

Significant Difference on the Degree of Work life Balance in the Case of Cruise Ships Employees in the Philippines

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Abstract - *The conceptions of work-life balance are a known and acknowledged significantly especially at the current time that one of the most lengthily tackled by the administrative is about benefits of every onboard crew. This study focuses on measuring the effectiveness of the work-life balance programs implemented by the identified cruise ships in the Philippines. The respondents of this study were 305 seafarers who are currently working in the selected international cruise ships. This determined the differences on the responses of seafarers on the assessment of quality work life while One-way analysis of variance. The degree of work-life balance among the seafarers is important to manage their entire life activity onboard, remaining productive at work while being active on other areas and aspect of his life. There is a sense of fulfillment and enjoyment performing the multiple roles in life. It was revealed that those aged 51 years old and above have focused more on emotions while 41 to 50 years old are more on demand. Hence, it shows that single have higher assessment on work-life conflict and work-life control. It was also found out that college graduate has higher assessment on emotions and work-life control while those who earned other degree have higher assessment on demands. Last, there is no significant difference as observed specifically according to sex in all given variables. The result of the study may provide the companies with information on what and how to improve their programs. Also, it may provide other companies with a systematic means of assessing the services company has for its workers. The government may also benefit from the study since the result may provide them with important information that may have an impact on the implementation of laws related to labor and overseas work.*

Keywords: *Profile Variables, Work life Control, Seafarer*

INTRODUCTION

Work-life balance is basically how every crew be able to surpass such burn-out, and fatigue. As it is, work-life balance correlated with the many how to improve life adjustment onboard its productivity and working environment in the ship. There is instrument on how to assess the effectiveness of jobs onboard, employees' satisfaction, ship's policies and implementation. Hence, the quality of work life at the sea is imperative for both the employees and the employers; the time bound, and place is important factor on the work-life balance of the seafarers [1]. In an enhancing competitive environment, people have to have a pleasant-sounding and stable among career, family life and leisure activities.

Thus, organizations have to initiate employing best practices for the employees' concern, policies, and the value of the career development of their people. Having balance between work and personal role is significant to raise and advance the workable of human resource practices in the work environment. Therefore, this would signify balance between work and non-work

life. As further discussed by Khallash and Kruse [2], there are work-life choices that can be decided upon and people have the choice to make them. Conversely, there are two most vital fields or aspects of an individual's life, work and family. These two has to be satisfied at the same time and same level or degree of happiness.

As opposed, work life conflict is associated with "strain-based" or "time-based" conflicts between work and life. This can be explained on how work impacts on family life and the other way around. It always matters to every individual. Basically, powering the work-life balance practice has to work on hand and hand, with group effort between employer and employee. The Human Resource department rest assured the work life balance of their staff and its personal matters. It is viewed, that work life is supported with policies which includes care initiatives, time and workload policies, and other work-related programs.

However, there are challenges to face for as such in policy formulation, engagement and

implementation. It may result to either lowering or heighten some of the issues associated to turnover, absenteeism and other job-related attitudes [3]. Seafarers have highly risk work environments; thus, it requires vastly skills and capabilities to perform both individual and organizational level. Based on the report, the competency of the seafarers was highlighted by their behavior and attitude towards work [4].

In cruise industry, seafarers experiencing work fatigue can easily feel burnout since they were living 24/7 right there in their workplace, they have no other place where to go to unwind or got a chance to change their physical and social environment. If this happens, absenteeism becomes apparent, occurrence of low performance and engagement is possible as well. Excessive workload and requirements make the person irritable and demotivated to work. Thus, employees' job demands affects their physical, mental or psychological conditions. Further, safety culture onboard and social facilities for seafarers at port were also developed. Relatively, correct sleep habits ensured the quality of work. Also, healthy lifestyle behaviors are effective to manage fatigue.

