maslow, Frederick Herzberg and Douglas McGregor. I have taken into consideration two elements, “satisfaction” and “motivation”, and they are at the core of my study.

2.2.1 Maslow’s Hierarchy of Needs

“The more we learn about man's natural tendencies, the easier it will be to tell him how to be good, how to be happy, how to be fruitful, how to respect himself, how to love, how to fulfill his highest potentialities ... The thing to do seems to be to find out what one is really like inside; deep down, as a member of the human species and as a particular individual” (Maslow 1987, 6).

In 1943 Abraham Maslow developed a motivational theory in psychology: the hierarchy of needs illustrated by a pyramid with five levels. Three more levels were added to this theory in the 1960s and 1970s.

The theory used in this study is the original Maslow’s pyramid with only five levels where, according to Maslow, people are motivated to satisfy certain needs before others.

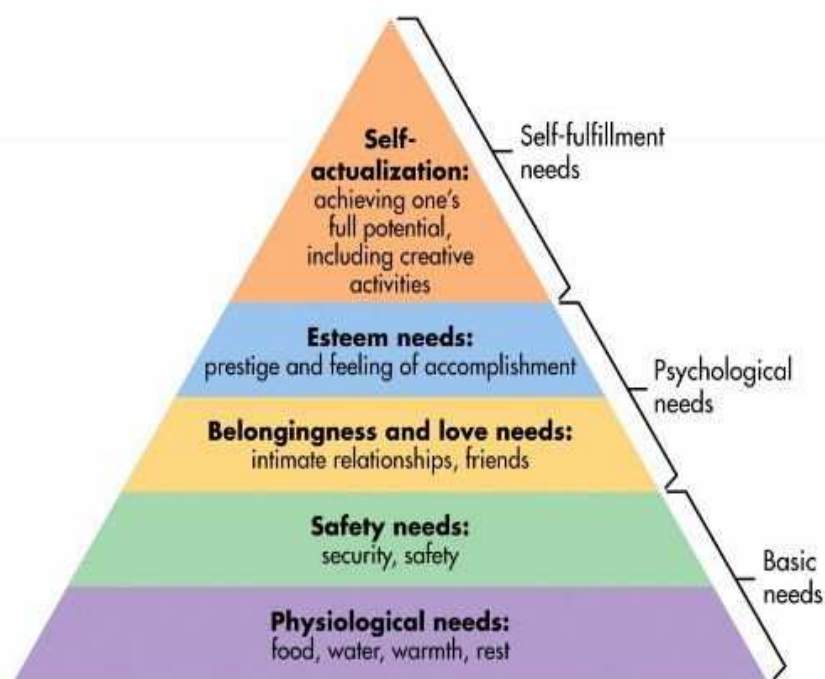


Figure1. McLeod, S. (2007). Maslow's Hierarchy of Needs.

The five levels represented in Maslow's pyramid can be divided into deficiency needs and growth or being needs:

- “1. Biological and Physiological needs - air, food, drink, shelter, warmth, sex, sleep.
2. Safety needs - protection from elements, security, order, law, stability, freedom from fear.
3. Love and belongingness needs - friendship, intimacy, trust and acceptance, receiving and giving affection and love. Affiliating, being part of a group (family, friends, work).
4. Esteem needs - achievement, mastery, independence, status, dominance, prestige, self-respect, and respect from others.
5. Self-actualization needs - realizing personal potential, self-fulfillment, seeking personal growth and peak experiences” (McLeod, S. 2007).

Before satisfying growth needs that are located at the higher level, people have to satisfy deficiency needs that are located at the bottom of the pyramid and these are our primary needs. Once deficiency needs have been satisfied an individual will be ready to achieve the growth needs. Growth needs continue to be felt and may even become stronger when they

have been engaged. Once these growth needs have been rather well satisfied, it will be possible to reach the top of the pyramid called self-actualization. (McLeod, S. 2007)

2.2.2 Herzberg's Motivation and Hygien Factors

In 1959, another interesting study was conducted by Frederick Herzberg in order to understand employee satisfaction. Herzberg asked some people to describe how they felt about their job and to describe its good and bad sides. The result of the study was that people who felt good about their job answered differently from people who felt bad. This study has been published in an article "*One More Time: How do You Motivate Employees*", and the results form the basis of Herzberg's Motivation-Hygiene Theory (also called Herzberg's Two Factor Theory). The psychologist Herzberg divided the factors into job satisfaction and job dissatisfaction.

Table 2. Herzberg's Motivations and Hygiene Factors.

Factors for satisfaction	Factors for dissatisfaction
Achievement	Company policies
Recognition	Supervision
The work itself	Relation with supervisor and peers
Responsibility	Work condition
Advancement	Salary
Growth	Status
	Security

(The Mind Tools Editorial Team)

The conclusion is that job satisfaction and job dissatisfaction are not opposites. "The opposite of Satisfaction is No Satisfaction. The opposite of Dissatisfaction is No Dissatisfaction" (The Mind Tools Editorial Team).

There are workers very satisfied and proud about their job and there are people who consider work as a means to survive.

2.2.3 Theory X and Theory Y by McGregor

The third theory I have chosen has been created by the psychologist Douglas McGregor. The study is based on two different theories, Theory X and Theory Y, which relate to human motivation and management, respectively. Many people, such as management theorists and social psychologists, have studied work motivation for years. It is meaningful to realize how the employee's motivation can change a management style.

A diagram of Theory X and Theory Y:

