

## ANALYZING THE PERSONAL FACTORS IMPACTING JOB SATISFACTION AND ELEMENTS OF RETENTION

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### ***Abstract***

*Background:* This study explores the relationship between job satisfaction and turnover among seafarers on all levels. The primary goal of this research is to identify the factors that influence seafarer job satisfaction and retention. Sustainable development of the marine industry requires improving quality and increasing retention of seafarers.

*Objective:* This study aims to explore the factors influencing job satisfaction and retention among seafarers. Increased satisfaction among seafarers leads to increased performance and productivity, which translates to a higher return on investment, higher customer satisfaction, and a longer customer retention period.

*Methods:* The study of quantitative data forms the basis of this discipline. We collected 200 data sets from sailors on all aspects of their work, and 150 of them were valid responses. We investigated the factors that affect the personal factors that impact job retention. Using correlation, we examined whether personal factors affect job retention.

*Results:* Seafarers' job satisfaction is positively correlated with their factors, and job satisfaction positively impacts retention. There is a dependence between PFT (personal factor), JS (job satisfaction), and R (retention).

*Conclusion:* As a result of the study, we have concluded that personal factors affect seafarers' job satisfaction, which in turn impacts their retention. Thus, improving job satisfaction among seafarers is essential to avoid low retention rates in the marine industry.

*Keywords:* Retention, Personal factors, Job satisfaction, Seafarers, Correlation, Chennai.

### **Introduction**

A person's working life has a very important role to play in his or her life. The workplace is where most employees spend the majority of their time. Organizational productivity is improved when employees are more satisfied, turnover is reduced, and work stress is reduced. According to a few previous studies, seafarers' job satisfaction is significantly correlated with life satisfaction. In the current research landscape, few studies examine the determinants of job satisfaction and dissatisfaction among seafarers from a theoretical perspective. Further, there have been very few studies investigating how job satisfaction affects

the retention of seafarers. Seafarers who experienced high job satisfaction continually were more motivated to confirm safety operational regulations, and their performance was improved. The fact that work stress can decrease employee job satisfaction has been shown to result in increased absenteeism and intentions to quit, as well as diminished productivity and quality of work. The lack of seafarers and low retention rates have exacerbated recruitment costs and burdened the industry heavily. The importance of enhancing crew job satisfaction over the long term is understood by organizational management because job satisfaction is known to extend seafarers' working lives at sea. The purpose of this paper is to explore the factors affecting job satisfaction and personal factors, which have a greater impact on the retention of seafarers.

### **Aim**

- I. To identify the relationship between personal factors and job satisfaction.
- II. To identify the factors affecting the relationship between job satisfaction and retention.
- III. To improve seafarers' performance and productivity, which eventually results in high profits, customer satisfaction, as well as long-term customer retention, seafarers' jobs have to be highly satisfied.

### **Literature review**

According to Abeer Imam (2014), The author states that complex employee involvement is gaining importance. It helps the organization's benefits. Job stress hinders employee performance. Happy, devoted workers work better than anxious ones. Employees show job satisfaction and organizational dedication. This study found that employee involvement increases work satisfaction and organizational commitment and that job stress moderates this link. Employee engagement and turnover intention were also mediated by job satisfaction and organizational commitment. Job satisfaction mediates employee engagement and turnover intentions. Increased employee involvement not only increases job satisfaction but also increases turnover intentions. There was no organizational commitment, work engagement, or turnover intention mediation. Job stress' moderating effect was similarly minor. Pakistani bankers were called in to test research assumptions. This study was survey-based research. Different studies' questionnaires were used. SPSS analyzed survey data. Finding the association between research variables requires reliability, correlation, and multiple regression analysis. We also outline limitations and future research.