However, despite the promising monetary compensation that this industry offers, seafarers constantly face a multiplicity of professional hazards and uncertain detrimental scenarios along their journey at the sea. They continually deal with complex and hazardous circumstances which fallouts own physical health vulnerability. Long and continuous exposure of the seafarers to harsh weather while working on deck can bring them to serious health complications. Adding up were the management political agenda and conflicts between the seafarers contributes to the difficulty of living of the seafarers on board ships. These problems are aggravated by quite a lot of factors that undermine their physical, mental and social well-being at countless phases of the work cycle.

This study focuses on measuring the effectiveness of the work-life balance programs implemented by the identified cruise ships in the Philippines. The result of the study may provide the companies with information on what and how to improve their programs. Also, it may provide other companies with a systematic means of assessing the services company has for its workers. The government may also benefit from the study since the result may provide them with important information that may have an impact on the implementation of laws related to labor and overseas work.

The study assessed the work life Balance of seafarers in the International Cruises. Specifically, it achieved the following: presented the demographic profile of seafarers in terms of age, gender, civil status, educational attainment and length of service in the company; determined the degree of work-life balance in terms of emotion, behavior, demand, work-life conflict, family management, work-life control, work-life initiatives; tested if there is significant difference with responses when grouped according to the profile variables.

METHODS

Research Design

The researcher made use of a descriptive survey method to determine the degree of work-life balance in terms of work-life conflict, family management, work-life control, work-life initiatives. With the use of survey instrument, the researcher was able to assess the work life Balance of seafarers in the International Cruises.

Participants

The respondents of this study were 305 seafarers who are currently working in the selected international cruise ships. The total number of respondents were computed based the effective size of 0.25, a power probability of 0.95 and an alpha level of 0.05 using G* power 3.1.9.

Instrument

The instrument used in the study was adapted from the study of Oa et al. (2018). The first part refers to the demographic profile of the respondents in terms of age, gender, civil status, educational attainment, and length of service in the company; the second, determines the degree of work-life balance in terms of: emotion, behavior, demand; third, assesses the degree of work-life balance in terms of: work-life conflict, family management, work-life control, work-life initiatives.

Data Gathering Procedure

The researcher administered the questionnaires on-site and on-line. For on-site, the respondents were given an ample time to answer the questionnaire. Meanwhile, the on-line survey was sent via social media platforms. Upon the retrieval the data were tallied, interpreted, and analyzed.

Ethical Consideration

The researcher has made it a priority to keep the information collected confidential and to use it

exclusively for academic purpose. Before administering the data collection instruments, the researcher obtained the respondents' prior consent or approval. Furthermore, there is no pressure or intimidation imposed on the respondents in deciding whether to partake or not.

Data Analysis

Scouring and interpretation. The items in the questionnaire were given corresponding weighs of 1 to 4. Equivalent verbal descriptions are also provided using the scale of agreement, 4 as being strongly agree to 1 as being strongly disagree. The research made used of Frequency count/Percentage to determine the demographic profile of the respondents. Independent t-test. This determined the differences on the responses of seafarers on the assessment of quality work life while One-way analysis of variance. This were calculated to determine the significant difference between the profile variables in their workplace.

RESULTS AND DISCUSSION

Table 1. Profile Percentage Distribution

Profile Variables	F	%
Age		
21-30 years old	86	28.20
31-40 years old	124	40.70
41-50 years old	78	25.60
51 years old and above	17	5.60
Sex		
Female	270	88.50
Male	35	11.50
Civil Status		
Single	215	70.50
Married	75	24.60
Separated	14	4.60
Widowed/widower	1	.30
Educational Attainment		
Undergraduate	20	6.60
College Graduate	278	91.10
Other	7	2.30
Length of stay in the company		
1-10 years	276	90.50
11 – 20 years	29	9.50

Table 1 presents the percentage distribution of the respondents' profile wherein most of the participants were at the age of 31 to 40; there were 124 or 40.70 percent followed by aged 21-30 with 86 or 28.20 percent; next is 41-50 years old with 78 or 25.60 percent and finally, aged 51 years old and above with

17 or 5.60 percent from the total number of respondents. In terms of sex, majority of the respondents were female with 270 or 88.50 percent while, male got 35 or 11.50 percent. These female respondents are part of food and beverage department on board if not they are housekeeper. While, male are at lounge or kitchen section.