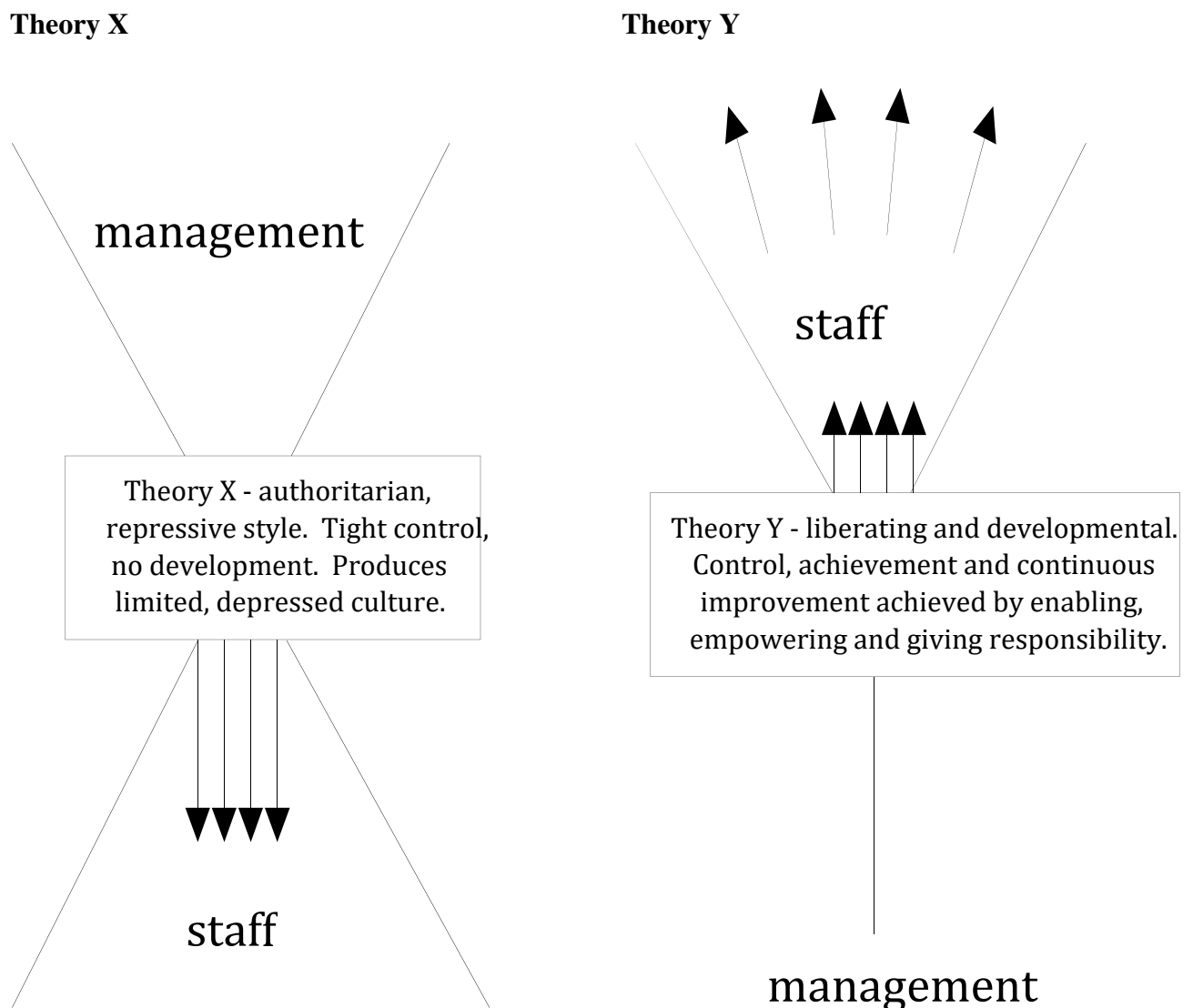


Figure 2. Chapman, A. (2002). McGregor XY Theory diagram.

In Theory X there is an authoritarian style of management with people without motivation and no interest in their work. In this case the management is very active in order to produce results. This kind of management assumes that workers:

- Dislike working.
- Avoid responsibility and need to be directed.
- Must be controlled, forced, and threatened to deliver what's needed.
- Supervision needed at every step.
- Need to be enticed to produce results; otherwise they have no ambition or incentive to work. (The Mind Tools Editorial Team)

In Theory Y there are workers who like to work, are self-motivated and work with responsibility. Workers are creative and ready for new challenges. This kind of management assumes that workers are, for example:

- Working happy on their own initiative.
- More involved in making decisions.
- Self-motivated when completing their tasks.
- Needing little direction and seeking as well as accepting responsibility.
- Seeing their work challenging.

Theory Y has become more popular nowadays. McGregor also sees it as superior to Theory X which, he says, demotivates workers in the long term. (The Mind Tools Editorial Team)

2.3 Working conditions on board

What do we mean when we are talking about working conditions? This is the definition that ILO (International Labour Organization) gives:

“Working conditions are at the core of paid work and employment relationships. Generally speaking, working conditions cover a broad range of topics and issues, from working time

(hours of work, rest periods, and work schedules) to remuneration, as well as the physical conditions and mental demands that exist in the workplace” (ILO).

Next I will shortly describe working conditions on board. I will give a short overview regarding working hours, noises and vibrations, rest periods and the mental working environment.

2.3.1 Working time

In Europe seafarers usually work on board about half a year and the other half year they are on vacation. The periods often vary from two weeks to six months and the vacation is as long as a period. Vessels operate 24 hours per day and in the seafarer’s work there are no free days or weekends. The day is divided into three shifts. The work has to be done, and it does not matter what kind of weather it is or if you are in the harbor or not. (Karjalainen 1999, 14-15) On the other hand, many seafarers think that cycle work and its irregularity are one of the main things that make this job attractive (Kaipinen 2015, 27-28). Working in periods was considered the most positive side of the work. Mainly it was two, four or six weeks’ periods and after that a period of the same length at home. Seafarers were mainly satisfied with their working times. Work shifts were considered a little bit inconvenient but the period of rest was sufficient. (Kaipinen 2015, 29)

2.3.2 Stress and fatigue

During the last few years CIRM (Centro Internazionale Radio Medico) has studied occupational stress. 25% of European workers are affected by stress, and in pole position remains back pain. The IMO (International Maritime Organization) declares that about 80% of maritime accidents are due to human error including stress. The perception of fatigue reduces mental and physical ability. It brings about sleepiness and reduced reaction time. Very common among seafarers are sleep disorders that are caused by jet lag. The duration and quality of sleep are necessary for the psychological well-being of every individual. “A life at sea, working as seafarers aboard perhaps technologically sophisticated ships, requires living a lifestyle unlike any other, sometimes with lucrative benefits but always with many quit-bound drawbacks, often based on the impact of unbearable psychological stress” (Soncin 2014).

In 2013, an interesting study concerning occupational stress has been conducted by CIRM and Cardarelli’s Hospital of Naples. This research was carried out on board of six tanker

ships of Finaval, an Italian ship-owner. The number of persons involved was 162, divided into five groups consisting of officers and crew (both deck and engine) as well as stewards.

The research results are shown below:

Table 1. Stress and quality of life on board ships

Well-being Index PWBI	39 Deck Officers DO	33 Engine Officers EO	40 Deck Crew DC	35 Engine Crew EC	15 Stewards/ Catering SC
Well being	67%	73%	80%	80%	73%
No stress	30%	21%	20%	14%	13%
Moderate stress	0%	3%	0%	3%	13%
Severe stress	3%	3%	0%	3%	0%
Age mean/st.d.	32.1/11.3	35.6/10.2	31.7/11.7	41.3/11.1	38.6/10.7
Status single	43%	27 %	51 %	65 %	18 %

(Soncin 2014)

Noise is one significant factor that makes a work place uncomfortable and causes stress. In addition, it can cause health problems such as higher blood pressure. (Ilosalo & Kärkkäinen 2009, 19-20)

Vibrations is another factor that has to be taken into consideration when we are talking about a healthy working environment. There is only limited knowledge of the harmful effects that vibrations can cause to seafarers and what the risk of vibration-induced health effects is. High levels of vibration affecting the whole body have been demonstrated to have a relation to back disorders but such relation among seamen has not been found (Jensen & Jepsen 2014). Lower levels of vibration have been measured on board, and there is no evidence that ships' vibrations can cause organic diseases to seafarers (Kaipinen 2015, 12).

