



Skills on Board – Soft skills for professional skippers in a changing tourism industry



IO1: Development of methodological framework for training in upskilling professional skippers

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SkillsOnBoard - Soft skills for professional skippers in a changing tourism industry

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Introduction

Skills on Board - IO1

Skills on Board is an initiative addressing in particular the achievement of quality skills and competences, and mainly transversal and soft skills for professional skippers. The profession is highly competitive, since it is within a limited season where demand has to be covered and satisfied. The modern tourist type investing time and money in leisure yachting tourism is of medium to high income, and relevant high educational status. New cultural trends about leisure and tourism have made alternative forms of tourism attractive, carving a special market which seeks an experience rich and customised set of high quality touristic services. Maritime tourism and yachting tourism are in the middle of these new trends in tourism, although not in the position to provide the human capital that is skilled enough to correspond to these trends. High quality transversal skills, are those that beyond the hard, job-specific skills of professional skippers are able to satisfy the demand side of the yachting tourism.

The project is coupling the momentum of the new trends in tourism service demands with the skills that correspond to them in order to enhance the professional status of professional skippers and support their further development. The project has been broken down into four phases, with four Intellectual Outputs (IO).

- IO1: Methodological framework for the upskilling of professional skippers: New trends in tourism in need of new skills and high quality services
- IO2: Digital training modules for upskilling professional skippers
- IO3: Skills on board: Trainer's handbook for skippers back to school
- IO4: Skills on board policy implications and impact report

The first Intellectual Output (IO1) develops an integrated methodological framework for the creation of a training programme for professional skippers, that will enhance their soft skills and the understanding of the new trends in tourism on the demand side, in order to enhance the professional profiles and careers in the tourism sector and especially leisure yachting sector. This in turn would facilitate mobility of professional skippers and upgrade the quality of touristic services in modern day maritime tourism.

The framework of IO1 has resulted in two interrelated aspects:

1. Explored and analysed the new trends in tourism in terms of new touristic profiles and the yacht tourism customer profile (e.g. age, education level, professional backgrounds etc.), experience tourism, adventure tourism, social and cultural dimensions in yachting tourism, personal dimensions in yachting tourism as for example the need for challenge, adventure, escape, freedom, thrill, escapism, environmental and cultural enjoyment, recreational activities etc. and the way these trends are interconnected with the need of high quality integrated services such as ability to understand people's wants and needs and satisfying them, organizing trip segments and activities according





to mood and collective character of the on-board clients/tourists, basic hospitality rules, on-board cooking/kitchen etiquette and commensality, basic knowledge of the historical and cultural 'context' of the area/places to be visited and sailed through, etc.

2. Identified the needs of professional skippers in training for the acquisition or development of certain sets of transversal skills and attitudes at the personal, interpersonal/ societal level, as interrelated with interpersonal and communication skills as well as leadership skills and managing the on-board community.

Implementation of IO1

The implementation of IO1 started with the kick – off meeting in Greece at the end of November 2017. During this meeting all partners verified the methodologies needed for executing the IO1. In brief, the tasks undertaken were based on the four described tasks in the project proposal. More specifically:

1. Research methodology and tools (Task 1)

Provision of guidelines on how the research activities will be carried out, including provisional questionnaires, interview logs, and reporting templates and rules for country-specific reports to be integrated in overall report.

(see appendices A1, A2, A3 and A11)

2. Analysis of the new trends in tourism on the demand side in terms of how they are shaping the scope and purpose of the touristic services on the supply side by calling forth high quality integrated services in the leisure yachting tourism in particular (Task 2):

- a. A desktop research took place to benchmark the turning points in the tourism sector with respect to new trends and new touristic profiles and how they shape the professional profiles of tourist service providers and especially the professional skippers and crew in leisure yachting tourism.
- b. The consortium will look into portraying the current profiles of the 'tourist types' in yachting tourism and the demand side, as interacting with the 'skipper type' on the supply side, in order to identify gaps and opportunities for educational intervention.

(see appendix A4 and Questionnaire)

3. Quantitative and qualitative research accounting for training needs of professional skippers with regard to transversal, soft skills (interpersonal, communication, leadership, conflict resolution skills etc.) to respond to new trends in tourism and the high quality services that correspond to the new 'tourist profile' (Task 3):

- a. The qualitative research involved approx. 5 in-depth interviews (in group or separate) with professional skippers in each country addressing the issue of needs in upskilling within the scope of the analysis aspects as demonstrated in the IO description. The





research focused on discussing work patterns and business practices as experienced, in order to identify their professional attitudes and how a training intervention would better fit their needs.

- b. The quantitative research incorporates all knowledge created during the implementation of Task 1, 2 and 3 (part a) aimed at collecting approx. 15-20 responses from tourism experts, VET trainers and trainers/teachers in tourism issues etc. in each country with respect to the identification of needed skills of professional skippers as tourist service providers within the scope of the new trends in the tourism industry. The quantitative research questionnaires distributed online through an online survey platform allowing for the extraction and filtering of data.

(see appendices A5 up to A10)

4. Development of methodological framework for training in upskilling professional skippers (Task 4):

The production of the methodological framework for developing the training modules for professional skippers is based on the results of the three above tasks and it is presented in the next section “Methodological Framework”.





Methodological Framework

According to both the approved project proposal and the methodological framework developed in IO1, a set of four digital modules should be developed and provided in an online environment. The training provision should be supplemented with an online database of complementary material facilitating better understanding of concepts in tourism and yachting tourism that are interrelated with the new trends in tourism and new 'tourist profiles' as identified based on the research that took place based on the methodology of IO1.

Programme Structure

The structure of the training material consists of two thematic parts reflecting on two aspects:

1. A better understanding of how the new trends in tourism on the demand side are shaping the scope and purpose of the touristic services on the supply side in general and within the leisure yachting industry in particular, and how these trends are interwoven with skills and competences which look into the provision of high quality services by professional skippers.

- **Subject 1: New trends in tourism**

This subject introduces trainees to:

- new touristic profiles and the yacht tourism customer profile (e.g. age, education level, professional backgrounds etc.),
- experience tourism, adventure tourism, social, cultural, personal dimensions in yachting tourism, as for example the need for challenge, adventure, thrill, escapism, environmental and cultural enjoyment, etc.

- **Subject 2: High quality integrated services**

This subject aims in improving trainees ability to understand people's wants and needs, organizing trip segments and activities according to mood and collective character of the on-board clients/tourists, basic hospitality rules, on-board cooking/kitchen etiquette and commensality, basic knowledge of the cultural 'context' of the area/places to be visited etc.

2. Training for the acquisition or development of certain sets of transversal skills and attitudes at the personal, interpersonal/societal level of the professional skippers, which dive directly into the identified soft skills gap and shortage, and the poor image of the touristic professions in general. Those skills are then the facilitators of the needed high quality services in the leisure yachting sector within the broader horizon of expectations and demands in the new trends in tourism.



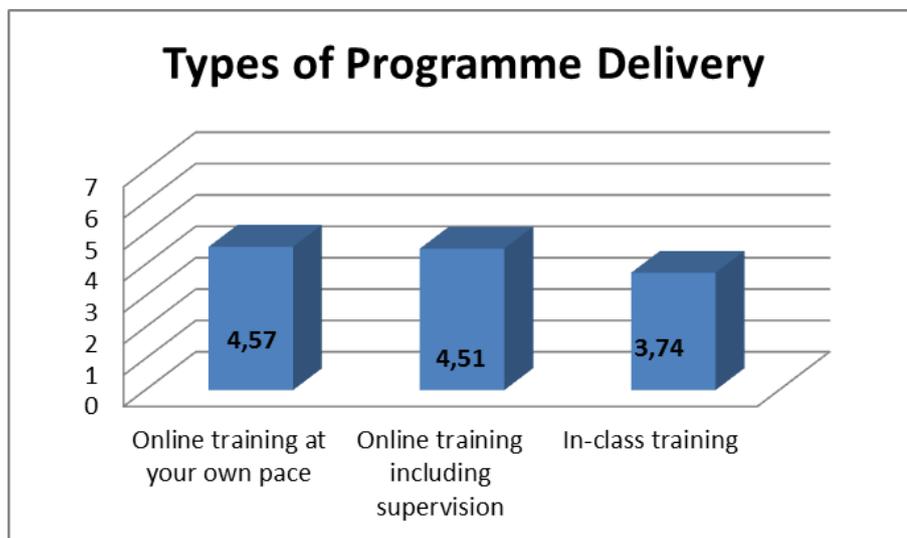
- **Subject 3: Interpersonal and communication skills**
 - This subject aims to strengthen trainees' ability to listen, dealing with diverse and demanding personalities, managing 'proximity' and 'distance' with and from customers, camaraderie vs professionalism, ability to communicate in a clear, calm and concise manner, sense of humor, storytelling ability, intercultural etc.
- **Subject 4: Leadership skills and managing the on-board 'community'**
 - This subject aims in cultivating trainees' leadership skills, conflict management and resolution, crisis management, decision making, emotion management, team management, group dynamics etc.

Training Programme Parameters

Programme Delivery Type

The following bar – chart (Figure 1) ranks (between 1, low, and 7, high) the three proposed types of delivering the training to skippers. The most preferable delivery type is through online training, where the trainee would have his own time to complete the four proposed subjects.

Figure 1



(see Appendix A6)

Duration

According to our research, the Programme duration should be quite short in order for trainees to find the time needed to come across the educational material and to be able to absorb the information provided. Under this setup, the duration of each subject must be short and to the point.

- Proposed Total Programme Duration: 8-12 hours (figure 2)

- Proposed Total Subject Duration: 2-3 hours (figure 3)

Figure 2

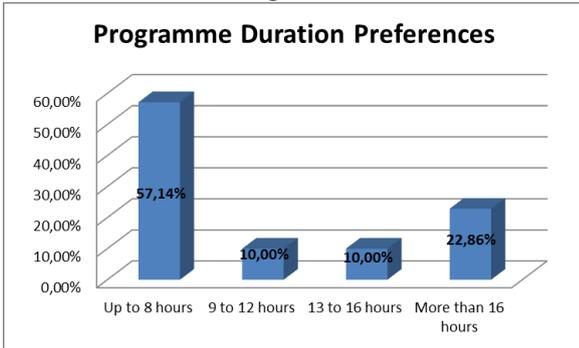
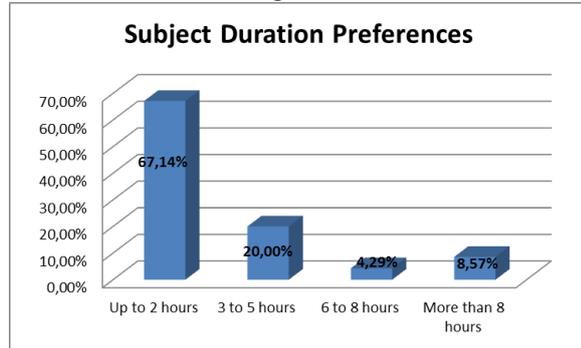


Figure 3

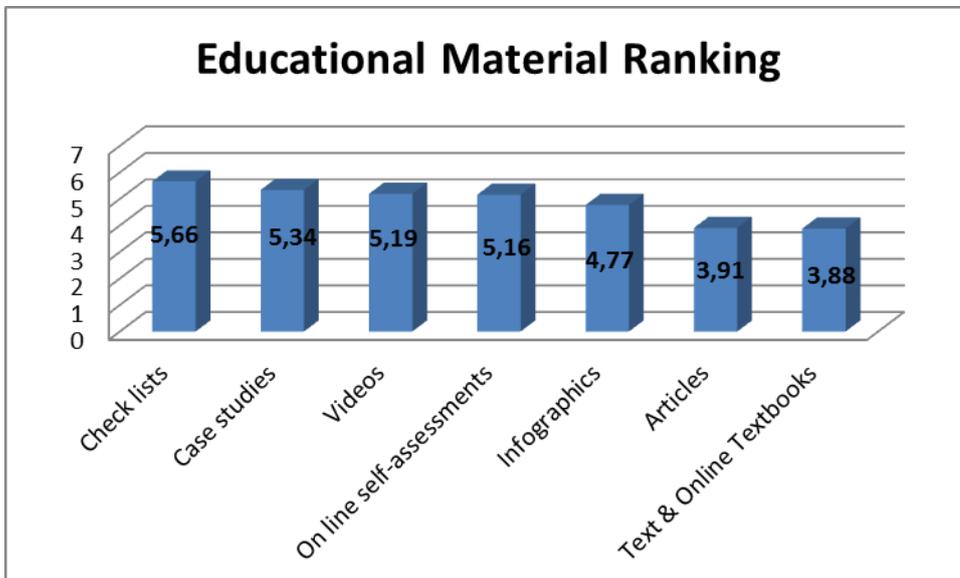


(see Appendix A6)

Educational Material

Based on the IO1 results, the educational material that has to be produced must include a mix of resources that should be provided online. All proposed types of resources have been rated by skippers from useful to very useful; the rank of each proposed educational material is provided on the following figure 4 (1, not useful at all, and 7, very useful).

Figure 4



(see Appendix A6)



Soft Skills

According to our results, all proposed soft training skills have been rated by skippers from useful to very useful. In more detail, the rank of each soft skill is provided in table 1.

Table 1

Rank	Soft Skill	Rating	Rank	Soft Skill	Rating
1	Crisis management	6,24	13	Time management in a working day	5,57
2	Stress management	6,19	14	Ability to motivate	5,57
3	Problem solving	6,17	15	Emotional intelligence	5,56
4	Ability to deal with difficult people	6,07	16	Cultural understanding	5,54
5	Interpersonal skills	6,03	17	Creative and innovative thinking	5,43
6	Ability to work in teams	5,94	18	Empathy	5,37
7	Work ethics	5,93	19	Guest entertainment activities	5,26
8	Ability to keep a good/positive attitude	5,91	20	Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often	5,14
9	Courtesy	5,89	21	Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand	5,09
10	Negotiation skills	5,89	22	Knowledge/awareness on current practices and trends in tourism demand overall	4,67
11	Attire – professional appearance	5,76	23	General knowledge of gastronomy/enology	4,64
12	Body language/non-verbal communication	5,64			

(see Appendix A6)





Appendices





A1. Secondary research guidelines

Introduction

The overall objective of IO1 is to develop an integrated methodological framework for the creation of a training programme for professional skippers (and crew), that will enhance their soft skills and the understanding of the new trends in tourism (on the demand side), in order to enhance the professional profiles and careers in the tourism sector and especially in the leisure yachting sector. This in turn would facilitate mobility of professional skippers and upgrade the quality of touristic services in modern day maritime tourism.

The framework will be the result of two interrelated aspects to be analyzed and elaborated upon:

- i. Analysis of the new trends in tourism in terms of new touristic profiles and the yacht tourism customer profile (e.g. age, education level, professional backgrounds etc.), experience tourism, adventure tourism, social and cultural dimensions in yachting tourism, personal dimensions in yachting tourism as for example the need for challenge, adventure, escape, freedom, thrill, escapism, environmental and cultural enjoyment, recreational activities etc. and the way these trends are interconnected with the need of high quality integrated services, such as the ability to understand people's wants and needs and satisfying them, organizing trip segments and activities, according to mood and collective character of the on-board clients/tourists, basic hospitality rules, on-board cooking/kitchen etiquette and commensality, basic knowledge of the historical and cultural 'context' of the area/places to be visited and sailed through, etc.
- ii. Identification of the needs of professional skippers in training for the acquisition or development of certain sets of transversal skills and attitudes at the personal, interpersonal/societal level, as interrelated with interpersonal and communication skills as well as leadership skills and managing the on-board community.

These aspects reflect in particular the structural layout of the modular training to be developed in the next Intellectual Output.

Data will be drawn from desktop research findings, the exploration of prior knowledge of the consortium partners, especially those active in the maritime sector, tourism, as merged however with knowledge and expertise in soft skills training available by partners who are experts in these certain fields.

As an overall Intellectual Output, the Methodological framework for upskilling professional skippers towards new trends in tourism as described, will then be the result of an interdisciplinary approach, involving both professional skippers and experts, VET trainers in the tourism and maritime sector in qualitative and quantitative research practices.





Following the documentation phase, integration of data and development of methodological framework for upskilling professional skippers will be created.

Based on the results and work carried out thus far, an overall methodological framework will be developed to:

- Describe the pedagogical approach and training methodology
- Explain the course topics, goals and objectives
- Provide a methodological matrix/set based on which educational content will be organized and implemented
- Develop the action methodologies for the learning delivery of the training experience
- Propose technical solutions

Elements of innovation:

Synthesis of state of the art, needs, and potential pedagogical pathways to upskill professional skippers on the face of new trends and demands in tourism and yachting tourism by weighing in how tourist professionals – skippers – can through training provide high quality services through acquisition of both knowledge of these trends and the set of (soft) in particular skills that respond to the demand side of these profiles as explained above.

The IO1 Tasks:

1. Overall research methodology and tools
2. Analysis of the new trends in tourism on the demand side in terms of how they are shaping the scope and purpose of the touristic services on the supply side by calling forth high quality integrated services in the leisure yachting tourism in particular.
3. Quantitative and qualitative research accounting for training needs of professional skippers with regard to transversal, soft skills (interpersonal, communication, leadership, conflict resolution skills etc.) to respond to new trends in tourism and the high quality services that correspond to the new “tourist profile”.
4. Development of methodological framework for training in upskilling professional skippers.

The current document has been produced in order to cover part of the needs of Task 1: “Overall research methodology and tools”. This document has been created in order to provide guidelines and tools related to the desktop research phase of the project. Desktop and literature research is going to be conducted in each consortium country, with to aim to produce an integrated report.

The final report will include a combination of the desktop research that each country conducts (Bulgaria, Greece, Spain and Croatia) and the respective findings from the primary research i.e. the quantitative and qualitative findings.





Research Topic

“Skills on Board” is an initiative addressing in particular the achievement of quality skills and competences, and mainly transversal and soft skills for professional skippers (and crew). The profession is highly competitive, since it is within a limited season where demand has to be met and satisfied. The modern tourist type investing time and money in leisure yachting tourism is of medium to high income, and relevant high educational status. New cultural trends regarding leisure and tourism have made alternative forms of tourism attractive, focusing on a special market which seeks a rich experience and customized set of high quality touristic services. Maritime tourism and yachting tourism are in the middle of these new trends in tourism, although not in the position to provide the human capital that is skilled enough to correspond to these trends.

The research topic focuses on coupling the momentum of the new trends in tourism service demands with the skills that correspond to them in order to enhance the professional status of professional skippers and support their further development.

Desktop Research Methodology

One of the parts of the project is to conduct a **desktop research** - analysis of existing documents and studies on soft skills needed and/or currently used by skippers – cataloguing the present knowledge of skippers’ soft skills status in the four consortium countries, i.e. Bulgaria, Greece, Croatia and Spain. The current desktop research aims to gather all present information about the current soft skills desired by skippers related to their ethics, attire, social skills, positive flexible attitude, team working spirit, ability to manage their time and stress, negotiation, crisis management, customer satisfaction, emotional stability, etc.

The desktop research should draw on a number of sources such as:

- surveys of educational institutions;
- already existing training programs for skippers
- surveys of yachting industry;
- comments and opinions derived from
 - newspapers,
 - magazines and
 - journals (including scientific ones); and
- best-practice guidance from key professional advisors and umbrella bodies in the yachting industry.

Desktop research refers to secondary data that normally can be collected without fieldwork. Secondary data comes in all sorts of shapes and sizes. There are plenty of raw data sources such as:

- Existing knowledge from consortium’s partners and their staff
- Published articles, including peer-reviewed journals, newspapers, magazines, and blog postings





- National and legal documents
- Social media data
- Internet findings

Secondary data is all around us and is more accessible than ever. The research will include a detailed analysis based on existing and available data; a systematically processed analysis of all previously collected research data. The desktop research should describe the situation regionally and nationally in partner countries.

Desk Research Scope:

Target groups: yachting charterers, yachting training centers, national statistics and reviews and current trends in soft skills applied in the yachting industry

Covering countries: Bulgaria, Greece, Croatia and Spain

Desktop research sources:

COMMON SOURCES OF PUBLISHED INFORMATION (DESKTOP RESEARCH)

SOURCES

LIBRARIES	Journals; newspapers; directories; clippings; reports; government statistics; EU statistics; industry statistics
TRADE ASSOCIATIONS	Industry statistics; lists of members; educational papers; reports; informed opinion
GOVERNMENT DEPARTMENTS	Official statistics on output, population, and employment; country reports; export and import data
ON-LINE DATABASES	Journals, reports and information from educational institutes, etc.
INTERNET	Web sites and sectorial information; articles; access to market research reports (or at least abstracts from them); lists of training centers; government statistics

Practical Research Suggestions

Below is a list of practical suggestions for maintaining integrity in research. Implementation of these suggestions will assist researchers in applying ethical research practices.

- **Integrity of data:** Possible fabrication and falsification of research results are serious forms of misconduct. It is the primary responsibility of a researcher to avoid either a false statement or an omission that distorts the research





record. In carrying out desktop research, it is important to check the relevance of any information collected by:

- Combining data and insights from *several sources*: newspapers, magazines and journal content, and government and NGO statistics.
 - Combining data and insights from *several periods of time*.
 - Combining desk research data with implemented surveys (online and focus group).
- **Plagiarism** is considered as academic dishonesty. Any data and ideas belonging to others in desktop research should be used with attribution in an appropriate form. Members of a research group who contribute to the work should also be informed.
 - **Ownership** of “Skills on Board – Soft skills for professional skippers in a changing tourism industry” belongs to the “Skills on Board” partnership consortium organizations. Data should be stored securely for a period of at least five years after completion of the project and the submission of the final report to National Agency by the project coordinator.

Desktop Research Structure

The final outcome of the desktop research will be produced based on the reports provided by the four countries involved. In order to produce the final desktop report, it is critical that each country completes and submits the form presented at the end of this document, “**Summary of desktop research results.docx**”, (**Table 1, Appendix Section**) which organizes the series of topics needed to complete the desktop research:

- The current training programs for skippers and services provided onboard in yachts
- The trends in yachting services
- The parties that are involved in yachting industry, their characteristics and needs
- Soft skills characteristics in the tourism industry
- The role of soft skills training in providing effective services in yachting industry
- Soft skills training , training centers and programs
- Policy and professional bodies related to skippers (with emphasis on skippers’ skills)

Conclusion and Recommendations

All partners should complete the following table based on the results of their desktop research:





Table 1

Summary of Desktop Research Results
Topic 1: Current training programs for skippers and services provided onboard on yachts
Topic 2: Trends in yachting services
Topic 3: Parties involved in yachting industry, their characteristics and needs
Topic 4: Soft skills characteristics in the tourism industry
Topic 5: The role of soft skills training in providing effective services in the yachting industry
Topic 6: Soft skills training, training centers and programs
Topic 7: Policies and professional bodies related to skippers (with emphasis on skippers' skills)
Topic 8: Other related additional information revealed during the desktop research
Conclusion and recommendations





A2. Qualitative interview guide

Task 1: Overall research methodology and tools – Interviews

Aim:

The main aim of the IO1 is to produce the Methodological Framework of the SKILLS ON BOARD project. Following the meeting held on Thursday, 30th November 2017, two-step primary research will provide us with the necessary feedback in order to successfully complete the IO2: Digital training modules for upskilling professional skippers. In order to execute the IO1 task, the following steps should be taken:

The first step of this process is to conduct a qualitative research through in-depth interviews with the market experts (Charter Companies, VET trainers, Skippers). The purpose of this step is to generate and pinpoint the necessary information with aim of creating a questionnaire exploring the needs of implementing Soft Skills Training for Skippers (five to six interviews per country is planned).

Based on the information retrieved from Step 1, a questionnaire exploring the needs of the Soft Skills for the Skippers will be created and distributed to 15-20 Skippers per country involved.

Based on the feedback provided by all partners involved, the updated interview questions are located below. Additionally, the following interview questions were developed on the theoretical platform of human resource-related activities in the yachting and tourism sector, incorporating soft skills acquisition from skippers' selection phase, to their hiring and final assessment.

Upon completing the interview sessions, it is requested that you return the "Interview Session Feedback Form(s)" via email (akounadi@bca.edu.gr) no later than Monday, 5th February 2018.

Some Useful Information:

Definition of Soft Skills

The Collins English Dictionary defines the term "soft skills" as "desirable qualities for certain forms of employment that do not depend on acquired knowledge: they include common sense, the ability to deal with people, and a positive flexible attitude".

Thus, soft skills are a combination of people skills, social skills, communication skills, character traits, attitudes, career attributes, social intelligence and emotional intelligence quotients among others that enable people to effectively navigate their





environment, work well with others, perform well, and achieve their goals with complementing hard skills.

Conducting Interviews:

The three categories of respondents (Charter Companies, VET trainers, Skippers) have been selected to be interviewed. It is strongly advised that all three categories of respondents are included as to provide the best results.

The interviewer is requested to complete the “Interview Session Feedback Form” which has been sent separately and should be completed and returned with comments.

It is also advisable that the interview begin with a short introduction noting the aim of the project and focusing on the definition of “Soft Skills” expected and/or required by Skippers. In order to create a friendly atmosphere, feel free to initiate the interview with opening question(s) such as “How many years are you operating in the market/field?”, “Are you satisfied with your overall experience in the field?”, etc.

This session should preferably be conducted face-to-face. If this is not possible, we recommend a telephone or a Skype session.

Each respondent should be asked if the interview can be recorded. Please stress that this is for the use of our own records only and any information will not be used for reporting purposes and their confidentiality and anonymity is maximally protected.

Interviews should last about 30 to 45 minutes.

Below, please find the Interview questions that are applicable to all three categories of respondents. Keep in mind that these questions are indicative and aim to help you to conduct the interviews.

Table 1: Proposed Interview Questions for Charter Companies

	Questions	Question’s Aim
Q1	Can you highlight the importance of soft skills in the skipper’s job?	<i>To reveal additional soft skills needed by skippers</i>
Q2	Based on your experience, are the following soft skills important for a skipper? <ul style="list-style-type: none"> – Ethics – Attire – Dealing with people – Positive flexible attitude – Teamwork – Stress and time management – Crisis management and negotiation – Strategy and innovation – Problem-solving & complaint handling – Customer orientation/customer service – Empathy and emotional intelligence 	<i>To provide the interviewee with a list of soft skills that will help us to develop a better understanding of the soft skills needed through the eye of the Charterer.</i>
Q3	During the hiring process, what soft skills do you look for in a	<i>To assess if they are aware of</i>



	skipper?	<i>the importance of soft skills in the skippers' job</i>
Q4	How do you assess if the new skipper that you are interviewing possesses the necessary soft skills?	
Q5	Do you have a system in which you identify and/or evaluate how competent a skipper is in delivering these skills?	<i>No matter if they are aware of these soft skills, a charter company selects its Skippers based on their hard skills. Are companies looking for something more than the hard skills?</i>
Q6	When the onboard crew consists of more than one member (Skipper), do you feel that they communicate effectively or do they usually lack the soft skills required?	<i>To reveal additional soft skills needed</i>
Q7	Have any of your skippers encountered situations where they did not possess the soft skills to deal adequately with the situation?	<i>To recover further information about the soft skills needed through examples.</i>
Q8	How do you record the data collected on the charter guest feedback? How do you evaluate the quality of your skipper service?	<i>To find if charter companies use evaluation methods and continue with actions. This question will probably reveal some extra soft skills needed by skippers.</i>
Q9	How do you go about resolving issues pertaining to the lack of soft skills in your skippers?	<i>To reveal additional soft skills needed by skippers</i>
<i>Please add any further questions that you may consider important for conducting the interviews.</i>		

Table 2: Proposed Interview Questions for VET Trainers

	Questions	Question's Aim
Q10	Can you highlight the importance of soft skills in the skipper's job?	<i>To reveal additional soft skills needed by skippers</i>
Q11	Apart from the hard skills that are taught to skippers, do you consider other important additional skills that a skipper should have as a professional?	<i>To expand the list of soft skills</i>
Q12	Based on your experience, are the following soft skills important for a skipper? <ul style="list-style-type: none"> - Ethics - Attire - Dealing with people - Positive flexible attitude - Teamwork - Stress and time management - Crisis management and negotiation - Strategy and innovation - Customer orientation/customer service - Problem-solving & complaint handling - Empathy and emotional intelligence 	<i>To provide the interviewee with a list of soft skills that will help us to develop a better understanding of the soft skills needed through the eye of the VET Trainer.</i>
Q13	What soft skills are taught or should be taught to skippers during the training sessions?	<i>To share their experience.</i>
Q14	Do you prepare the skipper during the training process to develop the necessary soft skills in order to cooperate effectively with the other crew members?	<i>To reveal additional soft skills needed by skippers</i>
Q15	In addition to the hard skills, pinpoint the qualities that a skipper should possess from the charterer's point of view.	<i>To note the soft skills that are included or missing from the skippers' curriculum.</i>
Q16	Have any of your trained skippers encountered situations where	<i>To recover further information</i>



	they had to use some additional (soft) skills during their job?	<i>about the soft skills needed through examples.</i>
<i>Please add any further questions that you may consider important for conducting the interviews.</i>		

Table 3: Proposed Interview Questions for Skippers

	Questions	Question's Aim
Q17	Do you consider social skills important in the skipper's job?	<i>To introduce to the skipper the concept of soft skills and to reveal or list the main Skipper's social characteristics needed from their point of view.</i>
Q18	Have you ever trained in order to develop soft skills related to your job?	<i>To understand if skippers are aware and/or know the importance of soft skills in their occupation.</i>
Q19	Have you ever felt the need to be trained about the soft skills required in your profession?	<i>To find, based on their experience, the soft skills needed which have not yet been introduced to them.</i>
Q20	In reviewing the soft skills noted below, do you feel that you may need additional training in these skills? – Ethics – Attire – Dealing with people – Positive flexible attitude – Teamwork – Stress and time management – Crisis management and negotiation – Strategy and innovation – Problem-solving & complaint handling – Customer orientation/customer service – Empathy and emotional intelligence	<i>To provide them with a list of soft skills that will guide them to comment on and help us to develop a better understanding of the soft skills needed.</i>
Q21	Have you ever been asked about the soft skills noted above during the interview process?	<i>To find the importance of soft skills during a hiring process.</i>
Q22	Have you faced any situation where you had to use some soft skills in order to deal adequately with the situation?	<i>To recover further information about the soft skills needed through examples.</i>
Q23	Has your employer provided you with feedback and evaluation related to your soft skills?	<i>How aware is the market for the need of these soft skills.</i>
<i>Please add any further questions that you may consider important for conducting the interviews.</i>		

Interview Session Feedback Form

Name of Interviewer:		Date of Interview:	
Age:	Nationality:		
Charter Company Rep. <input type="checkbox"/> VET Trainer <input type="checkbox"/> Skipper <input type="checkbox"/>	Name of Interviewee:	Email:	
Educational level:	Years of experience:	Male <input type="checkbox"/> Female <input type="checkbox"/>	
Which type of boat do you have the most experience on? (e.g. motor or sailing boat, approximate length overall)			





Overall Summary of Interview:

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- ...
- ...
- ...
- ...
- ...

Main concerns of the interviewee related to skipper's soft skills:

- ...
- ...
- ...
- ...
- ...

Gaps in skipper's soft skills:

- ...
- ...
- ...
- ...
- ...

Proposed questions to be included in the questionnaire:

- ...
- ...
- ...
- ...





A3. Quantitative Research Results – Questionnaire

Online Introductory Questionnaire Page



Erasmus+

Soft skills for professional skippers
in a changing tourism industry



KA2 - Cooperation for Innovation and the Exchange of Good Practices
KA202 - Strategic Partnerships for vocational education and training

Introduction

Dear Participant,

We welcome you to complete the following questionnaire which is part of a European Research Project “Skills on Board – Soft skills for professional skippers in a changing tourism industry” funded by The European Union's Erasmus+ Programme.

The aim of the “Skills on Board” Project is to provide additional training opportunities to skippers to enhance their job performance.

Your participation in the survey is **anonymous** and **will not take longer than 5-7 minutes**. Your answers will remain **confidential** and will only serve for the specific research purpose.

“Click to start”



Erasmus+

Partner’s LOGO
(to be added by MILITOS
for each Partner)





Question 1

What is your experience as a charter skipper (in years)? (Please select one answer only)

0-2 years	3-5 years	6-10 years	11-20 years	21 years and above

Question 2

What type of boats are you most experienced in? (Please select one answer only)

Sailing boats	Motor boats	Catamarans

Question 3

What is the average length (in meters) of the boats you are most experienced in? (Please select one answer only)

up to 10 meters	11 to 15 meters	16 to 20 meters	more than 20 meters

Question 4

Which of the areas mentioned below do you have experience in as a skipper? (You can select more than one answer)

Bulgaria (Black Sea)	Croatia (Adriatic Sea)	Greece (Aegean Sea, Ionian Sea)	Spain (Balearic Sea, Alboran Sea)	Other parts of the Mediterranean Sea	Ocean/tidal waters

Question 5

Have you ever participated in any additional training that improves the quality of your job performance (e.g. social, communication and similar skills, known as soft professional skills)?

Yes No





Question 6

How important are the following work related skills for your job?

Not important at all -----> extremely important

Knowledge/awareness on current practices and trends in tourism demand overall (e.g. adventure tourism, cultural tourism etc.)	1	2	3	4	5	6	7
Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)	1	2	3	4	5	6	7
Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often	1	2	3	4	5	6	7
General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)	1	2	3	4	5	6	7
Guest entertainment activities	1	2	3	4	5	6	7
Creative and innovative thinking	1	2	3	4	5	6	7
Time management in a working day	1	2	3	4	5	6	7
Ability to work in teams	1	2	3	4	5	6	7
Body language/non-verbal communication	1	2	3	4	5	6	7
Cultural understanding	1	2	3	4	5	6	7
Interpersonal skills	1	2	3	4	5	6	7
Work ethics	1	2	3	4	5	6	7
Courtesy	1	2	3	4	5	6	7
Ability to motivate	1	2	3	4	5	6	7
Empathy	1	2	3	4	5	6	7
Emotional intelligence	1	2	3	4	5	6	7
Stress management	1	2	3	4	5	6	7
Problem solving	1	2	3	4	5	6	7
Ability to deal with difficult people	1	2	3	4	5	6	7
Ability to keep a good/positive attitude	1	2	3	4	5	6	7
Attire – professional appearance	1	2	3	4	5	6	7
Crisis management	1	2	3	4	5	6	7
Negotiation skills	1	2	3	4	5	6	7

Question 7

How often does your employer provide you with feedback or assess you on any of the previous skills noted in Question 6?

Never -----> very frequently

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Question 8

How important are the following training parameters (mode of delivery) for you to decide to attend a training course that improves your professional skills?

Not important at all -----> extremely important

In-class training	1	2	3	4	5	6	7
Online training at your own pace	1	2	3	4	5	6	7
Online training including supervision	1	2	3	4	5	6	7

Question 9

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills?

- a) *Total duration of the Programme (i.e. overall programme attendance) (Please select one answer only)*



Up to 8 hours	9 to 12 hours	13 to 16 hours	More than 16 hours

b) Individual duration of each Subject (i.e. single course attendance) (Please select one answer only)

Up to 2 hours	3 to 5 hours	6 to 8 hours	More than 8 hours

Question 10

How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey? (e.g. adhere to cruise policies, safety and emergency measures, table etiquette, dress code etc.)

Not useful at all -----> extremely
useful

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Question 11

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career?

Not useful at all -----> extremely
useful

Infographics	1	2	3	4	5	6	7
Text & Online Textbooks	1	2	3	4	5	6	7
Videos	1	2	3	4	5	6	7
Articles	1	2	3	4	5	6	7
On line self-assessments	1	2	3	4	5	6	7
Check lists	1	2	3	4	5	6	7
Case studies	1	2	3	4	5	6	7

Demographic Information:

Gender:

- Male Female

Age:

- Up to 25 31- 40 51-60
 26- 30 41-50 61 and above

Educational level:

- Primary School Master's Studies
 High/Senior High school Ph.D.
 University Graduate

Country of Origin:

- Bulgaria The Netherlands
 Croatia USA
 Greece China





- Spain Other (please complete)
 France _____
 Germany
 UK

Please provide us with your e-mail if you would like to receive updates on the progress of the project:

Please provide any additional comments:

Thank You very much for your feedback

Fair winds and following seas!





A4. Summary of Desktop Research Results

Topic 1: Current training programs for skippers and services provided onboard on yachts

The Spanish professional qualification for skippers on vessels up to 24 meters is the PPER (Patrón Profesional de Embarcaciones de Recreo) which builds on the private Spanish skipper licence scheme. Candidates that have achieved the highest level of private licences, the Capitán de Yate, are eligible to complete another theoretical test which then qualifies them to skipper professionally on small commercial vessels.

A research carried out by the Spanish-funded Erasmus+ project TCC-SCV (www.tcc-scv.eu) into the syllabi of the PPER and the German and British professional skipper qualifications determined that none of these qualifications contain Soft Skills training during the training course. Only as far as the Soft Skills are also reflected in “Good Seamanship” do they become part of the requirements for the above qualifications. This is partly the case for the soft skills of “Teamwork”, “Dealing with People” and “Problem Solving”.

Additionally, the STCW95 (now called STCW 2010 Manila Amendments) Basic Training Course includes a module called “Personal Safety and Social Responsibilities” (Table A -VI/1 -4) which includes some soft skills training such as interpersonal, communication, leadership, conflict resolution skills.

In detail:

- a) Contribute to effective communications on board ship:
 - Understand the principles of, and barriers to, effective communication between individuals and teams within the ship
 - Ability to establish and maintain effective communications
- b) Contribute to effective human relationships on board ship:
 - Importance of maintaining good human and working relationships aboard ship
 - Basic teamworking principles and practice, including conflict resolution
 - Social responsibilities; employment conditions; individual rights and obligations; dangers of drug and alcohol abuse

But the training of these skills is mainly aimed at the relationship between crew members. It is not training the crew in their soft skills towards guests or owners.

Generally, the PPER courses as well as STCW95 Basic Training Courses are run by private nautical schools, the Nautical Faculties of Spanish universities start on the STCW level and train their students only for IMO qualifications.

Some superyacht training centres offer courses that prepare crew for their duties at sea, these include subjects such as Bartending & Mixology, Housekeeping & Valet, Interior Service, Wine Appreciation, Floristry & Plant Maintenance, Food Service & Wine & Cocktail Introduction and Relaxing Massage Courses. None of these courses train skippers or crew in transversal skills.

As Spain hosts a very international yachting community, there are also British and German nautical schools that train skippers to gain the German professional qualifications SKS (Sportküstenschifferschein) and SSS (Sportseeschifferschein) or the British professional yacht qualification of Commercial RYA/ MCA Yachtmaster Coastal,





depending on nationality, flag of vessel where the crew works or language capability. Other training courses provided are powerboat courses that enable crew to professionally ferry guests between yacht and shore.

On British flagged vessels some nautical schools also provide onboard Personal Water Craft Courses (commonly called PWC or Jetski courses) for guests or even training for crew members to become PWC instructors who then in turn are qualified to train and certify owners and guests in the use of PWCs.

- "Ship to ship 40 BT by sea" (VK40BT),
- "Skipper of a vessel for sport and recreation up to 300 BT" (SHK),
- "Small Vessel Driver" on the Inland Waterways of Europe (**VMC**),
- "A Boatman to 40BT carrying out a seasonal carriage of persons with up to 35 persons on board" (VK40BT - 35e)

In order to handle and manage all types of boats and yachts up to 30 GT (both, for the own purpose/use and for the economic purpose/professional use) in Croatian sea waters, a person has to obtain at least a boat skipper license – category C (Croatian Yacht Master License), according to the official Regulations on boats and yachts (National gazette NN 27/2005). The certificate is issued after the course and exam is passed by an authorized maritime school. The certificate is issued for the period of five years when it has to be renewed (based on the valid health certificate). The Class C boatmaster's course program is prescribed by the Ministry of Sea, Transport and Infrastructure, and lasts for a total of 25 hours. The course content is:

- Navigation (sailing)
- Basic knowledge of motor repairs and maintenance
- Maritime law, meteorology and first aid
- Boat maneuverings collision avoidance
- Maritime radio communication service
- Safety at Sea

Obtaining a commercial license in Croatia does not imply a practice on the sea. Skipper training courses, giving both, theory and practice, are organized by a number of different training/VET centers. Recently, Royal Yachting Association (RYA) offers specially developed training programs in Croatia. Among others, they offer RYA Yachtmaster Certificate of Competence, a well-known, highly respected qualification worldwide, proving the experience (at sea) and competence of a skipper.

At the moment there is no specific education for charter skippers in Croatia.

The Greek professional qualification for skippers on vessels can be obtained either by a skipper's school and considered to be as private license, which are plenty in Greece, or to have acquire, for bigger vessels, the captain's diploma approved by the Greek State. Candidates that have achieved the highest level of private licences are eligible to complete another theoretical test which then qualifies them to skipper professionally on small commercial vessels.

Normally, a private skipper's school covers the following topics:

1. Navigation (sailing)
2. Basic knowledge of motor repairs and maintenance
3. Maritime law, meteorology and first aid
4. Boat maneuverings collision avoidance
5. Maritime radio communication service
6. Safety at Sea





Those who successfully pass this course must be familiar with - the provisions of national law as regards requirements and documents for the seasonal carriage of passengers; the inspections of the vessel and its equipment to be carried out before departure and the means of enforcement; measures to ensure the safety of passengers when boarding, disembarking and staying on board; security threats and measures to achieve the safety of passengers and vessels. Furthermore they must be capable of - checking and assessing the suitability of the vessel to perform a voyage; receive and evaluate weather forecasts and navigation reports in the area of voyage; to carry out a safety briefing for passengers prior to sailing; guide passengers in the event of leaving the craft and conduct searches for backward travelers.

Topic 2: Trends in yachting services

Recent reports agree that the Superyacht industry is growing. Currently there are around 750 new Superyachts being built around the world. Most of these vessels will be available for charter and this means for many of these vessels the yacht owner, management and charter clients (who will pay upward of 100,000€ per week) will demand extremely high quality, polished Soft Skills from their skipper and crew. This new demand will see the trend for more high-end quality personnel being needed for this sector (<https://europa.gi/news/are-you-aware-of-the-new-2017-superyacht-trends>).

Spain has currently 300.000 boats that are registered on Spanish flag, of these only 4.500 boats are registered for charter, that is a share of 1.5% (Roger Llovet, Nautal, Presentation 8th March 2018 at Congreso Náutico 2018 in Palma de Mallorca). But the recent statistics show that there is an enormous rise in charter vessels: 5.275 vessels were newly registered on Spanish flag in 2017 and 1.570 of these were registered for charter activity, a percentage of 30% (ANEN, Newsletter ANENINFORMA, 03 January 2018).

Additionally, Spain changed its laws in 2013, abolishing a 12% tax for charter boats over 15m length, which led to a steep rise in the number of charter vessels between 15 and 24 metres. It also initiated many superyachts that had their homeports before in the south of France, to relocate to Spain, especially to Barcelona and the Balearic Islands.

Furthermore, across the EU, yacht charter companies have seen increased demand for combined yachting and other activities in one holiday. As a result charter companies are seeking to develop combined packages with additional non-boat based activities which can enable them to sell full week charters (ICF, Assessment of the Impact of Business Development Improvements around Nautical Tourism, November 2016, page 186).

The European Commission (DG Mare) points out that such “*product combination for crews of all ages ... may also include 'après boating' activities*” that “*may link marinas with other marinas as well as with cultural events, cultural routes (e.g. old galleons), restaurants, wine cellars, hinterland excursions, bicycle rides, wildlife parks, fisheries, boat trips to see seals or offshore wind-farms and other activities*” (European Commission, Brussels, 30.3.2017, SWD(2017) 126 final, page 3).

From own experience it is clear that Charter guests on yachts and superyachts have growing demands. The expectations vary between different groups of customers and





lead to different requests:

- 1.) Customers who wish to escape daily life and routine:
 - a) request to visit nature reserves and anchor overnight in a bay,
 - b) have a BBQ on the beach whilst watching the sunset,
 - c) find an unspoiled beach with no buildings and ideally no other tourists

- 2.) Customers who search for a thrill:
 - a) demand high performance jetskis or ribs to be on board and at their disposal
 - b) wish to go out on high speed yachts
 - c) like to use other thrill tools such as donuts, paddle boards and skibobs

- 3.) Customers who wish to be entertained:
 - a) wish to start the day with a champagne reception
 - b) request cooking/ BBQ/ catering on board
 - c) ask for live music entertainment (e.g. Spanish Guitarists)
 - d) want to do excursions from beaches (e.g. horse ride along a beach)
 - e) expect the skipper to explain local customs, natural and/ or historical sites (e.g. rock formations, buildings/ ruins)
 - g) wish to have a personal chat with the skipper/ crew.

- 4.) Customers who want to be looked after request the following:
 - a) Informative but not frightening safety briefing
 - b) Children to be looked after when parents want to relax
 - c) Good internet connection at all times
 - d) Butler/ catering service
 - e) Restaurant booking services

Bulgaria has a good potential for developing this tourism segment. Nevertheless yachting in Bulgaria is still quite underdeveloped. It is considered to be an expensive and luxury leisure activity and companies started investing in marinas, yachts and crew only during the last decade. The constantly increasing number of yacht purchases and the fast development of marinas during the last 5 years indicate that yachting is gaining popularity and the sector is under fast development.

There is **140 nautical ports** (of which 57 marinas and 13 land marinas) in 2017 along the Croatian part of the Adriatic. There is more than 17 thousand moorings in marinas and about 5 thousand land storage places available for vessels. In addition, there is a numerous (unknown number of) moorings in town/public ports and so called 'sport harbors' along the coast/islands plus unlimited anchorage possibilities along the coast.

The **number of vessels** on permanent moorings in nautical ports (mainly marinas) is about 13 thousand and remained at the same level as in 2016, but slightly decreased (5%) compared to 2007, partly due to the constant increase in vessels' length. In 2017 there were 202 thousand vessels in transit in nautical ports, about 2% more than in 2016, and, again, slightly less than in 2007 (8%). There is a constant trend of increase in vessels' lengths, both of those on permanent moorings and those in transit.

The **total income realized by nautical ports** in 2017 amounted to 114 million Euro (70% of the total amount is realized by renting of moorings), 11% more than in 2016 and almost double (nominally) in comparison to 2007 (source: Croatian Bureau of Statistics).

There is almost 700 active charter companies in Croatia with more than 5,000 vessels in **Croatian charter fleet** in 2017. The number of vessels is significantly increasing



during the last decade. Croatian charter fleet is today the biggest bareboat fleet in the World. More than 520 arrivals and about 3.4 million overnights realized in 2017 in charter only.

Trends in yachting services in Croatia are based on the Survey on attitudes and expenditures of yachtsmen in Croatia in 2017.¹ The survey is conducted also in 2001, 2004, 2007 and 2012. In 2017 survey the sample was 1,666 respondents/yachtsmen from 14 generating markets. The survey was conducted from July to October 2017, in 25 marinas and 8 town ports along the coast and on the islands of the Croatian part of the Adriatic. Personal interview (CAPI) was used as data collection method with a structured questionnaire as a research instrument.

- 43 years is the average age of yachtsmen; charter guests are younger on average (41 years of age) in comparison to those sailing on own boats or boats owned by friends and relatives (47 years of age)
- 55% between 30-49 years of age
- 51% with university degree
- 56% of yachtsmen's household has monthly income greater than 3,500 euro

Socio-demographic profile of yachtsmen

Trends:

- ***The average age of yachtsmen in Croatia is slightly decreasing on average (from 45 years of age in 2012 and 2007 to 43 years of age in 2017).***
- ***Share of those younger than 30 years of age is slightly increasing (from 12% in 2012 to 15% in 2017).***
- ***The share of better educated yachtsmen is increasing – from 43% of yachtsmen with university degree in 2012 to 51% in 2017***
- ***The share of yachtsmen with high household monthly income is increasing – 49% of yachtsmen with household monthly income of 3,500 Euro or higher in 2012 compared to 56% in 2017.***

Previous visits and sources of information

- 32% of foreign yachtsmen have been in Croatia for the first time in 2017; the share of first time visitors is significantly higher among charter guests (40% of yachtsmen in charter were for the first time in Croatia compared to 18% of those on own boats or on boats owned by friends/relatives)
- 50% of yachtsmen have been sailing in Croatia three or more times
- 38% rely on internet when searching for information – internet is the most important source of information
- 53% of yachtsmen have been informed prior to voyage on a contact and procedure in a case of emergency
- 46% of yachtsmen have been informed prior to voyage on the protected natural areas within the Adriatic Sea

Trends:

- ***The share of first-time visitors to Croatia among yachtsmen population significantly increased from 9%***

¹ The Survey results have not yet been published. They are for your information only so please do not share it, even within the Skills on Board team.

	<p><i>in 2007 and 11% in 2012 to 32% in 2017.</i></p> <ul style="list-style-type: none">• <i>The share of those who used Internet as a source of information is increasing (from 25% in 2007 and 29% in 2012 to 38% in 2017).</i>
Means of transportation	<ul style="list-style-type: none">• 58% of yachtsmen arrived to departing port by car, 24% by the scheduled or the charter flights, 13% by the vessel• 64% of those who arrived by airplane, used low-cost carriers <p>Trends:</p> <ul style="list-style-type: none">• <i>Increase of arrivals by air (from 14% in 2012 to 24% in 2017); among those who arrived by airplane there is an increase in the use of low-cost carriers (from 52% in 2012 to 64% in 2017)</i>
Travel/sailing characteristics	<ul style="list-style-type: none">• 60% of yachtsmen hired vessel in Croatia (charter); 28% were on their own vessel, 9% were on a vessel owned by friends/relatives and 5% were on vessel hired abroad (i.e. came to Croatia by boat hired somewhere else)• The majority of those in charter were in bareboat charter (54%), 44% hired vessel with a skipper/crew, while only 2% were in charter flotilla• 34% of yachtsmen overall were sailing with hired skipper or crew• 5 persons on the boat on average• 37% of yachtsmen is with family members, 35% with a partner only• 10 overnights on average were realized during the journey; of those, 6 overnights on average in marinas, 2 overnights on average in town ports and 2 overnights on average on corpo-morto and/or moorings outside marinas/ports• 96% of yachtsmen visit restaurants, 84% are shopping, 53% visit café-bars and cake shops, 48% is diving, 40% enjoy walking in nature, 34% is fishing, 32% is sightseeing, 31% is involved in sport activities at the sea, 30% visit local parties <p>Trends:</p> <ul style="list-style-type: none">• <i>The share of vessels hired with a skipper/crew significantly increased – from 22% in 2012 to 44% in 2017.</i>• <i>In line with the significant increase in hiring vessels with skipper/crew, the share of those using the services of hired skipper increased from 18% in 2012 to 34% in 2017.</i>• <i>The share of shorter stays is increasing; the average duration of sailing is decreasing, from 14 overnights in 2007 to 12 overnights in 2012 and 10 overnights in 2017.</i>• <i>The share of overnights outside marinas (in local town ports) is increasing (from 14% in 2012 to 20% in 2017).</i>

Attitudes

- Very high or high satisfaction with all 25 elements of nautical and tourist offer in Croatia
- Yachtsmen were the most satisfied with the beauty of nature and scenery, personal safety, ecological preservation and a set of elements describing marina's and charter's offer
- They were the least satisfied with shopping facilities in marinas as well as with sport and entertainment possibilities
- Between 7% and 13% of yachtsmen expressed their dissatisfaction with the irresponsible behavior of other yachtsmen at the sea, inappropriate waste disposal, too many vessels at the sea, inability to find a free transit mooring in the marina/harbor/corpo-morto, crows in destinations or noise
- The analysis of competitiveness of Croatian nautical tourism product in comparison to other Mediterranean destinations showed that the main advantages are environmental preservation, natural beauty, climate, clean sea and tidiness of coastal towns, safety, friendliness of hosts, image of the country, the geographical spread of marinas and 'value for money' of the nautical offer.

Trends:

- ***On average, yachtsmen' satisfaction with nautical tourism product increased in comparison to 2007 and 2012 survey; however, the ranking of individual elements is not significantly changed; elements of tourism destination product are still ranked last on the scale of the satisfaction, similar to guests in commercial accommodation (hotels, camps and households)***

Expenditures

- 1,486 Euro per person per trip are the average trip expenditures (62% are expenditures for vessel, 11% are travel expenditures to and from departure port and 27% are all other expenditures)
- 126 Euro per person are the average daily expenditure of yachtsmen (without travel expenses)

Trends:

- ***Average daily expenditures increased in 2017 compared to 2012 in the both groups of yachtsmen: charter guests were spending 13% more on average while the others increased their daily expenditures for 11%; due to higher share of charter guests in 2017 in comparison to 2012 and higher expenditures of charter guests on average, the overall daily expenditures of yachtsmen increased by 26% in comparison to 2012.***

Recent reports agree that the Superyacht industry is growing. Currently there is an expansion of Superyachts. Most of these vessels will be available for charter and this means for many of these vessels the yacht owner, management and charter clients will demand extremely high quality, polished Soft Skills from their skipper and crew. This new demand will see the trend for more high-end quality personnel being



needed for this sector.

Yachts' average lifespan has been estimated at 30 years, although in some instances this may stretch to 40-45 years. This lifespan has further increased over time due to the use of stronger materials, such as fibre reinforced polymer (FRP), 'reinforced plastic'. It is thought that between 1% and 2% of the 6 million boats kept in Europe, in other words at least 80,000 boats, reach their 'end of use' each year. However, only around 2,000 of those are dismantled. The rest are left abandoned, stored by their last owners, sent to landfill or incinerated. This poses a threat to the environment and a recycling challenge. (European Commission, Brussels, 30.3.2017, SWD (2017) 126 final).

The majority of Charter guests on yachts have growing demands and expectations that depend on the group's characteristics. There are three main categories of customers, the one that search for a thrill, the second which wishes to escape from their daily life routine and the third that wishes to be entertained.

Topic 3: Parties involved in yachting industry, their characteristics and needs

The major players/parties involved in the yachting industry regarding skippers and crew are:

Sea Schools, Charter Companies, Yacht management Companies and Crew Agencies.

A summary of the collected research into the characteristics and needs of these organization would indicate as follows:

- **Sea Schools** – Sea Schools (of all national qualification systems) offer courses that are recognized and certificated by their national governing body, as these are the courses that customers demand. Each country has its own licensing and qualification system and Sea Schools suffer from qualifications not being recognized between different flag states, especially when it comes to professional skipper qualifications.

The Sea Schools that provide training for the pleasure license market and up to professional skipper qualifications for vessels up to 24metres are generally microenterprises with 2 to 10 employees. They work seasonally, and their teaching content and methods depend to a large extend on the governing bodies which they are accredited to (e.g. in Spain the Marina Mercante, in Germany the DSV or DMVY and in the UK the RYA or MCA).

If wishing to cater for soft skill requirements of skippers and crew on vessels up to 24metres, these Sea Schools would greatly benefit from national regulatory measures, such as including soft skill training into the official national syllabi or setting up a European Soft Skill qualification which all Members States request and recognize.

Crew training for larger yachts and superyachts, which involves STCW courses, is often performed by more internationally orientated and bigger companies. These have their branches in the main ports of the biggest charter and yachting destinations (Antibes, Palma de Mallorca, Barcelona, Miami, Piraeus, Southampton) and are often SMEs.

These training companies build their training methods and contents on IMO regulations and would benefit if soft skills would be included into the STCW syllabi. Some of these training companies offer courses that train skills for a variety of services (see also Topic 1), which indicates that they do recognize





the need for training that supplements the official requirements.

- **Charter Companies** – The charter company market is extremely diverse, ranging from 1-man/ 1 boat charters via many small companies with 3 to 10 charter vessels to large companies that have fleets with up to 2000 boats (e.g. TUI group including the brands Moorings, Sunsail and LeBoat). Another important player are the yachtcharter portals, which provide the online service of charter vessels being available for charter worldwide (e.g. Yachtsys).

All charter companies are faced with the growing demands of charter customers and therefore have a vital interest in meeting these demands through improved soft skills of skippers and crew.

- **Yacht management Companies and Crew Agencies** – Crew agencies and Yacht management companies provide the crewed yacht market which starts from about 17metre yachts up to superyachts with the required personnel. It is absolutely in their interest to provide the highest qualified staff, therefore skippers and crew that not only fulfill the legal requirements but also have a portfolio of proven soft skills are in great demand and are the premier choice when placing crew and skippers on different yachting positions.

The parties involved in the yachting industry in Bulgaria are: Yacht trading & charter companies, Marinas, Skippers & yacht crew, Private yacht owners, Yacht users. As Bulgarian yachting industry is just starting to develop it is characterized by demand of low-to medium price range yachts and charters. The infrastructure/ marinas are at fairly good condition but need improvement regarding the services offered.

Ministry of Tourism

Ministry of Sea, Transport and Infrastructure

Ministry of Environment and Energy

Regional and local government (county and city/municipality governments)

Port administrations (national and county level)

National, regional and local tourism boards

NGOs

Croatian Register of Shipping

Marinas

Adriatic Croatia International Club, <http://www.aci-marinas.com/en/>

Charter companies/agencies

Ship building companies

Ship maintenance companies

Associations within the Croatian Chamber of Commerce

- Association of Accommodation Service Providers in Charter
- Association of Marinas
- Small Shipbuilding Association

Associations within the Croatian Employers' Association

- Nautical sector association

Association of Adriatic skippers (does not have an own web site)

The main parties involved in the yachting industry regarding skippers and crew are:

1. Hellenic Register of Shipping
2. Regional and local government
3. Sea Schools
4. Charter
5. Yacht management Companies and Crew Agencies Ministry of Tourism
6. Port administrations





7. Marinas
8. Charter companies and agencies
9. Ship building companies (especially in the area of Perama)
10. Ship maintenance companies

Topic 4: Soft skills characteristics in the tourism industry

Tourism in Spain is increasing every year. The number of international tourists visiting Spain broke records for a fifth straight year in 2017.

“Spanish tourist businesses expect a 5.6 percent growth in their income and 5.3 percent growth in their profits in 2018,”

These statistics indicate that there will be a higher demand for quality personnel with the skills to handle the range of demands that the new tourists require.

The skills that are in demand in the tourism industry in Spain are hard skills and soft skills. Hard skills are required where necessary for the correct performance in a job, for example accounting skills, knowledge of labour regulations, management skills, etc. But the leading Spanish Job portal for the Tourism Industry, Turijobs, advises its users that soft skills also play an essential role in finding a job: “They are interpersonal and are linked to social, attitudinal and personal self-management aspects. They are valued independently of the sector or professional category, without being linked to a specific occupation, that is why they are also known as transversal competences.” (Joana Sanz, <http://www.turijobs.com/blog/competencias-para-encontrar-trabajo>).

The same portal also advises, that the currently most essential competences in tourism are Customer Orientation, Informatics, Communication skills, languages and Ability to Learn (Paula Moreno, <http://www.turijobs.com/blog/competencias-necesarias-para-un-profesional-del-turismo>).

Based on the general analysis of the VET of staff working in tourism in Bulgaria we can conclude that service staff in yachting tourism need to develop the following transversal skills: communication skills, planning, management, supervising, dispute and conflict resolution, decision making, friendliness, enthusiasm, empathy dealing with difficult people, taking criticism, crisis management, time management, diversity awareness, cross-cultural interaction, intercultural competencies.

There is a plenty of scientific work related to (soft) skills in tourism industry worldwide. Soft skills are defined as the interpersonal, human, people, or the behavioral skills needed to apply technical skills and knowledge in the workplace (Weber, Crawford, Lee & Dennison, 2013).

Comprehensive research into the skills for tourism industry has not been done in Croatia. Some conclusion can be derived from scattered studies such as the ones undertaken by the Institute for Tourism within the scope of Erasmus+ project Rooms to VET (needs assessment stage) and our advisory work for the Ministry of Tourism.

Within our Rooms to Vet project (<http://www.roomstovet.eu/>) aimed at upskilling private micro short term accommodation providers the following soft skills were identified:

- Welcoming attitudes
- Approaching and properly communicating with guests
- Balancing friendliness with professionalism, especially when serving culturally/linguistically diverse clients
- Personalizing services according to individual needs
- Dealing with impaired clients developing awareness of and sensitivity towards the special needs of people with disabilities





- Solving critical situations
- Effectively handling client requests
- Damage control
- Social skills
- Time management
- Effectively managing daily operations
- Destination services and products and how to benefit from it
- Importance of networking
- Environmental consciousness

Within our advisory work for the Ministry of Tourism (project Proposals for improvement of middle school education for tourism and hospitality), soft skills in tourism and hospitality are defined based on the employers' survey. The soft skills identified by employers are:

- Teamwork
- Foreign languages (overall and within the profession)
- Learn how to learn
- Proactivity
- Caring for your career
- Accuracy
- Autonomy
- Responsibility
- Communication in mother tongue and foreign languages
- Communication in general (verbal and non-verbal)
- General culture
- Time and work management
- Entrepreneurial competences
- Presentation skills

British Council and Agency for Vocational Education and Training in the framework of Skills@Work project have developed a manual for teachers on Customer Care in the tourism and hospitality sector. The job of skipper is not specifically recognized within the job descriptions in tourism and hospitality. Identified are the following soft skills:

- Teamwork
- Positive approach in verbal and nonverbal communication
- Communication in mother tongue and foreign languages
- Efficient and quick problem solving
- Creativity in finding different solutions adjusted to type of problem and type of guest
- Developed sense for tolerance and acceptance of diversity / different cultures
- Ability to encourage and spread a positive atmosphere in the group
- Group leadership skills
- Recognizing the guest's request before they are clearly stated
- Agility

For the additional soft skills related to skippers please see the Interview Session Feedback Form by the Institute for Tourism.

Greek tourism is growing fast for the last six years.

According to the Greek Prime Minister, a series of actions related to tourism for 2018-2019 will take place. The aim of these actions is to:





- Improve the competitive framework for attracting investment in the tourism sector by improving the spatial planning, licensing and tax incentives
- Design and develop a modern system of public tourism education and the linking of educational programs with the labor market,
- Create a digital ecosystem for Greek tourism based on four strategic pillars:
 - i. the digital conversion of services to citizens and companies,
 - ii. the digital upgrading of tourism education,
 - iii. the integrated system for the collection and processing of information and
 - iv. the use of new technologies to promote tourism
- Modernizing public infrastructure in tourism such as airports, harbors and marinas
- Regulating short-term accommodation bookings made through online platforms (Airbnb-type rentals)

Developing a very ambitious policy framework to promote Greece as a film destination, which is expected to produce multiple benefits to the promotion of the Greek tourism product.

Topic 5: The role of soft skills training in providing effective services in the yachting industry

There are many articles on the web that indicate a role for Soft Skills for the Yachting Industry. Here are some examples;

“A lot comes down to gaining soft skills; communication, planning and organisation, as well as developing a database of information. The more information stored, the more you are prepared to deal will different types of guests as you learn the little nuances that can appear between ages and nationalities.”(Superyachtnews, 5 September 2017).

The website called ‘Sailing Blog’ (<https://www.sailingeurope.com/blog/7-virtues-of-a-good-skipper-on-a-charter-yacht>) published an article;

“7 Virtues of a Good Skipper on a Charter Yacht’ as follows:

1. Knowledge – in the first place, the knowledge of navigation and seamanship; a good skipper should know how to steer the charter yacht safely, to predict the weather, to repair certain damage, to maintain and use the gear, to get acquainted with the regulations and to be confident in their knowledge. It is important to know foreign languages as well.
2. Organizational skills – good organization is the heart of the safe and pleasant cruising. A good skipper has to harmonize his crew’s wishes and demands with realistic and achievable possibilities.
3. Interpersonal skills – most of the time aboard the skipper has to deal with people. At the end of the day, the good skipper is not the one who knows everything about sailing but is grumpy all the time. Instead, the good skipper is the one who manages to make his crew content. The skipper is the one who is responsible for good atmosphere aboard and who has to react without losing control over himself in case of disagreement among the crew members.
4. Coolness – the skipper is very often coping with different types of people’s personalities on one hand, and difficult weather conditions on the other. In both cases their cold-blooded and well-planned decisions can lead to a happy ending.
5. Courage – commanding and steering a yacht isn’t a simple thing to do, considering all sorts of danger that might jeopardize the safety onboard. This is why a certain amount of courage is crucial to be a good skipper. By courage



I don't mean the appetite for hazard, of course.

6. Wanderlust – being a skipper means constant travelling; therefore, this job isn't for sensitive boys and girls.
7. Sailing skills – last but not least... This virtue is ranked as the last one with purpose. If one possesses all the other virtues mentioned above, one can make a good skipper even with poor sailing skills. A skipper who works in the charter business should be a good sailor, but it does not mean that good sailors are always good skippers and vice versa. Sport sailing requires a different set of sailing skills when compared to being a skipper on a charter yacht.”

Another list of 5 skills is proposed by the Professional Yachtmaster Training:

1. Listening: Unless you are a captain or hold a high position on-board, the truth is you will be taking direct orders from those in charge every day. Being able to listen and follow orders and instruction will not only make you a better crew member, but also make the trip go along smoothly. Not everyone is good with authority, but if you can listen respectfully and don't take offense easily, you will make a great crew member.
2. Stamina: Working on a yacht requires an high level of physical stamina. Depending on the position you hold, your duties may be maintaining the exterior or interior of the yacht, sanding, scrubbing, wiping, polishing. If you're looking for a job that challenges your mind, then yacht work might not be for you.
3. Time Management: Some individuals require more sleep than others, but if you're working on a yacht it is part of your job to be awake before guests and rest after they've called it a night. Being able to manage your sleep schedule will help regulate your energy levels so you can do the yacht work without being tired.
4. Adjustability: Living on land in a home or apartment is obviously much different than living on a boat. You will have to take quick showers and eat your meals fast if there are guests on board. If you enjoy long walks or runs, a treadmill is not always available. If you can adjust physically and mentally to the yacht lifestyle and are eager to do so, consider yourself prepared for yacht work.
5. Communication: Whether your yacht has guests or not, you will be spending a lot of time with your fellow employees. High stress situations can cause confrontation and if you can communicate effectively and learn each others differences, likes and dislikes, you can build lifelong friendships with your mates.

(<https://professionalyachtmastertraining.com/crew-work-on-a-yacht/5-skills-youll-need-to-work-on-a-yacht>)

Soft skill training is essential for providing quality and effective services in yachting industry. Based on our desk research we consider that the most important are Communication, Ability to take orders, Language skills, Adjustability.

Topic 6: Soft skills training, training centers and programs

Most Sea Schools and Super Yacht Training centres offer only the National Qualifications for the country they are accredited to or the STCW courses. These qualifications are required in order to work commercially onboard working passenger vessels or charter vessel.

In other words most schools and training centres do not offer Soft Skills Training courses.

However, here below is an example of a new type of Sea School that orientates its services toward SuperYacht soft skill training:

The Superyacht Crew Academy offer a 10 day course called the, “Professional Superyacht Hospitality Steward/ess course.”



<https://www.superyacht-crew-academy.com/yacht-stewardess-crew-training-10day.html>

A summary of the course:

An excellent steward/ess is polite, well groomed and lively. The skills needed to perform a stewardess job are not difficult to learn but the attitude and art of good service is something that takes training and practice. A stewardess requires a blend of responsibility, maturity and self-discipline along with a great sense of humour and pride of exceptional performance with meticulous attention to detail both in assigned duties and in personal presentation.

Some of the skills and knowledge necessary to be a steward/ess are

- Security, confidentiality and privacy issues
- Professional etiquette in communication, personal hygiene, appearance and attitude
- International protocol and correct forms of address
- All styles of food service and entertainment planning
- Provisioning and product inventories
- Decanting, purchasing, service and storage of fine wines
- Impeccable care of exotic furnishings, finishes and fabrics
- Total laundry procedures
- Floral Arrangement
- Guest care and valet services

The VIP Service School in Palma de Mallorca offers a “Advanced Leadership and Team Development” course aimed at skippers and captains of superyachts. Its syllabus includes:

- 1.) Manager or Leader: Understanding the difference, Defining the role
- 2.) Setting Expectations: How to set great goals and objectives
- 3.) Diagnosing Development Levels: Understand how people learn and what they need at each stage
- 4.) Flexing your Leadership Style: What are the different styles, How to use them
- 5.) Why Are They Like That?: Understanding the different personality types at play in your crew/team, How to communicate more powerfully using courageous conversations and assertiveness
- 6.) Performance Issues: How to give really valuable feedback confidently, What to do when all else fails
- 7.) Self Management: Understanding your strengths, Designing your career map (<https://www.vipserviceschool.com/product/management-skills-team-leadership/>)

The Training centers for skippers don't offer courses with modules focusing on soft skills. Such module would help the skippers to be better in their communication and interaction with clients and guests on boards. It is recommended to either include such module in the general course or organize separate training courses for soft skills for skippers.

In Bulgaria there aren't specialized training courses for yacht crew and this is a major obstacle for the development of the yachting industry.

Topic 7: Policies and professional bodies related to skippers (with emphasis on skippers' skills)

Policies- In Spain, the National policy requires that anyone working as a professional skipper in Spanish waters must hold the correct qualifications and certification to do





so. This applies to also foreign Nationals working in Spain.

However, in the up to 24 meter category, as there is no cross border recognition of other countries professional skipper qualifications, a foreign skipper (say a UK National holding UK Qualifications), can work in Spanish waters on UK registered vessels (not on Spanish Registered Vessels).

Currently, most professional bodies that offer skipper training are Nationally Accredited. However, there are many professional bodies that are related to skippers and crew activities and training (and their skills) but a limited number that offer soft skills training

The regulation of skipper and captains qualifications and the corresponding syllabi is done in Spain by the Marina Mercante, a subdivision of the Ministerio de Fomento (Ministry of Development).

Important National professional bodies are:

ANEN = Asociación Nacional de Empresas Nauticas (National Association of Nautical enterprises)

AEGY = Asociación Española de Grandes Yates (Spanish Association of Superyachts)

ANPPER = Asociación Nacional Patrones Profesionales Embarcaciones Recreo (National Association of Professional Skippers of Pleasure Yachts)

Executive Agency Maritime Administration (EAMA) at the Ministry of Transport, Information Technology and Communications

The following is needed:

- a transit regime with an entrance control should be introduced,
- Accurate registration of yachts entering and leaving Bulgarian waters
- keeping statistics to take into account the actual development of yacht tourism

a mechanism allowing private companies to operate/ modernize/ invest/ concession be state/ municipality owned port infrastructure

Croatia

Regulations on boats and yachts, Ministry of Sea, Transport and Infrastructure of the Republic of Croatia, National gazette NN 27/2005 – the regulation is dealing with issues related with skipper’s license (see Topic 1).

Topic 8: Other related additional information revealed during the desktop research

Conclusion and recommendations

As the charter customers require more divers service, there is a growing demand and need in the industry for skippers and crew to be trained in soft skills. Currently in Spain such training only exists in a rudimentary form and as part of service trainings. There is therefore a clear need to establish a comprehensive course that trains skippers and crews in the necessary soft skills. Ideally this course should be established on a European level and recognized by all EU Member States to avoid compatibility and recognition issues in this highly mobile employment sector.

Croatia is recording a significant increase in charter activity.

The share of charter vessels hired with skipper/crew is increasing.

The needs for soft skills for skippers exist.

There is no soft skills course/training related to (professional, charter) skippers in Croatia.

According to in-depth interviews with stakeholders in yachting industry (skippers,





charter companies and VET trainers), the soft skills education/training should not be legally prescribed. The education process should be taken over by the employer – charter company. That needs support from the state level.

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A5. Indepth Interviews Results

Interview Session Feedback Form

Name of Interviewer: George Marcoyannis		Date of Interview: 20/01/2018	
Age: 60	<input checked="" type="checkbox"/>	Nationality: Greek	
Charter Company Rep. VET Trainer <input type="checkbox"/> Skipper <input type="checkbox"/>	Name of Interviewee: Roukis Charalabos		Email: chroukis@yahoo.gr
Educational level: University	Years of experience: 20 years	Male <input checked="" type="checkbox"/>	Female <input type="checkbox"/>
Which type of boat do you have the most experience on? Motor and sailing boat.			

Overall Summary of Interview:

The importance for the skipper job is to navigate safely maintaining the yacht and having social communication with the passengers.

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- Concerning the certificate of competence and any other certificate required by the administration e.g(medical, fitness card) to be constantly renewed. For there to be a good functioning of tourism as well as of yachting.
- ...
- ...
- ...

Main concerns of the interviewee related to skipper's soft skills:

- Following the attached questionnaire my view is that the skippers must attend a continuous refreshing courses for updating there knowledge in the yachting business.
- ...
- ...
- ...

Gaps in skipper's soft skills:

- There are usually gaps in skipper's soft skills regarding the sector of behavior.
- ...
- ...
- ...
- ...



Proposed questions to be included in the questionnaire:

- There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed.
- ...





**Interview Session
Feedback Form**

Interview Session Feedback Form

Name of Interviewer: George Markoyannis		Date of Interview: 21/01/2018	
Age: 42		Nationality: Greek	
Charter Company Rep. VET Trainer Skipper	Name of Interviewee: Markos Botsaris	Em: <input type="checkbox"/> theta@thetamarine.net	
Educational level: University	Years of experience: 14	Male	Female
Which type of boat do you have the most experience on? Sailing Boat			

<p>Overall Summary of Interview: After a thorough evaluation of the interviewee. He is qualified for the job of a skipper.</p>
<p>Main concerns of the interviewee related to the Yachting and Tourism Industry:</p> <ul style="list-style-type: none"> • To be implemented the profession of Skipper only by professionals. • ... • ... • ...
<p>Main concerns of the interviewee related to skipper's soft skills:</p> <ul style="list-style-type: none"> • To exist feedback and evaluation related to soft skills. • ... • ... • ...
<p>Gaps in skipper's soft skills:</p> <ul style="list-style-type: none"> • Was not revealed during the interview process. • ... • ... • ... • ...





Proposed questions to be included in the questionnaire:

- There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed.
- ...
- ...
- ...

Interview Session Feedback Form

Name of Interviewer: George Markoyannis		Date of Interview: 21/01/2018	
Age: 38		Nationality: Greek	
Charter Company	Name of Interviewee: Notis Botsaris	Email: theta@thetamarine.net	
Rep. VET Trainer Skipper			
Educational level: University	Years of experience: 10	Male	Female
Which type of boat do you have the most experience on? Sailing Boat			

Overall Summary of Interview:

After a thorough evaluation of the interviewee. He is qualified for the job of a skipper.

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- He is knowledge and understanding of skipper's job is good enough to navigate and managed a yacht.
- ...
- ...
- ...

Main concerns of the interviewee related to skipper's soft skills:

- Following the attached questionnaire my view is that the skippers must attend a continuous refreshing courses for updating there knowledge in the yachting business.
- ...
- ...
- ...





Gaps in skipper's soft skills:

- Was not revealed during the interview process.
- ...
- ...
- ...
- ...

Proposed questions to be included in the questionnaire:

- There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed.
- ...
- ...
- ...



Interview Session Feedback Form

Name of Interviewer: Evangelos Kyriazopoulos		Date of Interview: 22/01/2018	
Age:	Nationality: Greek		
Charter Company: [redacted] VET Trainer Skipper	Name of Interviewee: Belize Maritime Training Center	Email: info@belizemtc.com	
Educational level: Training Center	Years of experience: 25	Male	Female
Which type of boat do you have the most experience on? (e.g. motor or sailing boat, approximate length overall)			

Overall Summary of Interview:

The interview lasted for quite a while. The interest in the subject was very intense. Its basic position is that the maritime tourism industry has very large prospects and large profit margins. Recognizes that there are a lot of problems in the crew issue, mainly on soft skills and on wages. He claims there are also big differences between crews in motor boats and sail boats. He even thinks it is difficult for a crew to work one year on a sailboat and another year on a motor boat. This is a problem because charter companies manage all kinds of ships and believes that there is a need for crew flexibility. Another issue that considers critical is the nationalities of the crew as the crew sometimes cannot understand one another, not because they cannot speak English, but because they cannot understand each other (different cultures).





Main concerns of the interviewee related to the Yachting and Tourism Industry:

- An upward market is constantly evolving
- There are too many problems in ports. Few and small infrastructures.
- There are no boat services (catering, repairs, etc.) in many ports.
- Problems with vessels flying the Greek flag from unfair competition with Turkish vessels.
- High taxation
- Very high bureaucracy in the port authorities.

Main concerns of the interviewee related to skipper's soft skills:

- They do not know good English and other foreign languages
- They can not handle crisis situations. They then take the charter company phone for instructions and just wait for him to help. They do not take any initiatives.
- Some of them are not helpful with tourists. They are distant.
- There are cases of some skippers who are sexually involved with passengers or crew members. This creates multiple problems....

Gaps in skipper's soft skills:

- Need to learn a lot of foreign languages and to know foreign cultures
- Be able to take trip tours
- Can cook
- To be able to fishing

- • Be able to engage in water sports

Proposed questions to be included in the questionnaire:

- There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed.
- ...
- ...

Interview Session Feedback Form

Name of Interviewer: Evangelos Kyriazopoulos		Date of Interview: 22/01/2018	
Age: 59		Nationality: Greek	
Charter Company Rep. VET Trainer Skipper	Name of Interviewee: Maria Petrakis	Email: belizemtc@gmail.com	
Educational level: University	Years of experience: 28	Male	Female
Which type of boat do you have the most experience on? None			





Overall Summary of Interview:

The interview was with a young lady who has been studying in tourism and has worked in various places in hotels and taverns. But she decided that he wants to work in sea tourism because he first loves the sea and believes that sea tourism in Greece has a future. So, she decided to take courses to become a skipper in order to work directly either as a skipper or as a crew in a sailing boat. Her goal is to buy its own sailing boat and become an entrepreneur in the sea tourism industry She has the faith that she will not encounter problems in the sea with the boat nor with the passengers. She has great confidence in her hospitality skills.

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- The sea is the most basic element in tourism for Greece
- More and more beautiful boats are circulating in the Greek seas.
- Several friends and relatives are already working in the maritime tourism industry. It was one of the main causes that she decided to deal with.
- She knows nothing about her work on the boat and her insurance (work status, contributions, obligations and rights).
- Also, he knows nothing about how a boat manages (such as contracts, costs, procedures, etc.)

Main concerns of the interviewee related to skipper's soft skills:

- She knows good English but would like to know other languages. She no longer knows a other language to choose.
- She is well aware of hotel hospitality issues (cooking, bedding, etc.) but she has a little more knowledge of navigation and boat safety issues.
- It is difficult, however, to cook on board because she used to large kitchens space. She thinks she will have a problem in long trips to organize her kitchen warehouse.
- She would like to know more about first aid.

Gaps in skipper's soft skills:

- Greater understanding of what marine tourism is. The candidate skipper has heard from friends and relatives about sea tourism but does not know in depth the difficulties posed by the professions in the sea. She wants more information about the potential, the prospects and the difficulties in this industry.
- There is a need to adapt the hospitality services she has learned from the hotels and apply them to the boats.
- She has to learn, besides good navigation, issues that have to do with the safety of life at sea. She does not know what to do if an accident occurs at sea.
- There is interest in becoming more specialized in sea food.
-

Proposed questions to be included in the questionnaire:

- There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed.
- ...
- ...

Interview Session Feedback Form

Name of Interviewer: George Marcoyannis	Date of Interview: 23/01/2018
Age: 41	Nationality: Greek





Charter Company Rep. VET Trainer Skipper	Name of Interviewee: George Agelinas	Email: gaggelinas@yahoo.gr
Educational level: University	Years of experience: 11	Male Female
Which type of boat do you have the most experience on? Sailing Boat		

<p>Overall Summary of Interview:</p> <p>The importance for the skipper job is to navigate safely maintaining the yacht and having social communication with the passengers.</p>
<p>Main concerns of the interviewee related to the Yachting and Tourism Industry:</p> <ul style="list-style-type: none"> • Concerning the certificate of competence and any other certificate required by the administration e.g(medical, fitness card) to be constantly renewed. For there to be a good functioning of tourism as well as of yachting. • ... • ... • ... • ...
<p>Main concerns of the interviewee related to skipper's soft skills:</p> <ul style="list-style-type: none"> • Following the attached questionnaire my view is that the skippers must attend a continuous refreshing courses for updating there knowledge in the yachting business. • ... • ... • ... • ...
<p>Gaps in skipper's soft skills:</p> <ul style="list-style-type: none"> • There are usually gaps in skipper's soft skills regarding the sector of behavior. • ... • ...
<p>Proposed questions to be included in the questionnaire:</p> <ul style="list-style-type: none"> • There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed. • ... • ... • ...





Interview Session Feedback Form

Name of Interviewer: George Marcoyannis		Date of Interview: 24/01/2018	
Age: [redacted]		Nationality: Greek	
Charter Company Rep. [redacted] VET Trainer [redacted] Skipper [redacted]		Name of Interviewee: ANKO YACHTING	Email: admin@ankoyachting.com
Educational level:	Years of experience: 12	Male <input checked="" type="checkbox"/>	Female <input type="checkbox"/>
Which type of boat do you have the most experience on? Sailing Boat			

<p>Overall Summary of Interview: The importance for the skipper job is to navigate safely maintaining the yacht and having social communication with the passengers.</p>
<p>Main concerns of the interviewee related to the Yachting and Tourism Industry:</p> <ul style="list-style-type: none"> Concerning the certificate of competence and any other certificate required by the administration e.g(medical, fitness card) to be constantly renewed. For there to be a good functioning of tourism as well as of yachting.
<p>Main concerns of the interviewee related to skipper's soft skills:</p> <ul style="list-style-type: none"> Following the attached questionnaire my view is that the skippers must attend a continuous refreshing courses for updating there knowledge in the yachting business.
<p>Gaps in skipper's soft skills:</p> <ul style="list-style-type: none"> Was not revealed during the interview process.
<p>Proposed questions to be included in the questionnaire:</p> <ul style="list-style-type: none"> There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed.





- ...

Interview Session Feedback Form

Name of Interviewer: George Marcoyannis		Date of Interview: 22/01/2018	
Age: 38		Nationality: Greek <input checked="" type="checkbox"/> <input type="checkbox"/>	
Charter Company	Name of Interviewee: Vassilis Mamalis	Email: vmamalis@gmail.com	
Rep. VET Trainer Skipper			
Educational level: University	Years of experience: 8	Male	Female
Which type of boat do you have the most experience on? Motor Boat			

Overall Summary of Interview:
After a thorough evaluation of the interviewee. He is qualified for the job of a skipper.

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- He is knowledge and understanding of skipper's job is good enough to navigate and managed a yacht.
- ...
- ...
- ...

Main concerns of the interviewee related to skipper's soft skills:

- Following the attached questionnaire my view is that the skippers must attend a continuous refreshing courses for updating there knowledge in the yachting business.
- ...
- ...
- ...





<p>Gaps in skipper's soft skills:</p> <ul style="list-style-type: none"> • Was not revealed during the interview process. • ... • ... • ...
<p>Proposed questions to be included in the questionnaire:</p> <ul style="list-style-type: none"> • There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed. • ... • ...

Interview Session Feedback Form

Name of Interviewer: George Marcoyannis		Date of Interview: 23/01/2018	
Age:		Nationality:	
Charter Company [redacted].	Name of Interviewee:	Email:	
VET Trainer <input type="checkbox"/>	VERNICOS	crewed@vernicos.gr	
Skipper <input type="checkbox"/>	YACHTS		
Educational level:	Years of experience: 42	Male <input checked="" type="checkbox"/>	Female <input type="checkbox"/>
Which type of boat do you have the most experience on?			
Sailing Boat			

<p>Overall Summary of Interview:</p> <p>The importance for the skipper job is to navigate safely maintaining the yacht and having social communication with the passengers.</p>
<p>Main concerns of the interviewee related to the Yachting and Tourism Industry:</p> <ul style="list-style-type: none"> • To be good navigator and crowd and crisis manager. • ... • ... • ... • ...
<p>Main concerns of the interviewee related to skipper's soft skills:</p> <ul style="list-style-type: none"> • To refresh their knowledge and understanding of their duties. The safety of the passengers. • ... • ... • ...





Gaps in skipper's soft skills:	
• He must be a good yacht manager.	
• ...	
• ...	
Proposed questions to be included in the questionnaire:	
• There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed.	
• ...	<input checked="" type="checkbox"/>
• ...	<input type="checkbox"/>

Interview Session Feedback Form

Name of Interviewer: Evangelos Kyriazopoulos		Date of Interview: 23/01/2018	
Age: 35		Nationality: Greek	
Charter Company Rep. VET Trainer Skipper	<input type="checkbox"/>	Name of Interviewee: Vassilis Roukis	Email: vroukis@gmail.com
Educational level: International Master Coastal Training Yacht	<input type="checkbox"/>	Years of experience: 9	Male Female
Which type of boat do you have the most experience on? Sailing Boat.			

Overall Summary of Interview:
Interviewee has extensive customer service experience with its own sailing boat. In the first 5 years of his career he worked on a boat that owned a pleasure boat management company and for the last 3-4 years had his own boat. He made this investment as he thinks the maritime tourism industry has significant growth prospects. With his 5 years of working as a skipper and with a small income today he owns a used 58 'vessel. In the last 4 years the boat has an average occupancy of 85% over the months of May - September.
He has no university or other knowledge in the tourism industry. She has only the skipper diploma. Also, his knowledge in English is limited. Interviewee believes he needs more education and training, but has not done anything to this yet. In the winter months, he deals with other work and does not have much time left. However, he would like to improve his services on board.





Main concerns of the interviewee related to the Yachting and Tourism Industry:

- What worries him is his relationship with the charters and the amount of commissions they receive.
- He has not put his boat on an electronic charter platform as he is afraid of using the new technologies as well as the electronic payment methods. It prefers the traditional way of chartering.
- Considers that in the future it will have more competition as other competitors will enter the market with more new boats.
- He would like to make a bigger investment, but he is worried if he can write off the money and he can get a loan.
- Believes it would be better to buy a catamaran.
- The bureaucracy of port authorities largely prevents the development of maritime tourism.
- Would like to collaborate professionally with a partner but is afraid of co-managing a boat with someone else. The financial management of the vessel and its operating costs are of concern to it...

Main concerns of the interviewee related to skipper's soft skills:

- Interviewee is self-taught even in English
- Wants to learn more about hosting issues
- Interested in doing lifeguard lessons...

Gaps in skipper's soft skills:

- Was not revealed during the interview process.
- ...
- ...
- ...

Proposed questions to be included in the questionnaire:

- There is no any proposed questions. Any problems which will be identify during their job period will be analyzed and the additional questions will be developed.
- ...
- ...

Interview Session Feedback Form

Name of Interviewer: George Marcoyannis		Date of Interview: 24/01/2018	
Age:		Nationality: Greek	
Charter Company [redacted] p. VET Trainer [redacted] Skipper [redacted]		Name of Interviewee: KAVAS YACHTING	Email: yachtcharter@kavas.com
Educational level:	Years of experience: 32	Male	Female
Which type of boat do you have the most experience on? Sailing Boat			





Overall Summary of Interview:
The importance for the skipper job is to navigate safely maintaining the yacht and having social communication with the passengers.

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- To be good navigator and crowd and crisis manager.
- ...
- ...
- ...

Main concerns of the interviewee related to skipper's soft skills:

- To refresh their knowledge and understanding of their duties. The safety of the passengers.
- ...
- ...
- ...

Gaps in skipper's soft skills:

- Obviously, he must be a good yacht manager.
- ...
- ...
- ...
- ...

Proposed questions to be included in the questionnaire:

- There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed.
- ...
- ...

Interview Session Feedback Form

Name of Interviewer: Evangelos Kyriazopoulos		Date of Interview: 24/01/2018	
Age: 23		Nationality: Greek	
Charter Company Rep. VET Trainer Skipper	<input type="checkbox"/>	Name of Interviewee: Pavlos Tarasanski	Email: tarasanski@gmail.com
Educational level: University		Years of experience: 3	Male Female
Which type of boat do you have the most experience on? Sailing Boat			





Overall Summary of Interview:
The importance for the skipper job is social communication with the passengers.

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- To be implemented the profession of Skipper only by professionals.
- ...
- ...
- ...

Main concerns of the interviewee related to skipper's soft skills:

- The skippers must attend a continuous refreshing courses for updating there knowledge in the yachting business.
- ...
- ...
- ...

Gaps in skipper's soft skills:

- Was not revealed during the interview process.
- ...
- ...
- ...

Proposed questions to be included in the questionnaire:

- There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed.
- ...
- ...
- ...

Interview Session Feedback Form

Name of Interviewer: George Marcoyannis		Date of Interview: 25/01/2018	
Age: 24		Nationality:	
Charter Company	Rep. <input type="checkbox"/>	Name of Interviewee: Nicolas Koroniotakis	Email: n.koroniotakis@yahoo.com
VET Trainer			
Skipper			
Educational level: University	Years of experience: 24	Male	Female
Which type of boat do you have the most experience on? Sailing Boat			





<p>Overall Summary of Interview: The importance for the skipper job is social communication with the passengers.</p>
<p>Main concerns of the interviewee related to the Yachting and Tourism Industry:</p> <ul style="list-style-type: none"> • To be implemented the profession of Skipper only by professionals. <input type="checkbox"/> • ... • ... • ... • ...
<p>Main concerns of the interviewee related to skipper's soft skills:</p> <ul style="list-style-type: none"> • The skippers must attend a continuous refreshing courses for updating there knowledge in the yachting business. • ... • ... • ...
<p>Gaps in skipper's soft skills:</p> <ul style="list-style-type: none"> • Was not revealed during the interview process. • ... • ... • ...
<p>Proposed questions to be included in the questionnaire:</p> <ul style="list-style-type: none"> • There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed. • ... • ... • ...

Interview Session Feedback Form

Name of Interviewer:		Date of Interview:	
Age: 40		Nationality: Greek	
Charter Company	Name of Interviewee: Ainias Zanas	Email: Eneazanaj@hotmail.com	
Rep. VET Trainer Skipper			
Educational level: University	Years of experience: 7	Male	Female
Which type of boat do you have the most experience on? Motor and sailing boat			





<p>Overall Summary of Interview:</p> <p>After a thorough evaluation of the interviewee. He is qualified for the job of a skipper.</p>
<p>Main concerns of the interviewee related to the Yachting and Tourism Industry:</p> <ul style="list-style-type: none"> • To be implemented the profession of Skipper only by professionals. • ... • ... • ... • ...
<p>Main concerns of the interviewee related to skipper's soft skills:</p> <ul style="list-style-type: none"> • To exist feedback and evaluation related to soft skills. • ... • ... • ...
<p>Gaps in skipper's soft skills:</p> <ul style="list-style-type: none"> • Was not revealed during the interview process. • ... • ... • ...
<p>Proposed questions to be included in the questionnaire:</p> <ul style="list-style-type: none"> • There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed. • ... • ...

Interview Session Feedback Form

Name of Interviewer: Evangelos Kyriazopoulos		Date of Interview: 26/01/2018	
Age: [redacted]		Nationality: Greek	
Charter Company Rep. VET Trainer Skipper		Name of Interviewee: HELLENIC PROFESSIONAL YACHT OWNERS ASSOCIATION	Email: info@hpyoa.gr





Educational level:	Years of experience: 44	Male	Female
Which type of boat do you have the most experience on? Motor and Sailing Boat			

<p>Overall Summary of Interview:</p> <p>The skipper job is to navigate safely maintaining the yacht and having social communication with the passengers.</p>
<p>Main concerns of the interviewee related to the Yachting and Tourism Industry:</p> <ul style="list-style-type: none"> To be good navigator and crowd and crisis manager.
<p>Main concerns of the interviewee related to skipper's soft skills:</p> <ul style="list-style-type: none"> Following the attached questionnaire my view is that the skippers must attend a continuous refreshing courses for updating there knowledge in the yachting business.
<p>Gaps in skipper's soft skills:</p> <ul style="list-style-type: none"> There are usually gaps in skipper's soft skills regarding the sector of behavior.
<p>Proposed questions to be included in the questionnaire:</p> <ul style="list-style-type: none"> There is no any proposed questions. Any problems which will be identify during there job period will be analyzed and the additional questions will be developed.

Interview Session Feedback Form

Name of Interviewer: Zrinka Marušić and Siniša Horak		Date of Interview: 23 rd January 2018 Zagreb, personal interview	
Age: 62		Nationality: Croatian	
Charter Company Rep. VET Trainer Skipper	<input type="checkbox"/> Name of Interviewee: Vladimir Žanić	Email: vzanic@pbf.hr	





Educational level: M.Sc. (working at Faculty of Food Technology and Biotechnology)	Years of experience: 10	Male <input checked="" type="checkbox"/> Female <input type="checkbox"/>
Which type of boat do you have the most experience on? (e.g. motor or sailing boat, approximate length overall) Sailing boats up to 15 meters, motor boats, within Adriatic Sea		

Overall Summary of Interview:

There is definitely a need to improve soft skills among skippers. That need is gaining the importance nowadays since guests are searching for the authentic experience. However, regarding the education in the field of soft-skills, it should not be legally prescribed. It should rather be on a market-basis - the charter company should be motivated and therefore it should take the role in soft skills' education since a skipper can significantly contribute to the quality of the overall experience on the boat/sea. The state should support these efforts of charter company.

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- There is no systematic learning of soft skills for skippers in Croatia
- There is no systematic or formal follow-up of the skipper-guest relationship / satisfaction or feedback on it
- Proposal for some kind of evaluation of both, skippers and guest, like in Airbnb (they have internal ranking of skippers among charter company)
- Education should not be legally prescribed (i.e. no new standards should be imposed) because then it will be just formally understood (i.e. just to comply with the law); the education process should be taken over by the employer – charter company because it is important to the charter company and the charter company should be motivated; that needs support from the state level (because skipper is important for quality of service)

Main concerns of the interviewee related to skipper's soft skills:

- Charter companies prefer older, more serious skippers (this may be due to the developed 'soft' skills and experience in communication / hosting the guests)
- A lot of examples from his own experience when he had to use some SS in order to deal adequately with the situation on board (e.g. disagreements among the guests, guests do not accept bad weather forecast etc.)
- Skipper must be innovative - to provoke guests' interest to learn something, but not to impose (emotional intelligence)
- Skipper must be patient, but also authoritative...
- Apparel/clothing is an advantage, it should be neat, uniforms are preferred, however, it is usually additional cost for the charter companies; at least to have a neat apparel for the first day; further on skipper has to assess whether it is necessary and appropriate for the rest of the sailing period
- Management in crisis situations, time management and stress management - very important skills
- Positive - flexible attitude - this is somewhat a contradiction, skipper does not have to be flexible
- Human Governance –skipper should be able to pre-detect possible conflicts on board and respond in a timely manner (for example, skipper should know that the crisis among guests usually occurs on the third or fourth day on board)





- Skipper should know/feel when it is necessary/preferably to make a break from sailing and go on shore (to marina or port) due to the mutual relationships and the conflicts among guests
- The guest wants time management but does not want stress
- Customer Orientation - a skipper needs to feel in advance what guests want; to anticipate problems (in the family, for example)
- Empathy – yes, but he/she should balance between authority and empathy
- No one teaches skippers all that (soft-skills)

Gaps in skipper's soft skills:

- There is no formal nor informal training in soft skills for skippers; SS depend on the skipper's ability to recognize their importance
- Communication
- Innovation (emotional intelligence)
- Patients (but also authoritative)
- Apparel/clothing
- Management in crisis situations, time management and stress management
- Positive attitude
- Human Governance
- Customer Orientation
- Empathy / Authority





Name of Interviewer: Zrinka Marušić and Siniša Horak		Date of Interview: 23 rd January 2018 Zagreb, personal interview	
Age: 38		Nationality: Croatian	
Charter Company Rep. VET Trainer Skipper		<input type="checkbox"/> Name of Interviewee: Mladen Glavić <input checked="" type="checkbox"/>	Email: -
Educational level: Landscape architect	Years of experience: 12	Male <input checked="" type="checkbox"/> Female <input type="checkbox"/>	
Which type of boat do you have the most experience on? (e.g. motor or sailing boat, approximate length overall) Sailing boats up to 18 meters, tide waters (out of Adriatic Sea and Mediterranean)			

Overall Summary of Interview:

He emphasized the importance and the responsibility of the skipper for the boat and for the people, and the fact that guests are usually not familiar with that, i.e. aware of that. Therefore it is necessary to inform guest prior to start the sailing on all those important issues – some kind of an introductory briefing.