Whereas, in terms of civil status, most were single with 215 or 70.50 percent; married were 75 or 24.60 percent; the separated, got 14 or 4.60 percent and the last widowed/widower, 1 or .30 percent. Since majority of these respondents are the early 30's, they are still single, looking ahead to fulfill their dreams and make use of their time to collect work experiences, preparing themselves for greater opportunities in the industry.

Moreover, in terms of educational attainment of the respondents, majority of them were college graduate with 278 or 91.10 percent while, the undergraduate got 20 or 6.60 percent and others were 7 or 2.30 percent. The last profile of the respondents; their length of stay in the company; majority of them were 276 or 90.50 stayed for about 1-10 years while the least 29 or 9.50 percent of the respondents stayed 11-20 years.

Table 2 presents the summary table on the degree of work-life balance with a composite mean of 2.91 with verbal interpretation as agree. The degree of work-life balance among the seafarers is important to manage their entire life activity onboard, remaining productive at work while being active on other areas and aspect of his life. There is a sense of fulfillment and enjoyment performing the multiple roles in life. On board seafarers are mentally, emotionally and physically challenge to handle and understand the daily life on board [5].

Table 2. Summary Table on the Degree of Work-Life Balance

Indicators	WM	VI	Rank
1. Emotions	3.54	SA	2
2. Behavior	3.56	SA	1
3. Demands	3.50	SA	3
4. Work Life Conflict	3.30	A	4
5. Family Management	2.99	A	7
6. Work-Life Control	3.08	A	6
7. WLB Initiatives	3.29	A	5
Composite Mean	2.91	Agree	

Among the indicators shown, with highest mean and strongly agreed is behavior (3.56); the attitude toward work is given much importance by many companies. According to the respondents, part of their

training before they were deployed onboard is preconditioning of their mind and attitude towards job and living far away from their family.

Being seafarers, they were confronted with many conflicts in the workplace and within their inner self (boredom and loneliness). Seafarers' behavior or attitude is given heavier assessment among the applicants. This is the reason that prior experience has a greater advantage for staffing rather than the first timer. The work-life balance of offshore crew members in terms of behavior motivate them a lot to work hard, earn money and save for their family. The financial aspect of their job pushes them to stay on the job [6].

In terms of emotions (3.54), respondents admitted that being a crew member is not an easy job. Choosing the profession, the person must be mentally and emotionally prepared. According to them, living in the middle of the sea that most of the time has no good communication signal to communicate clearly with their family is something which makes their feeling much heavier. Also, strong emotion is essential while working and with other co-employees who belong from different nationalities, added to that is when engaging with their hundreds or thousands of guests every day. Their patience is tested to maximum and beyond limits while performing their jobs.

Emotion of the offshore crew member can be the basis of improving the organization engagement with the employees. Their perception and feeling towards or their work-life balance practice is significant to do a diverse enhancement for consistent effects on their jobs [7].

Third, in terms of demands (3.50), the onboard crew members have adjusted themselves to the work demand and manage to balance it while carrying out the family responsibilities. To be physically present in family gatherings are possible to happen among the seafarers onboard because they are working miles and miles away. This is one of the biggest and difficult adjustment to make among those seafarers. The work demand is a factor where the crew members blend their work life balance in order to fulfil their obligation on work-to family. So, it is important to consider it; if the work demand is suited to the employees that would not place them in risk or hazardous situation that bring about work fatigue.

Others were the least but positively agreed by the respondents are work-life conflict (3.30), work-life balance initiatives (3.29), work-life control (3.08) and family management (2.99). The last is the family

management wherein the respondents would always rely on other family members to look after or to take-care their immediate family. As much as they wanted to be with their family; it is difficult for them to do so because of the nature and geographic location of their job. The main reason for the crew member to work on board is to fulfill their obligation to their family no matter how far it was and no matter how difficult to confront other issues encountered inside the ship as long as the ship is complete with communication technology in order to communicate with their families and friends; because this is the least that they could have to cover up the boredom and loneliness [8].