2.3.3 Working hours and rest periods

In 1999 the IMO (International Maritime Organization) and the ILO (International Labour Organization) worked together to develop *Guidelines for the development of tables of seafarers' shipboard working arrangements and formats of records of seafarers' hours of*

work or hours of rest. They produced guidelines in order to help ship-owners, seafarers and administration to meet the obligations required by ILO Convention n.180 (Seafarers hours of work and manning of ships Convention) and IMO's STCW Convention of 1978. The purpose of this standard format is to record seafarers' daily hours of work and rest (IMO). Seafarers' hours of work and rest according to ILO/IMO are listed below.

“The limits on hours of work or rest shall be as follows:

(a) maximum hours of work shall not exceed:

- (i) 14 hours in any 24-hour period; and
- (ii) 72 hours in any 7-day period;

Or

(b) minimum hours of rest shall not be less than:

- (i) 10 hours in any 24-hours period; and
- (ii) 77 hours in any 7-day period” (IMO).

Working days can sometimes be very long - even 14-15 hours - so the rest period remains short. Tiredness is common among seamen and it weakens working capacity. The quality of sleep remains poor in the case of interruption of sleep. A demanding period on board can have an effect on the quality of sleep still when the working period is over and the seamen are on vacation. It is not easy to leave the working period behind. (Kaipinen 2015, 38)

2.3.4 Mental working environment

The mental working environment plays a very important role at work. Working with positive feelings in a nice place with friendly workmates is more pleasant, more productive and gives job satisfaction. Overwork and lack of communication between colleagues result in negative consequences only. For instance, organizational and technological problems are also related to the mental working environment. (Schramm, M.)

One definition for mental working environment could be: "We take the mental working environment to mean all the issues at work which in the long term affect people's personal development and in time influence their ability to work optimally" (Schramm, M.).

Occupational health has been studied for several years and several issues that have a strong impact on how people see their mental working environment, have been found such as:

- “1. Balance between demands and resources
2. Influence on organizing work and goals
3. Social support from shipmates and management
4. Meaningfulness - that one's work is meaningful
5. Predictability – knowing the general trends in the workplace's future plans
6. Reward – being recognized for your efforts (pay, appreciation, promotion, etc.)
7. Confidence in the people you work with - managers and workmates.
8. Fairness and the experience of being treated fairly and respectfully at work”(Schramm, M.).

The points cited above should not be underestimated. The mental working environment has a high impact on health and safety at sea. The symptoms caused by poor mental working environment can be divided into organization/ship and individual levels. The individual level can be further divided into three levels, physical symptoms, mental symptoms and behavioural characteristics. One typical consequence of a poor mental working environment is the lack of job satisfaction. (Schramm, M.)

As mentioned above, the relationship between seafarers and the atmosphere at the workplace can cause significant mental pressure. Kaipinen (2015, 30) says in her thesis that both working in periods and the work community are very important factors for well-being.

3 Practical part

The analytical research methodology of this thesis was qualitative because it suited the objectives of my study best. In short, I chose to use a qualitative research method because I was interested in acquiring thorough data containing opinions, feelings and attitudes. I decided to conduct my research by interviewing the participants and analysing the data afterwards.

In this chapter I will describe the aim and the objectives of my study. I will also shortly present the chosen research methods in more detail and explain how I analysed the data, and finally summarize the results of my study.

3.1 The purpose and objective of the study

The purpose of my study was to find out what makes ships an appealing place to work. Moreover, I wanted to study job satisfaction among deck officers. Related to this, my purpose is to find out if there are factors that have negative health effects on seafarers. Further, I find it interesting to understand what is important for Finnish and Italian officers and if they feel motivated at work on board.

The main objective of my study was to answer the following two research questions:

- What are the factors that make ships an appealing place to work?
- How is the current situation on board for deck officers?

3.2 The chosen research method

The main reason for using a qualitative research method was to be able to acquire information and answers that contain not only results but also feelings and opinions within those results. Qualitative research is a term for a broad variety of approaches and methods for studying natural social life (Saldana 2011, 3). According to Saldana the collected and analyzed data or information are primarily non-quantitative in character, consisting of textual materials like fieldnotes, interview transcripts, photographs, videorecordings and Internet sites that document different human experiences. (Saldana 2011, 3-4)

For my study I could have considered different methods. However, I knew that a quantitative research method would not suit my purposes because a quantitative research

concentrates on measurable results as well as a large sampling. Qualitative research allows the use of different kinds of techniques in order to collect data. The gathered data cannot be analyzed or interpreted in numbers. Instead, qualitative research focuses on the depth of understanding and it has the advantage of being open-ended and flexible.

”The goals of qualitative research are also multiple, depending on the purpose of the particular project. Outcomes are most composed of essential representations and presentations of salient findings from analytic synthesis of data and can include: documentation of culture observations, new insight and understandings about individual and social complexity, evaluation of the effectiveness of programs or policies, artistic renderings of human meanings, and/or the critique of existing social orders and the initiation of social justice. Qualitative research is conducted within and across multiple disciplines such as education, sociology, anthropology, psychology, communication, journalism, health care, social work, justice studies, business, and other related fields” (Saldana 2011, 4).

There is a variety of genre in qualitative research (grounded theory, phenomenology, mixed methods research etc.) and the usual criteria are the particular approach to inquiry as well as the presentation and representation of the study (Saldana 2011, 4-21). It is possible to investigate the same phenomenon or process using one or more genres. However, the specific genre selection is related to how to approach the study and how its write-up will be (Saldana 2011, 20).

As mentioned before, I wanted to concentrate more on individual answers and for that reason I preferred to have a smaller sample. Using qualitative research I was able to take into consideration the interviewees personal attitudes and feelings.

After familiarizing myself with different methods and genres I found that the best option was to conduct a case study by interviewing the participants. According to Saldana (2011, 8) a case study means focusing on a single unit such as one person or group as well as one event or organization in its analysis. A case study enables in-depth examination instead of researching a large number of settings or participants to gather a more representative spectrum of perspectives (Saldana 2011, 8).

My qualitative study is mostly a case study but it also has some characteristics of phenomenology. Saldana (2011, 7-8) writes that ”today, phenomenology is most often a research approach that focuses on concepts, events, or the lived experiences of human”. A phenomenological approach can be taken when the purpose is to reach both an intimate awareness and a deep understanding of how humans experience something. (Saldana 2011, 8). In my study when interviewing deck officers I found that they were able to express

personal experiences and feelings very freely. It was easy to gather deep information above all from those deck officers who were interviewed via Facebook voice call.