The introductory briefing (about 2 hours) should be the responsibility of charter company. The briefing should be done in a pleasant atmosphere – guests should be gathered and informed, and introduced to their skipper. That is also the appropriate time to arrange the sailing route. The content of the introductory briefing: getting acquainted with the boat's interface, to gather information from the guests on the medicines they are taking and whether there is any allergy, information on the shops on the islands, drinking water, making itineraries, getting to know the role of skipper and the responsibilities of skipper on board, skipper should set limits of behavior (drugs, alcohol, prostitution ...) - what is tolerated and what is not etc.

Education on SS should be responsibility of skipper's agency, not charter agency. Charter agencies should free time and provide conditions for guests' accommodation before sailing (for the introductory briefing).

Mladen has expressed a high interest to take part in the further project activities (i.e. need assessment survey and pilot testing).

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- Guests are not aware of the importance and the responsibility of the skipper; guests do not understand the boundaries of that responsibility
- Guests are not familiar with the basic things (they do not read everything they receive from the charter company); for example, they are sometimes not aware that their duty is to feed the skipper; they do not understand why they have to stay in marina due to bad weather forecast; they want to sail although there is no wind, etc. – all that causes some misunderstanding and conflict / dissatisfaction
- There is no organized nor uniform information procedure for guests (the exemption are guests from UK who usually come very well informed on all this issues)
- Good skippers will inform guests with the basic behavior on board prior to sailing and solve all (majority) of the doubts in advance (information on safety issues is the only mandatory issue today and there is a procedure on that)
- Charter companies limit their information / recommendations on the issues





<p>important for the boat (deposits, use of toilets etc.)</p> <ul style="list-style-type: none"> • Charter companies should undertake an introductory briefing but they give up their responsibilities due to delay in guests' arrival, inadequate space and marina's equipment, weather (hot) etc. • Charter companies should adjust/customize their offer (ships and suggested itineraries) to specific market segments (families, parties...) - skippers can then identify sailing routes and avoid the routes of other segments ("better prevent than treat"); furthermore, skipper can then choose the preferred market segment and specialize for it • How skippers can join the network on sustainable yachting/sailing – they can monitor the effects of yachting on the environment (idea for some future project?)
<p>Main concerns of the interviewee related to skipper's soft skills:</p> <ul style="list-style-type: none"> • SS are very important for skippers • "On board everything falls on the back of a skipper" • "Skipper must be a psychologist and a sociologist", he/she should not accept any nervousness on board, he/she should be 'interface' between the boat and the guests • Charter companies do not inform skippers on guest satisfaction, but there are internal "black lists" of skippers not desirable
<p>Gaps in skipper's soft skills:</p> <ul style="list-style-type: none"> • Skipper should not drink alcohol • Apparel/clothing is not so critical, it is important for skipper to be neat and tidy, especially at the reception of guests, afterwards he/she can be more relaxed (skipper should decide on it based on guests preferences) • Ethics – "what does that mean?; ethics towards the guest, towards the nature or?;" skipper should behave like a 'ranger' in the protected natural areas – he/she should protect the protected species like shells, fish... but how then to expect a tip from guests? - skipper should have the state support, otherwise he/she should balance between this • Ethics towards guests is mandatory (e.g. photography, restaurant recommendations, etc....) • Foreign languages - very important



Name of Interviewer: Zrinka Marušić		Date of Interview: 7 th February 2018 Written answers to questions (email)
Age: 28	Nationality: Croatian	
Charter Company Rep. VET Trainer Skipper	Name of Interviewee: Igor Gančević	Email: igancevic@hotmail.com
Educational level: Student (4 th year), Tourism and Hospitality, University of Split	Years of experience: 4	Male <input checked="" type="checkbox"/> Female <input type="checkbox"/>
Which type of boat do you have the most experience on? (e.g. motor or sailing boat, approximate length overall) Sailing boats – catamarans, 12-16 meters He did not finish any skipper’s course (spent his childhood on the sea and sailing regattas and then worked in a charter company for some time).		

Overall Summary of Interview:

He emphasize his satisfaction with skipper’s work, especially a possibility to gain great experiences in organizing holiday vacations, acquainted with various cultures, created relationships and friendships with different people around the world. As the biggest challenge he recognizes the different requirements of guests from week to week, and the required psychological stability due to various guests’ demands on board. Although charter companies are looking for nautical skills and previous experience of skippers in navigation, only, they are choosing skippers with SS in order to make guests more satisfied. Charter companies realize the importance of skippers’ SS though more on the intuitive basis rather than publicly pronounced. Igor has also expressed a high interest to take part in the further project activities (i.e. need assessment survey and pilot testing).

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- No special concerns

Main concerns of the interviewee related to skipper’s soft skills:

- Social skills are the most important (“everybody learn sailing skills more or less after some time”)
- Following the sailing skills, skipper’s job comes down to the organizational skills and social skills (mostly communication) – that is what the guest value the most
- The most important SS:
 - Relationships with people
 - Positive Flexible Stance
 - Time Management and Stress Management
 - Crisis Management and Negotiation
 - Troubleshooting and complaint management
 - Customer Orientation
 - Communication with Others on Board
- Somewhat less important SS:
 - Ethics



- Innovation
- Compassion and Emotional Intelligence
- Minor importance of SS:
 - Teamwork
 - Apparel
- He accounted a couple of situations where he had to use some soft skills to resolve the situation on board appropriately

Gaps in skipper's soft skills:

- He was never asked for SS during the job interview – charter companies are looking for nautical skills and previous experience in navigation, only
- He has never been educated to develop SS related to skipper's (or any other) job
- He is personally trying to develop SS – he has not consider some sort of education on SS
- Although guests value their satisfaction with the skipper using the charter company's questionnaire at the check-out, the results are not disseminated to skippers
- Skippers' job require psychological stability





Name of Interviewer: Zrinka Marušić and Siniša Horak		Date of Interview: 1 st February 2018 Šibenik, personal interview
Age: 40	Nationality: Croatian	
Charter Company Rep. VET Trainer Skipper	<input checked="" type="checkbox"/> Name of Interviewee: Vedran Mandura, NCP & mare <input type="checkbox"/>	Email: https://www.ncp-charter.com/en/about-us/ncp.html https://www.ncp-charter.com/en/educational-programs/RYA-Training-center-Croatia-certificates.html
Educational level:	Years of experience:	Male <input checked="" type="checkbox"/> Female <input type="checkbox"/>
<p>Which type of boat do you have the most experience on? (e.g. motor or sailing boat, approximate length overall) NCP & mare is a leading Croatian yacht charter with more than 20 years of experience (https://www.ncp-charter.com/en/about-us/ncp.html) NCP & mare is also an official RYA training center in Croatia, (https://www.ncp-charter.com/en/educational-programs/RYA-Training-center-Croatia-certificates.html)</p>		

Overall Summary of Interview:

Both as a VET trainer and as a charter company they are aware of the importance of SS for skippers. There is a broad list of SS important for skippers.

At the moment **there is no specific education for charter skippers in Croatia.**

Similarly, no one is educating hostesses who are coming from different professions, not necessarily from the service sector. SS are not part of their courses.

They do have an informal education on SS within the charter company.

Chartered companies have nowadays started to invest in skippers' education (they have their own sailing clubs, courses etc.)

Vedran has also expressed a high interest to take part in the further project activities (i.e. pilot testing).

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- Only navigation courses are thought at the Maritime Studies
- No RYA course is focused on charter skippers specifically. All courses are for those who want to learn how to sail/manage a motor boat. All RYA courses have a high share of practice hours (on the sea). RYA license is an advantage at the employment.
- Obtaining a commercial license in Croatia does not imply a practice on the sea. Although Croatian Yacht Master License is a prerequisite for RYA course, skippers have a poor experience at sea, especially in tidal waters. Furthermore, RYA detects lack of theoretical knowledge and they have therefore introduced optional theoretical course (on-line).

Main concerns of the interviewee related to skipper's soft skills:

- As a charter company they train their skippers and hostesses, but it is not a formal/structured type of education/training
- Their training in SS is more through a story telling of different experiences:





- how to issue an order/command
- how to manage guests in an appropriate manner
- how to animate guests (“sailing is more than driving”)
- how to brief guests on safety issues (obligatory), boat preparation, wardrobes, windows, etc.
- how to design/organize in advance a seven-day route before departure (they do that); how to reconcile guests desires (‘wish list’) regarding itinerary with real possibilities taking into account weather forecast; it is desirable that skipper welcomes guests and sits with them for a cold drink to negotiate a route depending on the forecast, to offer guests something ‘new’ to see etc.
- guests should be informed on the need to stop every three days at least in a marina/port for the supply of the boat (water etc.)
- their negative experiences are minimized
- Skipper is present at the check-out, together with guests
- Guests fill a satisfaction survey at the check-out; among other services they also value skipper’s service; Charter company notify skippers on the results (although it is well known among the skippers who is good and who is not so good)
- Charter company hire new skippers based on the recommendations of the more experienced skippers

Gaps in skipper’s soft skills:

- Desirable skipper’s characteristics: warmth, friendliness, good communication skills, flexibility, authority, apparel/uniforms are important for the first impression
- Skipper should no panic, he/she should know how to deal with people, how to issue a command, how to not argue with the guest (“guest is always right”), how to solve problems
- Skipper should know how to present culture attractions and history of the area, characteristics of the maritime zone they are sailing in (i.e. aquatorium), skipper should suggests route/itinerary depending on guests' preferences, they have to detect guests’ interests, they should have all necessary information on fishing, i.e. fishing licenses, type of fish etc., restaurants’ offer, wine offer etc.; skipper should know to deal with conflicts (that are more often due to a small space on board) and with uncooperative guests; skipper must be active and try to animate guests in line with their preferences...





Name of Interviewer: Zrinka Marušić and Siniša Horak		Date of Interview: 1 st February 2018 Murter, personal interview	
Age: 65		Nationality: Croatian	
Charter Company Rep. <input type="checkbox"/> VET Trainer <input checked="" type="checkbox"/> Skipper <input type="checkbox"/>		Name of Interviewee: Živko Matutinović, ANA	Email: -
Educational level: -	Years of experience: 30	Male <input checked="" type="checkbox"/>	Female <input type="checkbox"/>
Which type of boat do you have the most experience on? (e.g. motor or sailing boat, approximate length overall) Sailing School – Academia Navalis Adriatica (https://anasail.com/en/who-we-are/)			

Overall Summary of Interview:

One of the oldest sailing schools in Croatia. They teach sport skills (sailing) and cruising skills through a lot of practice at sea. There is no specific course for charter skippers. SS are important but the interviewee have not precisely stated which SS are the most important.

The interviewee would welcome some on-line learning platform on SS.

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- On large boats a skipper also needs a sailor/sailors (the English guests understand that); it is often not understood because it is more expensive
- Expresses concern (safety) due to big party sailing that are becoming more and more popular

Main concerns of the interviewee related to skipper's soft skills:

- Skipper - features and requirements:
 - Communication skills, cooking, knowledge of the attractiveness of the waters they are sailing in (coves, restaurants, fishes etc.)
 - Skipper is a captain/commander and he/she is responsible for people and for the boat, skipper is available for the 24 hours when on board; skipper decides when it is necessary to wear live vest
 - Skipper should be properly dressed

Gaps in skipper's soft skills:

- No specific gaps have been expressed





Name of Interviewer: Zrinka Marušić and Siniša Horak		Date of Interview: 12 th February 2018 Zagreb, personal interview
Age: 55	Nationality: Croatian	
Charter Company Rep. VET Trainer Skipper	Name <input checked="" type="checkbox"/> Interviewee: Ivica Jurišin, owner of charter company MIRAMO CLUB, President of Association of Accommodation Service Providers on Boats – Charter, https://www.miramoclub.com/en	Email: ivica@miramoclub.com
Educational level: -	Years of experience: 20	Male <input checked="" type="checkbox"/> Female <input type="checkbox"/>
Which type of boat do you have the most experience on? (e.g. motor or sailing boat, approximate length overall) -		

Overall Summary of Interview:

Miramo Club is a charter company, but also a charter agent (dealing with boats from other charter companies).

SS are important for everyone working in tourism. People should be aware of that prior to choose a profession/job. Navigation skills are the most important, but SS are also important.

As an agent, they are sending to client (guest) a skipper's contact two months prior to sailing. At the same time they start to negotiate the route/itinerary.

Usually, every charter company has their own skippers.

SS education should not be added to a usual skipper's course.

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- Main concerns are connected to the characteristics of charter business in Croatia and state obstacles (laws and various parafiscal taxes), the relationship between marinas (big profits on moorings) and charter companies etc.), too many boats in charter available, price of boats, boat production, 'grey' charter (out of law) etc.
- For skippers in Croatia it is not necessary to count miles, there is no 'book' with miles as a proof of experience
- Clients (guests) in charter business are not easy clients
- Skipper's rights are often neglected (they are more servants than 'captains')
- Clients (guests) also need some form of education prior to go on board – what they need to know

Main concerns of the interviewee related to skipper's soft skills:

- They have a their own list of skippers, mostly persons with a degree from Faculty of Kinesiology (they prefer them)
- Foreign languages are very important skill
- Culture of communication, mentality
- Every client/guest value the skipper at check-out – if clients are not satisfied, they do not use skipper's services any more
- They do have a short education of a skipper if he/she is not experienced in that job
- Important characteristics:
 - Politeness





<ul style="list-style-type: none"> ○ Knowledge on the area – bays, restaurants, beaches, anchorage possibilities etc... ○ Not smoking ○ Good in children’s animation ● They do give advantage to experienced skippers...
<p>Gaps in skipper’s soft skills:</p> <ul style="list-style-type: none"> ● See ‘main concerns’

Proposed questions to be included in the questionnaire:

Would you like to improve some of the work-related skills? Please, express your opinion on a scale from 1 (not at all) to 3 (certainly).

Would you like to improve your

- a. knowledge/awareness on trends in tourism demand overall
- b. knowledge/awareness on trends in nautical (yachting) tourism demand
- c. knowledge/awareness on tourist attractions in the area you are sailing most often
- d. knowledge on gastronomy/enology
- e. ability to cook
- f. guests animation abilities
- g. innovativeness
- h. time management in a working day
- i. ability to work in teams
- j. body language/non-verbal communication
- k. knowledge about other cultures
- l. interpersonal skills
- m. work ethic
- n. courtesy
- o. ability to motivate
- p. empathy
- q. emotional intelligence
- r. stress management
- s. problem solving
- t. ability to deal with difficult people
- u. ability to keep a good/positive attitude
- v. something else – what? _____

If a training is provided to improve your skills free of charge, would you participate in it? Please circle only one.

- 1. Yes, I would
- 2. I am not sure
- 3. No, I would not

What type of training would you prefer? Please circle only one.

- 1. Classical classroom teaching
- 2. On-line learning (e-learning) with teacher’s assistance





3. On-line learning (e-learning) at my own pace
4. Something else _____

Do you think that soft skills training should be organized as follows? Please circle only one.

1. As a mandatory part of the skipper's course
2. On an optional basis, giving priority/advantage for the employment

What is your experience as a charter skipper in number of years?

What kind of boats you have experience on? (sailing, motor boats, catamarans)

What is your highest level of education?

Your gender:

Year of birth: _____

Place of residence: _____

Overall Summary of Interview:

The interview was organized at the Faculty of Maritime Studies in Rijeka on 26.01.2018. from 16:00 to 19:00 hours. As with some other skippers informal conversations about the content of Questionnaires was already carried out, it was decided that instead of individual interviews, a joint workshop would be organized, moderated by Djani Mohovic. Five skippers were invited to the interview workshop, but due to illness, one skipper was prevented last minute, so the workshop was held with four skippers. At the beginning of the workshop, the skippers were explained the whole project, the goals of the project and the goals of today's workshop. Furthermore, to the skippers were explained the basic terms and the differences between soft skills and hard skills. After that, every skipper presented his experience as a skipper.

After that, the moderator developed a discussion in accordance with the In-depth Interview Questions for Skippers.

After all questions from the questionnaire were discussed, a free discussion was developed that produced some useful information about the required soft skills on board.

Workshop participants very positively assessed the project's goal and are certainly very interested in using project results.

Finally, the moderator thanked the participants and invited them to continue following the project and to participate in it when invited.

Main concerns of the interviewee related to the Yachting and Tourism Industry:

- Problems on board that arise because guests are not familiar enough with life on board, dangers, etc.
- Problems because the skipper must balance between the guest, the charter and the authorities.
- Any damage to a boat that the skipper did not notice, nor did and is noticed after the charter has ended, the charter attributes it to the skipper. A skipper cannot make such a detailed inspection when picking up a boat because there is simply no time.
- Unfair competition between skippers who work legally and those who work illegally.

Main concerns of the interviewee related to skipper's soft skills:





<ul style="list-style-type: none"> • Practically no skipper education regarding the required soft skills for skippers. • The absence of a compulsory or optional course for skippers related to the soft skills.
<p>Gaps in skipper's soft skills:</p> <ul style="list-style-type: none"> • Good hard skills are basic, but lack of knowledge of soft skills can cause far more problems. The hard skills course normally exists, and soft skills do not.
<p>Proposed questions to be included in the questionnaire:</p> <ul style="list-style-type: none"> • Have you noticed that the Charterer instructed guest on behavior on board? • Do you have a briefing with guests before you start your cruise and introduce them with dangers, behavior on board and obligations. • Have you ever felt that you were asked to be a babysitter to guests who came on board with children? • Have you ever been on a boat in a situation that there was verbal conflict between parents and children, husband and wife, friends and friends, ...? • Are you a member of a skipper association? • If there is a skipper association, does it organize any kind of training, especially for soft skills? • Have you ever felt onboard that you were powerless to solve a crisis situation where soft skills had to be applied?

Name of Interviewer: Djani Mohovic		Date of Interview: 26.01.2018.	
Age: 27		Nationality: Croatian	
Charter Company Rep. VET Trainer Skipper	<input type="checkbox"/> Name of Interviewee: Ozren Blazina <input type="checkbox"/> <input type="checkbox"/>	Email: blazina.ozren@gmail.com	
Educational level: M.Sc. Yacht Master 100 GT	Years of experience: 10	Male <input type="checkbox"/> Female <input type="checkbox"/>	
Which type of boat do you have the most experience on? (e.g. motor or sailing boat, approximate length overall) Sailing boats and catamarans LOA= 17 m			

Name of Interviewer: Djani Mohovic		Date of Interview: 26.01.2018.	
Age: 27		Nationality: Croatian	
Charter Company Rep. VET Trainer Skipper	<input type="checkbox"/> Name of Interviewee: Jure Galovic <input type="checkbox"/> <input type="checkbox"/>	Email: jure.galovic@gmail.com	
Educational level: B.Sc. Yacht Master 100 GT	Years of experience: 10	Male <input type="checkbox"/> Female <input type="checkbox"/>	





Which type of boat do you have the most experience on? (e.g. motor or sailing boat, approximate length overall) Sailing boats and catamarans LOA= 15 m		

Name of Interviewer: Djani Mohovic		Date of Interview: 26.01.2018.	
Age: 25		Nationality: Croatian	
Charter Company Rep. VET Trainer Skipper	<input type="checkbox"/>	Name of Interviewee: Luka Jedretic	Email: luka.jedr@gmail.com
	<input type="checkbox"/>		
	<input type="checkbox"/>		
Educational level: M.Sc. Skipper C (30 GT)	Years of experience: 5	Male <input type="checkbox"/> Female <input type="checkbox"/>	
Which type of boat do you have the most experience on? (e.g. motor or sailing boat, approximate length overall) Sailing boats and catamarans LOA= 15 m			

Name of Interviewer: Djani Mohovic		Date of Interview: 26.01.2018.	
Age: 21		Nationality: Croatian	
Charter Company Rep. VET Trainer Skipper	<input type="checkbox"/>	Name of Interviewee: Josko Galovic	Email: josko.galovic@gmail.com
	<input type="checkbox"/>		
	<input type="checkbox"/>		
Educational level: B.Sc. student, Skipper C (30 GT)	Years of experience: 3	Male <input type="checkbox"/> Female <input type="checkbox"/>	
Which type of boat do you have the most experience on? (e.g. motor or sailing boat, approximate length overall) Sailing boats and catamarans LOA= 15 m			

Question	comments by the interviewee	Skipper	answer(total)		
			Yes	no	unanswered/ unmarked





		e			
1	Which type of crew do you identify with?		4		
2	Are soft skills important for you while working with customers?			4	
3	What of the following qualities do you consider important for a skipper?				
	o ethics			4	
	o appearance/ attire			3	1
	o attitude towards people in general			4	
	o team work			4	
	o flexibility			3	1
	o ability to work under pressure			3	1
	o problem solving			3	1
	o ability to take decisions in general			4	
	o attitude towards passengers			2	2
	o communication skills			2	2
	o emotions				4
	o other				
	punctuality			1	3
4	Do you have any special training in soft skills?				4
5	Did your prospective employer pay attention to your soft skills?				4
6	What other skills does your employer considers important?	planning and priority of tasks		1	3
7	Have you been a participant in a situation your soft skills had to be employed?			3	1
8	If possible, elaborate on the situation your soft skills had to be employed?				4

Question	comments by the interviewee	educator	answer (total)		
			Yes		unanswered/unmarked
1	Which type of crew do you identify with?	1			
2	Are soft skills important for you while working with customers?		1		





3	skipper?					
	o ethics			1		
	o appearance/ attire			1		
	o attitude towards people in general team work			1		
	o flexibility ability to work under pressure			1		
	o problem solving			1		
	o ability to take decisions in general			1		
	o attitude towards passengers			1		
	o communication skills			1		
	o emotions					1
	a. other					
		good will		1		
		initiative		1		
4	Do you train your trainees in soft skills?	punctuality		1		
5	What other qualities does a potential employer considers important?	politeness/ punctuality		1		
6	What are the most important skills according to you when a skipper is employed for the first time?					
	o professional experience			1		
	o references			1		
	o other	problem solving		1		
7	Are you aware of a situation your trainee had had to employ soft skills?				1	
8	If you know details, please elaborate.					1

	Question	comments by the interviewee	Employer	answer(total)		
				Yes	no	unanswered
1	Which type of boat do you own?	sailing boat				
2	Are soft skills important when employing a crew?			1		
3	What of the following qualities do you consider important for a skipper?					
	o ethics			1		
	o appearance/			1		





	attire					
	o attitude towards people in general team work			1		
	o flexibility ability to work under pressure			1		
	o problem solving			1		
	o ability to take decisions in general			1		
	o attitude towards passengers			1		
	o communication skills			1		
	o emotions					1
	o other					1
4	If you answer in the affirmative to question 2, are you going to look for skippers with such qualities?			1		
5	Exactly what qualities are you looking for?	experience in sailing boats; qualities in dealing with customers		1		
6	When employing somebody for the first time, what skills do you look for?	politeness/ punctuality		1		
	o professional experience			1		
	o references			1		
	o other	experience on sailing boats		1		
7	Do you have a way of identifying/ keeping record of the soft skills of your employee?				1	
8	When the crew consists of more than one person, how do you evaluate the way they communicate with each other? Do they use soft skills?	Adhering to the hierarchy is of utmost importance. However, soft skills are also of relevance		1		
9	Are you aware of a situation when skippers employed by			1		





	you hadn't had the required soft skills?					
10	If you know details, please elaborate.					1
11	Do you keep a record of references from customers about their experience?			1		



A6. Summary Statistics for all Countries

6.1 Descriptive

		What is your experience as a charter skipper (in years)?	What type of boats are you most experienced in?	What is the average length (in meters) of the boats you are most experienced in	Do have experience in as a skipper in Bulgaria (Black Sea)
N	Valid	70	70	70	70
	Missing	0	0	0	0
Mean		2,91	1,54	2,04	1,21
Std. Error of Mean		,116	,075	,080	,049
Median		3,00	1,00	2,00	1,00
Mode		3 ^a	1	2	1
Std. Deviation		,974	,630	,669	,413
Variance		,949	,397	,447	,171
Skewness		-,212	,730	,550	1,423
Std. Error of Skewness		,287	,287	,287	,287
Kurtosis		-,842	-,425	1,033	,026
Std. Error of Kurtosis		,566	,566	,566	,566
Range		4	2	3	1
Minimum		1	1	1	1
Maximum		5	3	4	2
Sum		204	108	143	85
Percentiles	25	2,00	1,00	2,00	1,00
	50	3,00	1,00	2,00	1,00
	75	4,00	2,00	2,00	1,00

		Do have experience in as a skipper in Croatia (Adriatic Sea)	Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)	Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)	Do have experience in as a skipper in other parts of the Mediterranean Sea
N	Valid	70	68	70	70
	Missing	0	2	0	0
Mean		1,30	1,31	1,33	1,13
Std. Error of Mean		,055	,056	,057	,040
Median		1,00	1,00	1,00	1,00
Mode		1 ^a	1	1	1
Std. Deviation		,462	,465	,473	,337
Variance		,213	,217	,224	,114
Skewness		,892	,846	,746	2,268
Std. Error of Skewness		,287	,291	,287	,287
Kurtosis		-1,240	-1,323	-1,487	3,236
Std. Error of Kurtosis		,566	,574	,566	,566
Range		1	1	1	1
Minimum		1	1	1	1
Maximum		2	2	2	2
Sum		91	89	93	79
Percentiles	25	1,00	1,00	1,00	1,00
	50	1,00	1,00	1,00	1,00
	75	2,00	2,00	2,00	1,00

	Do have experience in as a skipper in ocean/tidal waters	Have you ever participated in any additional training that improves the quality of your job performance	How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)	How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)
N	Valid Missing	70 0	70 0	69 1
Mean		1,00	1,11	4,67
Std. Error of Mean		,000	,038	,223
Median		1,00	1,00	5,00
Mode		1 ^a	1	6
Std. Deviation		,000	,320	1,852
Variance		,000	,103	3,431
Skewness			2,478	-,551
Std. Error of Skewness		,287	,287	,289
Kurtosis			4,262	-,790
Std. Error of Kurtosis		,566	,566	,570
Range		0	1	6
Minimum		1	1	1
Maximum		1	2	7
Sum		70	78	322
Percentiles	25 50 75	1,00 1,00 1,00	1,00 1,00 1,00	4,00 5,00 6,00
				3,75 6,00 7,00

	How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often	How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)	How important is the following work related skills for your job? - Guest entertainment activities	How important is the following work related skills for your job? - Creative and innovative thinking
N	Valid Missing	70 0	70 0	70 0
Mean		5,14	4,64	5,26
Std. Error of Mean		,215	,215	,199
Median		6,00	5,00	6,00
Mode		7 ^a	5	6
Std. Deviation		1,796	1,802	1,665
Variance		3,226	3,247	2,773
Skewness		-,730	-,346	-1,043
Std. Error of Skewness		,287	,287	,287
Kurtosis		-,602	-,835	,260
Std. Error of Kurtosis		,566	,566	,566
Range		6	6	6
Minimum		1	1	1
Maximum		7	7	7
Sum		360	325	368
Percentiles	25 50 75	4,00 6,00 7,00	3,00 5,00 6,00	4,75 6,00 6,25
				5,00 5,00 6,00

		How important is the following work related skills for your job? - Time management in a working day	How important is the following work related skills for your job? - Ability to work in teams	How important is the following work related skills for your job? - Body language/non-verbal communication	How important is the following work related skills for your job? - Cultural understanding
N	Valid	70	70	70	70
	Missing	0	0	0	0
Mean		5,57	5,94	5,64	5,54
Std. Error of Mean		,137	,124	,140	,152
Median		5,50	6,00	5,50	6,00
Mode		5 ^a	7	5	5
Std. Deviation		1,149	1,034	1,168	1,270
Variance		1,321	1,069	1,363	1,614
Skewness		-,445	-,612	-,328	-,644
Std. Error of Skewness		,287	,287	,287	,287
Kurtosis		-,022	-,449	-,755	-,141
Std. Error of Kurtosis		,566	,566	,566	,566
Range		5	4	4	5
Minimum		2	3	3	2
Maximum		7	7	7	7
Sum		390	416	395	388
Percentiles	25	5,00	5,00	5,00	5,00
	50	5,50	6,00	5,50	6,00
	75	7,00	7,00	7,00	7,00

		How important is the following work related skills for your job? - Interpersonal skills	How important is the following work related skills for your job? - Work ethics	How important is the following work related skills for your job? - Courtesy	How important is the following work related skills for your job? - Ability to motivate
N	Valid	69	70	70	69
	Missing	1	0	0	1
Mean		6,03	5,93	5,89	5,57
Std. Error of Mean		,111	,123	,123	,138
Median		6,00	6,00	6,00	6,00
Mode		7 ^a	7	7	5
Std. Deviation		,923	1,026	1,029	1,144
Variance		,852	1,053	1,059	1,308
Skewness		-,290	-,600	-,586	-,408
Std. Error of Skewness		,289	,287	,287	,289
Kurtosis		-1,291	-,077	-,082	-,429
Std. Error of Kurtosis		,570	,566	,566	,570
Range		3	4	4	4
Minimum		4	3	3	3
Maximum		7	7	7	7
Sum		416	415	412	384
Percentiles	25	5,00	5,00	5,00	5,00
	50	6,00	6,00	6,00	6,00
	75	7,00	7,00	7,00	7,00

		How important is the following work related skills for your job? - Empathy	How important is the following work related skills for your job? - Emotional intelligence	How important is the following work related skills for your job? - Stress management	How important is the following work related skills for your job? - Problem solving
N	Valid	70	70	70	70
	Missing	0	0	0	0
Mean		5,37	5,56	6,19	6,17
Std. Error of Mean		,154	,148	,124	,104
Median		5,00	5,50	7,00	6,00



Mode		5 ^a	7	7	7
Std. Deviation		1,287	1,235	1,040	,868
Variance		1,657	1,526	1,081	,753
Skewness		-,273	-,325	-1,182	-,618
Std. Error of Skewness		,287	,287	,287	,287
Kurtosis		-,913	-,909	,865	-,698
Std. Error of Kurtosis		,566	,566	,566	,566
Range		4	4	4	3
Minimum		3	3	3	4
Maximum		7	7	7	7
Sum		376	389	433	432
Percentiles	25	4,75	5,00	5,00	5,75
	50	5,00	5,50	7,00	6,00
	75	7,00	7,00	7,00	7,00

		How important is the following work related skills for your job? - Ability to deal with difficult people	How important is the following work related skills for your job? - Ability to keep a good/positive attitude	How important is the following work related skills for your job? - Attire – professional appearance	How important is the following work related skills for your job? - Crisis management
N	Valid	70	70	70	70
	Missing	0	0	0	0
Mean		6,07	5,91	5,76	6,24
Std. Error of Mean		,117	,135	,140	,105
Median		6,00	6,00	6,00	6,50
Mode		7 ^a	7	7	7
Std. Deviation		,983	1,126	1,173	,875
Variance		,966	1,268	1,375	,766
Skewness		-,523	-,768	-,508	-,768
Std. Error of Skewness		,287	,287	,287	,287
Kurtosis		-1,059	-,077	-,627	-,561
Std. Error of Kurtosis		,566	,566	,566	,566
Range		3	4	4	3
Minimum		4	3	3	4
Maximum		7	7	7	7
Sum		425	414	403	437
Percentiles	25	5,00	5,00	5,00	6,00
	50	6,00	6,00	6,00	6,50
	75	7,00	7,00	7,00	7,00

		How important is the following work related skills for your job? - Negotiation skills	How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6	How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training	How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace
N	Valid	70	70	70	69
	Missing	0	0	0	1
Mean		5,89	2,99	3,74	4,57
Std. Error of Mean		,120	,199	,242	,208
Median		6,00	2,50	3,50	5,00
Mode		7 ^a	2	2	4
Std. Deviation		1,001	1,664	2,027	1,728
Variance		1,001	2,768	4,107	2,985
Skewness		-,480	,704	,405	-,157
Std. Error of Skewness		,287	,287	,287	,289
Kurtosis		-,456	-,462	-1,178	-,847





Std. Error of Kurtosis		,566	,566	,566	,570
Range		4	6	6	6
Minimum		3	1	1	1
Maximum		7	7	7	7
Sum		412	209	262	315
	25	5,00	2,00	2,00	3,00
Percentiles	50	6,00	2,50	3,50	5,00
	75	7,00	4,00	5,25	6,00

		How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision	Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme	Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject	How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?
N	Valid	70	70	70	69
	Missing	0	0	0	1
Mean		4,51	1,99	1,54	5,90
Std. Error of Mean		,200	,152	,111	,193
Median		5,00	1,00	1,00	7,00
Mode		6 ^a	1	1	7
Std. Deviation		1,675	1,268	,928	1,601
Variance		2,804	1,608	,860	2,563
Skewness		-,502	,730	1,722	-1,313
Std. Error of Skewness		,287	,287	,287	,289
Kurtosis		-,631	-1,249	1,924	,403
Std. Error of Kurtosis		,566	,566	,566	,570
Range		6	3	3	5
Minimum		1	1	1	2
Maximum		7	4	4	7
Sum		316	139	108	407
	25	3,00	1,00	1,00	5,00
Percentiles	50	5,00	1,00	1,00	7,00
	75	6,00	3,00	2,00	7,00
		Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Infographics	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles
N	Valid	70	69	70	70
	Missing	0	1	0	0
Mean		4,77	3,88	5,19	3,91
Std. Error of Mean		,157	,226	,149	,220
Median		5,00	4,00	5,00	4,00
Mode		5 ^a	2	5	2
Std. Deviation		1,310	1,875	1,243	1,840
Variance		1,715	3,516	1,545	3,384
Skewness		,000	,200	-,177	,273
Std. Error of Skewness		,287	,289	,287	,287
Kurtosis		-,938	-1,082	-,539	-1,314
Std. Error of Kurtosis		,566	,570	,566	,566
Range		5	6	5	6
Minimum		2	1	2	1





Maximum		7	7	7	7
Sum		334	268	363	274
	25	4,00	2,00	4,00	2,00
Percentiles	50	5,00	4,00	5,00	4,00
	75	6,00	5,00	6,00	6,00

		Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - On line self-assessments	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Check lists	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies	Gender	Age
N	Valid	70	70	70	70	70
	Missing	0	0	0	0	0
Mean		5,16	5,66	5,34	1,01	3,44
Std. Error of Mean		,185	,168	,197	,014	,149
Median		6,00	6,00	6,00	1,00	3,50
Mode		6 ^a	7	7	1	4
Std. Deviation		1,548	1,403	1,650	,120	1,247
Variance		2,395	1,968	2,721	,014	1,555
Skewness		-,826	-,851	-,751	8,367	,111
Std. Error of Skewness		,287	,287	,287	,287	,287
Kurtosis		-,105	-,198	-,572	70,000	-,528
Std. Error of Kurtosis		,566	,566	,566	,566	,566
Range		6	5	5	1	5
Minimum		1	2	2	1	1
Maximum		7	7	7	2	6
Sum		361	396	374	71	241
	25	4,00	5,00	4,00	1,00	2,00
Percentiles	50	6,00	6,00	6,00	1,00	3,50
	75	6,00	7,00	7,00	1,00	4,00

		Educational level	Country of origin
N	Valid	70	70
	Missing	0	0
Mean		2,73	2,56
Std. Error of Mean		,102	,134
Median		2,00	2,00
Mode		2 ^a	2
Std. Deviation		,850	1,125
Variance		,722	1,265
Skewness		,704	,011
Std. Error of Skewness		,287	,287
Kurtosis		-,831	-1,381
Std. Error of Kurtosis		,566	,566
Range		3	3
Minimum		2	1
Maximum		5	4
Sum		191	179
	25	2,00	2,00
Percentiles	50	2,00	2,00
	75	3,00	4,00

a. Multiple modes exist. The smallest value is shown

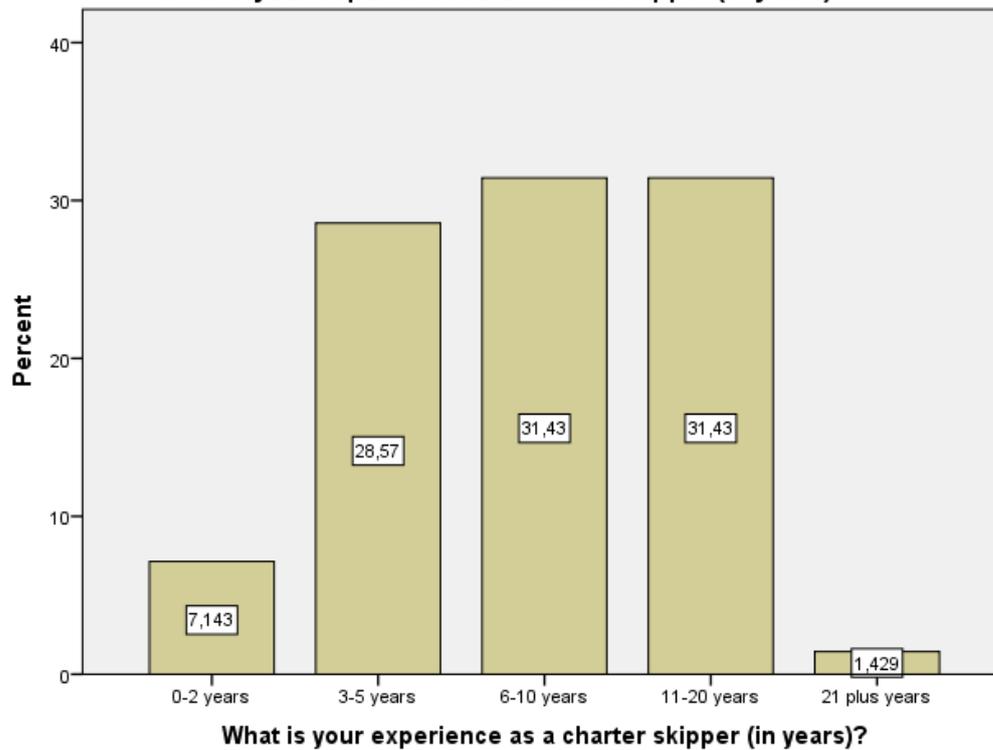


6.2 Frequencies

What is your experience as a charter skipper (in years)?

	Frequency	Percent	Valid Percent	Cumulative Percent
0-2 years	5	7,1	7,1	7,1
3-5 years	20	28,6	28,6	35,7
6-10 years	22	31,4	31,4	67,1
11-20 years	22	31,4	31,4	98,6
21 plus years	1	1,4	1,4	100,0
Total	70	100,0	100,0	

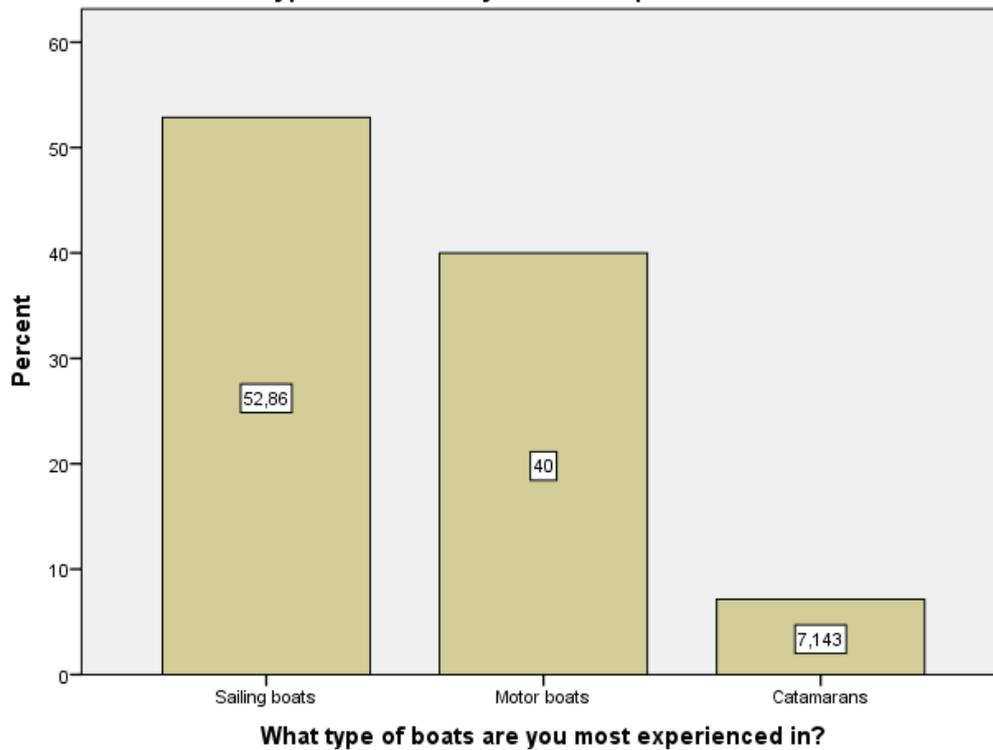
What is your experience as a charter skipper (in years)?



What type of boats are you most experienced in?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Sailing boats	37	52,9	52,9	52,9
Motor boats	28	40,0	40,0	92,9
Catamarans	5	7,1	7,1	100,0
Total	70	100,0	100,0	

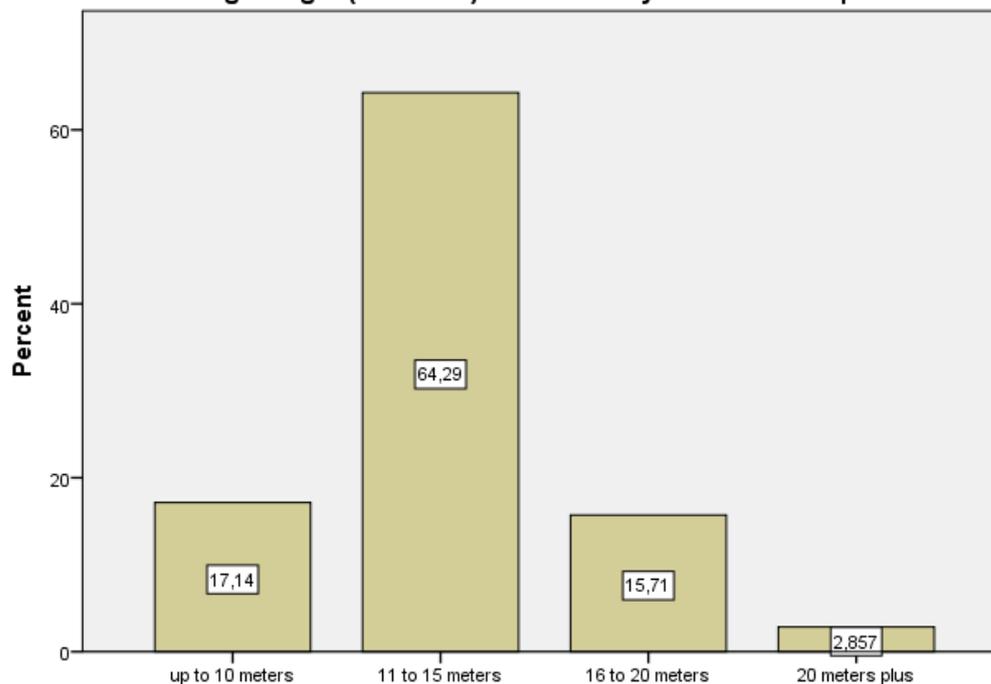
What type of boats are you most experienced in?



What is the average length (in meters) of the boats you are most experienced in

	Frequency	Percent	Valid Percent	Cumulative Percent
up to 10 meters	12	17,1	17,1	17,1
11 to 15 meters	45	64,3	64,3	81,4
Valid 16 to 20 meters	11	15,7	15,7	97,1
20 meters plus	2	2,9	2,9	100,0
Total	70	100,0	100,0	

What is the average length (in meters) of the boats you are most experienced in



What is the average length (in meters) of the boats you are most experienced in

Do have experience in as a skipper in Bulgaria (Black Sea)

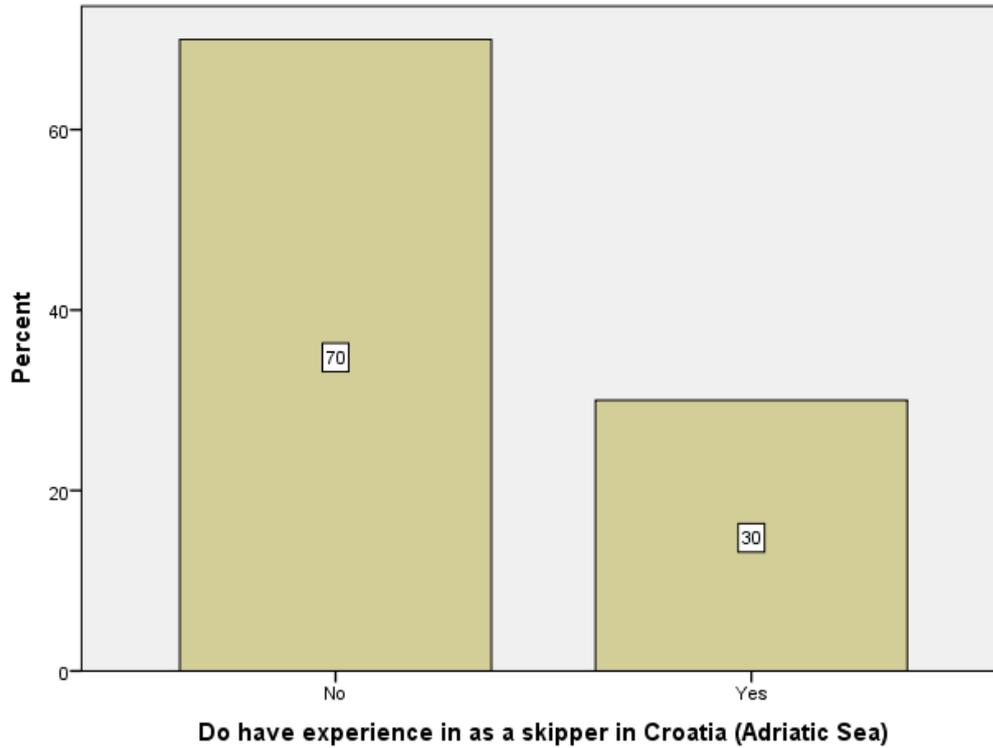
	Frequency	Percent	Valid Percent	Cumulative Percent
No	55	78,6	78,6	78,6
Valid Yes	15	21,4	21,4	100,0
Total	70	100,0	100,0	



Do have experience in as a skipper in Croatia (Adriatic Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
No	49	70,0	70,0	70,0
Valid Yes	21	30,0	30,0	100,0
Total	70	100,0	100,0	

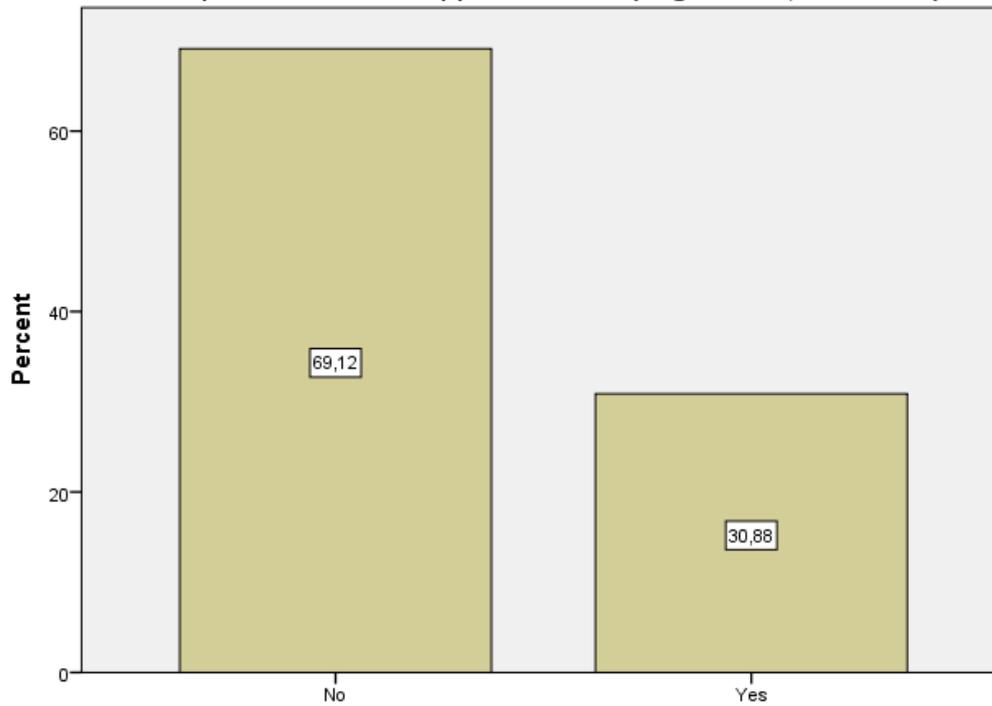
Do have experience in as a skipper in Croatia (Adriatic Sea)



Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	47	67,1	69,1	69,1
Valid Yes	21	30,0	30,9	100,0
Total	68	97,1	100,0	
Missing System	2	2,9		
Total	70	100,0		

Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)

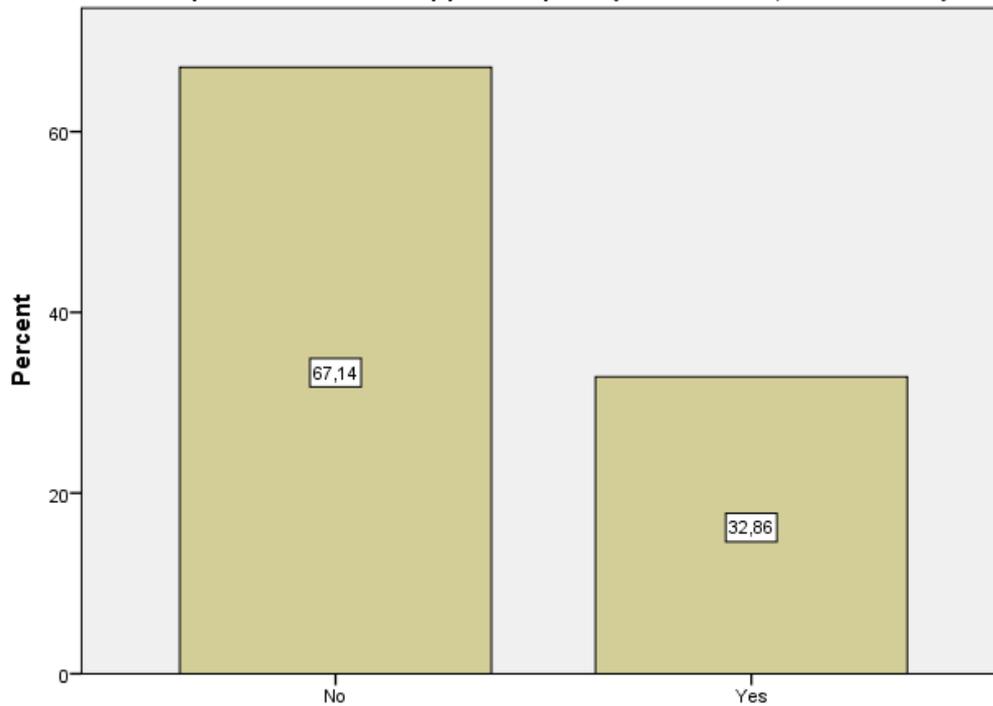


Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)

Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
No	47	67,1	67,1	67,1
Valid Yes	23	32,9	32,9	100,0
Total	70	100,0	100,0	

Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)



Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)

Do have experience in as a skipper in other parts of the Mediterranean Sea

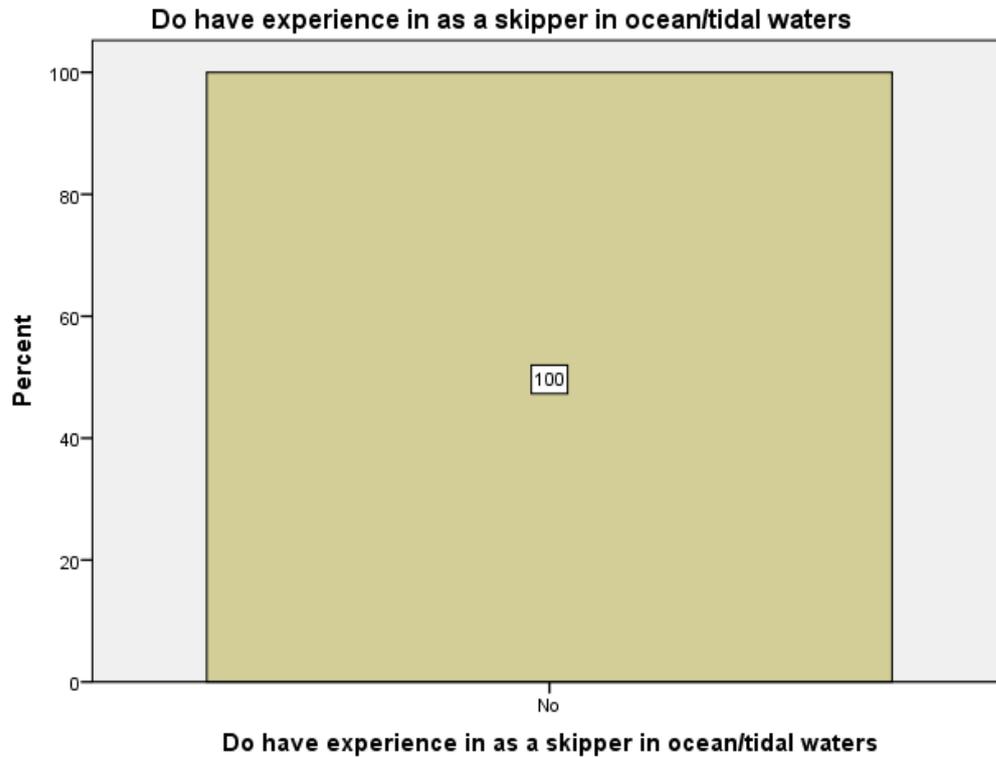
	Frequency	Percent	Valid Percent	Cumulative Percent
No	61	87,1	87,1	87,1
Valid Yes	9	12,9	12,9	100,0
Total	70	100,0	100,0	

Do have experience in as a skipper in other parts of the Mediterranean Sea



Do have experience in as a skipper in ocean/tidal waters

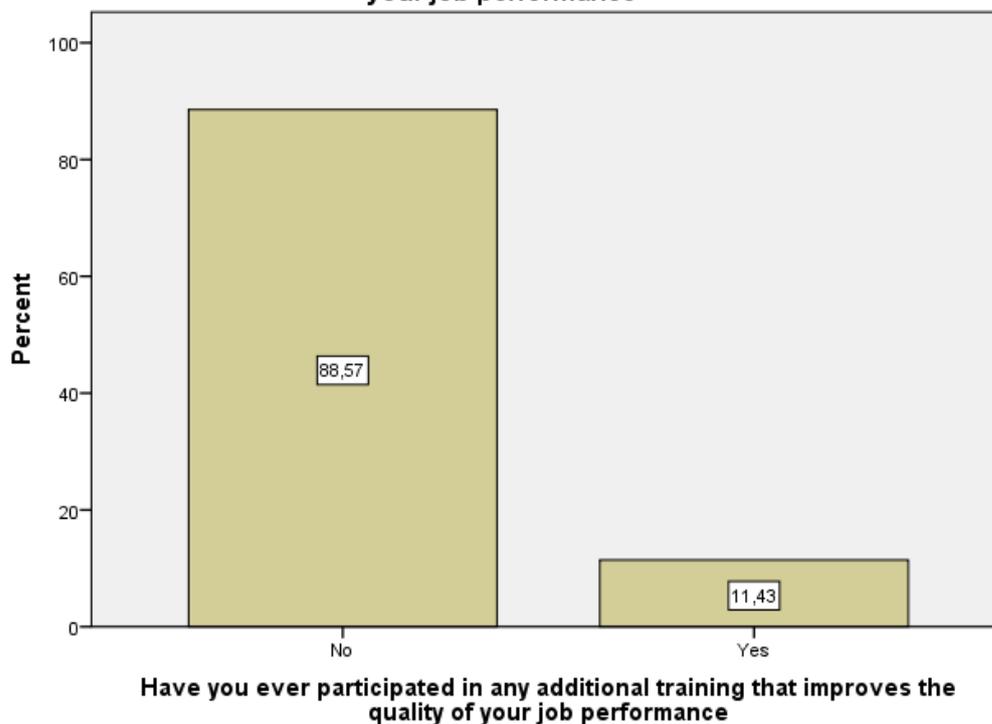
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	70	100,0	100,0	100,0



Have you ever participated in any additional training that improves the quality of your job performance

	Frequency	Percent	Valid Percent	Cumulative Percent
No	62	88,6	88,6	88,6
Valid Yes	8	11,4	11,4	100,0
Total	70	100,0	100,0	

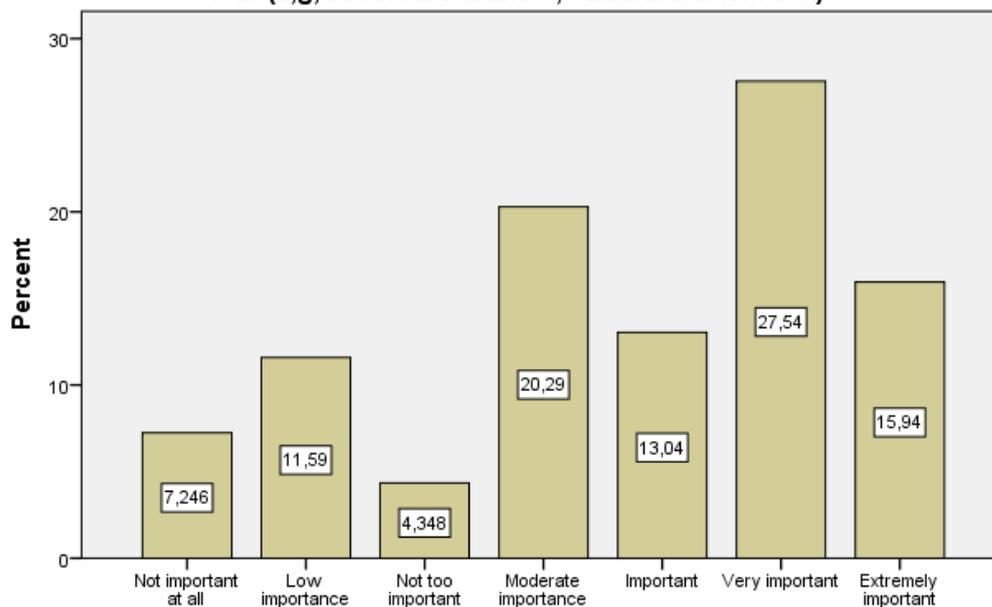
Have you ever participated in any additional training that improves the quality of your job performance



How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not important at all	5	7,1	7,2
	Low importance	8	11,4	11,6
	Not too important	3	4,3	4,3
	Moderate importance	14	20,0	20,3
	Important	9	12,9	13,0
	Very important	19	27,1	27,5
	Extremely important	11	15,7	15,9
Total	69	98,6	100,0	
Missing	System	1	1,4	
Total	70	100,0		

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

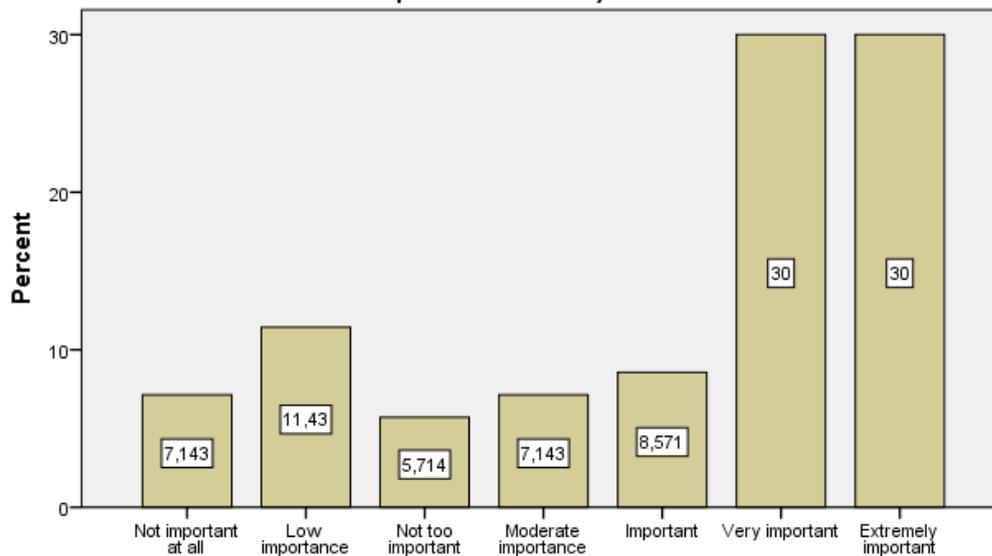


How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not important at all	5	7,1	7,1	7,1
Low importance	8	11,4	11,4	18,6
Not too important	4	5,7	5,7	24,3
Moderate importance	5	7,1	7,1	31,4
Important	6	8,6	8,6	40,0
Very important	21	30,0	30,0	70,0
Extremely important	21	30,0	30,0	100,0
Total	70	100,0	100,0	

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

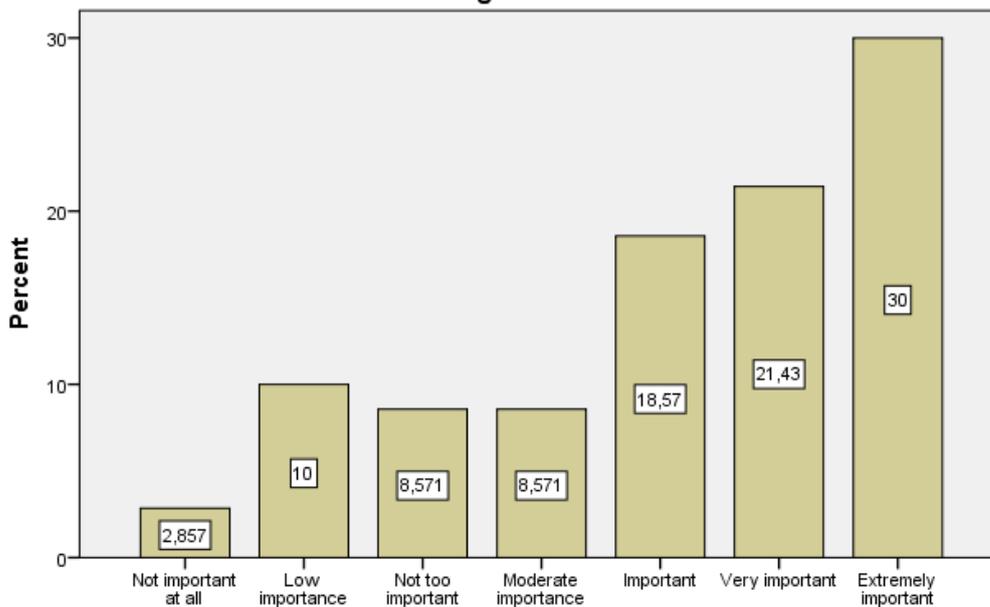


How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not important at all	2	2,9	2,9	2,9
Low importance	7	10,0	10,0	12,9
Not too important	6	8,6	8,6	21,4
Moderate importance	6	8,6	8,6	30,0
Important	13	18,6	18,6	48,6
Very important	15	21,4	21,4	70,0
Extremely important	21	30,0	30,0	100,0
Total	70	100,0	100,0	

How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often

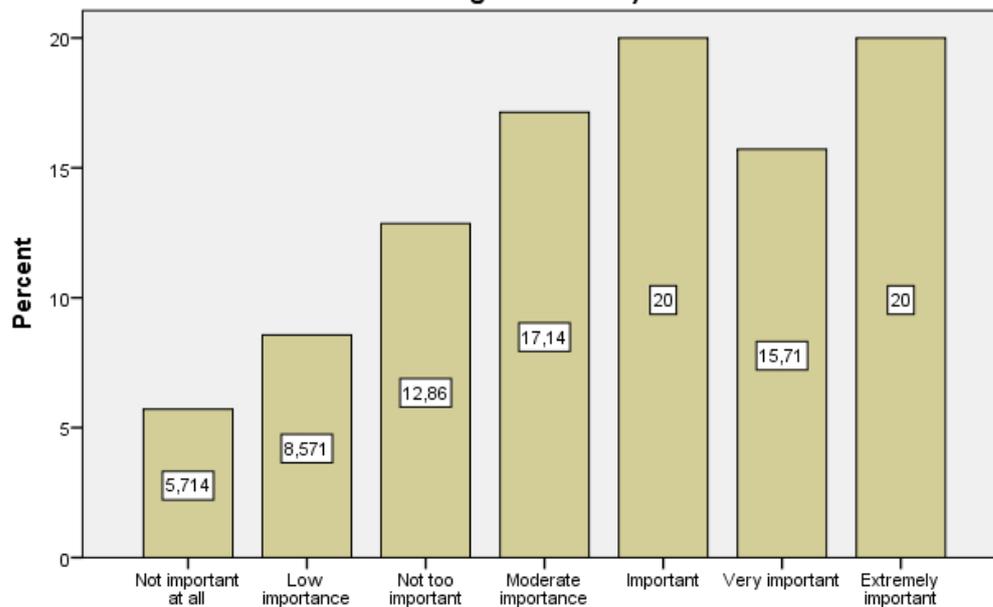


How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often

How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not important at all	4	5,7	5,7	5,7
Low importance	6	8,6	8,6	14,3
Not too important	9	12,9	12,9	27,1
Moderate importance	12	17,1	17,1	44,3
Important	14	20,0	20,0	64,3
Very important	11	15,7	15,7	80,0
Extremely important	14	20,0	20,0	100,0
Total	70	100,0	100,0	

How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

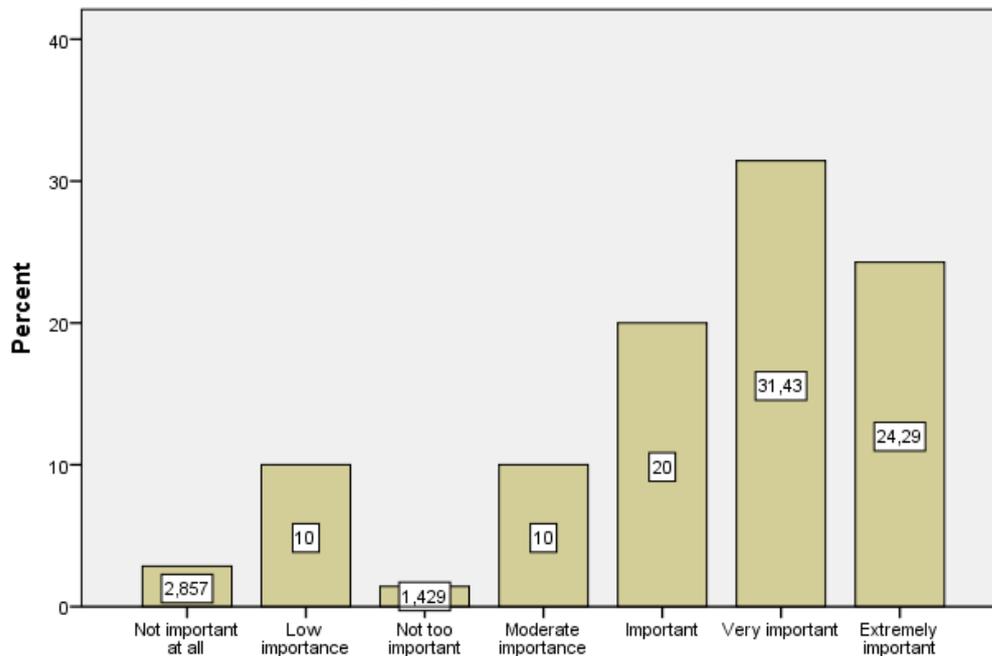


How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

How important is the following work related skills for your job? - Guest entertainment activities

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not important at all	2	2,9	2,9	2,9
Low importance	7	10,0	10,0	12,9
Not too important	1	1,4	1,4	14,3
Moderate importance	7	10,0	10,0	24,3
Important	14	20,0	20,0	44,3
Very important	22	31,4	31,4	75,7
Extremely important	17	24,3	24,3	100,0
Total	70	100,0	100,0	

How important is the following work related skills for your job? - Guest entertainment activities

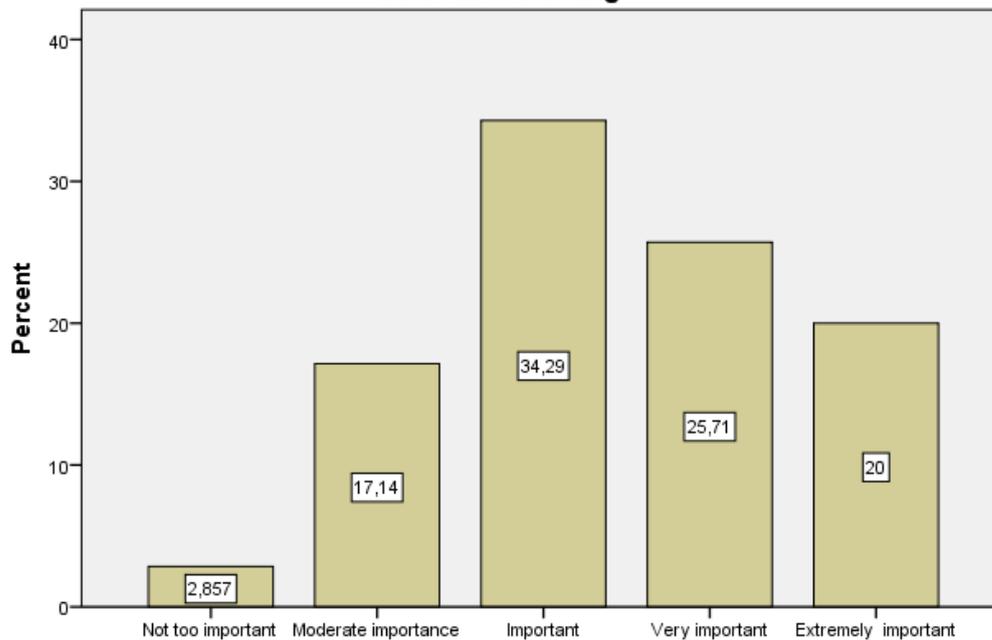


How important is the following work related skills for your job? - Guest entertainment activities

How important is the following work related skills for your job? - Creative and innovative thinking

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	2	2,9	2,9	2,9
Moderate importance	12	17,1	17,1	20,0
Important	24	34,3	34,3	54,3
Very important	18	25,7	25,7	80,0
Extremely important	14	20,0	20,0	100,0
Total	70	100,0	100,0	

How important is the following work related skills for your job? - Creative and innovative thinking

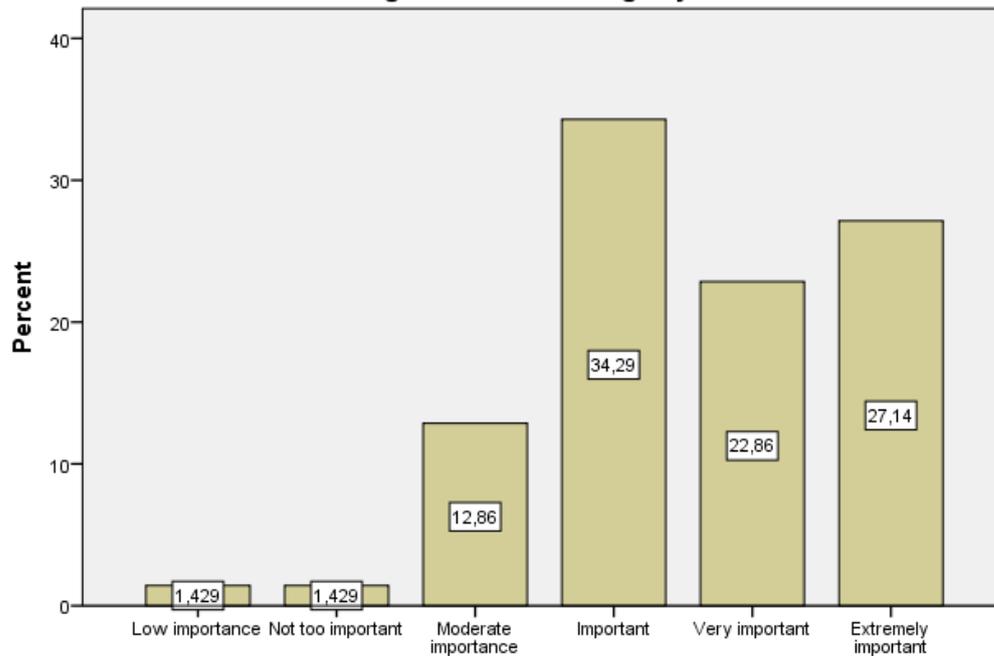


How important is the following work related skills for your job? - Creative and innovative thinking

How important is the following work related skills for your job? - Time management in a working day

	Frequency	Percent	Valid Percent	Cumulative Percent
Low importance	1	1,4	1,4	1,4
Not too important	1	1,4	1,4	2,9
Moderate importance	9	12,9	12,9	15,7
Valid Important	24	34,3	34,3	50,0
Very important	16	22,9	22,9	72,9
Extremely important	19	27,1	27,1	100,0
Total	70	100,0	100,0	

How important is the following work related skills for your job? - Time management in a working day

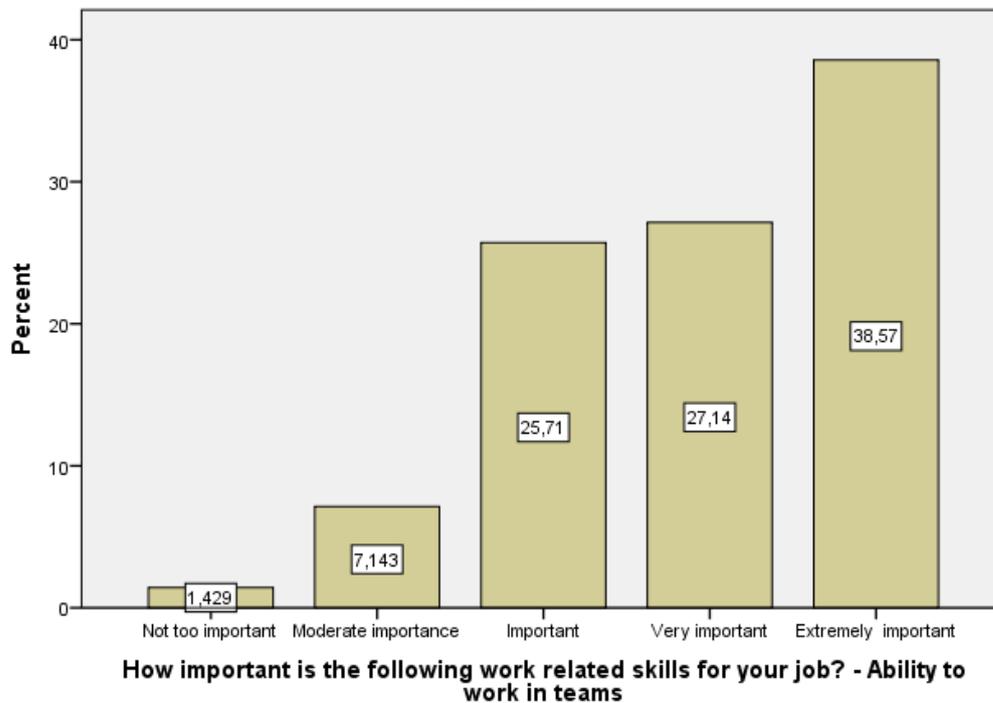


How important is the following work related skills for your job? - Time management in a working day

How important is the following work related skills for your job? - Ability to work in teams

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	1,4	1,4	1,4
Moderate importance	5	7,1	7,1	8,6
Important	18	25,7	25,7	34,3
Very important	19	27,1	27,1	61,4
Extremely important	27	38,6	38,6	100,0
Total	70	100,0	100,0	

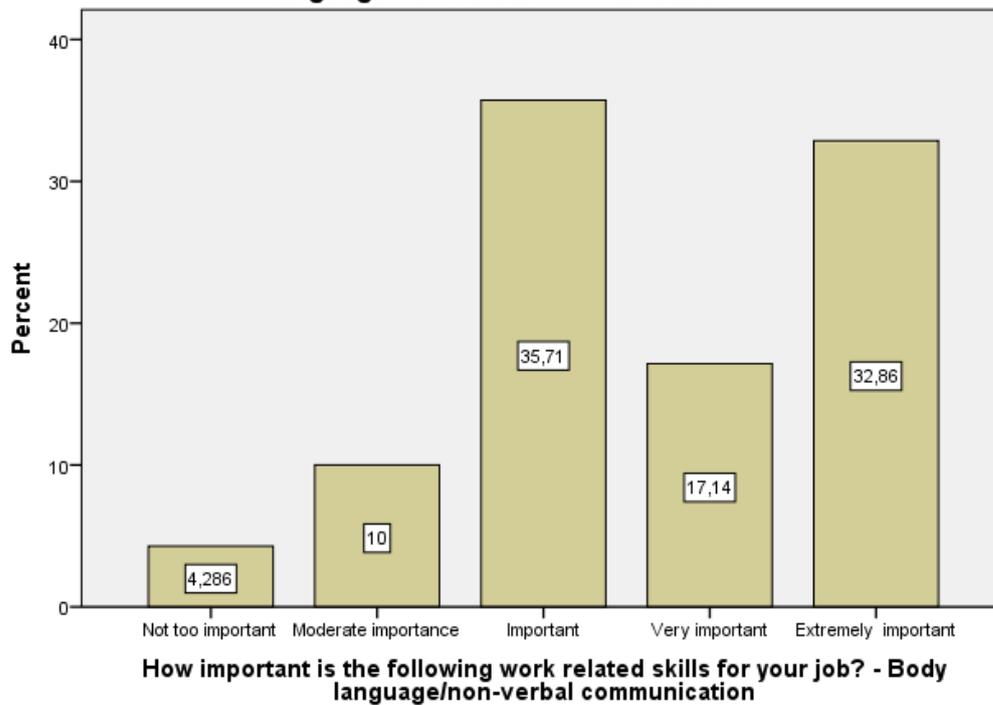
How important is the following work related skills for your job? - Ability to work in teams



How important is the following work related skills for your job? - Body language/non-verbal communication

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	3	4,3	4,3	4,3
Moderate importance	7	10,0	10,0	14,3
Important	25	35,7	35,7	50,0
Very important	12	17,1	17,1	67,1
Extremely important	23	32,9	32,9	100,0
Total	70	100,0	100,0	

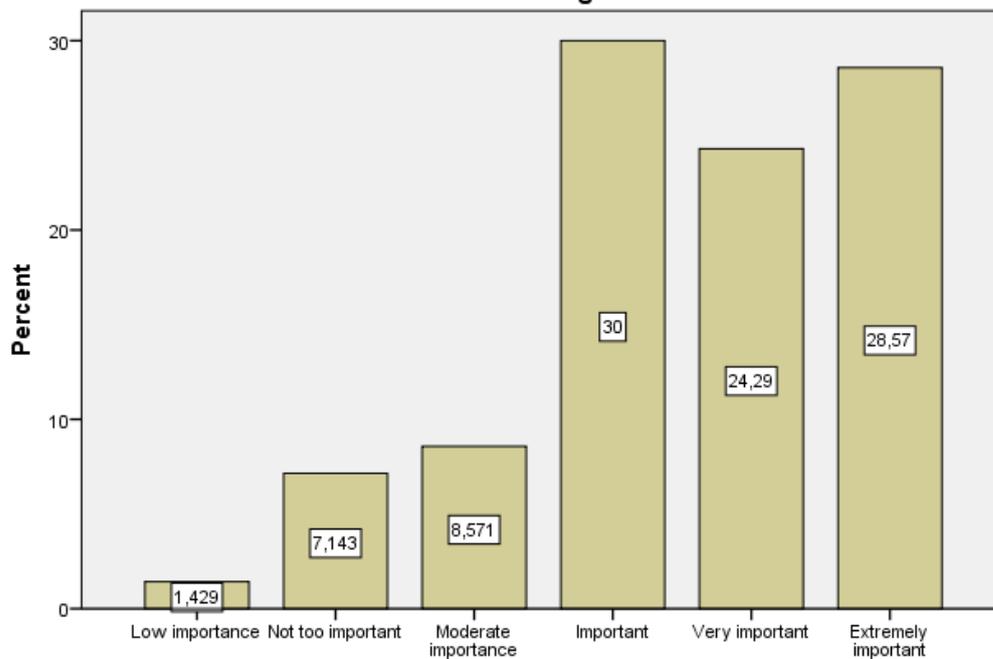
How important is the following work related skills for your job? - Body language/non-verbal communication



How important is the following work related skills for your job? - Cultural understanding

	Frequency	Percent	Valid Percent	Cumulative Percent
Low importance	1	1,4	1,4	1,4
Not too important	5	7,1	7,1	8,6
Moderate importance	6	8,6	8,6	17,1
Valid Important	21	30,0	30,0	47,1
Very important	17	24,3	24,3	71,4
Extremely important	20	28,6	28,6	100,0
Total	70	100,0	100,0	

How important is the following work related skills for your job? - Cultural understanding

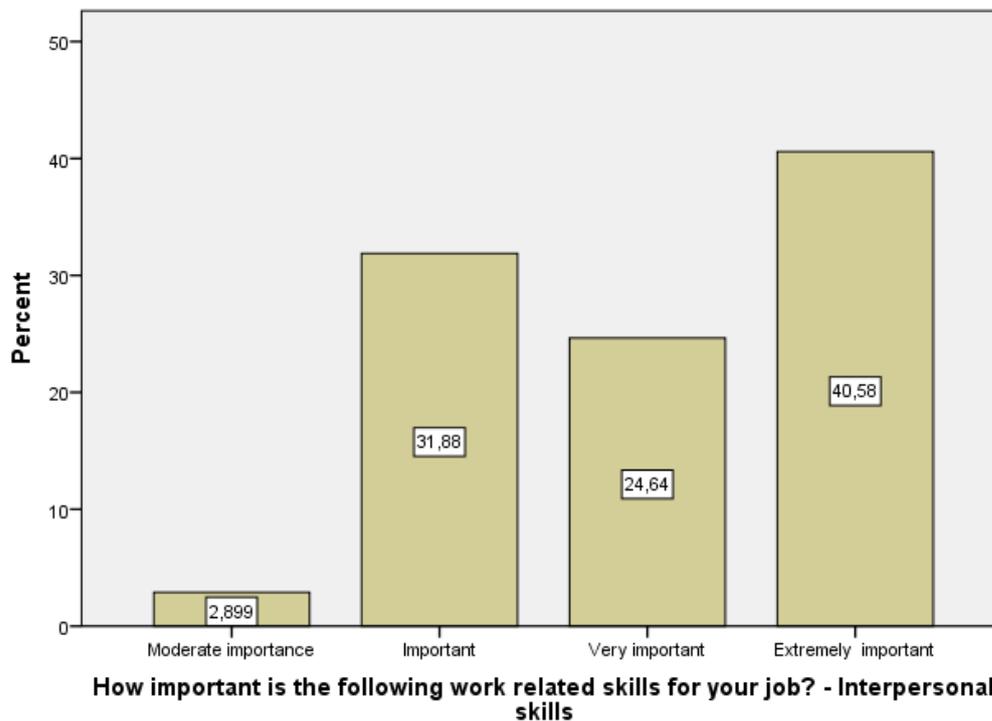


How important is the following work related skills for your job? - Cultural understanding

How important is the following work related skills for your job? - Interpersonal skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Moderate importance	2	2,9	2,9	2,9
	Important	22	31,4	31,9	34,8
	Very important	17	24,3	24,6	59,4
	Extremely important	28	40,0	40,6	100,0
	Total	69	98,6	100,0	
Missing	System	1	1,4		
Total		70	100,0		

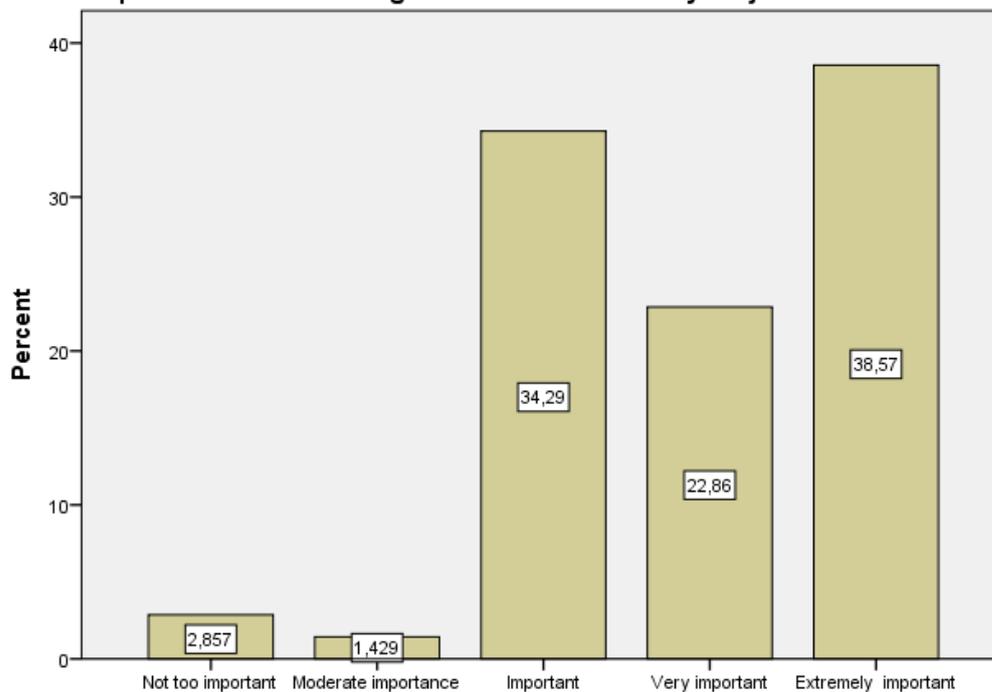
How important is the following work related skills for your job? - Interpersonal skills



How important is the following work related skills for your job? - Work ethics

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	2	2,9	2,9	2,9
Moderate importance	1	1,4	1,4	4,3
Important	24	34,3	34,3	38,6
Very important	16	22,9	22,9	61,4
Extremely important	27	38,6	38,6	100,0
Total	70	100,0	100,0	

How important is the following work related skills for your job? - Work ethics

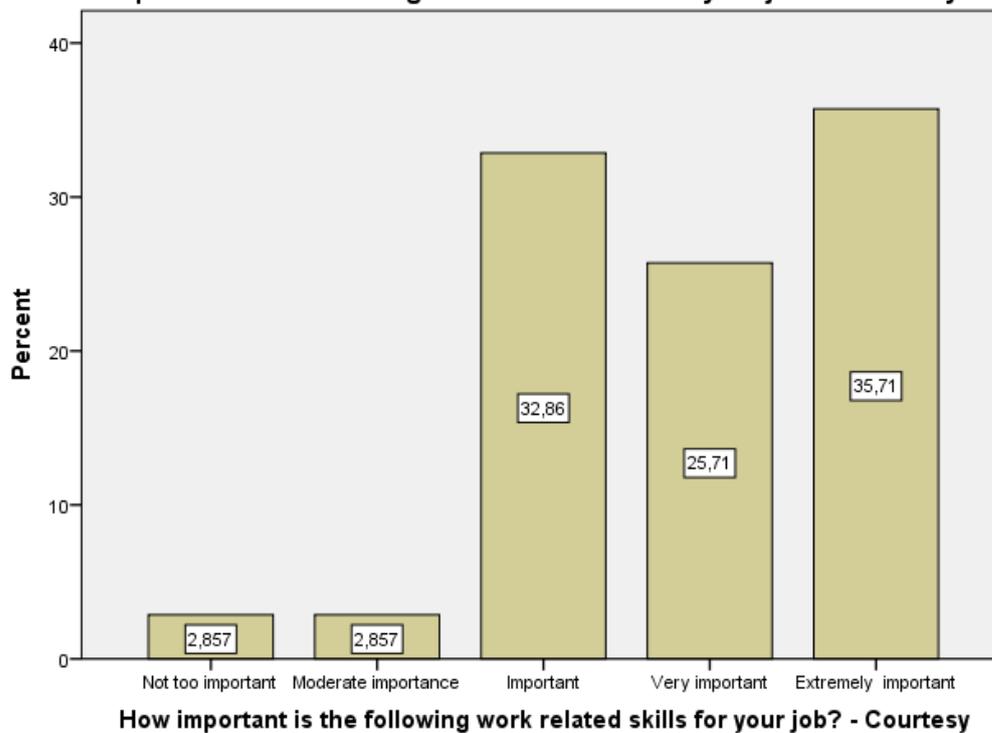


How important is the following work related skills for your job? - Work ethics

How important is the following work related skills for your job? - Courtesy

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	2	2,9	2,9	2,9
Moderate importance	2	2,9	2,9	5,7
Important	23	32,9	32,9	38,6
Very important	18	25,7	25,7	64,3
Extremely important	25	35,7	35,7	100,0
Total	70	100,0	100,0	

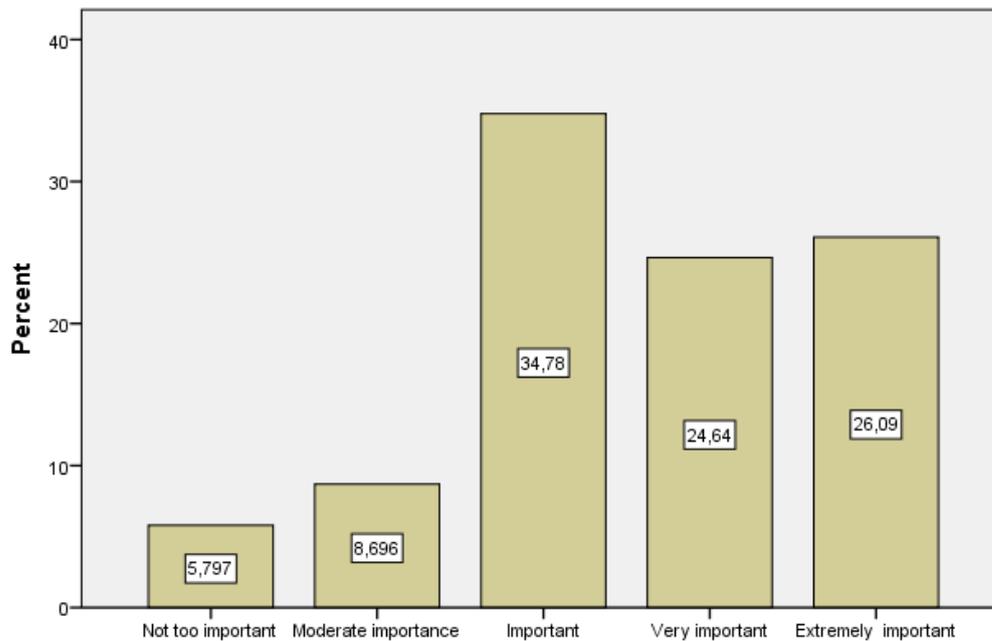
How important is the following work related skills for your job? - Courtesy



How important is the following work related skills for your job? - Ability to motivate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not too important	4	5,7	5,8	5,8
	Moderate importance	6	8,6	8,7	14,5
	Important	24	34,3	34,8	49,3
	Very important	17	24,3	24,6	73,9
	Extremely important	18	25,7	26,1	100,0
Total		69	98,6	100,0	
Missing	System	1	1,4		
Total		70	100,0		

How important is the following work related skills for your job? - Ability to motivate

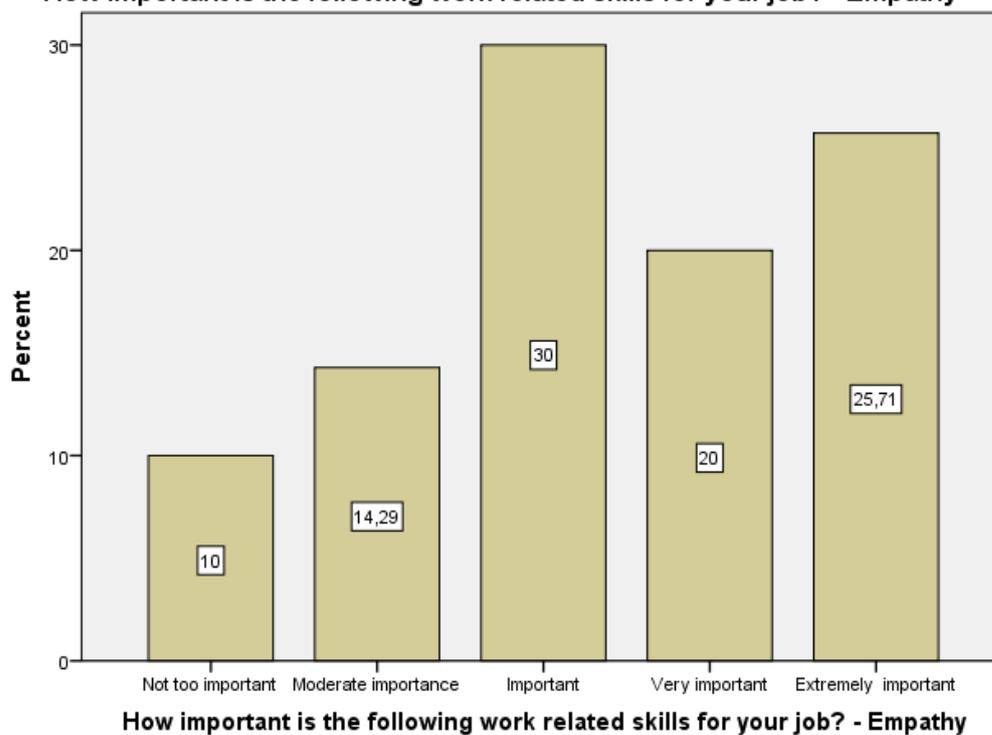


How important is the following work related skills for your job? - Ability to motivate

