

Life of Employees in Cruise Ship Industry

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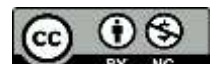
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In recent years, the cruise ship business has seen a dramatic increase in demand since it now serves tens of millions of people from all over the globe. Large and dedicated staffs ensure these floating towns' smooth running and their visitors' happiness. This study of the cruise ship industry examines employees' working conditions, difficulties, and opportunities for personal and professional growth. This research aims to comprehensively understand the worker experience on cruise ships by evaluating many elements such as recruiting and education, living lodges, labour hours, activity pride, and social dynamics. In addition, the article explains how COVID-19 has influenced the cruise ship business and the people who work on board. This research contributes to a better understanding of the operational circumstances within the cruise ship industry. It may be used as a springboard for advancing initiatives to better the lives of cruise ship employees and the environment.

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1. Introduction:

As one of the fastest-growing segments of the tourism and travel industry, the cruising market has the potential to have a major impact on the destination market. Depending on the kind of vessel and the number of accessible staterooms, the maximum number of passengers that may be carried at once can be anywhere from one hundred to seven thousand. The cost of a ticket for a cruise is based on many factors, including the ship, the itinerary, and the cabin category to which the traveller is upgrading. If passengers book their trip far in advance, they may be eligible for special deals and discounts. More time and resources are spent on developing the company's smaller and medium-sized vessels.

Currently, 41.02 per cent of all FCCA-compliant traffic is headed to the Caribbean, making it the most popular cruise destination. 77% of prior cruisers and 55% of non-travellers alike expressed interest in taking a cruise within the next three years, indicating that consumer interest in leisure travel remains robust despite the fall in travel due to the economy and oil costs. Local governments are making massive investments in infrastructure throughout the globe, notably in the Caribbean, to prepare for the arrival of huge cruise ships carrying thousands of passengers. Few studies have examined the cruise ship business in depth. According to Aguirre et al. (2008)

The cruise business has expanded outside Europe and the United States since the 1960s. Star Cruises has been operating throughout Asia since 1993. With its debut, the global cruise industry has taken a major step forward in its expansion into the Asia-Pacific area. The global cruise tourist business has been on the rise in recent years. The marine sector has been instrumental in many nations' economic growth and social prosperity. This demonstrates the worldwide cruise industry's excellent growth potential over the next years. The number of people travelling internationally rose from 22.34 million in 2014 to 29.673 million in 2019, an increase of 7.333 million. The number of visitors has increased by more than 32% between 2014 and 2019, and over 80% of cruise visitors want to return, according to Lin et al.

Strategies for recruiting and educating employees play a pivotal role in building a high-quality, productive staff. Cruise line companies use stringent hiring practices to choose staff with the necessary experience, education, language and interpersonal skills to operate the ships safely and successfully. Training courses aim to provide workers with the information and skills they need to do their jobs successfully and competently. These programs provide workers with the knowledge and abilities to handle the difficult conditions at sea.

When individuals leave for work, they usually expect their day to end positively once they return to their homes. There will be no issues with telecommuting and vice versa. They leave the office together, certain that their romance hasn't ended. But this is different for individuals who work on ships. However, there are issues with people's social lives being invaded by their work. It's a fact that working aboard a cruise ship means putting in long hours. Never less than ten hours. The crew members have less time with their loved ones and friends. Finding a happy medium between a job and personal life is the key to fulfilment. Only some people experience this based on a person's tastes and way of living (Work-living Balance, 2018). The trials of working aboard a cruise ship are many: repetitive work, long periods at sea, separation from loved ones, potential illness, and more. Despite the excellent salary and perks, many parts of a sailor's personal life must be compromised or maintained. Workers in this industry often travel long distances and risk serious injury or death during their duties. In general, marine life is secluded and restricted. Playing the parental role might be difficult when you're out in the middle of the ocean since you need easy access to the resources you'd normally use. The only way to strengthen a bond with someone is to spend time talking to them on the phone. By maintaining a positive lifestyle, you can eventually have a family. Ship workers have been known to concede that they have a work-life balance. The reason they go for sea is so that they may provide for their loved ones. Senando Evangelista (2021).