3.3 The research and the data collection method

When the theory part of my thesis was ready I formulated the interview questions. The questions were created on the grounds of their relevance to the chosen topic and they were based on the theoretical framework. The purpose of my questions was to see if the results of my research would reflect these theories and to see whether unanticipated issues would come up.

I found the participants for my study in two different ways. Since my purpose was to interview Finnish and Italian deck officers I prepared the interview questions both in Finnish and in Italian. I contacted some Finnish shipping companies and sent the interview questions to them by email. I explained briefly the purpose of my study and asked Finnish deck officers to write down their answers. At the same time, using my personal contacts, I approached Italian deck officers through Facebook. With them I conducted my study by using the same interview questions and conducting interviews by means of Facebook voice call. Interviewing is less standardized and restrictive than using quantitative research and I think it was the best and most interesting way to conduct my study.

All the interview questions were open and this data collection method was an effective way to collect information about the interviewees' feelings, attitudes and personal experiences in their own words. I found a semi-structured interview type to be suitable, which means that I asked all the participants the same questions and mostly used open-ended questions (Gillham 2005, 70). If required I could make some supplementary questions, and I liked the fact that there was space for more discussion between the questions. The interviews were conducted separately and they were all undertaken during March and April 2017. All the participants were volunteers, and they knew the purpose of the interview as well as the fact that they could not be identified in my thesis.

I divided my questions into three categories. The first category included basic questions such as the person's nationality, age, gender, type of vessel and position on board. The second category included questions about the appeal of working at sea and why life on board is attractive. The third category concentrated on job satisfaction and motivation. The focus was to find out the factors that make a person satisfied with his/her work onboard and the factors that motivate a seafarer. In this context questions about possible health

effects were also asked. Deck officers were asked whether working on board has some negative effects on health and what kind of stress they feel at work. Altogether I had eleven main questions as well as additional basic questions mentioned above. At the end there was also space for free comments. The interview questions have been translated in English for this presentation and they can be found in Appendix 1 of the thesis.

There are different opinions on how many participants are enough to find out what you require in this kind of study (Saldana 2011, 33-34). I had in total 9 interviewees. As mentioned before, I reached the Finnish deck officers by contacting shipping companies. Due to time limits, the interview questions were previously sent to the Finnish participants by email. All the Finnish deck officers were unknown to me and I found it optimal. Saldana (2011, 34) writes that "The optimal choice is to research people you've never met before, or those with whom you're merely acquainted, and in specific locations and settings you have not visited or studied in depth." On the other hand I found most of the Italian participants by using my personal contacts. To select the interviewees among people that one already knows may risk having an impact on the answers. Conducting research among good friends is not recommended and it does not help one to grow as a qualitative researcher either (Saldana 2011, 34). However, I don't think that this is really an issue in this research, because none of the Italian deck officers is my close friend and most of them are colleagues with whom I worked more than 13 years ago. On the contrary, I found it extremely interesting to hear and study how my ex-colleagues see life on board today and how motivated and satisfied they are after many years of working as seafarers.

My qualitative research study relies on interviews with participants. After having interviewed nine persons I had enough written material for my study. From Finnish deck officers I got written answers. Italian deck officers were interviewed through Facebook voice call and their answers were changed into written form. I chose to concentrate merely on the contents of the answers. I found it reasonable to analyse the material by using inductive content analysis. Researchers use inductive content analysis as a method when they need to identify themes by studying recordings or documents as well as other printed and verbal material.

I started the analysis of the written data by reading all the answers carefully. I organized all the main findings based on different themes like "appealing factors" and "job satisfaction", and after sketching a summary of the answers I saw the matters more clearly. For example, the theme "possible health effects" was divided in two categories ("yes" or

“no”). After that I began to study more carefully the category with “yes” answers in order to gather information about all the negative health effects that the participants described. I made notes to group the data, and through this process I increased my understanding of the material. Qualitative research has no standardized methods of data analysis unlike quantitative research which has for example its statistical formulas (Saldana 2011, 9). When reading and rereading the material I got familiar with its content and began to notice significant details. I formed a clear idea about how to analyse my corpus.

3.4 Credibility and trustworthiness

After being ready with my data analysis, I had an important question in my mind, “How reliable is my study?” Reliability and validity in quantitative research refer to the replicability and exactness of measures (Saldana 2011, 134). Both quantitative and qualitative researchers must test and demonstrate that their studies are credible. There are two factors that must be considered when collecting and analysing the data and presenting the findings: credibility and trustworthiness.

Credibility can be called the unity of the work. In qualitative research projects a researcher presents readers a convincing report that the research has been done in a methodologically correct way. It is essential to describe for example the used analytical methods, the number of participants interviewed, the thinking process and how a researcher came up to conclusions. Credibility of the research can be established in different ways but it is also good to remember that a researcher can only convincingly suggest; to “prove” something conclusively is impossible. (Saldana 2011, 135)

What is trustworthiness? According to Lincoln & Guba researchers have found useful to pose themselves questions related to concepts like “truth value”, applicability, consistency and neutrality (1985, 290). Fully explaining the research process to the reader is fundamental for creating trustworthiness and giving credibility to the text. Credibility and trustworthiness can be considered matters of researcher honesty and integrity, and to achieve them a researcher must work transparently. (Saldana 2011, 136)

There are some factors that may affect the credibility of my results. Firstly, the number of female and male deck officers was not completely in balance and having more women participants could have had an impact on the answers. The point of my research was not, however, to make a difference between results based on gender. My intention was to give an overview of the issue involved. Secondly, the age range of the respondents was from 31

to 61 years. Older participants have more experience in working on board. On the other hand, my study included no interviews of participants under 30 years old, therefore this research lacks the perspective and opinions of younger deck officers.

There is always a risk of having an impact on respondents' answers when an interviewer personally knows the participants. I knew all the Italian respondents, which might decrease the credibility of this study. However, I did not find it very problematic because we have not worked together for 13 years and they are my ex-workmates, not close friends. When interviewing the Italian participants, I had the opportunity to repeat a question, several times if needed. In addition, the participants could ask me if they did not clearly understand the question so I do not think that there was a risk of misinterpretation of the answers, and this fact adds to the credibility of the results.

The Finnish participants gave written answers. Since they answered anonymously they had the opportunity to express their feelings and opinions very freely, which was an important thing. I found all the Finnish participants through shipping companies. I think that the situation was ideal because I did not know anything about them. This also adds to the credibility of the conducted interview.

I was highly aware that it is not easy for a researcher to be objective. Since I have years of experience on board of different vessels, I thought it might affect my objectivity and paid particular attention to this issue.