How important is the following work related skills for your job? - Empathy

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	7	10,0	10,0	10,0
Moderate importance	10	14,3	14,3	24,3
Important	21	30,0	30,0	54,3
Very important	14	20,0	20,0	74,3
Extremely important	18	25,7	25,7	100,0
Total	70	100,0	100,0	

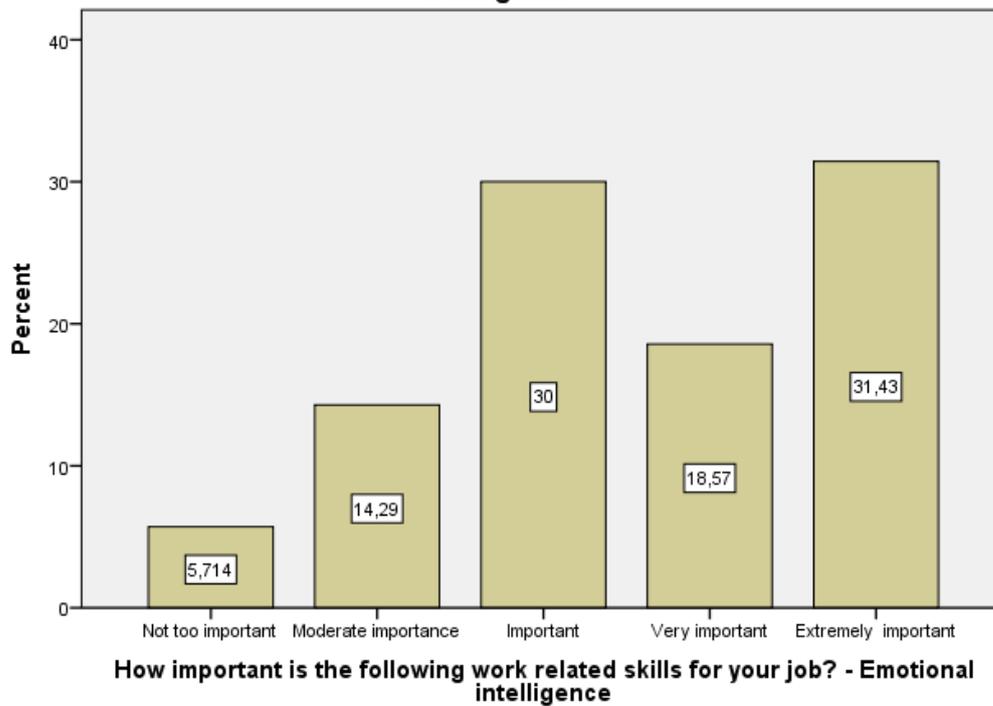
How important is the following work related skills for your job? - Empathy



How important is the following work related skills for your job? - Emotional intelligence

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	4	5,7	5,7	5,7
Moderate importance	10	14,3	14,3	20,0
Important	21	30,0	30,0	50,0
Very important	13	18,6	18,6	68,6
Extremely important	22	31,4	31,4	100,0
Total	70	100,0	100,0	

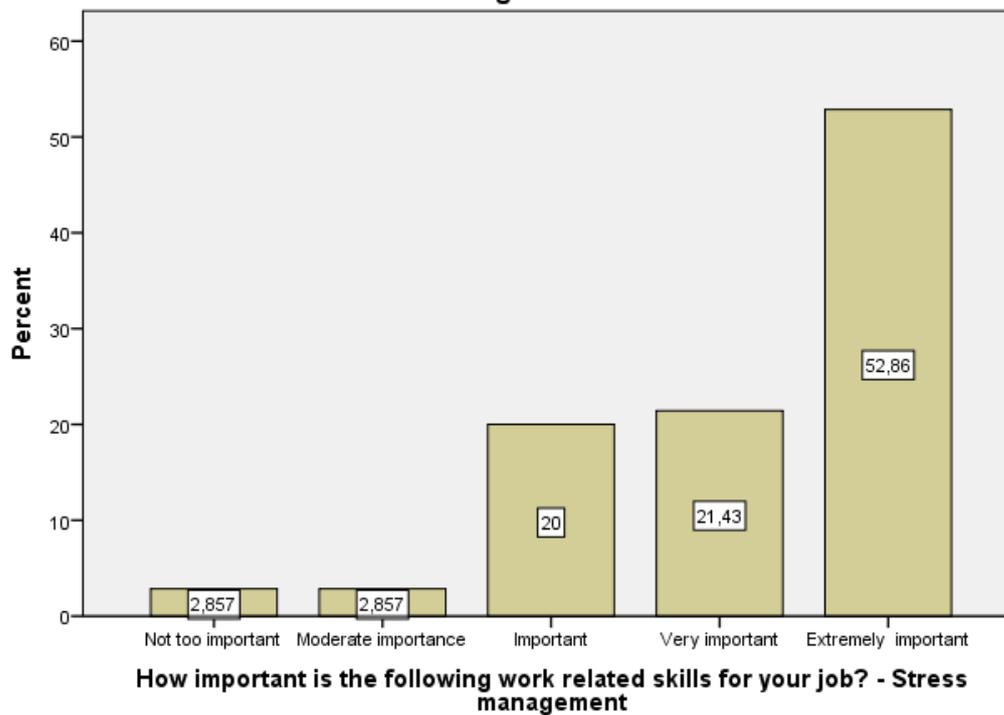
How important is the following work related skills for your job? - Emotional intelligence



How important is the following work related skills for your job? - Stress management

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	2	2,9	2,9	2,9
Moderate importance	2	2,9	2,9	5,7
Important	14	20,0	20,0	25,7
Very important	15	21,4	21,4	47,1
Extremely important	37	52,9	52,9	100,0
Total	70	100,0	100,0	

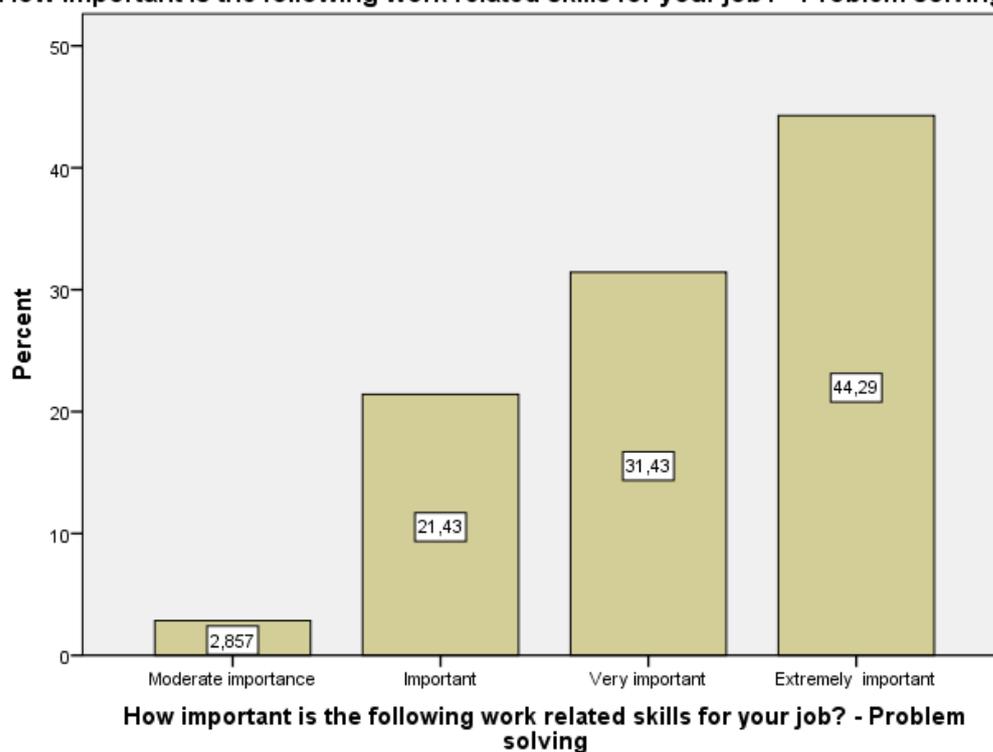
How important is the following work related skills for your job? - Stress management



How important is the following work related skills for your job? - Problem solving

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	2	2,9	2,9	2,9
Important	15	21,4	21,4	24,3
Valid Very important	22	31,4	31,4	55,7
Extremely important	31	44,3	44,3	100,0
Total	70	100,0	100,0	

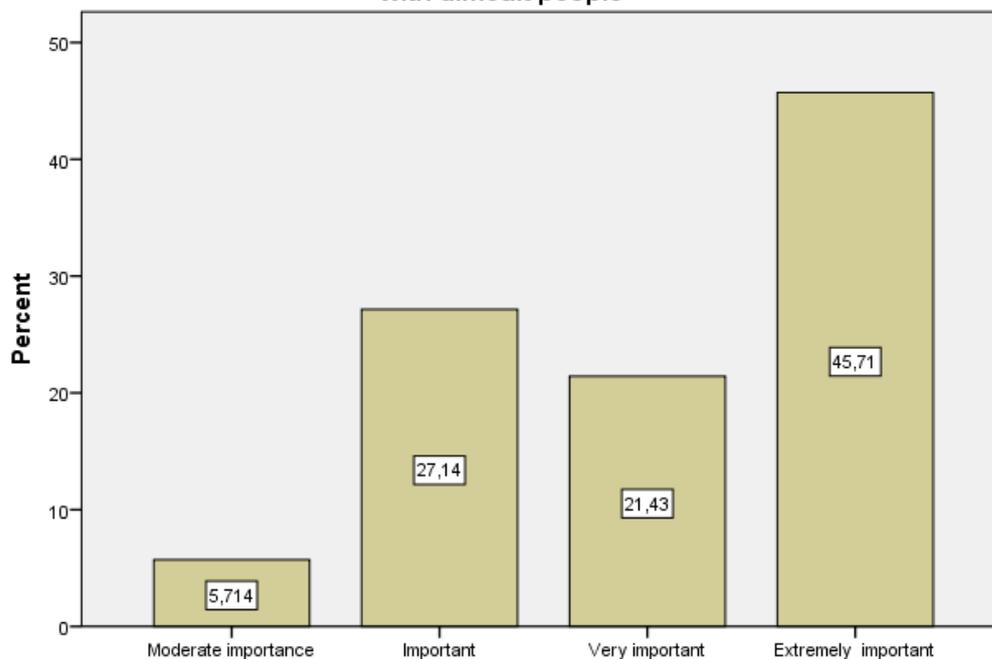
How important is the following work related skills for your job? - Problem solving



How important is the following work related skills for your job? - Ability to deal with difficult people

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	4	5,7	5,7	5,7
Important	19	27,1	27,1	32,9
Valid Very important	15	21,4	21,4	54,3
Extremely important	32	45,7	45,7	100,0
Total	70	100,0	100,0	

How important is the following work related skills for your job? - Ability to deal with difficult people

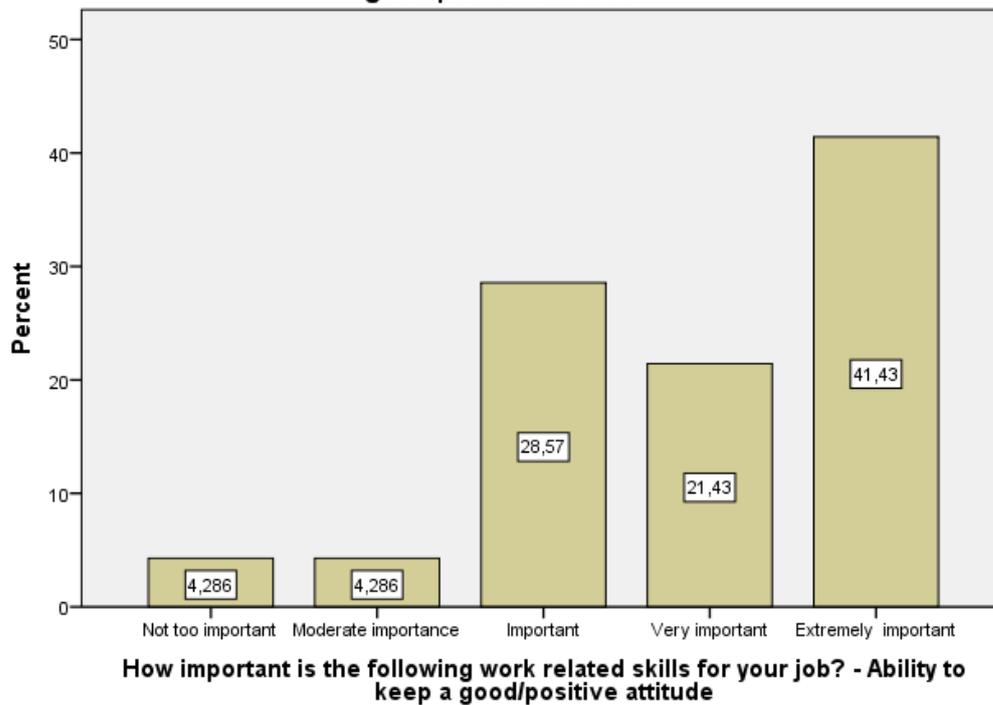


How important is the following work related skills for your job? - Ability to deal with difficult people

How important is the following work related skills for your job? - Ability to keep a good/positive attitude

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	3	4,3	4,3	4,3
Moderate importance	3	4,3	4,3	8,6
Important	20	28,6	28,6	37,1
Very important	15	21,4	21,4	58,6
Extremely important	29	41,4	41,4	100,0
Total	70	100,0	100,0	

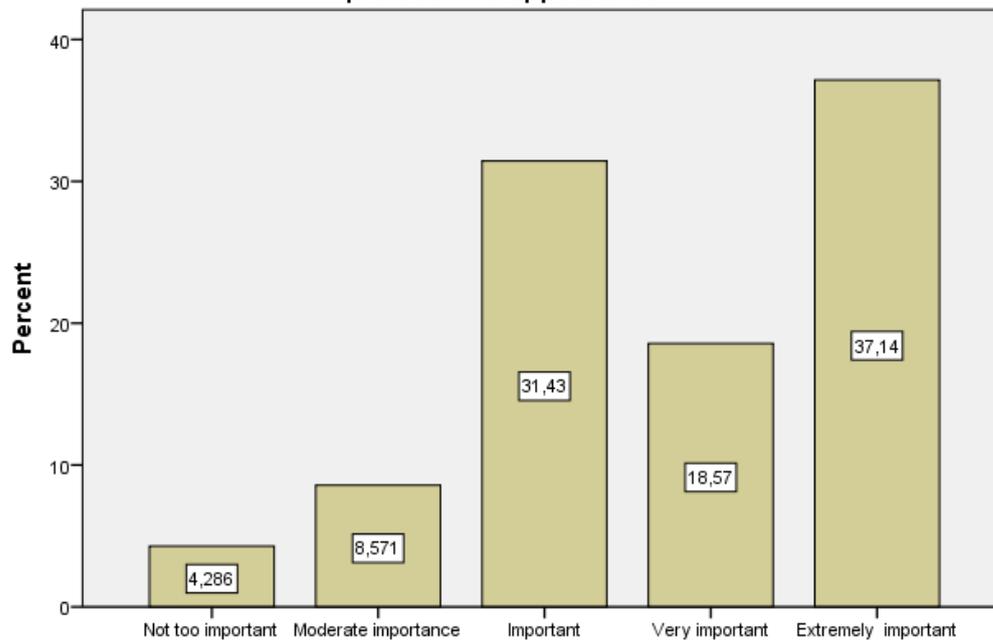
How important is the following work related skills for your job? - Ability to keep a good/positive attitude



How important is the following work related skills for your job? - Attire – professional appearance

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	3	4,3	4,3	4,3
Moderate importance	6	8,6	8,6	12,9
Important	22	31,4	31,4	44,3
Very important	13	18,6	18,6	62,9
Extremely important	26	37,1	37,1	100,0
Total	70	100,0	100,0	

How important is the following work related skills for your job? - Attire – professional appearance

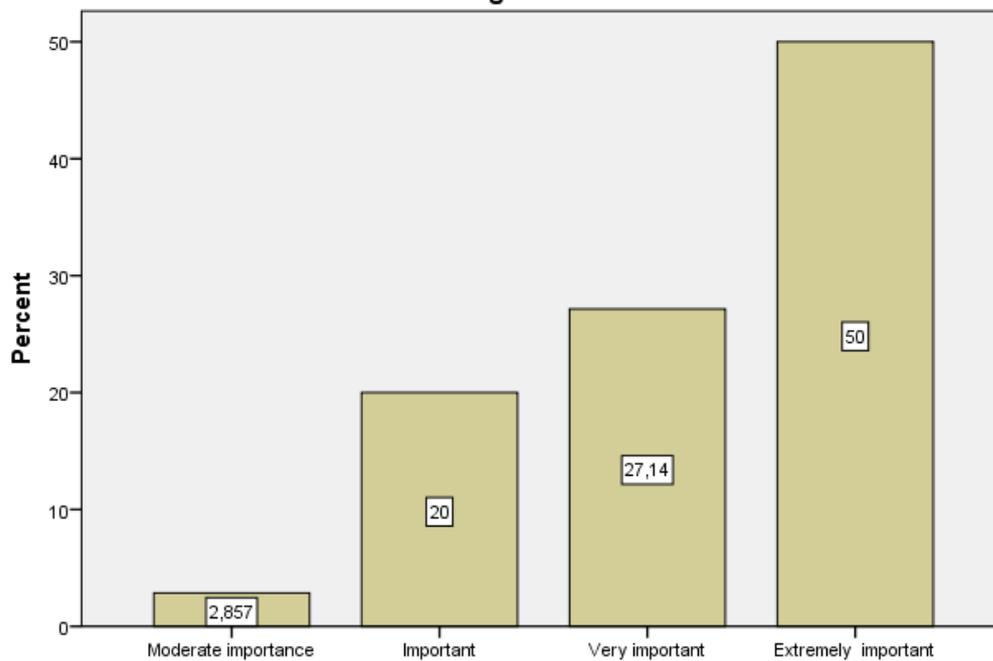


How important is the following work related skills for your job? - Attire – professional appearance

How important is the following work related skills for your job? - Crisis management

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	2	2,9	2,9	2,9
Important	14	20,0	20,0	22,9
Valid Very important	19	27,1	27,1	50,0
Extremely important	35	50,0	50,0	100,0
Total	70	100,0	100,0	

How important is the following work related skills for your job? - Crisis management

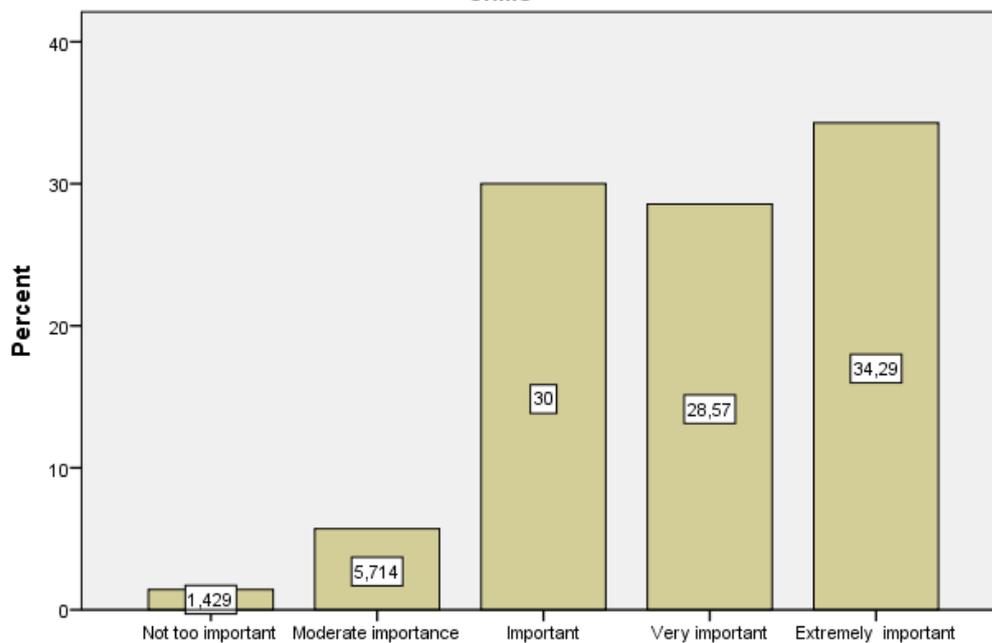


How important is the following work related skills for your job? - Crisis management

How important is the following work related skills for your job? - Negotiation skills

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	1,4	1,4	1,4
Moderate importance	4	5,7	5,7	7,1
Important	21	30,0	30,0	37,1
Very important	20	28,6	28,6	65,7
Extremely important	24	34,3	34,3	100,0
Total	70	100,0	100,0	

How important is the following work related skills for your job? - Negotiation skills

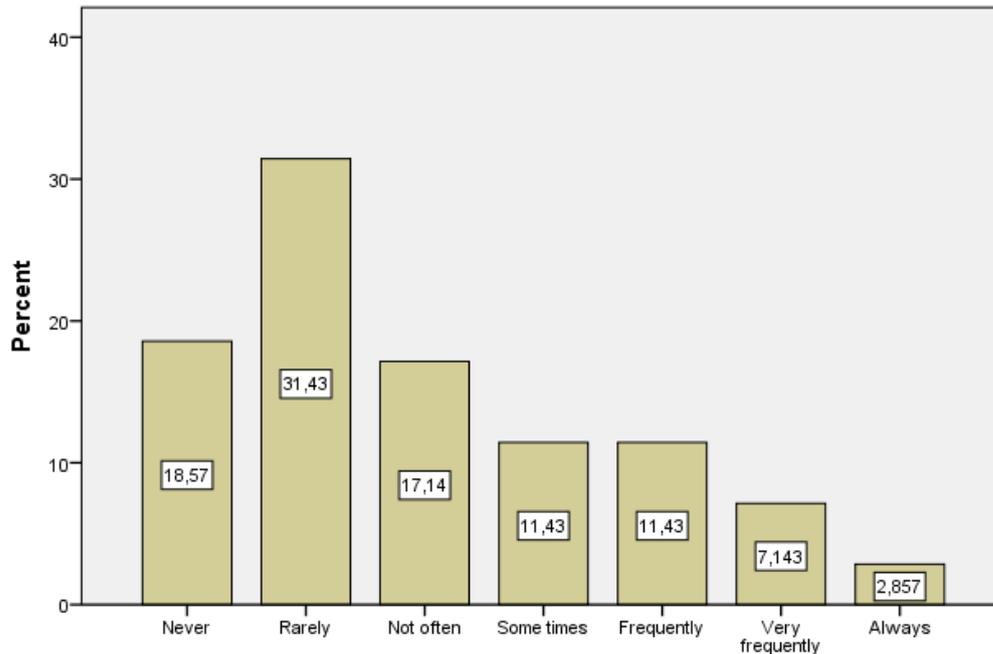


How important is the following work related skills for your job? - Negotiation skills

How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6

	Frequency	Percent	Valid Percent	Cumulative Percent
Never	13	18,6	18,6	18,6
Rarely	22	31,4	31,4	50,0
Not often	12	17,1	17,1	67,1
Some times	8	11,4	11,4	78,6
Frequently	8	11,4	11,4	90,0
Very frequently	5	7,1	7,1	97,1
Always	2	2,9	2,9	100,0
Total	70	100,0	100,0	

How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6

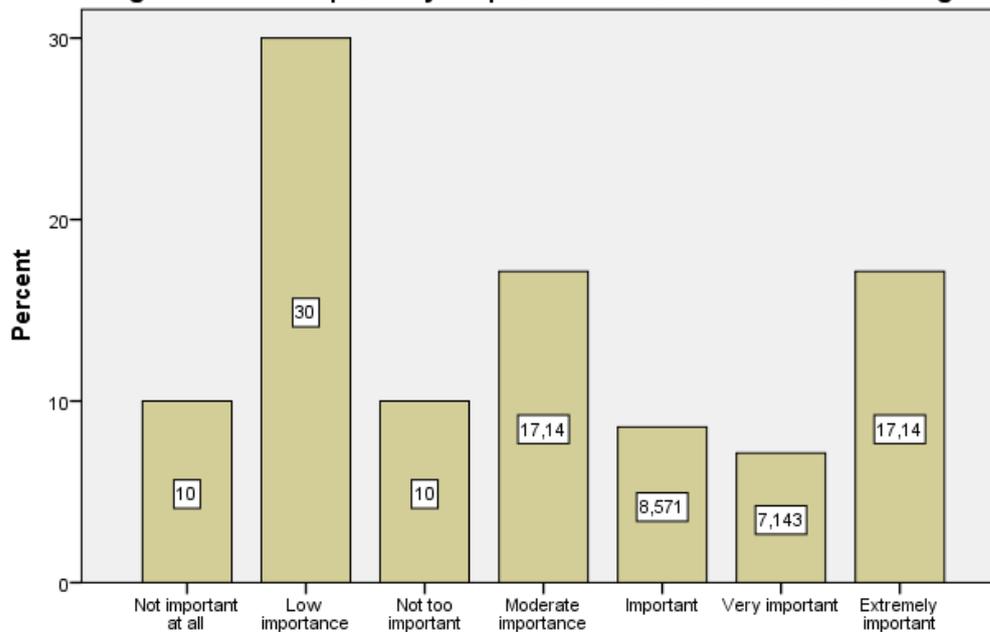


How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not important at all	7	10,0	10,0	10,0
Low importance	21	30,0	30,0	40,0
Not too important	7	10,0	10,0	50,0
Moderate importance	12	17,1	17,1	67,1
Important	6	8,6	8,6	75,7
Very important	5	7,1	7,1	82,9
Extremely important	12	17,1	17,1	100,0
Total	70	100,0	100,0	

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

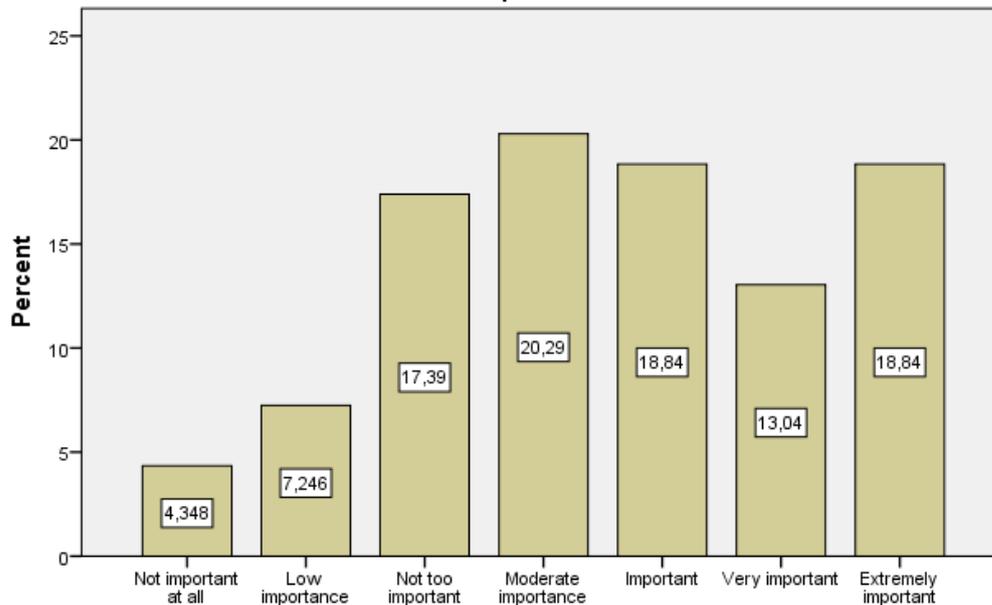


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not important at all	3	4,3	4,3
	Low importance	5	7,1	11,6
	Not too important	12	17,1	29,0
	Moderate importance	14	20,0	49,3
	Important	13	18,6	68,1
	Very important	9	12,9	81,2
	Extremely important	13	18,6	100,0
	Total	69	98,6	100,0
Missing	System	1	1,4	
Total	70	100,0		

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

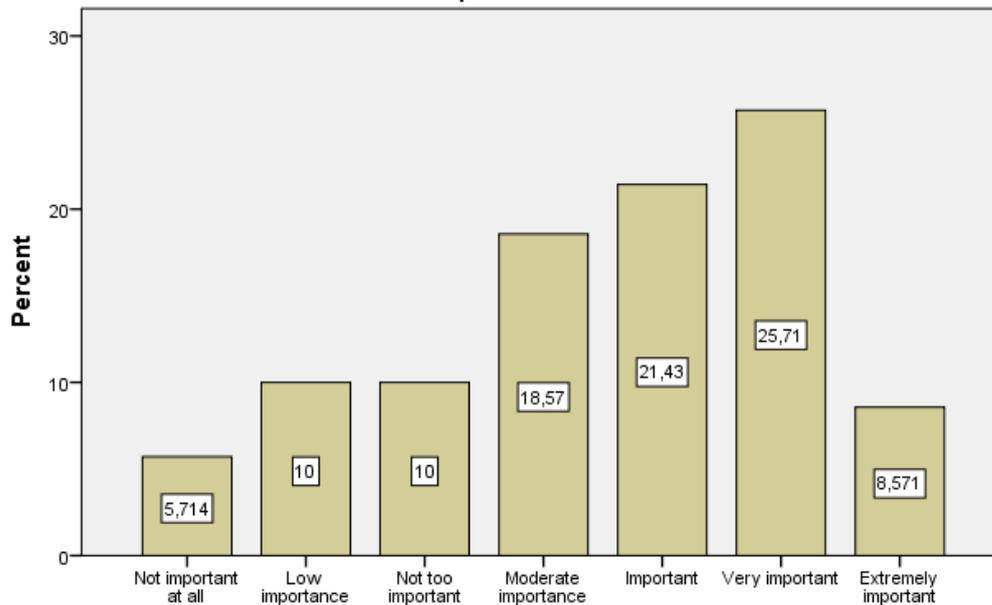


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not important at all	4	5,7	5,7	5,7
Low importance	7	10,0	10,0	15,7
Not too important	7	10,0	10,0	25,7
Moderate importance	13	18,6	18,6	44,3
Important	15	21,4	21,4	65,7
Very important	18	25,7	25,7	91,4
Extremely important	6	8,6	8,6	100,0
Total	70	100,0	100,0	

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

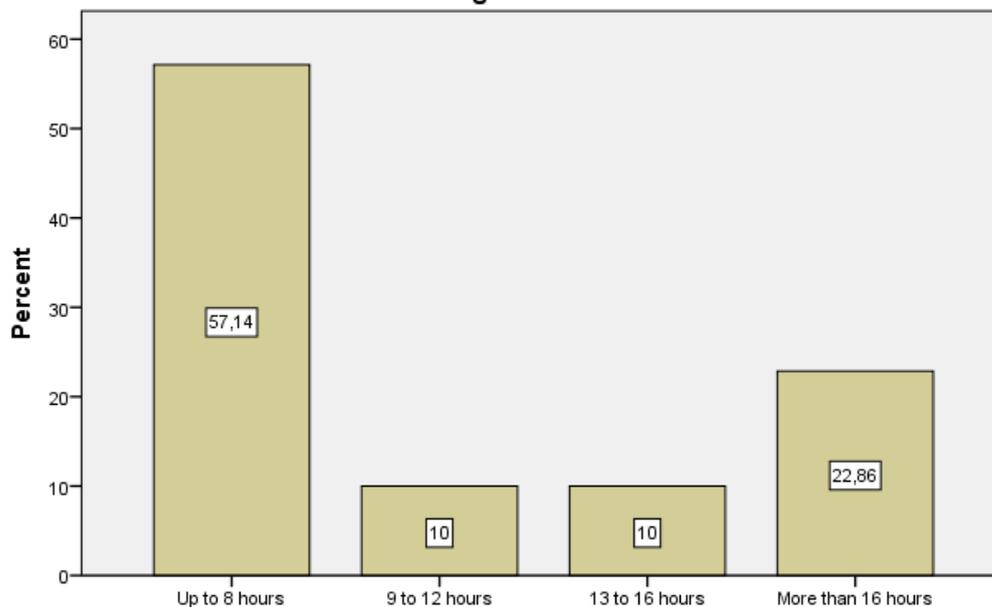


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme

	Frequency	Percent	Valid Percent	Cumulative Percent
Up to 8 hours	40	57,1	57,1	57,1
9 to 12 hours	7	10,0	10,0	67,1
Valid 13 to 16 hours	7	10,0	10,0	77,1
More than 16 hours	16	22,9	22,9	100,0
Total	70	100,0	100,0	

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme

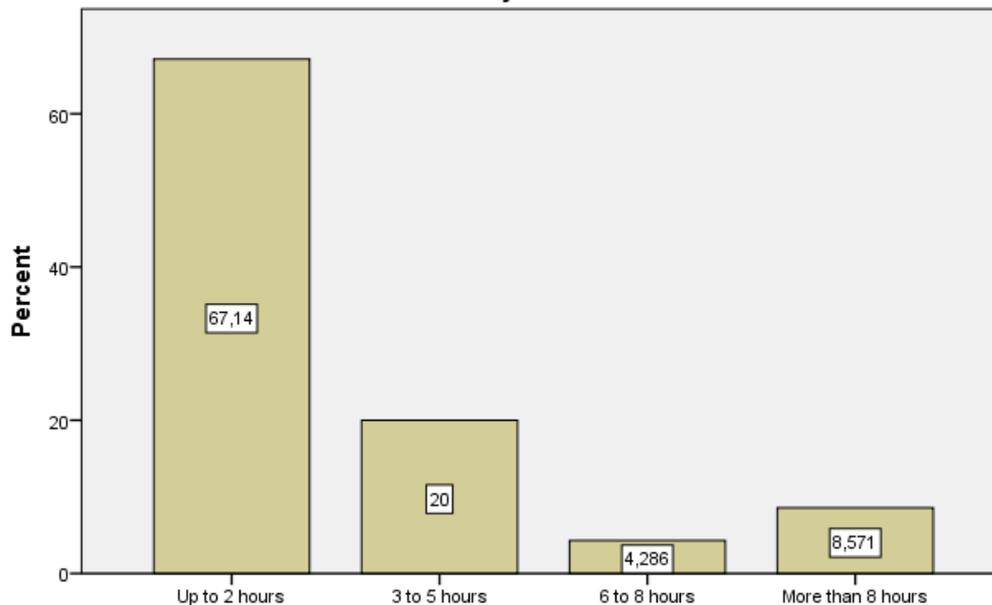


Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject

	Frequency	Percent	Valid Percent	Cumulative Percent
Up to 2 hours	47	67,1	67,1	67,1
3 to 5 hours	14	20,0	20,0	87,1
Valid 6 to 8 hours	3	4,3	4,3	91,4
More than 8 hours	6	8,6	8,6	100,0
Total	70	100,0	100,0	

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject

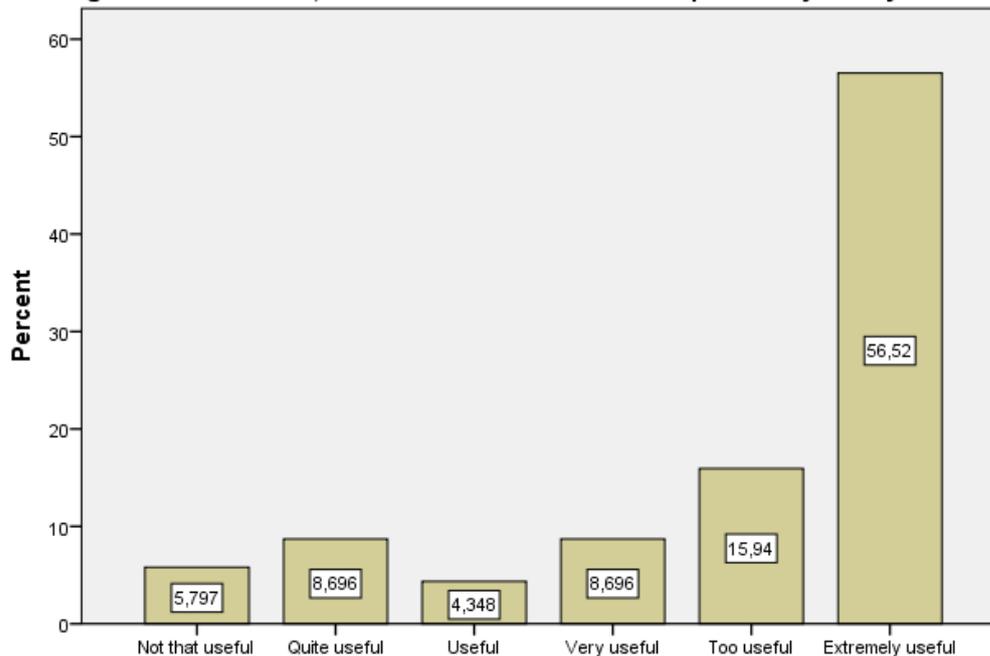


Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject

How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Not that useful	4	5,7	5,8	5,8
Quite useful	6	8,6	8,7	14,5
Useful	3	4,3	4,3	18,8
Very useful	6	8,6	8,7	27,5
Too useful	11	15,7	15,9	43,5
Extremely useful	39	55,7	56,5	100,0
Total	69	98,6	100,0	
Missing				
System	1	1,4		
Total	70	100,0		

How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?



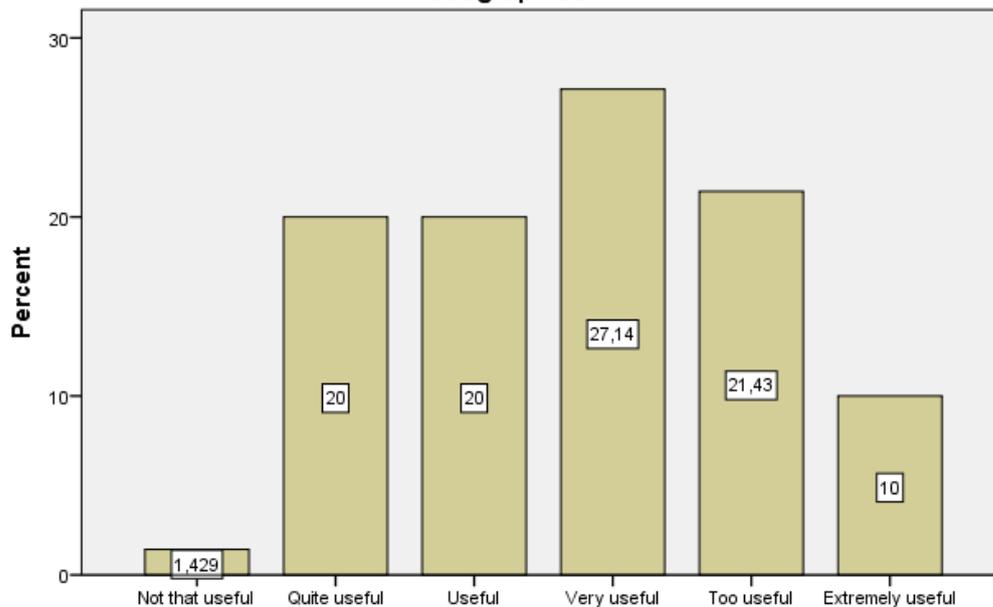
How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Infographics

	Frequency	Percent	Valid Percent	Cumulative Percent
Not that useful	1	1,4	1,4	1,4
Quite useful	14	20,0	20,0	21,4
Useful	14	20,0	20,0	41,4
Valid Very useful	19	27,1	27,1	68,6
Too useful	15	21,4	21,4	90,0
Extremely useful	7	10,0	10,0	100,0
Total	70	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Infographics

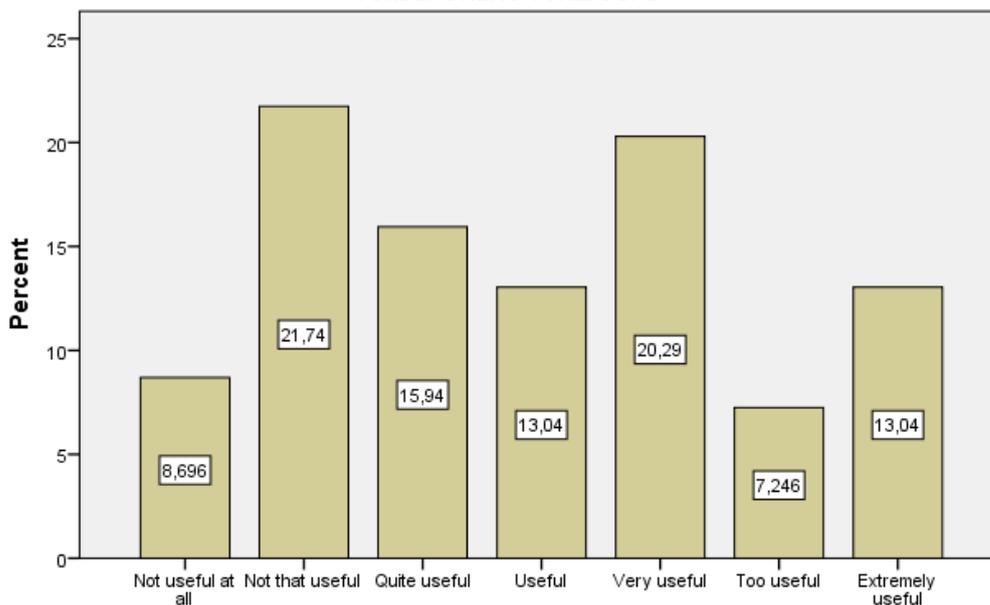


Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Infographics

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Not useful at all	6	8,6	8,7	8,7
Not that useful	15	21,4	21,7	30,4
Quite useful	11	15,7	15,9	46,4
Useful	9	12,9	13,0	59,4
Very useful	14	20,0	20,3	79,7
Too useful	5	7,1	7,2	87,0
Extremely useful	9	12,9	13,0	100,0
Total	69	98,6	100,0	
Missing				
System	1	1,4		
Total	70	100,0		

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks



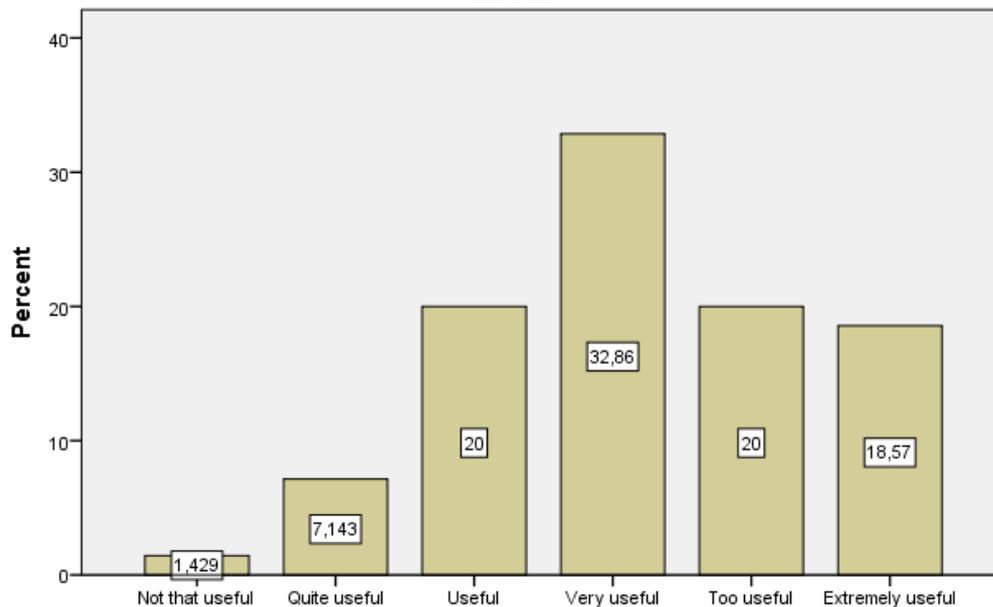
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Videos

	Frequency	Percent	Valid Percent	Cumulative Percent
Not that useful	1	1,4	1,4	1,4
Quite useful	5	7,1	7,1	8,6
Useful	14	20,0	20,0	28,6
Valid Very useful	23	32,9	32,9	61,4
Too useful	14	20,0	20,0	81,4
Extremely useful	13	18,6	18,6	100,0
Total	70	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos



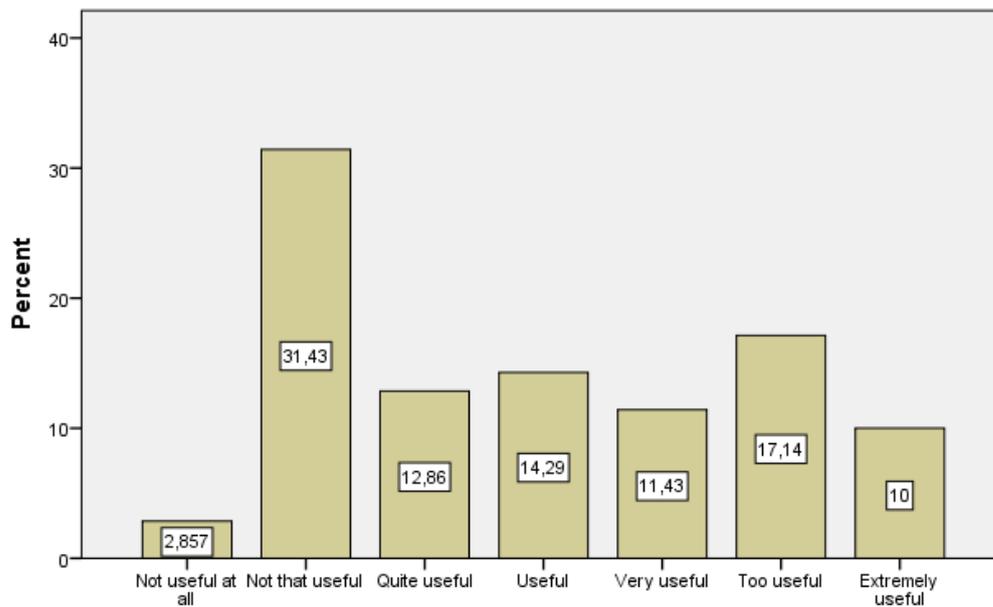
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Articles

	Frequency	Percent	Valid Percent	Cumulative Percent
Not useful at all	2	2,9	2,9	2,9
Not that useful	22	31,4	31,4	34,3
Quite useful	9	12,9	12,9	47,1
Useful	10	14,3	14,3	61,4
Very useful	8	11,4	11,4	72,9
Too useful	12	17,1	17,1	90,0
Extremely useful	7	10,0	10,0	100,0
Total	70	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles



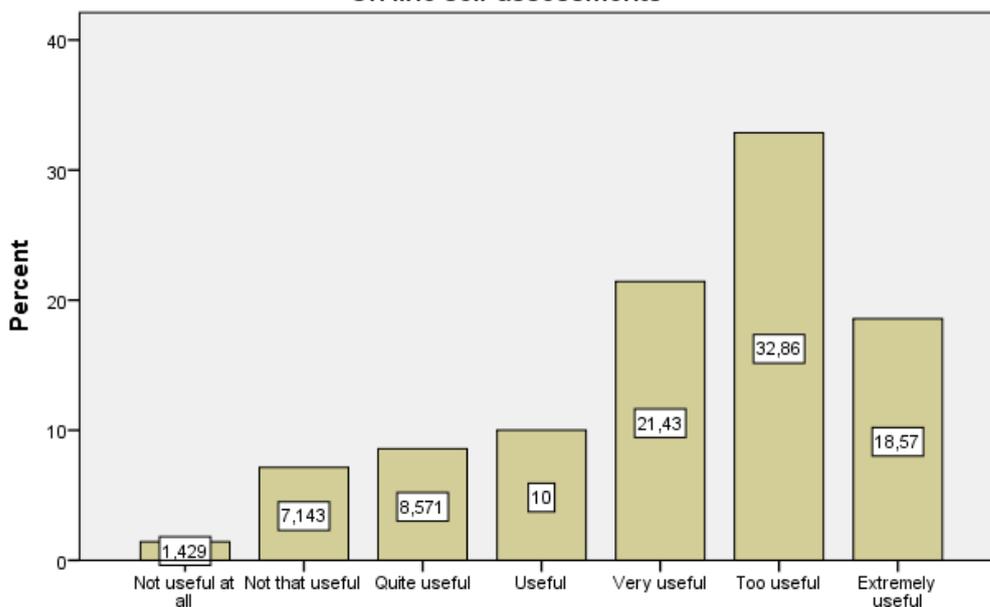
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

On line self-assessments

	Frequency	Percent	Valid Percent	Cumulative Percent
Not useful at all	1	1,4	1,4	1,4
Not that useful	5	7,1	7,1	8,6
Quite useful	6	8,6	8,6	17,1
Useful	7	10,0	10,0	27,1
Very useful	15	21,4	21,4	48,6
Too useful	23	32,9	32,9	81,4
Extremely useful	13	18,6	18,6	100,0
Total	70	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -
- On line self-assessments



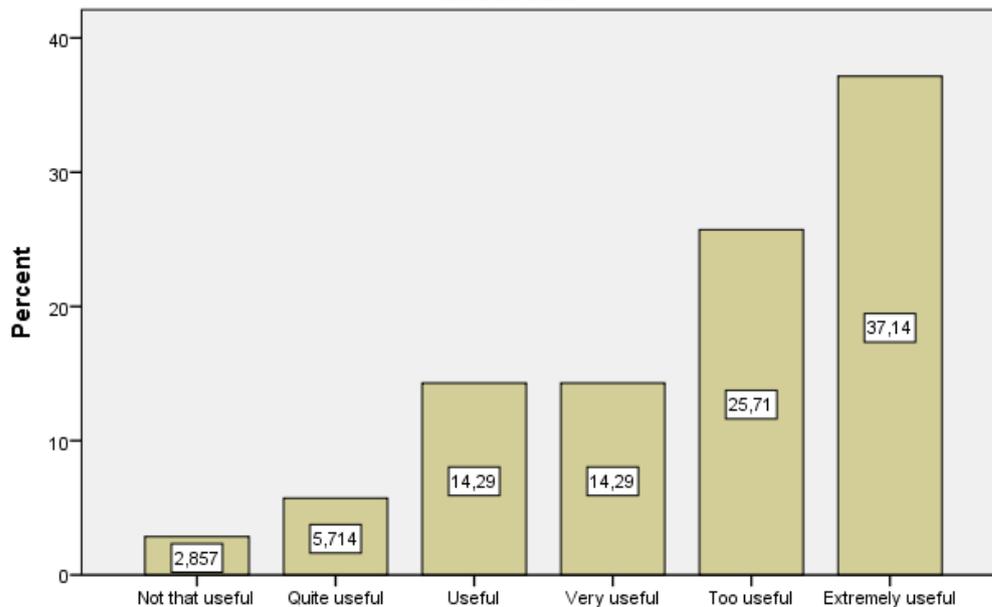
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -
- On line self-assessments

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Check lists

	Frequency	Percent	Valid Percent	Cumulative Percent
Not that useful	2	2,9	2,9	2,9
Quite useful	4	5,7	5,7	8,6
Useful	10	14,3	14,3	22,9
Valid Very useful	10	14,3	14,3	37,1
Too useful	18	25,7	25,7	62,9
Extremely useful	26	37,1	37,1	100,0
Total	70	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -
- Check lists



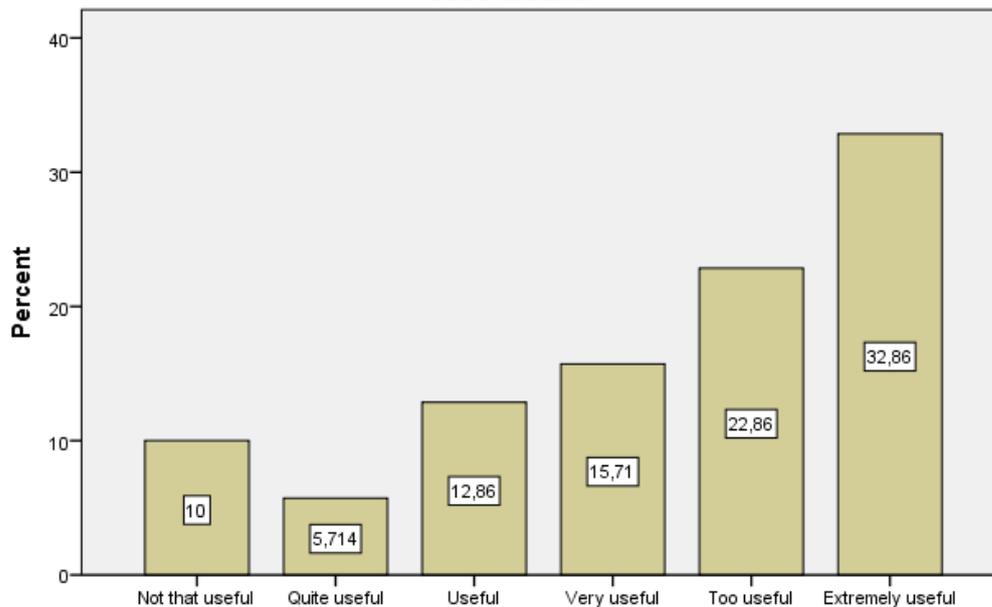
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -
- Check lists

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Case studies

	Frequency	Percent	Valid Percent	Cumulative Percent
Not that useful	7	10,0	10,0	10,0
Quite useful	4	5,7	5,7	15,7
Useful	9	12,9	12,9	28,6
Valid Very useful	11	15,7	15,7	44,3
Too useful	16	22,9	22,9	67,1
Extremely useful	23	32,9	32,9	100,0
Total	70	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies

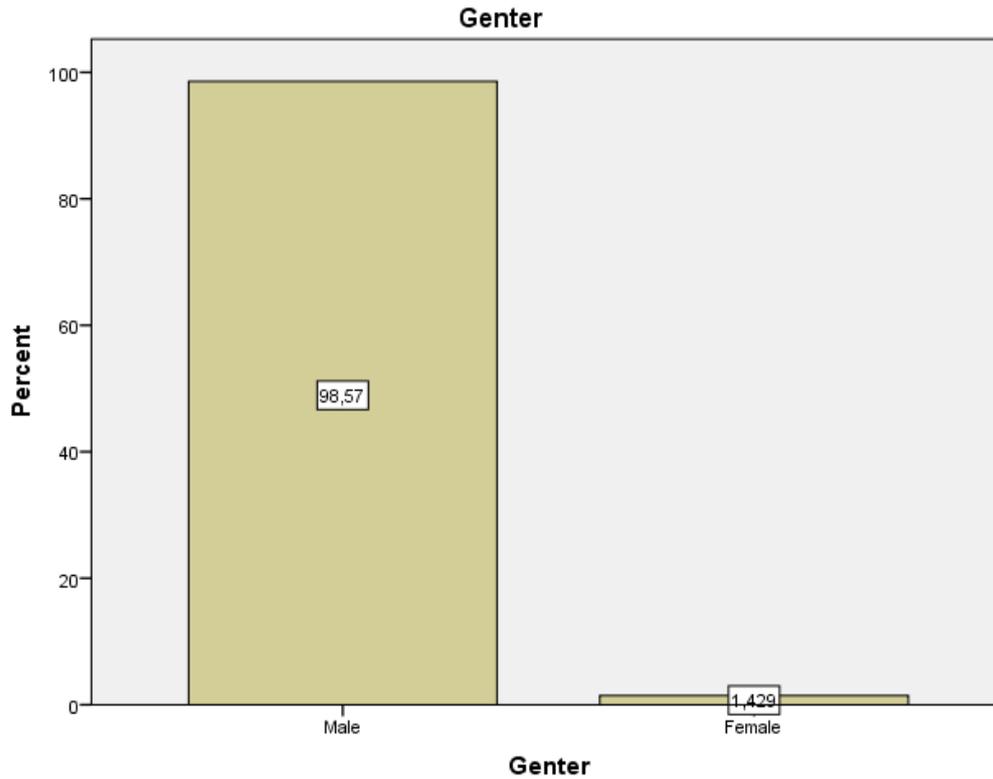


Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies



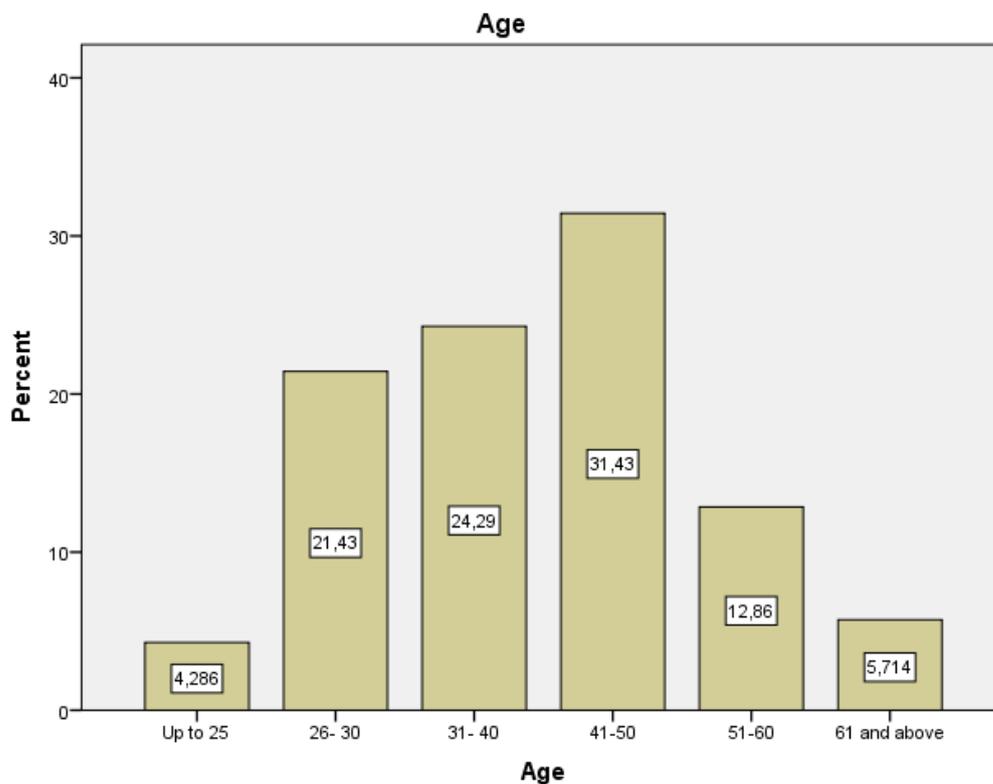
Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	69	98,6	98,6	98,6
Valid Female	1	1,4	1,4	100,0
Total	70	100,0	100,0	



Age

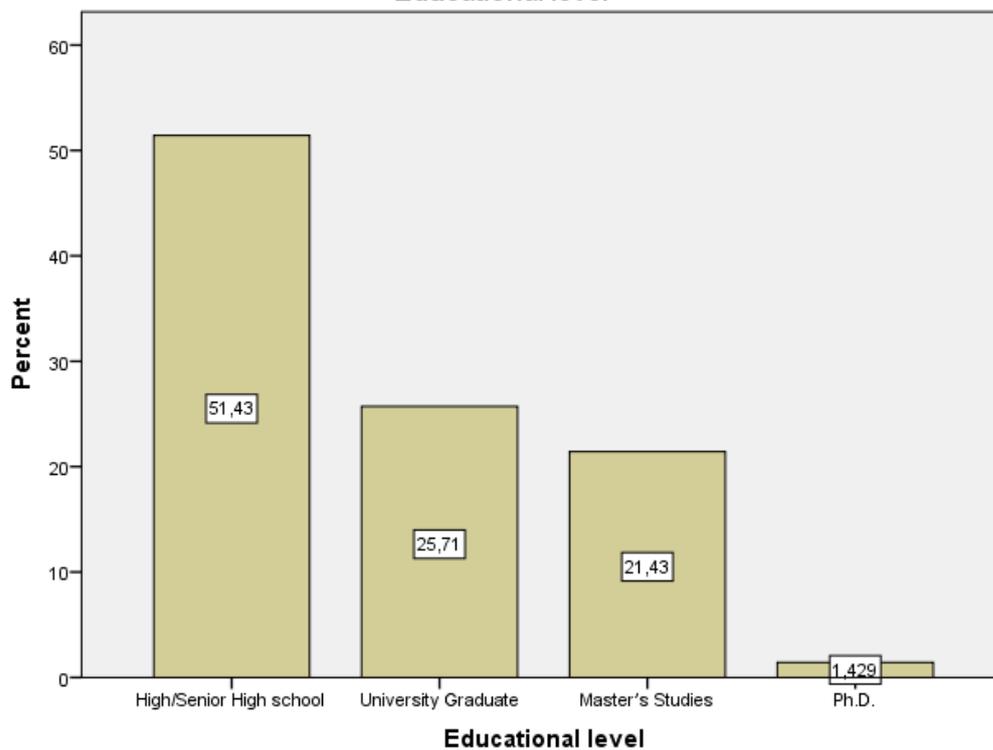
	Frequency	Percent	Valid Percent	Cumulative Percent
Up to 25	3	4,3	4,3	4,3
26- 30	15	21,4	21,4	25,7
31- 40	17	24,3	24,3	50,0
Valid 41-50	22	31,4	31,4	81,4
51-60	9	12,9	12,9	94,3
61 and above	4	5,7	5,7	100,0
Total	70	100,0	100,0	



Educational level

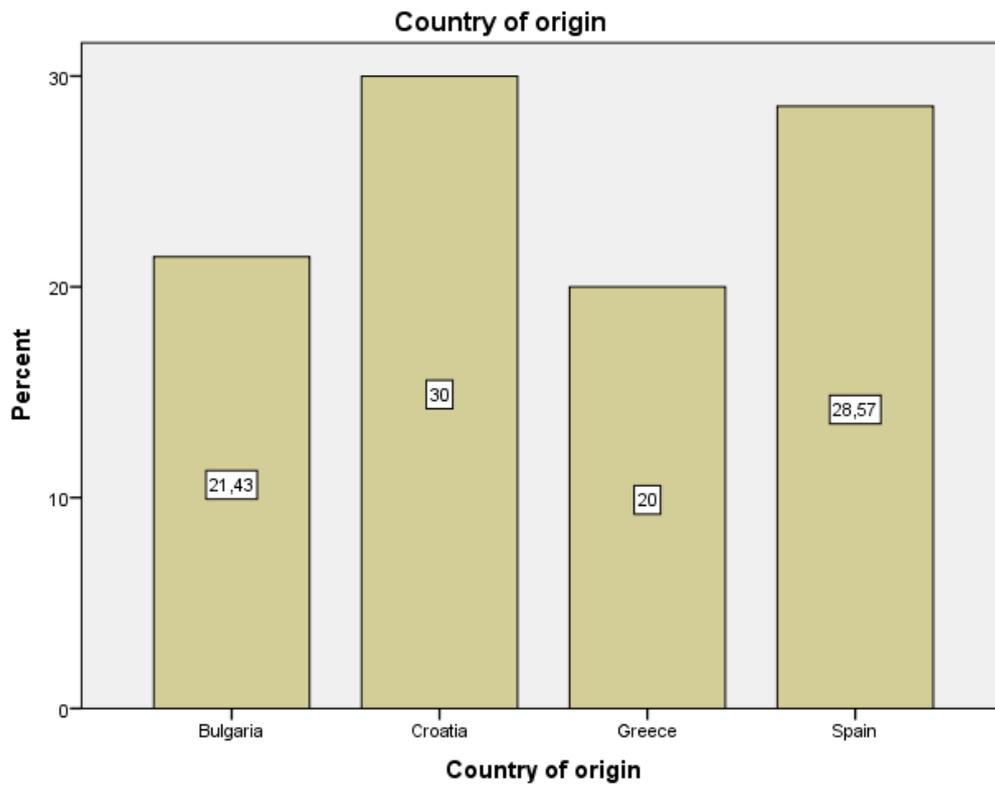
	Frequency	Percent	Valid Percent	Cumulative Percent
High/Senior High school	36	51,4	51,4	51,4
University Graduate	18	25,7	25,7	77,1
Valid Master's Studies	15	21,4	21,4	98,6
Ph.D.	1	1,4	1,4	100,0
Total	70	100,0	100,0	

Educational level



Country of origin

	Frequency	Percent	Valid Percent	Cumulative Percent
Bulgaria	15	21,4	21,4	21,4
Croatia	21	30,0	30,0	51,4
Valid Greece	14	20,0	20,0	71,4
Spain	20	28,6	28,6	100,0
Total	70	100,0	100,0	



A7. Summary Statistics - Greece

7.1 Descriptive

		What is your experience as a charter skipper (in years)?	What type of boats are you most experienced in?	What is the average length (in meters) of the boats you are most experienced in	Do have experience in as a skipper in Bulgaria (Black Sea)
N	Valid	14	14	14	14
	Missing	0	0	0	0
Mean		2,43	1,00	1,43	1,00
Median		2,00	1,00	1,00	1,00
Mode		2	1	1	1
Std. Deviation		1,158	,000	,514	,000
Variance		1,341	,000	,264	,000
Skewness		,375		,325	
Std. Error of Skewness		,597	,597	,597	,597
Kurtosis		-1,308		-2,241	
Std. Error of Kurtosis		1,154	1,154	1,154	1,154
Range		3	0	1	0
Minimum		1	1	1	1
Maximum		4	1	2	1
Sum		34	14	20	14
Percentiles	25	1,75	1,00	1,00	1,00
	50	2,00	1,00	1,00	1,00
	75	4,00	1,00	2,00	1,00

		Do have experience in as a skipper in Croatia (Adriatic Sea)	Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)	Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)	Do have experience in as a skipper in other parts of the Mediterranean Sea
N	Valid	14	14	14	14
	Missing	0	0	0	0
Mean		1,00	2,00	1,14	1,29
Median		1,00	2,00	1,00	1,00
Mode		1	2	1	1
Std. Deviation		,000	,000	,363	,469
Variance		,000	,000	,132	,220
Skewness				2,295	1,067
Std. Error of Skewness		,597	,597	,597	,597
Kurtosis				3,792	-1,034
Std. Error of Kurtosis		1,154	1,154	1,154	1,154
Range		0	0	1	1
Minimum		1	2	1	1
Maximum		1	2	2	2
Sum		14	28	16	18
Percentiles	25	1,00	2,00	1,00	1,00
	50	1,00	2,00	1,00	1,00
	75	1,00	2,00	1,00	2,00

		Do have experience in as a skipper in ocean/tidal waters	Have you ever participated in any additional training that improves the quality of your job performance	How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)	How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)
N	Valid Missing	14 0	14 0	14 0	14 0
Mean		1,00	1,00	5,50	5,93
Median		1,00	1,00	6,00	6,00
Mode		1	1	6	6
Std. Deviation		,000	,000	1,345	1,385
Variance		,000	,000	1,808	1,918
Skewness				-1,551	-2,084
Std. Error of Skewness		,597	,597	,597	,597
Kurtosis				2,558	4,766
Std. Error of Kurtosis		1,154	1,154	1,154	1,154
Range		0	0	5	5
Minimum		1	1	2	2
Maximum		1	1	7	7
Sum		14	14	77	83
Percentiles	25	1,00	1,00	4,75	6,00
	50	1,00	1,00	6,00	6,00
	75	1,00	1,00	6,00	7,00

		How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often	How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)	How important is the following work related skills for your job? - Guest entertainment activities	How important is the following work related skills for your job? - Creative and innovative thinking
N	Valid Missing	14 0	14 0	14 0	14 0
Mean		6,36	5,21	6,00	5,64
Median		6,00	5,00	6,00	6,00
Mode		6	5	6	6
Std. Deviation		,633	1,311	,877	1,151
Variance		,401	1,720	,769	1,324
Skewness		-,433	-,936	-,798	-,231
Std. Error of Skewness		,597	,597	,597	,597
Kurtosis		-,394	1,661	,709	-1,328
Std. Error of Kurtosis		1,154	1,154	1,154	1,154
Range		2	5	3	3
Minimum		5	2	4	4
Maximum		7	7	7	7
Sum		89	73	84	79
Percentiles	25	6,00	4,75	5,75	4,75
	50	6,00	5,00	6,00	6,00
	75	7,00	6,00	7,00	7,00

		How important is the following work related skills for your job? - Time management in a working day	How important is the following work related skills for your job? - Ability to work in teams	How important is the following work related skills for your job? - Body language/non-verbal communication	How important is the following work related skills for your job? - Cultural understanding
N	Valid	14	14	14	14
	Missing	0	0	0	0
Mean		6,21	6,43	6,29	6,64
Median		6,50	6,50	7,00	7,00
Mode		7	7	7	7
Std. Deviation		1,122	,646	,994	,633
Variance		1,258	,418	,989	,401
Skewness		-2,013	-,692	-1,218	-1,687
Std. Error of Skewness		,597	,597	,597	,597
Kurtosis		4,785	-,252	,521	2,214
Std. Error of Kurtosis		1,154	1,154	1,154	1,154
Range		4	2	3	2
Minimum		3	5	4	5
Maximum		7	7	7	7
Sum		87	90	88	93
Percentiles	25	6,00	6,00	5,75	6,00
	50	6,50	6,50	7,00	7,00
	75	7,00	7,00	7,00	7,00

		How important is the following work related skills for your job? - Interpersonal skills	How important is the following work related skills for your job? - Work ethics	How important is the following work related skills for your job? - Courtesy	How important is the following work related skills for your job? - Ability to motivate
N	Valid	14	14	14	14
	Missing	0	0	0	0
Mean		6,71	6,71	6,71	5,79
Median		7,00	7,00	7,00	6,00
Mode		7	7	7	7
Std. Deviation		,611	,611	,469	1,369
Variance		,374	,374	,220	1,874
Skewness		-2,165	-2,165	-1,067	-,812
Std. Error of Skewness		,597	,597	,597	,597
Kurtosis		4,251	4,251	-1,034	-,551
Std. Error of Kurtosis		1,154	1,154	1,154	1,154
Range		2	2	1	4
Minimum		5	5	6	3
Maximum		7	7	7	7
Sum		94	94	94	81
Percentiles	25	6,75	6,75	6,00	4,75
	50	7,00	7,00	7,00	6,00
	75	7,00	7,00	7,00	7,00

		How important is the following work related skills for your job? - Empathy	How important is the following work related skills for your job? - Emotional intelligence	How important is the following work related skills for your job? - Stress management	How important is the following work related skills for your job? - Problem solving
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N	Valid	14	14	14	14
	Missing	0	0	0	0
Mean		6,64	6,43	6,71	6,64
Median		7,00	7,00	7,00	7,00
Mode		7	7	7	7
Std. Deviation		,497	,938	,825	,633
Variance		,247	,879	,681	,401
Skewness		-,670	-1,720	-3,205	-1,687
Std. Error of Skewness		,597	,597	,597	,597
Kurtosis		-1,838	2,495	10,558	2,214
Std. Error of Kurtosis		1,154	1,154	1,154	1,154
Range		1	3	3	2
Minimum		6	4	4	5
Maximum		7	7	7	7
Sum		93	90	94	93
Percentiles	25	6,00	6,00	7,00	6,00
	50	7,00	7,00	7,00	7,00
	75	7,00	7,00	7,00	7,00

		How important is the following work related skills for your job? - Ability to deal with difficult people	How important is the following work related skills for your job? - Ability to keep a good/positive attitude	How important is the following work related skills for your job? - Attire – professional appearance	How important is the following work related skills for your job? - Crisis management
N	Valid	14	14	14	14
	Missing	0	0	0	0
Mean		6,79	6,71	6,71	6,64
Median		7,00	7,00	7,00	7,00
Mode		7	7	7	7
Std. Deviation		,579	,469	,611	,842
Variance		,335	,220	,374	,709
Skewness		-2,803	-1,067	-2,165	-2,781
Std. Error of Skewness		,597	,597	,597	,597
Kurtosis		7,679	-1,034	4,251	8,170
Std. Error of Kurtosis		1,154	1,154	1,154	1,154
Range		2	1	2	3
Minimum		5	6	5	4
Maximum		7	7	7	7
Sum		95	94	94	93
Percentiles	25	7,00	6,00	6,75	6,75
	50	7,00	7,00	7,00	7,00
	75	7,00	7,00	7,00	7,00

		How important is the following work related skills for your job? - Negotiation skills	How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6	How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training	How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace
N	Valid	14	14	14	14
	Missing	0	0	0	0
Mean		6,71	3,00	3,00	6,21
Median		7,00	3,00	3,00	7,00
Mode		7	2	2	7
Std. Deviation		,469	1,519	1,569	1,311
Variance		,220	2,308	2,462	1,720
Skewness		-1,067	,614	1,115	-1,652



Std. Error of Skewness		,597	,597	,597	,597
Kurtosis		-1,034	-,394	2,137	1,803
Std. Error of Kurtosis		1,154	1,154	1,154	1,154
Range		1	5	6	4
Minimum		6	1	1	3
Maximum		7	6	7	7
Sum		94	42	42	87
	25	6,00	2,00	2,00	5,75
Percentiles	50	7,00	3,00	3,00	7,00
	75	7,00	4,25	4,00	7,00

		How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision	Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme	Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject	How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?
N	Valid	14	14	14	14
	Missing	0	0	0	0
Mean		4,21	1,86	1,50	6,93
Median		4,00	1,00	1,00	7,00
Mode		4	1	1	7
Std. Deviation		1,968	1,292	,650	,267
Variance		3,874	1,670	,423	,071
Skewness		-,277	1,054	,978	-3,742
Std. Error of Skewness		,597	,597	,597	,597
Kurtosis		-,732	-,778	,176	14,000
Std. Error of Kurtosis		1,154	1,154	1,154	1,154
Range		6	3	2	1
Minimum		1	1	1	6
Maximum		7	4	3	7
Sum		59	26	21	97
	25	2,75	1,00	1,00	7,00
Percentiles	50	4,00	1,00	1,00	7,00
	75	6,00	3,25	2,00	7,00

		Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Infographics	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles
N	Valid	14	14	14	14
	Missing	0	0	0	0
Mean		5,93	4,93	4,57	5,14
Median		6,00	5,00	5,00	5,00
Mode		6	5	5	6
Std. Deviation		,616	1,328	1,222	1,099
Variance		,379	1,764	1,495	1,209
Skewness		,024	-,769	-,782	-,322
Std. Error of Skewness		,597	,597	,597	,597
Kurtosis		,302	,587	-,070	-,424
Std. Error of Kurtosis		1,154	1,154	1,154	1,154
Range		2	5	4	4





Minimum		5	2	2	3
Maximum		7	7	6	7
Sum		83	69	64	72
Percentiles	25	5,75	4,00	3,75	4,00
	50	6,00	5,00	5,00	5,00
	75	6,00	6,00	5,25	6,00

		Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - On line self-assessments	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Check lists	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies	Gender	Age
N	Valid	14	14	14	14	14
	Missing	0	0	0	0	0
Mean		6,36	6,57	6,36	1,07	3,14
Median		6,00	7,00	7,00	1,00	3,00
Mode		6	7	7	1	4
Std. Deviation		,633	,646	,929	,267	1,099
Variance		,401	,418	,863	,071	1,209
Skewness		-,433	-1,303	-1,529	3,742	-,322
Std. Error of Skewness		,597	,597	,597	,597	,597
Kurtosis		-,394	,951	2,029	14,000	-,424
Std. Error of Kurtosis		1,154	1,154	1,154	1,154	1,154
Range		2	2	3	1	4
Minimum		5	5	4	1	1
Maximum		7	7	7	2	5
Sum		89	92	89	15	44
Percentiles	25	6,00	6,00	6,00	1,00	2,00
	50	6,00	7,00	7,00	1,00	3,00
	75	7,00	7,00	7,00	1,00	4,00

		Educational level	Country of origin
N	Valid	14	14
	Missing	0	0
Mean		3,00	3,00
Median		3,00	3,00
Mode		2	3
Std. Deviation		,961	,000
Variance		,923	,000
Skewness		,607	
Std. Error of Skewness		,597	,597
Kurtosis		-,394	
Std. Error of Kurtosis		1,154	1,154
Range		3	0
Minimum		2	3
Maximum		5	3
Sum		42	42
Percentiles	25	2,00	3,00
	50	3,00	3,00
	75	4,00	3,00

a. Multiple modes exist. The smallest value is shown



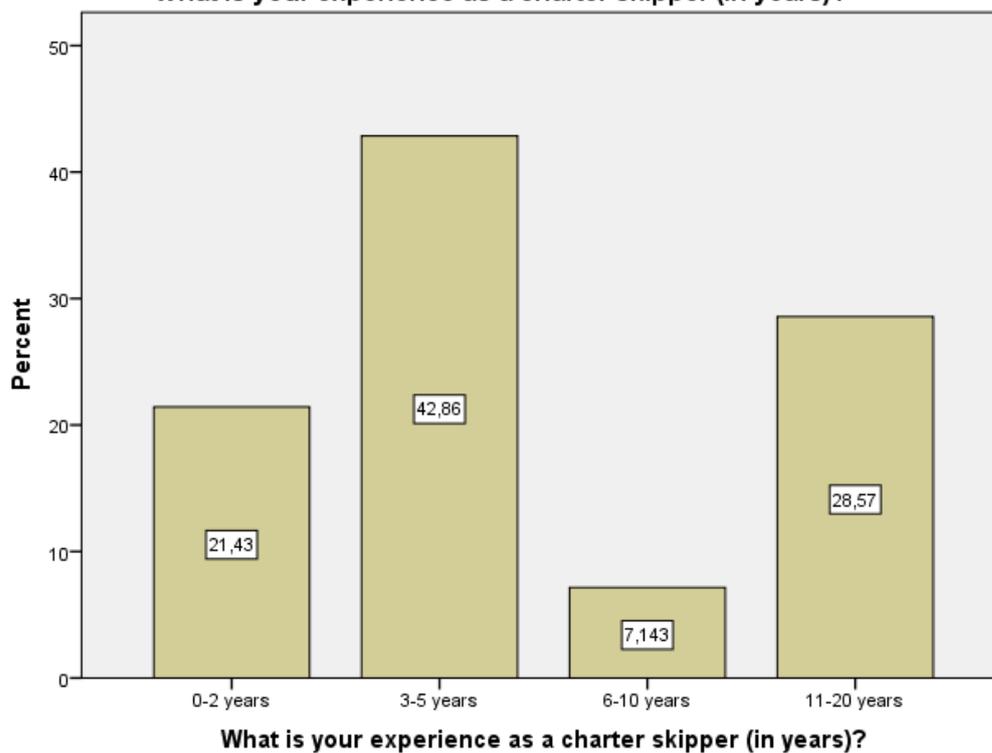


7.2 Frequencies

What is your experience as a charter skipper (in years)?

	Frequency	Percent	Valid Percent	Cumulative Percent
0-2 years	3	21,4	21,4	21,4
3-5 years	6	42,9	42,9	64,3
Valid 6-10 years	1	7,1	7,1	71,4
11-20 years	4	28,6	28,6	100,0
Total	14	100,0	100,0	

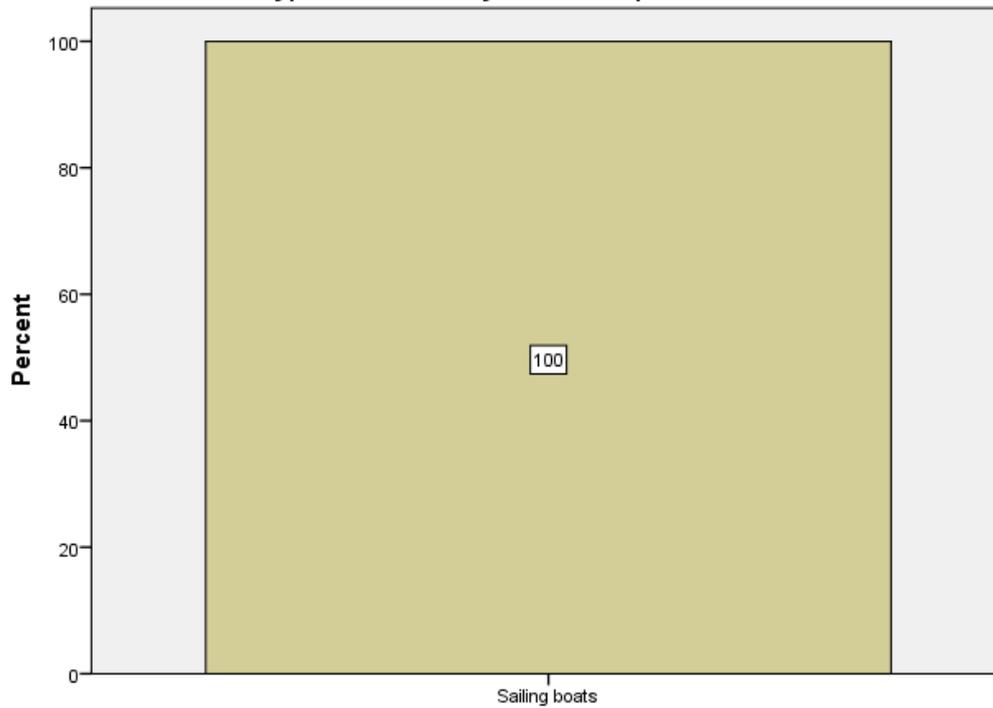
What is your experience as a charter skipper (in years)?



What type of boats are you most experienced in?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Sailing boats	14	100,0	100,0	100,0

What type of boats are you most experienced in?

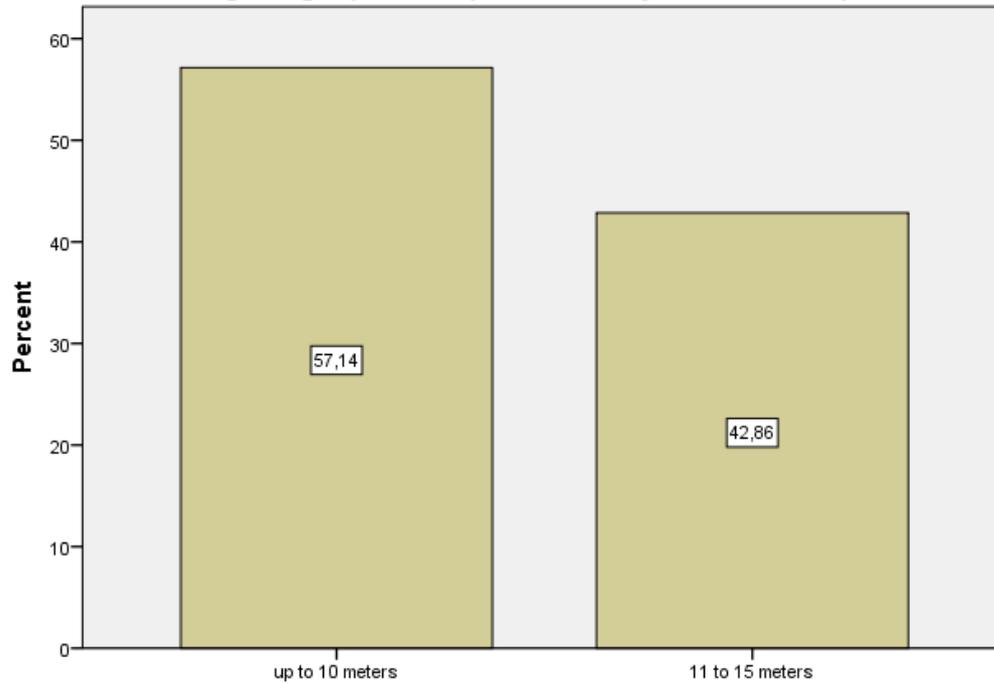


What type of boats are you most experienced in?