Table 3. Difference of Responses on the Degree of Work Life Balance When Grouped According to Age

Work-Life Balance	F-value	p-value
Emotions	4.367**	0.005
Behavior	2.280	0.079
Demands	3.630*	0.013
Work Life Conflict	1.508	0.212
Family Management	0.430	0.732
Work-Life Control	1.414	0.239
Work-Life Balance Initiatives	2.038	0.109

Legend: *Significant at p-value < 0.05; **Significant at p-value < 0.01

Table 3 presents the comparison of responses on the degree of work-life balance when grouped according to age. It was observed that there was a significant difference found on emotions (p-value = 0.005) and demands (p-value = 0.013). This was observed since the obtained p-values were less than 0.05 alpha level. This means that the responses vary significantly and based on the post hoc test conducted, it was found out that 51 years old and above have focused more on emotions while 41 to 50 years old are more on demand.

The older the crew member, the greater is the desire to stay with their family. As observed, these older crew belong to the age of 51 years and above are more emotional the fact that there is an intense feeling to be with their family on the latter part of their lives. They are more at peace when they are with their families. Aside from the fact they already have some concerns with their health, they want to spend their little time with their loved ones.

Being with the family has an impact on health and psychological well-being, settling their goals on both areas of work and family expound beautiful or pleasant emotional conditions [9].

According to them, they have worked for a long time, so it is about time for them to relax and enjoy the remaining years to live. Some of the 40 - 50, are not yet done sending their children to school, therefore, they do not want to settle yet with their jobs as seafarer. They believed that their family still needs financial support and resources.

The older age groups have unlike conditions mentally, emotionally and physically compared to younger age. The old ones are more to have maintenance of work life balance for being a worker when it comes to flexibility in many cases unlike the younger ones as they are physically stronger and mentally and emotionally aggressive to work and personal endeavors.

Table 4. Difference of Responses on the Degree of Work Life Balance When Grouped According to Sex

Work-Life Balance	t-value	p-value
Emotions	0.851	0.395
Behavior	0.473	0.636
Demands	0.612	0.541
Work Life Conflict	0.030	0.976
Family Management	0.404	0.687
Work-Life Control	0.626	0.531
Work-Life Balance Initiatives	0.923	0.357

Legend: *Significant at p -value < 0.05

In Table 4 as seen from the result, all computed p -values were all greater than 0.05 alpha level, thus, the researchers fail to reject the null hypothesis. This means that there was no significant difference observed and implies that the responses on the degree of work-life balance do not differ significantly between male and female.

Both male and female are similar on managing or balancing their work life and fulfilling their responsibility to their family. They have similar work and life agenda they are just differ on how they manage the situation. In the context of male and female, workforce on board is very similar on how it shapes the gendered nature of flexible working, norms and performance outcomes. The policies for on board crew to support work-life balance for men and women are applied at the same time. Both sexes have flex-time work arrangements and family arrangements [10].

Table 5 reveals the comparison of responses on the degree of work-life balance when grouped according to civil status. It was found out that the responses vary on work-life conflict and work-life

control because the resulted p -values were less than 0.05 alpha level. This indicates that the responses vary significantly and based on the post hoc test conducted, it shows that single have higher assessment on work-life conflict and work-life control.

Table 5. Difference of Responses on the Degree of Work Life Balance When Grouped According to Civil Status

Work-Life Balance	F-value	p-value
Emotions	2.507	0.059
Behavior	0.228	0.877
Demands	0.152	0.929
Work Life Conflict	4.891**	0.002
Family Management	1.296	0.276
Work-Life Control	3.255*	0.022
Work-Life Balance Initiatives	0.306	0.821

Legend: *Significant at p -value < 0.05; **Significant at p -value < 0.01

The work life conflict does not appear to the single ones but rather to the married individuals. To further explain, based on the initial interview with both single and married, the single crew member has greater intention to spend more time with himself or herself rather than those who are married or with children. The degree of carrying the responsibility to the family; the married or parent crew member carried it out heavier than the single ones. Among married seafarers, they experience greater demands from their family or spouse that interfere with their work or vice-versa.