The cruise ship sector is no exception to the rule that the workplace must provide opportunities for personal enjoyment and professional growth. Maintaining high levels of provider and visitor satisfaction requires a motivated and engaged workforce. Benefits, popularity programs, and professional advancement possibilities are just some ways that cruise lines try to keep their employees happy and the best of the best working for them. In addition, workers

can enhance their employability both on and off the ship via access to continuing education and skill development programs.

However, it is essential to be aware of the difficulties cruise ship workers face. Living and working in close quarters with co-workers for extended periods may put a person under emotional and social strain. Those difficulties may be amplified by cultural differences, language barriers, and separation from one's support system. Furthermore, the ongoing COVID-19 epidemic has had a major influence on the cruise liner industry, periodically interrupting operations and generating extremely demanding conditions for employees, such as extended periods at sea and difficulty in repatriation.

2. Research Objective:

The objective of this assessment paper at the existence of employees in the cruise ship industry is to offer comprehensive information of the working situations, challenges, and possibilities skilled by means of cruise ship employee. via examining diverse elements together with recruitment and schooling, residing accommodations, work hours, job pride, and social dynamics, the studies objectives to attain the subsequent goals:

1. To learn more about cruise ship recruitment.
2. To monitor cruise ship workers working hours
3. To examine cruise ship crew housing.
4. To assess job Satisfaction and Career Development of Employees
5. To assess the effects of the COVID-19 pandemic on cruise ship crew and learning about future trends.

Through attaining these studies objectives, this evaluation paper pursuits to provide treasured insights into the life of employee in the cruise ship industry. The findings and guidelines will make a contribution to a deeper understanding of the demanding situations confronted by using cruise ship employees and can serve as a foundation for improving their welfare, selling sustainable practices, and enhancing the general cruise enjoy for both employees and passengers.

3. Research Methodology:

The selected studies were critically reviewed and synthesized using a thematic analysis approach. The literature was organized into five major themes: cruise ship recruitment, working hours, crew housing, job satisfaction and career development, and the effects of the COVID-19 pandemic along with future industry trends. The findings from these themes were compared, interpreted, and integrated to provide a comprehensive understanding of employment conditions and emerging challenges within the cruise ship industry.

4. Discussion:

4.1 Recruitment and Training of Cruise Ship Employees

The cruise industry's recruiting and training practices are crucial for providing customers with outstanding service. The recruiting procedure, various job classifications, training programs, and necessary certifications for cruise ship employees are all discussed in this section. Employment opportunities aboard cruise ships are advertised via various commercial and informal channels, such as online job portals, recruiting organizations, and career fairs. Applications are sent by interested parties, often including resumes, cover letters, and sometimes online examinations. The first step in the screening process is to analyze applications and resumes to create a shortlist of potential candidates to

interview. Interviews with the finalists may occur in person, over the phone, or through video conferencing. The deck department includes the roles of captain, officials, navigators, and seafarers, all responsible for the ship's safe navigation, operation, and crew's well-being. The engine room is where the ship's Engineers, Technicians, and Mechanics labour to maintain the vessel's propulsion systems, electrical systems, and equipment. Management, front desk staff, housekeeping, food and beverage service, kitchen staff, entertainment staff, and spa and health professionals are all part of the hotel's "department," which provides guests with various services. Department of Medicine: Doctors and Nurses are on staff to provide in-hospital medical care and first aid in the event of an emergency. Human resources, finance, information technology, sales and marketing, and the Shore excursion team are all examples of administrative and clerical roles under this umbrella. New hires on a cruise ship go through an orientation program that teaches them about the ship's systems, how to respond in an emergency, and how the ship is run. Customer service, engineering, culinary, and safety training are all examples of department-specific training that employees receive to acquire the skills and knowledge necessary for their roles. Employees on cruise ships come from a wide range of backgrounds and cultures. The crew and the passengers may benefit from the cultural interaction opportunities in such a diverse setting. According to Alan Price's (2007) Human Resource Management in a Business Context, hiring is best understood as recruiting and selecting qualified candidates for open positions and argues that hiring personnel is more involved than just picking people at random and requires strategic management judgments. Competition exists among businesses for the most creative and innovative personnel. According to Korsten (2003) and Jones et al. (2006) in their Human Resource Management Theory, personnel selection includes the introduction of interviewing, evaluating, and using psychometric testing. It also specifies that hiring may occur in-house, externally, or digitally. Hierarchy-based recruiting rules, job descriptions, advertisements, application and interview procedures, assessment, selection, and training are all examples of these processes. They are referring to Kasuet al.(2020)