What is the average length (in meters) of the boats you are most experienced in

	Frequency	Percent	Valid Percent	Cumulative Percent
up to 10 meters	8	57,1	57,1	57,1
Valid 11 to 15 meters	6	42,9	42,9	100,0
Total	14	100,0	100,0	

What is the average length (in meters) of the boats you are most experienced in



What is the average length (in meters) of the boats you are most experienced in



Do have experience in as a skipper in Bulgaria (Black Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	14	100,0	100,0	100,0



Do have experience in as a skipper in Croatia (Adriatic Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	14	100,0	100,0	100,0



Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)

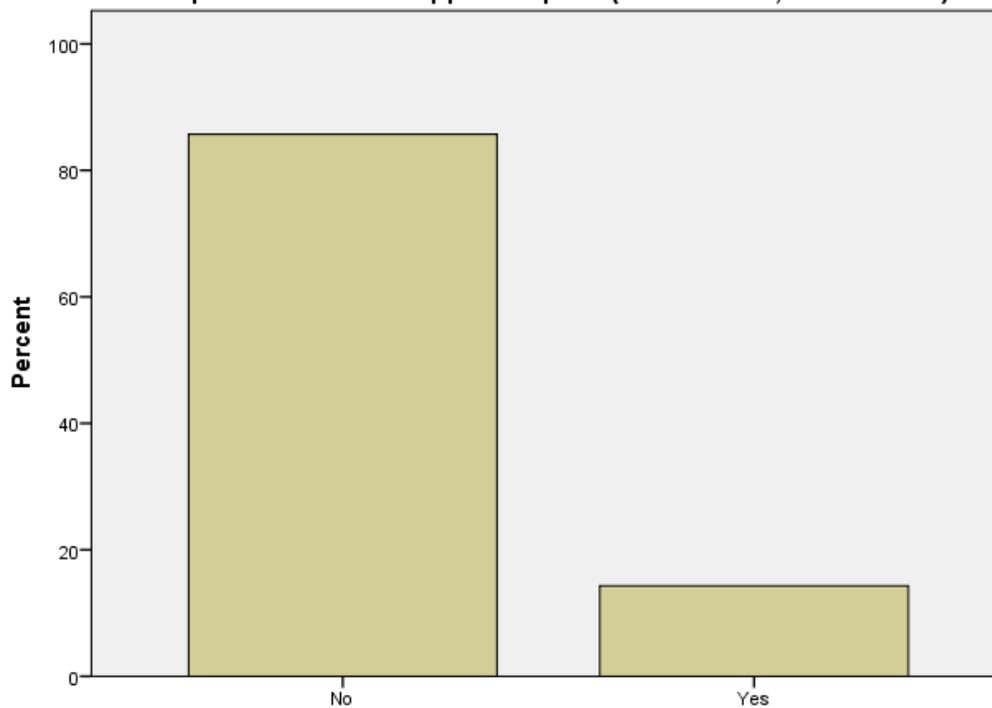
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	14	100,0	100,0	100,0



Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
No	12	85,7	85,7	85,7
Valid Yes	2	14,3	14,3	100,0
Total	14	100,0	100,0	

Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)

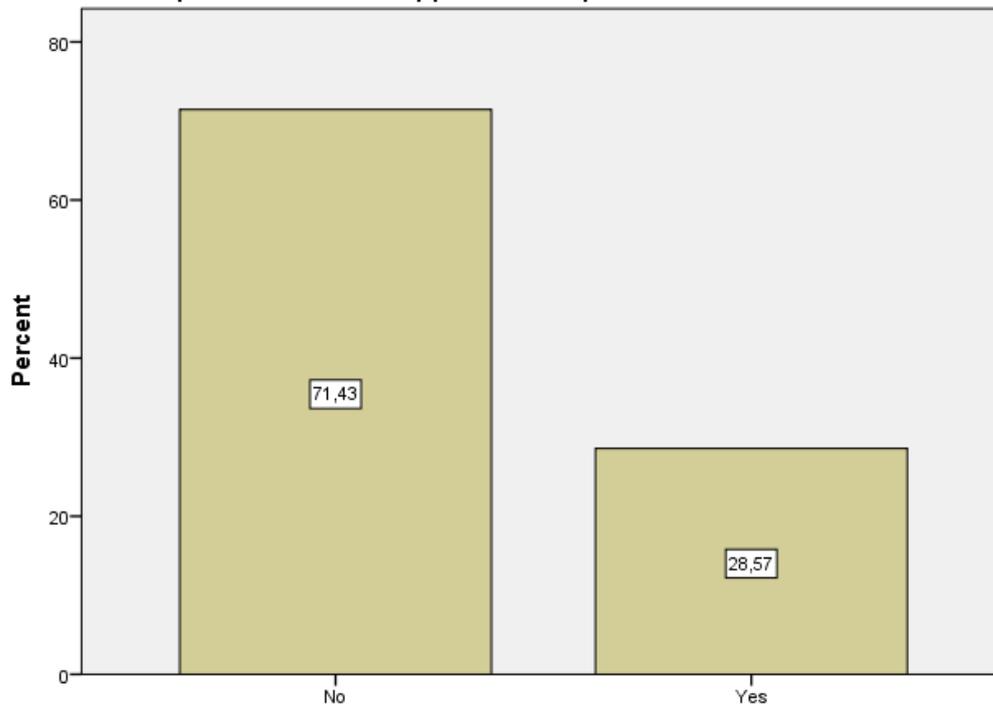


Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)

Do have experience in as a skipper in other parts of the Mediterranean Sea

	Frequency	Percent	Valid Percent	Cumulative Percent
No	10	71,4	71,4	71,4
Valid Yes	4	28,6	28,6	100,0
Total	14	100,0	100,0	

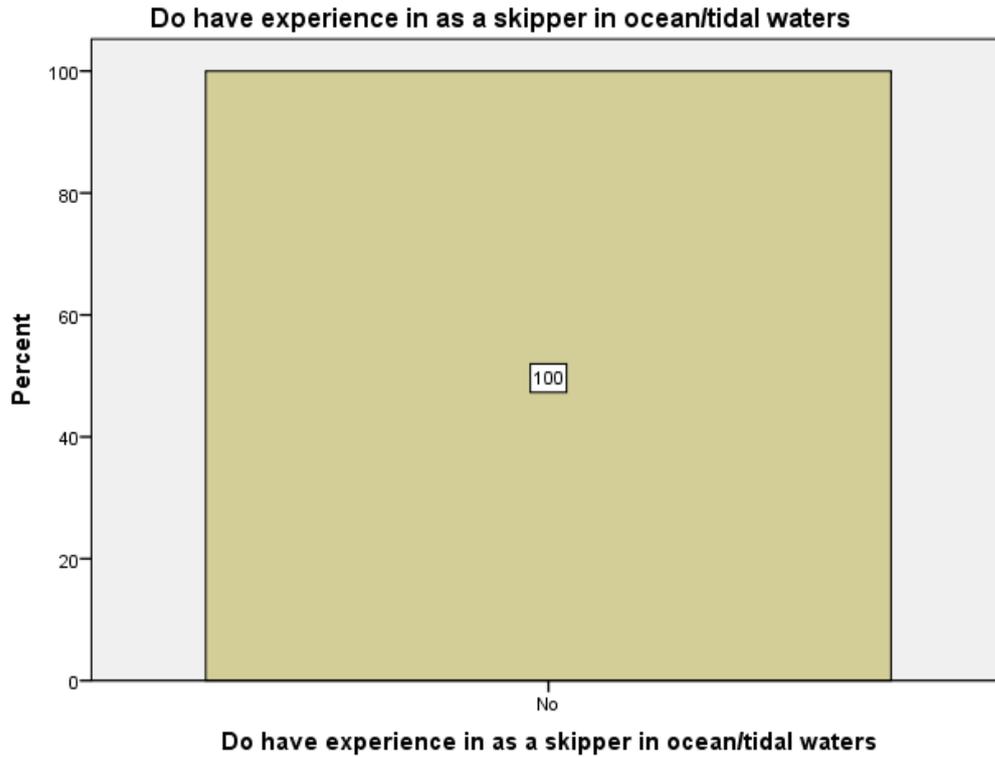
Do have experience in as a skipper in other parts of the Mediterranean Sea



Do have experience in as a skipper in other parts of the Mediterranean Sea

Do have experience in as a skipper in ocean/tidal waters

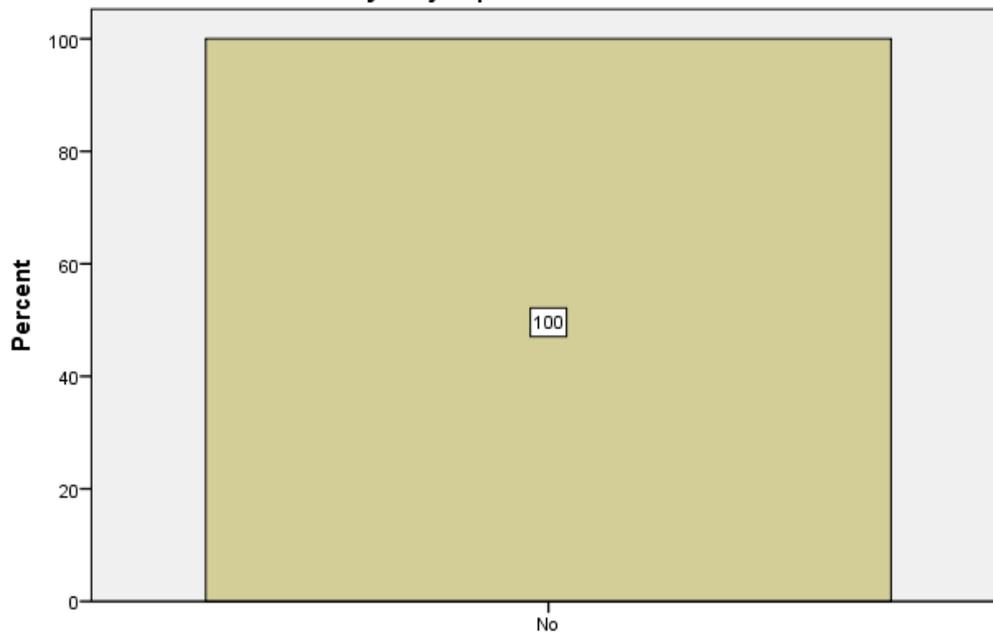
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	14	100,0	100,0	100,0



Have you ever participated in any additional training that improves the quality of your job performance

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	14	100,0	100,0	100,0

Have you ever participated in any additional training that improves the quality of your job performance

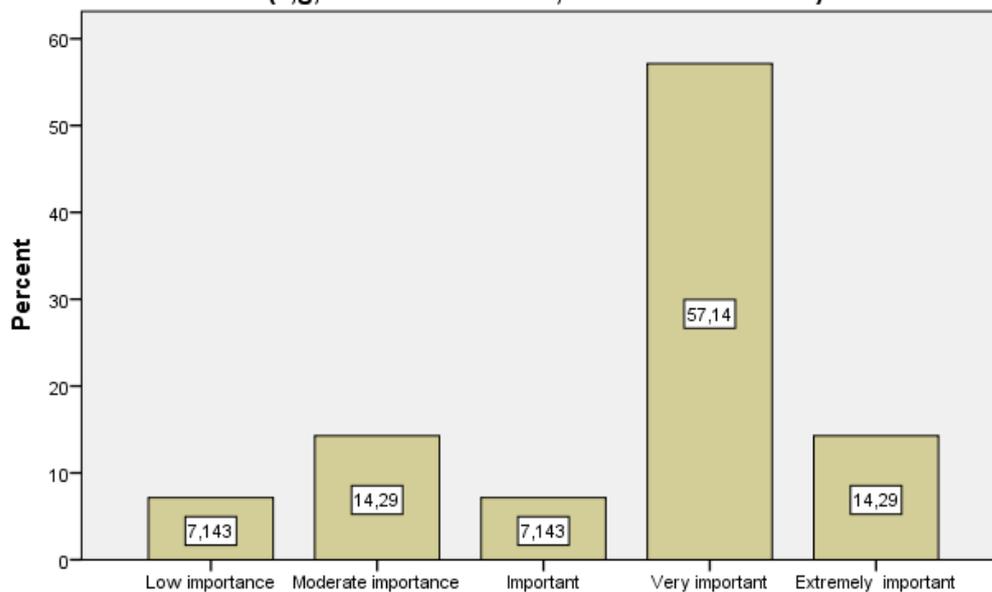


Have you ever participated in any additional training that improves the quality of your job performance

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

	Frequency	Percent	Valid Percent	Cumulative Percent
Low importance	1	7,1	7,1	7,1
Moderate importance	2	14,3	14,3	21,4
Important	1	7,1	7,1	28,6
Very important	8	57,1	57,1	85,7
Extremely important	2	14,3	14,3	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

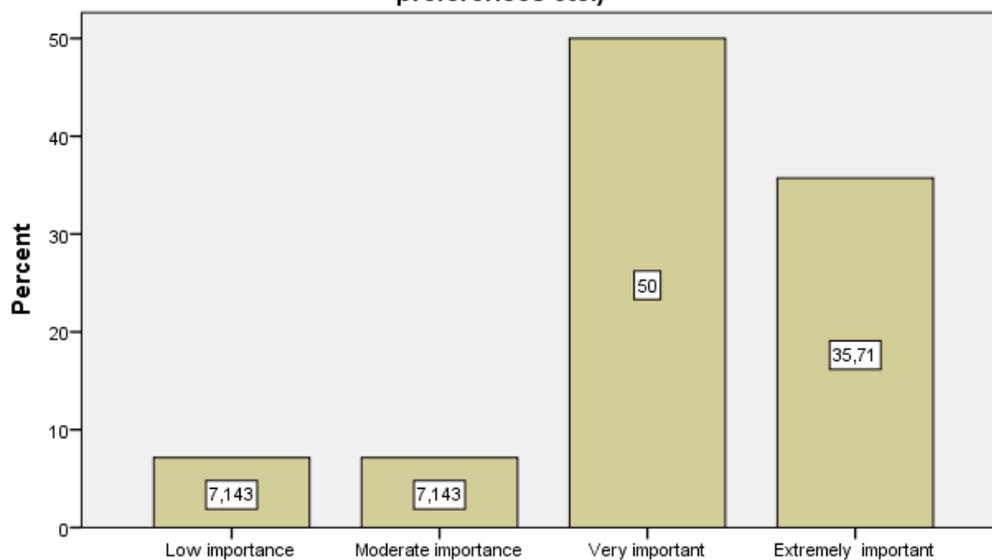


How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

	Frequency	Percent	Valid Percent	Cumulative Percent
Low importance	1	7,1	7,1	7,1
Moderate importance	1	7,1	7,1	14,3
Valid Very important	7	50,0	50,0	64,3
Extremely important	5	35,7	35,7	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

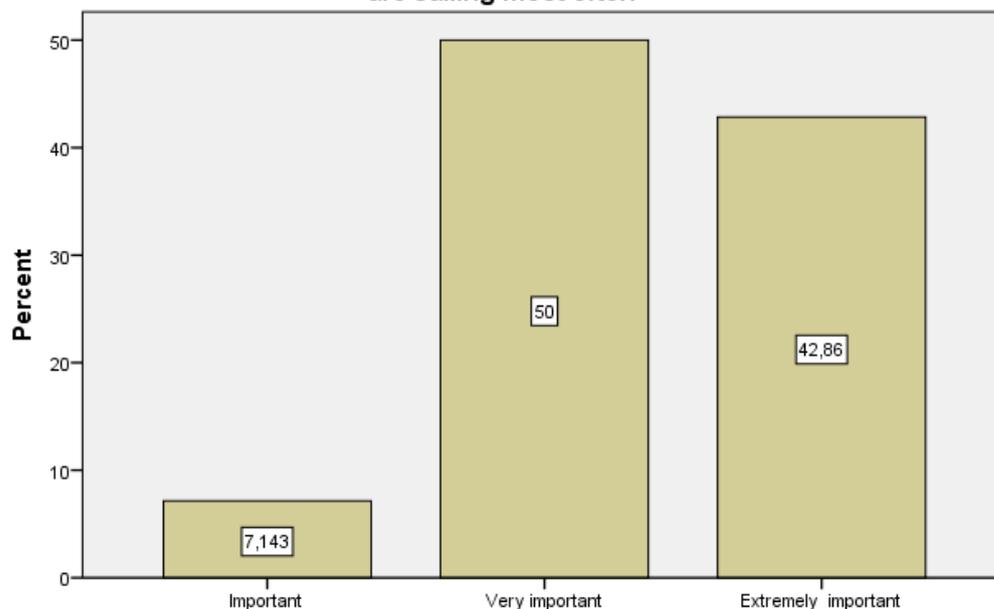


How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often

	Frequency	Percent	Valid Percent	Cumulative Percent
Important	1	7,1	7,1	7,1
Very important	7	50,0	50,0	57,1
Extremely important	6	42,9	42,9	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often

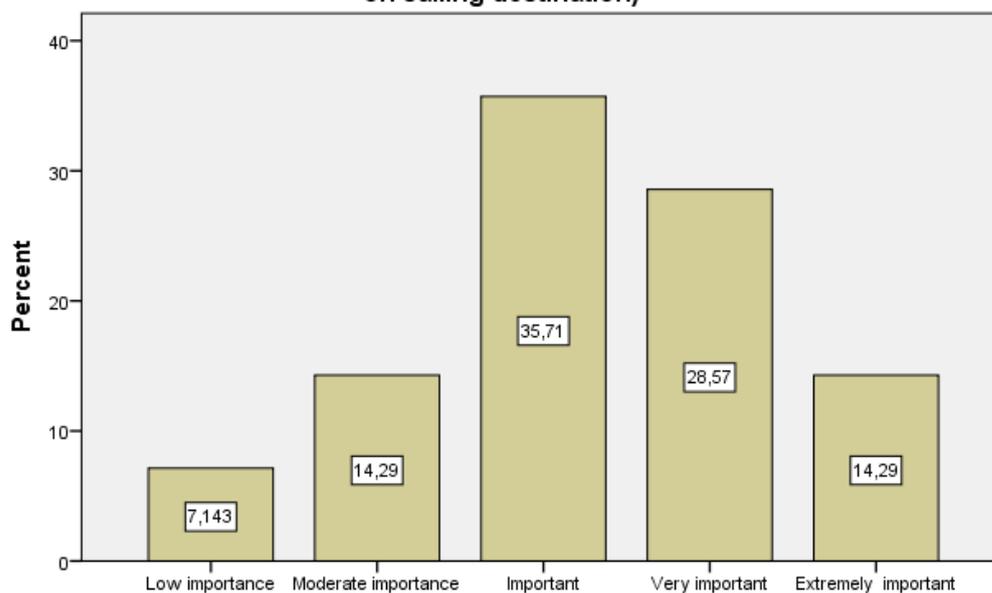


How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often

How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

	Frequency	Percent	Valid Percent	Cumulative Percent
Low importance	1	7,1	7,1	7,1
Moderate importance	2	14,3	14,3	21,4
Important	5	35,7	35,7	57,1
Very important	4	28,6	28,6	85,7
Extremely important	2	14,3	14,3	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

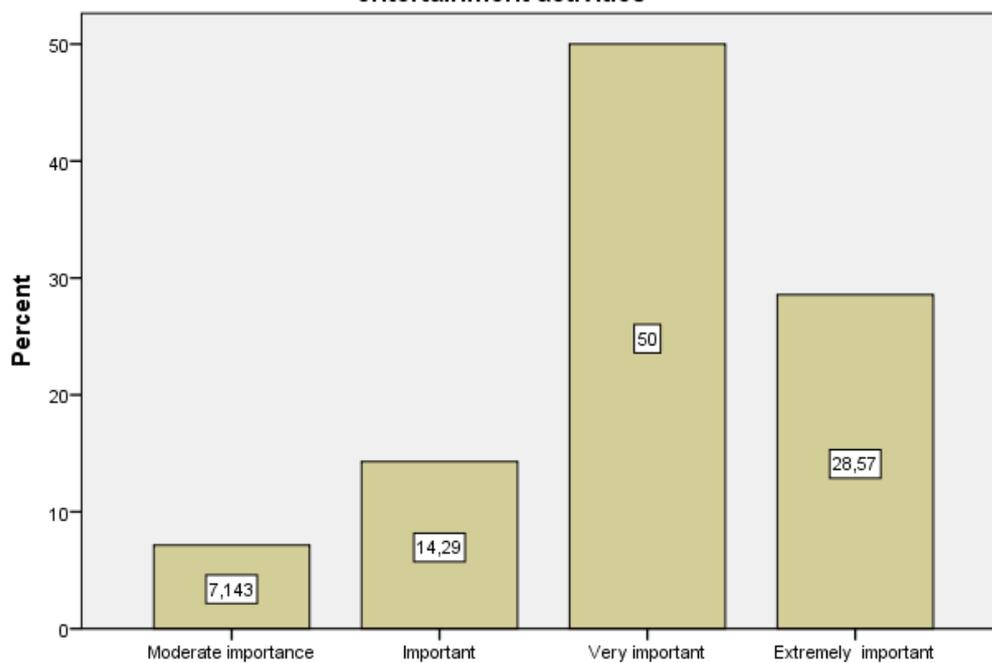


How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

How important is the following work related skills for your job? - Guest entertainment activities

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	7,1	7,1	7,1
Important	2	14,3	14,3	21,4
Valid Very important	7	50,0	50,0	71,4
Extremely important	4	28,6	28,6	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Guest entertainment activities

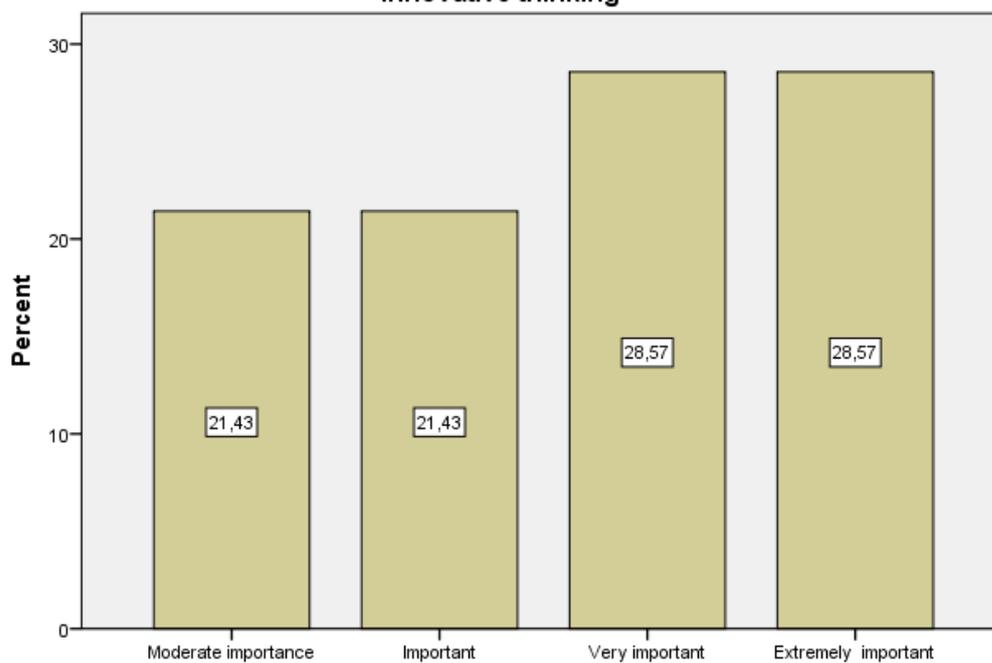


How important is the following work related skills for your job? - Guest entertainment activities

How important is the following work related skills for your job? - Creative and innovative thinking

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	3	21,4	21,4	21,4
Important	3	21,4	21,4	42,9
Valid Very important	4	28,6	28,6	71,4
Extremely important	4	28,6	28,6	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Creative and innovative thinking

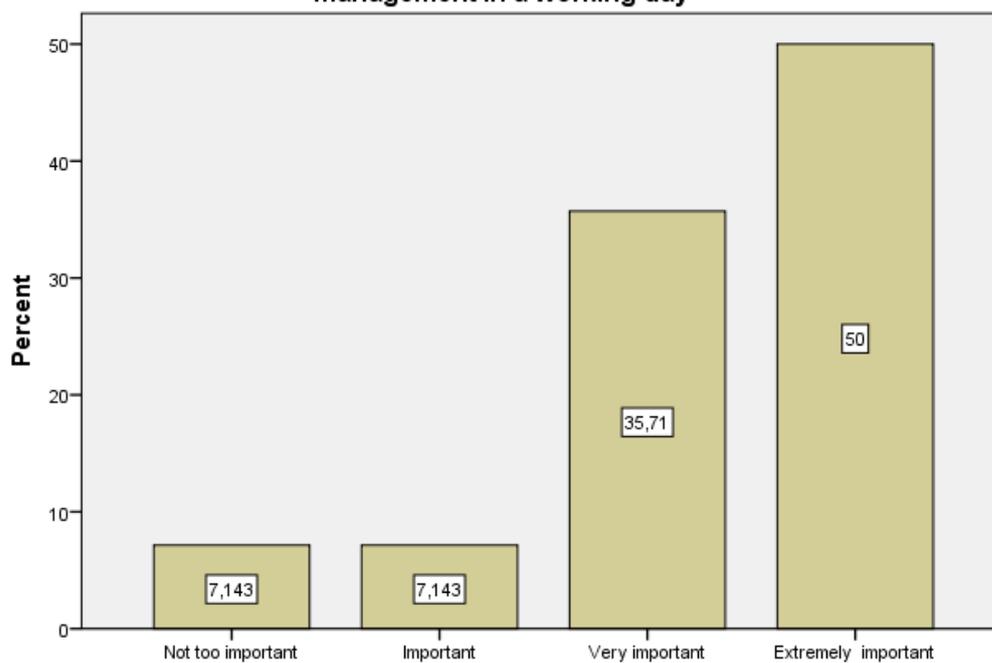


How important is the following work related skills for your job? - Creative and innovative thinking

How important is the following work related skills for your job? - Time management in a working day

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	7,1	7,1	7,1
Important	1	7,1	7,1	14,3
Valid Very important	5	35,7	35,7	50,0
Extremely important	7	50,0	50,0	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Time management in a working day

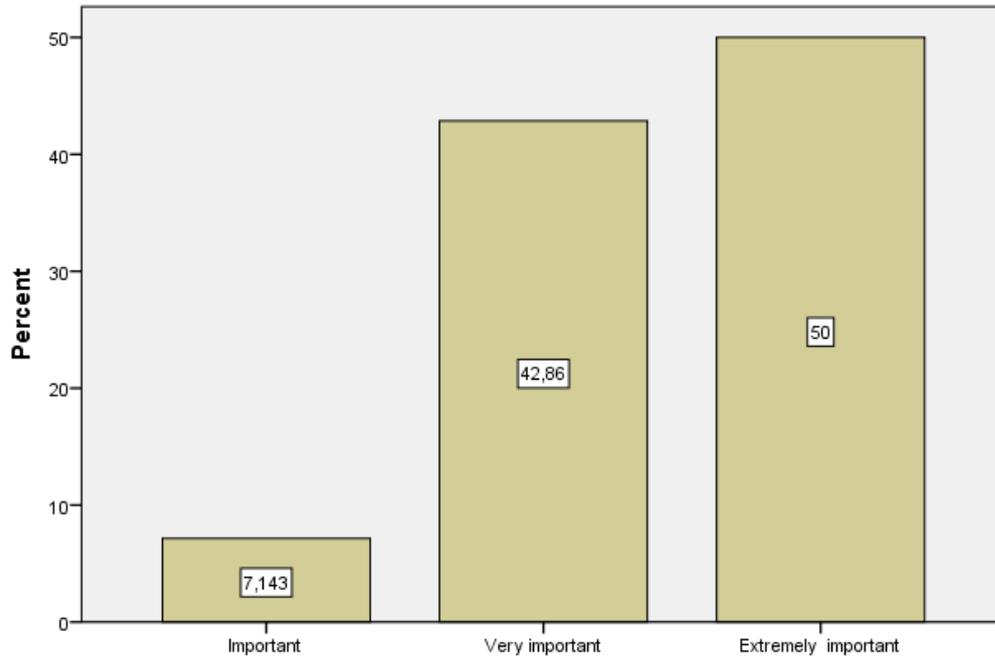


How important is the following work related skills for your job? - Time management in a working day

How important is the following work related skills for your job? - Ability to work in teams

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	1	7,1	7,1	7,1
Very important	6	42,9	42,9	50,0
Extremely important	7	50,0	50,0	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Ability to work in teams

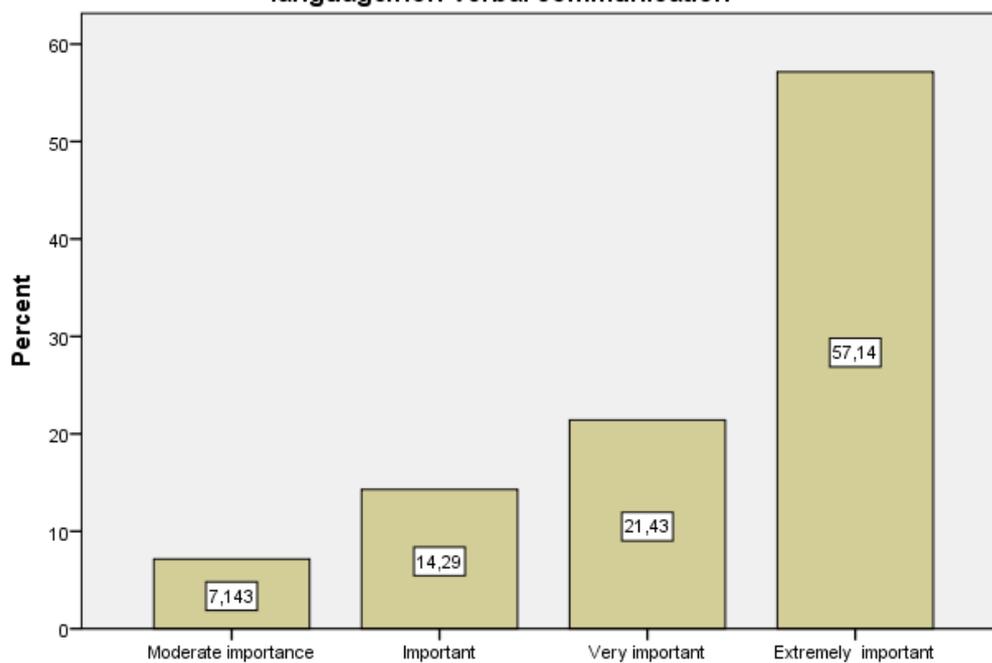


How important is the following work related skills for your job? - Ability to work in teams

How important is the following work related skills for your job? - Body language/non-verbal communication

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	7,1	7,1	7,1
Important	2	14,3	14,3	21,4
Valid Very important	3	21,4	21,4	42,9
Extremely important	8	57,1	57,1	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Body language/non-verbal communication

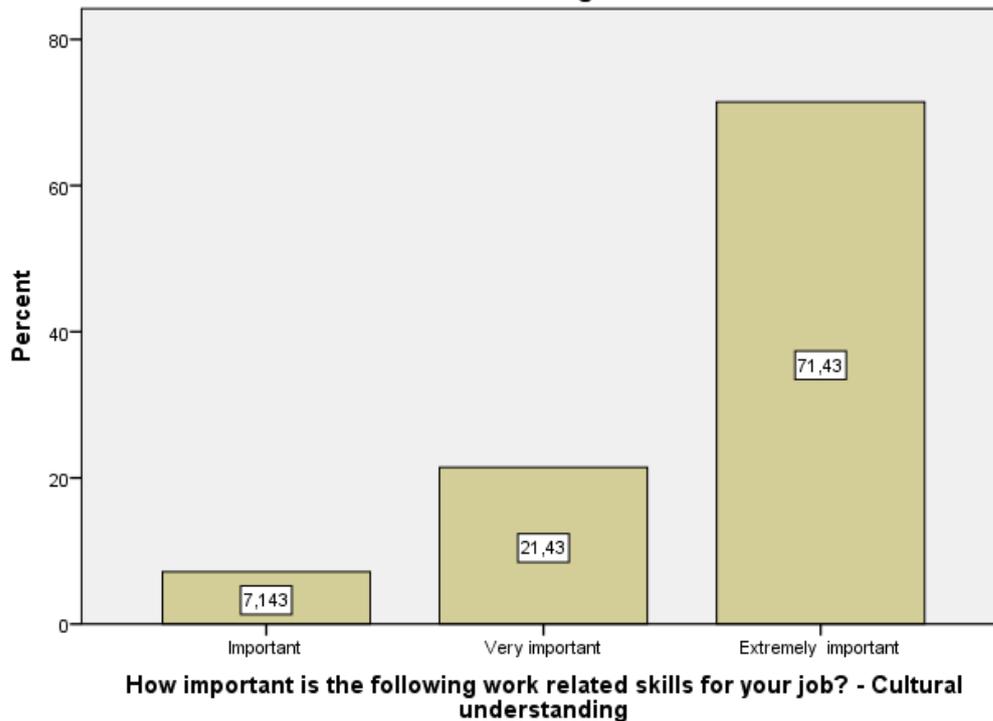


How important is the following work related skills for your job? - Body language/non-verbal communication

How important is the following work related skills for your job? - Cultural understanding

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	1	7,1	7,1	7,1
Very important	3	21,4	21,4	28,6
Extremely important	10	71,4	71,4	100,0
Total	14	100,0	100,0	

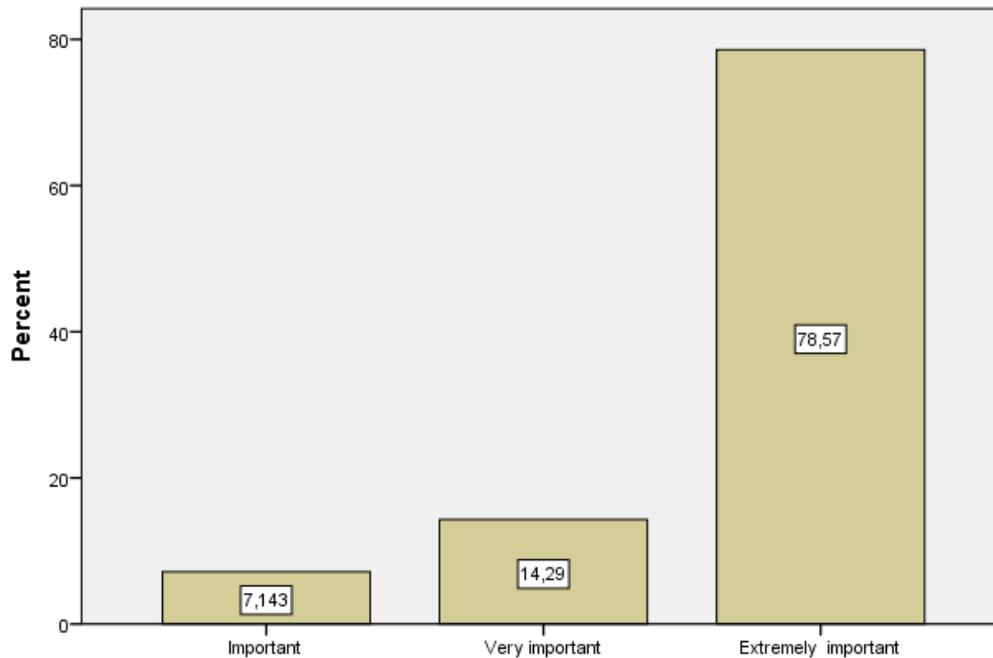
How important is the following work related skills for your job? - Cultural understanding



How important is the following work related skills for your job? - Interpersonal skills

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	1	7,1	7,1	7,1
Very important	2	14,3	14,3	21,4
Extremely important	11	78,6	78,6	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Interpersonal skills

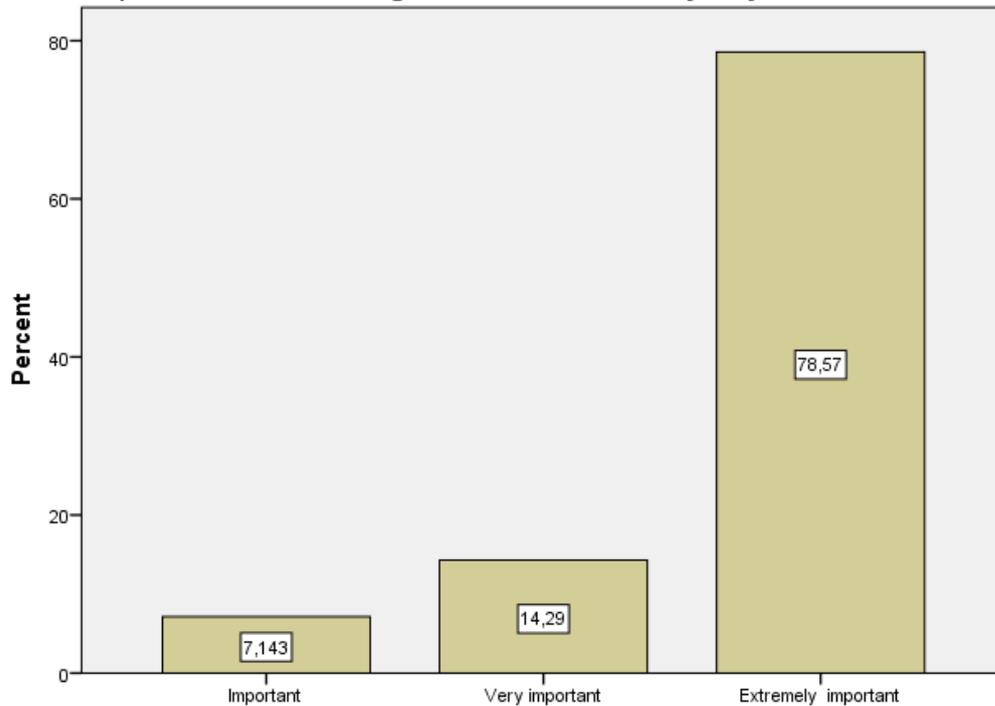


How important is the following work related skills for your job? - Interpersonal skills

How important is the following work related skills for your job? - Work ethics

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	1	7,1	7,1	7,1
Very important	2	14,3	14,3	21,4
Extremely important	11	78,6	78,6	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Work ethics

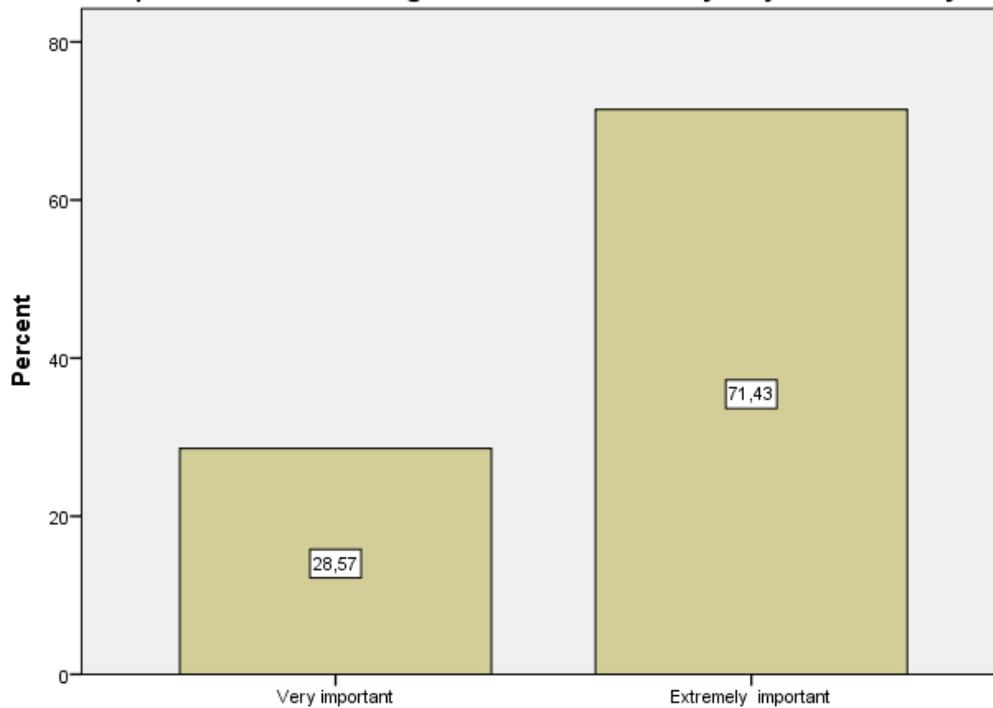


How important is the following work related skills for your job? - Work ethics

How important is the following work related skills for your job? - Courtesy

	Frequency	Percent	Valid Percent	Cumulative Percent
Very important	4	28,6	28,6	28,6
Valid Extremely important	10	71,4	71,4	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Courtesy

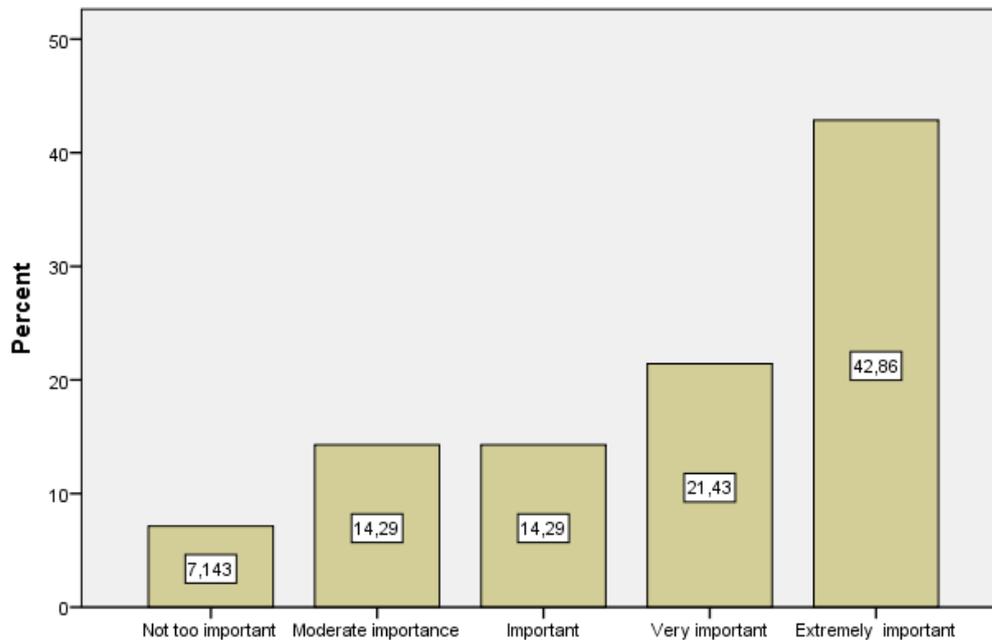


How important is the following work related skills for your job? - Courtesy

How important is the following work related skills for your job? - Ability to motivate

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	7,1	7,1	7,1
Moderate importance	2	14,3	14,3	21,4
Important	2	14,3	14,3	35,7
Very important	3	21,4	21,4	57,1
Extremely important	6	42,9	42,9	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Ability to motivate

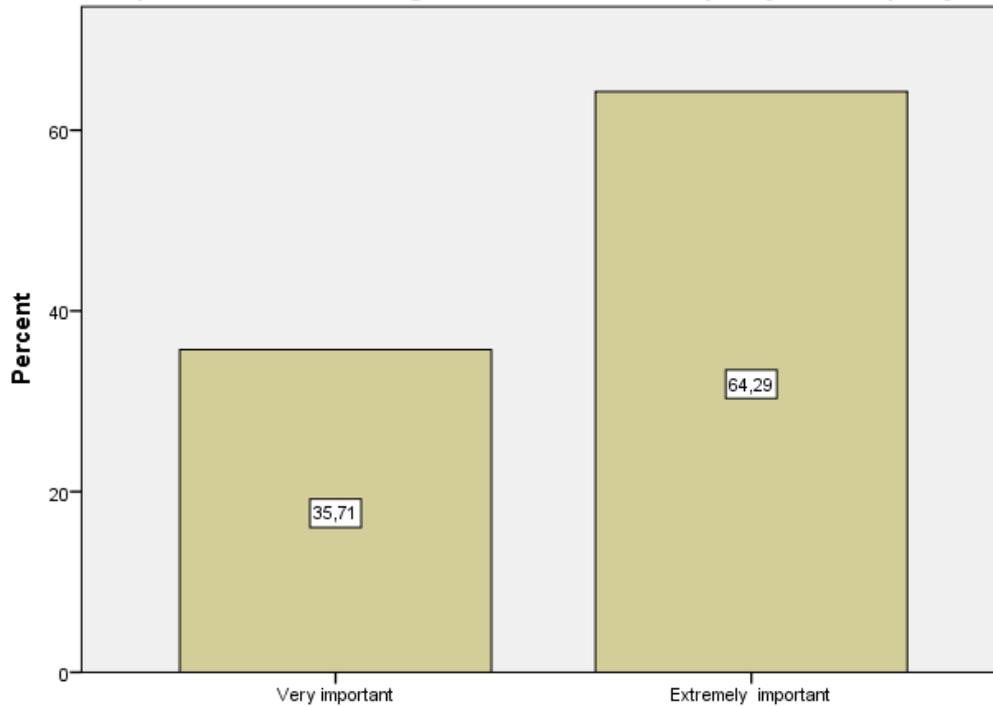


How important is the following work related skills for your job? - Ability to motivate

How important is the following work related skills for your job? - Empathy

	Frequency	Percent	Valid Percent	Cumulative Percent
Very important	5	35,7	35,7	35,7
Valid Extremely important	9	64,3	64,3	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Empathy

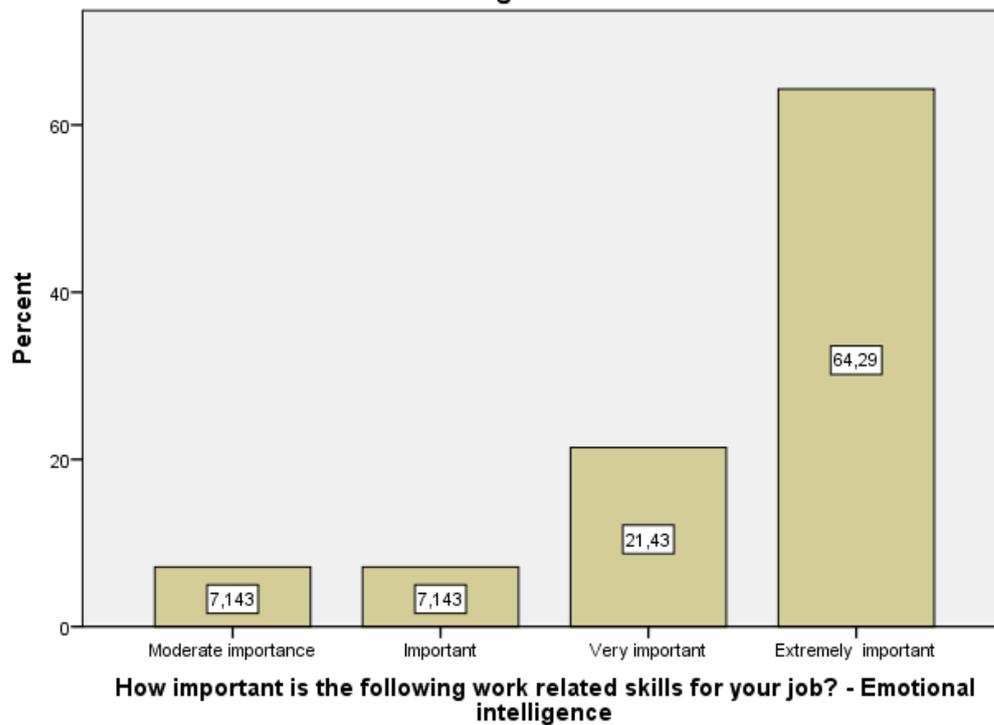


How important is the following work related skills for your job? - Empathy

How important is the following work related skills for your job? - Emotional intelligence

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	7,1	7,1	7,1
Important	1	7,1	7,1	14,3
Valid Very important	3	21,4	21,4	35,7
Extremely important	9	64,3	64,3	100,0
Total	14	100,0	100,0	

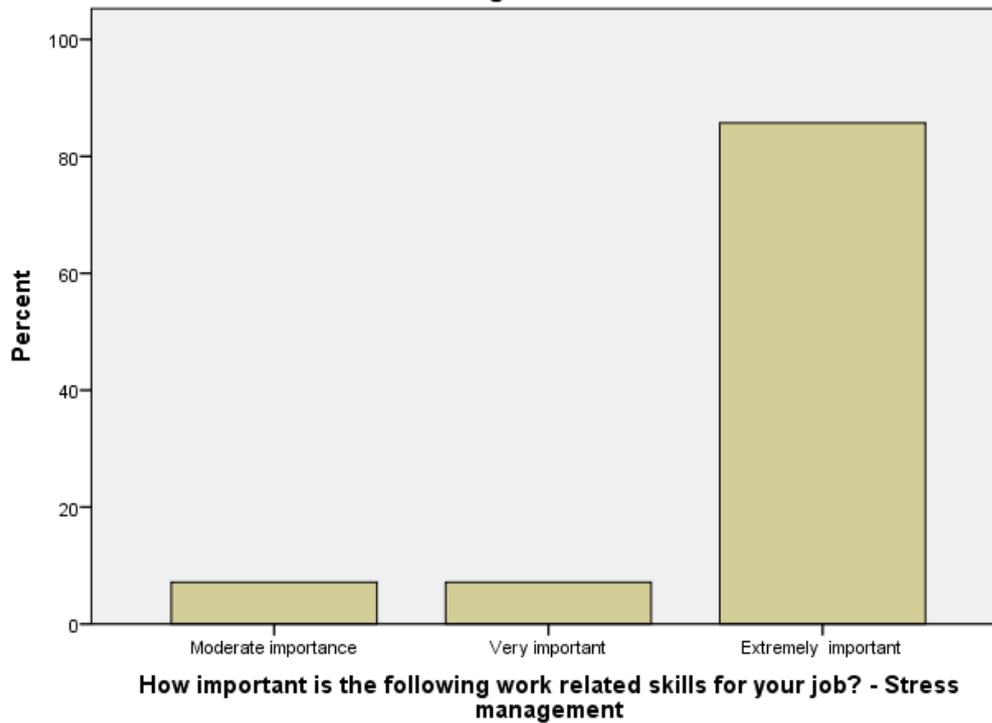
How important is the following work related skills for your job? - Emotional intelligence



How important is the following work related skills for your job? - Stress management

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	7,1	7,1	7,1
Very important	1	7,1	7,1	14,3
Extremely important	12	85,7	85,7	100,0
Total	14	100,0	100,0	

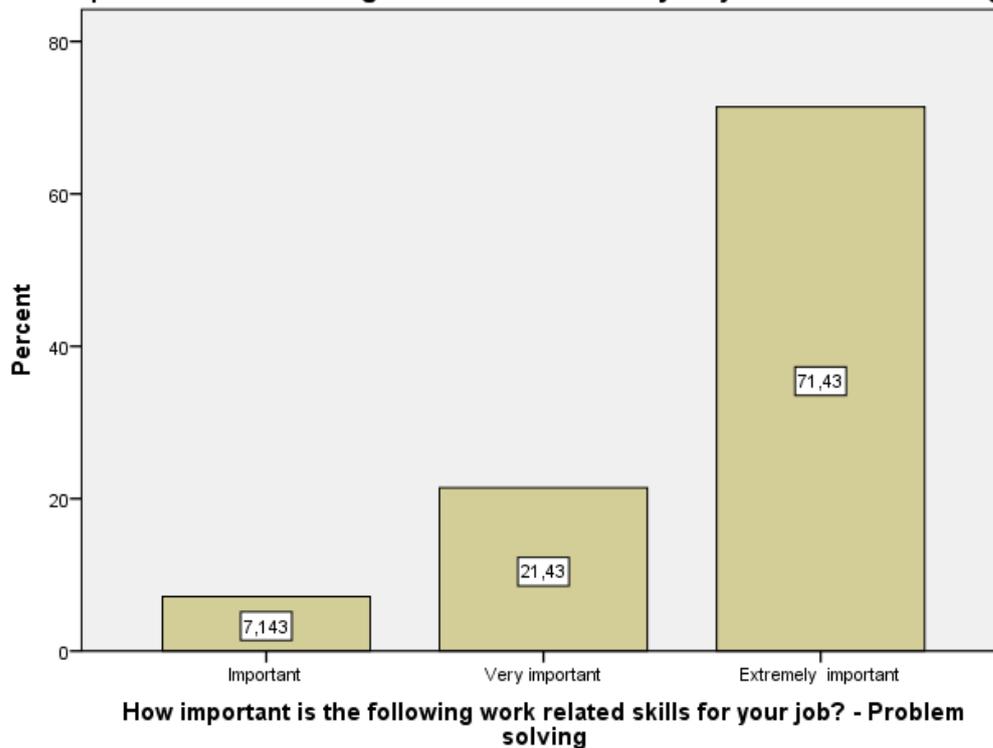
How important is the following work related skills for your job? - Stress management



How important is the following work related skills for your job? - Problem solving

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	1	7,1	7,1	7,1
Very important	3	21,4	21,4	28,6
Extremely important	10	71,4	71,4	100,0
Total	14	100,0	100,0	

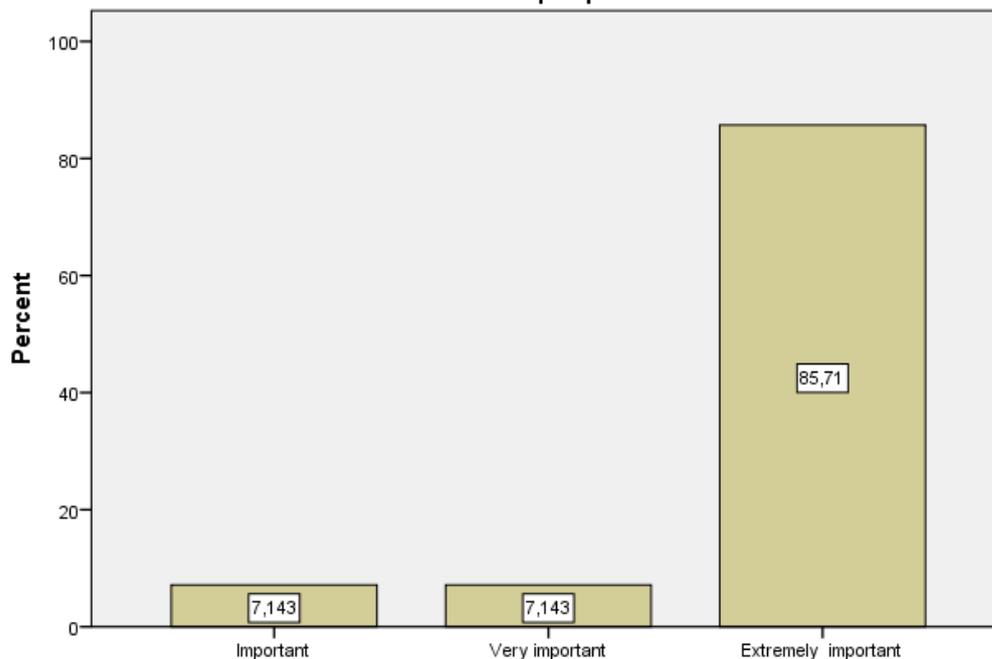
How important is the following work related skills for your job? - Problem solving



How important is the following work related skills for your job? - Ability to deal with difficult people

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	1	7,1	7,1	7,1
Very important	1	7,1	7,1	14,3
Extremely important	12	85,7	85,7	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Ability to deal with difficult people

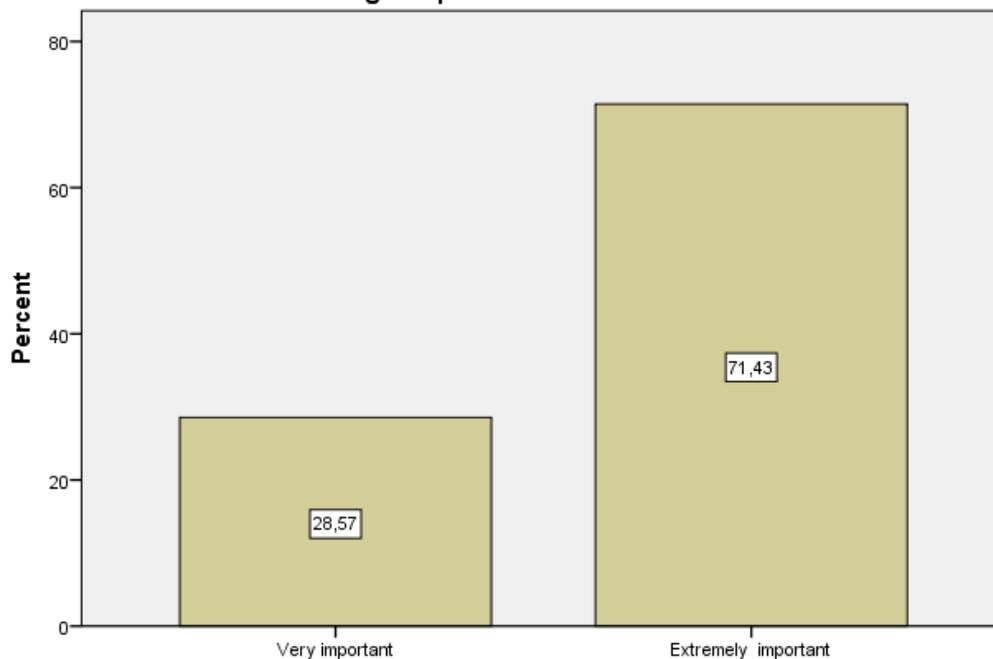


How important is the following work related skills for your job? - Ability to deal with difficult people

How important is the following work related skills for your job? - Ability to keep a good/positive attitude

	Frequency	Percent	Valid Percent	Cumulative Percent
Very important	4	28,6	28,6	28,6
Valid Extremely important	10	71,4	71,4	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Ability to keep a good/positive attitude

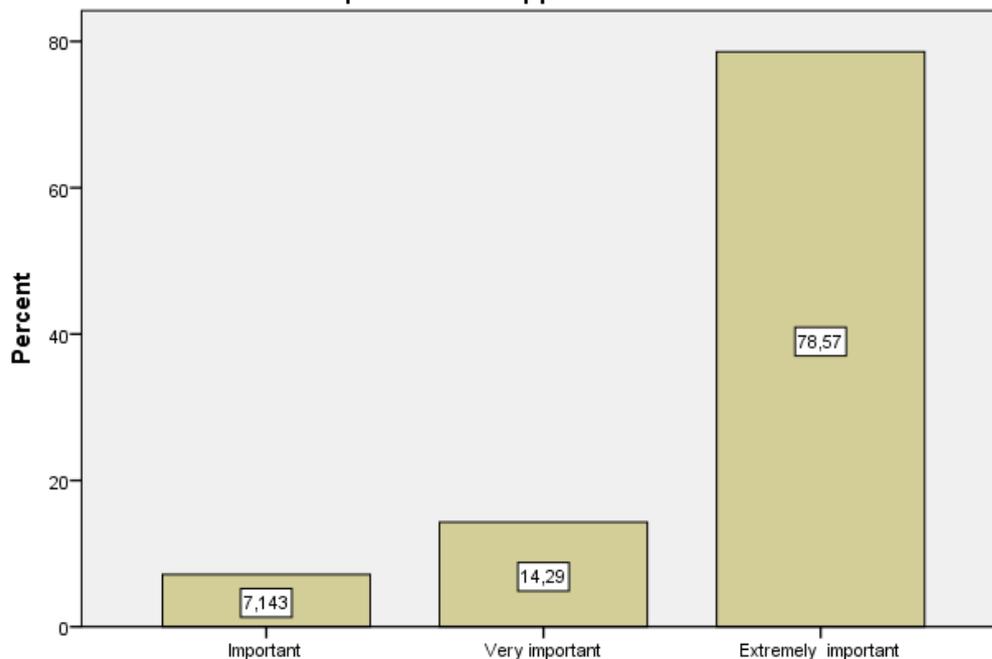


How important is the following work related skills for your job? - Ability to keep a good/positive attitude

How important is the following work related skills for your job? - Attire – professional appearance

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	1	7,1	7,1	7,1
Very important	2	14,3	14,3	21,4
Extremely important	11	78,6	78,6	100,0
Total	14	100,0	100,0	

How important is the following work related skills for your job? - Attire – professional appearance

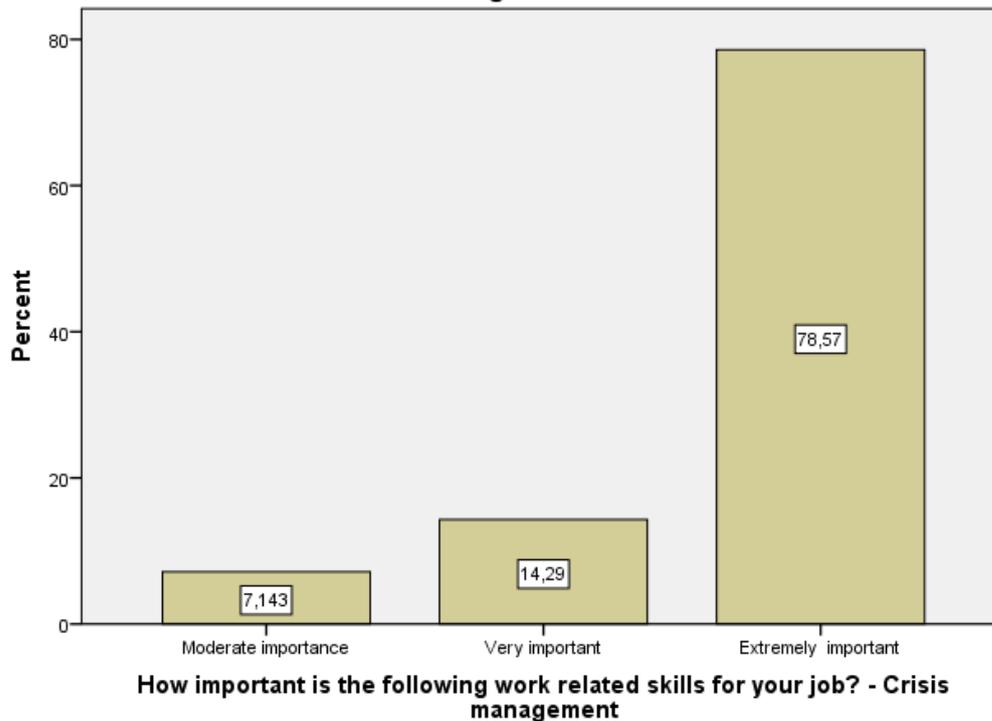


How important is the following work related skills for your job? - Attire – professional appearance

How important is the following work related skills for your job? - Crisis management

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	7,1	7,1	7,1
Very important	2	14,3	14,3	21,4
Extremely important	11	78,6	78,6	100,0
Total	14	100,0	100,0	

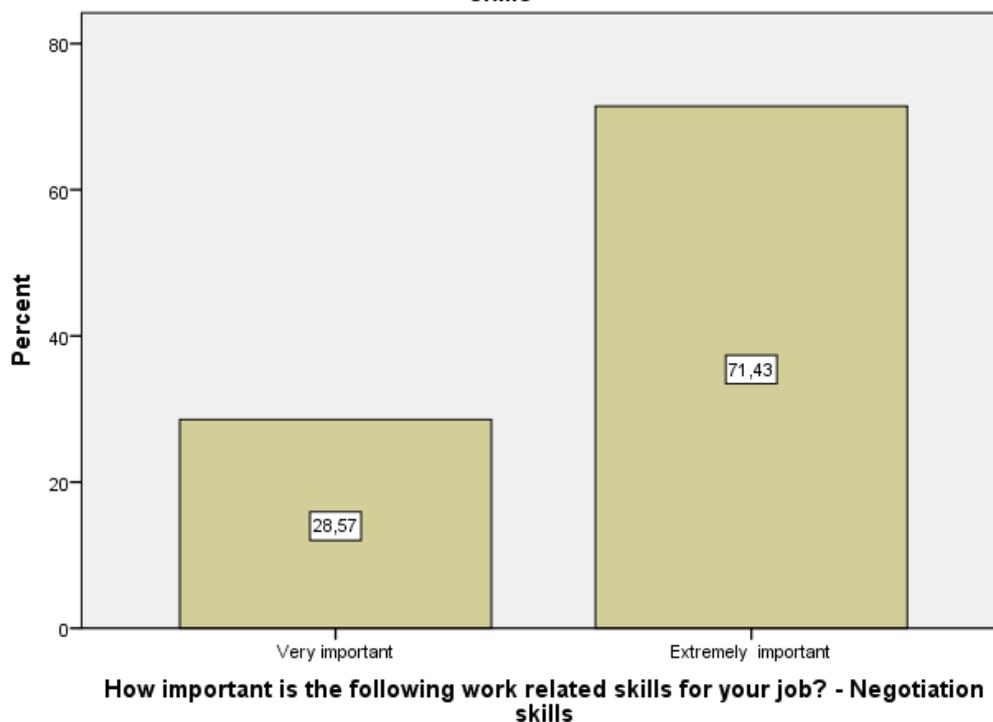
How important is the following work related skills for your job? - Crisis management



How important is the following work related skills for your job? - Negotiation skills

	Frequency	Percent	Valid Percent	Cumulative Percent
Very important	4	28,6	28,6	28,6
Valid Extremely important	10	71,4	71,4	100,0
Total	14	100,0	100,0	

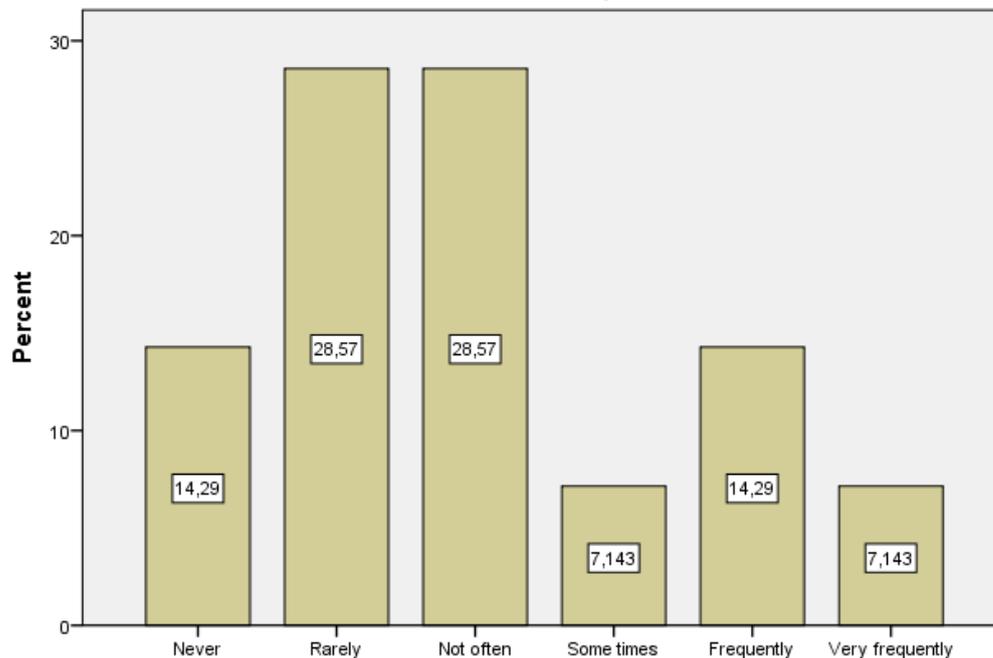
How important is the following work related skills for your job? - Negotiation skills



How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6

	Frequency	Percent	Valid Percent	Cumulative Percent
Never	2	14,3	14,3	14,3
Rarely	4	28,6	28,6	42,9
Not often	4	28,6	28,6	71,4
Valid Some times	1	7,1	7,1	78,6
Frequently	2	14,3	14,3	92,9
Very frequently	1	7,1	7,1	100,0
Total	14	100,0	100,0	

How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6

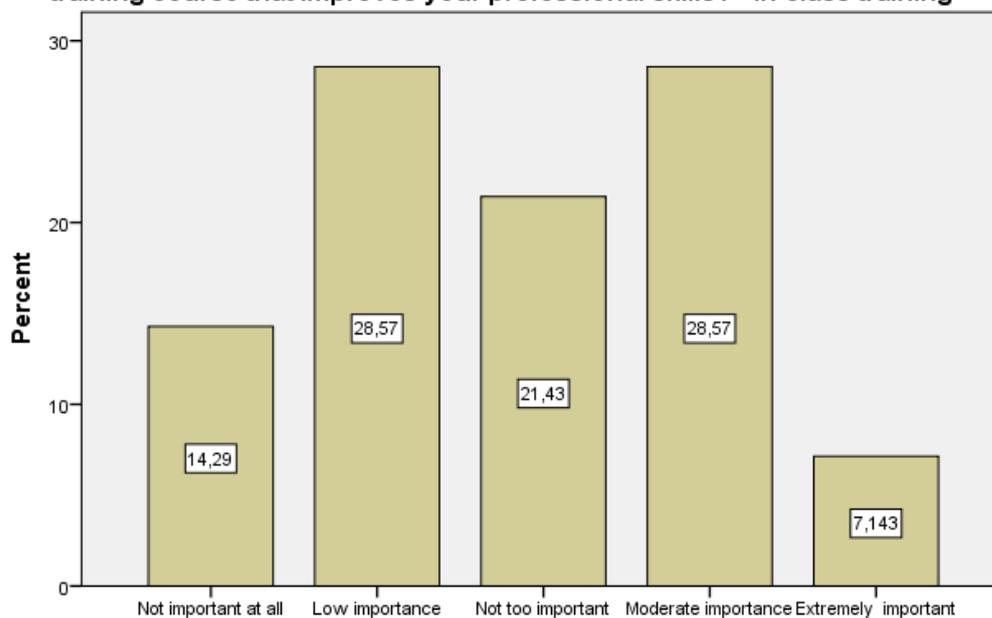


How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

	Frequency	Percent	Valid Percent	Cumulative Percent
Not important at all	2	14,3	14,3	14,3
Low importance	4	28,6	28,6	42,9
Not too important	3	21,4	21,4	64,3
Moderate importance	4	28,6	28,6	92,9
Extremely important	1	7,1	7,1	100,0
Total	14	100,0	100,0	

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

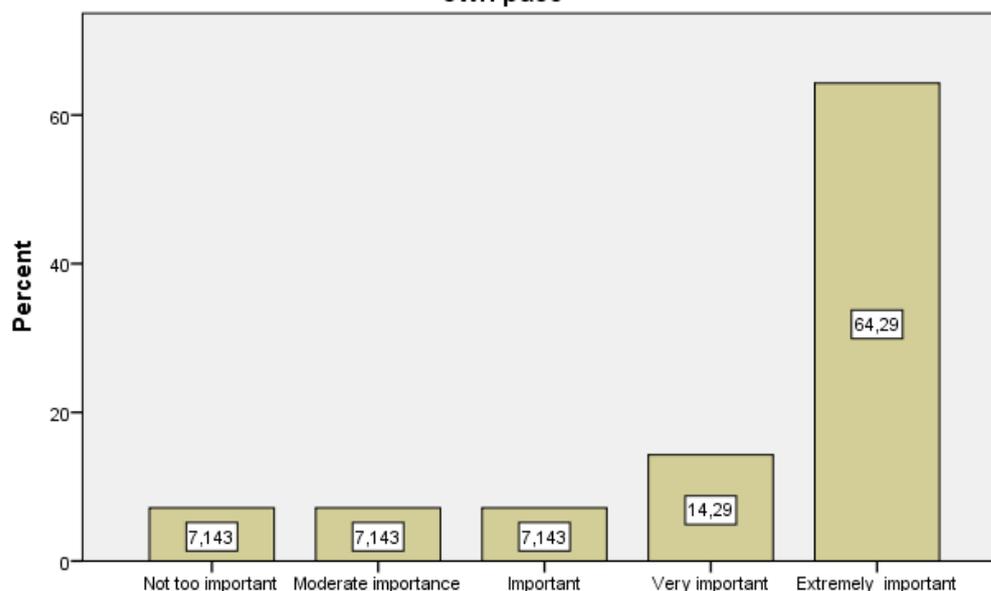


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	7,1	7,1	7,1
Moderate importance	1	7,1	7,1	14,3
Important	1	7,1	7,1	21,4
Very important	2	14,3	14,3	35,7
Extremely important	9	64,3	64,3	100,0
Total	14	100,0	100,0	

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

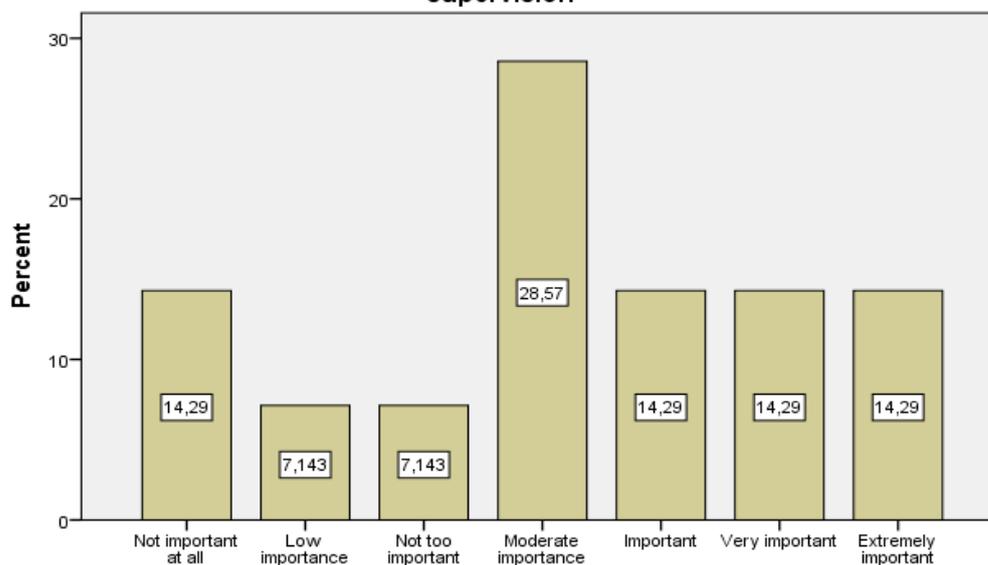


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

	Frequency	Percent	Valid Percent	Cumulative Percent
Not important at all	2	14,3	14,3	14,3
Low importance	1	7,1	7,1	21,4
Not too important	1	7,1	7,1	28,6
Moderate importance	4	28,6	28,6	57,1
Important	2	14,3	14,3	71,4
Very important	2	14,3	14,3	85,7
Extremely important	2	14,3	14,3	100,0
Total	14	100,0	100,0	

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

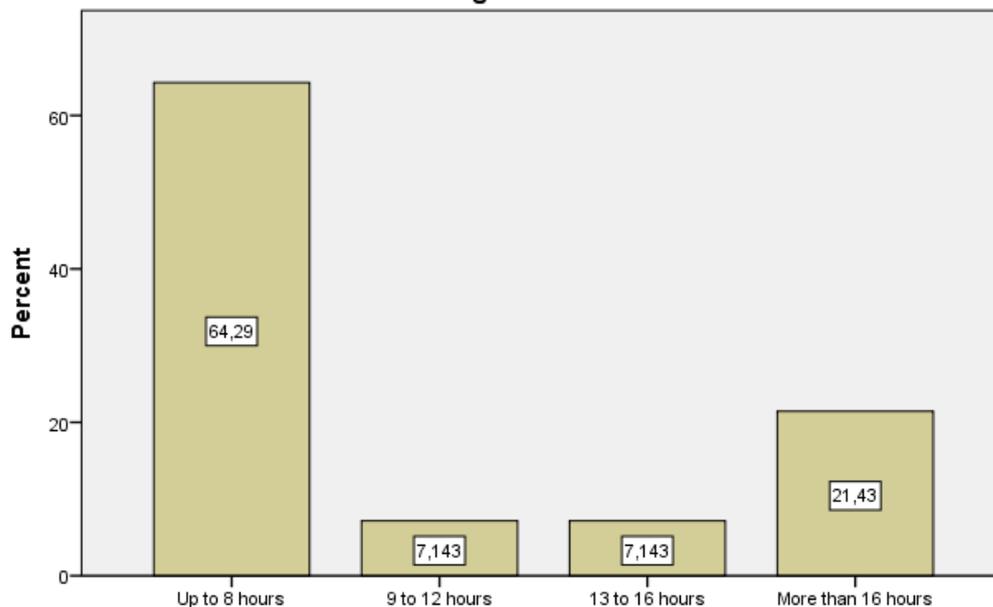


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme

	Frequency	Percent	Valid Percent	Cumulative Percent
Up to 8 hours	9	64,3	64,3	64,3
9 to 12 hours	1	7,1	7,1	71,4
Valid 13 to 16 hours	1	7,1	7,1	78,6
More than 16 hours	3	21,4	21,4	100,0
Total	14	100,0	100,0	

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme

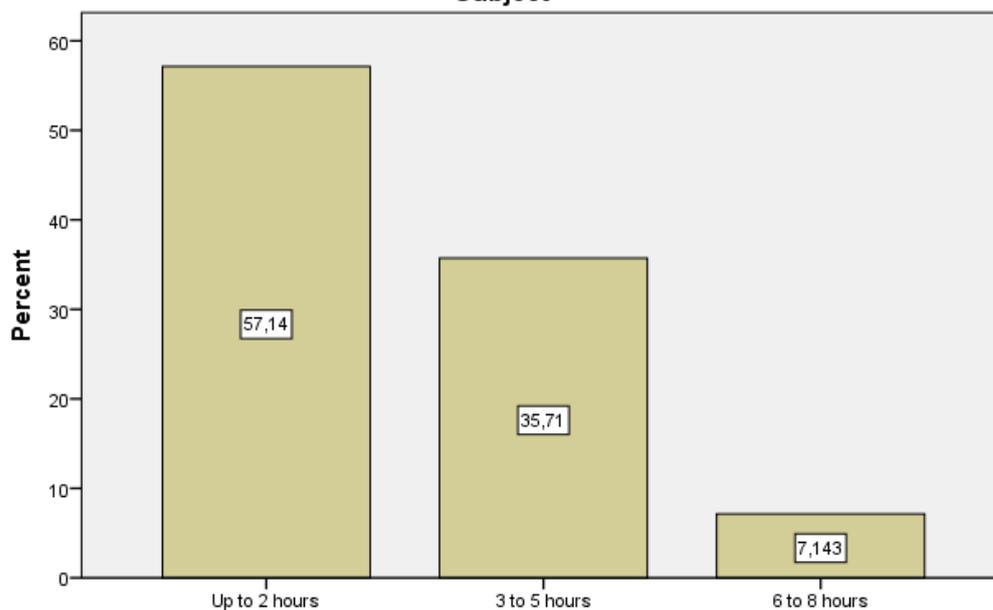


Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject

	Frequency	Percent	Valid Percent	Cumulative Percent
Up to 2 hours	8	57,1	57,1	57,1
3 to 5 hours	5	35,7	35,7	92,9
6 to 8 hours	1	7,1	7,1	100,0
Total	14	100,0	100,0	

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject

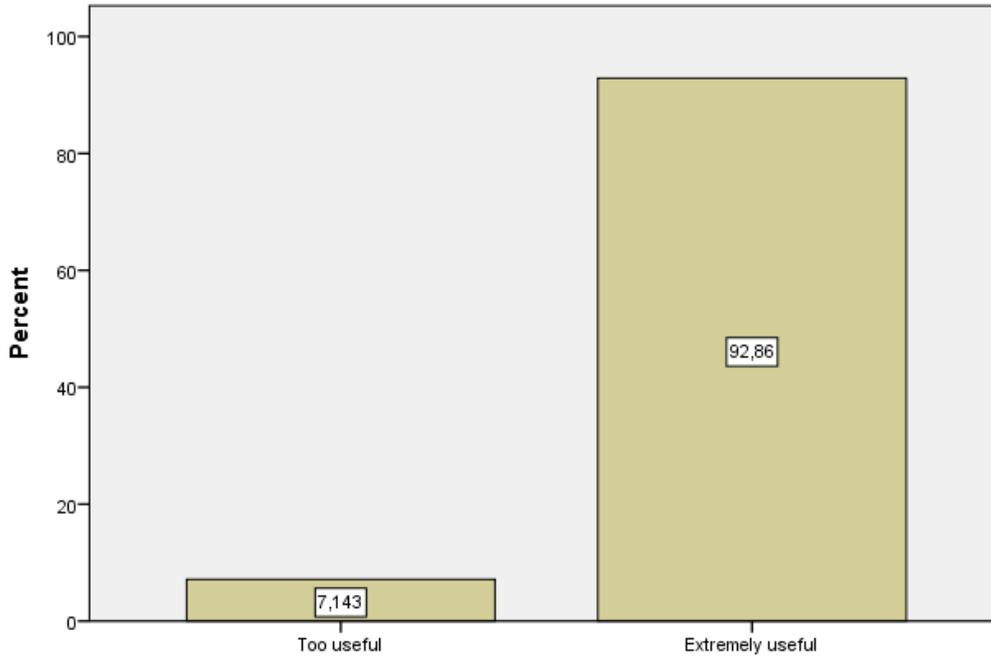


Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject

How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?

	Frequency	Percent	Valid Percent	Cumulative Percent
Too useful	1	7,1	7,1	7,1
Valid Extremely useful	13	92,9	92,9	100,0
Total	14	100,0	100,0	

How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?



How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?

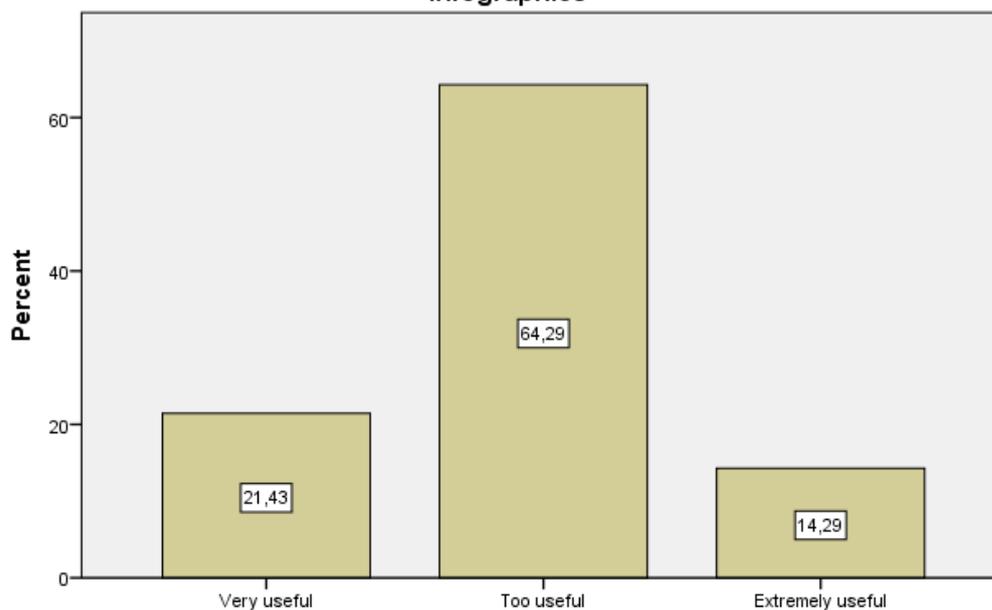
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Infographics

	Frequency	Percent	Valid Percent	Cumulative Percent
Very useful	3	21,4	21,4	21,4
Too useful	9	64,3	64,3	85,7
Extremely useful	2	14,3	14,3	100,0
Total	14	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Infographics



Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

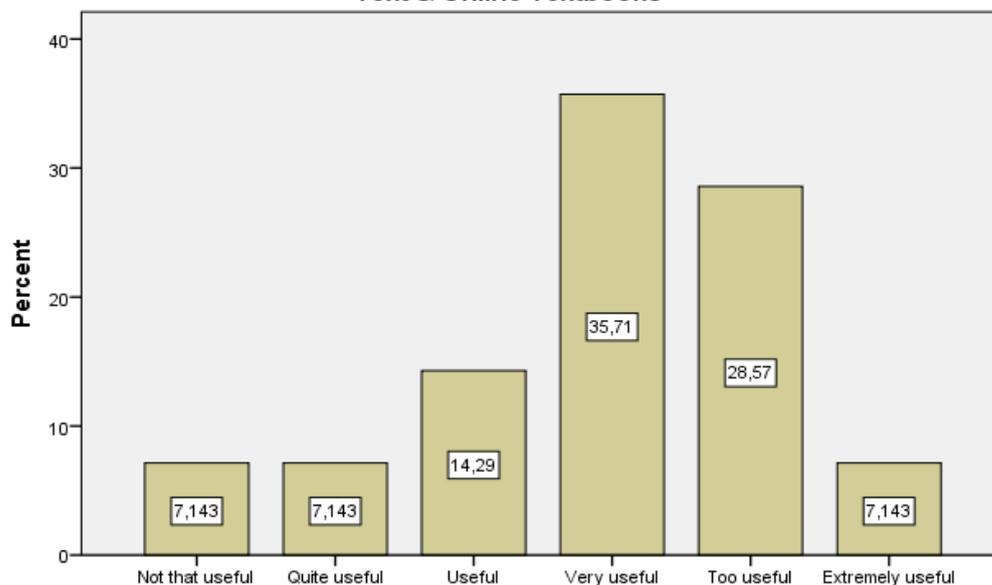
Infographics

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Text & Online Textbooks

	Frequency	Percent	Valid Percent	Cumulative Percent
Not that useful	1	7,1	7,1	7,1
Quite useful	1	7,1	7,1	14,3
Useful	2	14,3	14,3	28,6
Valid Very useful	5	35,7	35,7	64,3
Too useful	4	28,6	28,6	92,9
Extremely useful	1	7,1	7,1	100,0
Total	14	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks



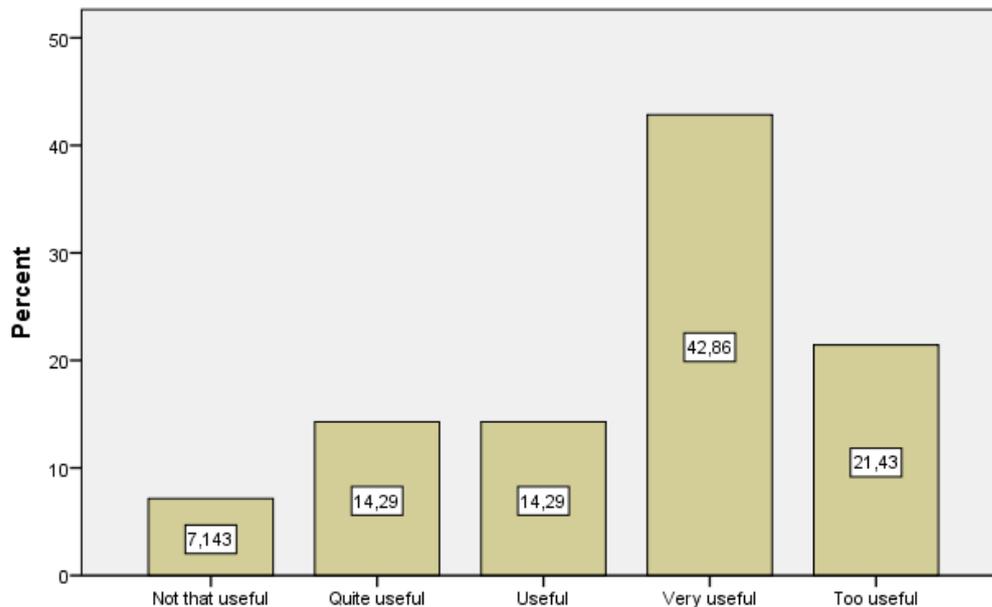
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Videos

	Frequency	Percent	Valid Percent	Cumulative Percent
Not that useful	1	7,1	7,1	7,1
Quite useful	2	14,3	14,3	21,4
Useful	2	14,3	14,3	35,7
Very useful	6	42,9	42,9	78,6
Too useful	3	21,4	21,4	100,0
Total	14	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos



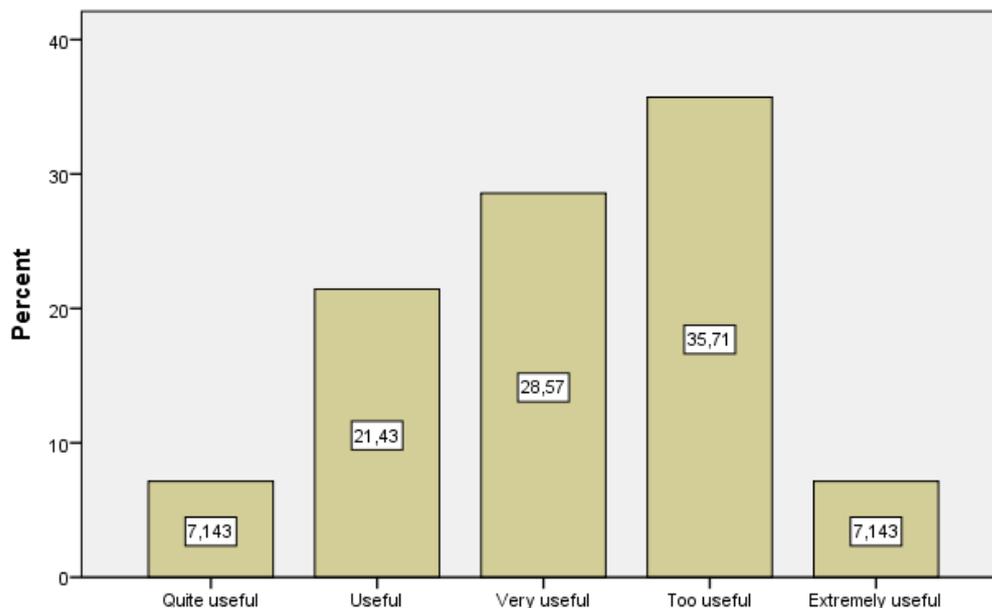
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Articles

	Frequency	Percent	Valid Percent	Cumulative Percent
Quite useful	1	7,1	7,1	7,1
Useful	3	21,4	21,4	28,6
Very useful	4	28,6	28,6	57,1
Too useful	5	35,7	35,7	92,9
Extremely useful	1	7,1	7,1	100,0
Total	14	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -
- Articles



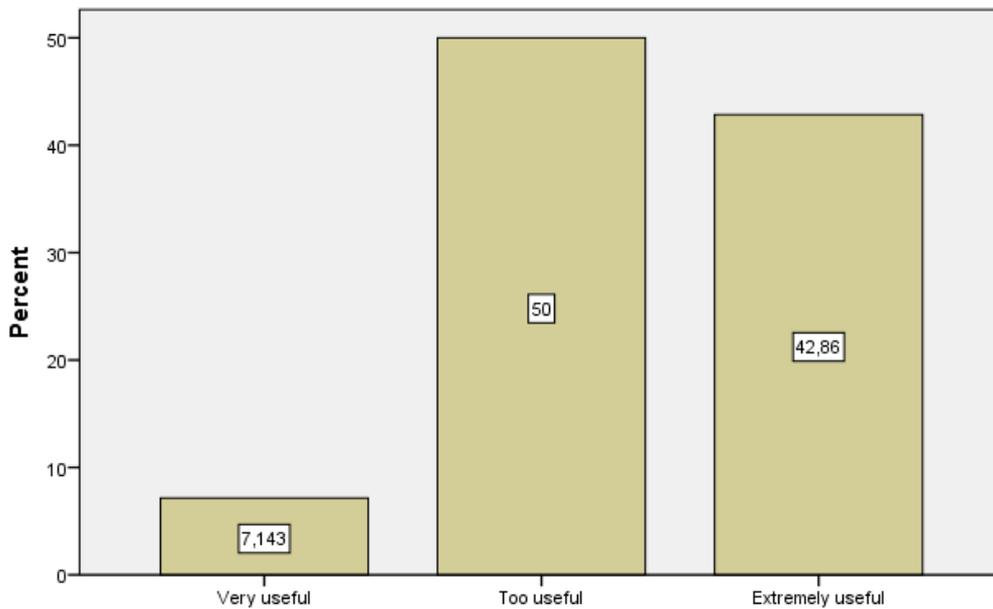
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

On line self-assessments

	Frequency	Percent	Valid Percent	Cumulative Percent
Very useful	1	7,1	7,1	7,1
Too useful	7	50,0	50,0	57,1
Extremely useful	6	42,9	42,9	100,0
Total	14	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -
- On line self-assessments



Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - On line self-assessments

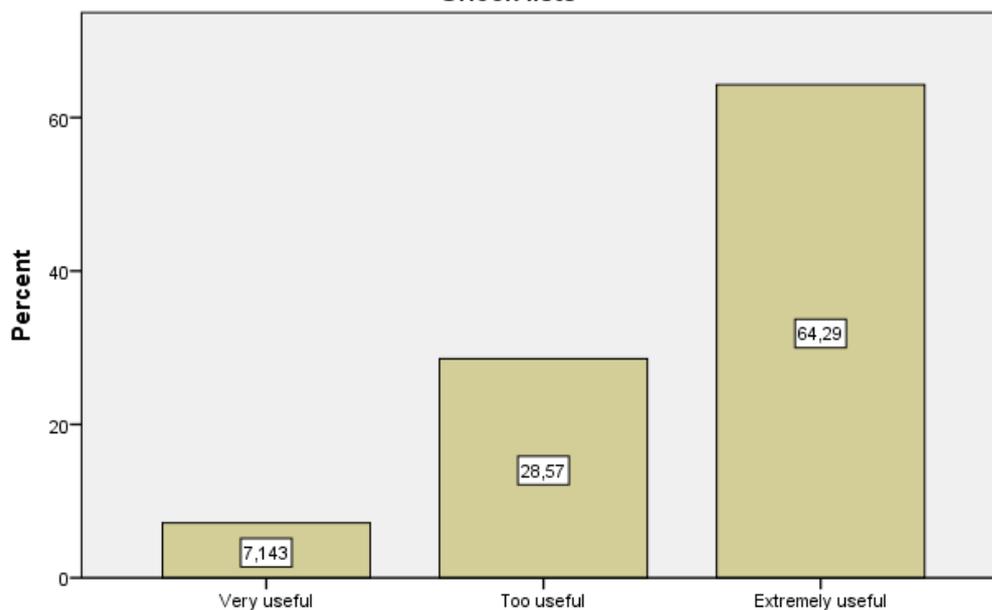
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Check lists

	Frequency	Percent	Valid Percent	Cumulative Percent
Very useful	1	7,1	7,1	7,1
Too useful	4	28,6	28,6	35,7
Extremely useful	9	64,3	64,3	100,0
Total	14	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

- Check lists



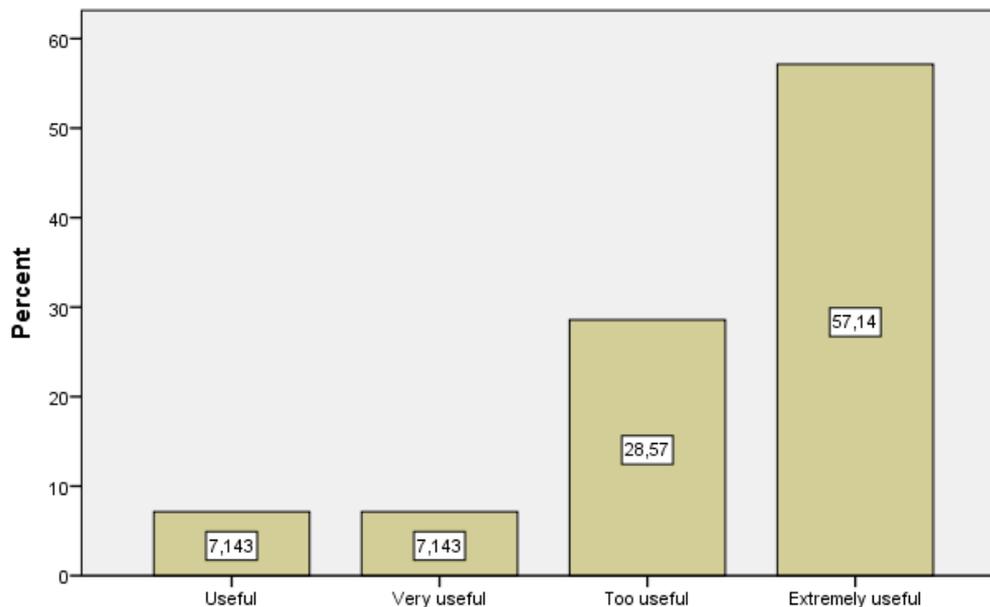
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Check lists

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Case studies

	Frequency	Percent	Valid Percent	Cumulative Percent
Useful	1	7,1	7,1	7,1
Very useful	1	7,1	7,1	14,3
Valid Too useful	4	28,6	28,6	42,9
Extremely useful	8	57,1	57,1	100,0
Total	14	100,0	100,0	

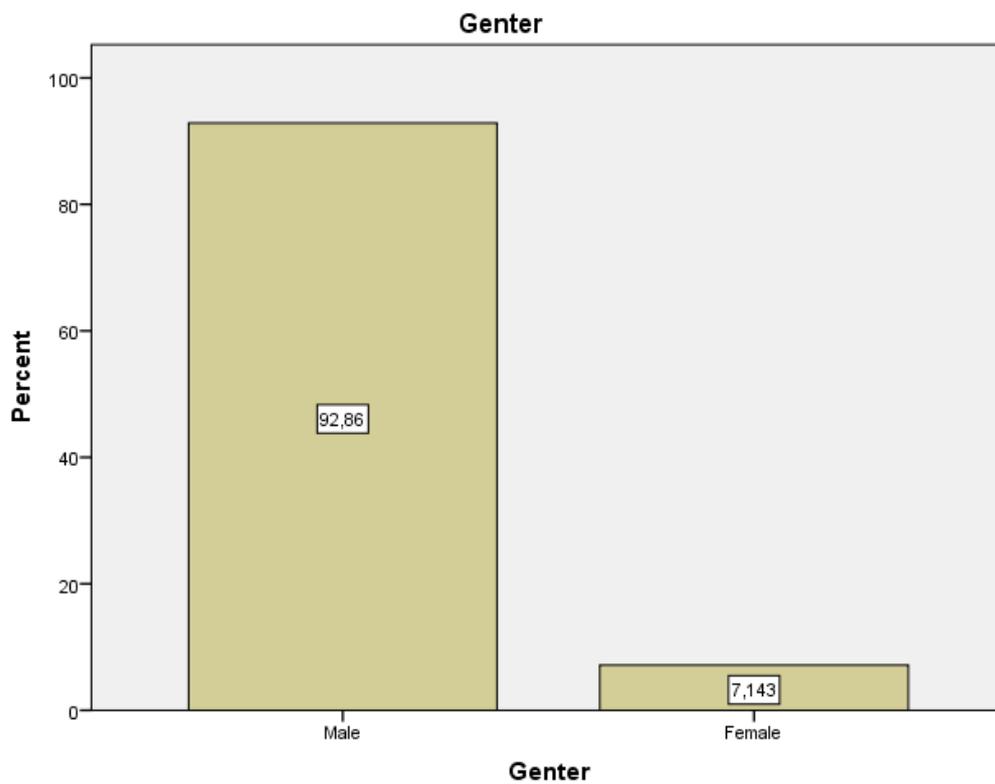
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies



Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies

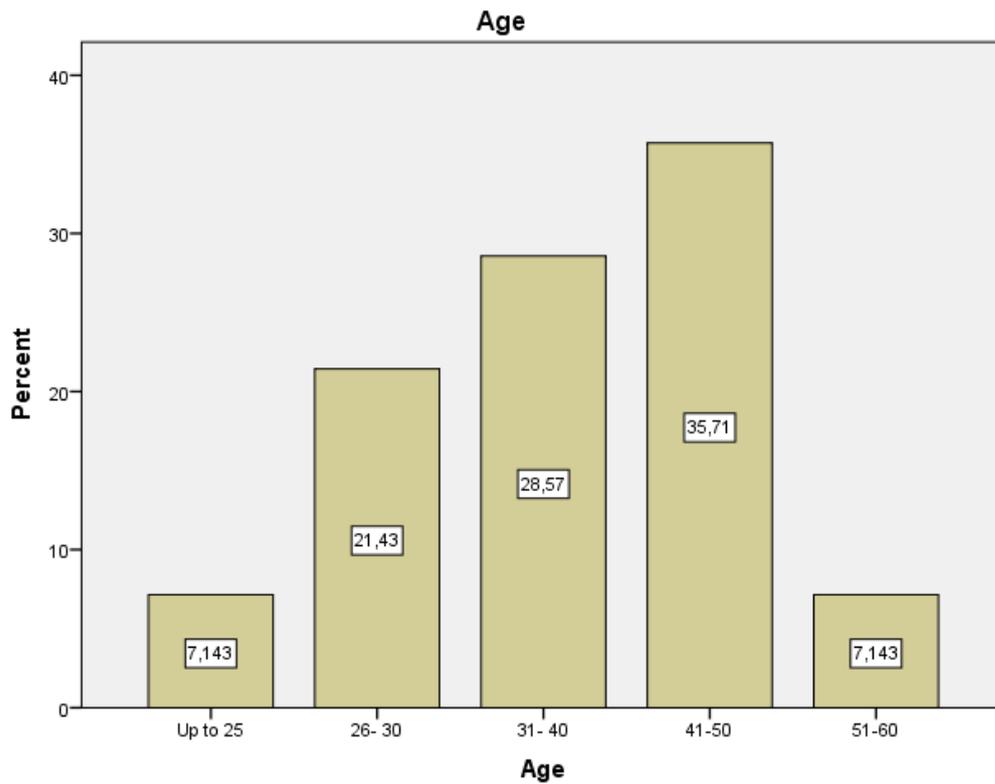
Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Male	13	92,9	92,9	92,9
Valid Female	1	7,1	7,1	100,0
Total	14	100,0	100,0	



Age

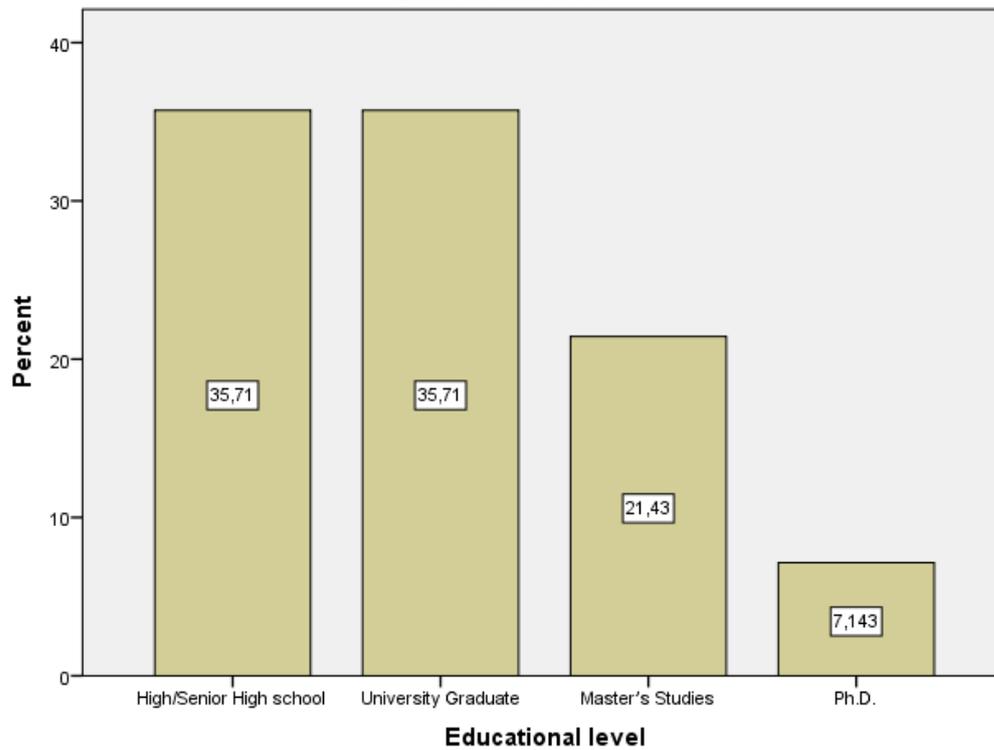
	Frequency	Percent	Valid Percent	Cumulative Percent
Up to 25	1	7,1	7,1	7,1
26- 30	3	21,4	21,4	28,6
31- 40	4	28,6	28,6	57,1
41-50	5	35,7	35,7	92,9
51-60	1	7,1	7,1	100,0
Total	14	100,0	100,0	



Educational level

	Frequency	Percent	Valid Percent	Cumulative Percent
High/Senior High school	5	35,7	35,7	35,7
University Graduate	5	35,7	35,7	71,4
Valid Master's Studies	3	21,4	21,4	92,9
Ph.D.	1	7,1	7,1	100,0
Total	14	100,0	100,0	

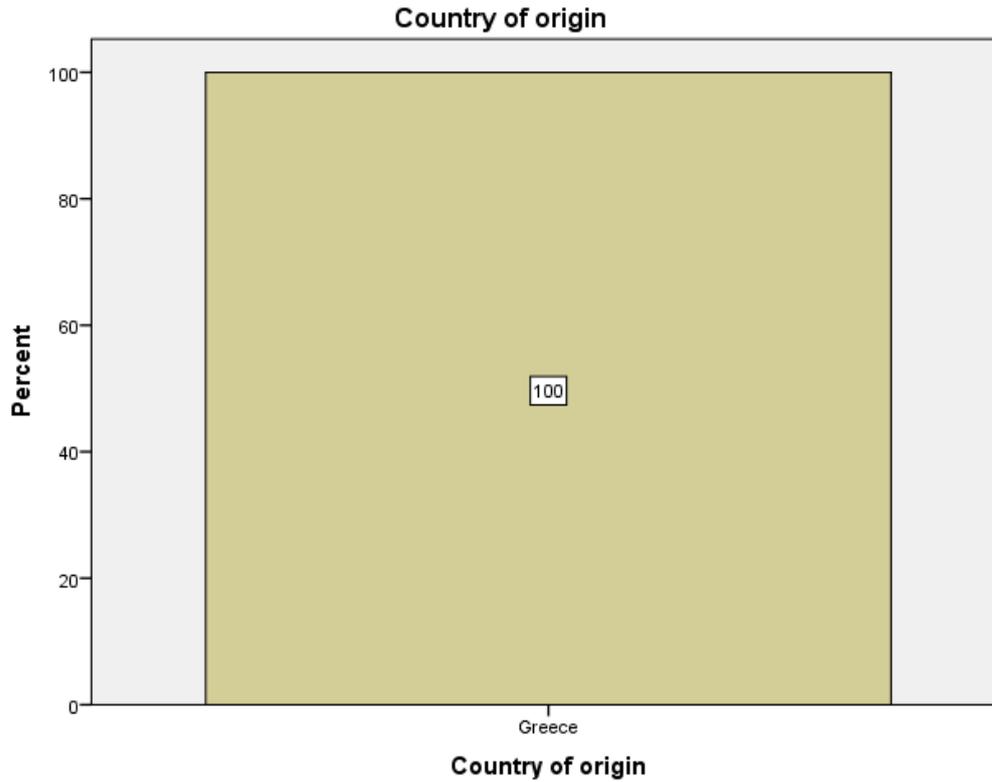
Educational level





Country of origin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Greece	14	100,0	100,0	100,0



