



## SEAFARER'S RESILIENCE ABILITY TO COPE WITH STRESS

**Nurita Widianti<sup>i</sup>**

S.Psi, M.Psi,

Department of Sea Transportation,

Politeknik Maritim Negeri,

Indonesia

### **Abstract:**

Stress is a condition that arises due to a discrepancy between the demands received and the ability to overcome them. Each person's stress resistance can be different depending on the somato-psychosocial state (Fitri et al, 2012). Job stress is an emotional and physical response that disturbs and causes harm arising from job demands that are not in accordance with competence. Resilience is the capacity of individuals to face, overcome, strengthen themselves and continue to make changes in relation to problems or trials experienced, each individual has the capacity to be resilient. Based on observations and interviews that have been conducted with seafarers, the stress that occurs on seafarers while carrying out tasks on board greatly affects their lives, the more quickly they are provoked by emotions, the more easily they get angry so they are involved in acts of violence against other people on board. The research method used was a phenomenological type qualitative method approach, the respondents of this study were seafarers of productive age and had 10 years of sailing experience. Data analysis used is observation, open interviews and non-formal interviews. The results of this study showed that seafarers' resilience attitudes and behaviors were influenced by seafarers' personal abilities (I AM), their ability to make good use of their resilience resources (I HAVE) and their ability (I CAN) to get out of stress, depression, bad experiences and past traumas. The synergy of the three is a source of resilience for sailors. Resilience in seafarers is strengthened and formed by the existence of social support obtained by seafarers through relationships with family, friends, community and the existence of work cultural values that are determined by both work cultural values from the office or work cultural values from the skipper on the ship.

**Keywords:** resilience, stress, personal ability, social support, work culture values

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<sup>i</sup> Correspondence: email [nuritasasya@polimarin.ac.id](mailto:nuritasasya@polimarin.ac.id)

## 1. Introduction

Stress is a condition that arises due to a discrepancy between the demands received and the ability to overcome them. Each person's stress resistance can be different depending on the somato-psychosocial state (Fitri et al., 2012). Stress is a subjective experience, so that each individual can have a different response to stress. Stress can impact both physically and psychologically. Stress experienced by individuals is usually accompanied by emotional tension and physical tension which causes discomfort (Ekasari and Suhertin, 2012).

Job stress is an emotional and physical response that disturbs and causes losses arising from job demands that are not in accordance with competence, employee desires and resources. The consequences of work stress can be in the form of disrupting employee health such as psychological disorders that cause decreased employee productivity (Fitri, 2013). Job stress is a disturbing feeling at work, but work stress is not always negative. Work stress is sometimes needed at work to increase employee morale.

Robbins and Judge (2008) there are three factors that are potential sources of stress, namely: environmental factors, organizational factors, and individual factors. Individual factors can be a source of stress because each individual reacts differently to the challenges that come to him, depending on the conditions of his personal characteristics. In dealing with a problem, personality characteristics influence decision-making. There are individuals who have an optimistic personality type when facing a problem, but there are also individuals who have a pessimistic personality. Individuals who have an optimistic personality when faced with a problem will try to overcome obstacles and have the possibility of avoiding stress. But on the contrary, individuals who have a pessimistic personality, lack the fighting power to solve the problems they are facing so that they become a burden and are more vulnerable to stress. An optimistic personality motivates individuals to maximize their abilities in solving a problem or burden they are facing.

Resilience is the capacity of individuals to face, overcome, strengthen themselves and continue to make changes in relation to problems or trials experienced, each individual has the capacity to be resilient. The ability to continue life after being struck by misfortune or surviving in an environment with heavy pressure is not luck, it shows the existence of certain abilities in individuals known as resilience (Tugade & Frederikson, 2004). A person is said to have self-toughness (resilience) if he is able to regulate emotions, is able to control impulses, is optimistic, has high empathy, is able to analyze the causes of a problem, has self-efficacy, and has the ability to achieve what he wants. In addition, the signs of someone who has resilience are confidence, being good at communicating, having a good adjustment, being independent, attentive, and happy to help.