3.5 Results

3.5.1 The participants

The participants were selected for their position and they all are deck officers. Since I am an Italian who lives in Finland, I felt it was interesting to include both Finnish and Italian deck officers in my study. All the participants of this study work on passenger ships or ferries in Northern Europe, in the Mediterranean or in the Caribbean Sea. They are 31 to 61 years of age, women and men. For privacy reasons more precise information about their working places or the shipping companies they are working for is not provided in this study.

3.5.2 What makes a ship an appealing place to work

Respondents' answers show that working on a cruise ship is emotionally as well as physically demanding. According to this study, however, there are many factors that make ships appealing places to work. Some of the interviewed seafarers chose their job because it was a tradition in the family, they felt a strong passion for the sea or because having lived near the sea they had always had close contact with it. The choice to work on board was very clear for them. Other appealing factors that came up were "the desire to see the world" and adventures. At the same time seamen were aware that today a seaman's life is different than before. Nowadays timetables can be very strict and there is not much time to spend in ports of call.

Working possibilities were also mentioned in this data. Getting a job and working onboard was seen as a good alternative in these days when it is not so easy to find a job on shore. An interesting working environment as well as general interest for passenger ships were important factors for some deck officers. Working at sea means that you move from place to place and this attracts many people, as well as the fact that the work itself is interesting. At the same time, however, continuously packing suitcases and travelling back and forth was seen less appealing.

In this research it became evident that working in periods is appreciated by seafarers. Depending on the route, the time spent away from family can be long, but after long working days on board deck officers have a long vacation, which allows them for example to plan holiday trips. Generally the shorter periods of today were considered a positive issue, but many participants said that periods are still too long. Working in periods means variation and long holidays, but at the same time it is difficult to keep up relationships with family and friends. Working in periods also means shift work and long days.

The salary appears to be one appealing factor. Like one of the participants said, a seafarer earns money on board and spends it ashore. Further, the salary was an important reason for choosing life at sea above all among those seafarers who chose this career many years ago. It is felt that before a seaman earned more and the salary was more competitive.

The distance between home and work is short when working on board and that was seen as a positive thing. The data of this research shows that on cruise vessels a deck officer does not need to pay attention to things such as cleaning or who buys food and cooks today.

That makes life easier but, on the other hand, there are many everyday tasks that are difficult to handle while working on board.

3.5.3 Job satisfaction and motivation

Job satisfaction means a combination of psychological, physical and environmental factors that allow a person to feel satisfied with his/her work. A deck officer is a person in command of a commercial ship and its crew. I found in this study that responsibility and esteem at work increase job satisfaction. In fact, the possibility to make a career and to achieve a certain status were mentioned in this data. Generally, deck officers seemed to be satisfied with their salary, but it also turned out that although the benefits at work are good, the wage could be higher.

After many years at work on board, however, atmosphere at work seems to be more important than money. Job satisfaction among these deck officers was also strongly related to having good colleagues. Interesting voyages and movability of the work were felt to be factors that bring satisfaction. It is very comfortable and adds to the seafarers' satisfaction if their home town is also a port of call. Visiting different places in the world was also mentioned, as well as the fact that unfortunately maritime industry today is so fast that there is not often time to go ashore.

The interview data indicates that a good mental working environment means everything. Without a good relationship between workmates in the working environment it would be almost impossible to work. Teamwork is important and colleagues have to help each other. In this study it was found that helping those younger workmates who want to grow up professionally gives satisfaction to the deck officers who have more experience. Significant factors are also loyalty and that everyone is respected as the person he/she is. A healthy atmosphere results in job satisfaction and gives new energy and strength. Some participants underlined that a negative and poor atmosphere in the working environment can have even catastrophic consequences for safety at sea. Some quotations follow below:

“Työkavereiden suhteet ovat kaikki kaikessa, ilman hyviä suhteita työtä ei pystyisi tekemään. Se auttaa jaksamaan ja antaa uutta energiaa.” (A good relationship between workmates is everything, without good relationships it would be impossible to work. It gives strength and new energy.)

”Ehkä tärkein asia työyhteisössä.” (Maybe the most important thing in the working environment.)

”Se on kaiken a & o. Jos työilmapiiri huono, se voi johtaa jopa katastrofaalisiin seurauksiin ajatellen turvallisuutta.” (It is the most important. If the mental working environment is poor, it can lead even to catastrophic consequences concerning safety issues.)

“ Un ambiente sano di lavoro è fondamentale per il buon svolgimento del lavoro e per essere un vero team.” (Good working environment is fundamental if we want to work as a team and reach good results.)

Since seamen are far away from home sometimes for even several months, it is clear that keeping contact with one's family is essential. The interviewed deck officers keep contact with family and friends mostly by email, Facebook and telephone calls. Skype and WhatsApp were also mentioned. Therefore, it was considered important that internet connections should work better. The connections should allow the use of the Internet when needed, but unfortunately today poor network connections and lack of free time limit that. Since the opportunity to keep contact with the family was seen as a very important source of energy, the participants were generally very satisfied that nowadays it is so easy to stay in touch through social media. It was not so long time ago that seamen made phone calls home using prepaid cards in telephone booths.

The deck officers were also asked to name the most important things that motivate them. Firstly, all nine deck officers answered that they feel motivated at work. Based on my study, the most important motivational factors were an interesting job, positive feedback and recognition from those who are higher in the hierarchy. Advice from superiors was also appreciated. Good results, developing professionally and working together with others motivate to work better and better. Some answers follow below:

“Positiivinen palaute ja mielenkiintoinen työympäristö motivoi.” (Positive feedback and interesting working environment motivate.)

” Hyvät tulokset motivoi”. (Good results motivate.)

”Haasteet edistävät motivaatiota, kuten uralla eteneminen.” (Challenges increase motivation, such as going further in a career.)

”La mia motivazione è il mio lavoro. Mi piace quello che faccio.” (My motivation is the work. I like what I am doing.)

“La motivazione è la carriera, organizzare bene il lavoro, la riconoscenza dai superiori.”
(My motivation is the career, to organize my work well, recognition from superiors.)

“Promozione, sviluppare il lavoro, vedere che le cose funzionano e avere commenti positivi dai superiori o consigli”. (Promotion, to develop work, to see that everything functions and to get positive feedback by superiors or advice.)

Many of the participants thought that it is important for their motivation that the work has been well planned and that things function. In this data, only one participant mentioned money as an important source of motivation. Moreover, one participant revealed that his family gives him motivation. Instead, challenges and responsibility as well as the chance to make a career were more often seen as significant and motivating issues. That everyone takes care of their duties and that the atmosphere in the working environment is good help to keep up motivation. Correspondingly, motivation decreases immediately if the atmosphere is poor.

As regards job satisfaction and motivation, I wanted to ask the deck officers if they ever had thought of leaving work at sea and beginning to work ashore. One participant has tried to work ashore but working at sea was more appealing. Five participants answered that they have sometimes thought of changing for land-based work. Two of them mentioned family as the main reason for leaving seafaring. One deck officer thinks continuously about the option to change because he misses regularity and routines in his life. Further, one of the participants thinks now and then of changing because different kinds of interesting projects are always appealing.