A8. Summary Statistics - Croatia

8.1 Descriptive

		What is your experience as a charter skipper (in years)?	What type of boats are you most experienced in?	What is the average length (in meters) of the boats you are most experienced in	Do have experience in as a skipper in Bulgaria (Black Sea)
N	Valid	21	21	21	21
	Missing	0	0	0	0
Mean		2,81	1,57	2,38	1,00
Median		3,00	1,00	2,00	1,00
Mode		2	1	2	1
Std. Deviation		,928	,870	,590	,000
Variance		,862	,757	,348	,000
Skewness		,000	1,017	1,319	
Std. Error of Skewness		,501	,501	,501	,501
Kurtosis		-1,125	-,871	,989	
Std. Error of Kurtosis		,972	,972	,972	,972
Range		3	2	2	0
Minimum		1	1	2	1
Maximum		4	3	4	1
Sum		59	33	50	21
Percentiles	25	2,00	1,00	2,00	1,00
	50	3,00	1,00	2,00	1,00
	75	4,00	2,50	3,00	1,00

		Do have experience in as a skipper in Croatia (Adriatic Sea)	Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)	Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)	Do have experience in as a skipper in other parts of the Mediterranean Sea
N	Valid	21	21	21	21
	Missing	0	0	0	0
Mean		2,00	1,33	1,05	1,24
Median		2,00	1,00	1,00	1,00
Mode		2	1	1	1
Std. Deviation		,000	,483	,218	,436
Variance		,000	,233	,048	,190
Skewness			,763	4,583	1,327
Std. Error of Skewness		,501	,501	,501	,501
Kurtosis			-1,579	21,000	-,276
Std. Error of Kurtosis		,972	,972	,972	,972
Range		0	1	1	1
Minimum		2	1	1	1
Maximum		2	2	2	2
Sum		42	28	22	26
Percentiles	25	2,00	1,00	1,00	1,00
	50	2,00	1,00	1,00	1,00
	75	2,00	2,00	1,00	1,50

		Do have experience in as a skipper in ocean/tidal waters	Have you ever participated in any additional training that improves the quality of your performance	How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)	How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)
N	Valid	21	21	21	21
	Missing	0	0	0	0
Mean		1,00	1,38	5,62	6,43
Median		1,00	1,00	6,00	7,00
Mode		1	1	7	7
Std. Deviation		,000	,498	1,359	,978
Variance		,000	,248	1,848	,957
Skewness			,529	-,409	-2,435
Std. Error of Skewness		,501	,501	,501	,501
Kurtosis			-1,913	-1,312	7,103
Std. Error of Kurtosis		,972	,972	,972	,972
Range		0	1	4	4
Minimum		1	1	3	3
Maximum		1	2	7	7
Sum		21	29	118	135
Percentiles	25	1,00	1,00	4,00	6,00
	50	1,00	1,00	6,00	7,00
	75	1,00	2,00	7,00	7,00

		How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often	How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)	How important is the following work related skills for your job? - Guest entertainment activities	How important is the following work related skills for your job? - Creative and innovative thinking
N	Valid	21	21	21	21
	Missing	0	0	0	0
Mean		6,48	6,24	6,14	6,05
Median		7,00	7,00	6,00	6,00
Mode		7	7	7	7
Std. Deviation		,814	1,044	,910	1,161
Variance		,662	1,090	,829	1,348
Skewness		-1,763	-1,692	-,745	-1,161
Std. Error of Skewness		,501	,501	,501	,501
Kurtosis		3,218	3,348	-,285	,839
Std. Error of Kurtosis		,972	,972	,972	,972
Range		3	4	3	4
Minimum		4	3	4	3
Maximum		7	7	7	7
Sum		136	131	129	127
Percentiles	25	6,00	6,00	5,50	5,00
	50	7,00	7,00	6,00	6,00
	75	7,00	7,00	7,00	7,00

		How important is the following work related skills for your job? - Time management in a working day	How important is the following work related skills for your job? - Ability to work in teams	How important is the following work related skills for your job? - Body language/non-verbal communication	How important is the following work related skills for your job? - Cultural understanding
N	Valid	21	21	21	21
	Missing	0	0	0	0
Mean		6,33	5,95	6,29	6,19
Median		7,00	7,00	7,00	6,00
Mode		7	7	7	7
Std. Deviation		,796	1,322	1,231	,981
Variance		,633	1,748	1,514	,962
Skewness		-,707	-,909	-1,674	-1,121
Std. Error of Skewness		,501	,501	,501	,501
Kurtosis		-1,002	-,517	1,721	,460
Std. Error of Kurtosis		,972	,972	,972	,972
Range		2	4	4	3
Minimum		5	3	3	4
Maximum		7	7	7	7
Sum		133	125	132	130
Percentiles	25	6,00	5,00	6,00	6,00
	50	7,00	7,00	7,00	6,00
	75	7,00	7,00	7,00	7,00

		How important is the following work related skills for your job? - Interpersonal skills	How important is the following work related skills for your job? - Work ethics	How important is the following work related skills for your job? - Courtesy	How important is the following work related skills for your job? - Ability to motivate
N	Valid	20	21	21	20
	Missing	1	0	0	1
Mean		6,60	6,48	6,52	6,20
Median		7,00	7,00	7,00	6,50
Mode		7	7	7	7
Std. Deviation		,754	,750	,750	,951
Variance		,568	,562	,562	,905
Skewness		-1,605	-1,092	-1,270	-,847
Std. Error of Skewness		,512	,501	,501	,512
Kurtosis		1,000	-,197	,170	-,381
Std. Error of Kurtosis		,992	,972	,972	,992
Range		2	2	2	3
Minimum		5	5	5	4
Maximum		7	7	7	7
Sum		132	136	137	124
Percentiles	25	6,25	6,00	6,00	5,25
	50	7,00	7,00	7,00	6,50
	75	7,00	7,00	7,00	7,00

		How important is the following work related skills for your job? - Empathy	How important is the following work related skills for your job? - Emotional intelligence	How important is the following work related skills for your job? - Stress management	How important is the following work related skills for your job? - Problem solving
N	Valid	21	21	21	21

Missing	0	0	0	0
Mean	5,86	6,10	6,67	6,81
Median	6,00	7,00	7,00	7,00
Mode	7	7	7	7
Std. Deviation	1,236	1,221	,658	,602
Variance	1,529	1,490	,433	,362
Skewness	-,756	-,927	-1,851	-2,975
Std. Error of Skewness	,501	,501	,501	,501
Kurtosis	-,373	-,833	2,326	7,562
Std. Error of Kurtosis	,972	,972	,972	,972
Range	4	3	2	2
Minimum	3	4	5	5
Maximum	7	7	7	7
Sum	123	128	140	143
Percentiles				
25	5,00	5,00	6,50	7,00
50	6,00	7,00	7,00	7,00
75	7,00	7,00	7,00	7,00

	How important is the following work related skills for your job? - Ability to deal with difficult people	How important is the following work related skills for your job? - Ability to keep a good/positive attitude	How important is the following work related skills for your job? - Attire – professional appearance	How important is the following work related skills for your job? - Crisis management
N	Valid Missing	21 0	21 0	21 0
Mean		6,81	6,52	5,86
Median		7,00	7,00	7,00
Mode		7	7	7
Std. Deviation		,602	,814	1,352
Variance		,362	,662	1,829
Skewness		-2,975	-1,316	-,654
Std. Error of Skewness		,501	,501	,501
Kurtosis		7,562	-,042	-1,008
Std. Error of Kurtosis		,972	,972	,972
Range		2	2	4
Minimum		5	5	3
Maximum		7	7	7
Sum		143	137	123
Percentiles				
25		7,00	6,00	5,00
50		7,00	7,00	7,00
75		7,00	7,00	7,00

	How important is the following work related skills for your job? - Negotiation skills	How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6	How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training	How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace
N	Valid Missing	21 0	21 0	20 1
Mean		6,48	3,52	5,57
Median		7,00	3,00	6,00
Mode		7	2	7
Std. Deviation		,750	1,940	1,568
Variance		,562	3,762	2,457
Skewness		-1,092	,437	-,748



Std. Error of Skewness		,501	,501	,501	,512
Kurtosis		-,197	-,977	-,503	-1,039
Std. Error of Kurtosis		,972	,972	,972	,992
Range		2	6	5	6
Minimum		5	1	2	1
Maximum		7	7	7	7
Sum		136	74	117	84
	25	6,00	2,00	4,00	2,25
Percentiles	50	7,00	3,00	6,00	4,00
	75	7,00	5,00	7,00	5,75

		How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision	Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme	Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject	How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?
N	Valid	21	21	21	21
	Missing	0	0	0	0
Mean		4,24	3,19	2,43	6,57
Median		4,00	4,00	2,00	7,00
Mode		4	4	2	7
Std. Deviation		1,729	1,167	1,165	,870
Variance		2,990	1,362	1,357	,757
Skewness		-,086	-1,033	,295	-2,003
Std. Error of Skewness		,501	,501	,501	,501
Kurtosis		-,879	-,571	-1,386	3,168
Std. Error of Kurtosis		,972	,972	,972	,972
Range		6	3	3	3
Minimum		1	1	1	4
Maximum		7	4	4	7
Sum		89	67	51	138
	25	3,00	2,00	1,50	6,50
Percentiles	50	4,00	4,00	2,00	7,00
	75	6,00	4,00	4,00	7,00

		Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Infographics	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles
N	Valid	21	20	21	21
	Missing	0	1	0	0
Mean		5,10	5,40	6,00	5,67
Median		5,00	5,00	7,00	6,00
Mode		4	7	7	6
Std. Deviation		1,411	1,536	1,304	1,197
Variance		1,990	2,358	1,700	1,433
Skewness		,051	-,275	-1,047	-,630
Std. Error of Skewness		,501	,512	,501	,501
Kurtosis		-1,244	-1,412	-,190	-,433
Std. Error of Kurtosis		,972	,992	,972	,972
Range		4	4	4	4





Minimum		3	3	3	3
Maximum		7	7	7	7
Sum		107	108	126	119
Percentile	25	4,00	4,00	5,00	5,00
s	50	5,00	5,00	7,00	6,00
	75	6,50	7,00	7,00	7,00

		Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - On line self-assessments	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Check lists	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies	Gender	Age
N	Valid	21	21	21	21	21
	Missing	0	0	0	0	0
Mean		5,29	6,29	5,86	1,00	2,57
Median		5,00	7,00	6,00	1,00	2,00
Mode		5	7	7	1	2
Std. Deviation		1,419	1,146	1,424	,000	1,165
Variance		2,014	1,314	2,029	,000	1,357
Skewness		-,561	-1,725	-1,445		1,592
Std. Error of Skewness		,501	,501	,501	,501	,501
Kurtosis		-,191	2,463	1,692		3,329
Std. Error of Kurtosis		,972	,972	,972	,972	,972
Range		5	4	5	0	5
Minimum		2	3	2	1	1
Maximum		7	7	7	1	6
Sum		111	132	123	21	54
Percentiles	25	4,00	6,00	5,00	1,00	2,00
	50	5,00	7,00	6,00	1,00	2,00
	75	6,50	7,00	7,00	1,00	3,00

		Educational level	Country of origin
N	Valid	21	21
	Missing	0	0
Mean		3,33	2,00
Median		4,00	2,00
Mode		4	2
Std. Deviation		,856	,000
Variance		,733	,000
Skewness		-,743	
Std. Error of Skewness		,501	,501
Kurtosis		-1,220	
Std. Error of Kurtosis		,972	,972
Range		2	0
Minimum		2	2
Maximum		4	2
Sum		70	42
Percentiles	25	2,50	2,00
	50	4,00	2,00
	75	4,00	2,00

a. Multiple modes exist. The smallest value is shown



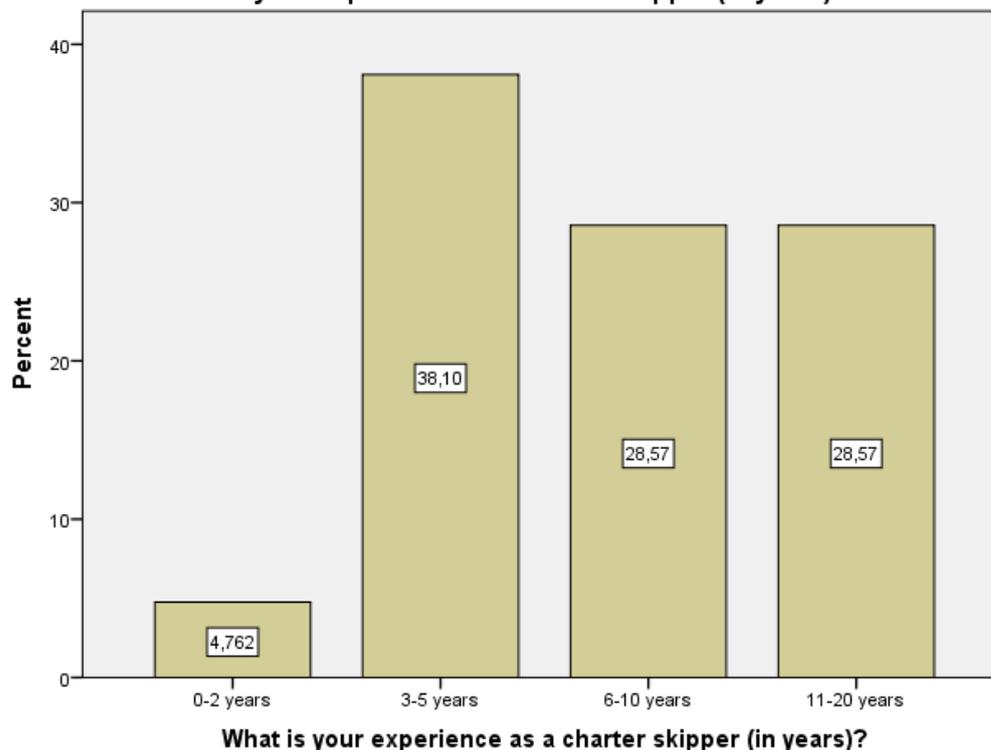


8.2 Frequencies

What is your experience as a charter skipper (in years)?

	Frequency	Percent	Valid Percent	Cumulative Percent
0-2 years	1	4,8	4,8	4,8
3-5 years	8	38,1	38,1	42,9
Valid 6-10 years	6	28,6	28,6	71,4
11-20 years	6	28,6	28,6	100,0
Total	21	100,0	100,0	

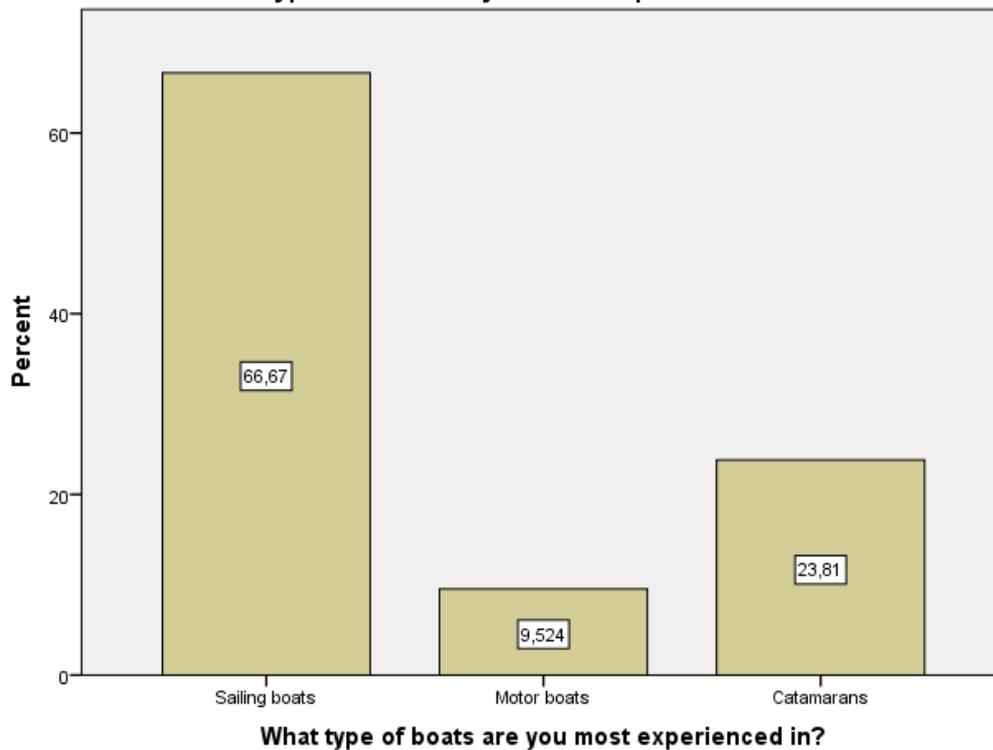
What is your experience as a charter skipper (in years)?



What type of boats are you most experienced in?

	Frequency	Percent	Valid Percent	Cumulative Percent
Sailing boats	14	66,7	66,7	66,7
Motor boats	2	9,5	9,5	76,2
Catamarans	5	23,8	23,8	100,0
Total	21	100,0	100,0	

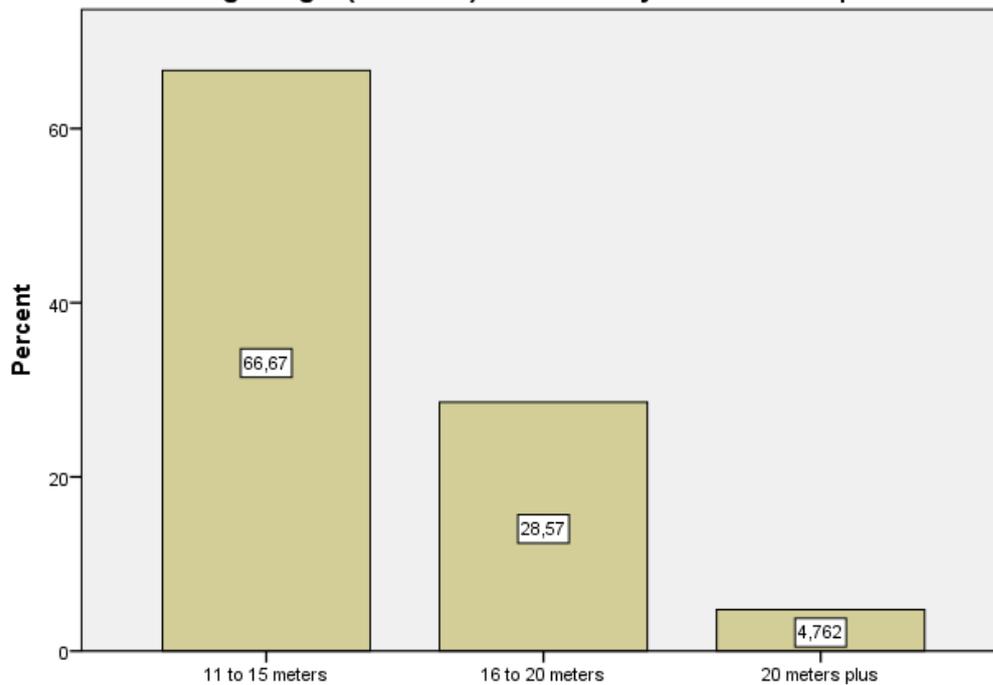
What type of boats are you most experienced in?



What is the average length (in meters) of the boats you are most experienced in

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 11 to 15 meters	14	66,7	66,7	66,7
16 to 20 meters	6	28,6	28,6	95,2
20 meters plus	1	4,8	4,8	100,0
Total	21	100,0	100,0	

What is the average length (in meters) of the boats you are most experienced in



What is the average length (in meters) of the boats you are most experienced in

Do have experience in as a skipper in Bulgaria (Black Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	21	100,0	100,0	100,0



Do have experience in as a skipper in Croatia (Adriatic Sea)

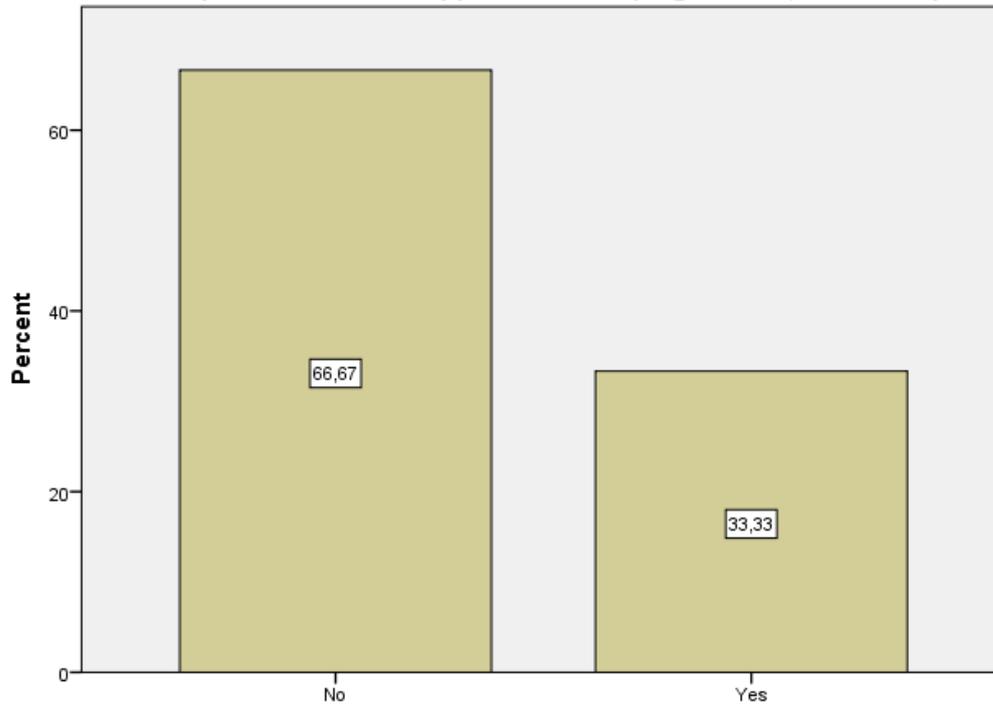
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	21	100,0	100,0	100,0



Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
No	14	66,7	66,7	66,7
Valid Yes	7	33,3	33,3	100,0
Total	21	100,0	100,0	

Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)

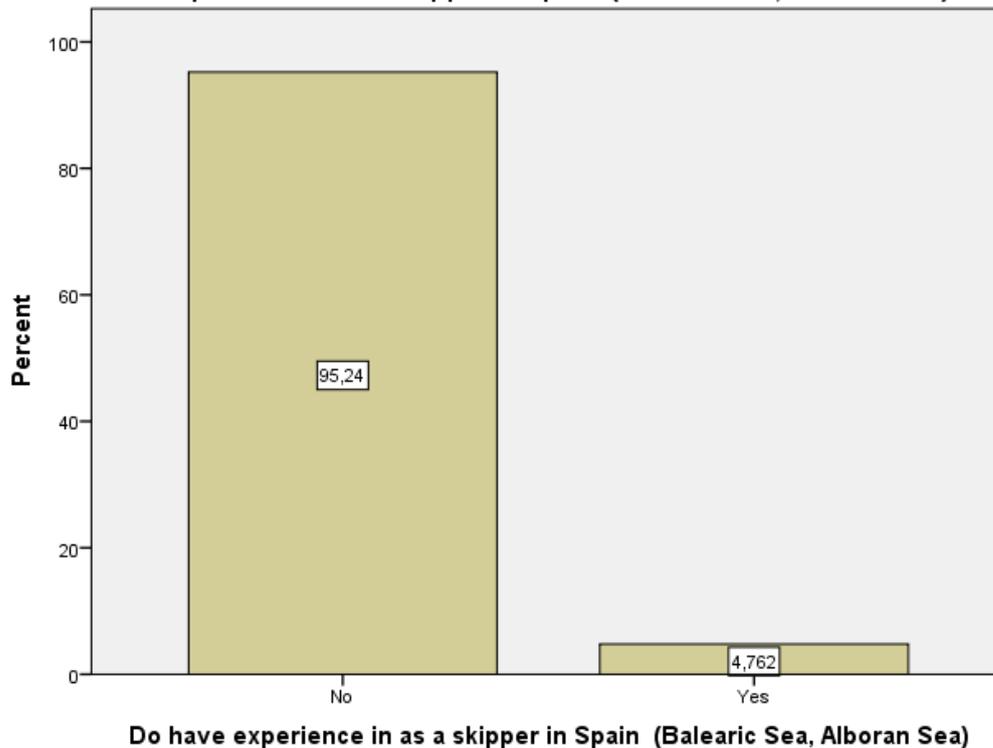


Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)

Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
No	20	95,2	95,2	95,2
Valid Yes	1	4,8	4,8	100,0
Total	21	100,0	100,0	

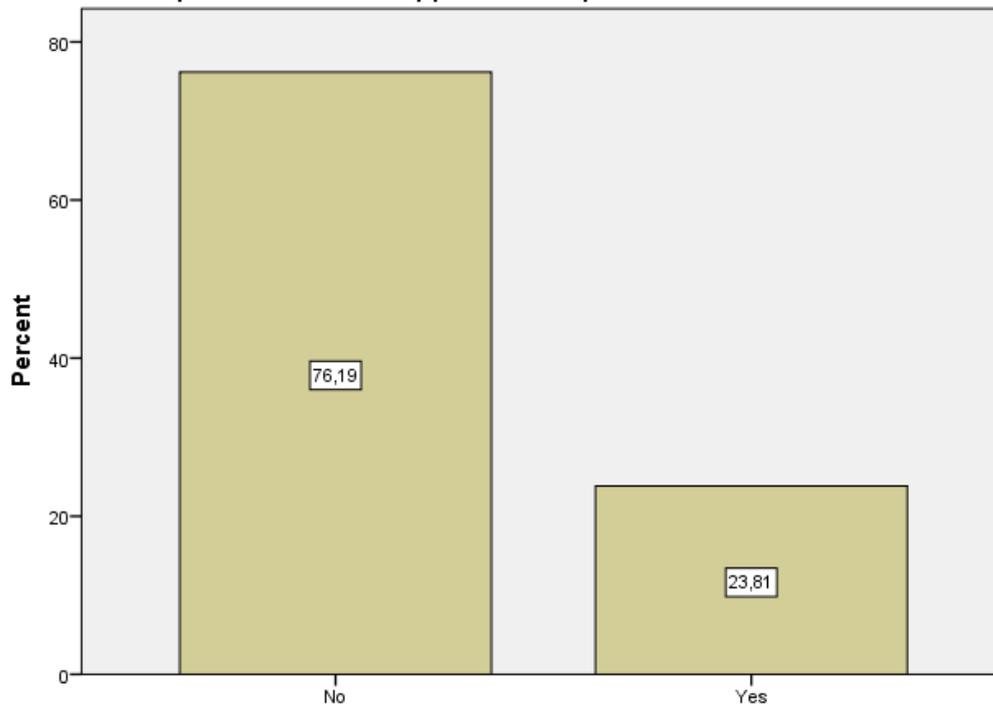
Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)



Do have experience in as a skipper in other parts of the Mediterranean Sea

	Frequency	Percent	Valid Percent	Cumulative Percent
No	16	76,2	76,2	76,2
Valid Yes	5	23,8	23,8	100,0
Total	21	100,0	100,0	

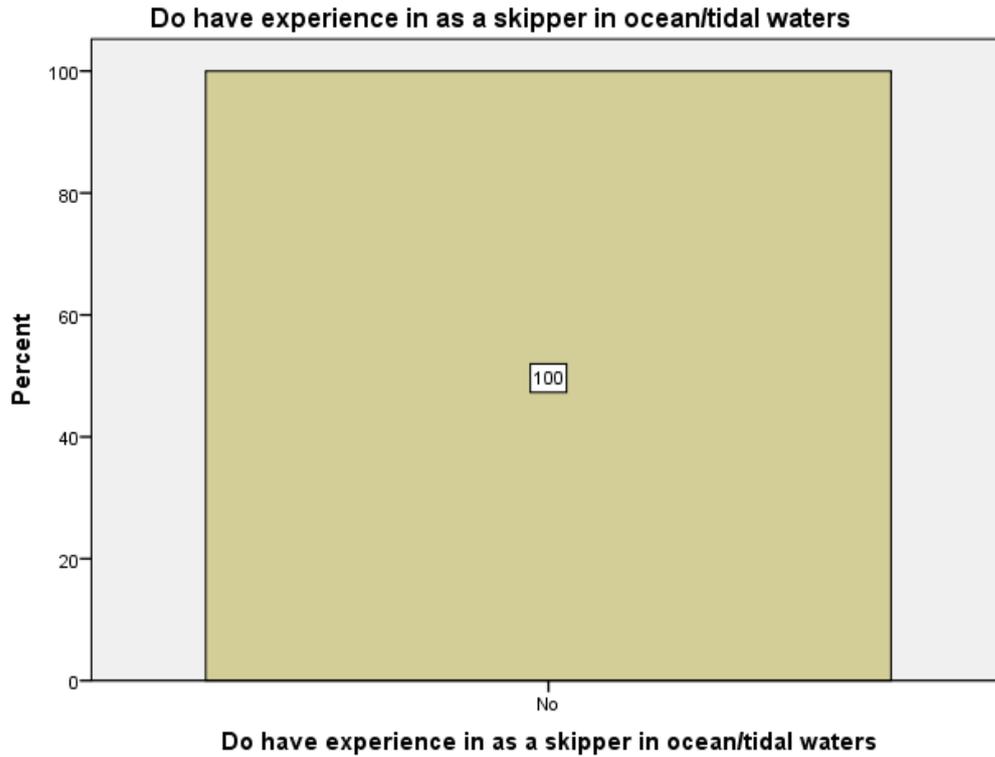
Do have experience in as a skipper in other parts of the Mediterranean Sea



Do have experience in as a skipper in other parts of the Mediterranean Sea

Do have experience in as a skipper in ocean/tidal waters

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	21	100,0	100,0	100,0



Have you ever participated in any additional training that improves the quality of your job performance

	Frequency	Percent	Valid Percent	Cumulative Percent
No	13	61,9	61,9	61,9
Valid Yes	8	38,1	38,1	100,0
Total	21	100,0	100,0	

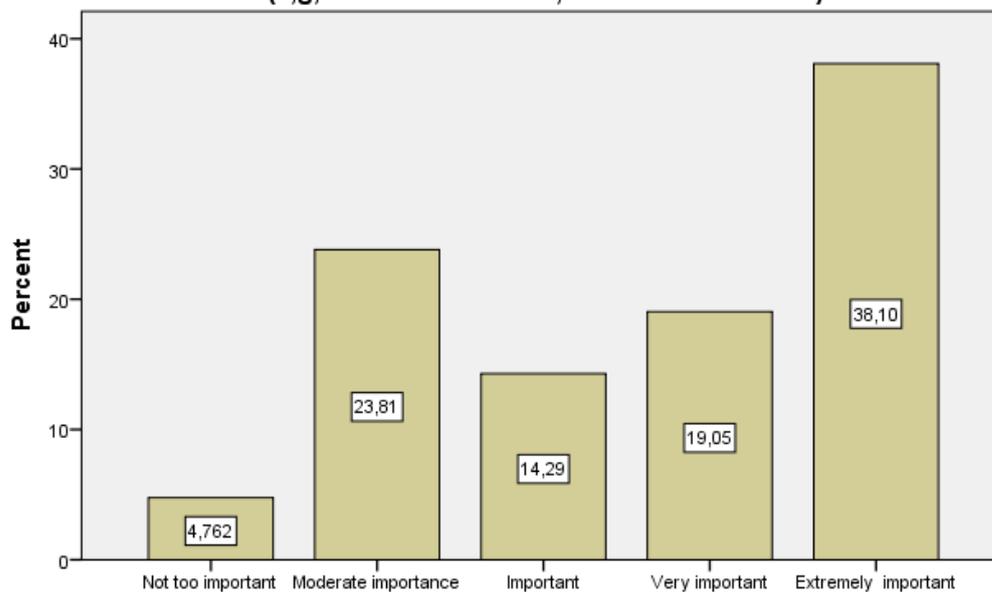
Have you ever participated in any additional training that improves the quality of your job performance



How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	4,8	4,8	4,8
Moderate importance	5	23,8	23,8	28,6
Important	3	14,3	14,3	42,9
Very important	4	19,0	19,0	61,9
Extremely important	8	38,1	38,1	100,0
Total	21	100,0	100,0	

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

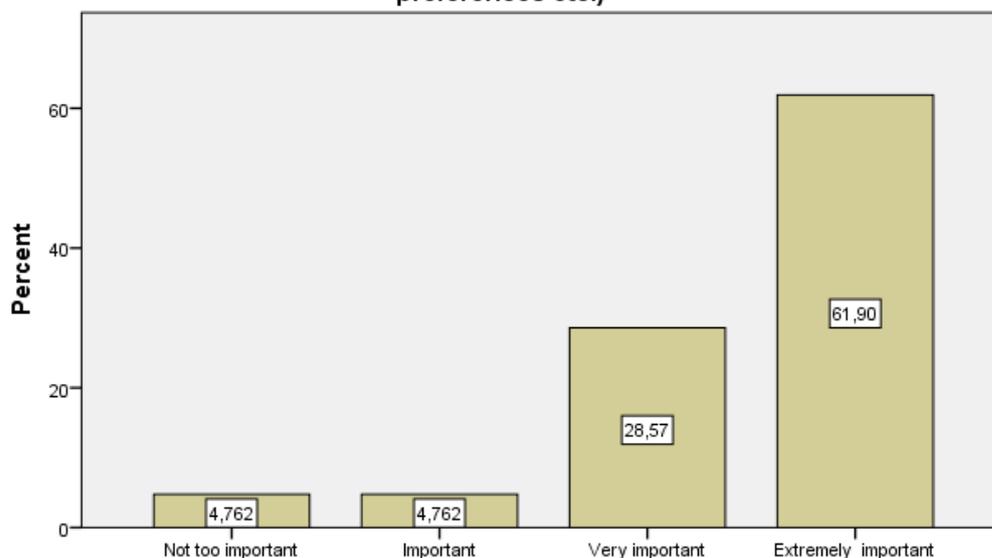


How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	4,8	4,8	4,8
Important	1	4,8	4,8	9,5
Valid Very important	6	28,6	28,6	38,1
Extremely important	13	61,9	61,9	100,0
Total	21	100,0	100,0	

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

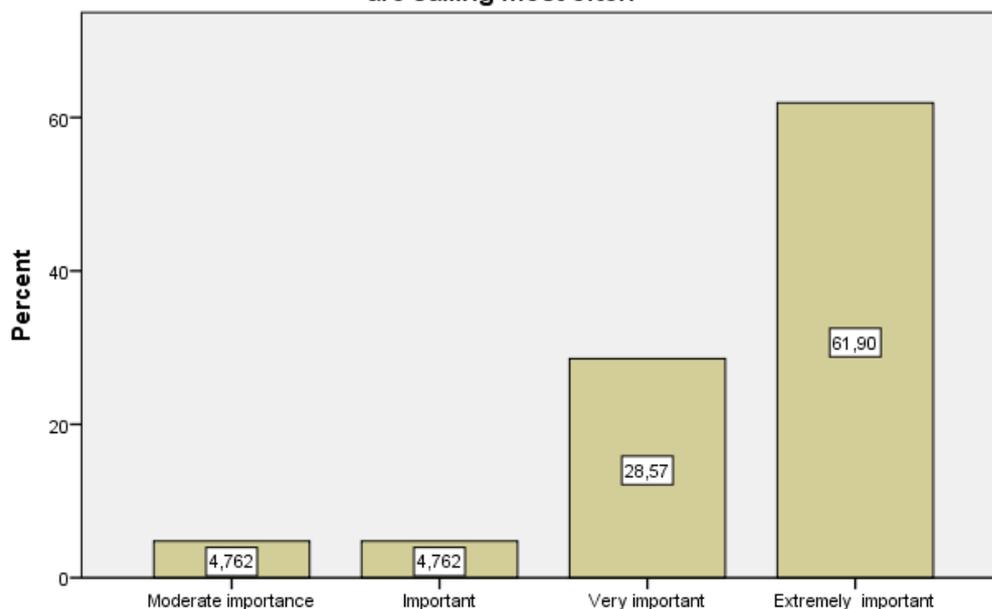


How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

**How important is the following work related skills for your job? - Knowledge/awareness
on cultural context and tourist attractions in the area you are sailing most often**

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	4,8	4,8	4,8
Important	1	4,8	4,8	9,5
Valid Very important	6	28,6	28,6	38,1
Extremely important	13	61,9	61,9	100,0
Total	21	100,0	100,0	

**How important is the following work related skills for your job? -
Knowledge/awareness on cultural context and tourist attractions in the area you
are sailing most often**

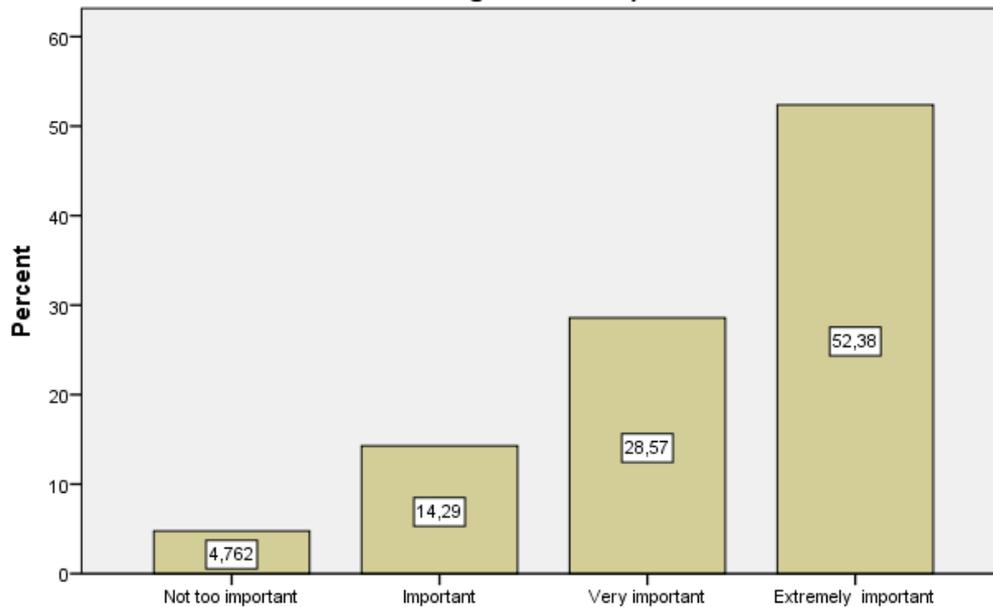


**How important is the following work related skills for your job? -
Knowledge/awareness on cultural context and tourist attractions in the area
you are sailing most often**

How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	4,8	4,8	4,8
Important	3	14,3	14,3	19,0
Valid Very important	6	28,6	28,6	47,6
Extremely important	11	52,4	52,4	100,0
Total	21	100,0	100,0	

How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

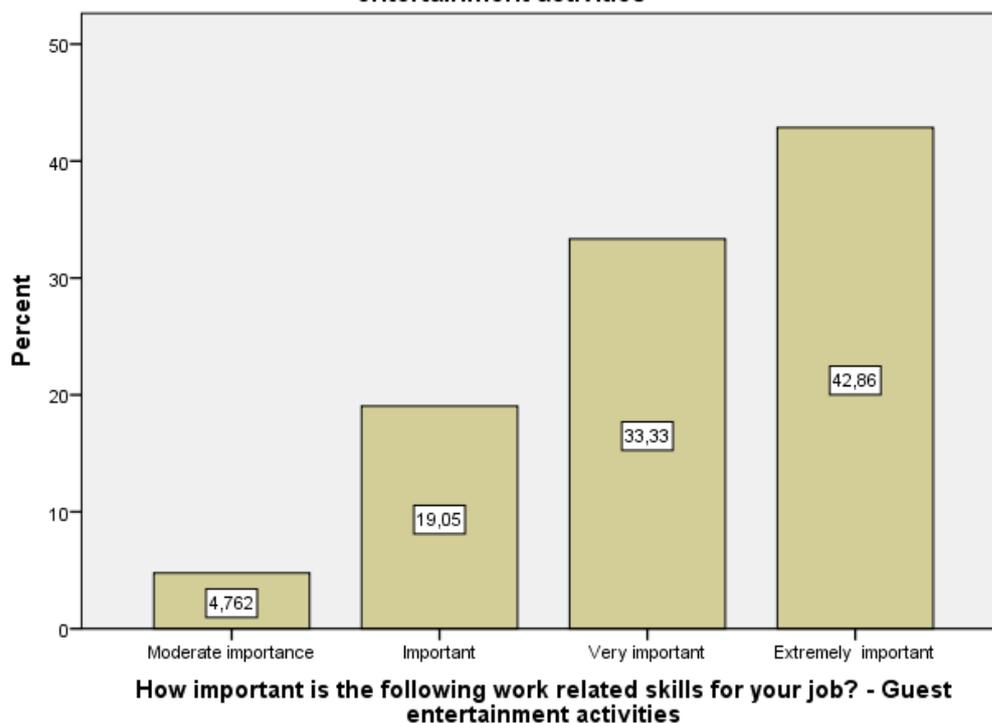


How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

How important is the following work related skills for your job? - Guest entertainment activities

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	4,8	4,8	4,8
Important	4	19,0	19,0	23,8
Valid Very important	7	33,3	33,3	57,1
Extremely important	9	42,9	42,9	100,0
Total	21	100,0	100,0	

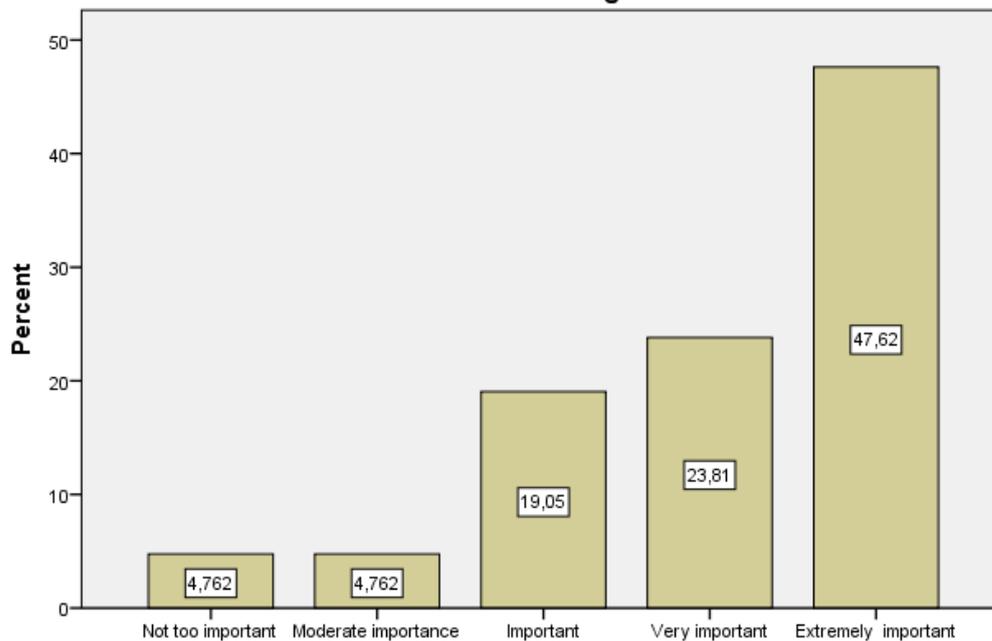
How important is the following work related skills for your job? - Guest entertainment activities



How important is the following work related skills for your job? - Creative and innovative thinking

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	4,8	4,8	4,8
Moderate importance	1	4,8	4,8	9,5
Important	4	19,0	19,0	28,6
Very important	5	23,8	23,8	52,4
Extremely important	10	47,6	47,6	100,0
Total	21	100,0	100,0	

How important is the following work related skills for your job? - Creative and innovative thinking

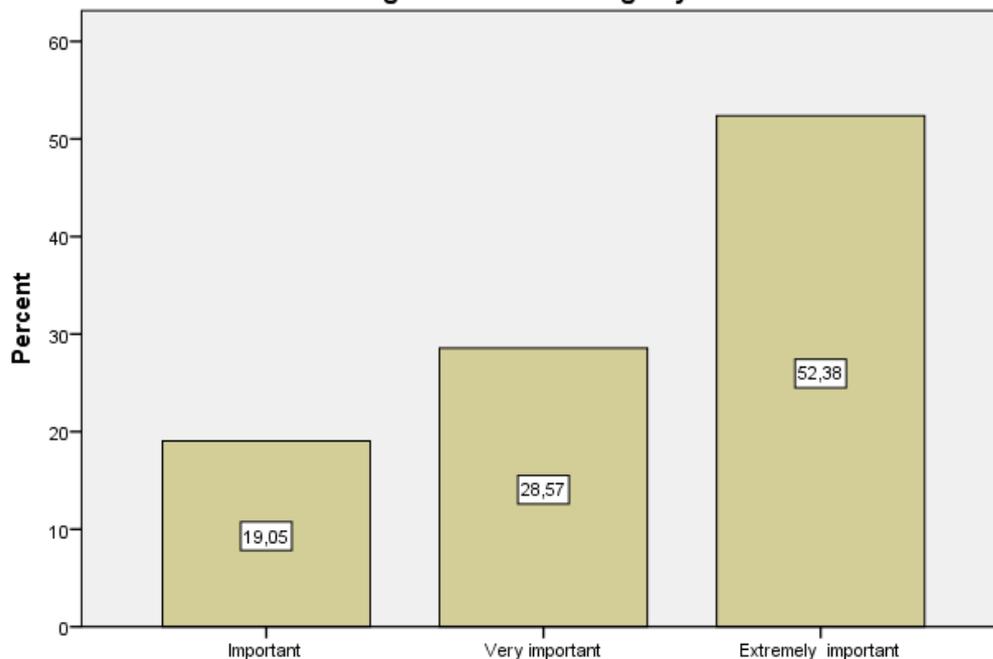


How important is the following work related thinking skills for your job? - Creative and innovative thinking

How important is the following work related skills for your job? - Time management in a working day

	Frequency	Percent	Valid Percent	Cumulative Percent
Important	4	19,0	19,0	19,0
Very important	6	28,6	28,6	47,6
Extremely important	11	52,4	52,4	100,0
Total	21	100,0	100,0	

How important is the following work related skills for your job? - Time management in a working day

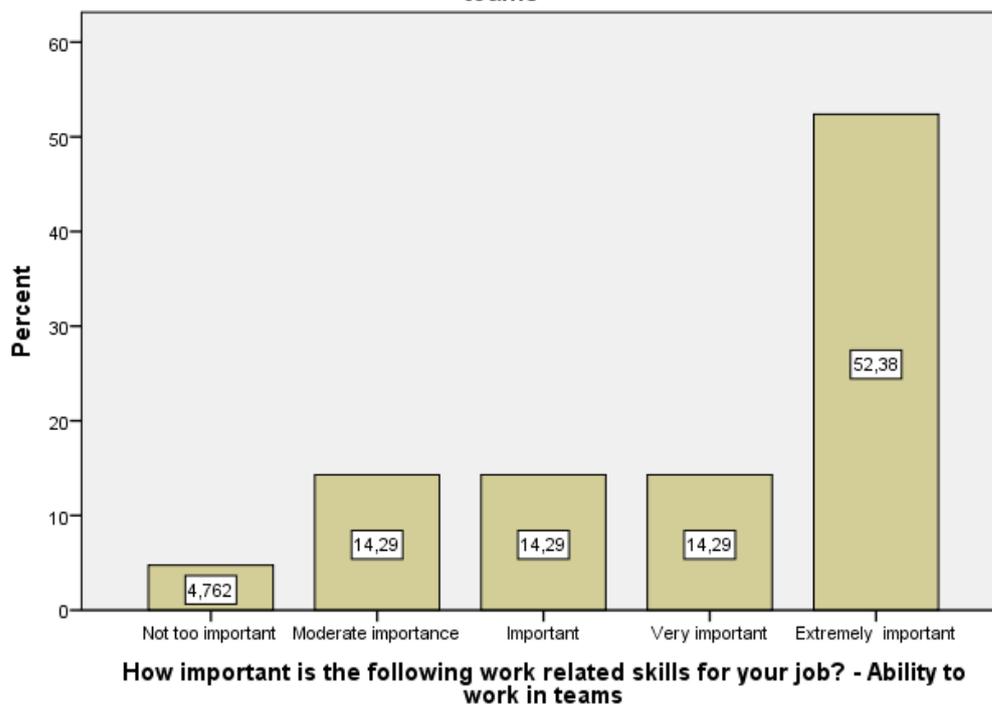


How important is the following work related skills for your job? - Time management in a working day

How important is the following work related skills for your job? - Ability to work in teams

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	4,8	4,8	4,8
Moderate importance	3	14,3	14,3	19,0
Important	3	14,3	14,3	33,3
Very important	3	14,3	14,3	47,6
Extremely important	11	52,4	52,4	100,0
Total	21	100,0	100,0	

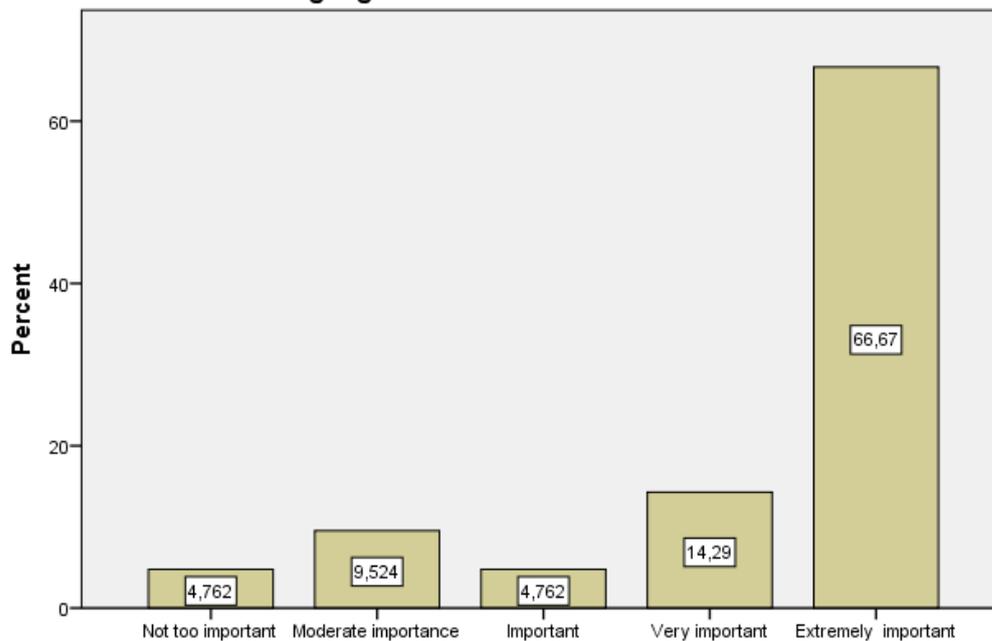
How important is the following work related skills for your job? - Ability to work in teams



How important is the following work related skills for your job? - Body language/non-verbal communication

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	1	4,8	4,8	4,8
Moderate importance	2	9,5	9,5	14,3
Important	1	4,8	4,8	19,0
Very important	3	14,3	14,3	33,3
Extremely important	14	66,7	66,7	100,0
Total	21	100,0	100,0	

How important is the following work related skills for your job? - Body language/non-verbal communication

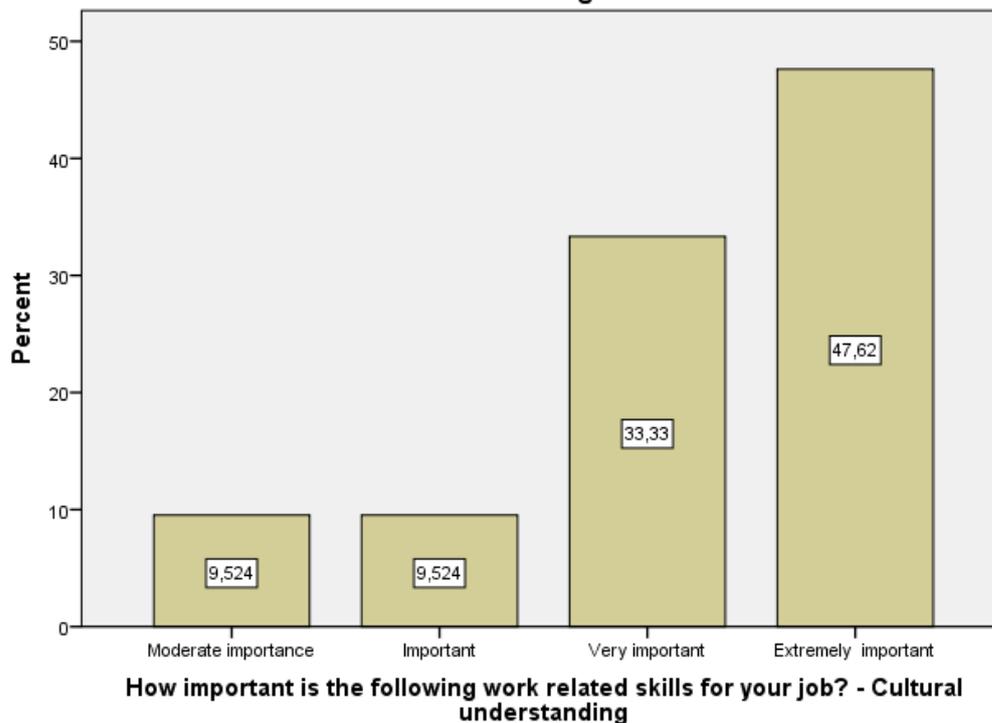


How important is the following work related skills for your job? - Body language/non-verbal communication

How important is the following work related skills for your job? - Cultural understanding

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	2	9,5	9,5	9,5
Important	2	9,5	9,5	19,0
Valid Very important	7	33,3	33,3	52,4
Extremely important	10	47,6	47,6	100,0
Total	21	100,0	100,0	

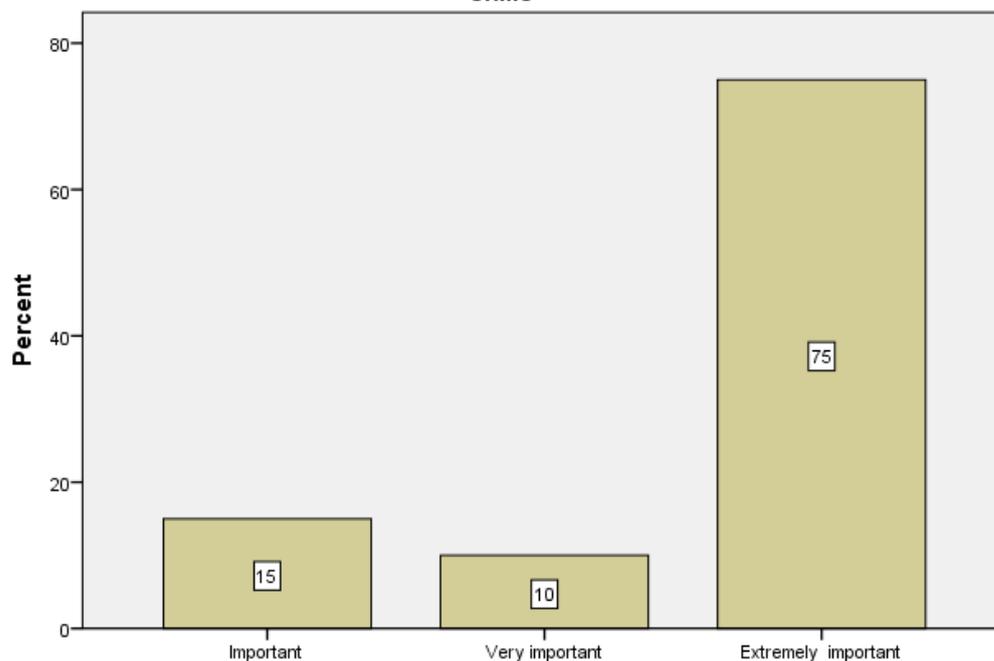
How important is the following work related skills for your job? - Cultural understanding



How important is the following work related skills for your job? - Interpersonal skills

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Important	3	14,3	15,0	15,0
Very important	2	9,5	10,0	25,0
Extremely important	15	71,4	75,0	100,0
Total	20	95,2	100,0	
Missing				
System	1	4,8		
Total	21	100,0		

How important is the following work related skills for your job? - Interpersonal skills

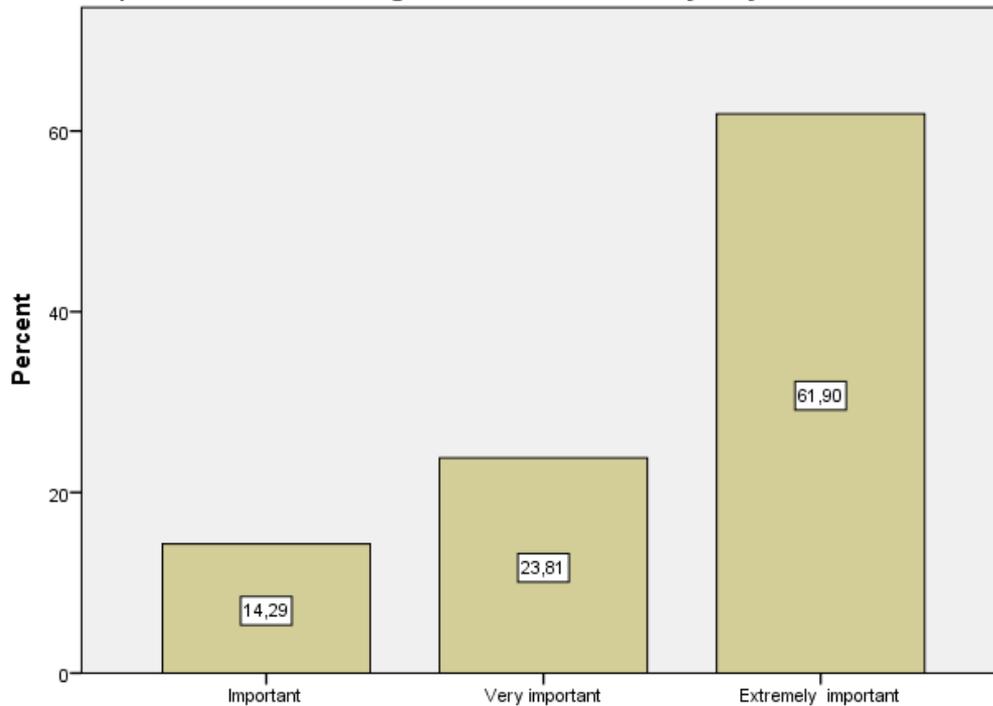


How important is the following work related skills for your job? - Interpersonal skills

How important is the following work related skills for your job? - Work ethics

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	3	14,3	14,3	14,3
Very important	5	23,8	23,8	38,1
Extremely important	13	61,9	61,9	100,0
Total	21	100,0	100,0	

How important is the following work related skills for your job? - Work ethics

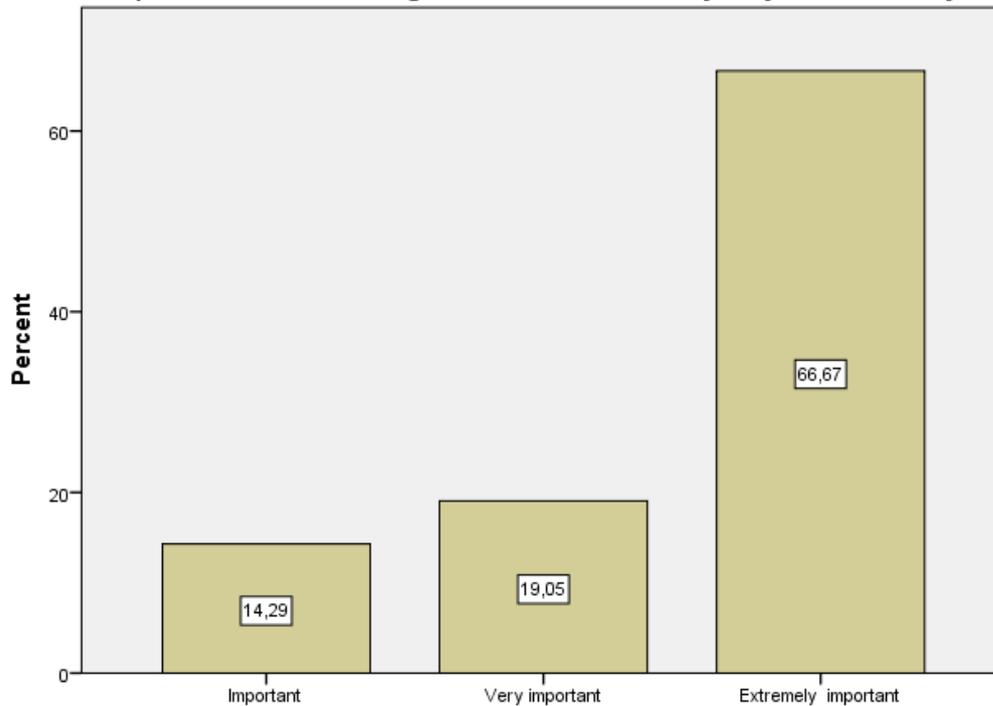


How important is the following work related skills for your job? - Work ethics

How important is the following work related skills for your job? - Courtesy

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	3	14,3	14,3	14,3
Very important	4	19,0	19,0	33,3
Extremely important	14	66,7	66,7	100,0
Total	21	100,0	100,0	

How important is the following work related skills for your job? - Courtesy

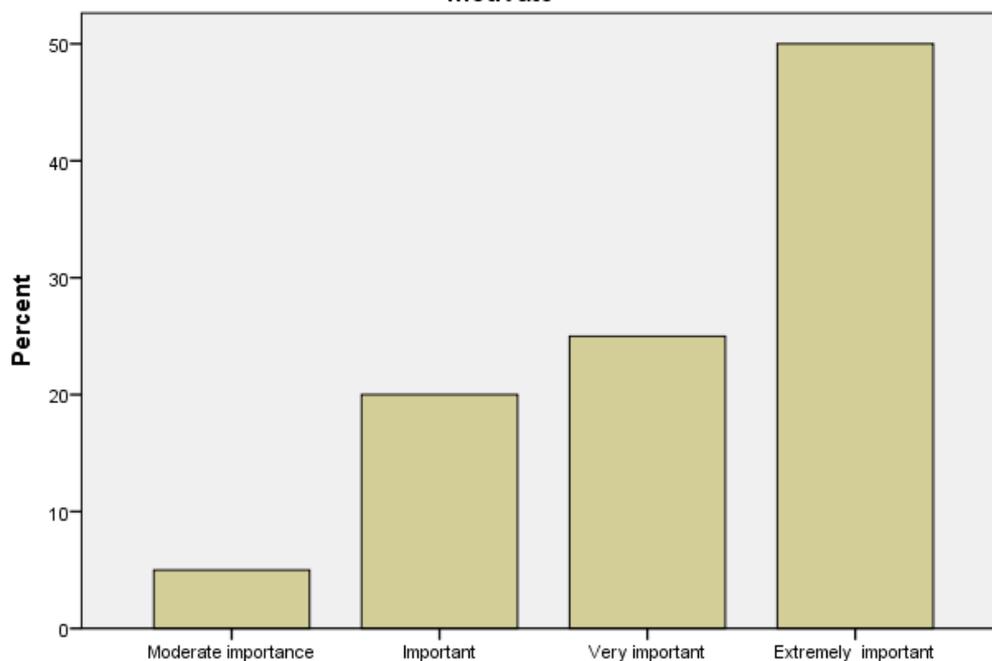


How important is the following work related skills for your job? - Courtesy

How important is the following work related skills for your job? - Ability to motivate

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	4,8	5,0	5,0
Important	4	19,0	20,0	25,0
Valid Very important	5	23,8	25,0	50,0
Extremely important	10	47,6	50,0	100,0
Total	20	95,2	100,0	
Missing System	1	4,8		
Total	21	100,0		

How important is the following work related skills for your job? - Ability to motivate

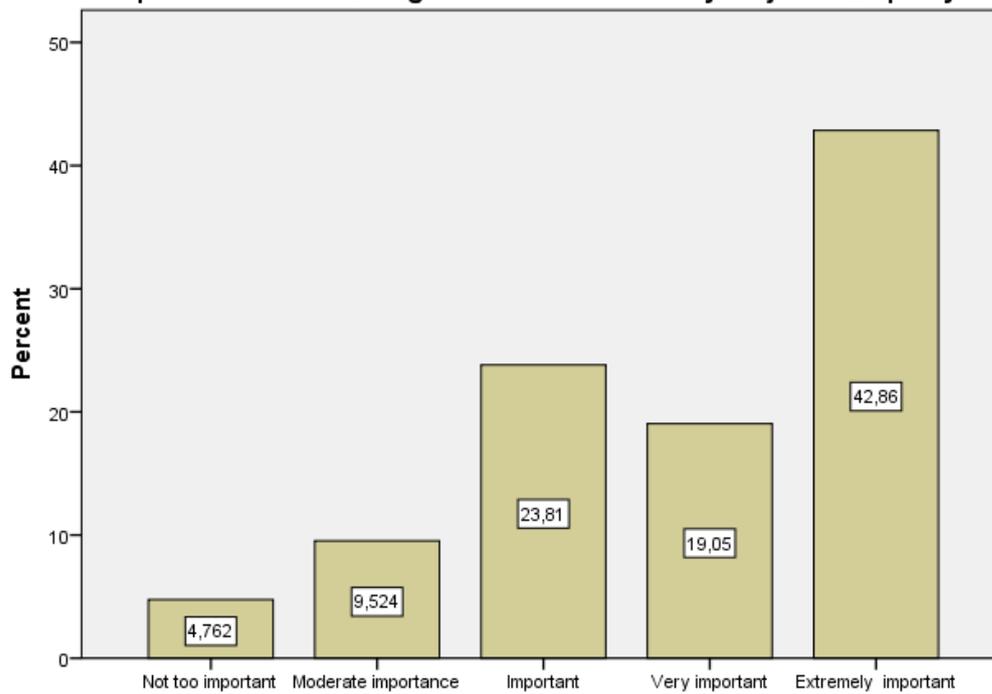


How important is the following work related skills for your job? - Ability to motivate

How important is the following work related skills for your job? - Empathy

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	4,8	4,8	4,8
Moderate importance	2	9,5	9,5	14,3
Important	5	23,8	23,8	38,1
Very important	4	19,0	19,0	57,1
Extremely important	9	42,9	42,9	100,0
Total	21	100,0	100,0	

How important is the following work related skills for your job? - Empathy

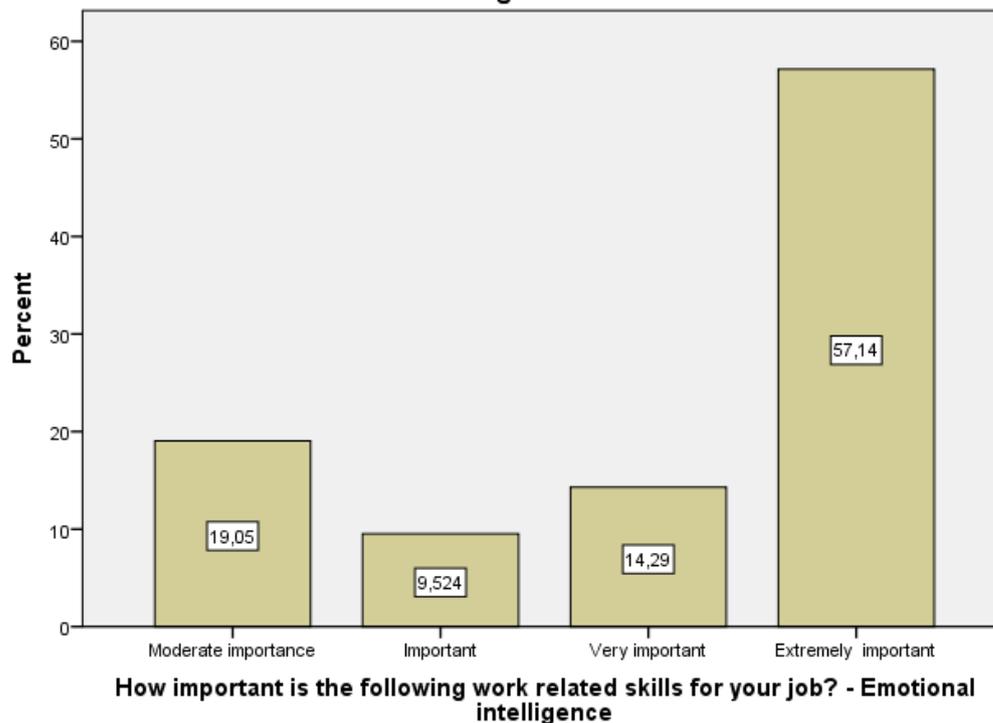


How important is the following work related skills for your job? - Empathy

How important is the following work related skills for your job? - Emotional intelligence

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	4	19,0	19,0	19,0
Important	2	9,5	9,5	28,6
Valid Very important	3	14,3	14,3	42,9
Extremely important	12	57,1	57,1	100,0
Total	21	100,0	100,0	

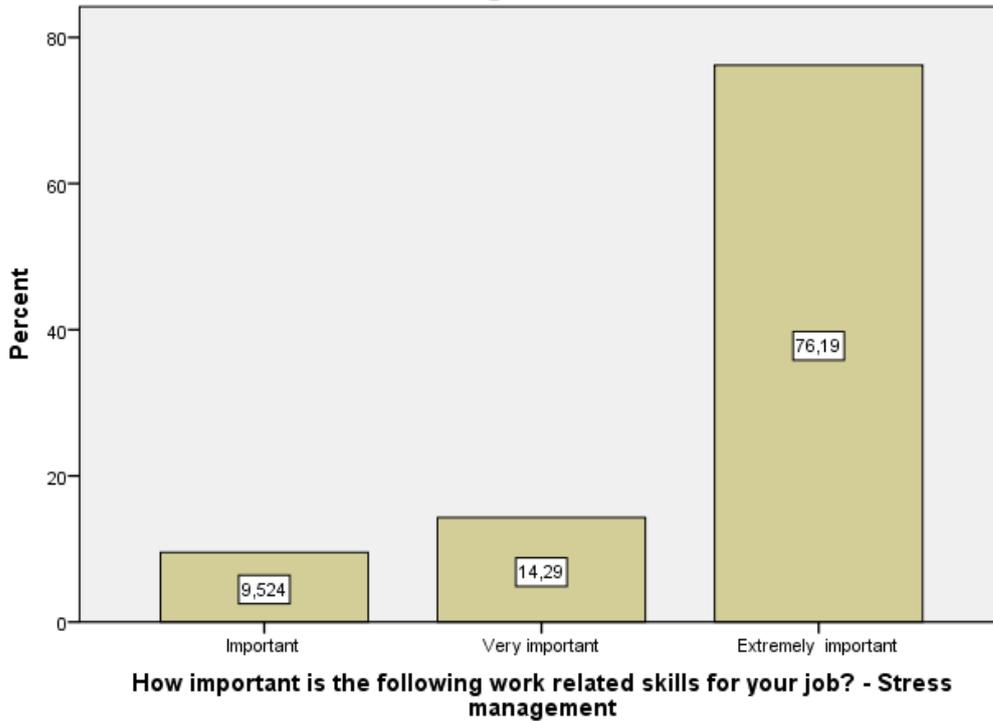
How important is the following work related skills for your job? - Emotional intelligence



How important is the following work related skills for your job? - Stress management

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	2	9,5	9,5	9,5
Very important	3	14,3	14,3	23,8
Extremely important	16	76,2	76,2	100,0
Total	21	100,0	100,0	

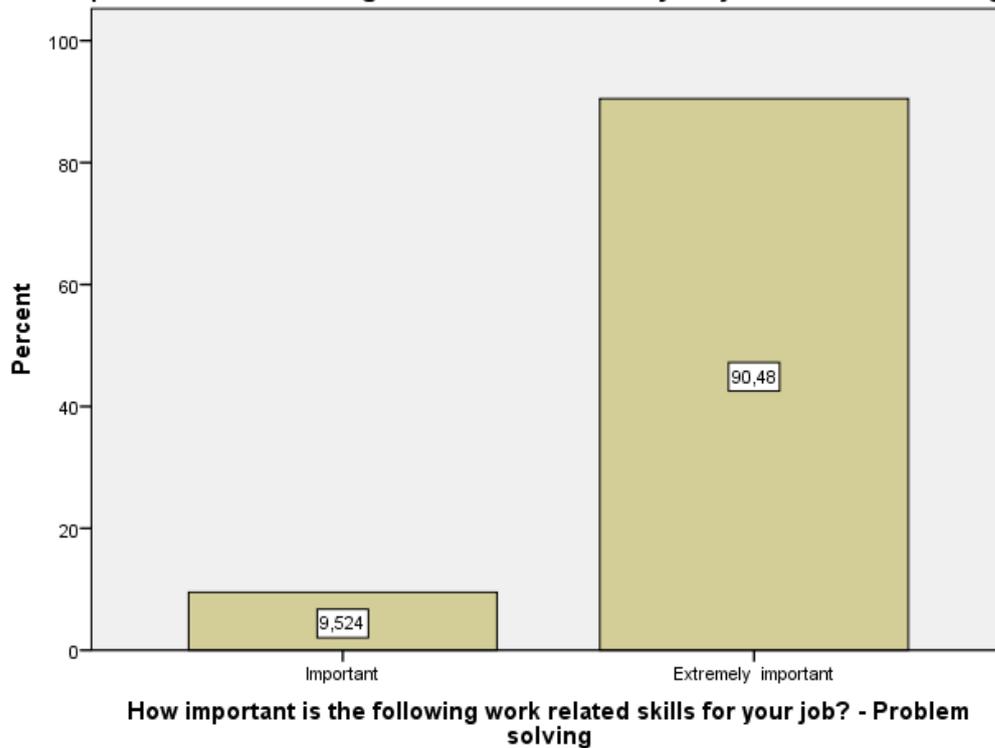
How important is the following work related skills for your job? - Stress management



How important is the following work related skills for your job? - Problem solving

	Frequency	Percent	Valid Percent	Cumulative Percent
Important	2	9,5	9,5	9,5
Valid Extremely important	19	90,5	90,5	100,0
Total	21	100,0	100,0	

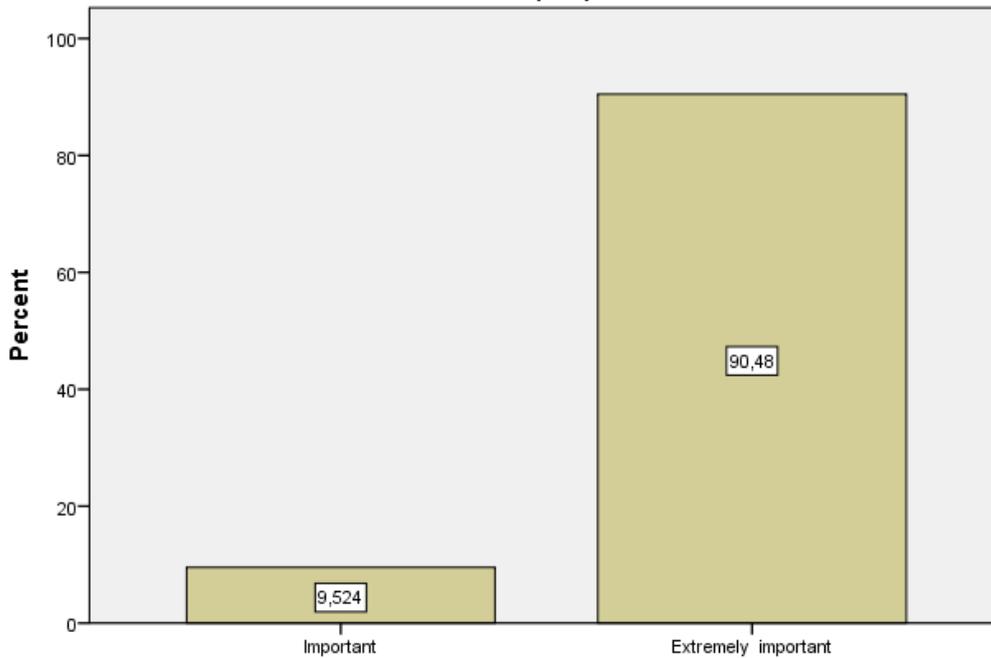
How important is the following work related skills for your job? - Problem solving



How important is the following work related skills for your job? - Ability to deal with difficult people

	Frequency	Percent	Valid Percent	Cumulative Percent
Important	2	9,5	9,5	9,5
Valid Extremely important	19	90,5	90,5	100,0
Total	21	100,0	100,0	

How important is the following work related skills for your job? - Ability to deal with difficult people

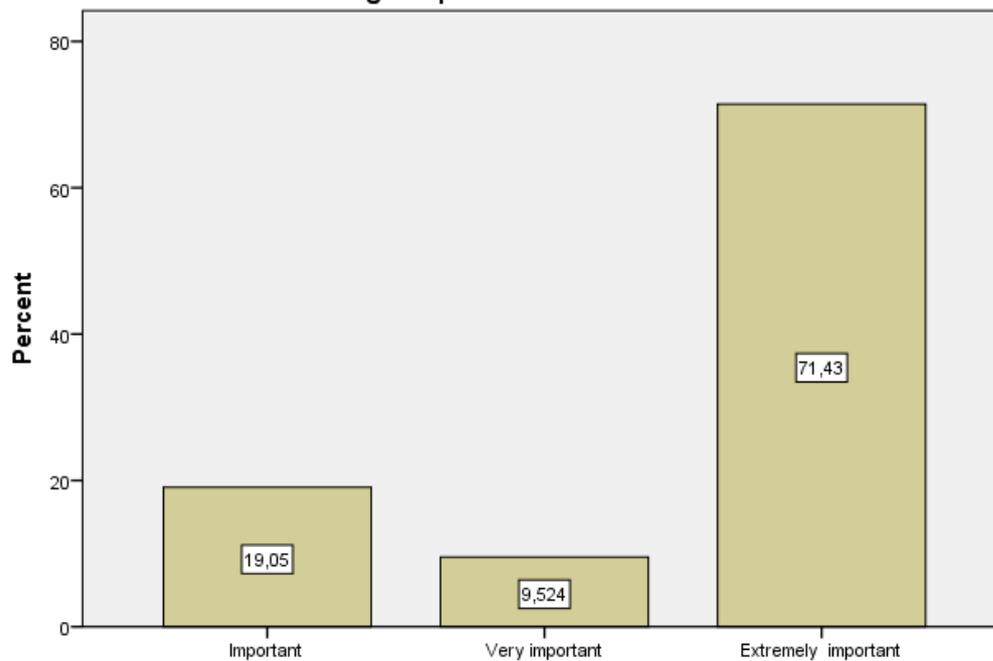


How important is the following work related skills for your job? - Ability to deal with difficult people

How important is the following work related skills for your job? - Ability to keep a good/positive attitude

	Frequency	Percent	Valid Percent	Cumulative Percent
Important	4	19,0	19,0	19,0
Very important	2	9,5	9,5	28,6
Extremely important	15	71,4	71,4	100,0
Total	21	100,0	100,0	

How important is the following work related skills for your job? - Ability to keep a good/positive attitude

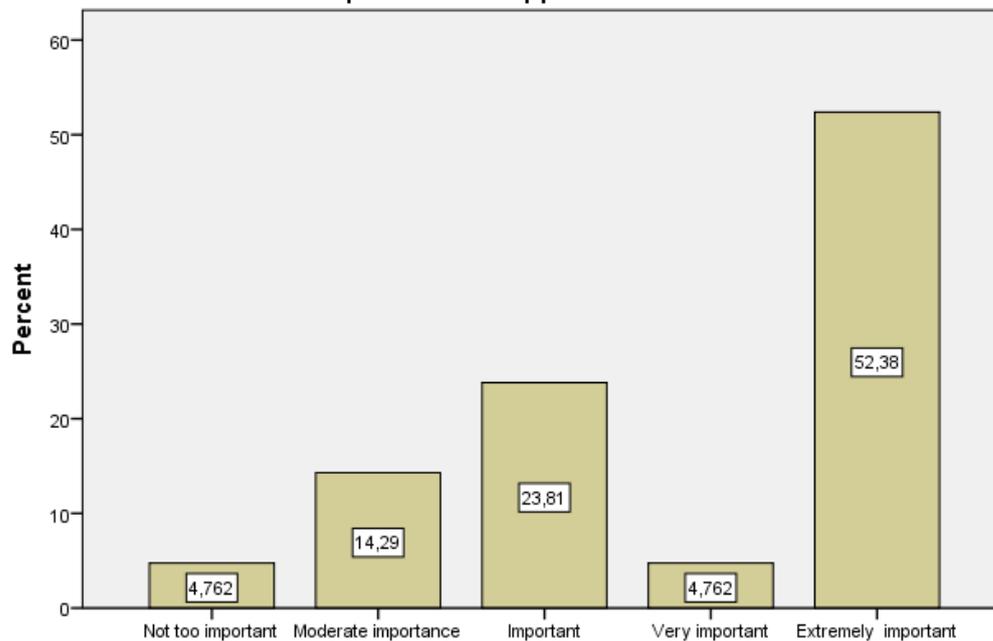


How important is the following work related skills for your job? - Ability to keep a good/positive attitude

How important is the following work related skills for your job? - Attire – professional appearance

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	1	4,8	4,8	4,8
Moderate importance	3	14,3	14,3	19,0
Important	5	23,8	23,8	42,9
Very important	1	4,8	4,8	47,6
Extremely important	11	52,4	52,4	100,0
Total	21	100,0	100,0	

How important is the following work related skills for your job? - Attire – professional appearance

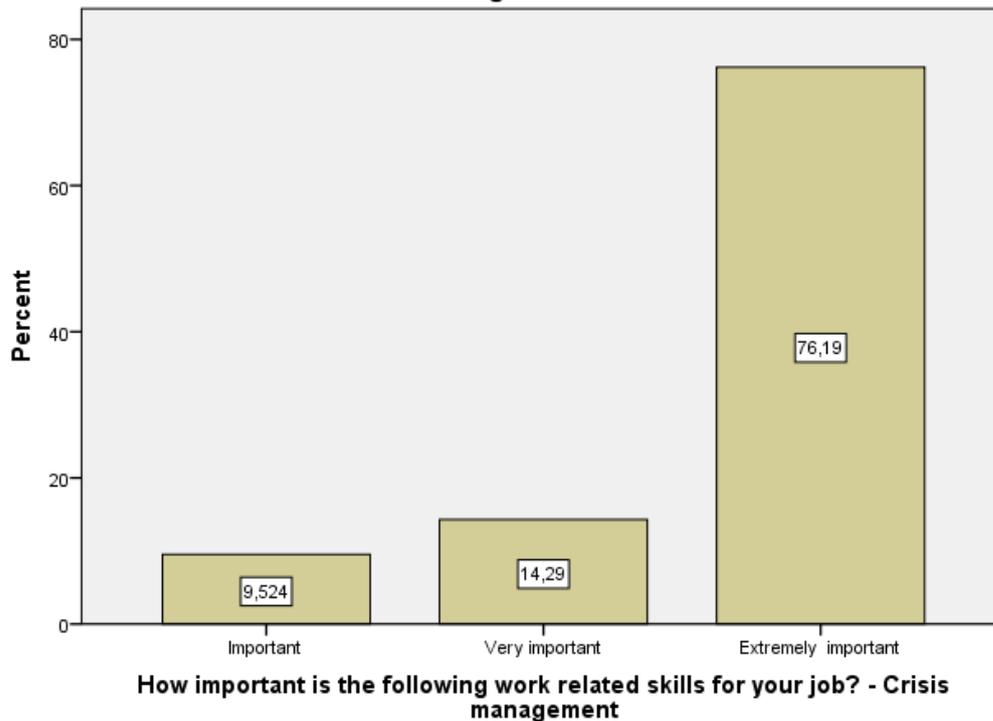


How important is the following work related skills for your job? - Attire – professional appearance

How important is the following work related skills for your job? - Crisis management

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	2	9,5	9,5	9,5
Very important	3	14,3	14,3	23,8
Extremely important	16	76,2	76,2	100,0
Total	21	100,0	100,0	

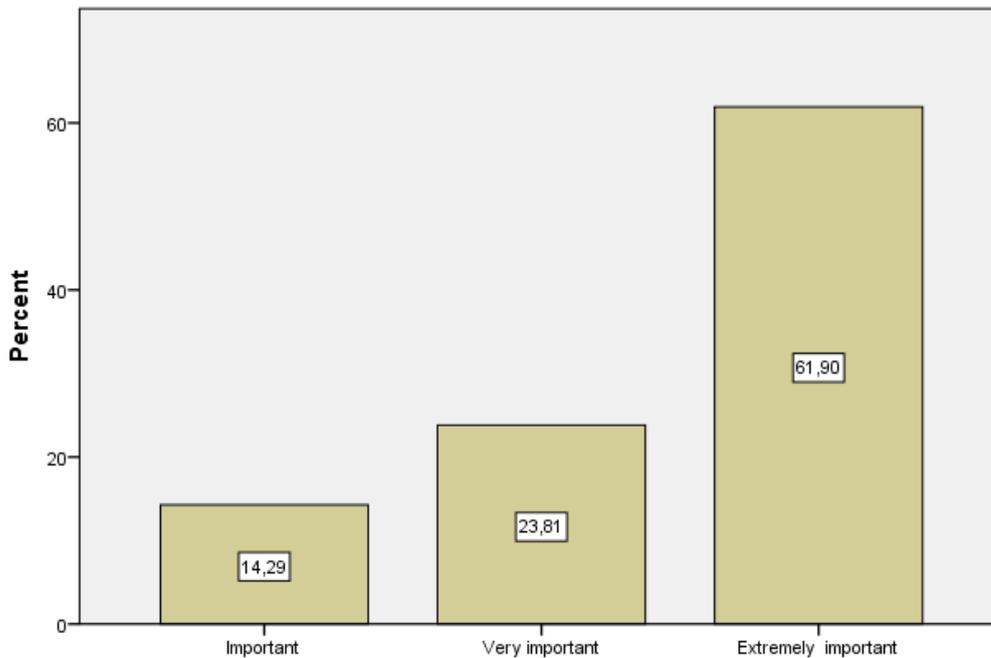
How important is the following work related skills for your job? - Crisis management



How important is the following work related skills for your job? - Negotiation skills

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	3	14,3	14,3	14,3
Very important	5	23,8	23,8	38,1
Extremely important	13	61,9	61,9	100,0
Total	21	100,0	100,0	

How important is the following work related skills for your job? - Negotiation skills

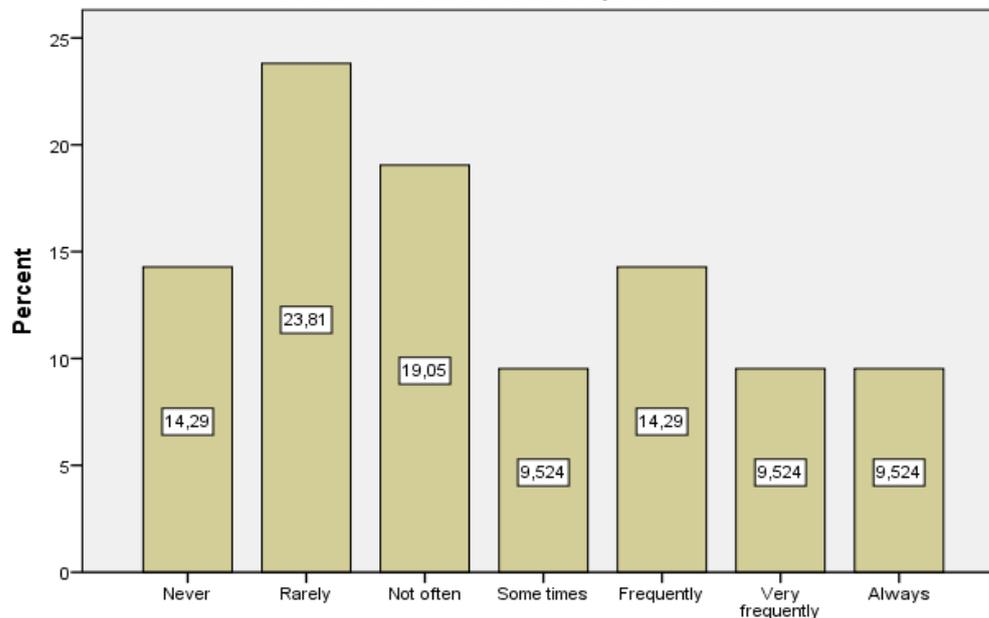


How important is the following work related skills for your job? - Negotiation skills

How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6

	Frequency	Percent	Valid Percent	Cumulative Percent
Never	3	14,3	14,3	14,3
Rarely	5	23,8	23,8	38,1
Not often	4	19,0	19,0	57,1
Some times	2	9,5	9,5	66,7
Frequently	3	14,3	14,3	81,0
Very frequently	2	9,5	9,5	90,5
Always	2	9,5	9,5	100,0
Total	21	100,0	100,0	

How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6

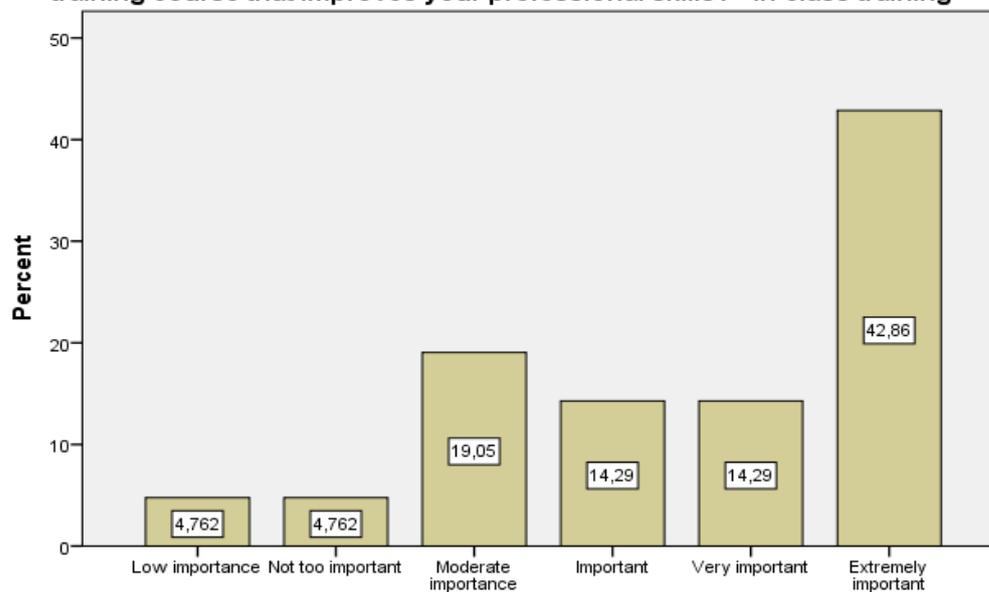


How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

	Frequency	Percent	Valid Percent	Cumulative Percent
Low importance	1	4,8	4,8	4,8
Not too important	1	4,8	4,8	9,5
Moderate importance	4	19,0	19,0	28,6
Valid Important	3	14,3	14,3	42,9
Very important	3	14,3	14,3	57,1
Extremely important	9	42,9	42,9	100,0
Total	21	100,0	100,0	

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

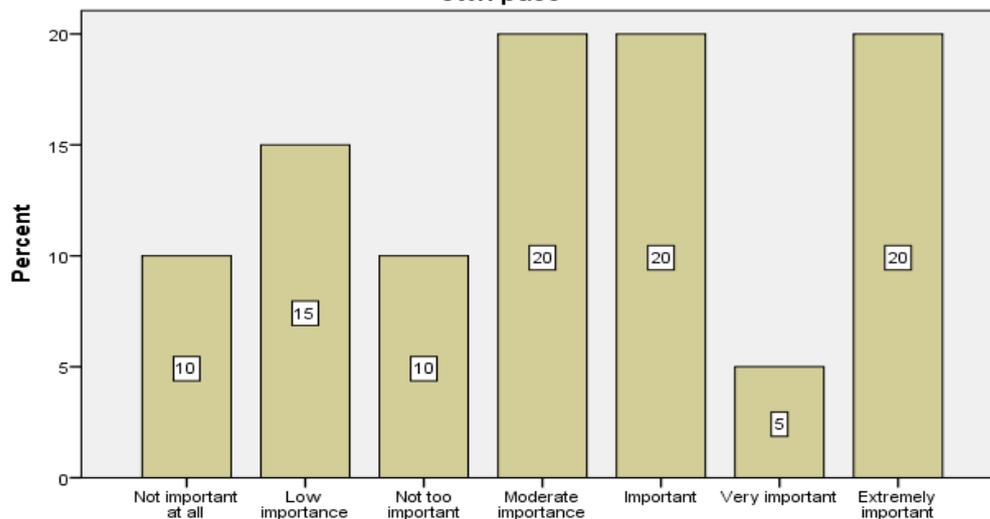


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Not important at all	2	9,5	10,0	10,0
Low importance	3	14,3	15,0	25,0
Not too important	2	9,5	10,0	35,0
Moderate importance	4	19,0	20,0	55,0
Important	4	19,0	20,0	75,0
Very important	1	4,8	5,0	80,0
Extremely important	4	19,0	20,0	100,0
Total	20	95,2	100,0	
Missing				
System	1	4,8		
Total	21	100,0		

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

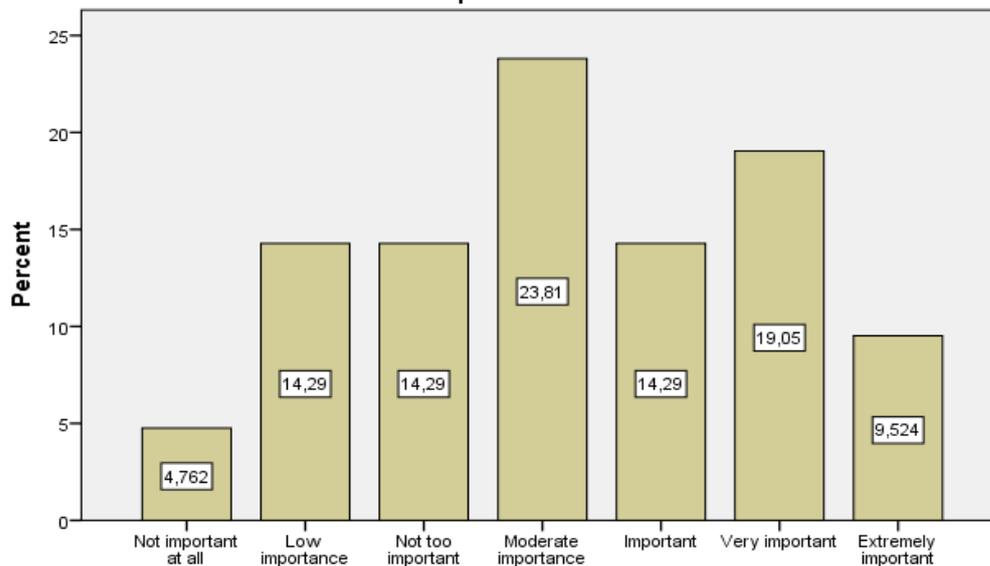


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

	Frequency	Percent	Valid Percent	Cumulative Percent
Not important at all	1	4,8	4,8	4,8
Low importance	3	14,3	14,3	19,0
Not too important	3	14,3	14,3	33,3
Moderate importance	5	23,8	23,8	57,1
Valid Important	3	14,3	14,3	71,4
Very important	4	19,0	19,0	90,5
Extremely important	2	9,5	9,5	100,0
Total	21	100,0	100,0	

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

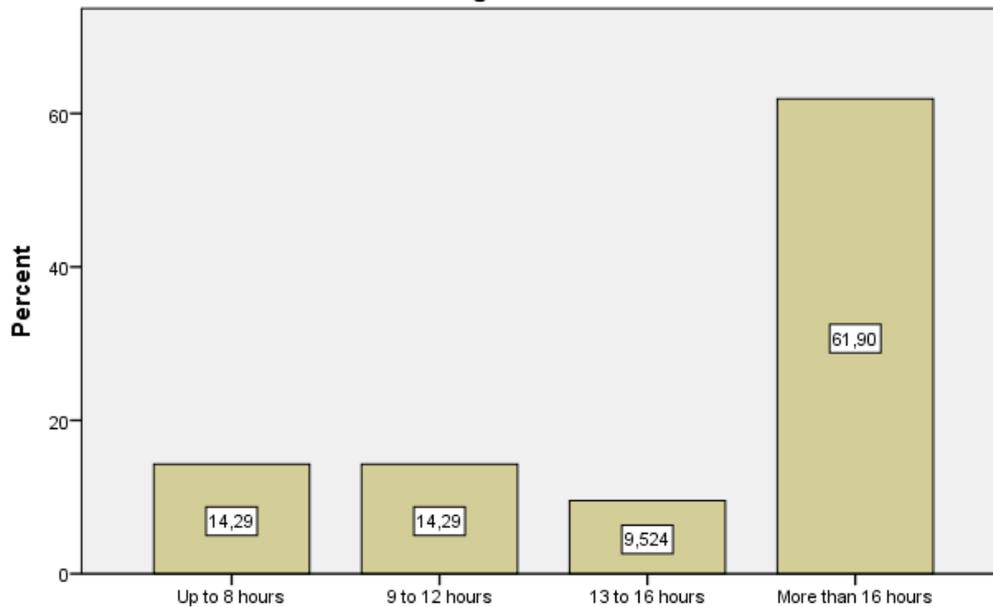


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme

	Frequency	Percent	Valid Percent	Cumulative Percent
Up to 8 hours	3	14,3	14,3	14,3
9 to 12 hours	3	14,3	14,3	28,6
Valid 13 to 16 hours	2	9,5	9,5	38,1
More than 16 hours	13	61,9	61,9	100,0
Total	21	100,0	100,0	

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme

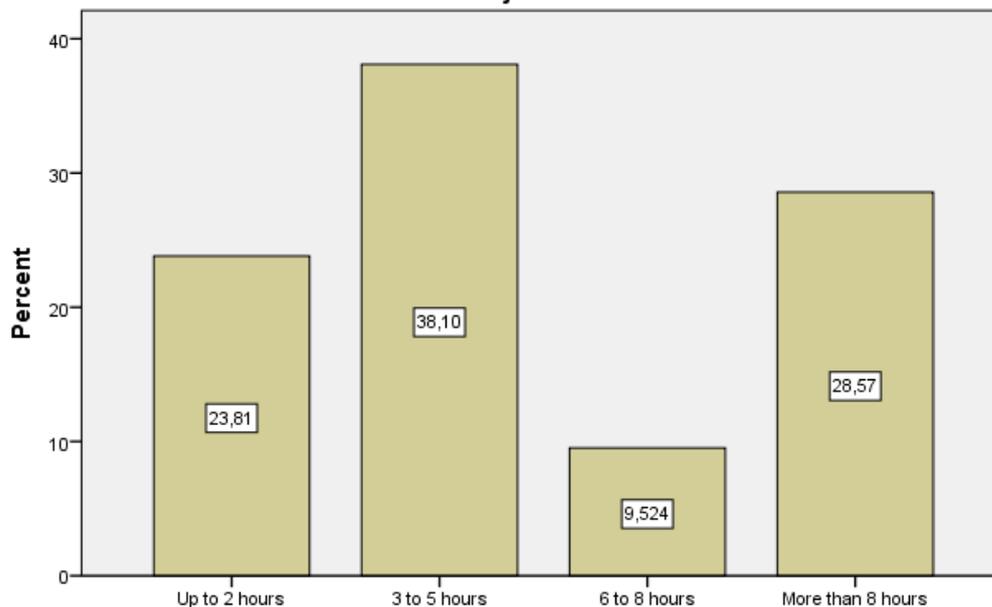


Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject

	Frequency	Percent	Valid Percent	Cumulative Percent
Up to 2 hours	5	23,8	23,8	23,8
3 to 5 hours	8	38,1	38,1	61,9
Valid 6 to 8 hours	2	9,5	9,5	71,4
More than 8 hours	6	28,6	28,6	100,0
Total	21	100,0	100,0	

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject

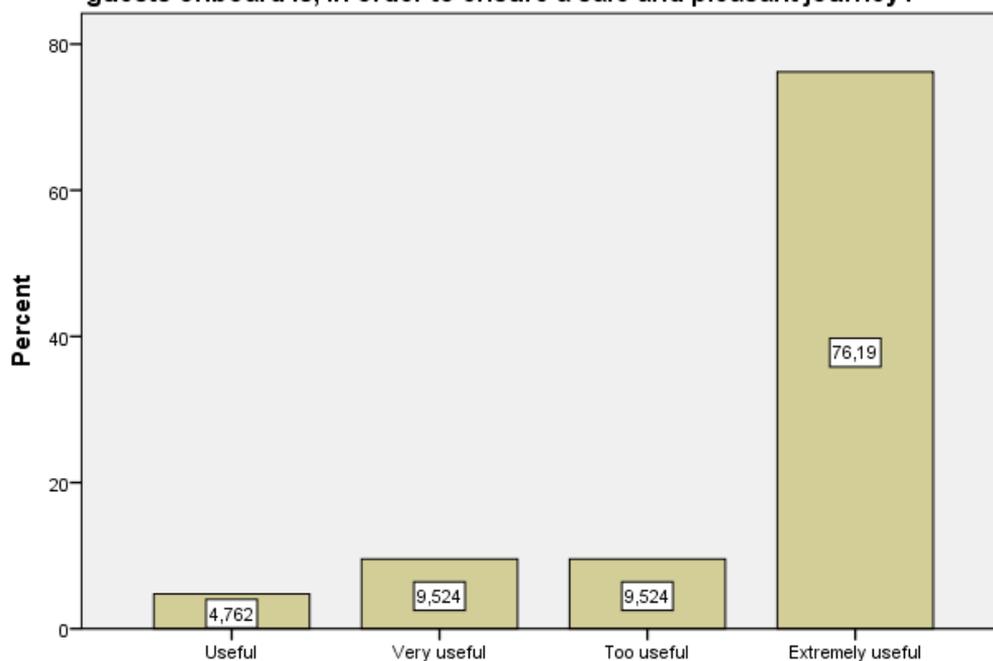


Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject

How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?