One of the jobs with a very high responsibility is a sailor. Seafarers are one of the maritime sector professions that have an important role for every ship sailing in Indonesian territory. Every ship that sails holds great responsibility for both the crew, passengers and cargo carried. In addition, the vast ocean terrain (there are even ships that sail between oceans), the challenge of changing weather when sailing and various other

extreme factors make the profession of a sailor very risky, therefore it is not uncommon for a sailor's job to be at stake with his life. Seeing the enormous challenges, duties and responsibilities that can cause a sailor to become stressed. Stress due to the many demands that must be carried out at a predetermined time, the large amount of work that must be done every day, lack of time to rest and being away from family and loved ones are factors that can cause stress for seafarers.

Based on observations and interviews that have been conducted with seafarers, the stress that occurs in seafarers when carrying out tasks on board greatly affects their lives, the more quickly they are provoked by emotions, the more easily they get angry so that they are involved in acts of violence against other people on board. There are those who decide to stick with the existing situation or some even decide to resign because of the many pressures and demands, especially the pressure and demands of work on the ship.

## **1.2. Statements of the Problems**

How is the resilience of seafarers when carrying out their duties and obligations on the ship and the factors that can influence it?

### **1.2.1 The Objectives of the Research**

To find out the resilience of seafarers when carrying out their duties and obligations on the ship and the factors that can influence it.

### **1.2.2 Benefits of Research**

#### **1.2.2.1 Theoretical Benefit**

This research will contribute to the development of science in the field of human resources and the field of psychology, especially for seafarers who experience stress about how to deal with stress on seafarers on ships.

#### **1.2.2.2 Practical Benefit**

This research is expected to be an additional insight for educational institutions, especially in maritime educational institutions so that lecturers can provide knowledge about resilience and stress.

## **2. Literature Review**

### **2.1 Resiliency**

Siebert (2005) in his book *The Resiliency Advantage* explains that what is meant by resilience is the ability to properly cope with life changes at a high level, maintain health under stressful conditions, rise from adversity, overcome adversity, change the way of life when the old way felt no longer suitable with the existing conditions, and faced the problem without resorting to violence.

Reivich and Shatte (2002), describe seven abilities that make up resilience, which are as follows:

- a) Emotion Regulation. Emotion regulation is the ability to remain calm under stressful conditions (Reivich & Shatte, 2002)
- b) Impulse Control. The individual's ability to control impulses is closely related to the ability to regulate emotions that he has. An individual who has a high Resilience Quotient score on emotion regulation factors tends to have a Resilience Quotient score on impulse control factors (Reivich & Shatte, 2002).
- c) Optimism. Resilient individuals are optimistic individuals, optimism is when we see that our future is bright (Reivich & Shatte, 2002). Optimism that is owned by an individual indicates that the individual believes that he has the ability to overcome misfortune that may occur in the future.
- d) Causal Analysis. Causal analysis refers to the ability of individuals to accurately identify the causes of the problems they face. Individuals who are unable to identify the exact cause of the problems they face will continue to make the same mistakes.
- e) Empathy. Someone who has the ability to empathize tends to have positive social relationships (Reivich & Shatte, 2002). The inability to empathize has the potential to cause difficulties in social relations (Reivich & Shatte, 2002).
- f) Self-efficacy. Self-efficacy is the result of successful problem-solving. Self-efficacy represents a belief that we are able to solve the problems we experience and achieve success. Self-efficacy is very important to achieve resilience (Reivich & Shatte, 2002).
- g) Reaching out. As previously explained, resilience is more than just how an individual has the ability to overcome adversity and rise from adversity, but more than that resilience is also an individual's ability to achieve positive aspects of life after the misfortunes that befall him (Reivich & Shatte, 2002).

According to Everall, Allrows and Paulson (2006) the factors that influence resilience consist of four factors, namely individual, family, community and risk factors.

- a) Individual Factors. What is meant by individual factors are factors originating from within that are able to make a person become resilient.
- b) Family Factors. Several similar studies explain that individuals who receive direct direction and support from parents in bad circumstances will feel more motivated, optimistic and believe that these individuals are capable of being successful.
- c) Community or External Factors. In adverse situations, resilient individuals more often seek and receive support and care from adults other than parents, such as teachers, coaches, school counselors, principals and neighbours.
- d) Risk Factors. These factors are in the form of a state of deprivation, loss, negative events in life, wars, natural disasters and so on. The same research also mentions factors that affect resilience besides the factors mentioned above, namely emotion regulation, positive emotions, spirituality, hope, optimism, adaptability, demographic factors (age, gender, gender, race and ethnicity) or other factors. others that can increase resilience such as the stages of life that have been passed as a phase of life development.