4.2 Working Conditions and Job Responsibilities on Life of Employees in the Cruise Ship Industry

Employees in the cruise ship industry face unique challenges and have responsibilities that differ greatly from those in more conventional land-based sectors. Work hours, timetables, organizational structure, safety procedures, and the impact of stress and burnout on the workplace are all topics covered in this section. Employees on cruise ships often put in unsociable hours and work seven days a week. Because of how the business operates, it must be open 24/7 to meet the demands of travellers. Rotating shifts are the norm aboard cruise ships, with each employee working one of many different "watches" throughout the day. This can cause irregular working hours and disturb regular sleep schedules. The crew of a cruise ship operates under a strict hierarchy that delineates their roles and responsibilities. With such a structure in place, cooperation and security measures must be strictly followed. The captain is the highest-ranking officer and has ultimate control over all ship activities. Officials, department leaders, supervisors, and crew members are all in the chain of command. The safety of passengers and crew members is of the utmost concern. Hence cruise ship workers are instructed and expected to adhere to rigorous safety procedures. This category falls under regular safety exercises, emergency response training, and knowledge of evacuation procedures. Workers get training on responding to a wide range of emergencies, including fires, medical crises, and evacuations, to fulfil their duty of keeping passengers safe. Working on a cruise ship causes workers stress, leading to burnout from overwork. Long shifts, unpredictable schedules, constant contact with passengers, and the need to maintain

high standards all contribute to an already stressful job. Living and working in close quarters with coworkers for lengthy periods may be stressful and detrimental to health, as can be cut off from friends and family.

Employees on a cruise ship have different duty requirements depending on their position and department. They must be able to juggle several responsibilities within their respective departments to keep the ship running smoothly and to the guests' satisfaction. Hotel personnel, for instance, could be in charge of things like greeting guests, cleaning rooms, serving meals, providing entertainment, and administering spa treatments. Each position requires a certain set of abilities and the flexibility to adapt to unforeseen challenges. Conforming with passengers and providing outstanding service is a crucial part of many positions on cruise ships. Passengers will look to them to answer their questions, alleviate their concerns, provide useful ideas, and make the most of their time on board. Although working conditions aboard cruise ships have their own challenges, it is important to remember that they also offer chances for personal and professional development, cultural immersion, and forging strong bonds of camaraderie among employees. When it comes to improving workers' health, process pride, and overall success in the cruise ship sector, knowledge and resolving the issues workers present regarding running conditions and job duties are vital. Numerous studies have been conducted on the topic of cruise ship operations, with topics covered including productivity, health and safety, and career growth for staff. The International Labor Organization (ILO) Maritime Labour Convention 2006, sometimes known as the Seafarer's Bill of Rights, has pressured the maritime sector to address these concerns. However, many of the marine workforce's health-related activities remain under the radar. Focusing on the health of cruise ship workers, this research analyzes the industry's efforts, goals, and metrics in this area. Since September 2013, CLIA (International Cruise Lines Association) members and CLIA regional offices have constituted the research population. Based on existing research, goals, objectives, and performance indicators for employee outcomes have all been defined. Only 22 of the 50 cruise lines included provided data on their employee perks. The information served more as a recruitment tool than as evidence of action, and it focused mostly on the advantages and nature of the cruise company. Pass through the processes of openness and responsibility. There needs to be more information on working conditions, career growth, health and safety, and equal rights. There have been no reports of cruise lines having accessibility concerns for their staff. Cruise lines only tell you something and make decisions with external assurances.