Life at sea was also said to be monotonous. Those deck officers who answered that changing work has never been an alternative for them said that the main reason is that they like their work. They have found friends on board. It is also difficult to change work when you have achieved a high position and a good salary.

3.5.4 Health effects

The health and wellbeing of seafarers has been studied to some extent. Because work-related stress affects seafarers, I was interested in finding out if deck officers have stress and what kind of stress they experience. Two participants said that they don't feel stress at

work. Otherwise, different factors came up that may cause stress. One participant said that the biggest thing that causes stress is a poor mental working environment. In fact, problems and disagreements with workmates were mentioned several times. Being flexible and patient may cause stress. Unfairness concerning promotions clearly adds stress. As some deck officers put it: there is always somebody who will be promoted even if they don't earn it. Further, remaining without promotions was a source of stress.

Hurry at work and the pressure to keep up with timetables as well as responsibility cause stress. Insufficient sleeping hours and poor quality of sleep are also felt as stress factors. Savings in shipping companies and changes in the shipping industry were mentioned. Living away from family and leaving home after vacation for work, when there would be important things to do at home, are also factors causing stress.

I also asked what kind of symptoms stress may cause, and the most common answer was sleep disorders. Either quality of sleep was poor, or some participants suffered from insomnia which was also related to tiredness. Some deck officers answered that when they are under stress they are nervous, tense and in a bad mood, their humor changes easily and it is difficult to concentrate on different tasks. One participant said that he is always a little nervous. Stress appears, for example like this:

“Pinna kireällä, ärtynyt, ei saa nukutuksi, keskittyminen vaikeaa.” (Nervous, irritated, sleeping problems, difficult to concentrate.)

The deck officers were also asked what kind of negative impact work may have on their health. Half of the participants answered that until now they have not noticed any negative health effects, only some tiredness when vacation begins. Other respondents mentioned negative effects like sleeping disturbances, loss of hearing, cervical problems and sinusitis. Problems like gastritis related to inappropriate nutrition came up. Non-ergonomic working positions and breathing dry and dirty air had negative health effects. Lack of time and the feeling that one can never calm down and relax also affects health negatively. The employers' responsibility and occupational health services were considered important in preventing health problems. One participant reminded that every seafarer is responsible for his/her own health.

3.5.5 Similarities and differences

In the following table I present the main similarities and differences between the answers of Finnish and Italian deck officers that came up in my study. It is good to keep in mind that the information below is gathered on board passenger ships and ferries with different routes.

SIMILARITIES
<ul style="list-style-type: none">- Job satisfaction is related to salary and the chance to make a career- A good mental working environment is essential and rises job satisfaction- A good relationship between workmates is significant- Teamwork is highly important- Positive feedback and recognition is related to better motivation at work- Working in periods means long days and little rest and freetime (less working hours wanted)- Visiting new places and a possibility for adventures and to see the world is appreciated- Work at sea causes some negative impact on health (stress, sleep disorders etc.)- Being away from home and family demanding- Keeping contact with family and friends is important (importance of internet connection, Facebook, WhatsApp, etc.)- Unnecessary hierarchy on board should be avoided

DIFFERENCES	
Finnish deck officers	Italian deck officers
- interesting work, interest for passenger ships and shift work	- strong passion for the maritime field, seafaring was a tradition in the family and home town often situated near the sea
- nice route increases job satisfaction	- responsibility, status and esteem important
- periods of work are good	- periods are too long
- strict time-tables are seen as negative (no time to visit ports of call)	- time tables are not too strict
- lack of routines and regularity in life as well as packing suitcases all the time are seen as negative	- finding opportunities to work on board (it is not easy to find work on shore nowadays)
- life at sea can be monotonous	- working at sea gives a possibility to see different places

Finally, I found many similarities in the answers between Finnish and Italian seafarers. The biggest differences between these two groups came up when I asked about the things that increase job satisfaction. Both groups mentioned salary and the chance to make a career. The Finnish participants also appreciated a nice route, good work mates and good working atmosphere. The Italian respondents think that a good mental working environment is very important as well, but they seemed also to underline things like responsibility, status and esteem.

When asked why the respondents chose to work at sea it was not rare among Italian deck officers to talk about the passion for sea. Most of them have always lived near the sea and they have a special relationship with the sea. In addition, the Italian seafarers told about their interest to see the world and their love for adventure. The Finnish deck officers emphasized interesting work, interest for passenger ships and shift work.

A clear difference between the answers of the Italian and Finnish seafarers came up when they were talking about contracts. The Italian deck officers said that periods of work are too long while the Finnish participants seem to be satisfied with their. Actually, a periodical work was seen as a positive thing among the Finnish deck officers. All the Finnish participants found positive sides in periodical work:

“Hyviä puolia pidemmät vapaajaksot, jolloin voi suunnitella esimerkiksi lomamatkoja.”
(Positive things are longer free periods when it is possible to plan for example holiday trips.)

”Vaihteleva työ, lomavuorottelu.” (Varied work, cyclic work.)

All the Italian participants would rather have shorter contracts. The difference between the answers is easy to understand because the Italian deck officers work two and half to four months on board and spend two months on vacation. Some Italian participants described the periodical work like this:

“All’inizio della mia carriera i contratti erano abbastanza lunghi, sei mesi a bordo e due a casa. Contratto lungo va bene quando si è giovani e senza famiglia. Si guadagna bene e si risparmia tanto. Due mesi di vacanza erano abbastanza per riposare e fare altre cose. Poi quando ho cambiato compagnia (scandinava) i periodi a bordo erano due mesi e mezzo, un sogno! Perché con le compagnie italiane era un’utopia fare periodi così corti a bordo.”

(At the beginning of my career contracts were quite long, six months on board and two months at home. Long periods are ok when you are young and you do not have a family. You earn well and you can save a lot of money. Two months on holiday were enough to relax and to do other things. When I began to work for a Scandinavian company periods were two and half months, a dream! With Italian companies so short periods on board would have been impossible.)

“Periodi ancora troppo lunghi a bordo.” (Periods are still too long.)

3.5.6 How to improve deck officers' working conditions

I also asked the participants how they would improve deck officers' working conditions. Based on my study, I noticed that most deck officers would prefer shorter periods on board and less working hours. These two opinions came up clearly in the interviews.

"Periodi di lavoro piú brevi e meno ore lavorative." (Shorter working periods and less working hours.)

"Riduzione dei periodi a bordo." (Shorter periods on board.)