According to Grotberg (1999), there are several sources of resilience, namely the following:

- a) I Have (external support source), is support from the environment around the individual
- b) I Am (individual ability), is a power that is in a person, this power includes feelings, behavior, and beliefs that are in him
- c) I Can (social and interpersonal skills), is a child's ability to carry out social and interpersonal relationships.

## 2.2 Stress

According to Richard (2010), stress is a process that assesses an event as something threatening, or dangerous and individuals respond to that event at a physiological, emotional, cognitive and behavioral level. Stressful events can be positive (e.g. planning a wedding) or negative (e.g. death in a family). Something is defined as a stressful event or not, depending on the response given by the individual to it.

Stress is a condition of the body and soul, physical and psychological of a person who cannot function normally.

The source of stress or the cause of stress is known as a stressor. A stressor is any situation or trigger that causes an individual to feel pressured or threatened. The causes of stressors can be divided into two, namely external stressors and internal stressors. External stressors are stressors that come from outside the individual, such as stressors in the environment and social stressors. While internal stressors are stressors that come from within the individual, such as psychological stressors, pressure from within the individual is usually negative in nature, such as frustration, anxiety, guilt, excessive worry, anger, hate, sadness, jealousy, and self-pity, as well as feelings of inferiority.

Patients who experience stress with various causes will have physiological, psychological and behavioral impacts. Physical signs and symptoms that arise due to stress are fatigue, increased heart rate, insomnia, headaches, palpitations, chest pain, shortness of breath, gastric disturbances, nausea, tremors, cold extremities, hot face, sweating, frequent colds, disturbed menstruation, stiff and tense muscles, especially in the neck, shoulders and back. Psychological signs and symptoms of stress: anxiety, tension, confusion and irritability, sudden crying, feelings of frustration, anger, and resentment (hatred), sensitivity and hyperreactivity, phobias, social withdrawal, avoiding activities previously enjoyed, and loss of concentration, loss of spontaneity and creativity and decreased self-confidence.

Yusuf (2004) stress-triggering factors can be classified into the following groups:

- a) Physical-biological stressors, such as: diseases that are difficult to cure, physical disabilities or malfunctions that are not beautiful or handsome, and perceived body posture is not ideal (such as: too small, thin, short, or fat).
- b) Psychological stressors, such as: negative thinking or prejudice, frustration (disappointment at failing to get something you want), desire (envy or revenge), hostility, feelings of jealousy, personal conflicts, and desires that are beyond ability.

- c) Social stressors, such as the climate of family life, work factors, then finally there is the environmental climate.

### **3. Material and Methods**

This study uses a qualitative method approach with a phenomenological type. Because through a qualitative approach, a phenomenon is explored through the uniqueness of the life experience of each research respondent when experiencing it, so that the phenomenon can be opened and sorted so that an understanding of the complexity of the existing phenomenon is achieved.

#### **3.1 Research Subject**

- a) Respondents to this study were seafarers of productive age and had 10 years of sailing experience.
- b) Data Collection Techniques: Collecting data using observation, open interviews and non-formal interviews.
- c) Data analysis was carried out through the results of interviews that collected descriptive data. Based on this descriptive data, an analysis of the answers (Content Analysis) is then carried out which is then coded (Coding) and the last process identifies to get the theme and category.