	Frequency	Percent	Valid Percent	Cumulative Percent
Useful	1	4,8	4,8	4,8
Very useful	2	9,5	9,5	14,3
Valid Too useful	2	9,5	9,5	23,8
Extremely useful	16	76,2	76,2	100,0
Total	21	100,0	100,0	

How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?



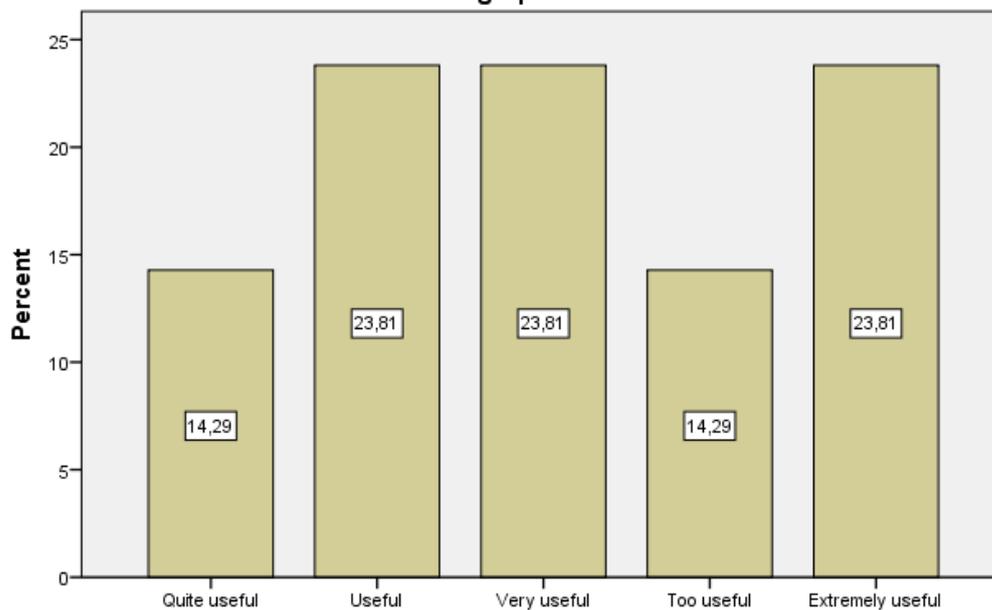
How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Infographics

	Frequency	Percent	Valid Percent	Cumulative Percent
Quite useful	3	14,3	14,3	14,3
Useful	5	23,8	23,8	38,1
Very useful	5	23,8	23,8	61,9
Too useful	3	14,3	14,3	76,2
Extremely useful	5	23,8	23,8	100,0
Total	21	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Infographics

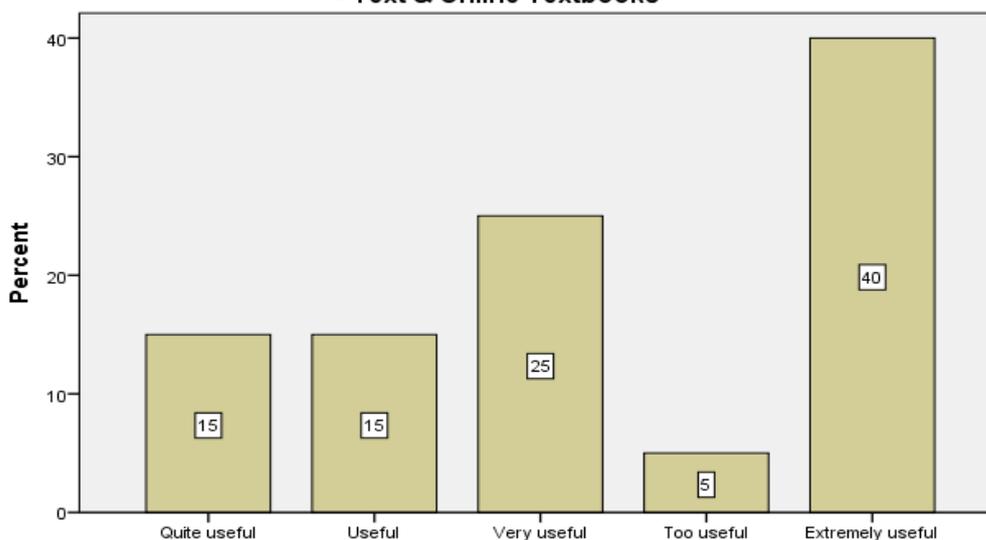


Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Infographics

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Quite useful	3	14,3	15,0	15,0
	Useful	3	14,3	15,0	30,0
	Very useful	5	23,8	25,0	55,0
	Too useful	1	4,8	5,0	60,0
	Extremely useful	8	38,1	40,0	100,0
Total		20	95,2	100,0	
Missing	System	1	4,8		
Total		21	100,0		

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks



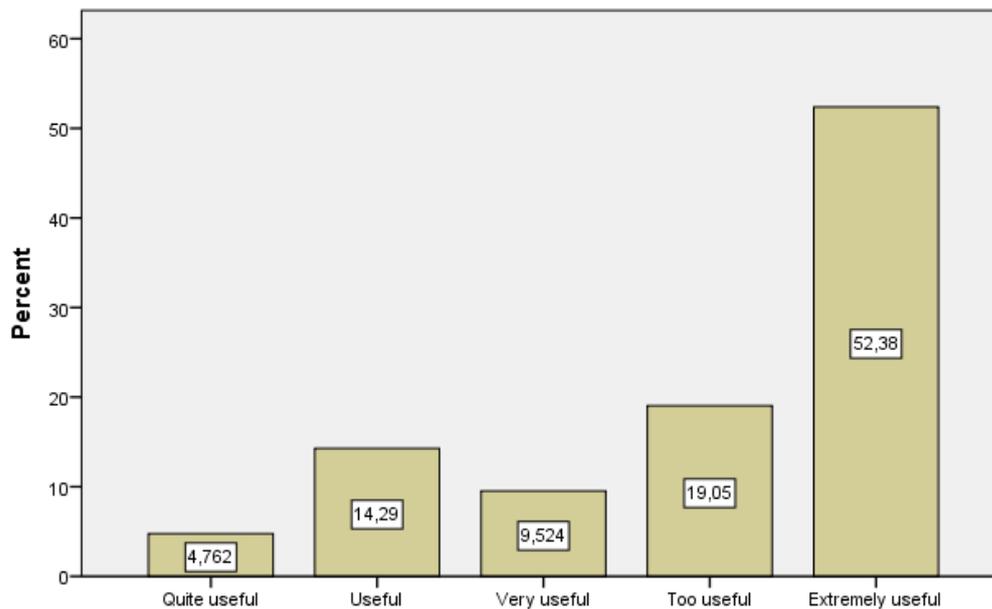
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Videos

	Frequency	Percent	Valid Percent	Cumulative Percent
Quite useful	1	4,8	4,8	4,8
Useful	3	14,3	14,3	19,0
Very useful	2	9,5	9,5	28,6
Too useful	4	19,0	19,0	47,6
Extremely useful	11	52,4	52,4	100,0
Total	21	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos



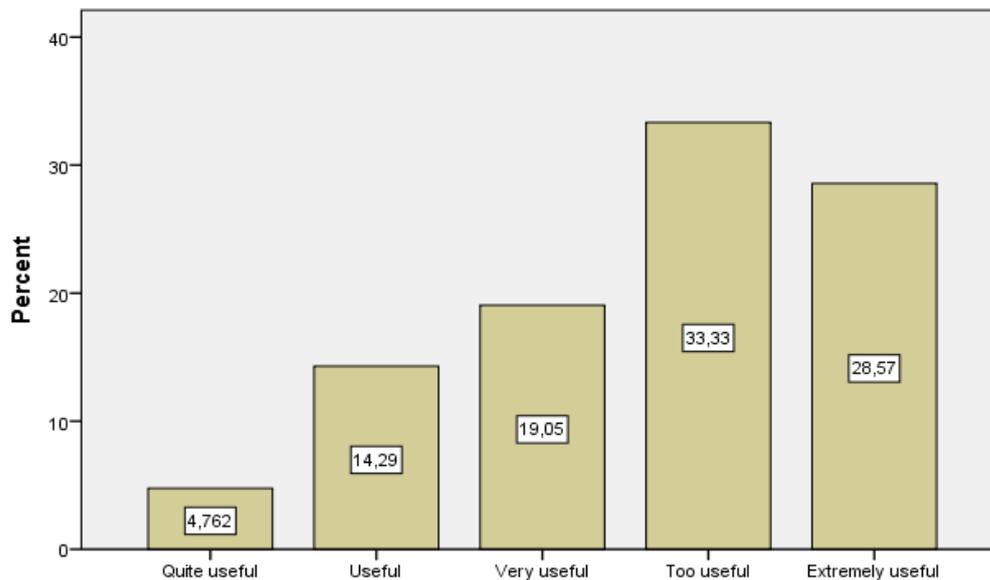
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Articles

	Frequency	Percent	Valid Percent	Cumulative Percent
Quite useful	1	4,8	4,8	4,8
Useful	3	14,3	14,3	19,0
Very useful	4	19,0	19,0	38,1
Too useful	7	33,3	33,3	71,4
Extremely useful	6	28,6	28,6	100,0
Total	21	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles



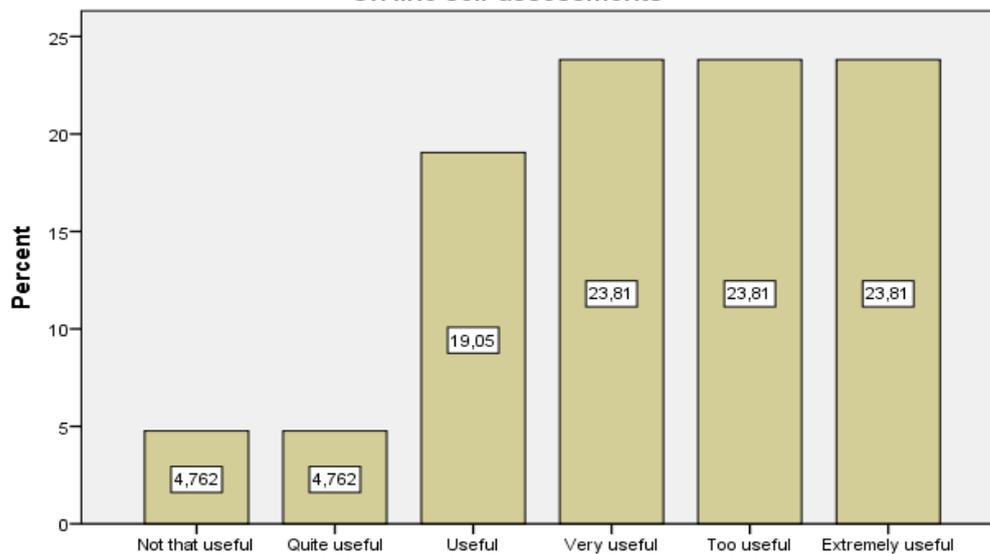
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

On line self-assessments

	Frequency	Percent	Valid Percent	Cumulative Percent
Not that useful	1	4,8	4,8	4,8
Quite useful	1	4,8	4,8	9,5
Useful	4	19,0	19,0	28,6
Valid Very useful	5	23,8	23,8	52,4
Too useful	5	23,8	23,8	76,2
Extremely useful	5	23,8	23,8	100,0
Total	21	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - On line self-assessments



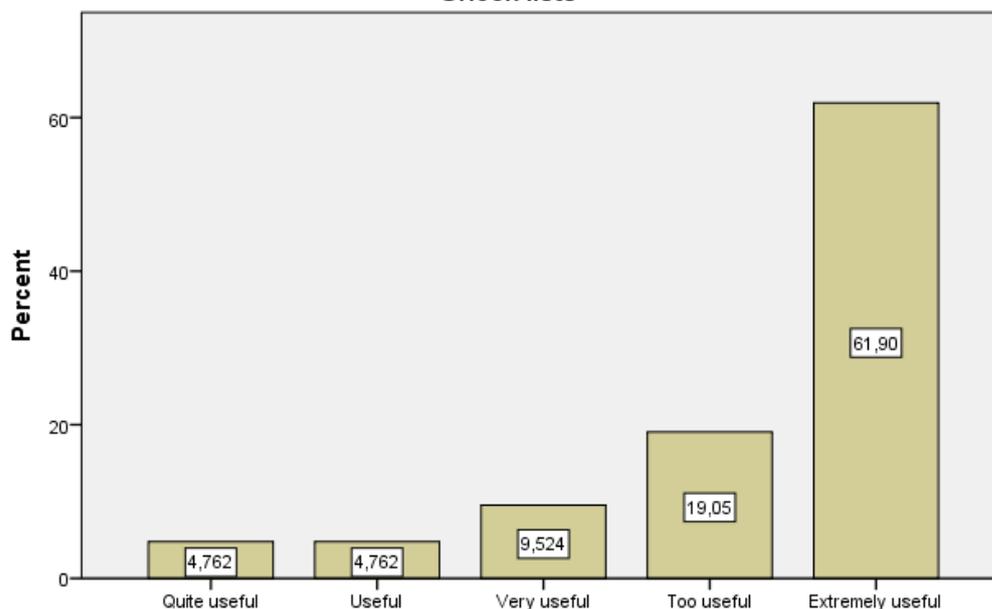
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - On line self-assessments

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Check lists

	Frequency	Percent	Valid Percent	Cumulative Percent
Quite useful	1	4,8	4,8	4,8
Useful	1	4,8	4,8	9,5
Very useful	2	9,5	9,5	19,0
Too useful	4	19,0	19,0	38,1
Extremely useful	13	61,9	61,9	100,0
Total	21	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Check lists



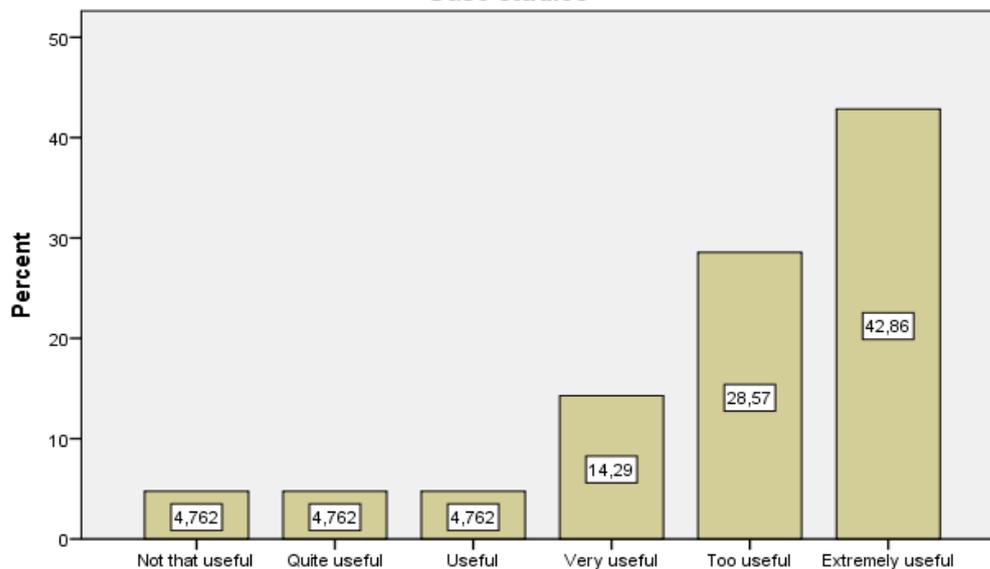
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Check lists

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Case studies

	Frequency	Percent	Valid Percent	Cumulative Percent
Not that useful	1	4,8	4,8	4,8
Quite useful	1	4,8	4,8	9,5
Useful	1	4,8	4,8	14,3
Valid Very useful	3	14,3	14,3	28,6
Too useful	6	28,6	28,6	57,1
Extremely useful	9	42,9	42,9	100,0
Total	21	100,0	100,0	

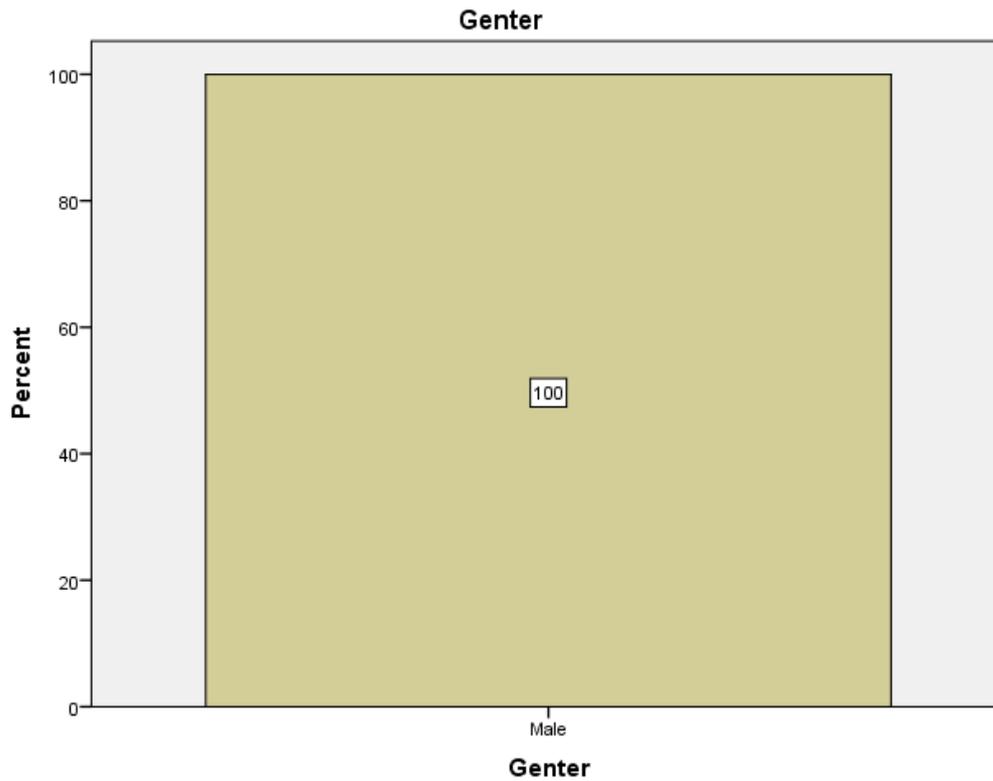
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies



Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies

Country of origin

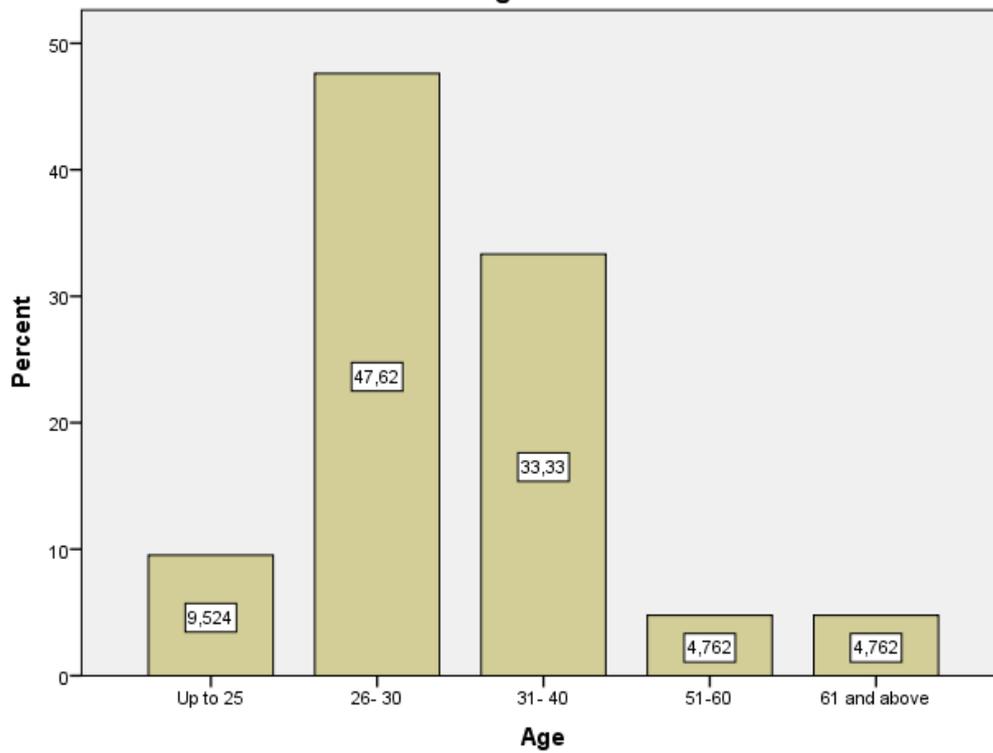
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Croatia	21	100,0	100,0	100,0



Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	21	100,0	100,0	100,0

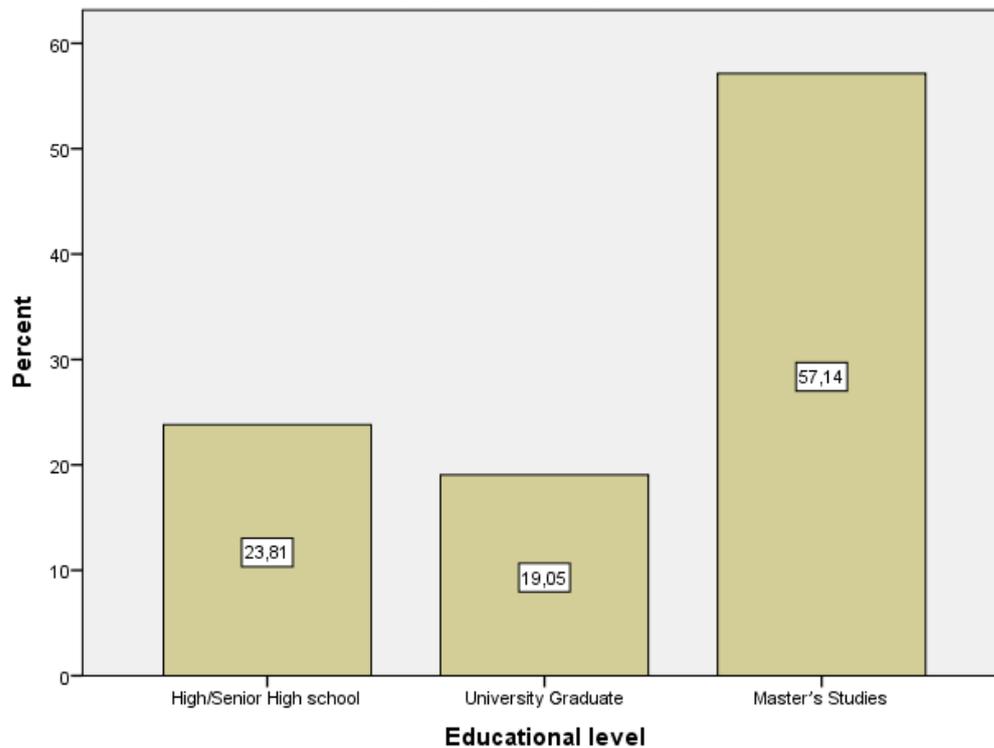
Age



Age

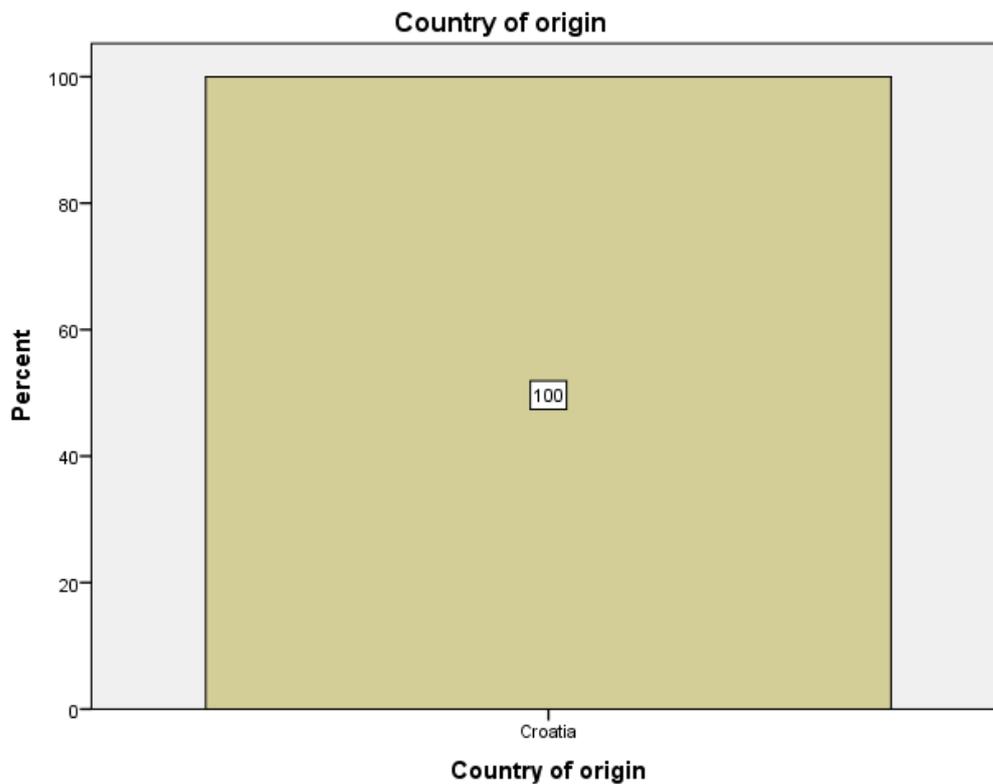
	Frequency	Percent	Valid Percent	Cumulative Percent
Up to 25	2	9,5	9,5	9,5
26- 30	10	47,6	47,6	57,1
31- 40	7	33,3	33,3	90,5
51-60	1	4,8	4,8	95,2
61 and above	1	4,8	4,8	100,0
Total	21	100,0	100,0	

Educational level



Educational level

	Frequency	Percent	Valid Percent	Cumulative Percent
High/Senior High school	5	23,8	23,8	23,8
University Graduate	4	19,0	19,0	42,9
Master's Studies	12	57,1	57,1	100,0
Total	21	100,0	100,0	





A9. Summary Spain

9.1 Descriptive

		What is your experience as a charter skipper (in years)?	What type of boats are you most experienced in?	What is the average length (in meters) of the boats you are most experienced in	Do have experience in as a skipper in Bulgaria (Black Sea)
N	Valid	20	20	20	20
	Missing	0	0	0	0
Mean		3,20	2,00	2,25	1,00
Median		3,00	2,00	2,00	1,00
Mode		3	2	2	1
Std. Deviation		,696	,000	,444	,000
Variance		,484	,000	,197	,000
Skewness		-,292		1,251	
Std. Error of Skewness		,512	,512	,512	,512
Kurtosis		-,734		-,497	
Std. Error of Kurtosis		,992	,992	,992	,992
Range		2	0	1	0
Minimum		2	2	2	1
Maximum		4	2	3	1
Sum		64	40	45	20
Percentiles	25	3,00	2,00	2,00	1,00
	50	3,00	2,00	2,00	1,00
	75	4,00	2,00	2,75	1,00

		Do have experience in as a skipper in Croatia (Adriatic Sea)	Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)	Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)	Do have experience in as a skipper in other parts of the Mediterranean Sea
N	Valid	20	18	20	20
	Missing	0	2	0	0
Mean		1,00	1,00	2,00	1,00
Median		1,00	1,00	2,00	1,00
Mode		1	1	2	1
Std. Deviation		,000	,000	,000	,000
Variance		,000	,000	,000	,000
Skewness					
Std. Error of Skewness		,512	,536	,512	,512
Kurtosis					
Std. Error of Kurtosis		,992	1,038	,992	,992
Range		0	0	0	0
Minimum		1	1	2	1
Maximum		1	1	2	1
Sum		20	18	40	20
Percentiles	25	1,00	1,00	2,00	1,00
	50	1,00	1,00	2,00	1,00
	75	1,00	1,00	2,00	1,00



		Do have experience in as a skipper in ocean/tidal waters	Have you ever participated in any additional training that improves the quality of your job performance	How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)	How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)
N	Valid	20	20	19	20
	Missing	0	0	1	0
Mean		1,00	1,00	2,79	2,50
Median		1,00	1,00	2,00	2,00
Mode		1	1	2	2
Std. Deviation		,000	,000	1,718	1,318
Variance		,000	,000	2,953	1,737
Skewness				,731	,613
Std. Error of Skewness		,512	,512	,524	,512
Kurtosis				-,742	-,684
Std. Error of Kurtosis		,992	,992	1,014	,992
Range		0	0	5	4
Minimum		1	1	1	1
Maximum		1	1	6	5
Sum		20	20	53	50
Percentile 25s		1,00	1,00	1,00	1,25
Percentile 50s		1,00	1,00	2,00	2,00
Percentile 75s		1,00	1,00	4,00	3,75

		How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often	How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)	How important is the following work related skills for your job? - Guest entertainment activities	How important is the following work related skills for your job? - Creative and innovative thinking
N	Valid	20	20	20	20
	Missing	0	0	0	0
Mean		3,00	3,05	3,25	4,70
Median		3,00	3,00	3,50	5,00
Mode		2	4	2	5
Std. Deviation		1,338	1,468	1,482	,657
Variance		1,789	2,155	2,197	,432
Skewness		,293	-,095	-,047	-,842
Std. Error of Skewness		,512	,512	,512	,512
Kurtosis		-1,148	-1,402	-1,656	1,314
Std. Error of Kurtosis		,992	,992	,992	,992
Range		4	4	4	3
Minimum		1	1	1	3
Maximum		5	5	5	6
Sum		60	61	65	94
Percentile 25s		2,00	2,00	2,00	4,00
Percentile 50s		3,00	3,00	3,50	5,00
Percentile 75s		4,00	4,00	5,00	5,00

		How important is the following work related skills for your job? - Time management in a working day	How important is the following work related skills for your job? - Ability to work in teams	How important is the following work related skills for your job? - Body language/non-verbal communication	How important is the following work related skills for your job? - Cultural understanding
N	Valid	20	20	20	20
	Missing	0	0	0	0
Mean		4,70	5,20	5,10	4,80
Median		5,00	5,00	5,00	5,00
Mode		5	5	5	5
Std. Deviation		,801	,616	,447	1,056
Variance		,642	,379	,200	1,116
Skewness		-2,100	-,120	,549	-1,346
Std. Error of Skewness		,512	,512	,512	,512
Kurtosis		6,461	-,207	2,663	1,752
Std. Error of Kurtosis		,992	,992	,992	,992
Range		4	2	2	4
Minimum		2	4	4	2
Maximum		6	6	6	6
Sum		94	104	102	96
Percentiles	25	4,25	5,00	5,00	5,00
	50	5,00	5,00	5,00	5,00
	75	5,00	6,00	5,00	5,00

		How important is the following work related skills for your job? - Interpersonal skills	How important is the following work related skills for your job? - Work ethics	How important is the following work related skills for your job? - Courtesy	How important is the following work related skills for your job? - Ability to motivate
N	Valid	20	20	20	20
	Missing	0	0	0	0
Mean		5,25	5,00	4,90	4,90
Median		5,00	5,00	5,00	5,00
Mode		5	5	5	5
Std. Deviation		,444	,858	,852	,788
Variance		,197	,737	,726	,621
Skewness		1,251	-1,109	-,930	-1,247
Std. Error of Skewness		,512	,512	,512	,512
Kurtosis		-,497	1,517	1,012	2,288
Std. Error of Kurtosis		,992	,992	,992	,992
Range		1	3	3	3
Minimum		5	3	3	3
Maximum		6	6	6	6
Sum		105	100	98	98
Percentiles	25	5,00	5,00	5,00	5,00
	50	5,00	5,00	5,00	5,00
	75	5,75	5,75	5,00	5,00

		How important is the following work related skills for your job? - Empathy	How important is the following work related skills for your job? - Emotional intelligence	How important is the following work related skills for your job? - Stress management	How important is the following work related skills for your job? - Problem solving
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N	Valid	20	20	20	20
	Missing	0	0	0	0
Mean		4,60	4,85	5,10	5,55
Median		5,00	5,00	5,00	6,00
Mode		5	5	5	6
Std. Deviation		,995	1,040	,968	,686
Variance		,989	1,082	,937	,471
Skewness		-,485	-,296	-,604	-,198
Std. Error of Skewness		,512	,512	,512	,512
Kurtosis		-,707	,339	1,126	,151
Std. Error of Kurtosis		,992	,992	,992	,992
Range		3	4	4	3
Minimum		3	3	3	4
Maximum		6	7	7	7
Sum		92	97	102	111
Percentiles	25	4,00	4,25	5,00	5,00
	50	5,00	5,00	5,00	6,00
	75	5,00	5,00	6,00	6,00

		How important is the following work related skills for your job? - Ability to deal with difficult people	How important is the following work related skills for your job? - Ability to keep a good/positive attitude	How important is the following work related skills for your job? - Attire – professional appearance	How important is the following work related skills for your job? - Crisis management
N	Valid	20	20	20	20
	Missing	0	0	0	0
Mean		5,35	5,25	5,35	5,50
Median		5,00	5,00	5,00	5,50
Mode		5	5	5	5
Std. Deviation		,745	,851	,671	,688
Variance		,555	,724	,450	,474
Skewness		,151	-,534	,613	,000
Std. Error of Skewness		,512	,512	,512	,512
Kurtosis		,082	1,894	,736	,083
Std. Error of Kurtosis		,992	,992	,992	,992
Range		3	4	3	3
Minimum		4	3	4	4
Maximum		7	7	7	7
Sum		107	105	107	110
Percentiles	25	5,00	5,00	5,00	5,00
	50	5,00	5,00	5,00	5,50
	75	6,00	6,00	6,00	6,00

		How important is the following work related skills for your job? - Negotiation skills	How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6	How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training	How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace
N	Valid	20	20	20	20





	Missing	0	0	0	0
Mean		5,45	2,40	2,10	4,30
Median		5,00	2,00	2,00	4,00
Mode		5	2	2	4
Std. Deviation		,686	1,142	,718	1,031
Variance		,471	1,305	,516	1,063
Skewness		,198	,744	,796	,282
Std. Error of Skewness		,512	,512	,512	,512
Kurtosis		,151	-,090	1,727	-,945
Std. Error of Kurtosis		,992	,992	,992	,992
Range		3	4	3	3
Minimum		4	1	1	3
Maximum		7	5	4	6
Sum		109	48	42	86
Percentiles	25	5,00	2,00	2,00	3,25
	50	5,00	2,00	2,00	4,00
	75	6,00	3,00	2,00	5,00

		How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision	Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme	Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject	How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?
N	Valid	20	20	20	19
	Missing	0	0	0	1
Mean		5,55	1,00	1,00	3,84
Median		6,00	1,00	1,00	3,00
Mode		6	1	1	3
Std. Deviation		,686	,000	,000	1,500
Variance		,471	,000	,000	2,251
Skewness		-,198			,299
Std. Error of Skewness		,512	,512	,512	,524
Kurtosis		,151			-1,412
Std. Error of Kurtosis		,992	,992	,992	1,014
Range		3	0	0	4
Minimum		4	1	1	2
Maximum		7	1	1	6
Sum		111	20	20	73
Percentiles	25	5,00	1,00	1,00	3,00
	50	6,00	1,00	1,00	3,00
	75	6,00	1,00	1,00	5,00

		Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Infographics	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles
N	Valid	20	20	20	20
	Missing	0	0	0	0
Mean		4,00	2,05	4,65	2,20
Median		4,00	2,00	5,00	2,00
Mode		3	2	5	2
Std. Deviation		,858	,887	,875	,696
Variance		,737	,787	,766	,484
Skewness		,000	,398	-,250	,750





Std. Error of Skewness	,512	,512	,512	,512
Kurtosis	-1,676	-,526	-,337	1,484
Std. Error of Kurtosis	,992	,992	,992	,992
Range	2	3	3	3
Minimum	3	1	3	1
Maximum	5	4	6	4
Sum	80	41	93	44
Percentiles				
25	3,00	1,00	4,00	2,00
50	4,00	2,00	5,00	2,00
75	5,00	3,00	5,00	2,75

	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - On line self-assessments	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Check lists	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies	Gender	Age
N	20	20	20	20	20
Valid	20	20	20	20	20
Missing	0	0	0	0	0
Mean	5,45	4,00	3,45	1,00	3,95
Median	5,50	4,00	4,00	1,00	4,00
Mode	5	4	4	1	4
Std. Deviation	,945	1,026	1,146	,000	,759
Variance	,892	1,053	1,313	,000	,576
Skewness	-,674	-,325	-,097		-,716
Std. Error of Skewness	,512	,512	,512	,512	,512
Kurtosis	1,277	,112	-1,429		1,195
Std. Error of Kurtosis	,992	,992	,992	,992	,992
Range	4	4	3	0	3
Minimum	3	2	2	1	2
Maximum	7	6	5	1	5
Sum	109	80	69	20	79
Percentiles					
25	5,00	3,25	2,00	1,00	4,00
50	5,50	4,00	4,00	1,00	4,00
75	6,00	5,00	4,00	1,00	4,00

		Educational level	Country of origin
N	20	20	20
Valid	20	20	20
Missing	0	0	0
Mean	2,05	4,00	4,00
Median	2,00	4,00	4,00
Mode	2	4	4
Std. Deviation	,224	,000	,000
Variance	,050	,000	,000
Skewness	4,472		
Std. Error of Skewness	,512	,512	,512
Kurtosis	20,000		
Std. Error of Kurtosis	,992	,992	,992
Range	1	0	0
Minimum	2	4	4
Maximum	3	4	4
Sum	41	80	80
Percentiles			
25	2,00	4,00	4,00
50	2,00	4,00	4,00
75	2,00	4,00	4,00





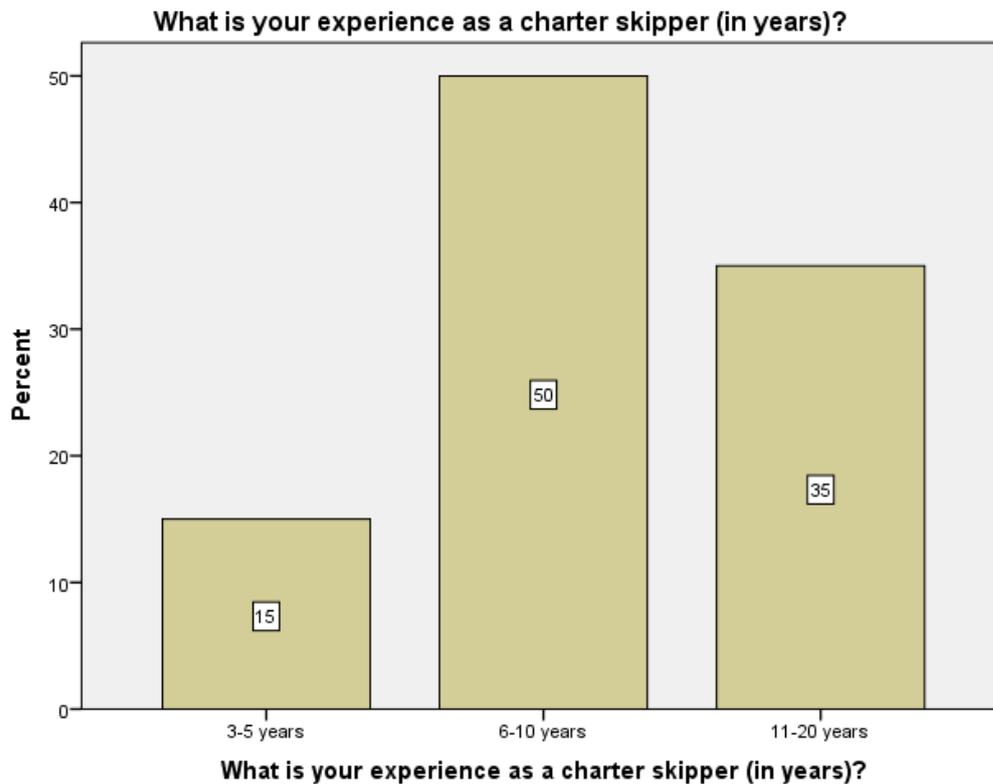
a. Multiple modes exist. The smallest value is shown



9.2 Frequencies

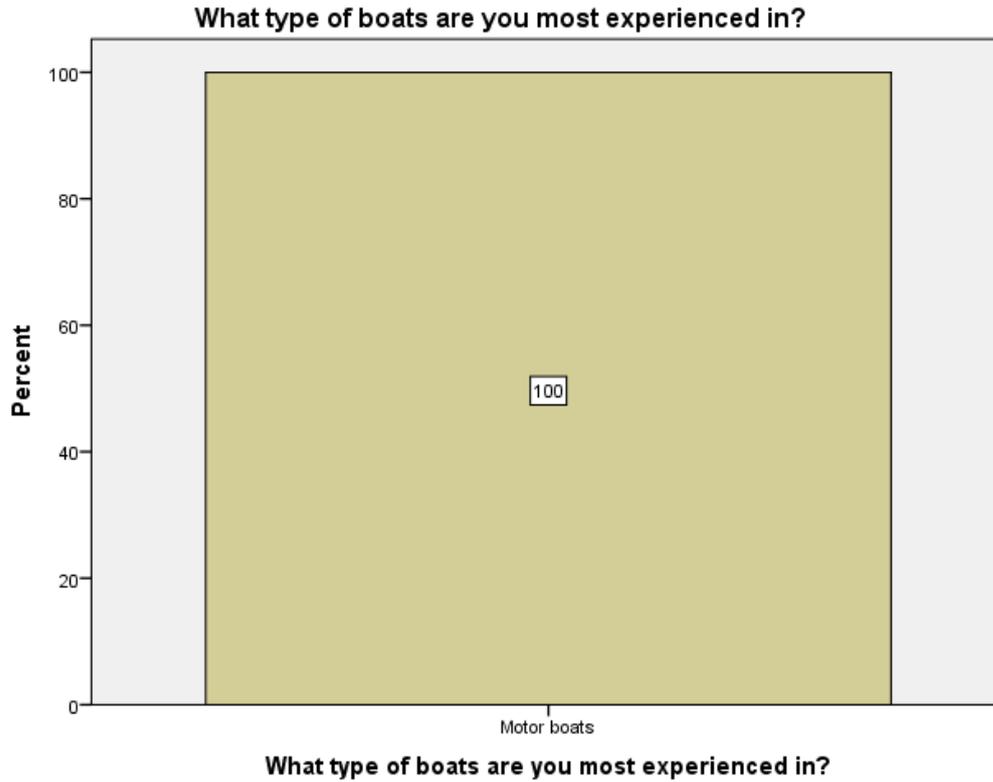
What is your experience as a charter skipper (in years)?

	Frequency	Percent	Valid Percent	Cumulative Percent
3-5 years	3	15,0	15,0	15,0
6-10 years	10	50,0	50,0	65,0
11-20 years	7	35,0	35,0	100,0
Total	20	100,0	100,0	



What type of boats are you most experienced in?

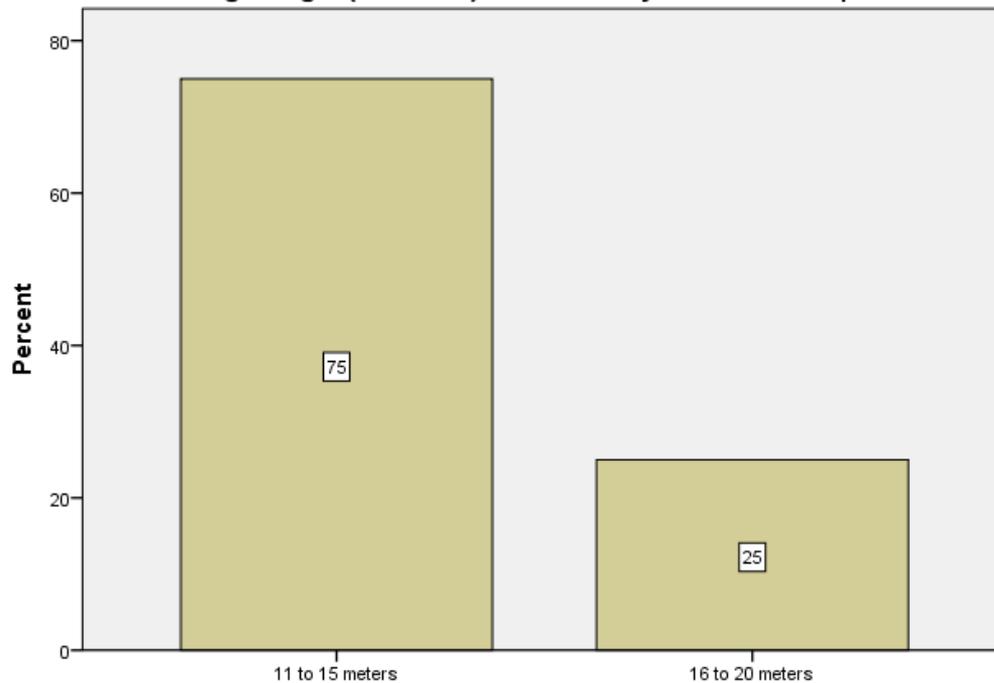
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Motor boats	20	100,0	100,0	100,0



What is the average length (in meters) of the boats you are most experienced in

	Frequency	Percent	Valid Percent	Cumulative Percent
11 to 15 meters	15	75,0	75,0	75,0
Valid 16 to 20 meters	5	25,0	25,0	100,0
Total	20	100,0	100,0	

What is the average length (in meters) of the boats you are most experienced in



What is the average length (in meters) of the boats you are most experienced in

Do have experience in as a skipper in Bulgaria (Black Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	20	100,0	100,0	100,0



Do have experience in as a skipper in Croatia (Adriatic Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	20	100,0	100,0	100,0



Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)

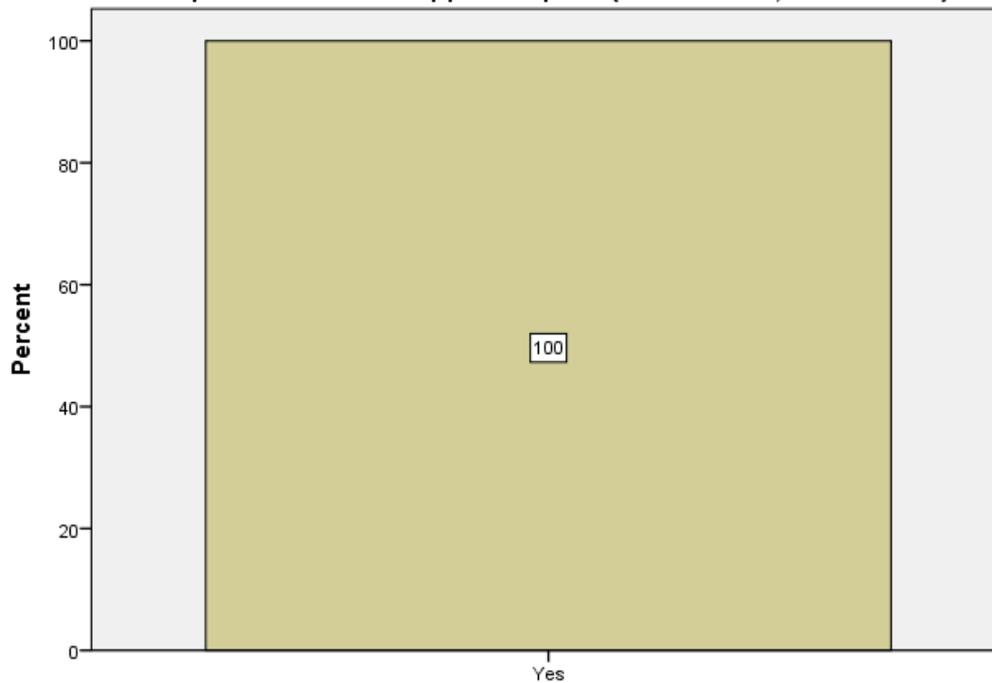
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18	90,0	100,0	100,0
Missing	System	2	10,0		
Total		20	100,0		



Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	20	100,0	100,0	100,0

Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)

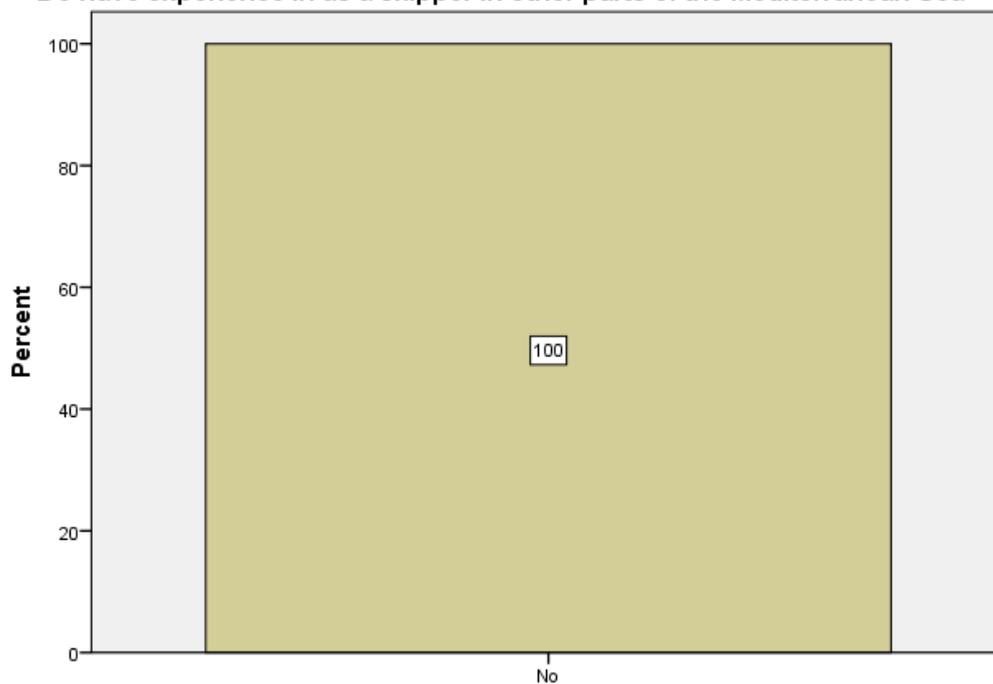


Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)

Do have experience in as a skipper in other parts of the Mediterranean Sea

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	20	100,0	100,0	100,0

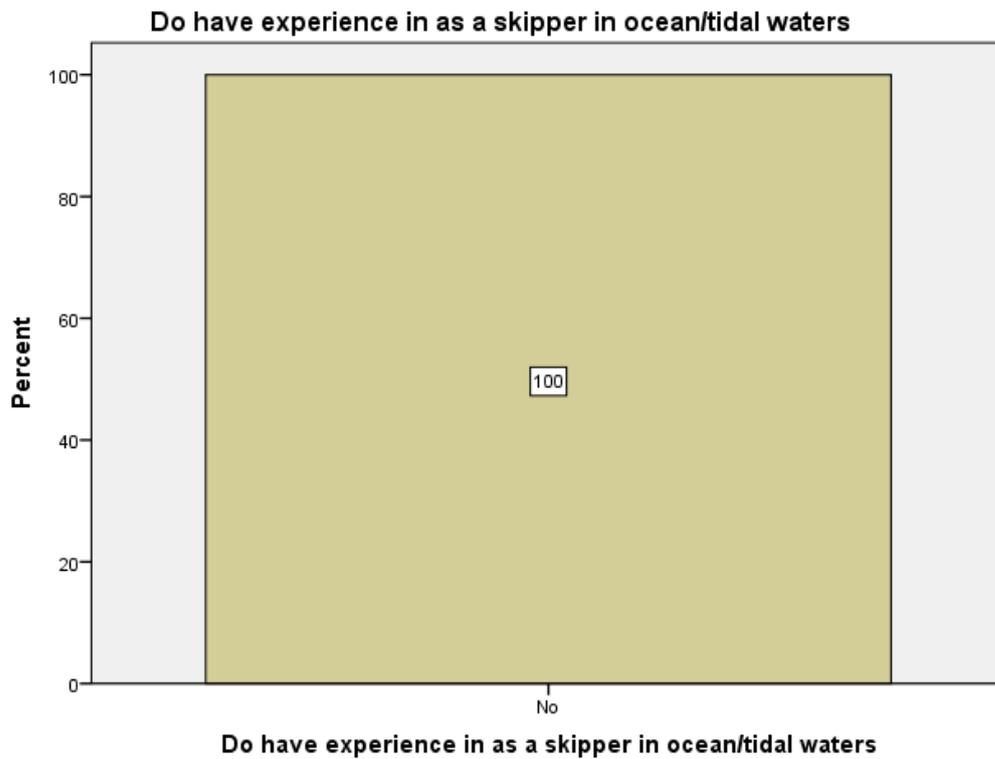
Do have experience in as a skipper in other parts of the Mediterranean Sea



Do have experience in as a skipper in other parts of the Mediterranean Sea

Do have experience in as a skipper in ocean/tidal waters

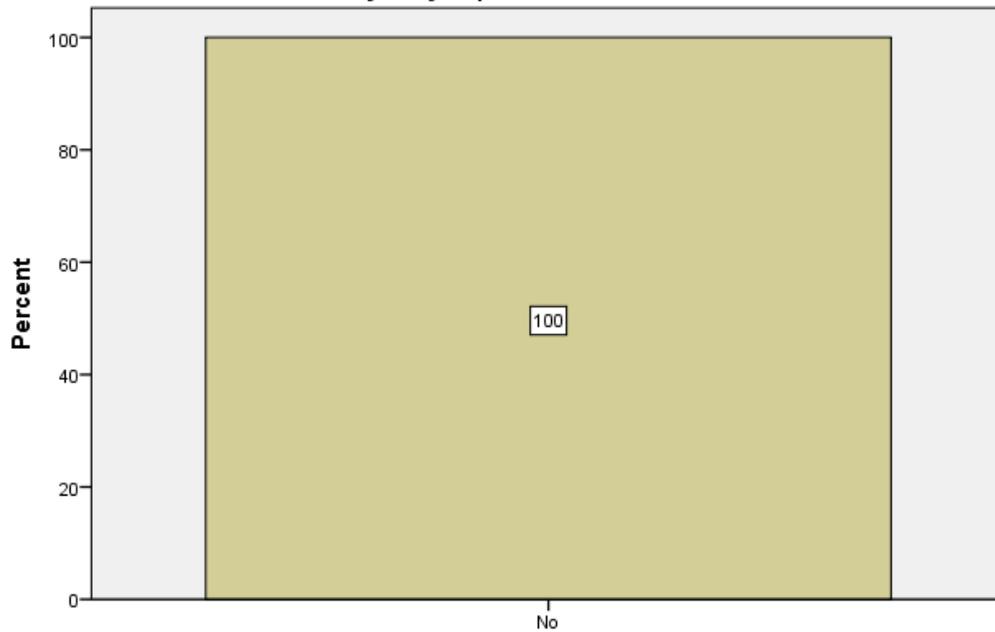
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	20	100,0	100,0	100,0



Have you ever participated in any additional training that improves the quality of your job performance

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	20	100,0	100,0	100,0

Have you ever participated in any additional training that improves the quality of your job performance

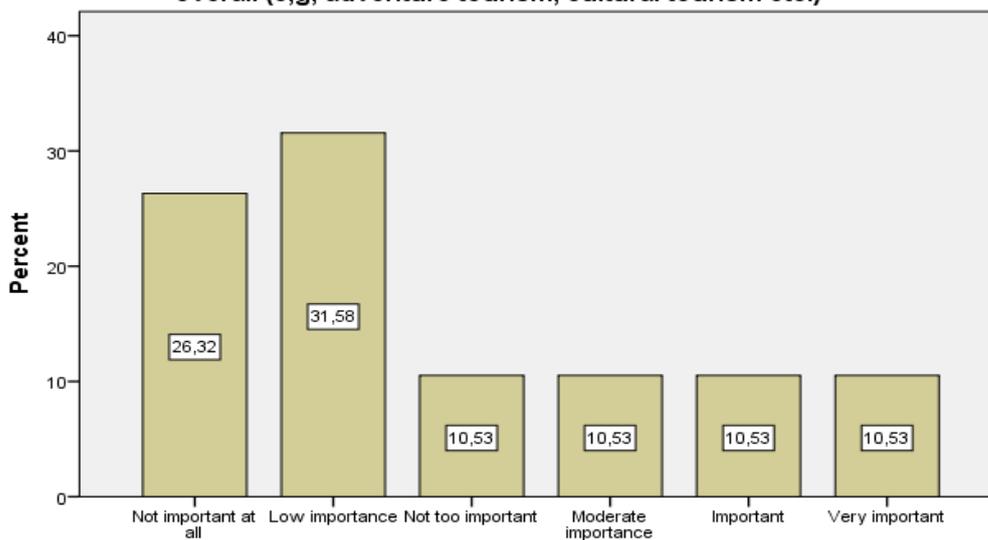


Have you ever participated in any additional training that improves the quality of your job performance

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

	Frequency	Percent	Valid Percent	Cumulative Percent
Not important at all	5	25,0	26,3	26,3
Low importance	6	30,0	31,6	57,9
Not too important	2	10,0	10,5	68,4
Valid Moderate importance	2	10,0	10,5	78,9
Important	2	10,0	10,5	89,5
Very important	2	10,0	10,5	100,0
Total	19	95,0	100,0	
Missing System	1	5,0		
Total	20	100,0		

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

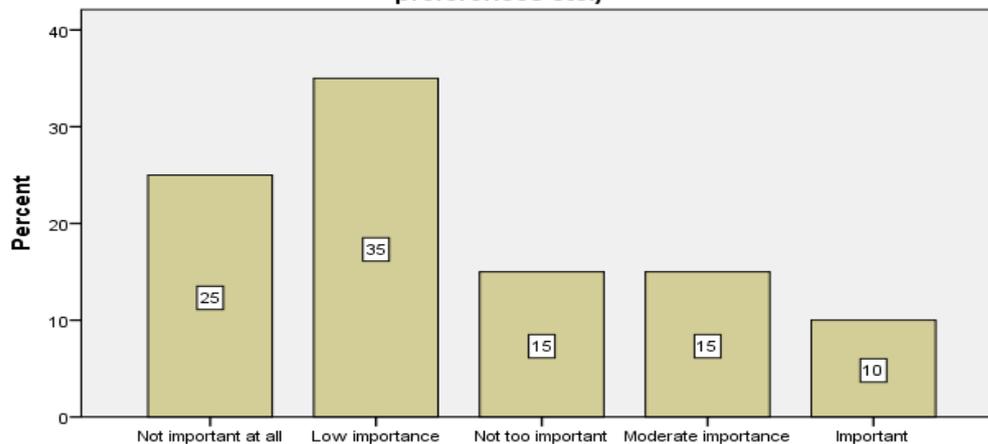


How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

	Frequency	Percent	Valid Percent	Cumulative Percent
Not important at all	5	25,0	25,0	25,0
Low importance	7	35,0	35,0	60,0
Not too important	3	15,0	15,0	75,0
Moderate importance	3	15,0	15,0	90,0
Important	2	10,0	10,0	100,0
Total	20	100,0	100,0	

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

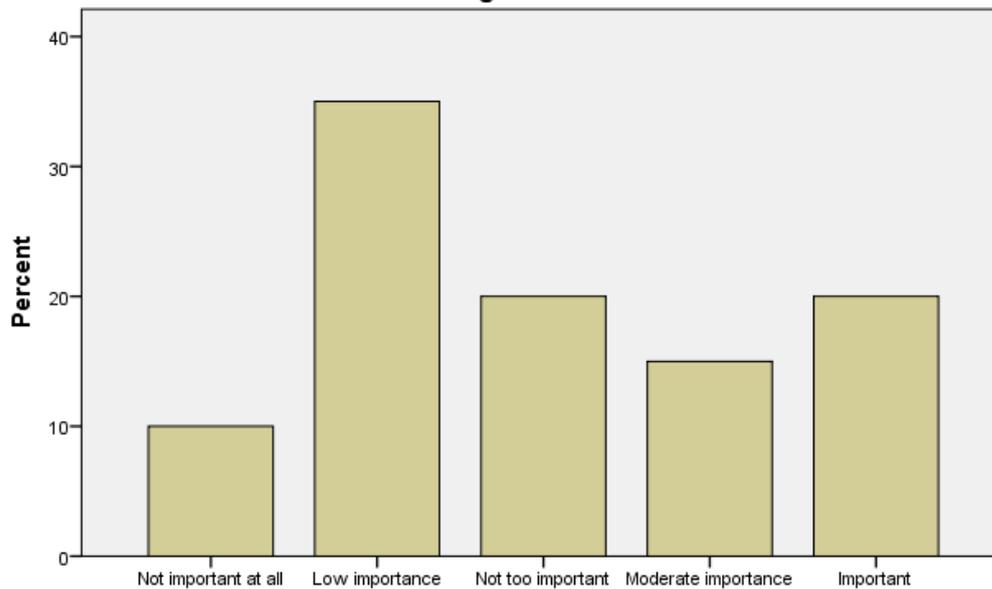


How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

**How important is the following work related skills for your job? - Knowledge/awareness
on cultural context and tourist attractions in the area you are sailing most often**

	Frequency	Percent	Valid Percent	Cumulative Percent
Not important at all	2	10,0	10,0	10,0
Low importance	7	35,0	35,0	45,0
Not too important	4	20,0	20,0	65,0
Moderate importance	3	15,0	15,0	80,0
Important	4	20,0	20,0	100,0
Total	20	100,0	100,0	

**How important is the following work related skills for your job? -
Knowledge/awareness on cultural context and tourist attractions in the area you
are sailing most often**

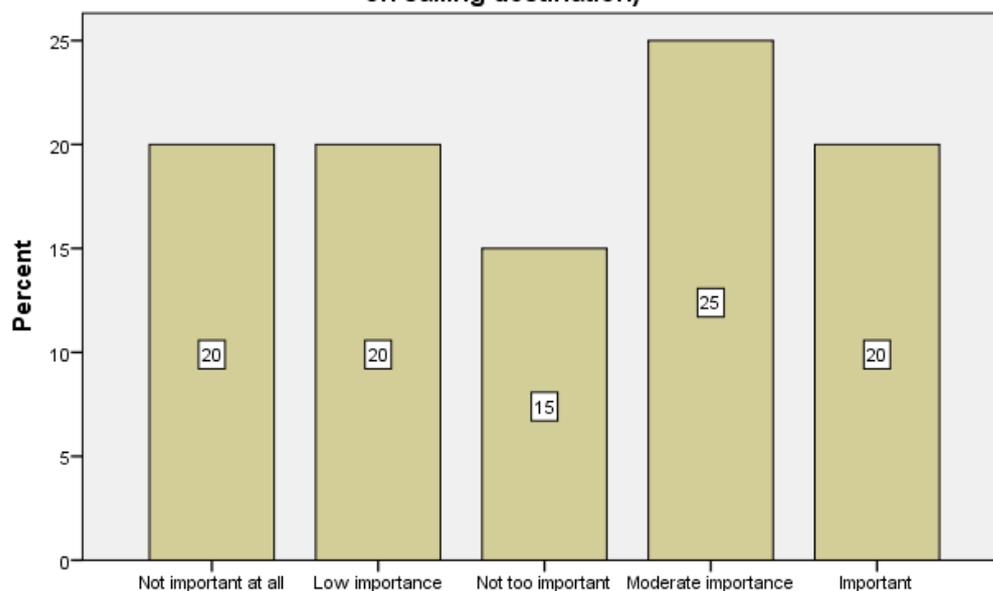


**How important is the following work related skills for your job? -
Knowledge/awareness on cultural context and tourist attractions in the area
you are sailing most often**

How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

	Frequency	Percent	Valid Percent	Cumulative Percent
Not important at all	4	20,0	20,0	20,0
Low importance	4	20,0	20,0	40,0
Not too important	3	15,0	15,0	55,0
Moderate importance	5	25,0	25,0	80,0
Important	4	20,0	20,0	100,0
Total	20	100,0	100,0	

How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

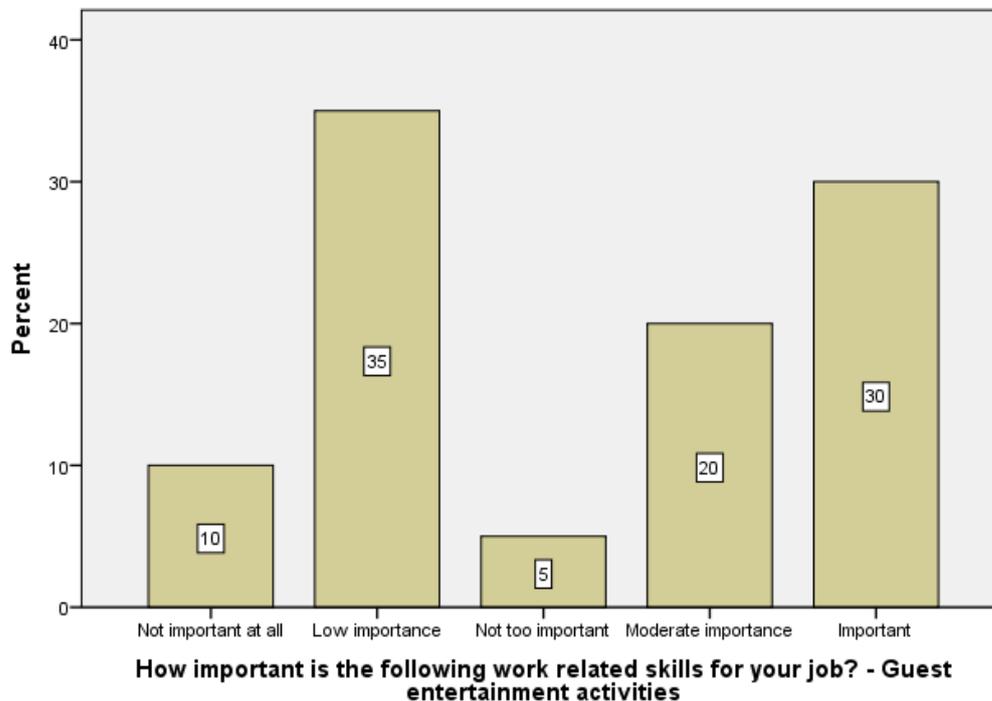


How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

How important is the following work related skills for your job? - Guest entertainment activities

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Not important at all	2	10,0	10,0	10,0
Low importance	7	35,0	35,0	45,0
Not too important	1	5,0	5,0	50,0
Moderate importance	4	20,0	20,0	70,0
Important	6	30,0	30,0	100,0
Total	20	100,0	100,0	

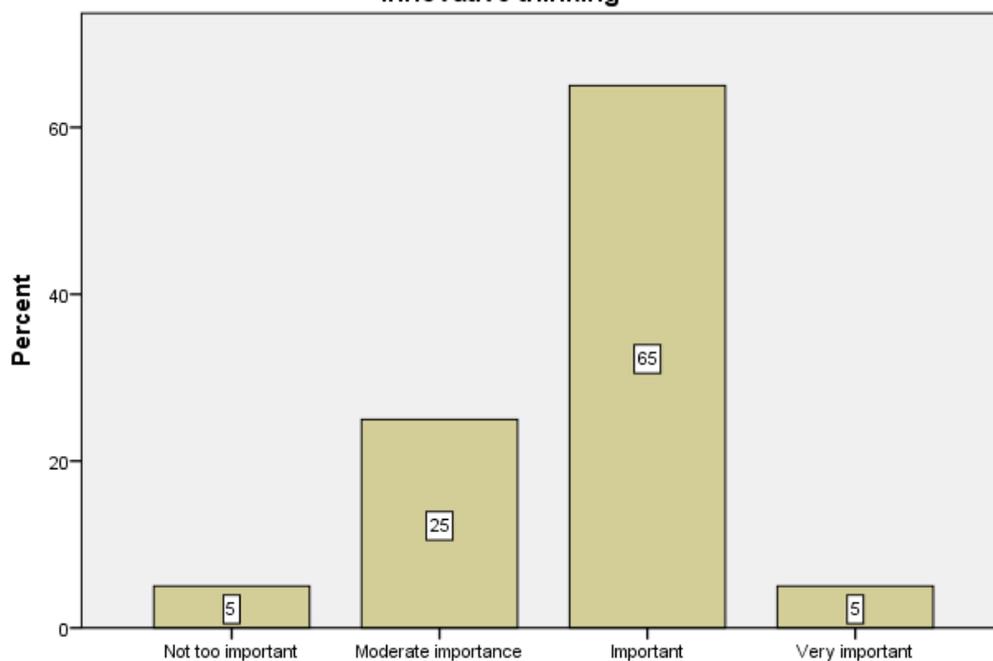
How important is the following work related skills for your job? - Guest entertainment activities



How important is the following work related skills for your job? - Creative and innovative thinking

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	5,0	5,0	5,0
Moderate importance	5	25,0	25,0	30,0
Valid Important	13	65,0	65,0	95,0
Very important	1	5,0	5,0	100,0
Total	20	100,0	100,0	

How important is the following work related skills for your job? - Creative and innovative thinking

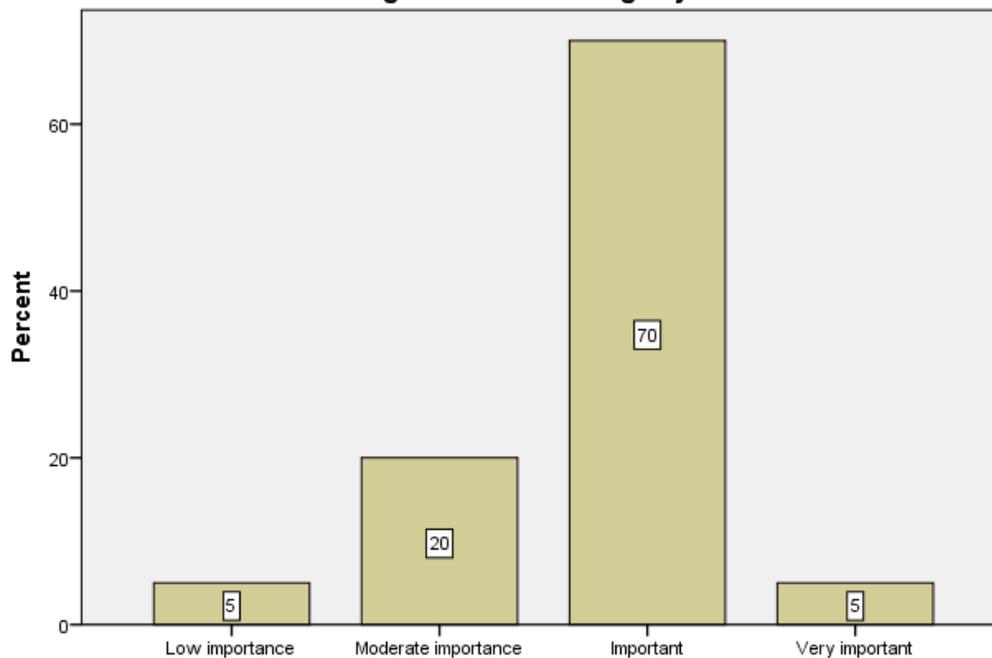


How important is the following work related skills for your job? - Creative and innovative thinking

How important is the following work related skills for your job? - Time management in a working day

	Frequency	Percent	Valid Percent	Cumulative Percent
Low importance	1	5,0	5,0	5,0
Moderate importance	4	20,0	20,0	25,0
Valid Important	14	70,0	70,0	95,0
Very important	1	5,0	5,0	100,0
Total	20	100,0	100,0	

How important is the following work related skills for your job? - Time management in a working day

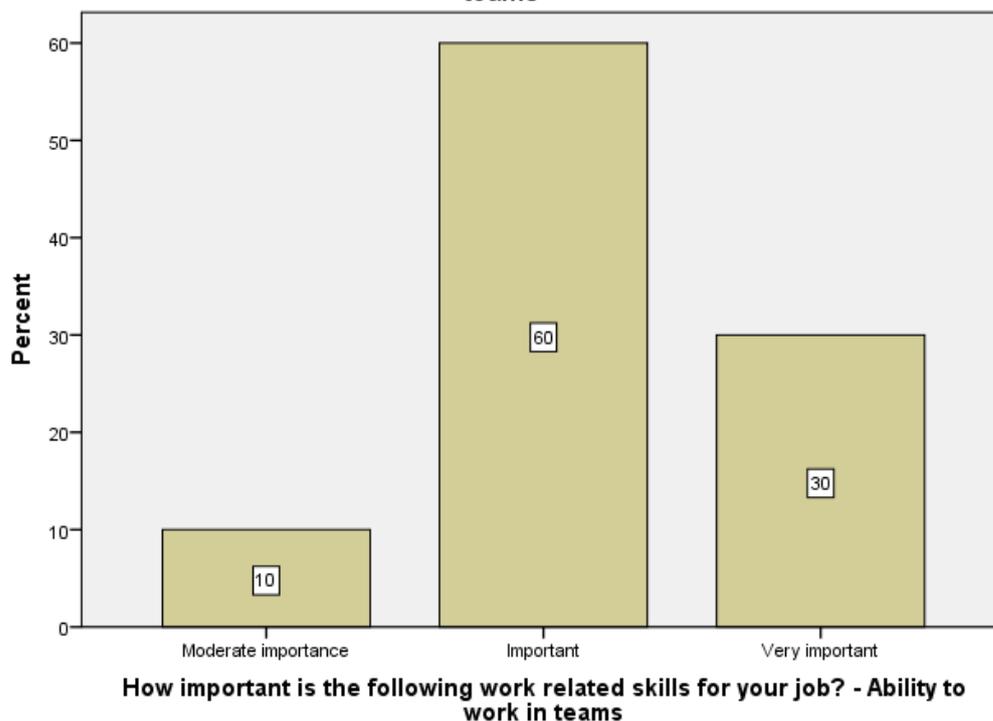


How important is the following work related skills for your job? - Time management in a working day

How important is the following work related skills for your job? - Ability to work in teams

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	2	10,0	10,0	10,0
Important	12	60,0	60,0	70,0
Very important	6	30,0	30,0	100,0
Total	20	100,0	100,0	

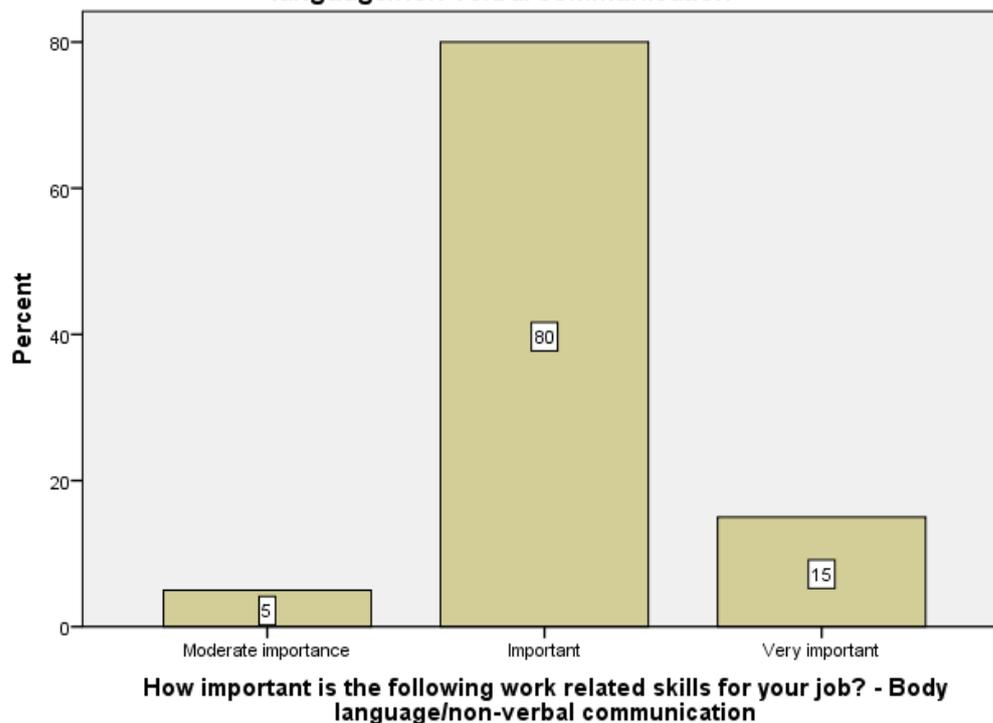
How important is the following work related skills for your job? - Ability to work in teams



How important is the following work related skills for your job? - Body language/non-verbal communication

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	5,0	5,0	5,0
Valid Important	16	80,0	80,0	85,0
Very important	3	15,0	15,0	100,0
Total	20	100,0	100,0	

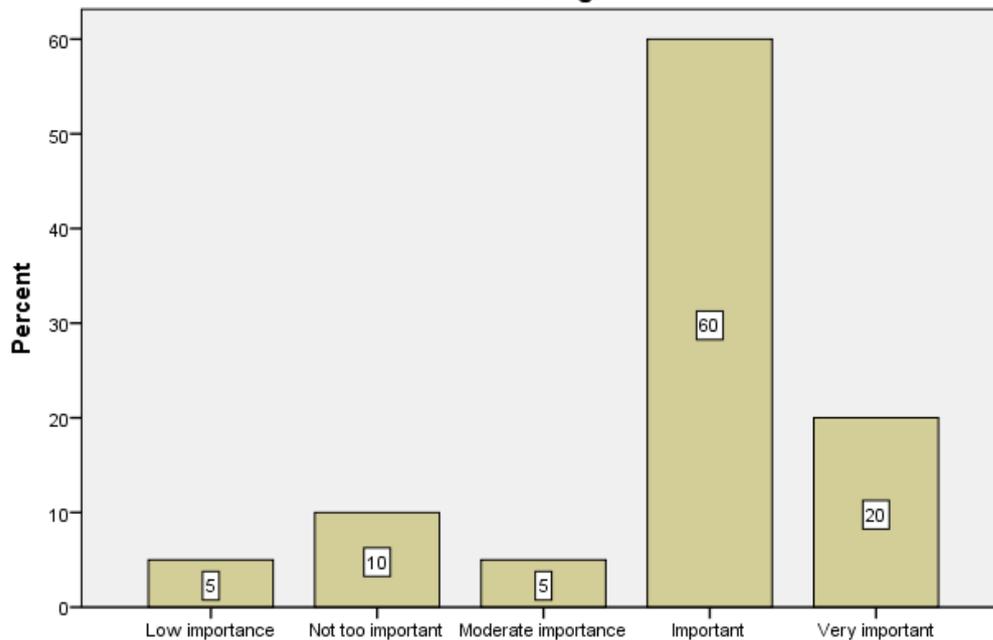
How important is the following work related skills for your job? - Body language/non-verbal communication



How important is the following work related skills for your job? - Cultural understanding

	Frequency	Percent	Valid Percent	Cumulative Percent
Low importance	1	5,0	5,0	5,0
Not too important	2	10,0	10,0	15,0
Moderate importance	1	5,0	5,0	20,0
Valid Important	12	60,0	60,0	80,0
Very important	4	20,0	20,0	100,0
Total	20	100,0	100,0	

How important is the following work related skills for your job? - Cultural understanding

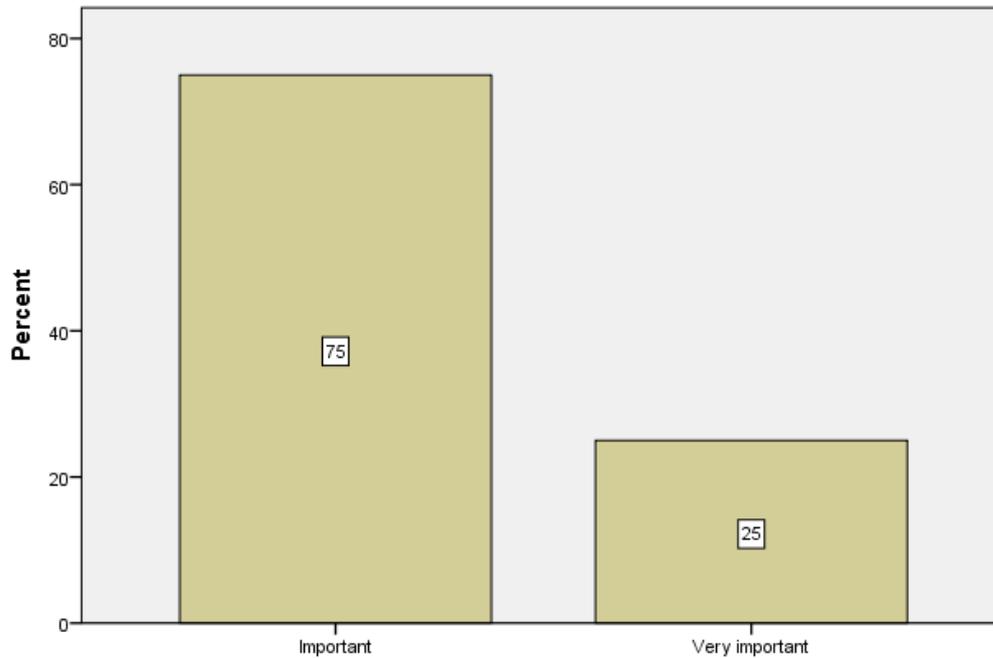


How important is the following work related skills for your job? - Cultural understanding

How important is the following work related skills for your job? - Interpersonal skills

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	15	75,0	75,0	75,0
Very important	5	25,0	25,0	100,0
Total	20	100,0	100,0	

How important is the following work related skills for your job? - Interpersonal skills

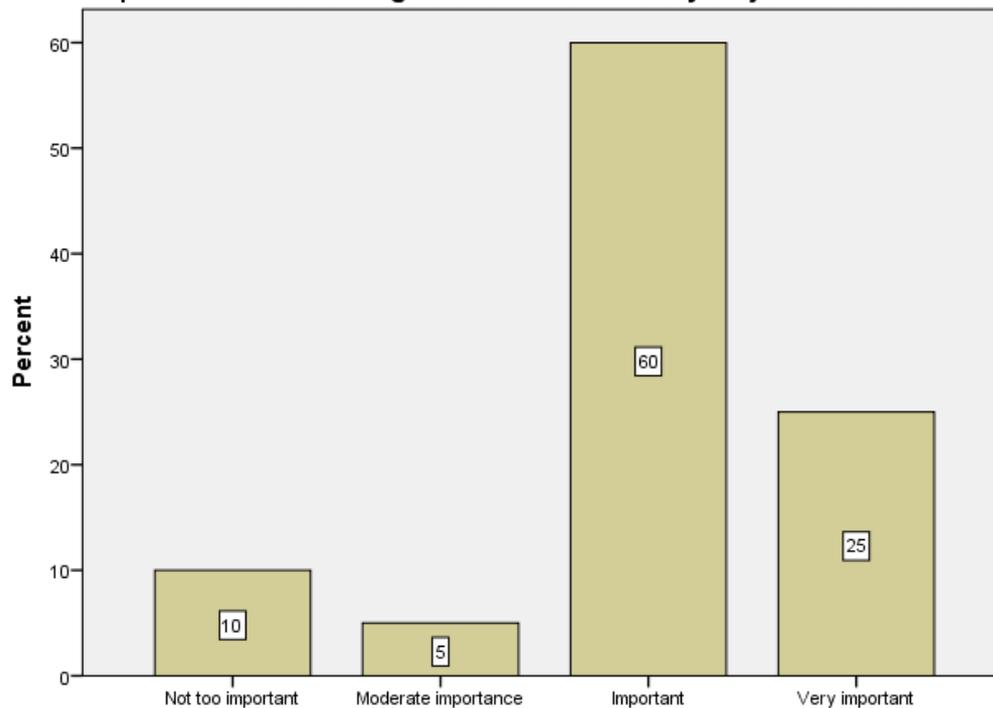


How important is the following work related skills for your job? - Interpersonal skills

How important is the following work related skills for your job? - Work ethics

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	2	10,0	10,0	10,0
Moderate importance	1	5,0	5,0	15,0
Valid Important	12	60,0	60,0	75,0
Very important	5	25,0	25,0	100,0
Total	20	100,0	100,0	

How important is the following work related skills for your job? - Work ethics

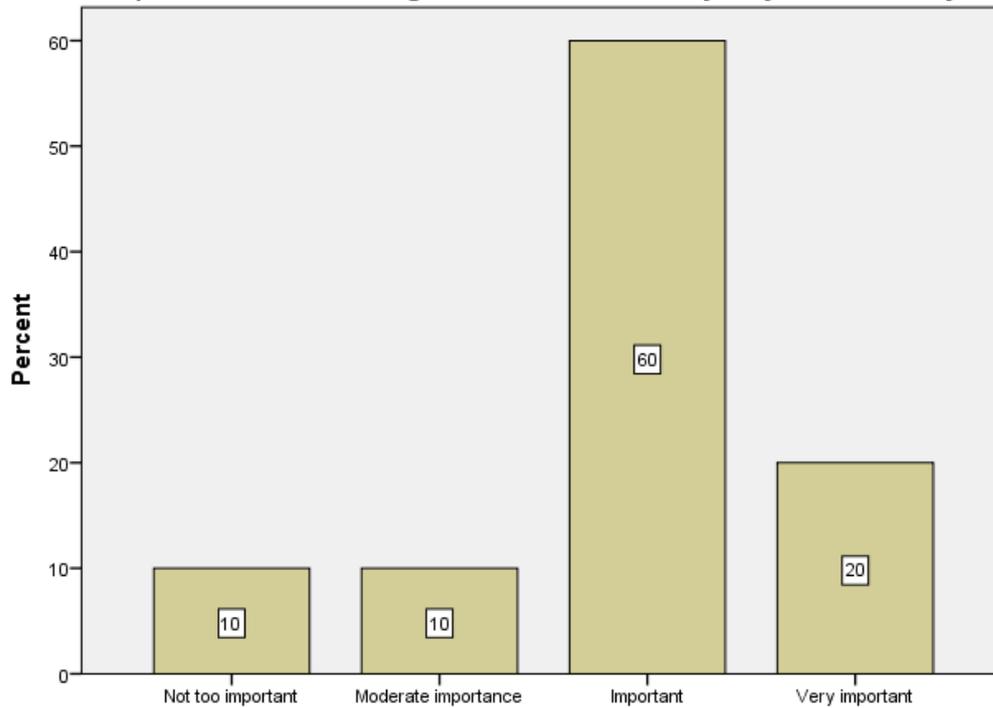


How important is the following work related skills for your job? - Work ethics

How important is the following work related skills for your job? - Courtesy

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	2	10,0	10,0	10,0
Moderate importance	2	10,0	10,0	20,0
Valid Important	12	60,0	60,0	80,0
Very important	4	20,0	20,0	100,0
Total	20	100,0	100,0	