The rest periods should be respected and more attention should be paid to seamen's welfare. The cabins are old-fashioned and their furniture, like desks and chairs, are non-ergonomic. Some respondents answered that the internet connection is weak and, in addition, a free internet connection would be appreciated. More progress should be made and unnecessary hierarchy is not needed. It is important to be part of a team whatever the position is.

In the data it also became clear that management needs to be developed because leadership is often poor on board the vessels. When it comes to the living conditions on board, some participants thought that when decisions are made by people who do not know life on board, it does not necessarily improve the working conditions. Mentality in the shipping field has changed which was felt as a negative thing. One deck officer said that "we are employees and only numbers for shipping companies". Further, an Italian deck officer had the opinion that Italian seafarers have been abandoned and a stronger Seafarers Union would be needed.

4 Conclusion and discussion

The purpose of my research was to study the factors that make ships appealing places to work. I was also interested in collecting information about job satisfaction and motivation among deck officers. I conducted a qualitative research case study in order to gather thorough information. The theoretical background of my study is based on Maslow's "Hierarchy of Needs", "Herzberg's Two Factor Theory" and "McGregor's X Y Theories". I collected the data by interviewing participants through Facebook voice call and by sending interview questions to shipping companies.

4.1 Conclusion

As mentioned before, I had in total of nine participants and their age range was from 31 to 61 years of age. All the participants are deck officers and they work on ferries or cruise ships. They have Finnish or Italian nationality. This research focuses on studying the participants as one group (deck officers). My objective was also to find out similarities or differences of opinion between Finnish and Italian seafarers.

In my study many good aspects came up concerning seafaring - first of all the deck officer's work and its challenges. The interviewed deck officers seemed very willing to tell about the positive and negative sides of their work. The interview data indicates that there are several factors that make the deck officer's work appealing. Firstly, the work was considered interesting. This came up in various answers and seemed also to be a positive factor when it comes to job satisfaction and motivation. It is interesting to see the world and different places even if the answers show that the seafarers of today have less time to see places than before. Depending on the ship and route, a strict time table often does not allow seafarers to spend time in ports of call. Anyway, working on board a vessel is special because a ship moves from place to place and that was seen as an appealing thing.

Secondly, periodical work is clearly one appealing factor. Working in periods allows long holidays, which was appreciated. Similar answers came up in Kaipinen's (2015, 28,39) study among Finnish seafarers. On the other hand, working in periods is also challenging and can mean that a seafarer is a long time far away from his/her family. That was also the most important fact when participants were asked if they ever thought of leaving their job on board, and why. Several participants answered that the main reason for leaving seafaring would be their family. Working in periods has also some other negative sides such as irregularity and difficulties in maintaining relationships with friends.

Thirdly, salary was among the most appealing factors. It helps to keep a deck officer working on board above all when he/she has reached a high position and earns well. Finally, not only an interesting working environment, period work and salary were mentioned, but also love and passion for the sea. Some deck officers have grown up and lived near the sea and some of them told that seafaring is already like a tradition in their families.

A good mental working environment on board is very important. In fact, the most significant factor in increasing work satisfaction, based on my study, was a good mental

working environment, and a good working relationship with workmates is fundamental. These improved the quality of work, and a good atmosphere among colleagues gave energy and strength. A staff captain mentioned that it is great when the working atmosphere is good because it allows all to grow professionally, no matter what their rank is.

One of the main issues is also respect. It was seen as important that everyone can be himself/herself is and will be respected. Teamwork and loyalty among workmates were also considered important. Inversely, a poor mental working environment causes different kinds of negative effects such as stress, which was manifested for example in sleeping disturbances and nervousness. Similar results have been found in several studies, for example Kaipinen (2015, 35) found in her study that a well-functioning work community was very important for seafarers' welfare.

Generally speaking the deck officers interviewed for this study are both satisfied and motivated at their work. The factors that bring satisfaction are, for instance, salary and the opportunity to make a career. Responsibility and status were related to job satisfaction as well. Interesting work and nice colleagues were mentioned several times. Nice route and varying work added to job satisfaction. Challenges and the chance to make a career maintained motivation, so did promotion and professional development. The deck officers described that they feel motivated when they notice that things are functioning well and there is good cooperation between workmates. A sea captain interviewed in my study underlined the importance of cooperation and trust among the deck officers with whom he works. "I do not feel stress and when I go to sleep I am calm because I have full confidence in my crew and their professional skill", he said.

All the above-mentioned things lead to better results at work. Further, advice from superiors was appreciated and deck officers with more experience were motivated to help those younger workmates who were interested in developing professionally. One of the most important things that keep up motivation is positive feedback from superiors.

Based on the answers of the participants, I can draw a conclusion that salary is important for the deck officers but they also appreciate other things. I have found similarities with Herzberg's Motivation and Hygien Factors theory. For example, factors for dissatisfaction like salary, status and security were considered important among the respondents. However, to be motivated, the seafarers interviewed need recognition, responsibility, advancement and growth. All these factors are considered factors for satisfaction in

Herzberg's theory. In addition, I found that some participants were not happy with their company policies because the shipping companies today are managed by people without experience on board a vessel:

“Ho l'impressione che la filosofia degli armatori è cambiata. Per gli armatori siamo degli impiegati o addirittura numeri. La cultura marinara è cambiata. Questo succede quando una compagnia viene gestita da persone che non conoscono la vita di bordo”.

(My impression is that the mentality within shipping companies has changed. For shipping companies we are only employees or even numbers. The maritime culture has changed. This happens when a company is led by people without experience on board.)

4.2 Discussion

Seafaring is a particular working activity. Seamen must leave behind their family and tolerate a monotonous life in an isolated space with limited human relationships. Often they maybe have to work under poorer conditions than those who work on shore. However, life at sea attracts many and they are highly satisfied with the chosen career. I begin this chapter with a short introduction to the background of my thesis process. After that I will go into more detail, to the results of my study. Further, based on the results of my study, I will introduce some ideas for further research.

I chose this topic for my thesis because I think seafaring is a very particular job and to choose a work at sea one needs strong motivation. Since I have worked on board of cargo vessels, ferries and passenger ships for years, I believe I know quite well what life at sea means. I was very interested in asking deck officers their opinions about life on board. The reason why I interviewed both Finnish and Italian officers for my study was that I am an Italian who has been living in Finland for several years now, and I found it interesting to hear both Finnish and Italian officers' thoughts. In my study, three factors clearly came up that attract people to seafaring. Those three factors were interest in this particular field, period work and salary.

According to Maslow's "Hierarchy of Needs", a theory according to which humans must satisfy first their biological and physiological needs such as food, shelter and sleep before progressing to meet higher level growth needs, when a deficit need is satisfied it goes away and humans' activity becomes directed towards the next level of need. Based on my study and comparing the results with the theory, I can conclude that the needs of the first and the

second levels are rather well satisfied on board. However, it appeared that some participants were worried about the continuity of their work. Lack of this security was one of the factors that according to the participants decreased motivation.