According to Chialing Yao (2017), The author demonstrates that as a result of the evolution of technology, businesses are growing toward internationalization and globalization, and the shipping market is also developing favourably toward maritime liberalization and internationalization. International trade, through the shipping business, increases economic growth. Shipping commerce would flourish, and such a tendency would have a huge impact on economic growth. The development of shipping involves a human commitment to the business. However, a significant number of maritime companies today face a scarcity of

personnel at sea. Shipping firms must stress seafarer scarcity and the tendency of seafarer loss due to the specialized nature of the workplace and the distinctive and professional nature of seafarers. Therefore, it is vital to analyse the intention of sailors to remain in the maritime sector. Aiming toward the shipping business, China Cosco Shipping Co., Ltd. distributes 300 questionnaires to its off-shore operating workforce, of which 261 legitimate copies are recovered at a rate of 87%. The results of this study demonstrate strong beneficial impacts of leadership style on work satisfaction, job satisfaction on intention to remain, and leadership style on intention to remain. Based on the findings, recommendations are made to try to find a solution to the lack of human resources and the trend of seafarer attrition and to help with human resource management in the domestic shipping sector.

According to Kum Fai Yuen (2018), According to the author, because there is a global shortage of labour and a high turnover rate among seafarers, having the ability to encourage and keep seafarers is a critical personnel problem. The primary purpose of this paper is to investigate the significant aspects that contribute to the overall performance and contentment of sailors in their jobs. A survey was administered to 116 seagoing officers, and structural equation modelling was used to analyse the data gathered from the survey. According to the data, there is a robust connection between seafarers' job performance and their level of job satisfaction. In addition, significant elements that influence job satisfaction include the amount of stress that is associated with working on a ship as well as the attractiveness of financial incentives. The personalities of sailors and the allure of the job design both have a big role in the degree to which job satisfaction is achieved. An examination of the relevant literature and post-survey interviews has led to the suggestion of a management model that includes both policies and techniques designed to promote and retain seafarers.

According to Joanne McVeigh (2019), Occupational stress, known to be a risk factor for mental illness, is among the highest risks among seafarers. Several psychological disorders, such as depression, anxiety, suicidal idealization, and alcoholism and drug abuse, are recognized as health concerns in the marine industry. The study objectives were to determine which personal and job characteristics predicted how stressed and happy a group of merchant seafarers are at work, which is known to affect psychological functioning in the maritime industry. Sailing company employees were asked to fill out questionnaires regarding their work experience and feelings about their jobs for secondary data analysis. In oTomine subjective stress and job satisfaction among merchant mariners, structured equation modelling was used. A variety of goodness-of-fit statistics suggested that the structural equation model had an adequate match to the sample data, but both the comparative fit index and Tucker-Lewis index suggested that the model fit was not optimal. Feelings of stress were explained by the model by 23.8%, and dispositional resilience accounted for the most variance. Job satisfaction accounted for 70.6% of the variation in the model. The most predictive factor was instrumental work support. Researchers found that dispositional resilience may be especially important for perceived stress in merchant seafarers, while instrumental work support may be crucial for job satisfaction. However, seafarers need a workplace they see as fair, equal, and helpful for their emotional health.

According to Ji An (2020), The author conveys that Work-family conflict and its influence on the shipping sector have not been the subject of sufficient investigation. This study's purpose was to objectively investigate the impacts of work-family conflict, workplace stress, and job satisfaction on seafarer performance. 337 sailors from commercial vessels were surveyed at Yangshan Port, Shanghai, China, to collect data. Data analysis was done using hierarchical regression analysis. Work-family conflict and work stress have a detrimental impact on the self-reported job performance of seafarers, but job satisfaction has a favourable impact. Furthermore, the results demonstrate that job satisfaction moderates the associations between work-family conflict, job stress, and seafarer performance. Our data indicate that work-family conflict, perceived job stress, and job satisfaction are important determinants of seafarer performance. For managers and researchers, significant applications and consequences are offered.