How important is the following work related skills for your job? - Courtesy

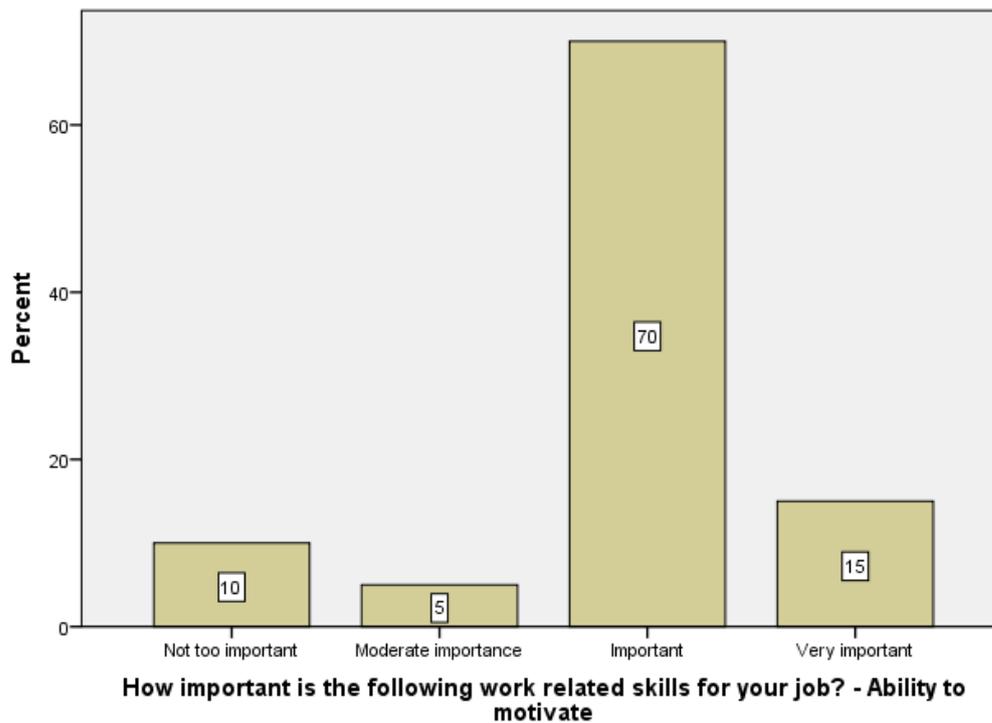


How important is the following work related skills for your job? - Courtesy

How important is the following work related skills for your job? - Ability to motivate

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	2	10,0	10,0	10,0
Moderate importance	1	5,0	5,0	15,0
Valid Important	14	70,0	70,0	85,0
Very important	3	15,0	15,0	100,0
Total	20	100,0	100,0	

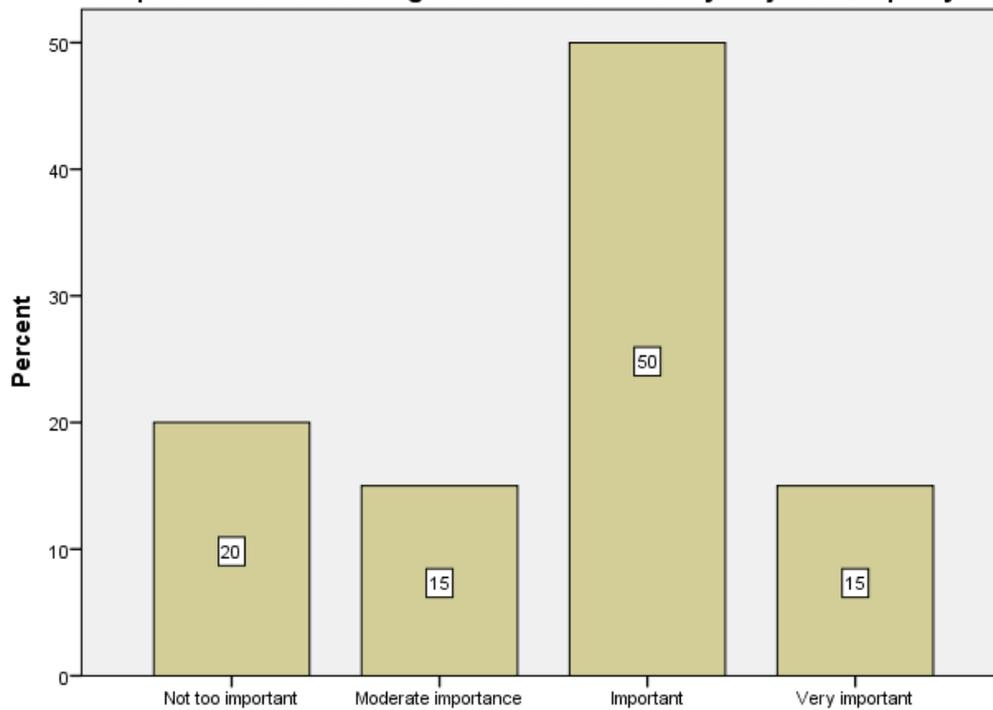
How important is the following work related skills for your job? - Ability to motivate



How important is the following work related skills for your job? - Empathy

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	4	20,0	20,0	20,0
Moderate importance	3	15,0	15,0	35,0
Valid Important	10	50,0	50,0	85,0
Very important	3	15,0	15,0	100,0
Total	20	100,0	100,0	

How important is the following work related skills for your job? - Empathy

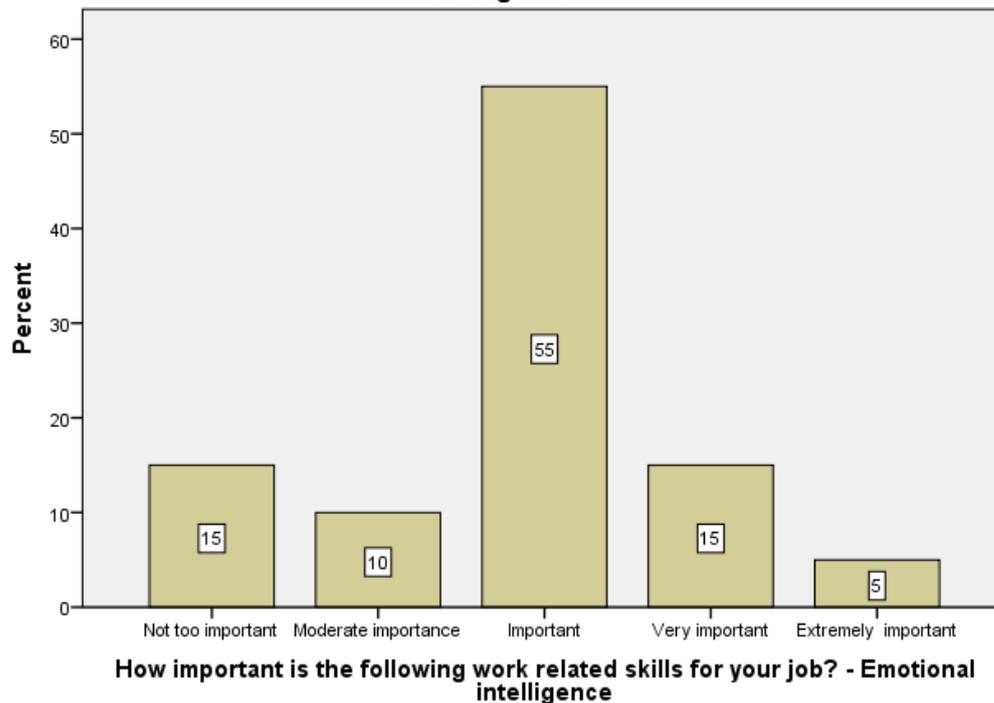


How important is the following work related skills for your job? - Empathy

How important is the following work related skills for your job? - Emotional intelligence

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	3	15,0	15,0	15,0
Moderate importance	2	10,0	10,0	25,0
Important	11	55,0	55,0	80,0
Very important	3	15,0	15,0	95,0
Extremely important	1	5,0	5,0	100,0
Total	20	100,0	100,0	

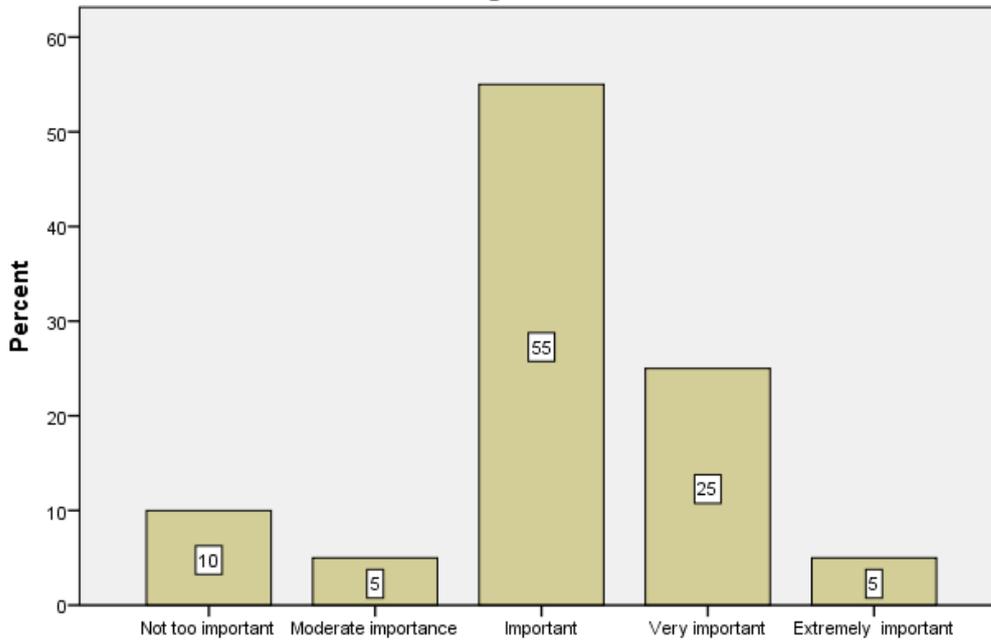
How important is the following work related skills for your job? - Emotional intelligence



How important is the following work related skills for your job? - Stress management

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	2	10,0	10,0	10,0
Moderate importance	1	5,0	5,0	15,0
Important	11	55,0	55,0	70,0
Very important	5	25,0	25,0	95,0
Extremely important	1	5,0	5,0	100,0
Total	20	100,0	100,0	

How important is the following work related skills for your job? - Stress management



How important is the following work related skills for your job? - Stress management

How important is the following work related skills for your job? - Problem solving

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	5,0	5,0	5,0
Important	8	40,0	40,0	45,0
Valid Very important	10	50,0	50,0	95,0
Extremely important	1	5,0	5,0	100,0
Total	20	100,0	100,0	

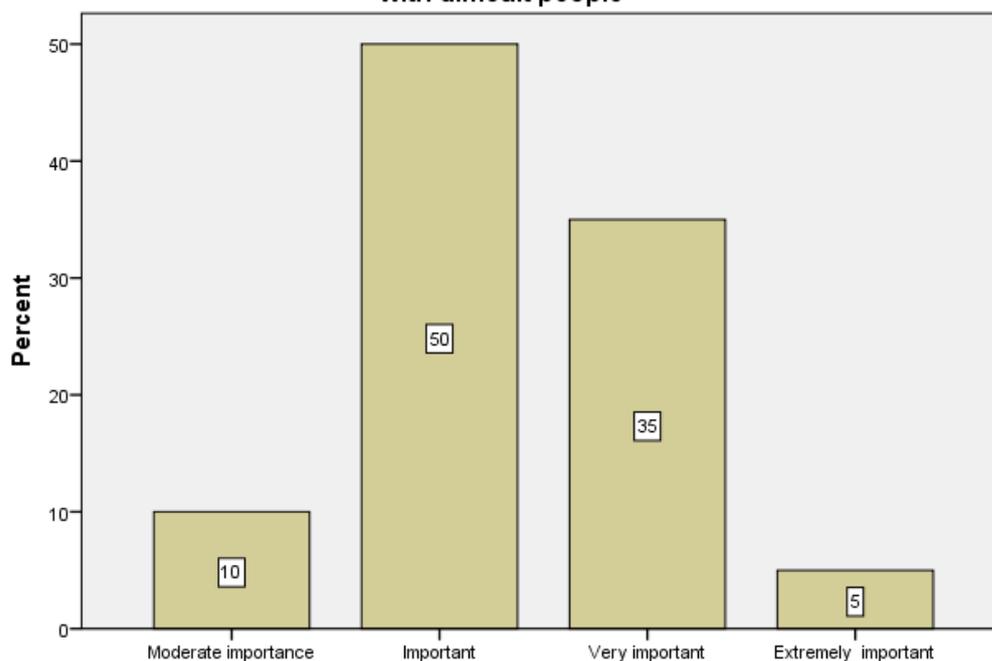
How important is the following work related skills for your job? - Problem solving



How important is the following work related skills for your job? - Ability to deal with difficult people

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	2	10,0	10,0	10,0
Important	10	50,0	50,0	60,0
Valid Very important	7	35,0	35,0	95,0
Extremely important	1	5,0	5,0	100,0
Total	20	100,0	100,0	

How important is the following work related skills for your job? - Ability to deal with difficult people

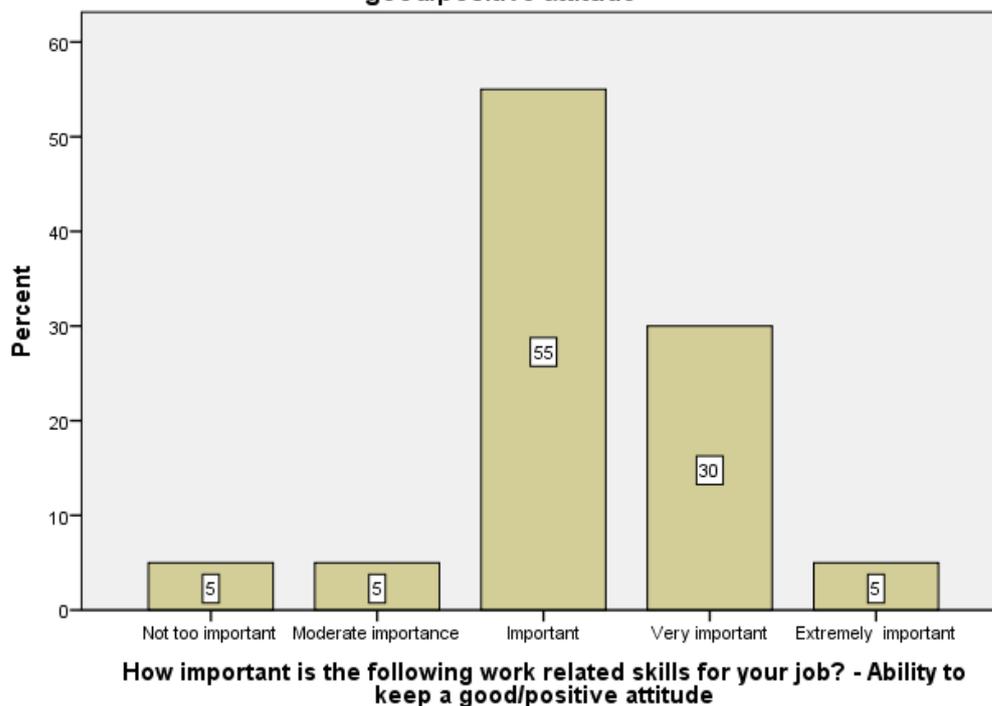


How important is the following work related skills for your job? - Ability to deal with difficult people

How important is the following work related skills for your job? - Ability to keep a good/positive attitude

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	5,0	5,0	5,0
Moderate importance	1	5,0	5,0	10,0
Valid Important	11	55,0	55,0	65,0
Very important	6	30,0	30,0	95,0
Extremely important	1	5,0	5,0	100,0
Total	20	100,0	100,0	

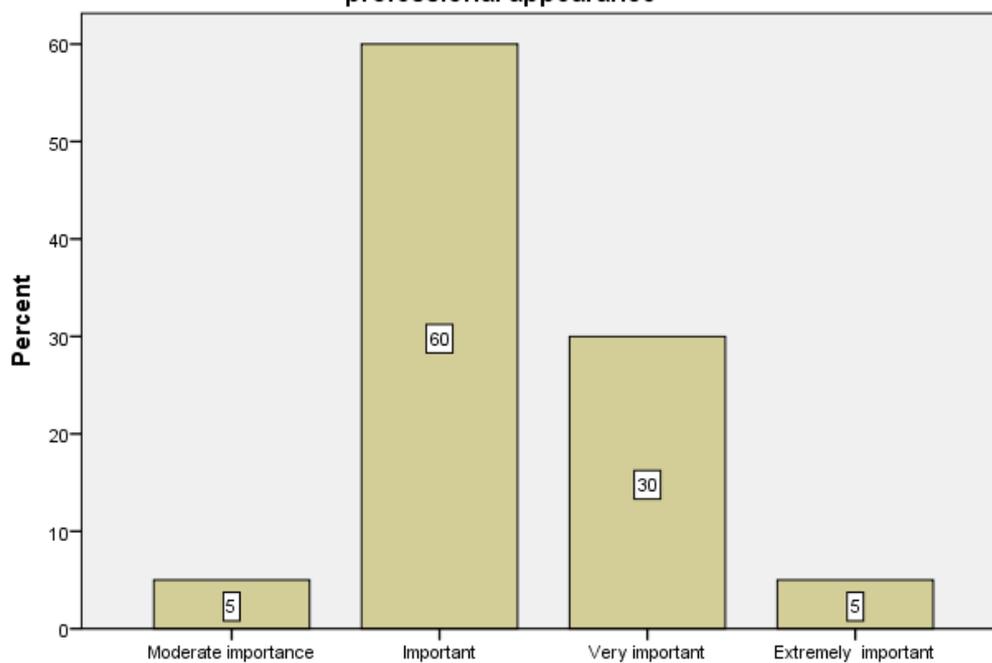
How important is the following work related skills for your job? - Ability to keep a good/positive attitude



How important is the following work related skills for your job? - Attire – professional appearance

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	5,0	5,0	5,0
Important	12	60,0	60,0	65,0
Valid Very important	6	30,0	30,0	95,0
Extremely important	1	5,0	5,0	100,0
Total	20	100,0	100,0	

How important is the following work related skills for your job? - Attire – professional appearance

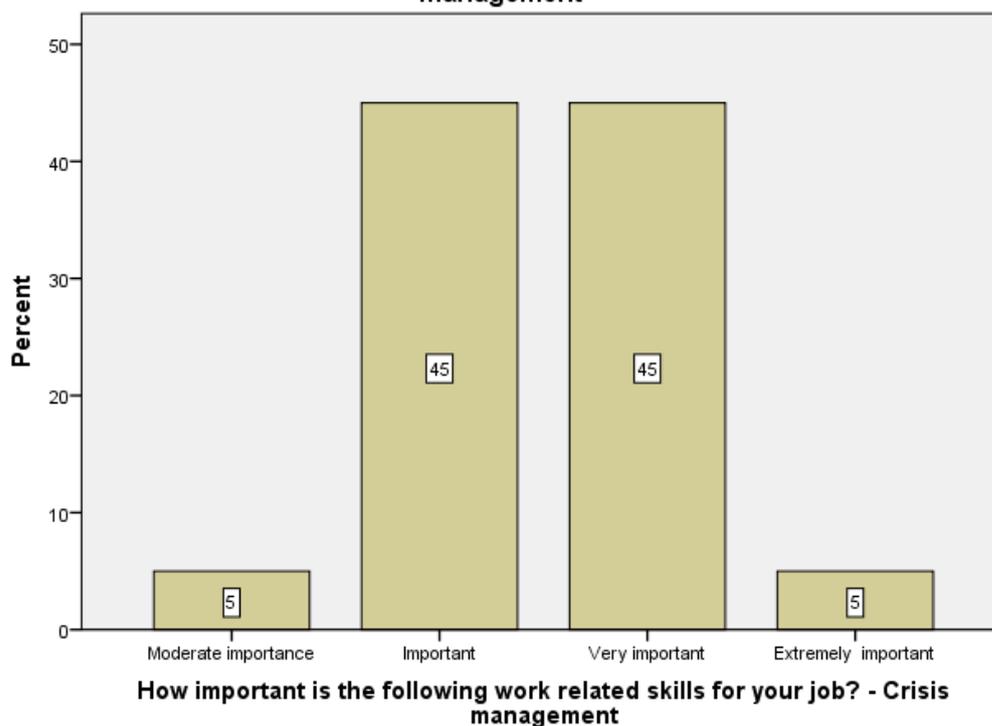


How important is the following work related skills for your job? - Attire – professional appearance

How important is the following work related skills for your job? - Crisis management

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	5,0	5,0	5,0
Important	9	45,0	45,0	50,0
Valid Very important	9	45,0	45,0	95,0
Extremely important	1	5,0	5,0	100,0
Total	20	100,0	100,0	

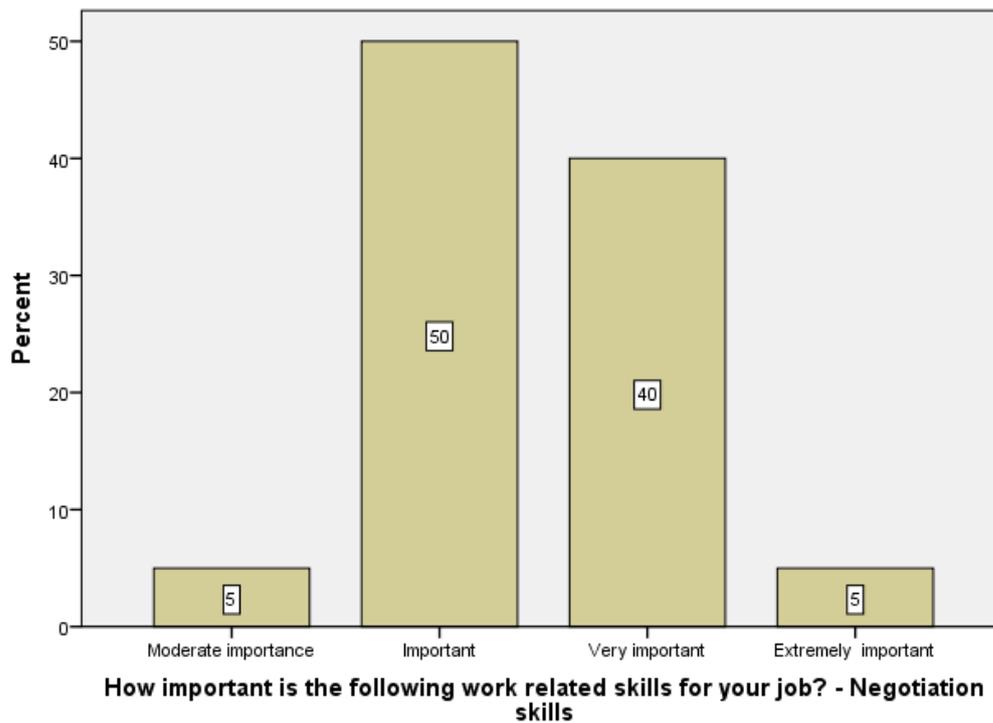
How important is the following work related skills for your job? - Crisis management



How important is the following work related skills for your job? - Negotiation skills

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	5,0	5,0	5,0
Important	10	50,0	50,0	55,0
Valid Very important	8	40,0	40,0	95,0
Extremely important	1	5,0	5,0	100,0
Total	20	100,0	100,0	

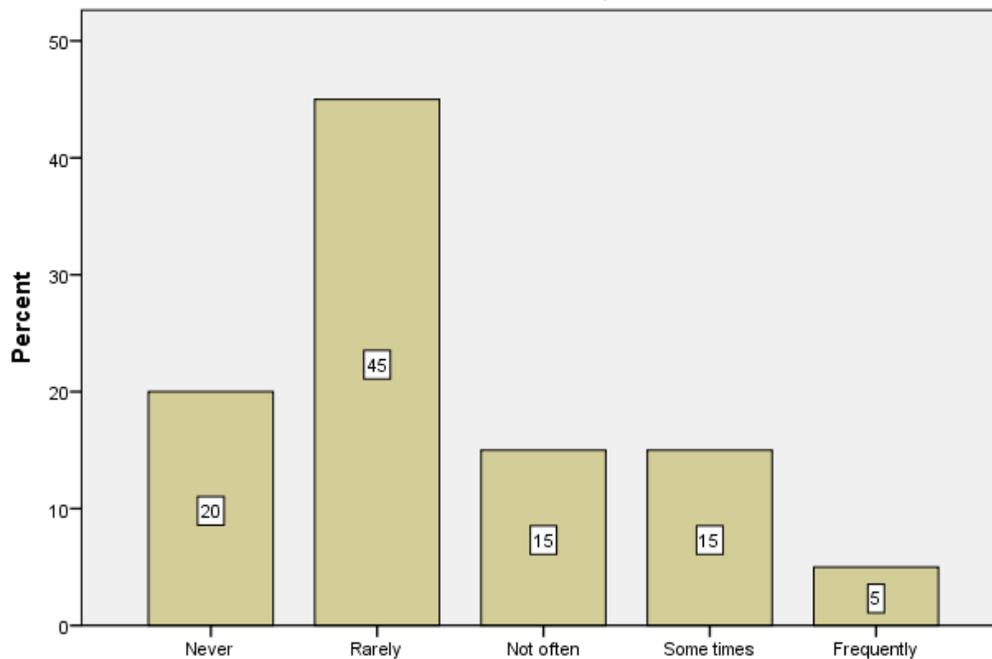
How important is the following work related skills for your job? - Negotiation skills



How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	4	20,0	20,0	20,0
Rarely	9	45,0	45,0	65,0
Not often	3	15,0	15,0	80,0
Some times	3	15,0	15,0	95,0
Frequently	1	5,0	5,0	100,0
Total	20	100,0	100,0	

How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6

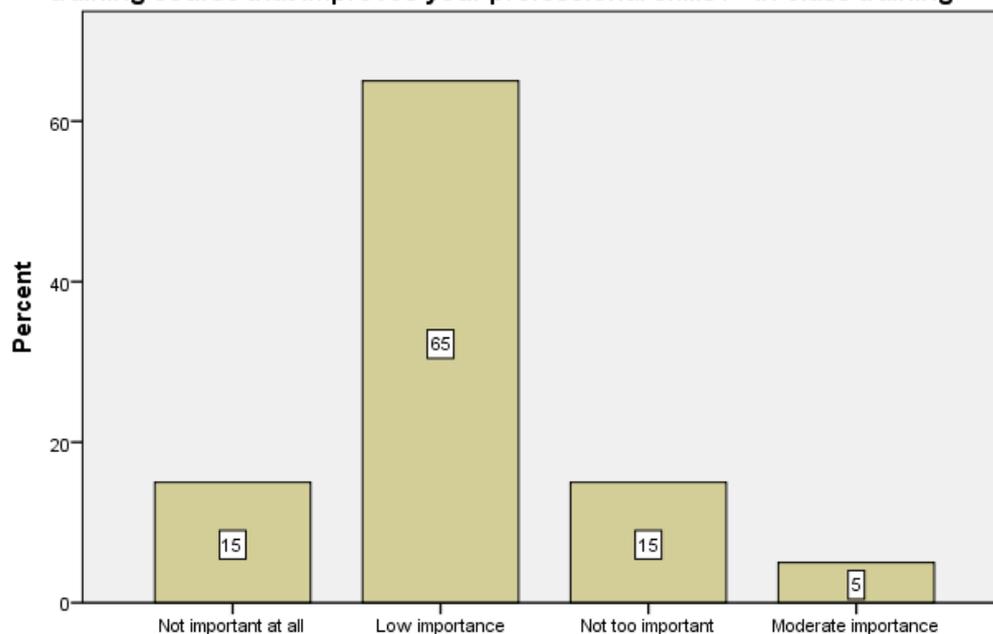


How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

	Frequency	Percent	Valid Percent	Cumulative Percent
Not important at all	3	15,0	15,0	15,0
Low importance	13	65,0	65,0	80,0
Valid Not too important	3	15,0	15,0	95,0
Moderate importance	1	5,0	5,0	100,0
Total	20	100,0	100,0	

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

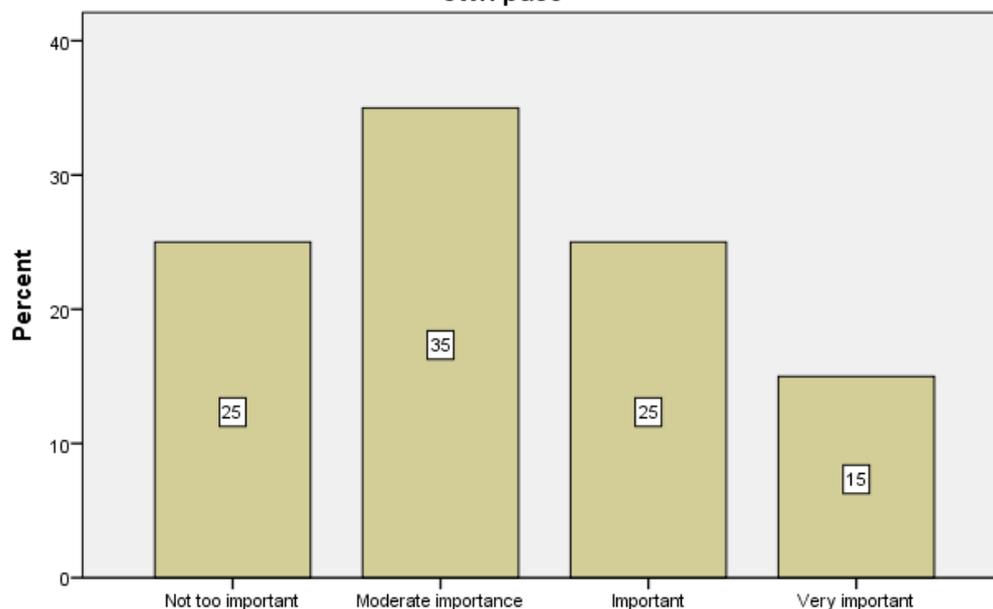


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	5	25,0	25,0	25,0
Moderate importance	7	35,0	35,0	60,0
Valid Important	5	25,0	25,0	85,0
Very important	3	15,0	15,0	100,0
Total	20	100,0	100,0	

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

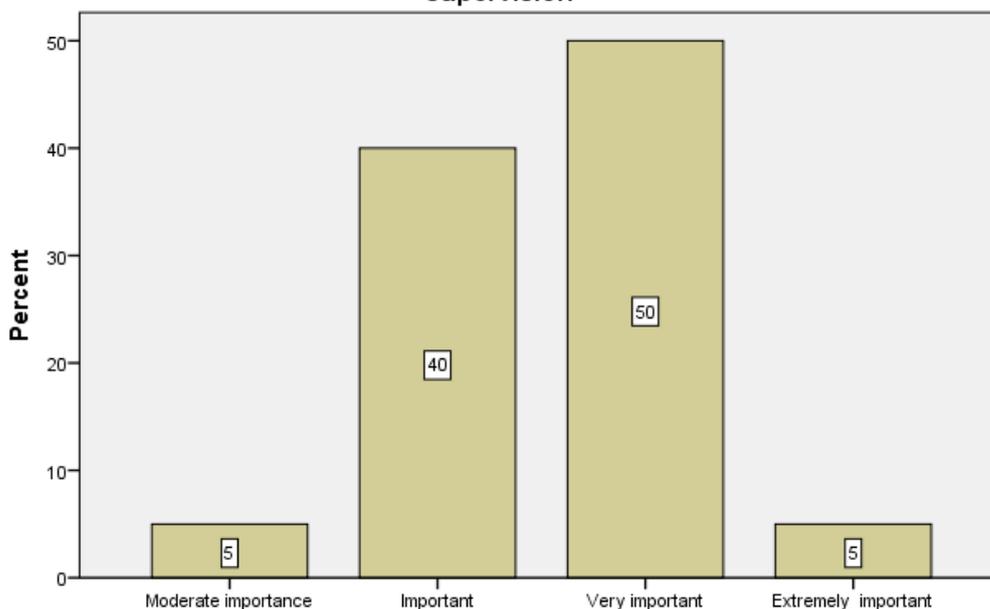


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	5,0	5,0	5,0
Important	8	40,0	40,0	45,0
Valid Very important	10	50,0	50,0	95,0
Extremely important	1	5,0	5,0	100,0
Total	20	100,0	100,0	

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision



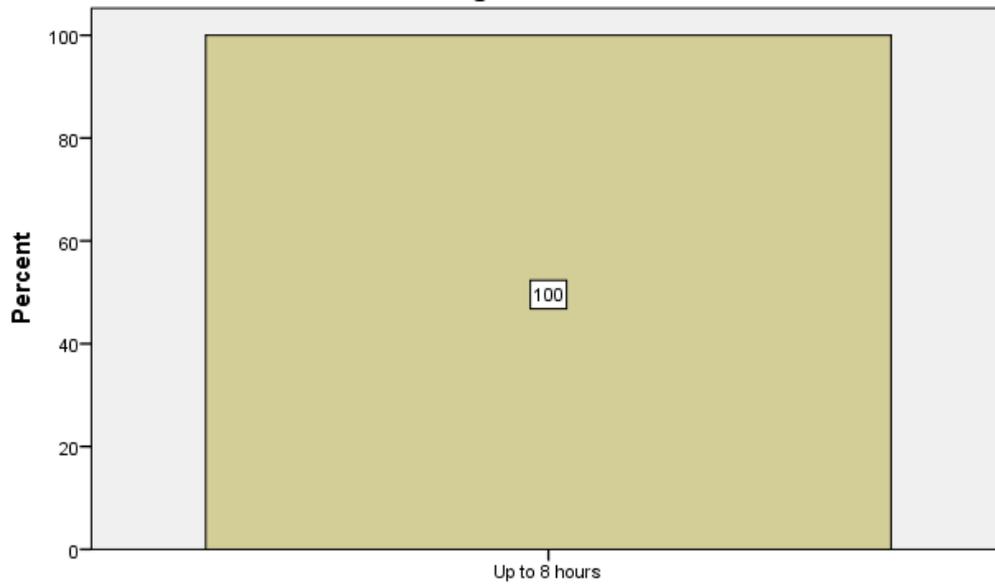
How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision



Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Up to 8 hours	20	100,0	100,0	100,0

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme



Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme



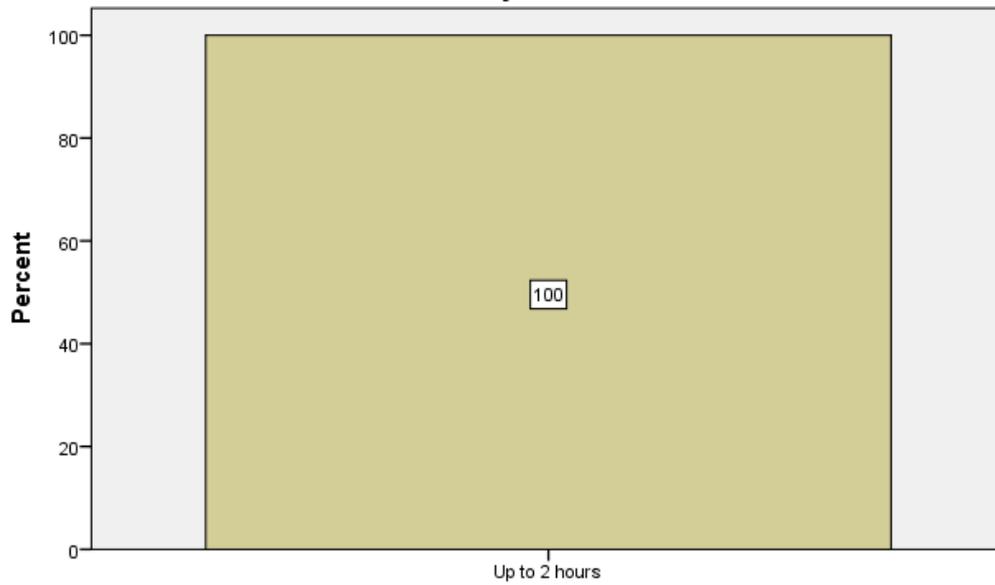
Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each

Subject

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Up to 2 hours	20	100,0	100,0	100,0

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each

Subject

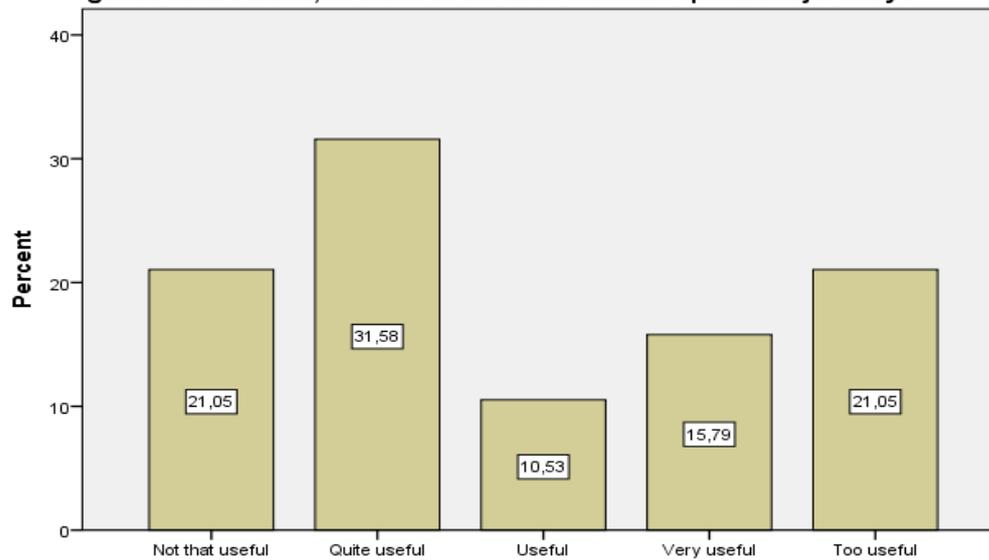


Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject

How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Not that useful	4	20,0	21,1	21,1
Quite useful	6	30,0	31,6	52,6
Useful	2	10,0	10,5	63,2
Very useful	3	15,0	15,8	78,9
Too useful	4	20,0	21,1	100,0
Total	19	95,0	100,0	
Missing				
System	1	5,0		
Total	20	100,0		

How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?

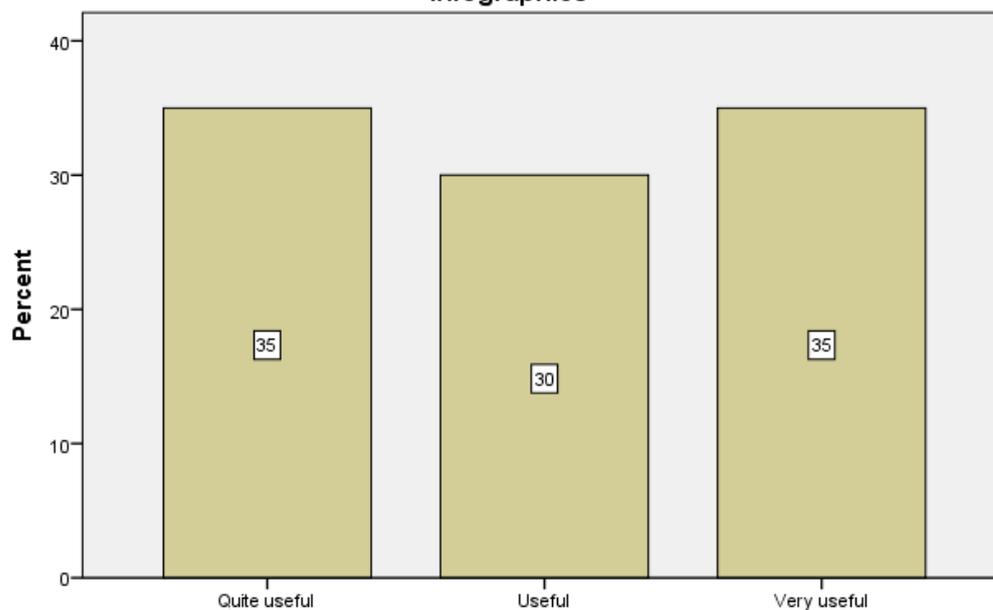


How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Infographics

	Frequency	Percent	Valid Percent	Cumulative Percent
Quite useful	7	35,0	35,0	35,0
Useful	6	30,0	30,0	65,0
Very useful	7	35,0	35,0	100,0
Total	20	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Infographics



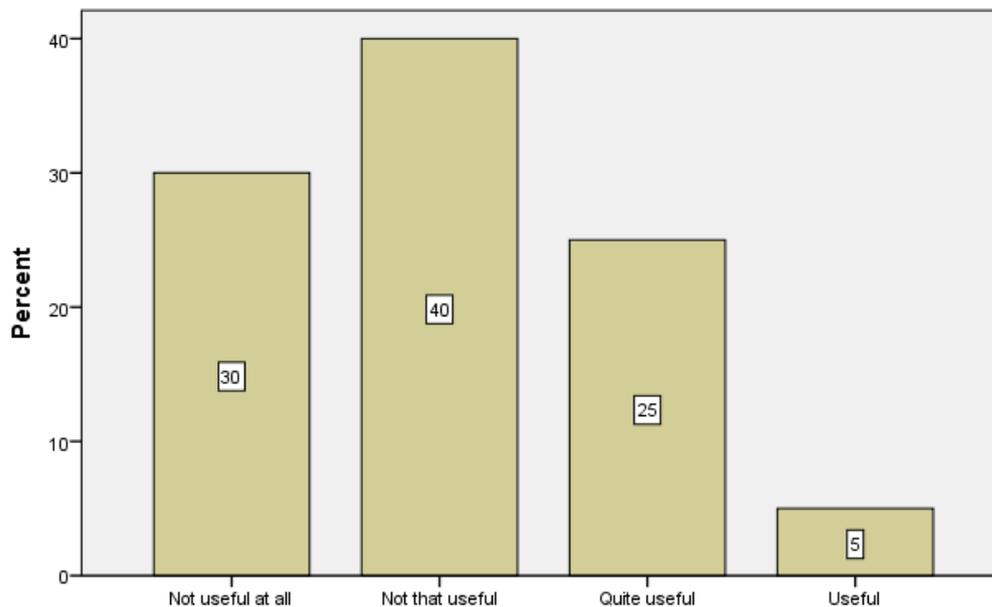
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Infographics

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Text & Online Textbooks

	Frequency	Percent	Valid Percent	Cumulative Percent
Not useful at all	6	30,0	30,0	30,0
Not that useful	8	40,0	40,0	70,0
Valid Quite useful	5	25,0	25,0	95,0
Useful	1	5,0	5,0	100,0
Total	20	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks

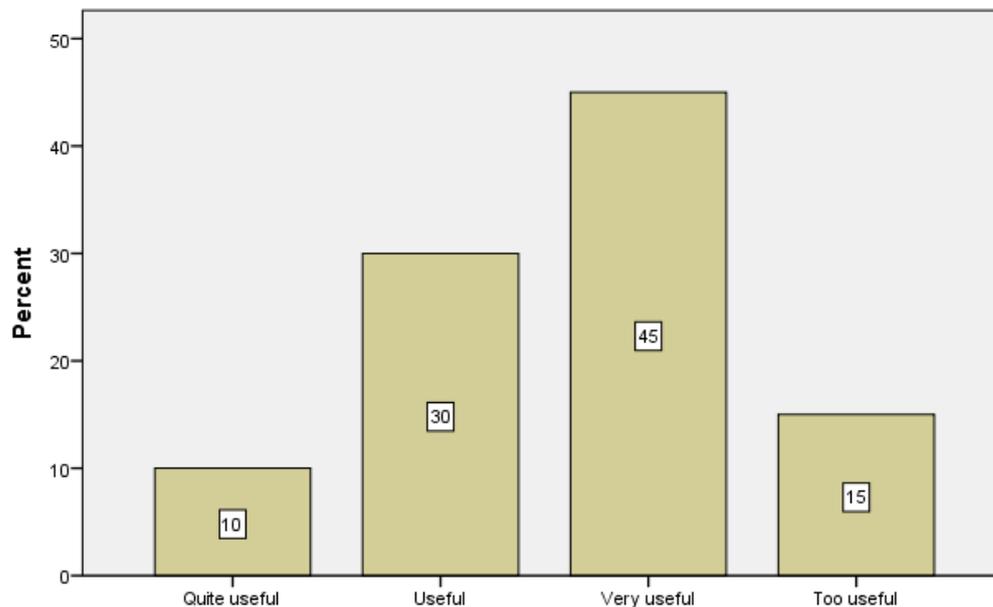


Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos

	Frequency	Percent	Valid Percent	Cumulative Percent
Quite useful	2	10,0	10,0	10,0
Useful	6	30,0	30,0	40,0
Valid Very useful	9	45,0	45,0	85,0
Too useful	3	15,0	15,0	100,0
Total	20	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos



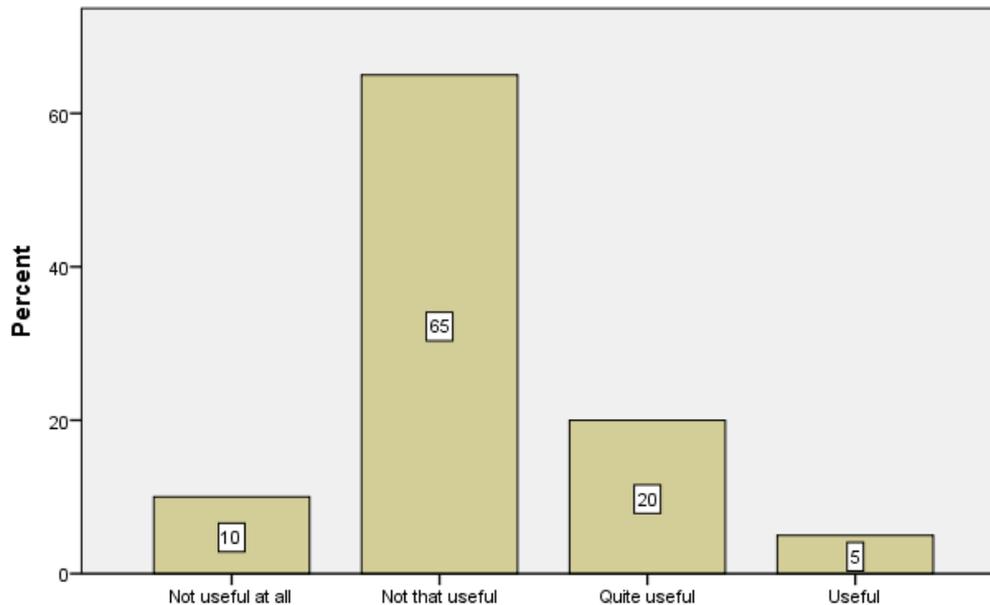
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Articles

	Frequency	Percent	Valid Percent	Cumulative Percent
Not useful at all	2	10,0	10,0	10,0
Not that useful	13	65,0	65,0	75,0
Valid Quite useful	4	20,0	20,0	95,0
Useful	1	5,0	5,0	100,0
Total	20	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles



Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles

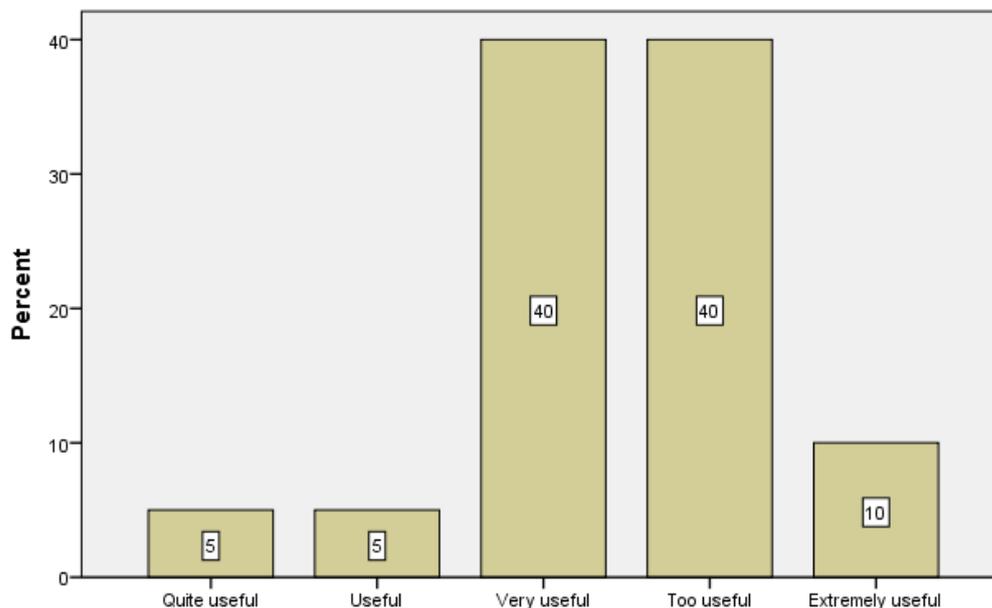
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

On line self-assessments

	Frequency	Percent	Valid Percent	Cumulative Percent
Quite useful	1	5,0	5,0	5,0
Useful	1	5,0	5,0	10,0
Very useful	8	40,0	40,0	50,0
Too useful	8	40,0	40,0	90,0
Extremely useful	2	10,0	10,0	100,0
Total	20	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

On line self-assessments



Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

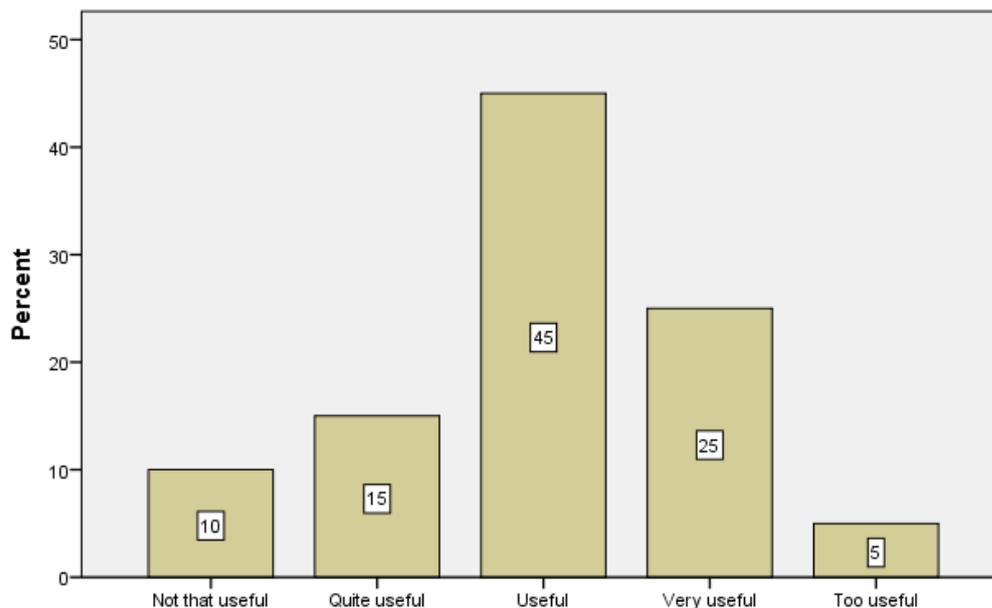
On line self-assessments

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Check lists

	Frequency	Percent	Valid Percent	Cumulative Percent
Not that useful	2	10,0	10,0	10,0
Quite useful	3	15,0	15,0	25,0
Useful	9	45,0	45,0	70,0
Very useful	5	25,0	25,0	95,0
Too useful	1	5,0	5,0	100,0
Total	20	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -
- Check lists



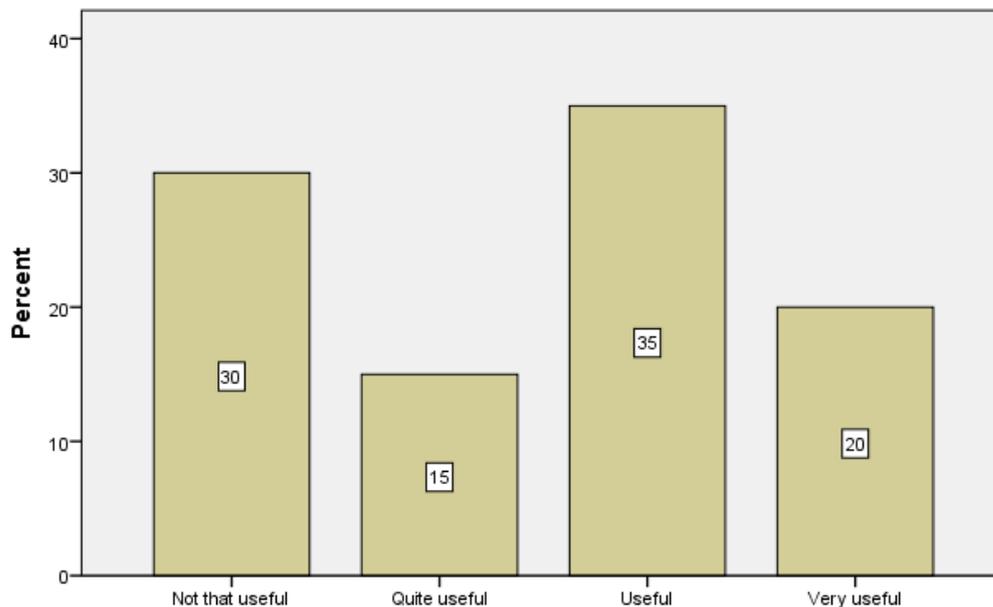
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Check lists

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Case studies

	Frequency	Percent	Valid Percent	Cumulative Percent
Not that useful	6	30,0	30,0	30,0
Quite useful	3	15,0	15,0	45,0
Valid Useful	7	35,0	35,0	80,0
Very useful	4	20,0	20,0	100,0
Total	20	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies

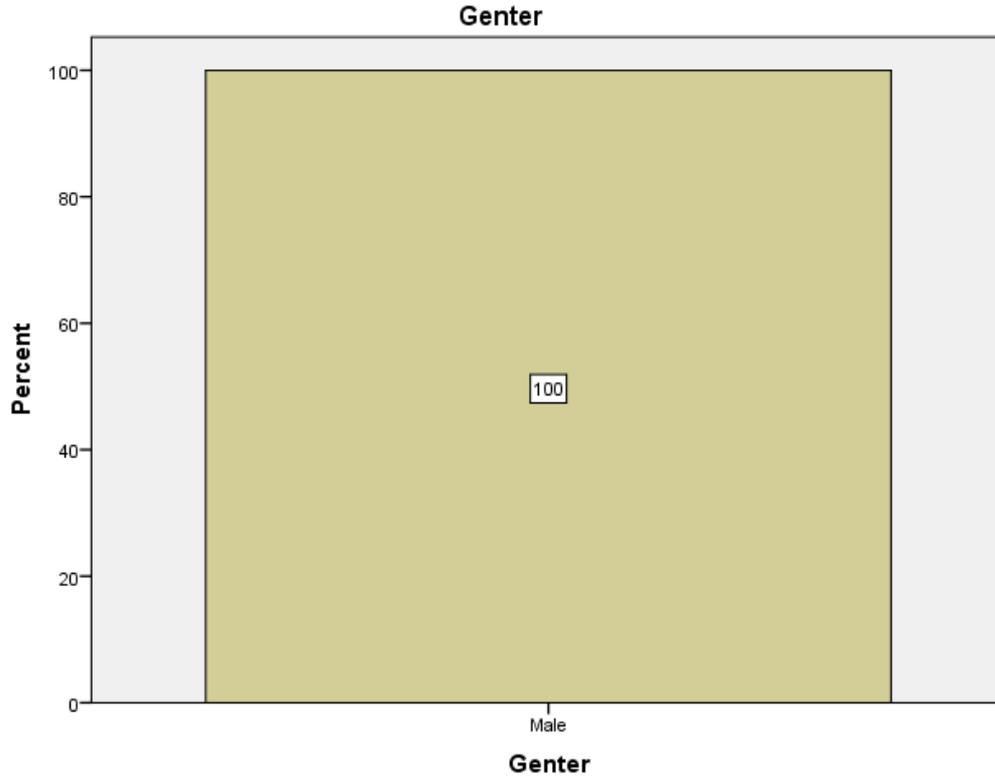


Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies



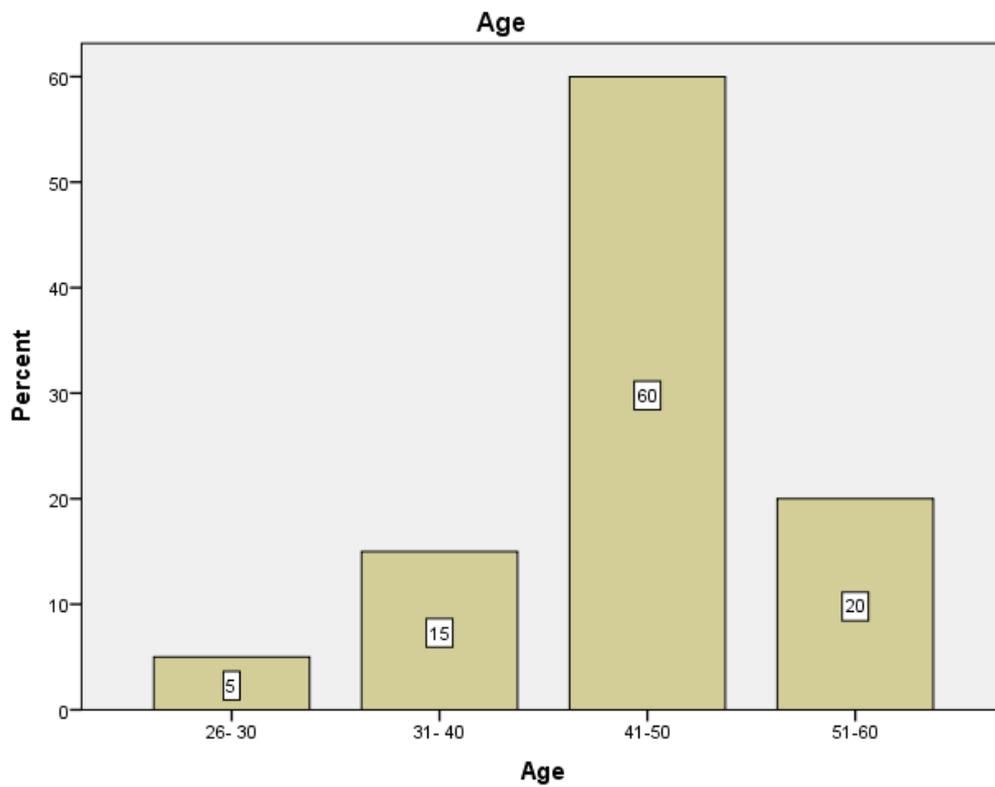
Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	20	100,0	100,0	100,0



Age

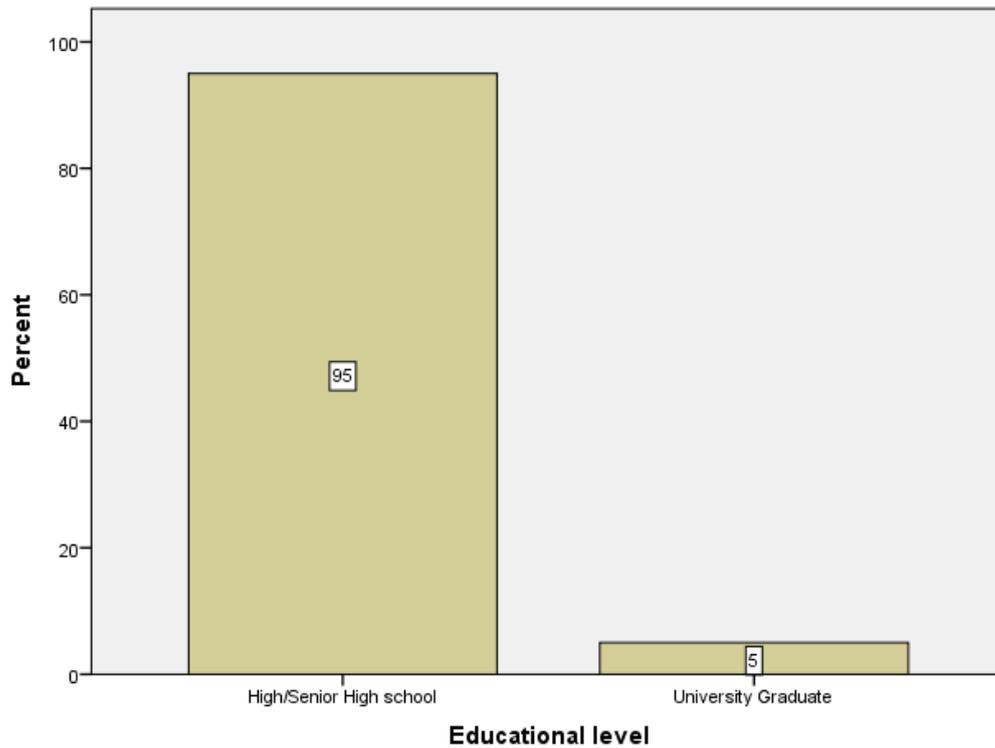
	Frequency	Percent	Valid Percent	Cumulative Percent
26- 30	1	5,0	5,0	5,0
31- 40	3	15,0	15,0	20,0
Valid 41-50	12	60,0	60,0	80,0
51-60	4	20,0	20,0	100,0
Total	20	100,0	100,0	



Educational level

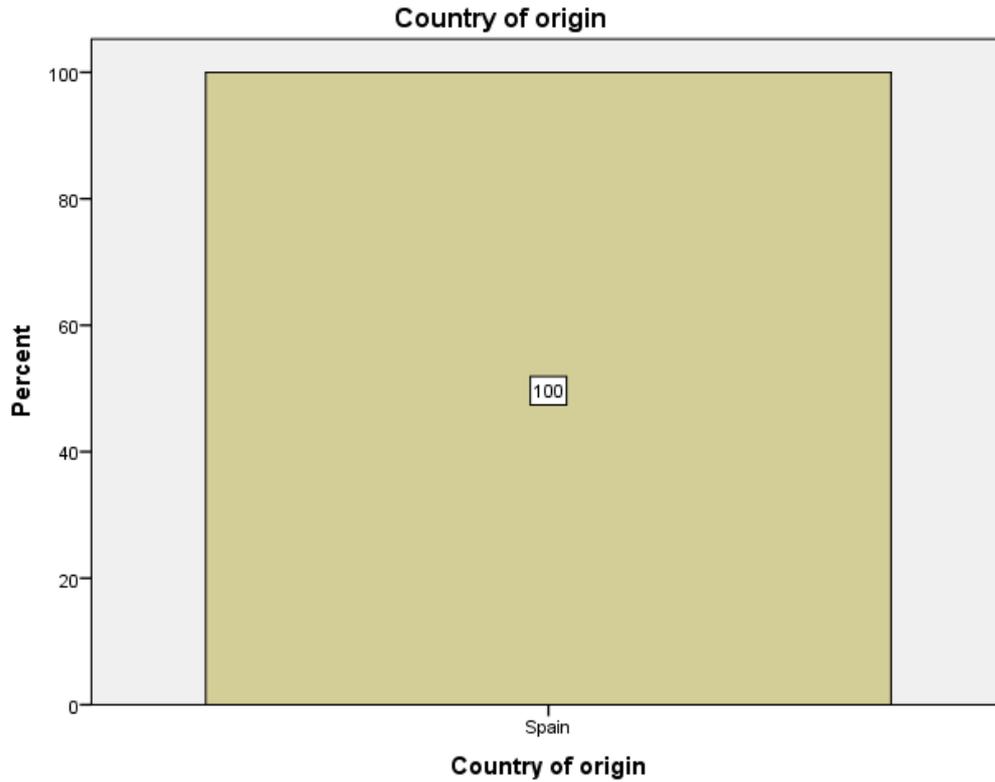
	Frequency	Percent	Valid Percent	Cumulative Percent
High/Senior High school	19	95,0	95,0	95,0
Valid University Graduate	1	5,0	5,0	100,0
Total	20	100,0	100,0	

Educational level



Country of origin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Spain	20	100,0	100,0	100,0





A10. Summary – Bulgaria

10.1 Descriptive

		What is your experience as a charter skipper (in years)?	What type of boats are you most experienced in?	What is the average length (in meters) of the boats you are most experienced in	Do have experience in as a skipper in Bulgaria (Black Sea)
N	Valid	15	15	15	15
	Missing	0	0	0	0
Mean		3,13	1,40	1,87	2,00
Median		3,00	1,00	2,00	2,00
Mode		3 ^a	1	2	2
Std. Deviation		1,060	,507	,743	,000
Variance		1,124	,257	,552	,000
Skewness		-,299	,455	1,431	
Std. Error of Skewness		,580	,580	,580	,580
Kurtosis		-,234	-2,094	4,504	
Std. Error of Kurtosis		1,121	1,121	1,121	1,121
Range		4	1	3	0
Minimum		1	1	1	2
Maximum		5	2	4	2
Sum		47	21	28	30
Percentiles	25	2,00	1,00	1,00	2,00
	50	3,00	1,00	2,00	2,00
	75	4,00	2,00	2,00	2,00

		Do have experience in as a skipper in Croatia (Adriatic Sea)	Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)	Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)	Do have experience in as a skipper in other parts of the Mediterranean Sea
N	Valid	15	15	15	15
	Missing	0	0	0	0
Mean		1,00	1,00	1,00	1,00
Median		1,00	1,00	1,00	1,00
Mode		1 ^a	1	1	1
Std. Deviation		,000	,000	,000	,000
Variance		,000	,000	,000	,000
Skewness					
Std. Error of Skewness		,580	,580	,580	,580
Kurtosis					
Std. Error of Kurtosis		1,121	1,121	1,121	1,121
Range		0	0	0	0
Minimum		1	1	1	1
Maximum		1	1	1	1
Sum		15	15	15	15
Percentiles	25	1,00	1,00	1,00	1,00
	50	1,00	1,00	1,00	1,00
	75	1,00	1,00	1,00	1,00



		Do have experience in as a skipper in ocean/tidal waters	Have you ever participated in any additional training that improves the quality of your job performance	How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)	How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)
N	Valid	15	15	15	15
	Missing	0	0	0	0
Mean		1,00	1,00	4,93	5,87
Median		1,00	1,00	5,00	6,00
Mode		1 ^a	1	4	6
Std. Deviation		,000	,000	1,280	,834
Variance		,000	,000	1,638	,695
Skewness				-,566	-,579
Std. Error of Skewness		,580	,580	,580	,580
Kurtosis				,430	,502
Std. Error of Kurtosis		1,121	1,121	1,121	1,121
Range		0	0	5	3
Minimum		1	1	2	4
Maximum		1	1	7	7
Sum		15	15	74	88
	25	1,00	1,00	4,00	5,00
Percentiles	50	1,00	1,00	5,00	6,00
	75	1,00	1,00	6,00	6,00

		How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often	How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)	How important is the following work related skills for your job? - Guest entertainment activities	How important is the following work related skills for your job? - Creative and innovative thinking
N	Valid	15	15	15	15
	Missing	0	0	0	0
Mean		5,00	4,00	6,00	5,33
Median		5,00	4,00	6,00	6,00
Mode		5 ^a	3	6	6
Std. Deviation		1,195	1,309	,845	,816
Variance		1,429	1,714	,714	,667
Skewness		,000	,881	-,819	-,740
Std. Error of Skewness		,580	,580	,580	,580
Kurtosis		-,108	,718	,969	-1,022
Std. Error of Kurtosis		1,121	1,121	1,121	1,121
Range		4	5	3	2
Minimum		3	2	4	4
Maximum		7	7	7	6
Sum		75	60	90	80
	25	4,00	3,00	6,00	5,00
Percentiles	50	5,00	4,00	6,00	6,00
	75	6,00	5,00	7,00	6,00



		How important is the following work related skills for your job? - Time management in a working day	How important is the following work related skills for your job? - Ability to work in teams	How important is the following work related skills for your job? - Body language/non-verbal communication	How important is the following work related skills for your job? - Cultural understanding
N	Valid	15	15	15	15
	Missing	0	0	0	0
Mean		5,07	6,47	4,87	4,60
Median		5,00	7,00	5,00	5,00
Mode		4 ^a	7	5	5
Std. Deviation		,961	,743	1,125	1,056
Variance		,924	,552	1,267	1,114
Skewness		,409	-1,074	-,050	-,303
Std. Error of Skewness		,580	,580	,580	,580
Kurtosis		-,746	-,106	-,232	-,961
Std. Error of Kurtosis		1,121	1,121	1,121	1,121
Range		3	2	4	3
Minimum		4	5	3	3
Maximum		7	7	7	6
Sum		76	97	73	69
Percentiles	25	4,00	6,00	4,00	4,00
	50	5,00	7,00	5,00	5,00
	75	6,00	7,00	6,00	5,00

		How important is the following work related skills for your job? - Interpersonal skills	How important is the following work related skills for your job? - Work ethics	How important is the following work related skills for your job? - Courtesy	How important is the following work related skills for your job? - Ability to motivate
N	Valid	15	15	15	15
	Missing	0	0	0	0
Mean		5,67	5,67	5,53	5,40
Median		6,00	5,00	5,00	6,00
Mode		6 ^a	5	5	6
Std. Deviation		,900	,816	,640	1,121
Variance		,810	,667	,410	1,257
Skewness		-,578	,740	,802	-,589
Std. Error of Skewness		,580	,580	,580	,580
Kurtosis		-,006	-1,022	-,127	,045
Std. Error of Kurtosis		1,121	1,121	1,121	1,121
Range		3	2	2	4
Minimum		4	5	5	3
Maximum		7	7	7	7
Sum		85	85	83	81
Percentiles	25	5,00	5,00	5,00	5,00
	50	6,00	5,00	5,00	6,00
	75	6,00	6,00	6,00	6,00

		How important is the following work related skills for your job? - Empathy	How important is the following work related skills for your job? - Emotional intelligence	How important is the following work related skills for your job? - Stress management	How important is the following work related skills for your job? - Problem solving
N	Valid	15	15	15	15
	Missing	0	0	0	0





Mean		4,53	4,93	6,47	5,67
Median		5,00	5,00	7,00	6,00
Mode		5 ^a	5	7	6
Std. Deviation		,915	,884	,640	,724
Variance		,838	,781	,410	,524
Skewness		-,113	-,574	-,802	-,676
Std. Error of Skewness		,580	,580	,580	,580
Kurtosis		-,484	,091	-,127	,948
Std. Error of Kurtosis		1,121	1,121	1,121	1,121
Range		3	3	2	3
Minimum		3	3	5	4
Maximum		6	6	7	7
Sum		68	74	97	85
	25	4,00	4,00	6,00	5,00
Percentiles	50	5,00	5,00	7,00	6,00
	75	5,00	6,00	7,00	6,00

		How important is the following work related skills for your job? - Ability to deal with difficult people	How important is the following work related skills for your job? - Ability to keep a good/positive attitude	How important is the following work related skills for your job? - Attire – professional appearance	How important is the following work related skills for your job? - Crisis management
N	Valid	15	15	15	15
	Missing	0	0	0	0
Mean		5,33	5,20	5,27	6,27
Median		5,00	5,00	5,00	6,00
Mode		6 ^a	5	5	7
Std. Deviation		,724	1,320	1,335	,799
Variance		,524	1,743	1,781	,638
Skewness		-,628	-,206	-,355	-,555
Std. Error of Skewness		,580	,580	,580	,580
Kurtosis		-,654	-,740	-,783	-1,132
Std. Error of Kurtosis		1,121	1,121	1,121	1,121
Range		2	4	4	2
Minimum		4	3	3	5
Maximum		6	7	7	7
Sum		80	78	79	94
	25	5,00	4,00	4,00	6,00
Percentiles	50	5,00	5,00	5,00	6,00
	75	6,00	6,00	6,00	7,00

		How important is the following work related skills for your job? - Negotiation skills	How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6	How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training	How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace
N	Valid	15	15	15	15
	Missing	0	0	0	0
Mean		4,87	3,00	4,07	3,87
Median		5,00	2,00	4,00	4,00
Mode		5 ^a	1	2	3
Std. Deviation		,834	1,852	2,052	1,598
Variance		,695	3,429	4,210	2,552
Skewness		-,579	,467	-,160	-,115
Std. Error of Skewness		,580	,580	,580	,580
Kurtosis		,502	-1,301	-1,227	-1,051
Std. Error of Kurtosis		1,121	1,121	1,121	1,121





Range		3	5	6	5
Minimum		3	1	1	1
Maximum		6	6	7	6
Sum		73	45	61	58
Percentiles	25	4,00	1,00	2,00	3,00
	50	5,00	2,00	4,00	4,00
	75	5,00	5,00	6,00	5,00

		How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision	Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme	Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject	How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?
N	Valid	15	15	15	15
	Missing	0	0	0	0
Mean		3,80	1,73	1,07	6,60
Median		4,00	1,00	1,00	7,00
Mode		2 ^a	1	1	7
Std. Deviation		1,740	,884	,258	,632
Variance		3,029	,781	,067	,400
Skewness		,259	,601	3,873	-1,407
Std. Error of Skewness		,580	,580	,580	,580
Kurtosis		-,773	-1,494	15,000	1,264
Std. Error of Kurtosis		1,121	1,121	1,121	1,121
Range		6	2	1	2
Minimum		1	1	1	5
Maximum		7	3	2	7
Sum		57	26	16	99
Percentiles	25	2,00	1,00	1,00	6,00
	50	4,00	1,00	1,00	7,00
	75	5,00	3,00	1,00	7,00

		Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Infographics	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles
N	Valid	15	15	15	15
	Missing	0	0	0	0
Mean		4,27	3,33	5,33	2,60
Median		4,00	3,00	5,00	2,00
Mode		3 ^a	2	5	2
Std. Deviation		1,280	1,291	,976	,828
Variance		1,638	1,667	,952	,686
Skewness		-,103	,196	,276	,941
Std. Error of Skewness		,580	,580	,580	,580
Kurtosis		-1,110	-1,774	-,646	-,785
Std. Error of Kurtosis		1,121	1,121	1,121	1,121
Range		4	3	3	2
Minimum		2	2	4	2
Maximum		6	5	7	4
Sum		64	50	80	39
Percentiles	25	3,00	2,00	5,00	2,00





50	4,00	3,00	5,00	2,00
75	5,00	5,00	6,00	3,00

		Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - On line self-assessments	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Check lists	Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies	Gender	Age
N	Valid	15	15	15	15	15
	Missing	0	0	0	0	0
	Mean	3,47	6,13	6,20	1,00	4,27
	Median	3,00	6,00	6,00	1,00	4,00
	Mode	2 ^a	6	6	1	4
	Std. Deviation	1,642	,640	,775	,000	1,223
	Variance	2,695	,410	,600	,000	1,495
	Skewness	,459	-,103	-,383		-,046
	Std. Error of Skewness	,580	,580	,580	,580	,580
	Kurtosis	-,971	-,127	-1,117		-,717
	Std. Error of Kurtosis	1,121	1,121	1,121	1,121	1,121
	Range	5	2	2	0	4
	Minimum	1	5	5	1	2
	Maximum	6	7	7	1	6
	Sum	52	92	93	15	64
Percentiles	25	2,00	6,00	6,00	1,00	3,00
	50	3,00	6,00	6,00	1,00	4,00
	75	5,00	7,00	7,00	1,00	5,00

		Educational level	Country of origin
N	Valid	15	15
	Missing	0	0
	Mean	2,53	1,00
	Median	3,00	1,00
	Mode	3 ^a	1
	Std. Deviation	,516	,000
	Variance	,267	,000
	Skewness	-,149	
	Std. Error of Skewness	,580	,580
	Kurtosis	-2,308	
	Std. Error of Kurtosis	1,121	1,121
	Range	1	0
	Minimum	2	1
	Maximum	3	1
	Sum	38	15
Percentiles	25	2,00	1,00
	50	3,00	1,00
	75	3,00	1,00

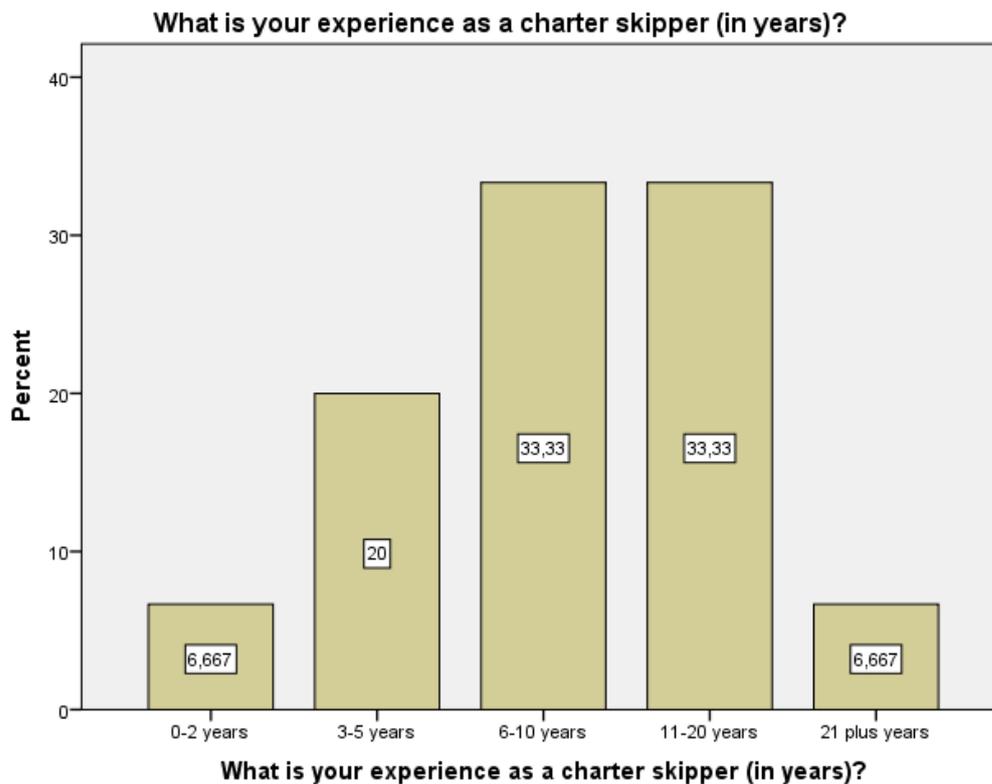
a. Multiple modes exist. The smallest value is shown



10.2 Frequencies

What is your experience as a charter skipper (in years)?

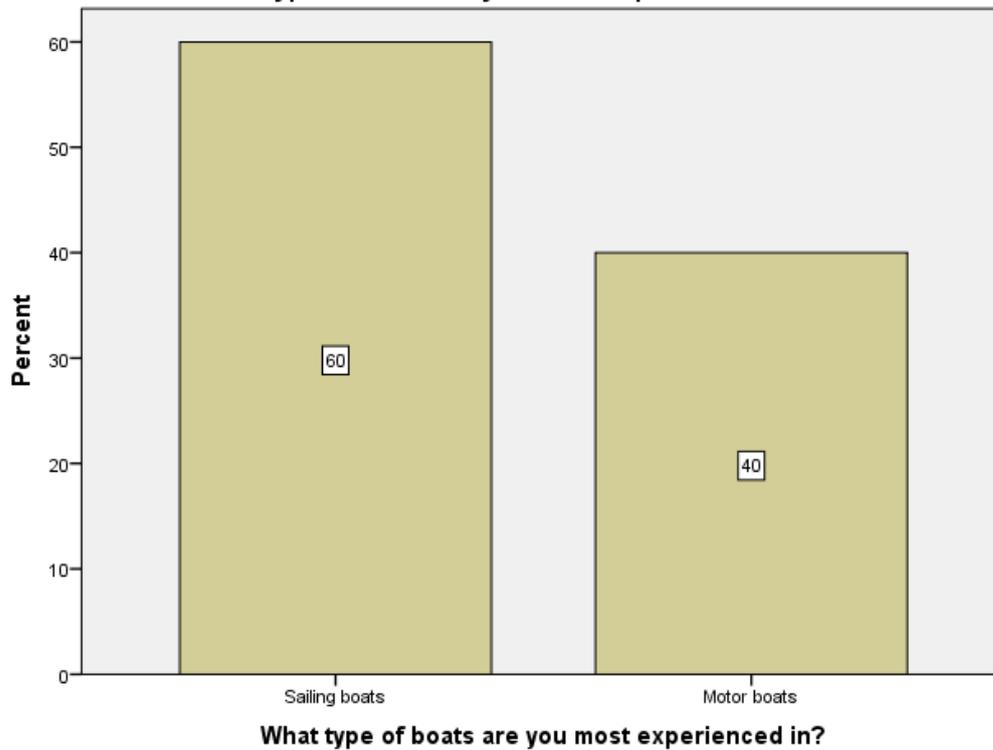
	Frequency	Percent	Valid Percent	Cumulative Percent
0-2 years	1	6,7	6,7	6,7
3-5 years	3	20,0	20,0	26,7
6-10 years	5	33,3	33,3	60,0
11-20 years	5	33,3	33,3	93,3
21 plus years	1	6,7	6,7	100,0
Total	15	100,0	100,0	



What type of boats are you most experienced in?

	Frequency	Percent	Valid Percent	Cumulative Percent
Sailing boats	9	60,0	60,0	60,0
Valid Motor boats	6	40,0	40,0	100,0
Total	15	100,0	100,0	

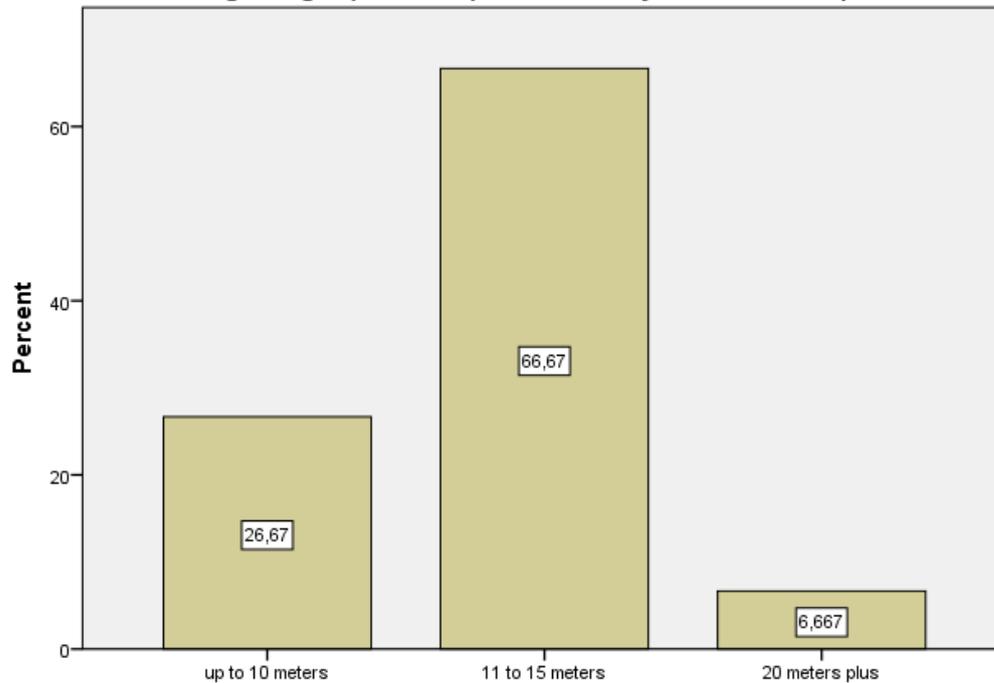
What type of boats are you most experienced in?



What is the average length (in meters) of the boats you are most experienced in

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid up to 10 meters	4	26,7	26,7	26,7
11 to 15 meters	10	66,7	66,7	93,3
20 meters plus	1	6,7	6,7	100,0
Total	15	100,0	100,0	

What is the average length (in meters) of the boats you are most experienced in



What is the average length (in meters) of the boats you are most experienced in

Do have experience in as a skipper in Bulgaria (Black Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	15	100,0	100,0	100,0



Do have experience in as a skipper in Croatia (Adriatic Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	15	100,0	100,0	100,0



Do have experience in as a skipper in Greece (Aegean Sea, Ionian Sea)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	15	100,0	100,0	100,0



Do have experience in as a skipper in Spain (Balearic Sea, Alboran Sea)

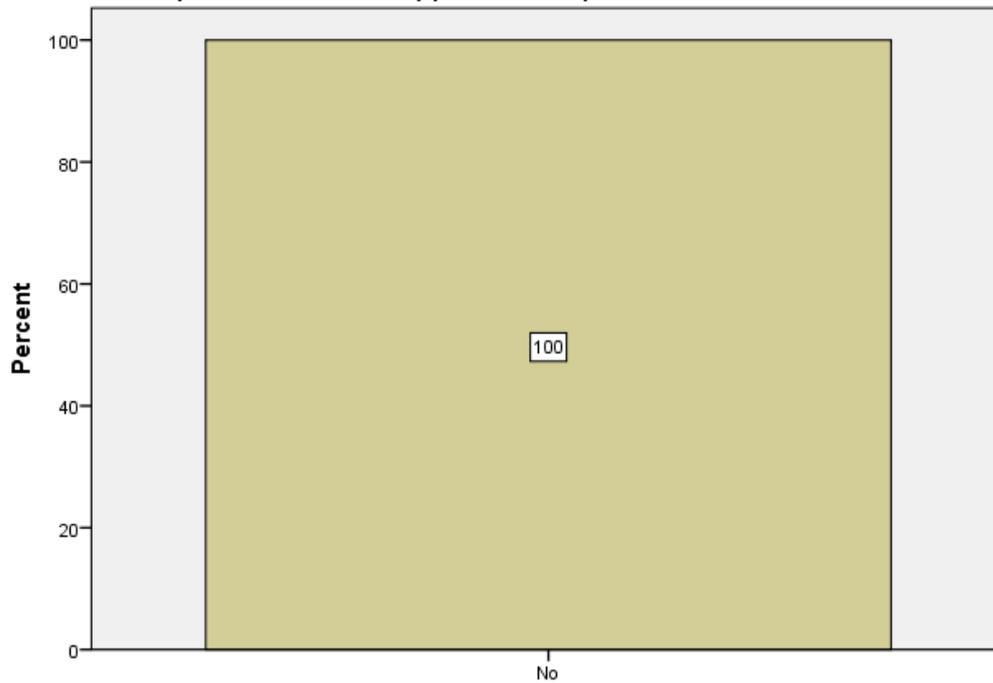
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	15	100,0	100,0	100,0



Do have experience in as a skipper in other parts of the Mediterranean Sea

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	15	100,0	100,0	100,0

Do have experience in as a skipper in other parts of the Mediterranean Sea

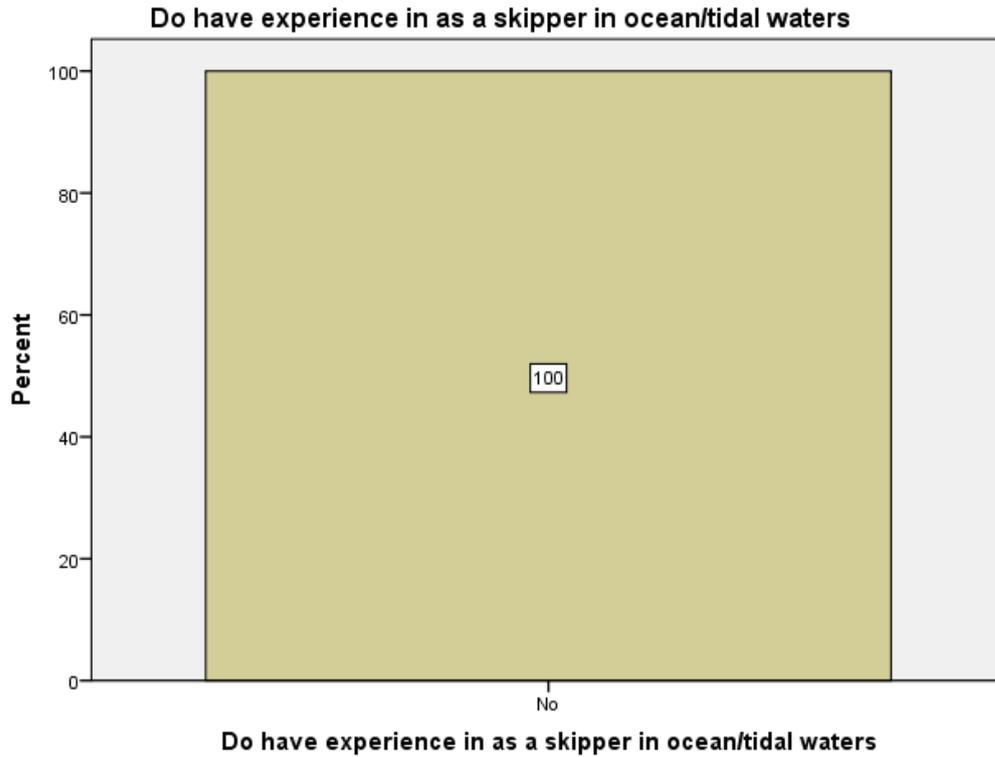


Do have experience in as a skipper in other parts of the Mediterranean Sea



Do have experience in as a skipper in ocean/tidal waters

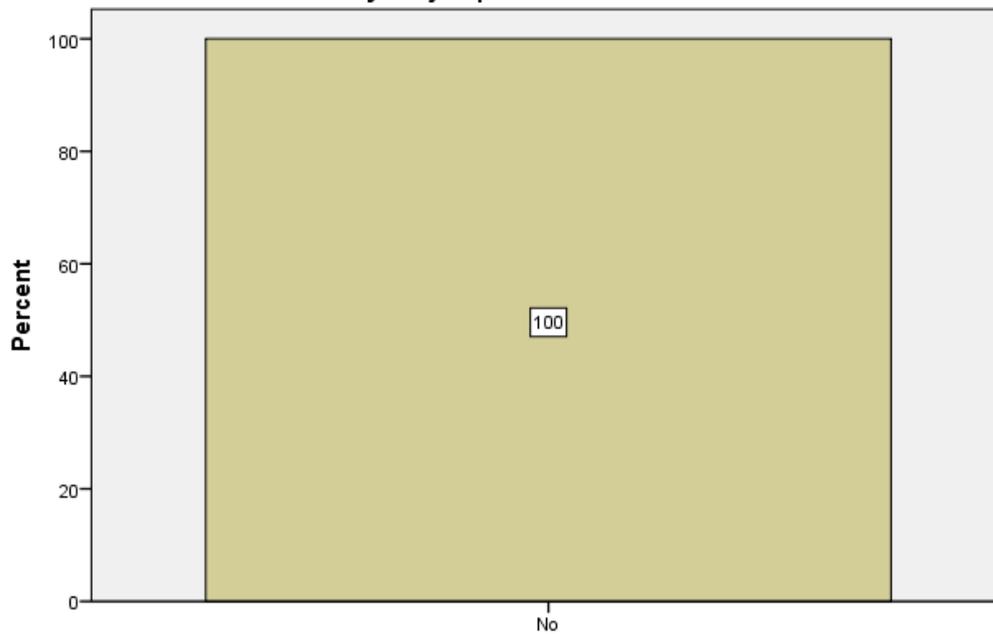
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	15	100,0	100,0	100,0



Have you ever participated in any additional training that improves the quality of your job performance

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	15	100,0	100,0	100,0

Have you ever participated in any additional training that improves the quality of your job performance

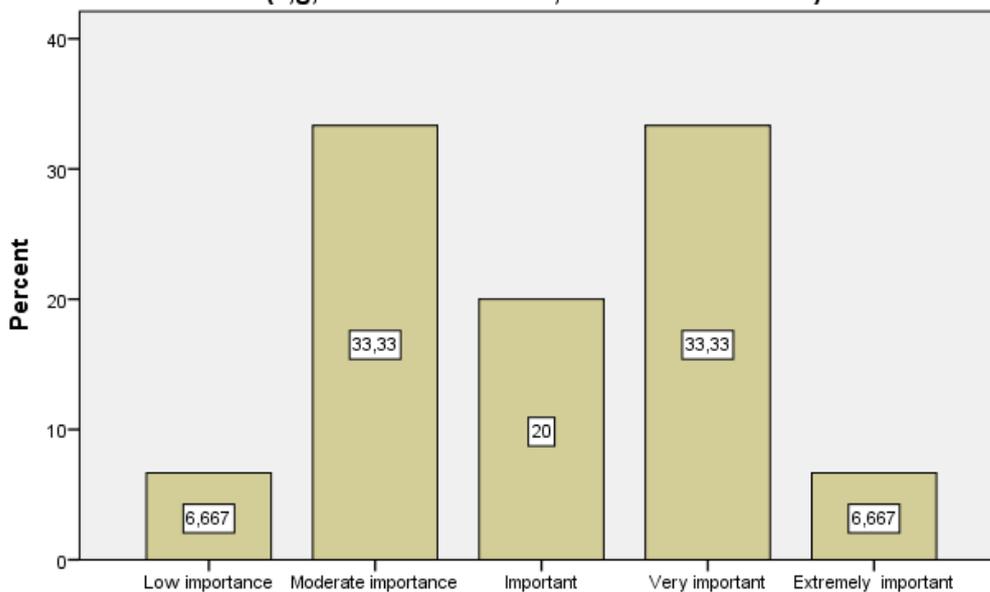


Have you ever participated in any additional training that improves the quality of your job performance

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

	Frequency	Percent	Valid Percent	Cumulative Percent
Low importance	1	6,7	6,7	6,7
Moderate importance	5	33,3	33,3	40,0
Important	3	20,0	20,0	60,0
Very important	5	33,3	33,3	93,3
Extremely important	1	6,7	6,7	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

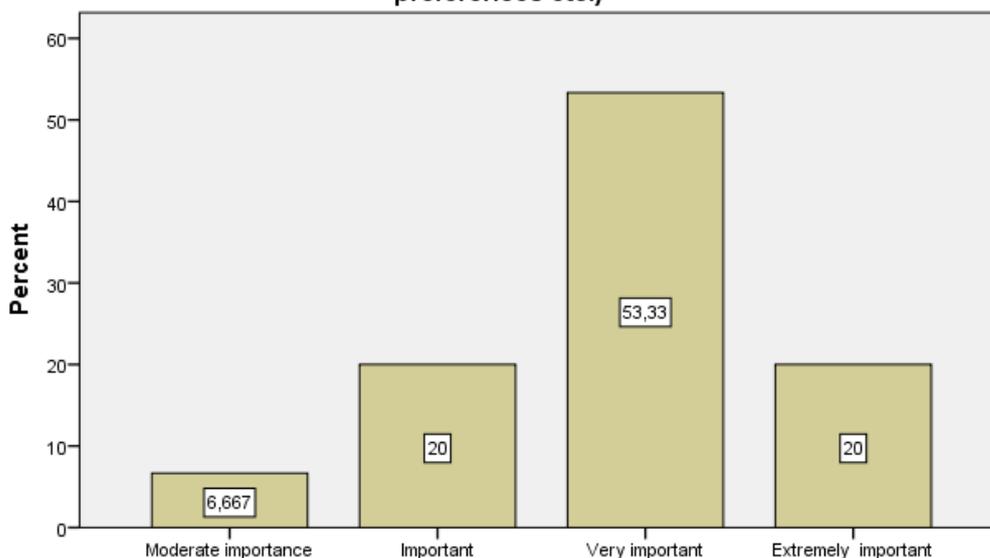


How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in tourism demand overall (e.g, adventure tourism, cultural tourism etc.)