Consequently, there needs to be more transparency in the cruise sector regarding employee perks. These findings support the hypothesis that organizations must be more forthcoming with data on whether stakeholder participation is low or high. As reported by Danuta De Grosbois (2016)

4.3 Living Accommodations and Facilities on Life of Employees in the Cruise Ship Industry

Hotel accommodations and other amenities supplied to cruise ship staff play a critical role in protecting their health and happiness during their contracts. Various aspects of hotels, common spaces, dining, leisure, and health and wellness are discussed in this part. Crew members on cruise ships often share small, cramped quarters. These dwellings are efficient in terms of space used since they often include bunk beds or modular furniture. Beds, closet space, a bathroom, and maybe even a little sitting area round out the standard amenities of a cabin. Workers are expected to keep their quarters neat at all times. Workers on cruise ships have access to common spaces where they may unwind, chat with co-workers, and have some fun in their spare time. Group members may have access to outdoor decks, fitness centres, and activity rooms. Workplaces with communal areas encourage workers from

different cultural backgrounds to interact with one another and share their experiences. They allow the members of the team to mingle and become closer-knit. Staff on board a cruise ship can access various dining options designed with them in mind. Employee dining areas, sometimes known as "mess halls," typically provide cuisines to accommodate dietary preferences and cultural norms. Employees have many meal options since they are often supplied buffet-style or through pre-plated selections. If you have special dietary needs, we may be able to meet them. Cruise ship staff may use the ship's many leisure facilities when on break. Health clubs, sports complexes (including basketball and volleyball courts), swimming pools, and dedicated team workout spaces are all examples. These establishments advertise a healthy lifestyle, provide a place to relax and unwind and encourage workers to engage in recreational activities. Employee wellness is often a top priority for cruise ship companies. On-demand healthcare and access to hospital-level treatment are both possible thanks to the ship's medical facilities and services. Medical help is available from doctors and nurses who work aboard the ship for the convenience of employees. They will also have access to wellness programs such as health education and mental health support services. Companies in the cruise industry know how important it is to look out for their personnel. The hotel workers may be recalled at any time, even if they are not working. Weaver (2005) looked at the efficiency of cruise ships, paying special attention to the productivity and morale of the crew. The purpose is to care for a submarine crew that has been at sea for three years. According to the research, workers had little wiggle room during layoffs since they were still on the payroll. Workers' lack of free time, even at ports, is a common source of complaint. According to research by Larsen, Marnburg, and Ogaard (2012), these restraints are Total at Sea. Tips for the Crew of a Cruise Ship Faculty at the International School of Hotel Management at Leeuwardenstarden University of Applied Sciences, The Netherlands, Ester Ellen Trees Bolt¹ and Conrad Lashley International Hospitality Research. Workers aboard ships are the focus of this investigation. Cruise ships are sometimes referred to as "floating hotels," although they are more akin to floating resorts, where tourists and the major employers of small communities congregate. Employees are worried about the future since there is less and less space on the ship for them to live and work, in addition to the conventional business expertise in the hospitality sector and the necessity to work on the service. This essay uses participant observation and semi-structured interviews with a small group of accommodation workers to explain their daily lives on the job. Most employees find that the relative worth of the cruise income makes up for the hardships of long hours away from family and the challenges of communicating with co-workers who speak various languages and cultures. Support personnel, cultural variety, floating hotels, and way of life for Bolt and Lashley²⁰⁰ are not happy. Many respondents highlighted "leisure and long contract" as a major issue. Many employees claim that they are not permitted to visit the shore on their days off. The "total organization" of a cruise ship comes from the fact that passengers' vacations are planned and executed by the line itself. Cabins, showers, and staff rest facilities are all shared spaces, so privacy is not an issue. Staff morale may suffer when there is a significant time difference between workers and their loved ones. Weaver (2005) expands the definition of an accommodator to include not just a shipwright but also a spouse or parent. But research by Sevcikova and Sehkaran (2011) found that most workers appreciate that beach time. Gibson (2008) looked at cruise ship hotel workers' professional and personal lives and found that management style and attitude made a big difference. Workers will be content as their needs are met and given time to pursue interests outside of work. (Conrad Lashley, 2015)

4.4 Job Satisfaction and Career Development on Life of Employees in the Cruise Ship Industry

As the saying goes, work is the panacea for humanity's ills. Thomas Carlyle once stated, "There is no such thing as an unrewarded honest or intelligent effort."

