Appendix: Seafarer Communication Questionnaire

Dear seafarer friends;

Hello, we hope you will enjoy your work on board.

In order to better understand the needs of seafarers, protect their interests and gain wider and stronger support, we are conducting an academic study on seafarer communication issues. To do so, we need you to fill out the following survey, which will help us to better protect the interests of our seafarers. Thank you! This questionnaire is anonymous, so you don’t have to worry about leaking personal information. We hope you will take the time to fill it out carefully. Finally, thank you again for your help!

Shanghai Maritime University

Merchant Marine College

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Ship Information：**  1. Type of ship you are on (please put √ in □)  Bulk carrier □ Miscellaneous cargo ship □ Container ship □ Other type of ship □  2. Your ship route (please put√ in □)  Global routes □ Southeast Asia routes □ Japan and Korea routes □ Domestic routes □  3. The number of people on your ship is（ ） | | | | | | | | | | |
| **Personal information:**  Your age（please put √ in □）  18–29 years old □ 30–39 years old □ 40–60 years old □ 60 years old and above □  Your gender （please put√ in □）  Male □ Female □  Your ethnicity （please put√ in □）  Han Chinese □ Other minorities □  Which part of China are you from?（please put √ in □）  Northeast and North China □ Central China □ East China □ South China □ Northwest and Southwest China □  Your job title（please put√ in □）  Captain □ First Mate □ Second Mate □ Third Mate □ Cook □  Sailor, Carpenter or Chief Sailor □  Chief Engine Officer □ First Officer □ Second Officer □ Third Wheel □  Motorman □ Machinist, Copper or Chief Machinist □ Trainee □  Political Commissar □  Your education（please put√ in □）  Bachelor’s degree or above □ College □ Junior college □ High school or below □  What year did you start sailing?（ ）  The number of months you have served on the ship during the term of this contract（ ） | | | | | | | | | | |
|  | | | | | | | | | | |
| The following is a 15-item scale with five options for each item, all of which are not right or wrong. **When filling out each item, please select the one that you think best fits your actual situation and mark it with**√, please do not miss any question. | | | | | | | | | | |
| **Item** | **Never** | | **Rarely** | **Sometimes** | | | **Often** | | **Always** | |
| **The issue of frequency of communication based on everyday life** | | | | | | | | | | |
| In their spare time on board, the seafarers talk about their interests among themselves. |  | |  |  | | |  | | |  |
| In their spare time on board, the seafarers talk among themselves about their respective salaries and benefits. |  | |  |  | | |  | | |  |
| **Work-based communication frequency issues** | | | | | | | | | | |
| We discuss the progress of our work tasks among our colleagues. |  | |  |  | | |  | | |  |
| We get together among colleagues to summarise our work experience. |  | |  |  | | |  | | |  |
| **Openness-based communication quality issues** | **Strongly disagree** | | **Disagree** | **Unsure** | | | **Agree** | | **Strongly agree** | |
| I feel that the seafarers are willing to share their information, knowledge, skills and experience with each other. |  |  | | |  |  | | |  | |
| At work, I felt that the other seafarers were very receptive to my comments and suggestions. |  |  | | |  |  | | |  | |
| I don't think it’s necessary to give feedback to other seafarers on the ship's work. |  |  | | |  |  | | |  | |
| **Communication quality issues based on accuracy, timeliness and effectiveness** | | | | | | | | | | |
| We will publish timely and accurate information about ship movements (e.g. dockings and departures, personnel transfers, etc.) on board. |  | |  |  | | |  |  | | |
| I got the impression that the other seafarers did not really understand the information they received about the job (e.g., specific job content, purpose). |  | |  |  | | |  |  | | |
| I felt the need to recheck the accuracy of the work information I was receiving. |  | |  |  | | |  | |  | |
| In an emergency situation, I think the seafarers can communicate with each other accurately, promptly and effectively. |  | |  |  | | |  | |  | |
| In the daily work sites on board (e.g. cabin and bridge), I believe that the seafarers can send and receive work instructions to and from each other in a timely, accurate and efficient manner. |  | |  |  | | |  | |  | |
| **Self-evaluation questions on work performance** | **Strongly disagree** | | **Disagree** | **Unsure** | | | **Agree** | | **Strongly agree** | |
| I have a high level of familiarity with my workflow on board. |  | |  |  | | |  |  | | |
| I rarely make mistakes when I work on board. |  | |  |  | | |  |  | | |
| I can effectively complete work assignments on board. |  | |  |  | | |  |  | | |

**Thank you very much for filling out the form!**

**Appendix: Certificate of Ethics Review**