Work life conflicts are a negative assumption on this that matters to his life between work and personal stuffs. Among the seafarers as observed the experience anxiety with the feeling of absence as family member. Also, among the married, parents or family man or women offshore crew members separation from their partners and children is one of the most significant causes of stress which is unlikely among the single crew members [11].

This further explains that commonly, the single crew member focuses more on with his personal interest like to travel a lot with their friends during the disembarkation, do a lot of shopping or engage to many activities during their free time because they find themselves with lighter responsibility. While the married or parent crew member are very particular on how they will manage their budget.

Meanwhile, respondents who are married can generally manage or take in control of the situation therein in the workplace while fulfilling their role to their family. They are most profound handling a

multitasking individual role in work and in family. They spend vacations based on the need, otherwise, they choose to spend their time to their family. Fortunately, with current programs of many cruising companies implement organizational support to the onboard crew to maintain their self-efficacy while achieving work life balance [12].

Table 6. Difference of Responses on the Degree of Work-Life Balance When Grouped According to Educational Attainment

Work Life Balance	F-value	p-value
Emotions	6.502**	0.002
Behavior	1.739	0.177
Demands	6.312**	0.002
Work Life Conflict	2.367	0.095
Family Management	1.183	0.308
Work-Life Control	3.341*	0.037
Work-Life Balance Initiatives	2.289	0.103

*Legend: *Significant at p-value < 0.05; **Significant at p-value < 0.01*

Table 6 presents the comparison of responses on the degree of work-life balance when grouped according to educational attainment. It was observed that there was a significant difference found on emotions (p-value = 0.002), demands (p-value = 0.002) and work-life control (p-value = 0.037). This was observed since the obtained p-values were less than 0.05 alpha level. This means that the responses vary significantly and based on the post hoc test conducted, it was found out that college graduate have higher assessment on emotions and work-life control while those who earned other degree have higher assessment on demands.

The college graduate crew member can adapt more to manage their workload while performing their role and do their responsibilities and to their families. They are very positive toward their co-worker, supervisor and the guest. The college graduate performed better because they have previous knowledge or training. They feel proud of being productive and contributed a lot to the organization or company. For such emotion, it manifests their work life control towards their personal lives and work. Whereas the undergraduate satisfies the demand to work according to the specified number of work hours for their mind set and emotion were settled to be that way. People are motivated settling their goals when their feelings or emotions are in better condition [9].

As to the demands, according to the college graduate, seafarers they were able to meet the requirements of my job without working long hours and they are satisfied with that. In the fulfillment of the demand of their work they usually spending more time on work related projects rather on personal endeavors however, despite of the number of hours spent in work they still able to go out and have my social life. Thus, the respondents agreed that they were given flexible schedule to maintain work life balance onboard.

Despite the remarkable demand on work onboard, it creates positive and psychological impact to the seafarers to do their job well while being functional member of their family. Further, for work life control, many from the college graduate can take control both aspects between work and family. They can spend time for vacation with their family and love ones.

Ships crews come from a wide array of backgrounds each with highly varying levels of qualification and skill. Continual advancement in ship technology has made it increasingly necessary for seafarers to continue their education to be able to be an effective and safe worker [13].

Table 7. Difference of Responses on the Degree of Work-Life Balance When Grouped According to Length of Stay in the Company

Work Life Balance	f-value	p-value
Emotions	3.662**	<.01
Behavior	2.832*	0.005
Demands	5.023**	<.01
Work Life Conflict	2.087*	0.038
Family Management	0.344	0.731
Work-Life Control	2.126*	0.034
Work-Life Balance Initiatives	0.780	0.436

*Legend: *Significant at p-value < 0.05; **Significant at p-value < 0.01*

Table 7 shows the comparison of responses on the degree of work-life balance when grouped according to length of stay in the company. It was found out that the responses vary on emotions (p-value = 0.000), behavior (p-value = 0.005), demands (p-value = 0.000), work-life conflict (p-value = 0.038) and work-life control (p-value = 0.022) because the resulted p-values were less than 0.05 alpha level. This indicates that the responses vary significantly and based on the post hoc test conducted, those who are working 1 to 10 years in the company have higher assessment on the above dimensions.