Employees in the cruise ship sector place a premium on process satisfaction and career advancement. Factors affecting work satisfaction, promotion and advancement opportunities, educational and skill enhancement possibilities, and overall career progression within the cruise ship sector are discussed in this section. The work environment is a major factor in how much workers like their jobs. A positive work environment, good connections with co-workers and superiors, and fairness affect employees' happiness. Employees have a sense of stability and control over their lives since they know they can count on having a job and moving forward in their company. Employees' motivation and interest in an activity may be enhanced by recognizing and rewarding them for their efforts. Incentives, prizes, and certificates of appreciation may be included. Achieving equilibrium between work and personal life is essential for happiness in the workplace. Workers are likelier to be happy on cruise ships that emphasize and manage work-life balance via proper scheduling and vacation policies. In certain sections, cruise ship workers may be able to sell merchandise or grow in their careers. Job satisfaction may be understood in a variety of ways.

Affective (such as affective) and emotional (such as beliefs, judgements, and comparisons) factors are both thought to contribute to work satisfaction, as stated by Fisher (2000). Both are seen as crucial due to their respective roles in making up the character as a whole, which may vary from the character's impact and interaction with the character. Work satisfaction was described by Locke (1976, p. 1300) as "good mood or good mood resulting from the evaluation of an activity or job," which included consideration of both of these factors. Dissatisfaction on the job is a bad feeling that stems from seeing one's work as unpleasant and impeding one's ability to reach one's objectives (Locke, 1969, p.316). People's perspectives on labour and its variations are defined by Spector (1997). This is "the degree to which people like (satisfaction) or dislike (dissatisfaction) their work" (Spector, 1997, p. 2). Fraser (1983) offers an alternative definition of work satisfaction as the significance of a personal circumstance that the individual considers favourable for him.

Whether or not an employee is happy in their employment depends on whether their employer meets their wants (Locke, 1969). Proving one's skill, determination, and work ethic may lead to higher jobs with more responsibility. Employees may also find lateral career transfers by moving to other departments or switching to new roles within the same organization. Companies in the cruise industry invest in their staff by providing them with opportunities to learn new skills and hone those they already have. These plans may include reading materials, workshops, seminars, and on-the-job training. Technical skills related to positions, customer service, safety and emergency procedures, leadership development, and language proficiency may all be the focus of training opportunities. The cruise ship industry is full of opportunities for professional growth. Employees who start in lower-level jobs may work their way up to supervisors and, eventually, branch managers. There are opportunities for growth and diversity in an employee's career via internal promotions, such as those in positions in sales and marketing, human resources, or operations management. It is common practice for cruise ship companies to have a system to evaluate employee performance and provide feedback. Employees who get constructive feedback regularly can better identify opportunities to grow their skills and advance their careers. The cruise line industry values employees who are

committed to their education and have earned industry-specific credentials. This enhances their knowledge and abilities and their desirability to prospective employers. Manuals or apps covering hospitality management, cooking, ship operations, safety regulations, and guest services might be useful for anyone seeking ongoing education and development. Companies in the cruise industry may increase employee engagement, loyalty, and long-term devotion by putting a premium on workers' sense of accomplishment on the job and giving them opportunities to advance in their careers. Staff who feel appreciated, have access to growth opportunities, and get continual assistance in pursuing their professional goals are more likely to thrive in their positions and contribute to the cruise line's overall success. "(Ina Kronberg, 2003)

4.5 Impact of COVID-19 on Cruise Ship Employees on Life of Employees in the Cruise Ship Industry and Future trends

Skift Research (2020) predicts that when the current crisis has passed, the sector will appear drastically different from before. The recent COVID-19 pandemic has severely impacted the cruise ship sector and workers' lives in this area. The many ways in which cruise ship personnel have been impacted by the epidemic, including job losses, consequences for mental health, adjustments to working conditions, and industry attempts to standardize and improve, are discussed in this section. The epidemic severely impacted the cruise ship industry, leading to widespread cancellations and unemployment. Jobs were lost due to the temporary suspension of cruise ship operations or their operation at reduced capacity. Many workers were worried about their financial stability and future job prospects. The unexpected loss of income and jobs had a major impact on their health and quality of life. Staff members on cruise ships have had their mental health severely impacted by the epidemic and its associated issues, such as isolation, long periods of unemployment, and uncertainty. Because of the interruption to their routines and work-lifestyle consistency, employees felt increased stress, worry, and feelings of isolation. Employees' mental taxing issues included dealing with the unknowns of the pandemic, worrying about catching the virus and adjusting to new fitness and protection procedures. In response to the epidemic, the cruise liner industry implemented stringent new health and safety policies to safeguard its workforce and its customers. These efforts included stricter rules for cleanliness, testing, quarantine, and travel restrictions.