According to Maria Dolores Scherbl (2020), The author demonstrates that Recently, the industry has encountered difficulties. Due to over-tourism and pollution, Italy, Spain, France, and Croatia are decreasing the number of cruise ships visiting historic sites. According to Forbes, 600 cruise ships visit Venice each year. Venice has become the most visited city in Europe as a result of the daily flood of tourists. Thousands of tourists visited the city without restriction, causing damage to social and cultural sites. After a 13-deck MSC ship capsized in the Venetian Lagoon in June 2019, Italian authorities have prohibited large ships from traversing the lagoon. Four cruise passengers were injured, while others on land were forced to evacuate. This tragedy has prompted concerns regarding huge cruise ships. Temporarily prohibiting ships from docking at urban terminals would push cruise lines to choose alternative ports. Even though the cruise industry is beneficial to port towns, local governments wish to safeguard historic and cultural resources. Even though this episode was little, collaboration might occur at any time with serious consequences. Cruise ship fuel oil is 2000 times more polluting than standard diesel. (2005) Grey and ballast water waste from cruise ships may be harmful to the environment if not disposed of properly. These waste streams are governed by domestic rules and norms, but there is no international law controlling cruise ship operations. Dubrovnik, Croatia and Mallorca, Spain have recently attracted environmental and public concern. Dubrovnik, Croatia reached an agreement with cruise lines and CLIA to restrict the daily entry of two cruise ships into Gruz port. Croatia Week in 2018. People in Mallorca protest mega-cruise ship pollution and congestion. The groups are stressing air pollution and the abuse of cruise ship workers.

According to Yuan Gu (2020), According to the author, this study investigates the correlation between job demands and turnover intentions as a function of commitment to the workplace and an enjoyable work environment. A study was conducted based on the job demands-resources paradigm to study the relationship between job demands, occupational commitment, job enjoyment, and intention to leave a job. It was hypothesized that job demands would be positively correlated with turnover intention; occupational commitment would mediate the relationship between job demands and turnover intentions; as well as the relationship between job demands and occupational commitment, and the relationship between

job demands and turnover intention, would be moderated by a fun environment. To test the hypotheses, 294 seafarers were surveyed online, descriptive and correlation analyses were performed, and a Process Macro study was conducted. This study contributes to a better understanding of the mechanism that influences seafarers' intentions to change jobs by providing preliminary support to the three hypotheses. Organizing appropriate group activities on board can assist sailors in combating stress and fatigue.

### Research Methodology

In this study we investigate the factors that influence work satisfaction for seafarers, researchers have employed a wide variety of methods for data collection and analysis. These objectives are accomplished through the use of a wide variety of methods, some of which include semi-structured interviews, frequency studies, and multiple regression analysis, among others. The methods for conducting this inquiry may be found stated in Table 1. They were followed. Due to the important role questionnaires play in this investigation's data-gathering process, this section details how they are made, distributed, and then used.

The goal of this questionnaire was to gather information from young seafarers aged 24 to 34 years old with percent, 35-44 years old 20.7 percent, 45-49 years old with 21.3 percent, and over 50 years old 2.0 percent, taking gender account 52.7 years old for males and 47.3 years old for females. This questionnaire was designed to collect information from young seafarers. In addition, we considered the workers' positions aboard the ship, which were broken down as follows: Senior officers made up 13.3 percent of the workforce, officers 22.7 percent, cadets 32.0 percent, deck workers 16.0 percent, and crew members 16.0 percent. 28.0, 35.3, or 36.7 are the corresponding numbers for a transport ship, cargo ship, or passenger ship, respectively.

Semi-structured interviews were used to determine whether or not work satisfaction had been maintained. Interviews served as the source material for a ground analysis, from which keywords were extracted. Second, a questionnaire for pilot research consisting of 35 questions that address four different features was developed based on the literature review, as well as the extraction of keywords. The official examination consisted of twenty questions in the total questionnaire. There was a total of 200 responses that were completed by electronic methods, with fifty of them being rejected as a result of extremist points of view, and 150 of the tests were considered to be accurate.