According to Maslow, humans need to feel acceptance in their social groups. It doesn't matter if the groups are big or small. What is important is to feel a sense of belonging to these groups. In this research deck officers put a high value on having good relationships with colleagues and a good work atmosphere. Several participants said that motivation decreases immediately if the mental working environment is poor. Inversely, good relationships between workmates give energy and motivate to work better and better. In addition, my study indicates that deck officers' motivation depends mostly on things like challenges, positive feedback from superiors, professional development and the opportunity to make a career. In fact, all these issues are related to the fourth level of Maslow's theory (esteem needs). The data of this study shows clearly that positive feedback motivates strongly. This was an answer I got repeatedly. Thus, it is not insignificant how the superiors give feedback to those who are below them in hierarchy. The data indicates that leadership skills are sometimes poor, and some participants said that leadership schooling would be necessary for superiors to acquire more knowledge in that field. The requirement to improve and develop leadership skills is an idea to be taken into consideration.

In addition to the deck officers' motivation, I asked the participants about factors that make them satisfied at work. Salary, status and responsibility were related to job satisfaction among deck officers. Nice colleagues as well as interesting work, pleasant route and varying tasks also added to job satisfaction. The fundamental things that add to job satisfaction were a good mental working environment and good relations with colleagues. Everyone should be seen as an individual. It is important that colleagues respect each other. A poor mental working environment causes different kinds of negative effects such as stress. Further, stress entails nervousness and sleeping disturbances for example.

Occupational stress among seafarers has been studied in several countries. The IMO reports that about 80% of maritime accidents are due to human error including stress. Fatigue reduces mental and physical ability as well as causes sleepiness and reduces human reflexes. In my research participants answered that for instance hurry, responsibility and too little sleep or poor sleep quality cause stress. Moreover, many participants said that stress leads to sleeping disturbances or insomnia. The importance of a good mental

working environment was underlined by deck officers when talking about stress factors. One participant said that poor relationships among work mates can even lead to catastrophic consequences and be a risk for safety.

“The number of hours worked and the amount of extra work is a major source of stress and chronic fatigue” (Carotenuto, Molino, Fasanaro, Amenta, 2012). In my study this came up several times in statements indicating that a deck officer’s work could be improved by reducing working hours. It is also generally known that when working at sea in a vessel where things have to be done for 24 hours every day, some sleep disruption inevitably occurs. I think that sleeping disturbances are a severe issue that should be discussed even more, and it would be very important to follow the rules of the IMO.

McGregor’s “X” and “Y” theories describe two contrasting models of workforce motivation used by managers. Two different managerial styles create two kinds of groups motivated in a different way. An authoritarian style and tight control produce limited culture. On the contrary, developmental and liberating management encourages workers to approach tasks without direct control and supervision. The motivating role of job satisfaction can be seen here. In my data it was seen that “management culture” does not always work like it should. My sampling is small but it shows that some participants are not satisfied with the management and the way their superiors behave. “Excessive hierarchy is not needed”, answered one respondent.

Based on my research and my own experience on board, I suppose that both management styles exist on board ships. As mentioned before in this thesis, the “Theory Y” has become more popular nowadays. McGregor also says that “Theory Y” is superior to “Theory X”. According to him, “Theory X” demotivates people in the long term. I think that nowadays the management on ships is strongly oriented towards a less authoritarian style. Already years ago, when I was working on ships belonging to an American company, I got familiar with this kind of responsibility-sharing management style. Anyway, I think that the nature of the job of a deck officer already includes the fact that as a worker he/she is independent, enterprising and responsible. Since management style is also strongly related to job satisfaction, its role is indisputable. I think it would be interesting to know what the management style on board is like nowadays and how seafarers experience it. This could be a very interesting and useful topic for further research.

As mentioned above in this chapter, it is generally known that seafarers are usually exposed to different kinds of stress factors and I also asked in my study what kind of work

related stress seafarers feel and how it affects them. My research was a qualitative research with a small sampling. Nowadays we know that stress can cause many different kinds of negative health effects (Soncin, 2014), and I think it would be useful to make a quantitative study with a large sampling around this theme. There are different studies concerning seafarers' stress, and it would be interesting to know how much the stress is related to the position a worker has on board. An extensive research about deck officers' stress could be useful.

The participants in this research keep contact with their family and friends mostly through Internet and social media. Long separation from family is emotionally demanding, which means that free and good internet connections would be important. Generally it was considered great that nowadays a seaman can communicate with his/her family easily, for example through Skype. "With one video call you are at home and you talk with all the world" said one respondent. Another participant emphasized that keeping contact with family gives strength at work. Moreover, the respondents also mentioned that the internet connection should be so good that a seafarer can be in contact with home wherever and whenever. I know that in the biggest cruise shipping companies all the crew has the chance to use the Internet both when the ship is in port and at sea. They have to buy a pre-paid card. There are, however, ships that do not offer this facility.

Salary was mentioned in this study as one of the most important factors increasing appeal and satisfaction among deck officers. By July 2012, the monthly salary of cruise liner captain depending on the cruise line had increased by 22.8 per cent and remains the highest salary among ocean-goers (Black, 2012).

Labour market today is very open, and a seafarer can find himself among workmates from all over the world on board. Since the 1990s, ship-owners have begun to build larger and larger ships, and new vessels are still being delivered. One of the most popular US cruise companies, Carnival Corporation, has announced the construction of two new LNG ships with Meyer in Turku (MeyerTurku.fi) and MSC Cruise has announced that eleven new ships will enter the market by 2026, offering 36,000 vacancies (source: Informazioni maritime Napoli).

Future will show which will be the most numerous nationality on board. Luckily a salary was not the only reason to work at sea for the interviewed deck officers. Their motivation and job satisfaction were also related to such things as interesting work and the possibility

to work in periods. As one deck officer put it: “Responsibility is absolutely one thing that adds to my job satisfaction. I am a Staff Captain and my salary is the cherry on the cake.”

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Appendices

Appendix 1. Interview questions

BACKGROUND INFORMATION

Nationality:

Age:

Gender:

Position:

Ship:

INTERVIEW QUESTIONS

1. Why did you choose to work at sea?
2. Positive and negative sides of working in periods?
3. Have you ever thought of changing your job and go to work ashore? Why?
4. How important is it to have a good relationship with work mates?
5. What kind of possible negative effects working on board has had on your health?
6. What kind of things cause you stress (noise, overwork, poor work atmosphere, living far away from family etc.)?
7. How does stress appear (for example, poor quality of sleep)?
8. How do you keep contact with your family/friends? How important is it?
9. What factors make you satisfied at work (salary, status, possibility to see the world etc.)?
10. How is your motivation? What kind of things motivate you at work?
11. How would you improve deck officers' working conditions?
12. Free comments.

Thank you for answering!