### **4. Results and Discussion**

Based on the data that has been collected, it is found that the attitudes and behavior of seafarers' resilience are influenced by seafarers' personal abilities (I AM) in the form of cognitive abilities, feelings of being loved, valuable, self-confidence, steadfastness, problem solving and the ability to make good use of the resilience resources they have. (I HAVE) as social support, namely family, relatives, friends in work on the ship, and the cultural values of the company used on board such as working on time and with responsibility, working to get the best results. Besides that, there are religious factors and environmental factors (ship captain) which are external assets. So that a sailor has the ability (I CAN) to get out of stress, depression, bad experiences and past trauma to rise to improve himself with positive and independent strength (resilience). The synergy of the three is a source of resilience for sailors. With this resilience, seafarers can rise from adversity and helplessness (problems at work) so that seafarers remain productive and optimistic in completing assigned tasks and responsibilities on time and avoiding bad behavior that can harm themselves and others. It is known that resilience is a hidden capacity that arises in individuals (Seafarers) when seafarers experience pressures that threaten their psychological balance toward happiness. Happiness as a life goal in this context is the desire to be successful, make your family happy, have a better quality of life, (both physically and mentally happy), be more enthusiastic, and be able to get the job done well.

Resilience is the process of finding and recognizing the positives behind a misfortune and using it as energy to get up and be optimistic in completing the work given. Seafarer resilience includes aspects of self-identity, emotional regulation, self-efficacy, personal competence, tolerance for negative experiences, positive self-acceptance, good relations with others, self-control, independence and religiosity. This shows that there is a resilience capability in seafarers at this time. Resilience in seafarers can be seen from their ability to explore positive effects and their ability to properly utilize the resilience resources they have. Seafarer resilience, which is a positive effect and fortitude, is built in these seafarers by having a family that supports and loves and has the fortitude in overcoming work problems and problems in the family. Fortitude facilitates the formation of resilience in seafarers. Resilience in seafarers is strengthened and formed by the existence of social support obtained by seafarers through relationships with family, friends at work, the community and the cultural values of work that have been set by the shipping company's instructions and the work cultural values of the skipper on the ship. Social support is obtained from the social environment, in the form of love, hope, caring, motivation, problem-solving, providing information, values, and beliefs. Resilience in seafarers is strengthened by family resilience. Family support, and support from friends at work, as coping behaviors that facilitate the formation of resilience in seafarers.

## **5. Recommendations**

Resilience is the process of finding and recognizing the positives behind a misfortune and using it as energy to bounce back and be optimistic about achieving hopes, dreams and happiness as a life goal. Resilience in sailors includes aspects of self-identity, emotional regulation, self-efficacy, personal competence, tolerance for negative experiences, positive self-acceptance, good relations with others, self-control, independence and religiosity. This shows that there is a seafarer's resilience ability at this time. Resilience in seafarers can be seen from their ability to explore positive effects and their ability to properly utilize the resilience resources they have. Resilience in seafarers which is a positive effect and fortitude is built in seafarers with a family who loves and always provides motivation to be more enthusiastic in working to achieve dreams and aspirations within the family. Fortitude facilitates the formation of resilience in seafarers. Resilience in seafarers is strengthened and formed by the existence of social support obtained by seafarers through relationships with family, friends, community and the existence of work cultural values that are determined by both work cultural values from the office or work cultural values from the captain on board. Social support is obtained by sailors from their social environment, in the form of: love, hope, concern, motivation, problem-solving, values, and beliefs. Seafarer resilience is strengthened by family resilience.

## 6. Conclusion

### a) For Sailors

Seafarers should be increasingly aware of the importance of the role of the social environment as the strongest factor in forming resilience, it is necessary to further develop themselves and increase seafarers' competence and expand the network of social relations in order to obtain more social support to strengthen their resilience.

### b) For seafaring families

Support from family is the most important factor in strengthening resilience, for this reason, strong support is needed, both giving affection, love, and increasing motivation to be more active in completing the tasks and responsibilities that have been given.

### c) For further researchers

Should pay more attention to other factors such as positive abilities in individuals, because resilience is one of our personal abilities, as well as adding other variables that can influence

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## Conflict of Interest Statement

The authors declare no conflicts of interest.

## About the Author(s)

The author is a lecturer of Politeknik Maritim Negeri Indonesia, as a lecturer the activities which are carried out must be related to the Tri Dharma of Higher Education, besides teaching, other activities are complete two other dharma in the form of research and community service. The Author's educational background is in psychology, but in the past 11 years the author has worked in the maritime institution and is interested in exploring, something related to the maritime world, which encouraged researchers to conduct research in the maritime world.



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