### Demographic Factors

Demographic Details	Items	Percentage
Age	25-35	30.7
	36-44	35.3
	45-50	28
	51-55	16

EVALUATION OF DURABILITY PROPERTIES OF GEOPOLYMER CONCRETE IN COMPARISON TO ORDINARY PORTLAND CONCRETE

Gender	Female	61.3
Designation	Senior Officer	30
	Officer	36
	Cadet	21.3
	Deck Officers	6.7
	Crew Members	6.0
Type of Ship	Transport Ship	38.7
	Cargo Ship	28
	Passenger Ship	22
	Auxiliary ship	11.3

*Source: Author's own data*

We have used a wide variety of data collection and analysis methods to examine what forces drive seafarers' exodus, such as semi-structural interviews, frequency analysis, and correlation analysis. Table 1 shows the steps taken in this study. Due to the primary measure of this study, this section provides details about how questionnaires were created, distributed, and recycled.

In the study has taken in Chennai, a proportion of young seafarers between the ages of 25 and 35 made up 31.7%, a proportion of seafarers between the ages of 36 and 44 made up 35.3%, a proportion of seafarers between the ages of 45 and 50 made up 28%, whereas a proportion of seafarers between the ages of 51 and 55 made up 16%. As part of the study, gender was also taken into consideration for each participant in both groups of males and females, and workers were classified into Senior Officers, Officers, Cadets, Deck Service, and Crew Members. We have determined that the majority of workers will be Senior Officers, 30% of whom will be Officers, 36% of whom will be Cadets, and 21.3% of whom will be Crew Members. The remaining 14.8% of employees will be in Deck Service. As shown above, the percentages differ based on the type of ship, as follows: 38.7% for transport ships, 28% for cargo ships, 22% for passenger ships, and 11.3% for auxiliary ships.

To collect data for the questionnaire, young seafarers aged between 25 to 35 with turnover intention were conducted through semi-structured interviews from which ground analysis was conducted to the formal questionnaire. A total, of 220 responses were answered by electronic means, 20 of which distracted keywords. Second, a pilot questionnaire with 33 questions covering four aspects was designed based on the literature review and keywords extracted. Twenty questions were included in the regard due to extreme viewpoints, and 200 were reserved.91.1% of the tests were valid.

**Conceptual Model:**



**Correlation Output:**

Correlations				
		P	J	R
P	Pearson Correlation	1	-.051	.658**
	Sig. (2-tailed)		.534	.000
	N	150	150	150
J	Pearson Correlation	-.051	1	.718**
	Sig. (2-tailed)	.534		.000
	N	150	150	150
R	Pearson Correlation	.658**	.718**	1
	Sig. (2-tailed)	.000	.000	
	N	150	150	150

\*\* . Correlation is significant at the 0.01 level (2-tailed).

In the analysis of PFT (Personal Factor) and JS (Job Satisfaction), the correlation coefficient is  $r = 0.534$ , which is a significant value. Based on these data, it is evident that PFT (Personal Factor) and JS (Job Satisfaction) are related to each other. A strong and positive correlation is demonstrated here by the value of  $r$  of 0.534.

The correlation between JS (Job satisfaction) and R (Retention) is  $r=0.000$  the significant value. This indicates that JS (Job satisfaction) and R (Retention) are dependent on each other. Here the value of  $r$  is 0.534 so it is considered to be a strong and positive correlation.

**Results and Discussion**

The findings of the study indicate that both personal factors and job satisfaction among seafarers can have a positive influence on their lives. Based on personal factors and job satisfaction, the following table shows the relationship between the impact on a seaman's life, the impact on their job satisfaction, and the impact on their lives.

Throughout this article, we examine job satisfaction among seafarers and the personal factors that influence their lives that provide retention factors. Salary, family benefits, promotions, training opportunities, and family benefits can be included as benefits for job satisfaction. An analysis of the perception of personal factors and job satisfaction among a sample of merchant seafarers that leads to retention is the primary objective of this study,

which is known to influence psychological functioning across the maritime industry and other sectors. As a result of the findings, if personal factors have an impact on seafarers' lives, their job is automatically affected and the employees are not satisfied with their jobs. This results in fewer seafarers staying at their jobs. We are not attempting to be exhaustive in our analysis of the findings of the study, but rather to explore several of the issues raised by the study from a literature review perspective.

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