The respondents who are working 1 to 10 years in the company are respected for aiming to fulfill work life balance and personal aspirations. By having such life balance, they have peace of mind while working onboard. In addition, through staying in the industry, they became proud of themselves and become more productive and better. Consequently, respondents for a longer period became knowledgeable handling matters between work and family responsibility. Emotion influences cognitive processes that make them good to pay attention to details, rationalized reasoning, and determining problems [14].

The respondents behave positively on the matter relevant to their receiving salary. Others were given the chance to be promoted or received better offer right after every contract because they enable to work effectively. They are also optimistic about that they will be appreciated for each job done well. Management has to make valuable effort to heighten self-esteem, self-respect, self-worthy and value for work life balances among onboard crew.

As the result displays, demand is highly significant to the respondents who are working 1 to 10 years in the company to which it matters to them the satisfaction working with the number of hours. Along with that, they put extra effort to get their job done. On the other hand, some encountered work life conflict as much as they wanted to give full attention on their job onboard their focus was divided with some worries concerning family issues or challenges thus, it interferes their job. Meanwhile, others were in control of their situations performing their roles and obligations smoothly in the family and work as well.

As explained, the essentials for workers onboard to cover up work related anxiety by giving them time to communicate with their family and maintaining positive work-live environment.

More so, respondents who are working 1 to 10 years in the company encountered conflicts between family and work that basically affect their performance. According to the respondents, when their work was interfered by family issues and other personal interest, they could not focus on their job onboard. This caused them mentally and emotionally disturbed. As affirmed by the respondents, there are some instances that their work is more demanding which requires more time and strength to fulfill what is being expected. This is just one of the challenges that the respondents must fulfill to manage and balance the work while at the same the family responsibilities and obligations. Work fatigue creates mental stress for those who cannot adopt easily

to their work situation added to the unpleasant social environment can affect the work performance of seafarer who is confronted with a high demand expectation in the workplace.

Lastly, for the work life control of respondents who are working 1 to 10 years in the company perfectly manage their job and relation with them through the years of working onboard. They avail to spend meaningful and fruitful vacation with their family. They retain to their job and counting longer number of years in the industry. The retention of the crew members in their job must be managed by the shipping company. This is important thing that the company should be focused on. The retention is relevant to the satisfaction with job and employer, opportunities for career opportunities and working condition of the workplace [15].

CONCLUSION AND RECOMMENDATION

Majority of the respondents are aged 31 to 40 years old, female, single, college graduate and worked for about 1 to 10 years. Most of the on-board crew were at the aged 30's. They have been part of the cruising industry for several years. There is a significant difference of responses on the degree of work-life balance specifically on demand among the respondents' aged 41 to 50- and 51-years old seafarers on emotions. However, the single seafarers have higher assessment on their work-life conflict and work-life control compared to married individuals. Today's industry requires candidates for jobs with a minimum educational requirement of at least college degree compared from long years ago that accepts high school graduate. The previous relevant work background was the most privileged or advantaged to fill in the position onboard. Further, there is also a significant difference of responses on the degree of work-life balance among college graduate seafarers on their emotions, demand, and work-life control; while those who worked in 1 to 10 years have higher assessment on behavior, work-life conflict, and work-life control. Further, for work life control, many from the college graduate can take control both aspects between work and family. They can spend time for vacation with their family and love ones. Last, there is no significant difference as observed specifically according to sex in all given variables.

The researcher recommend for the company may be more lenient to hire the crew member with light health issues. The cruising company may give special attention on the workload and fatigue issues of the crew

members by considering the supply of additional crew on board and modify long hours of duty. Since the study is limited on the onboard employee's work life balance, The future researchers may conduct similar study using different variables specifically on effectiveness of work organization and family, social and work engagement while on board.

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