Modifications to the working environment have been implemented, including new activity tasks, enhanced fitness and safety standards, and a heightened focus on infection control. Employees' duties and interactions with passengers changed due to social distance requirements and fewer onboard activities. The cruise ship industry has been working hard to adjust to the new norm and guarantee the safety of its workers and guests. Cruise lines have implemented complete health policies, including increased cleanliness measures, COVID-19 testing, vaccination mandates, and the development of reaction plans to contain any epidemics. The company is gradually restarting operations with revised schedules, updated onboard amenities, and increased security to win back the customers' trust and retain the staff's loyalty. At some point, cruise line companies realized they needed to help their personnel weather the economic storm. They have provided access to counselling services, financial aid programs, and other resources for mental health care. The capacity of workers to bounce back from setbacks and adjust to new circumstances was crucial throughout the epidemic. Employees who adapt to new responsibilities, learn quickly, and remain optimistic in adversity are valuable assets to any organization. Cruise ship personnel are very tough, and the company's efforts to ensure their health, safety, and happiness should be recognized. As the cruise ship sector begins to recover, it will be

crucial to implement strong measures to deal with the impact of the pandemic on employees' lives and provide continuing support to restore the business and provide a secure future for cruise ship workers. After the cruise season, as initial occupancy of the ship drops, NCLH and MSC (2021) predict that the cruise industry will progressively resume the number of ships. Many variables, including the length and scope of the COVID-19 epidemic, will influence when operations may resume and what share of the global maritime fleet can return to service. COVID-19 vaccinations and therapies are currently available. Redesigning and implementing new health and safety practices, as well as the availability, distribution, and effectiveness of medications, possible compatibility with US cruise ships, ports, travel restrictions, and suggestions. (Luca Antonellini, 2022)

5. Conclusion:

In conclusion, working aboard a cruise ship provides its workers with a unique and ever-changing experience full of both chances and obstacles. This research paper has shed light on a variety of aspects of their lives, including but not limited to recruitment and training, operating conditions and job duties, living accommodations and centres, process delight and career development, social dynamics and community existence, the effect of COVID-19, and future trends and tips.

Workers in the cruise ship industry are exposed to diverse environments, which encourage cross-cultural communication and collaboration. However, because people live and work near one another, they are also confronted with difficult circumstances, which require strong communication and conflict-resolution abilities. The company offers its employees the chance to advance their careers by providing education programs and merchandising possibilities. These changes allow workers to advance within their current departments or investigate cross-departmental prospects.

On cruise ships, the living quarters and other amenities play an important part in ensuring the comfort and well-being of the crew members. Cruise ship companies provide good living rooms and leisure centres aboard their vessels to maintain a healthy work-life balance. Factors like a supportive work environment, job protection, reputation, and the ability to balance work and life all play a role in developing task pride.

The COVID-19 epidemic has significantly influenced cruise ship employees, resulting in job losses, concerns for mental fitness, and alterations in operating conditions. The company has responded by implementing new health and safety protocols, modifying its business practices, and providing more assistance for the well-being of its workforce. The employees' resiliency and ability to adapt to changing circumstances were essential in successfully navigating the difficult circumstances brought forth by the epidemic.

Looking into the future, we see that embracing technology, emphasizing sustainability, enhancing employee well-being, and supporting diversity and inclusion will shape the lives of employees working in the cruise ship sector. Cruise ship companies need to prioritize the well-being of their employees, provide possibilities for professional growth, and set up effective communication channels for feedback and improvement.

This research paper gives valuable insights into the uniquely difficult circumstances and possibilities that cruise ship employees face by studying the presence of employees within the cruise ship business. The research paper focuses on employees within the cruise ship industry. It emphasizes the relevance of fostering employee welfare, advancing professional standards, and implementing environmentally responsible activities inside the organization. When cruise ship operators have a more in-depth understanding of these aspects, they are better able to cultivate a good

work atmosphere and enhance the entire passenger experience. This, in turn, contributes to the long-term profitability and sustainability of the cruise ship company.

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