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	6,7	6,7	6,7
Important	3	20,0	20,0	26,7
Valid Very important	8	53,3	53,3	80,0
Extremely important	3	20,0	20,0	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

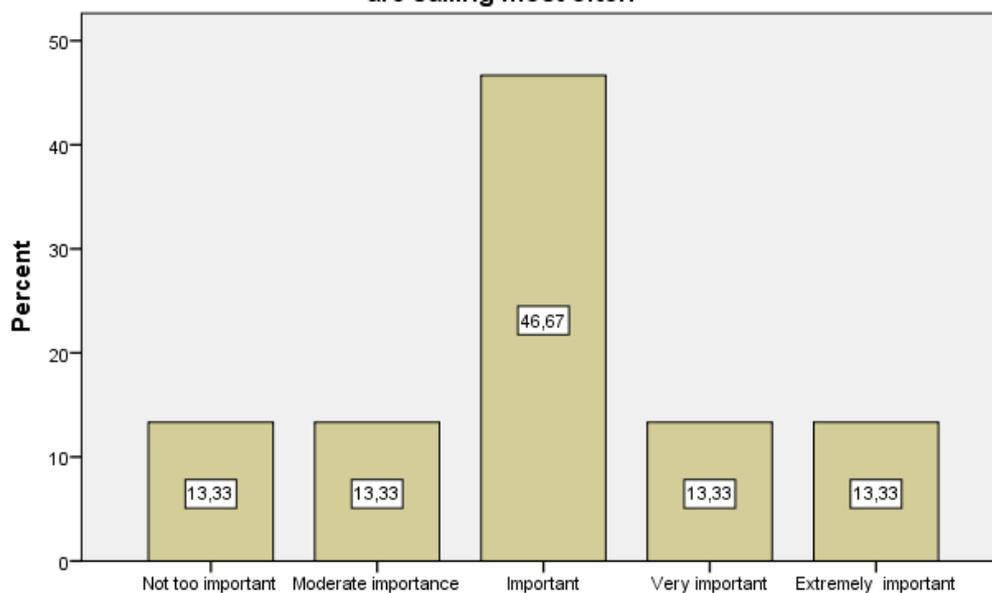


How important is the following work related skills for your job? - Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)

How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	2	13,3	13,3	13,3
Moderate importance	2	13,3	13,3	26,7
Important	7	46,7	46,7	73,3
Very important	2	13,3	13,3	86,7
Extremely important	2	13,3	13,3	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often

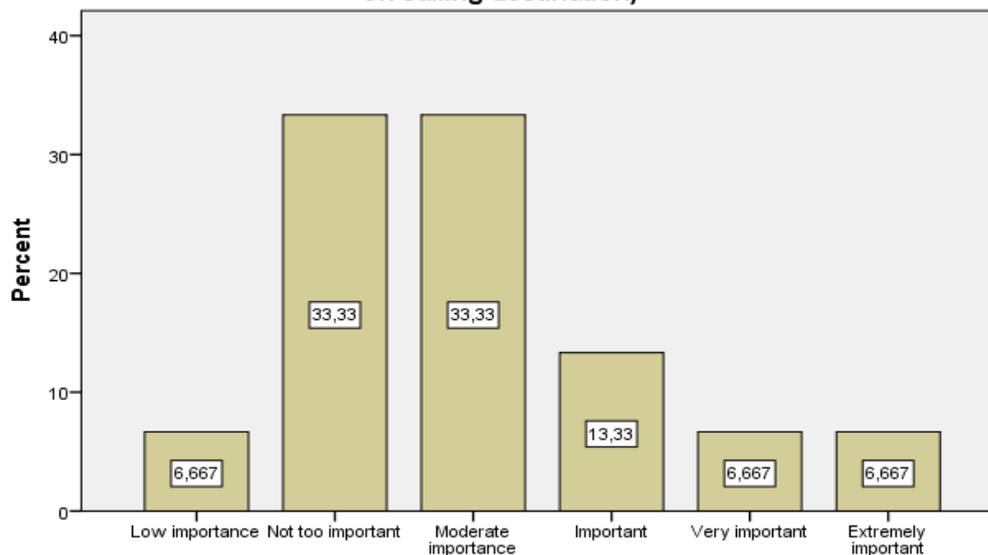


How important is the following work related skills for your job? - Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often

How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

	Frequency	Percent	Valid Percent	Cumulative Percent
Low importance	1	6,7	6,7	6,7
Not too important	5	33,3	33,3	40,0
Moderate importance	5	33,3	33,3	73,3
Valid Important	2	13,3	13,3	86,7
Very important	1	6,7	6,7	93,3
Extremely important	1	6,7	6,7	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

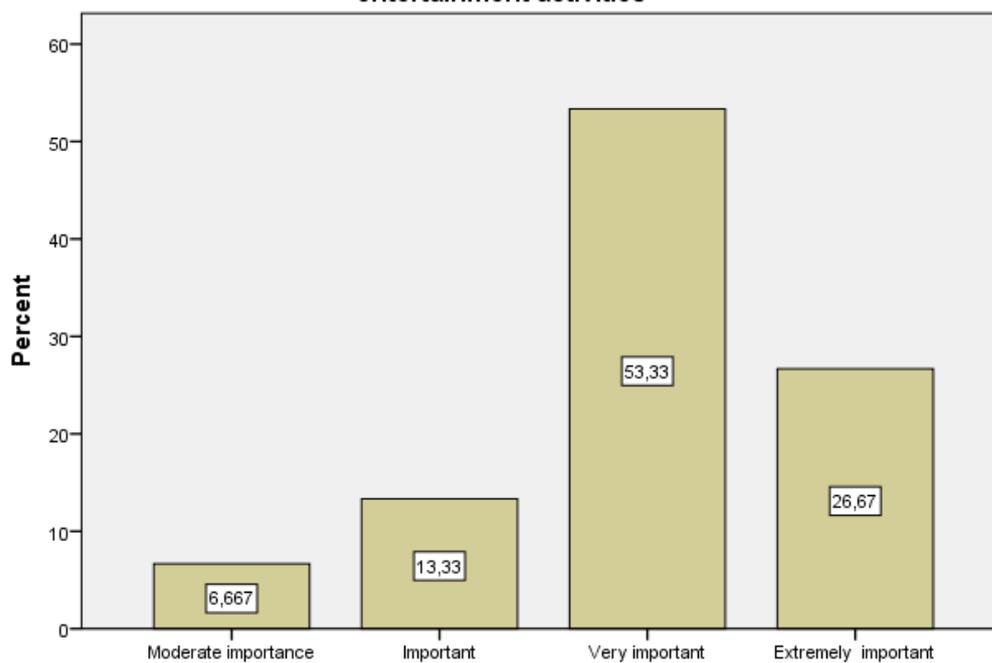


How important is the following work related skills for your job? - General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)

How important is the following work related skills for your job? - Guest entertainment activities

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	6,7	6,7	6,7
Important	2	13,3	13,3	20,0
Valid Very important	8	53,3	53,3	73,3
Extremely important	4	26,7	26,7	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Guest entertainment activities

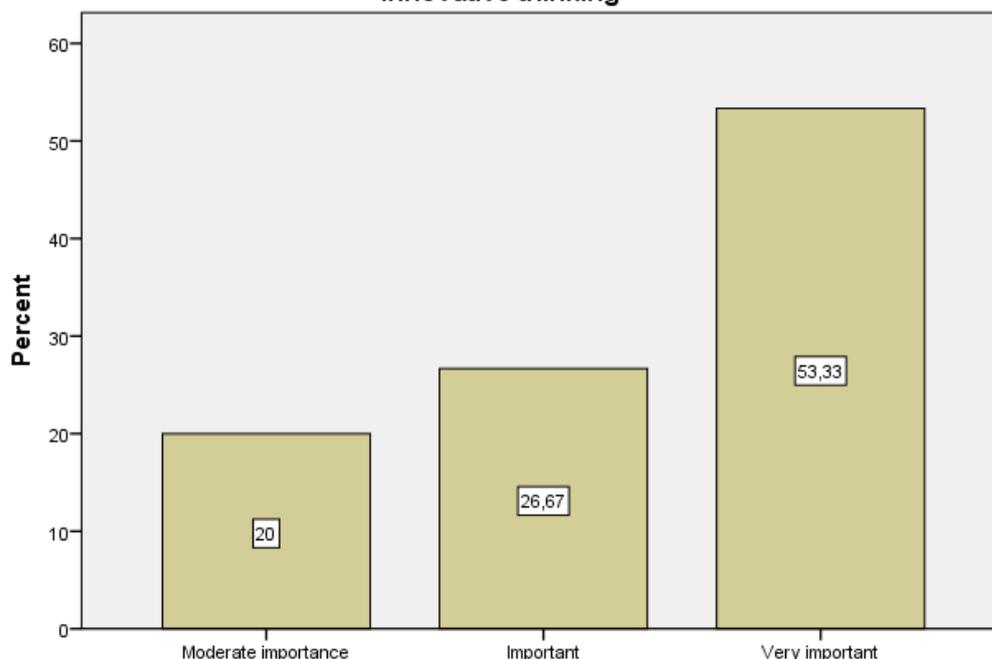


How important is the following work related skills for your job? - Guest entertainment activities

How important is the following work related skills for your job? - Creative and innovative thinking

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	3	20,0	20,0	20,0
Important	4	26,7	26,7	46,7
Very important	8	53,3	53,3	100,0
Total	15	100,0	100,0	

How important is the following work related thinking skills for your job? - Creative and innovative thinking

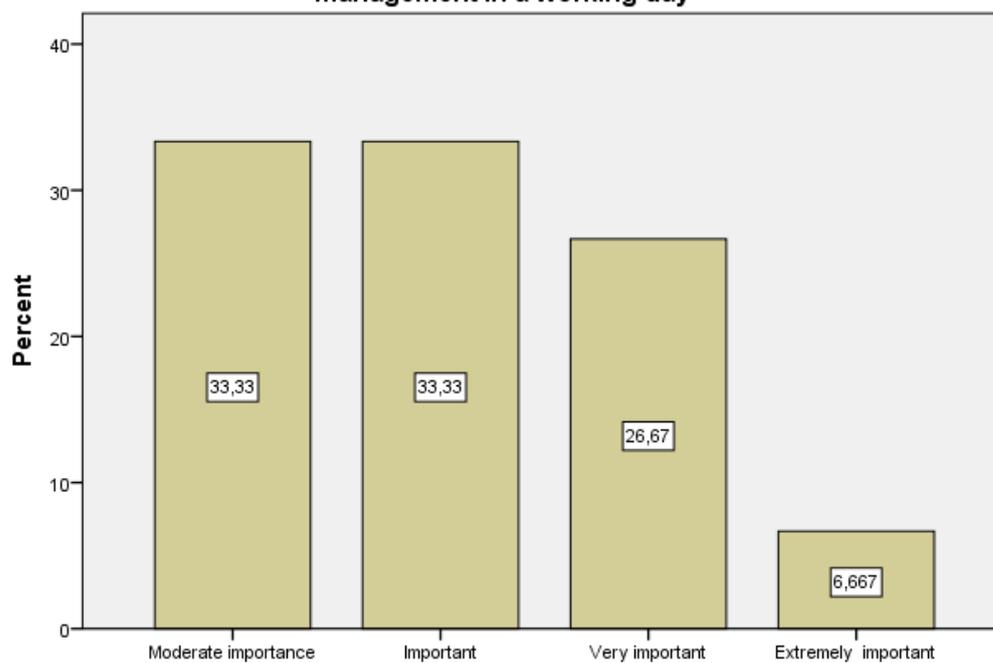


How important is the following work related thinking skills for your job? - Creative and innovative thinking

How important is the following work related skills for your job? - Time management in a working day

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	5	33,3	33,3	33,3
Important	5	33,3	33,3	66,7
Valid Very important	4	26,7	26,7	93,3
Extremely important	1	6,7	6,7	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Time management in a working day

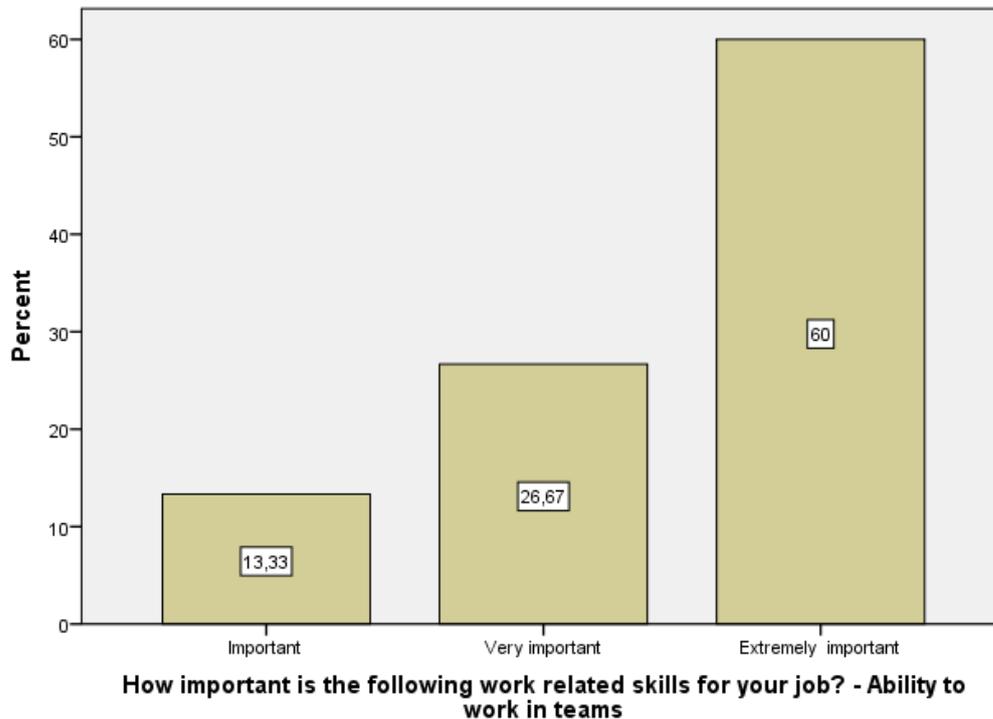


How important is the following work related skills for your job? - Time management in a working day

How important is the following work related skills for your job? - Ability to work in teams

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	2	13,3	13,3	13,3
Very important	4	26,7	26,7	40,0
Extremely important	9	60,0	60,0	100,0
Total	15	100,0	100,0	

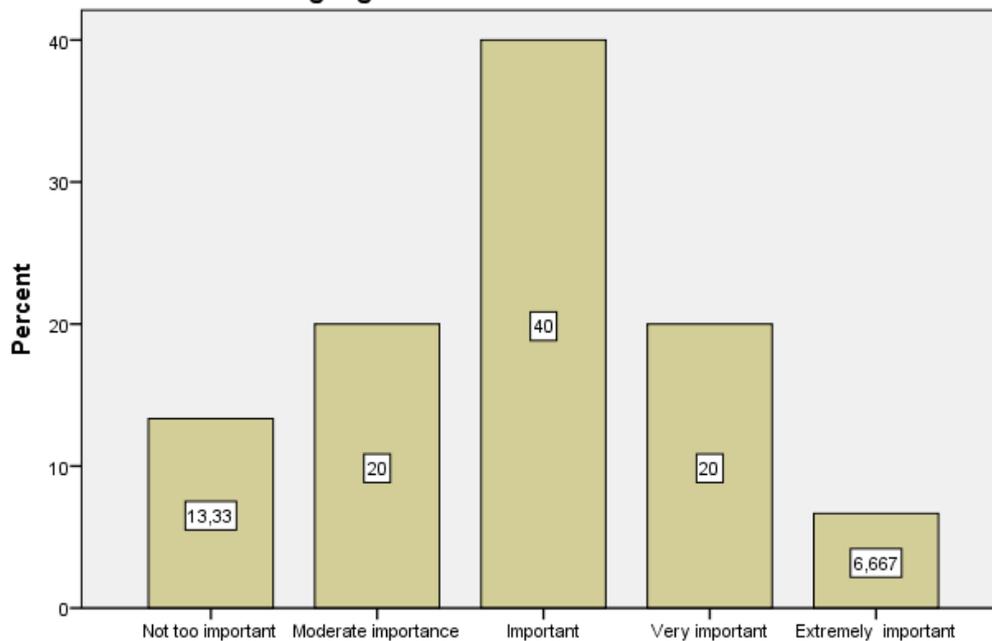
How important is the following work related skills for your job? - Ability to work in teams



How important is the following work related skills for your job? - Body language/non-verbal communication

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	2	13,3	13,3	13,3
Moderate importance	3	20,0	20,0	33,3
Important	6	40,0	40,0	73,3
Very important	3	20,0	20,0	93,3
Extremely important	1	6,7	6,7	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Body language/non-verbal communication

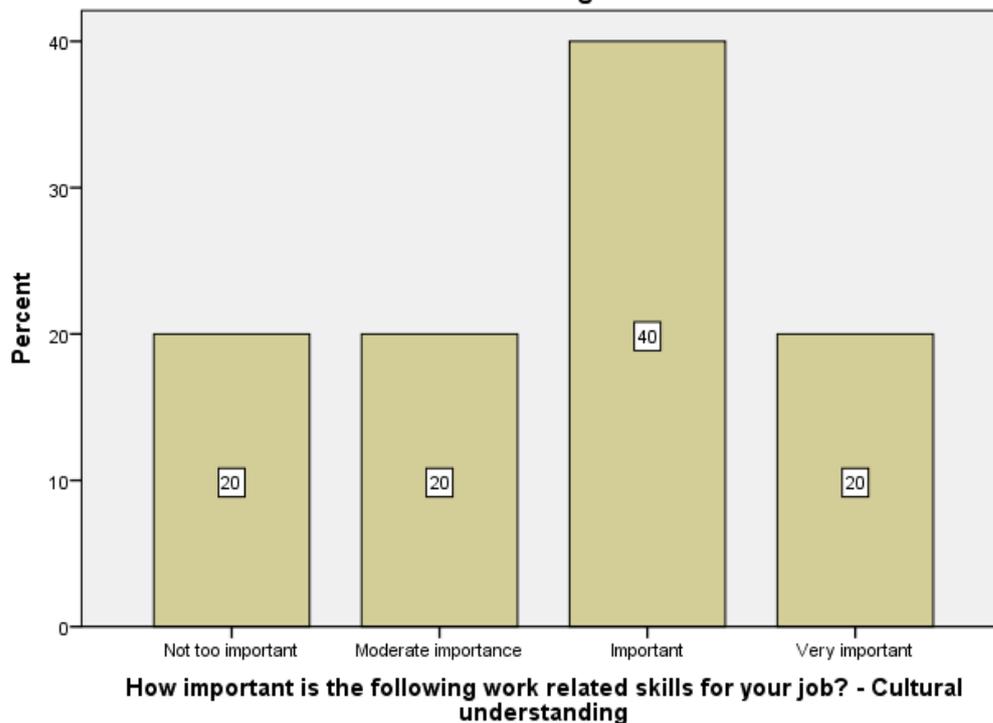


How important is the following work related skills for your job? - Body language/non-verbal communication

How important is the following work related skills for your job? - Cultural understanding

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	3	20,0	20,0	20,0
Moderate importance	3	20,0	20,0	40,0
Valid Important	6	40,0	40,0	80,0
Very important	3	20,0	20,0	100,0
Total	15	100,0	100,0	

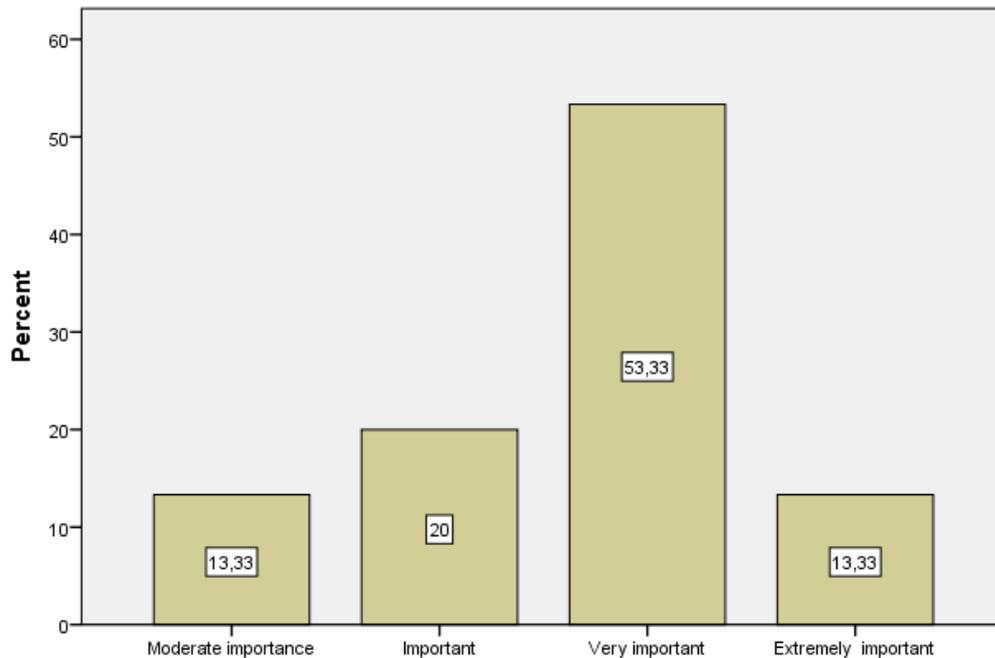
How important is the following work related skills for your job? - Cultural understanding



How important is the following work related skills for your job? - Interpersonal skills

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	2	13,3	13,3	13,3
Important	3	20,0	20,0	33,3
Valid Very important	8	53,3	53,3	86,7
Extremely important	2	13,3	13,3	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Interpersonal skills

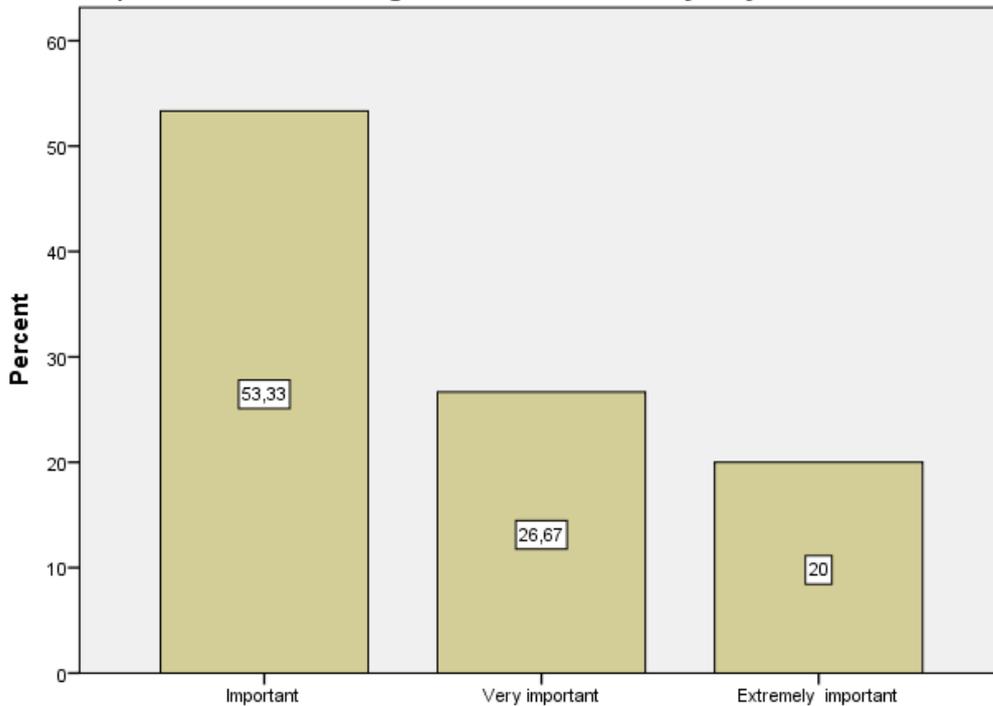


How important is the following work related skills for your job? - Interpersonal skills

How important is the following work related skills for your job? - Work ethics

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	8	53,3	53,3	53,3
Very important	4	26,7	26,7	80,0
Extremely important	3	20,0	20,0	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Work ethics

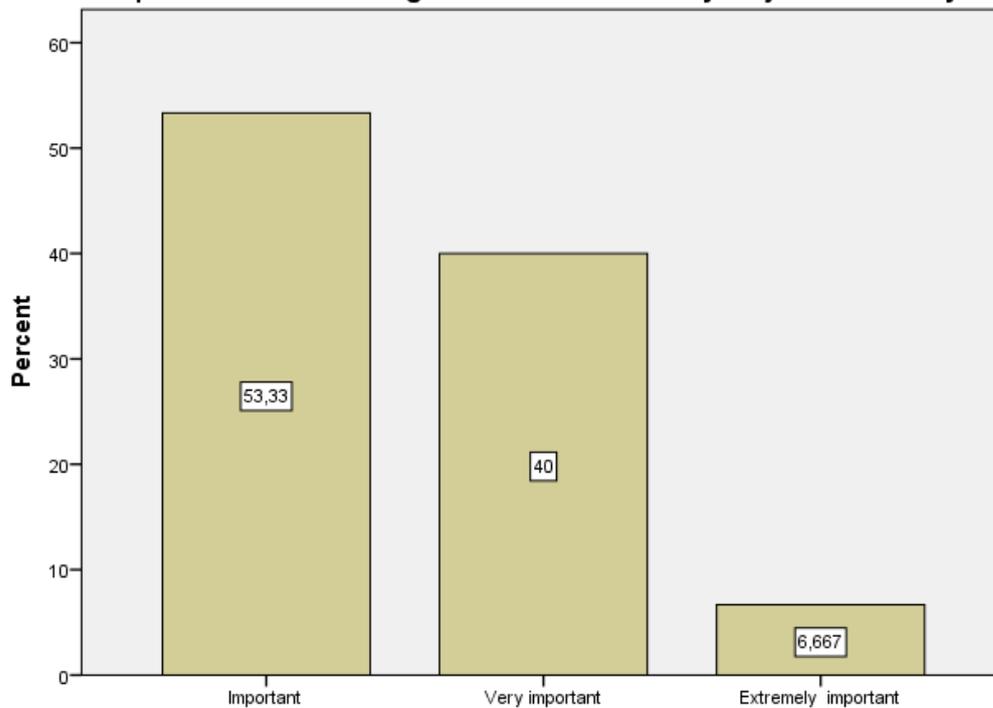


How important is the following work related skills for your job? - Work ethics

How important is the following work related skills for your job? - Courtesy

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	8	53,3	53,3	53,3
Very important	6	40,0	40,0	93,3
Extremely important	1	6,7	6,7	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Courtesy

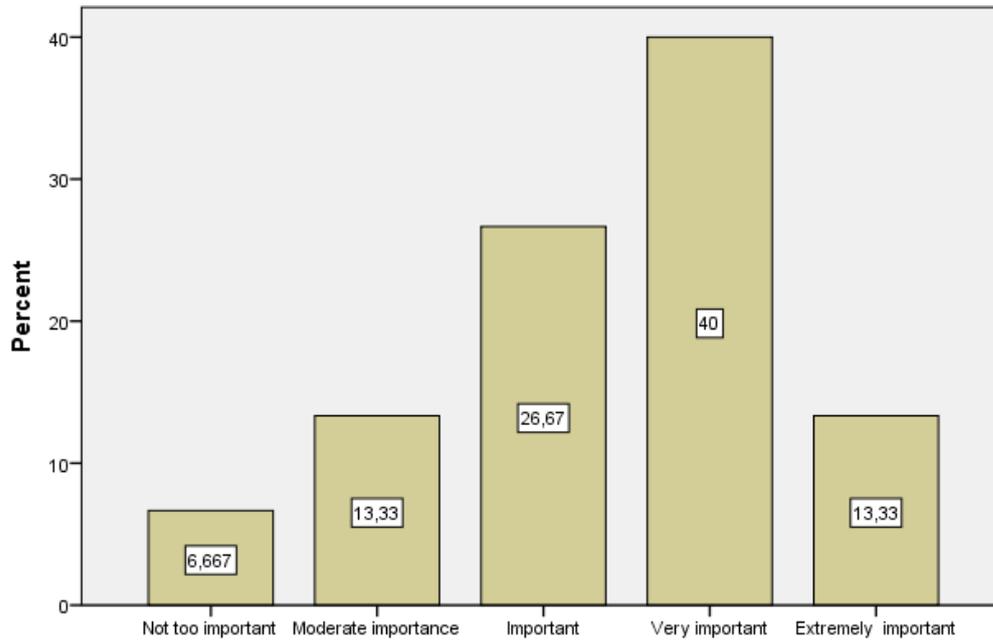


How important is the following work related skills for your job? - Courtesy

How important is the following work related skills for your job? - Ability to motivate

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	6,7	6,7	6,7
Moderate importance	2	13,3	13,3	20,0
Important	4	26,7	26,7	46,7
Very important	6	40,0	40,0	86,7
Extremely important	2	13,3	13,3	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Ability to motivate

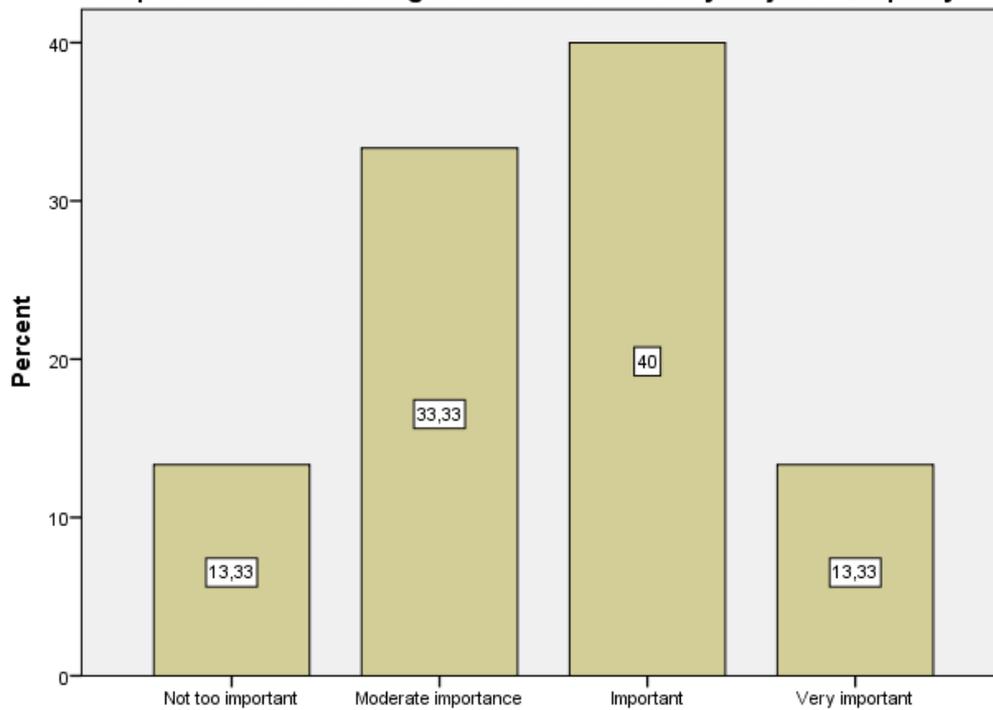


How important is the following work related skills for your job? - Ability to motivate

How important is the following work related skills for your job? - Empathy

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	2	13,3	13,3	13,3
Moderate importance	5	33,3	33,3	46,7
Valid Important	6	40,0	40,0	86,7
Very important	2	13,3	13,3	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Empathy

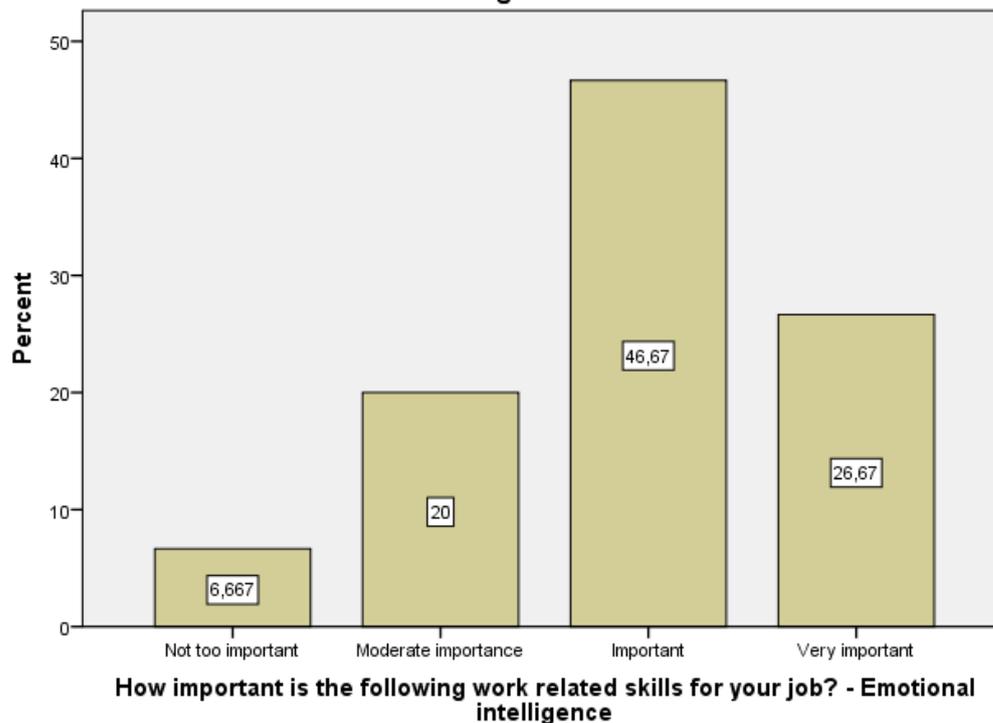


How important is the following work related skills for your job? - Empathy

How important is the following work related skills for your job? - Emotional intelligence

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	6,7	6,7	6,7
Moderate importance	3	20,0	20,0	26,7
Valid Important	7	46,7	46,7	73,3
Very important	4	26,7	26,7	100,0
Total	15	100,0	100,0	

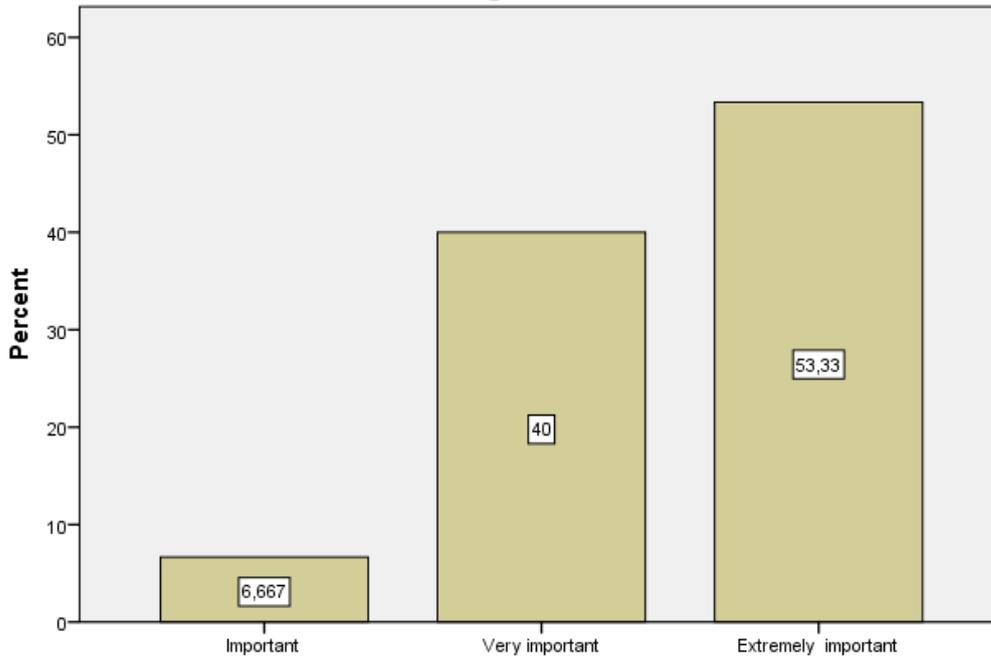
How important is the following work related skills for your job? - Emotional intelligence



How important is the following work related skills for your job? - Stress management

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	1	6,7	6,7	6,7
Very important	6	40,0	40,0	46,7
Extremely important	8	53,3	53,3	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Stress management

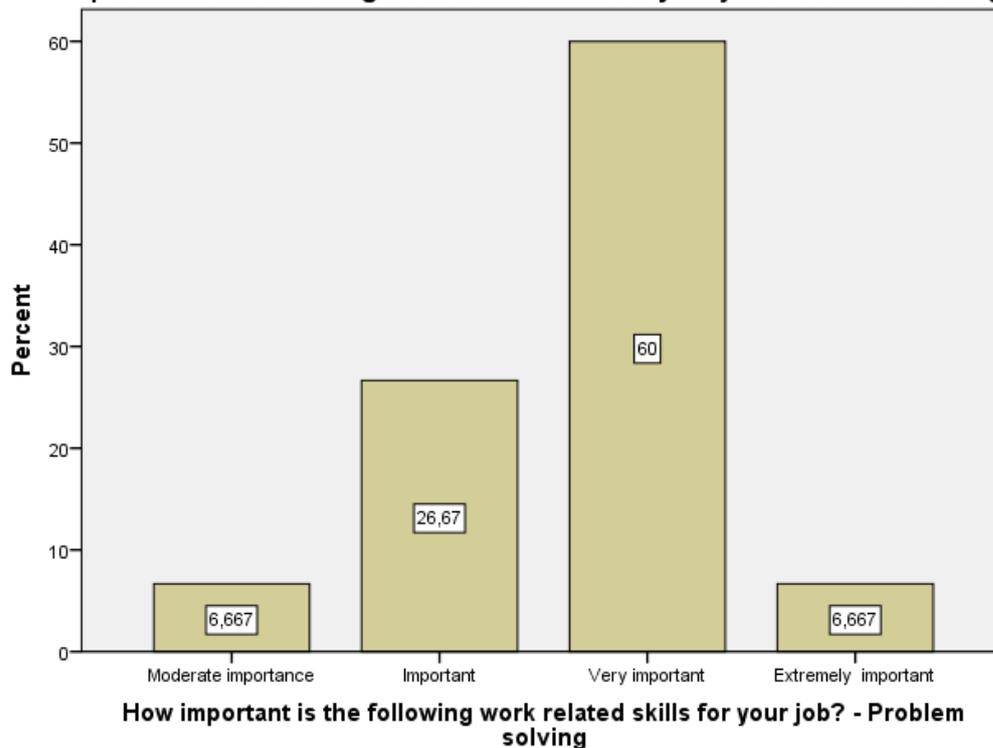


How important is the following work related skills for your job? - Stress management

How important is the following work related skills for your job? - Problem solving

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	1	6,7	6,7	6,7
Important	4	26,7	26,7	33,3
Valid Very important	9	60,0	60,0	93,3
Extremely important	1	6,7	6,7	100,0
Total	15	100,0	100,0	

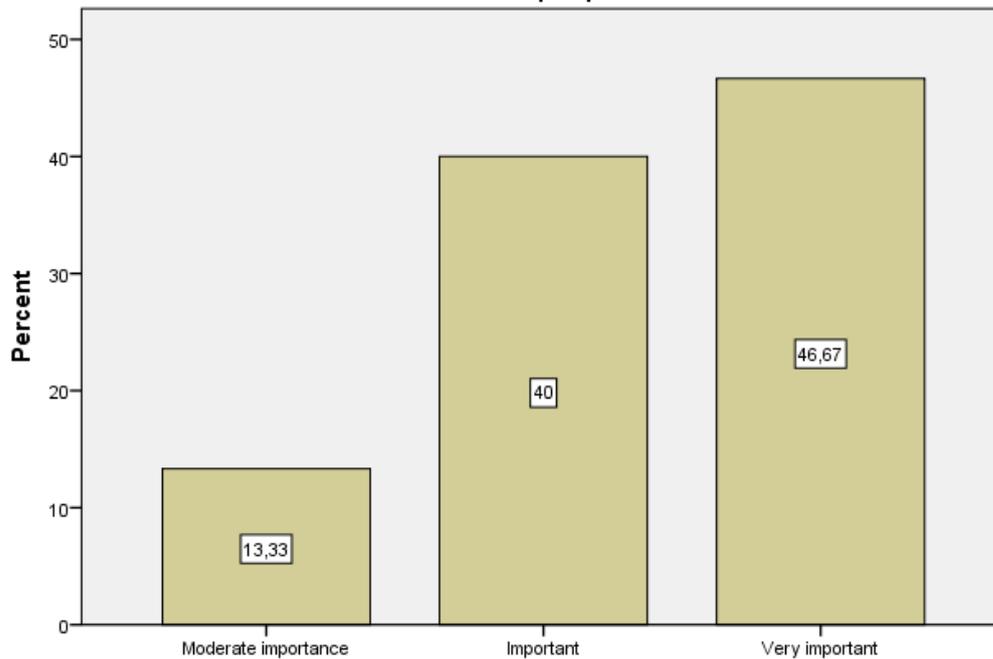
How important is the following work related skills for your job? - Problem solving



How important is the following work related skills for your job? - Ability to deal with difficult people

	Frequency	Percent	Valid Percent	Cumulative Percent
Moderate importance	2	13,3	13,3	13,3
Valid Important	6	40,0	40,0	53,3
Valid Very important	7	46,7	46,7	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Ability to deal with difficult people

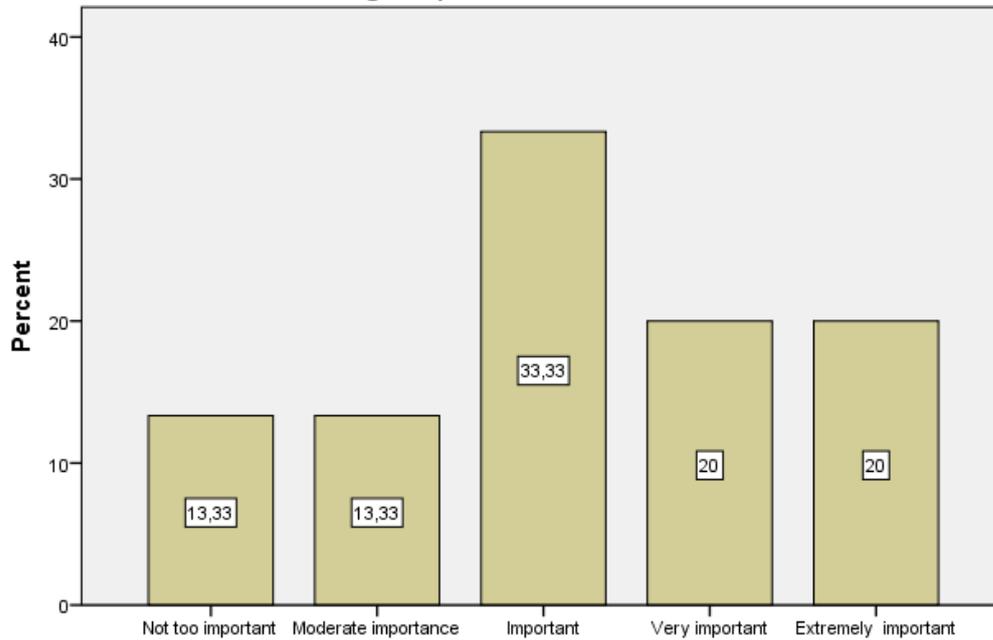


How important is the following work related skills for your job? - Ability to deal with difficult people

How important is the following work related skills for your job? - Ability to keep a good/positive attitude

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	2	13,3	13,3	13,3
Moderate importance	2	13,3	13,3	26,7
Important	5	33,3	33,3	60,0
Very important	3	20,0	20,0	80,0
Extremely important	3	20,0	20,0	100,0
Total	15	100,0	100,0	

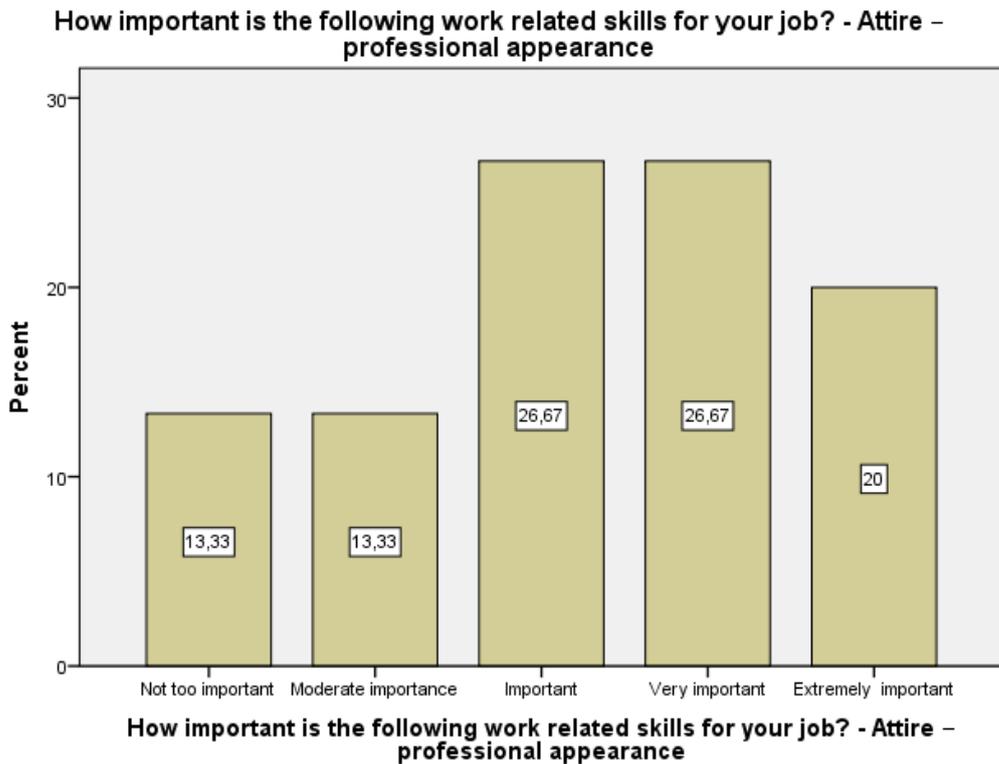
How important is the following work related skills for your job? - Ability to keep a good/positive attitude



How important is the following work related skills for your job? - Ability to keep a good/positive attitude

How important is the following work related skills for your job? - Attire – professional appearance

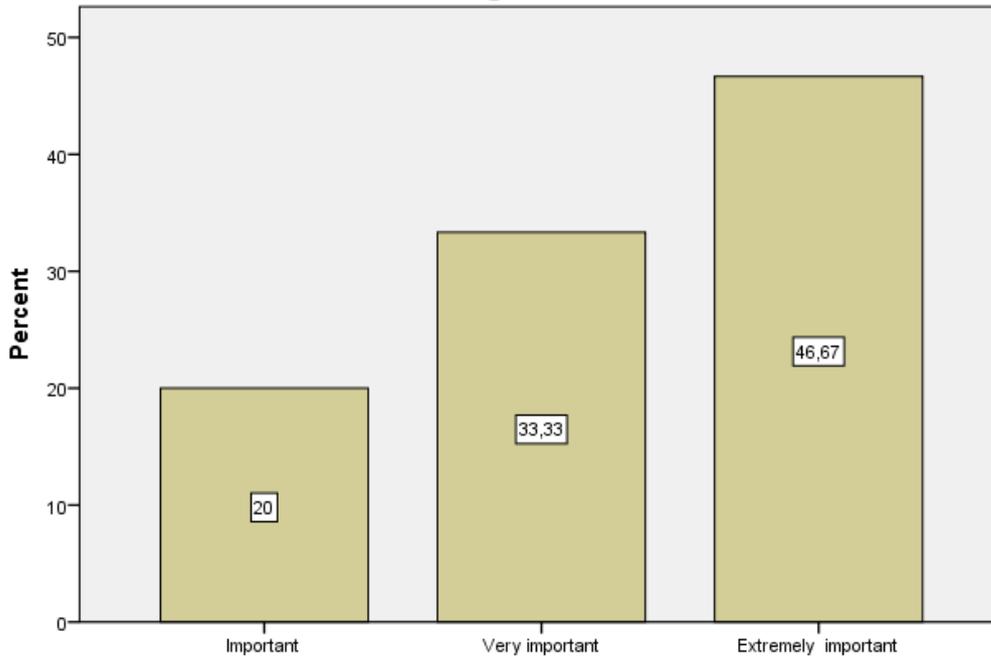
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not too important	2	13,3	13,3	13,3
Moderate importance	2	13,3	13,3	26,7
Important	4	26,7	26,7	53,3
Very important	4	26,7	26,7	80,0
Extremely important	3	20,0	20,0	100,0
Total	15	100,0	100,0	



How important is the following work related skills for your job? - Crisis management

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Important	3	20,0	20,0	20,0
Very important	5	33,3	33,3	53,3
Extremely important	7	46,7	46,7	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Crisis management

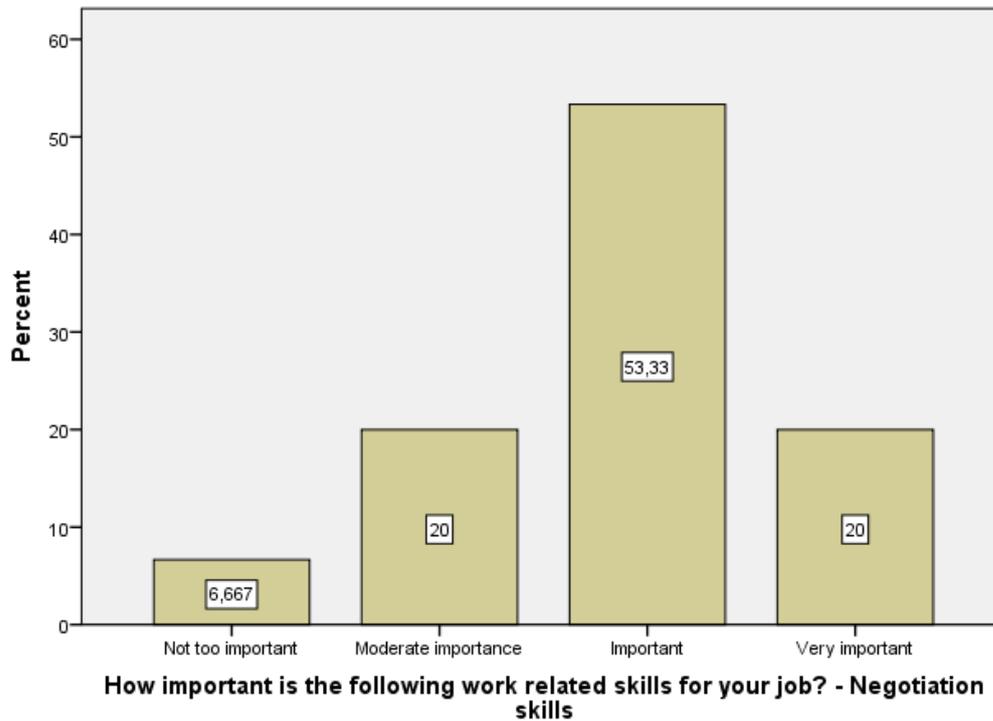


How important is the following work related skills for your job? - Crisis management

How important is the following work related skills for your job? - Negotiation skills

	Frequency	Percent	Valid Percent	Cumulative Percent
Not too important	1	6,7	6,7	6,7
Moderate importance	3	20,0	20,0	26,7
Valid Important	8	53,3	53,3	80,0
Very important	3	20,0	20,0	100,0
Total	15	100,0	100,0	

How important is the following work related skills for your job? - Negotiation skills



How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6

	Frequency	Percent	Valid Percent	Cumulative Percent
Never	4	26,7	26,7	26,7
Rarely	4	26,7	26,7	53,3
Not often	1	6,7	6,7	60,0
Valid Some times	2	13,3	13,3	73,3
Frequently	2	13,3	13,3	86,7
Very frequently	2	13,3	13,3	100,0
Total	15	100,0	100,0	

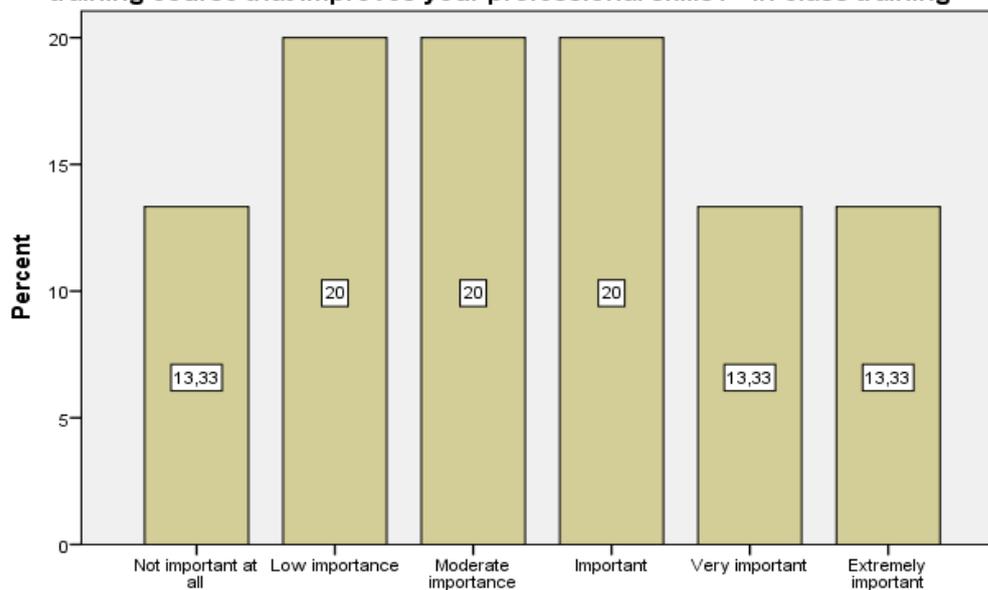
How often does your employer provide you with feedback or assess you on any of the soft skills noted in Question 6



How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

	Frequency	Percent	Valid Percent	Cumulative Percent
Not important at all	2	13,3	13,3	13,3
Low importance	3	20,0	20,0	33,3
Moderate importance	3	20,0	20,0	53,3
Valid Important	3	20,0	20,0	73,3
Very important	2	13,3	13,3	86,7
Extremely important	2	13,3	13,3	100,0
Total	15	100,0	100,0	

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

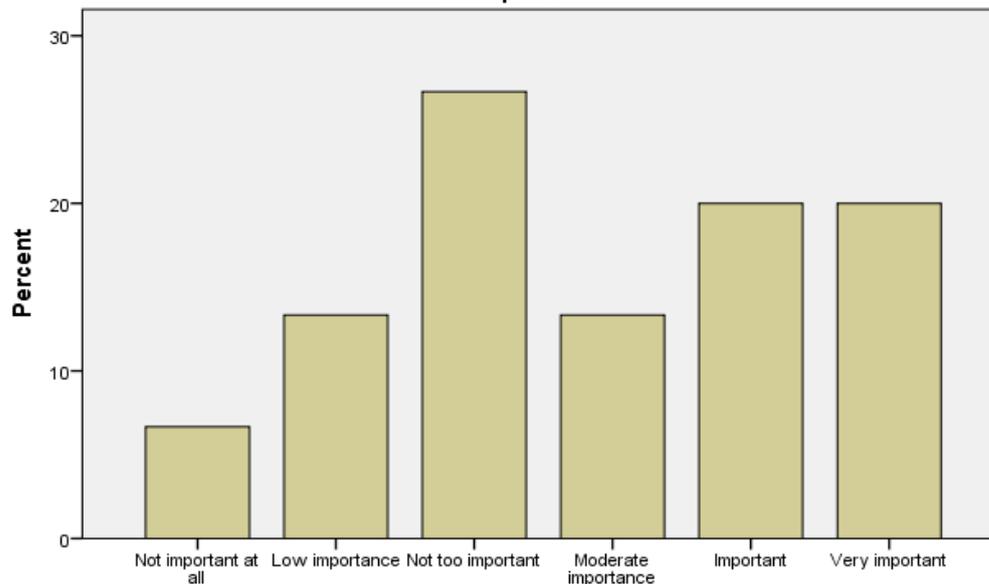


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - In-class training

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

	Frequency	Percent	Valid Percent	Cumulative Percent
Not important at all	1	6,7	6,7	6,7
Low importance	2	13,3	13,3	20,0
Not too important	4	26,7	26,7	46,7
Valid Moderate importance	2	13,3	13,3	60,0
Important	3	20,0	20,0	80,0
Very important	3	20,0	20,0	100,0
Total	15	100,0	100,0	

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

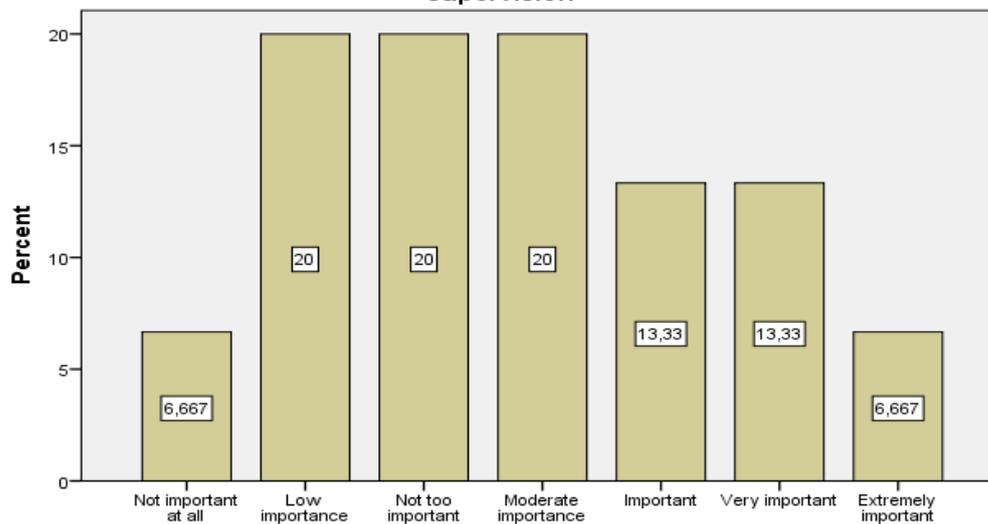


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training at your own pace

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

	Frequency	Percent	Valid Percent	Cumulative Percent
Not important at all	1	6,7	6,7	6,7
Low importance	3	20,0	20,0	26,7
Not too important	3	20,0	20,0	46,7
Moderate importance	3	20,0	20,0	66,7
Valid Important	2	13,3	13,3	80,0
Very important	2	13,3	13,3	93,3
Extremely important	1	6,7	6,7	100,0
Total	15	100,0	100,0	

How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

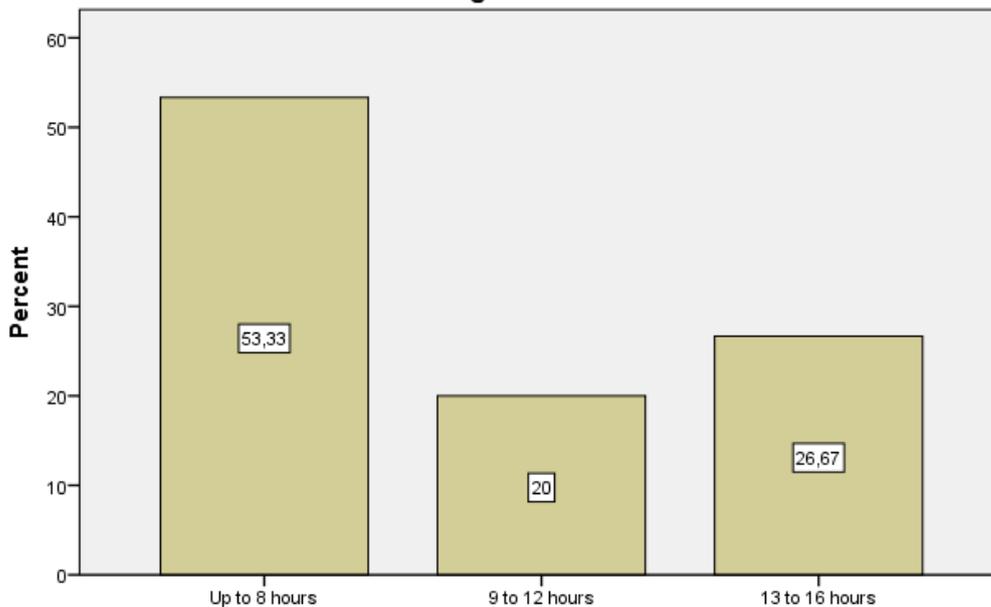


How important are the following training parameter for you to decide to attend a training course that improves your professional skills? - Online training including supervision

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme

	Frequency	Percent	Valid Percent	Cumulative Percent
Up to 8 hours	8	53,3	53,3	53,3
9 to 12 hours	3	20,0	20,0	73,3
13 to 16 hours	4	26,7	26,7	100,0
Total	15	100,0	100,0	

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme

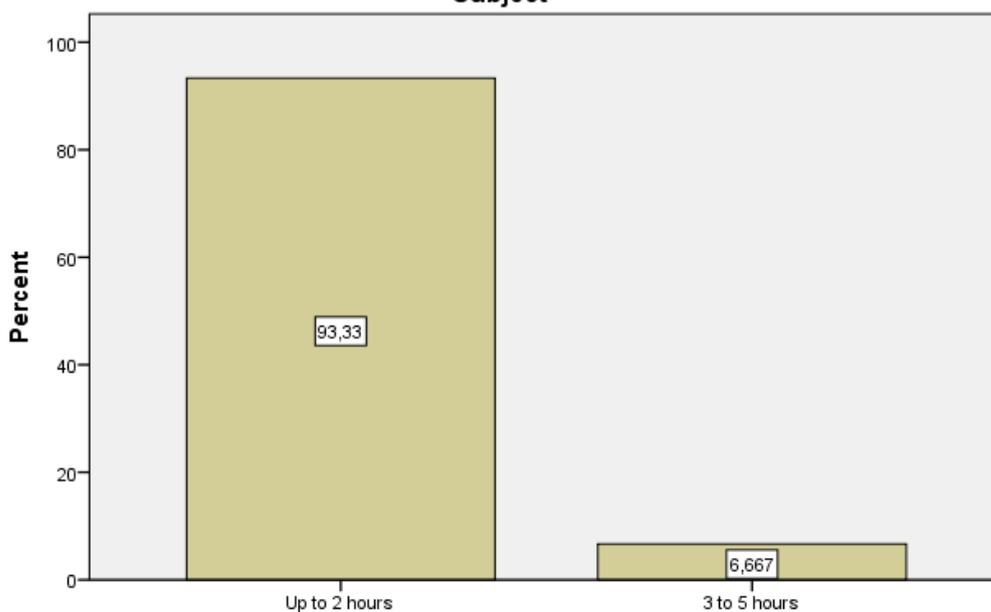


Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Total duration of the Programme

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject

	Frequency	Percent	Valid Percent	Cumulative Percent
Up to 2 hours	14	93,3	93,3	93,3
Valid 3 to 5 hours	1	6,7	6,7	100,0
Total	15	100,0	100,0	

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject

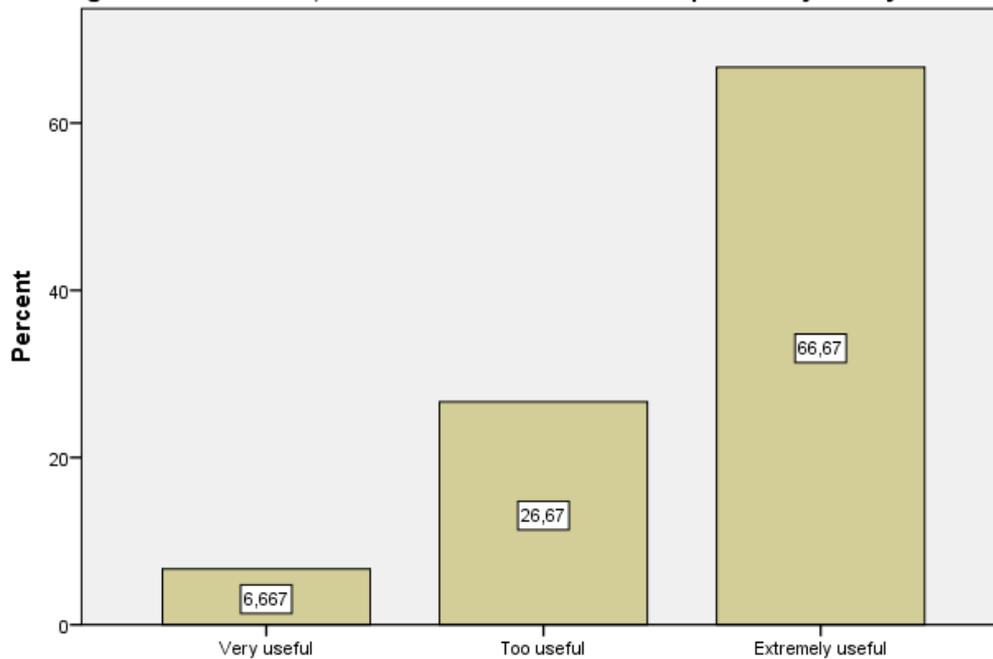


Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills? - Individual duration of each Subject

How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?

	Frequency	Percent	Valid Percent	Cumulative Percent
Very useful	1	6,7	6,7	6,7
Too useful	4	26,7	26,7	33,3
Extremely useful	10	66,7	66,7	100,0
Total	15	100,0	100,0	

How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?



How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey?

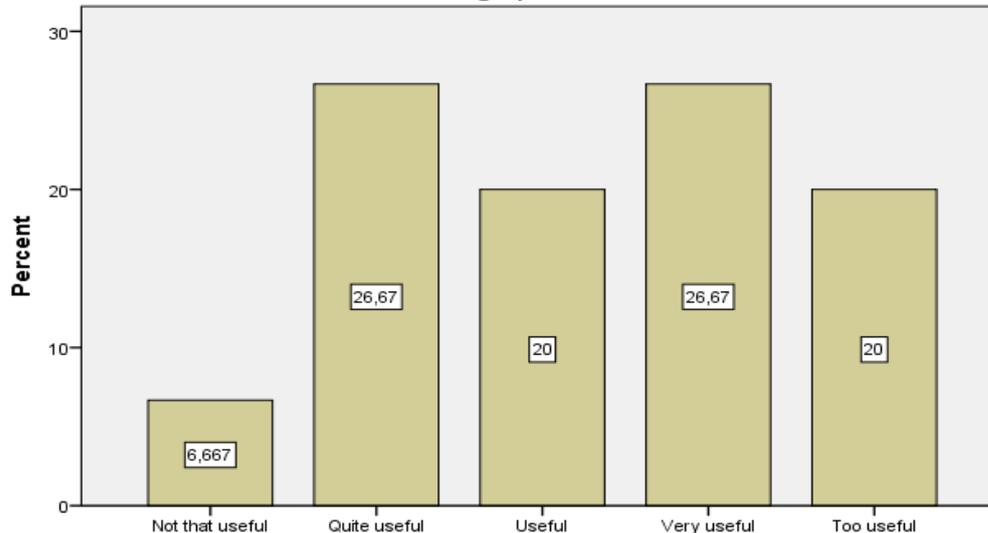
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Infographics

	Frequency	Percent	Valid Percent	Cumulative Percent
Not that useful	1	6,7	6,7	6,7
Quite useful	4	26,7	26,7	33,3
Useful	3	20,0	20,0	53,3
Very useful	4	26,7	26,7	80,0
Too useful	3	20,0	20,0	100,0
Total	15	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Infographics



Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

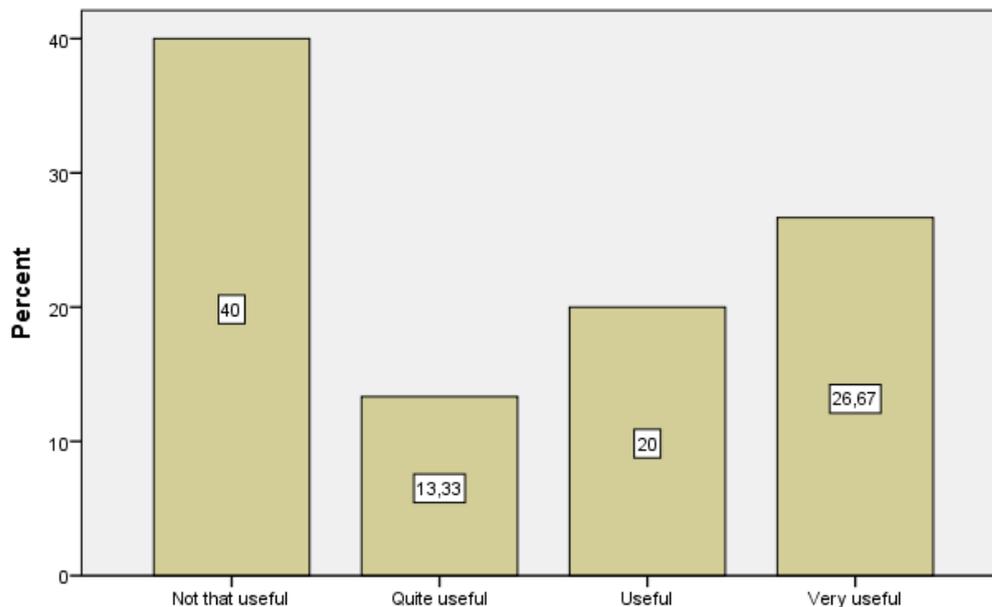
Infographics

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Text & Online Textbooks

	Frequency	Percent	Valid Percent	Cumulative Percent
Not that useful	6	40,0	40,0	40,0
Quite useful	2	13,3	13,3	53,3
Valid Useful	3	20,0	20,0	73,3
Very useful	4	26,7	26,7	100,0
Total	15	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks



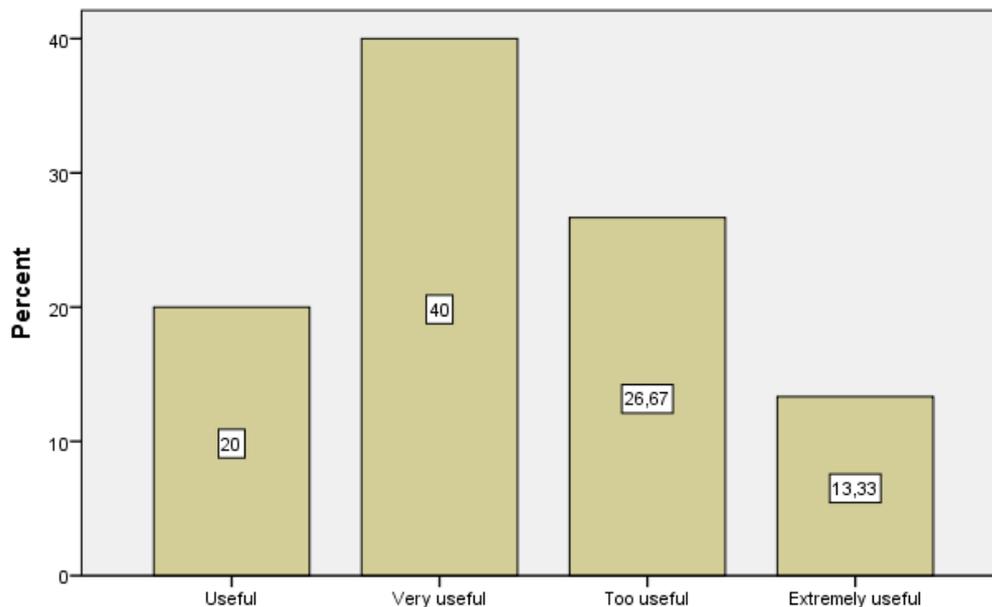
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Text & Online Textbooks

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Videos

	Frequency	Percent	Valid Percent	Cumulative Percent
Useful	3	20,0	20,0	20,0
Very useful	6	40,0	40,0	60,0
Valid Too useful	4	26,7	26,7	86,7
Extremely useful	2	13,3	13,3	100,0
Total	15	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos



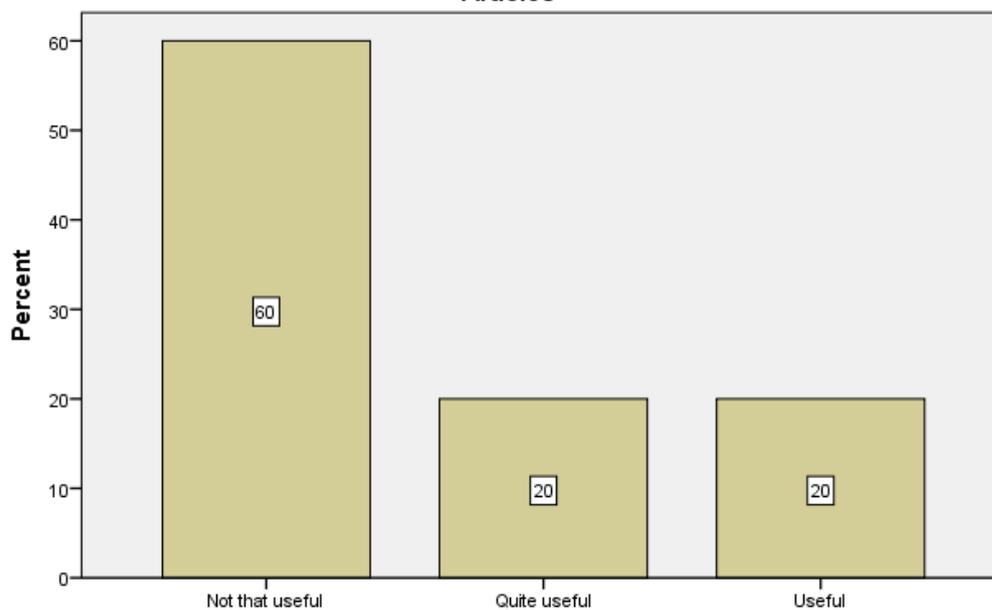
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Videos

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Articles

	Frequency	Percent	Valid Percent	Cumulative Percent
Not that useful	9	60,0	60,0	60,0
Quite useful	3	20,0	20,0	80,0
Useful	3	20,0	20,0	100,0
Total	15	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles



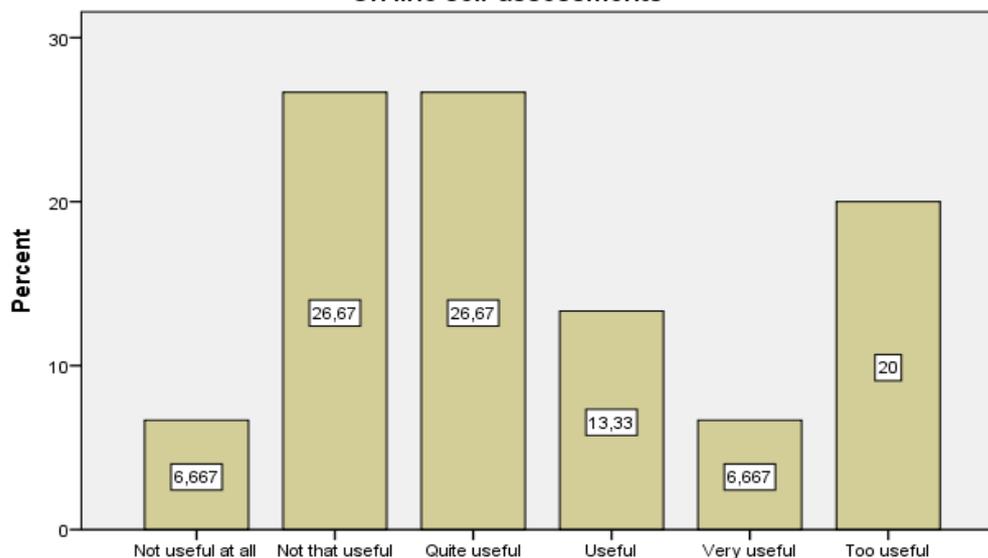
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Articles

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

On line self-assessments

	Frequency	Percent	Valid Percent	Cumulative Percent
Not useful at all	1	6,7	6,7	6,7
Not that useful	4	26,7	26,7	33,3
Quite useful	4	26,7	26,7	60,0
Valid Useful	2	13,3	13,3	73,3
Very useful	1	6,7	6,7	80,0
Too useful	3	20,0	20,0	100,0
Total	15	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - On line self-assessments



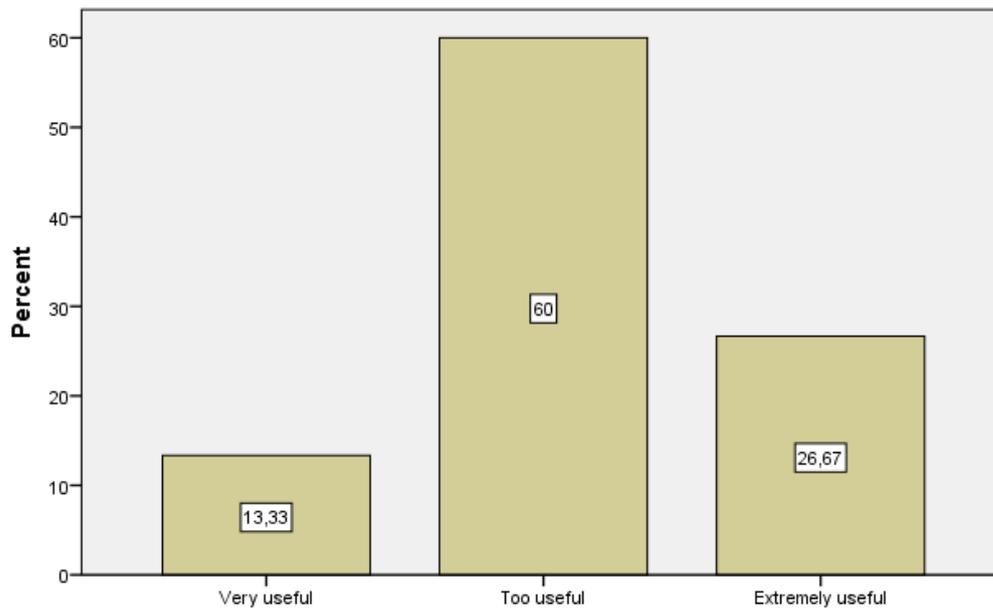
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - On line self-assessments

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Check lists

	Frequency	Percent	Valid Percent	Cumulative Percent
Very useful	2	13,3	13,3	13,3
Too useful	9	60,0	60,0	73,3
Extremely useful	4	26,7	26,7	100,0
Total	15	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -
- Check lists



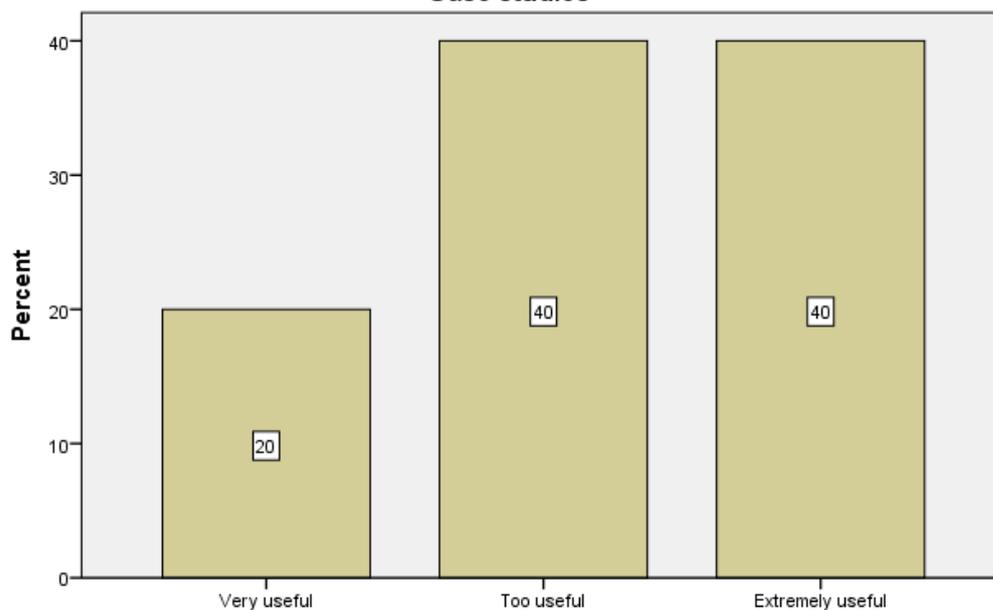
Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Check lists

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? -

Case studies

	Frequency	Percent	Valid Percent	Cumulative Percent
Very useful	3	20,0	20,0	20,0
Too useful	6	40,0	40,0	60,0
Extremely useful	6	40,0	40,0	100,0
Total	15	100,0	100,0	

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies

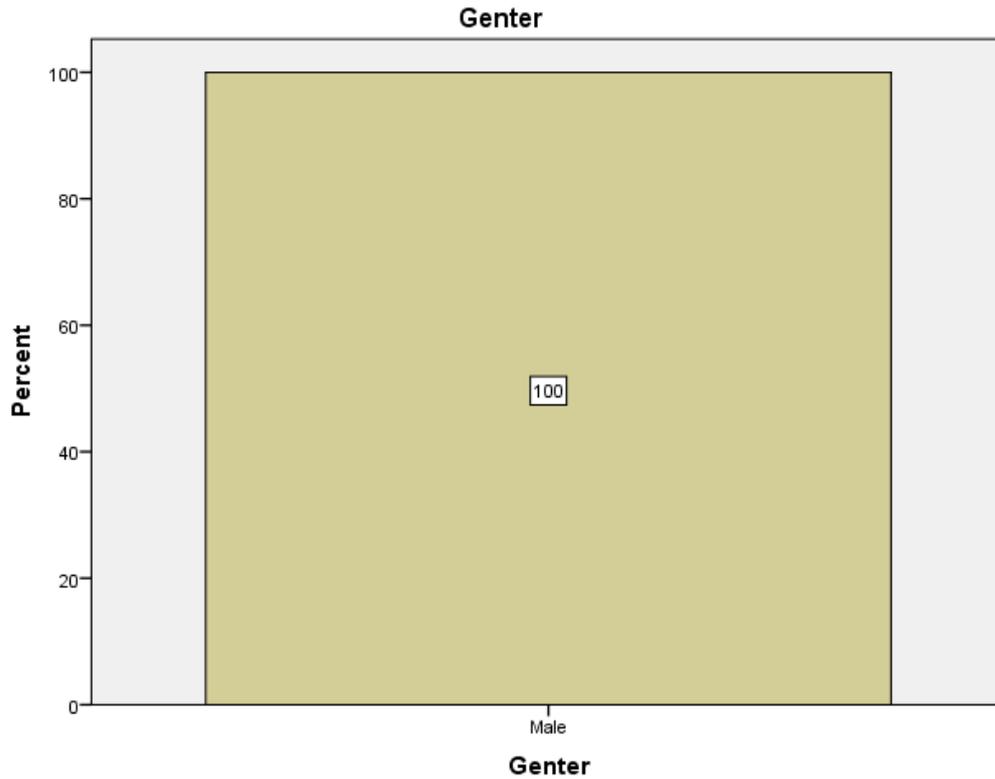


Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career? - Case studies



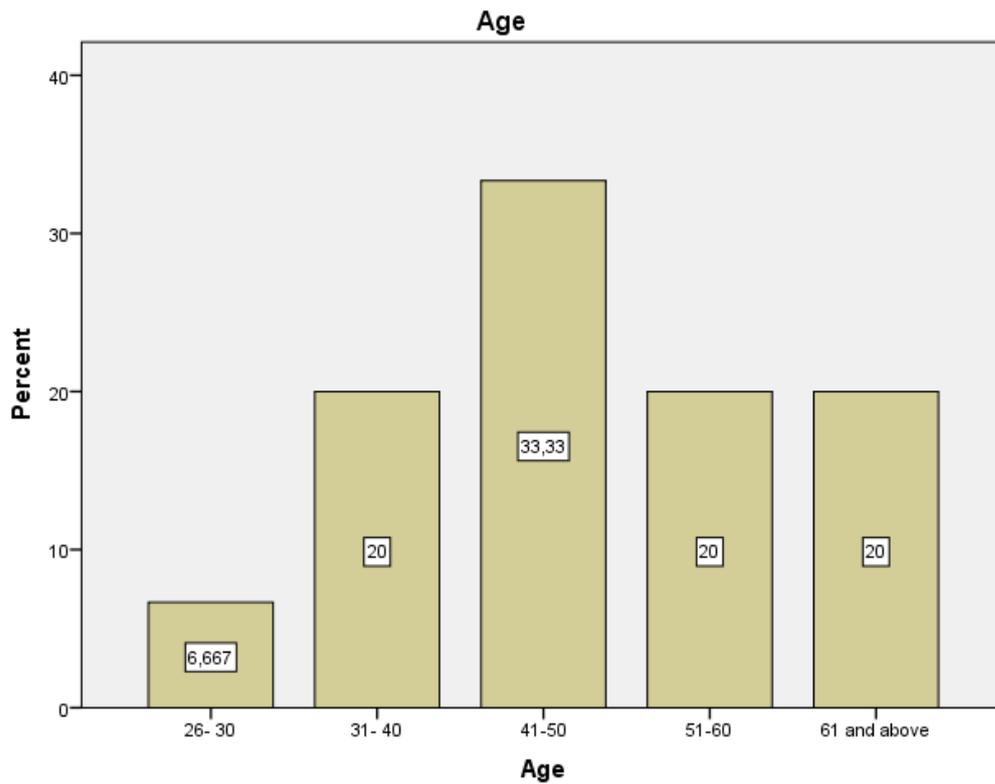
Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	15	100,0	100,0	100,0



Age

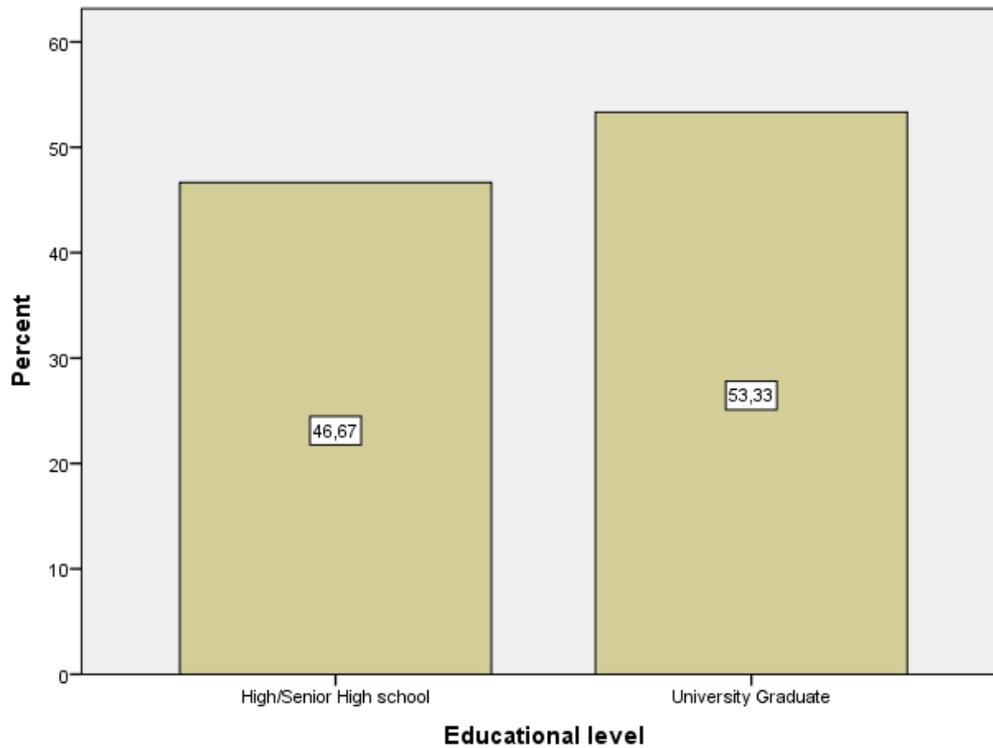
	Frequency	Percent	Valid Percent	Cumulative Percent
26- 30	1	6,7	6,7	6,7
31- 40	3	20,0	20,0	26,7
41-50	5	33,3	33,3	60,0
51-60	3	20,0	20,0	80,0
61 and above	3	20,0	20,0	100,0
Total	15	100,0	100,0	



Educational level

	Frequency	Percent	Valid Percent	Cumulative Percent
High/Senior High school	7	46,7	46,7	46,7
Valid University Graduate	8	53,3	53,3	100,0
Total	15	100,0	100,0	

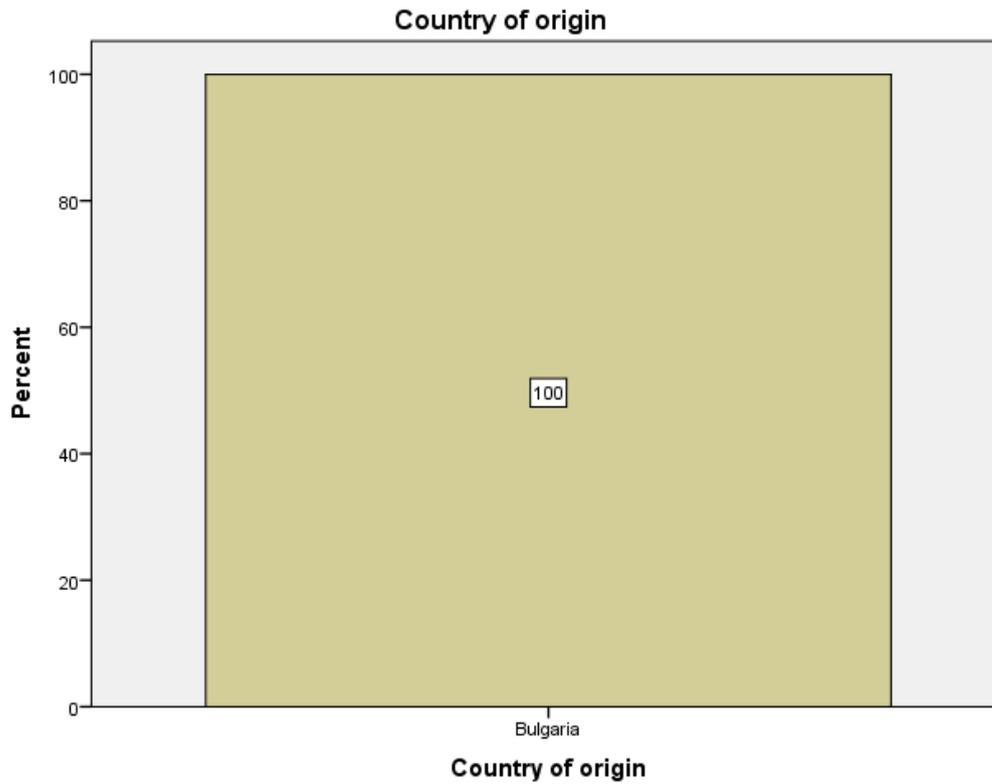
Educational level





Country of origin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Bulgaria	15	100,0	100,0	100,0





A11. Questionnaire

Online Introductory Questionnaire Page



Erasmus+

Soft skills for professional skippers
in a changing tourism industry



KA2 - Cooperation for Innovation and the Exchange of Good Practices
KA202 - Strategic Partnerships for vocational education and training

Introduction

Dear Participant,

We welcome you to complete the following questionnaire which is part of a European Research Project “Skills on Board – Soft skills for professional skippers in a changing tourism industry” funded by The European Union's Erasmus+ Programme.

The aim of the “Skills on Board” Project is to provide additional training opportunities to skippers to enhance their job performance.

Your participation in the survey is **anonymous** and **will not take longer than 5-7 minutes**. Your answers will remain **confidential** and will only serve for the specific research purpose.

“Click to start”



Erasmus+

Partner’s LOGO
(to be added by MILTOS
for each Partner)



**Question 1**

What is your experience as a charter skipper (in years)? (Please select one answer only)

0-2 years	3-5 years	6-10 years	11-20 years	21 years and above

Question 2

What type of boats are you most experienced in? (Please select one answer only)

Sailing boats	Motor boats	Catamarans

Question 3

What is the average length (in meters) of the boats you are most experienced in? (Please select one answer only)

up to 10 meters	11 to 15 meters	16 to 20 meters	more than 20 meters

Question 4

Which of the areas mentioned below do you have experience in as a skipper? (You can select more than one answer)

Bulgaria (Black Sea)	Croatia (Adriatic Sea)	Greece (Aegean Sea, Ionian Sea)	Spain (Balearic Sea, Alboran Sea)	Other parts of the Mediterranean Sea	Ocean/tidal waters

Question 5

Have you ever participated in any additional training that improves the quality of your job performance (e.g. social, communication and similar skills, known as soft professional skills)?

Yes No

Question 6

How important are the following work related skills for your job?

	Not important at all -----> extremely important						
	1	2	3	4	5	6	7
Knowledge/awareness on current practices and trends in tourism demand overall (e.g. adventure tourism, cultural tourism etc.)	1	2	3	4	5	6	7
Knowledge/awareness on current practices and trends in nautical (yachting) tourism demand (e.g. characteristics of nautical tourists, motivation and preferences etc.)	1	2	3	4	5	6	7
Knowledge/awareness on cultural context and tourist attractions in the area you are sailing most often	1	2	3	4	5	6	7
General knowledge of gastronomy/enology (e.g. food and beverage examples depending on sailing destination)	1	2	3	4	5	6	7
Guest entertainment activities	1	2	3	4	5	6	7
Creative and innovative thinking	1	2	3	4	5	6	7
Time management in a working day	1	2	3	4	5	6	7





Ability to work in teams	1	2	3	4	5	6	7
Body language/non-verbal communication	1	2	3	4	5	6	7
Cultural understanding	1	2	3	4	5	6	7
Interpersonal skills	1	2	3	4	5	6	7
Work ethics	1	2	3	4	5	6	7
Courtesy	1	2	3	4	5	6	7
Ability to motivate	1	2	3	4	5	6	7
Empathy	1	2	3	4	5	6	7
Emotional intelligence	1	2	3	4	5	6	7
Stress management	1	2	3	4	5	6	7
Problem solving	1	2	3	4	5	6	7
Ability to deal with difficult people	1	2	3	4	5	6	7
Ability to keep a good/positive attitude	1	2	3	4	5	6	7
Attire – professional appearance	1	2	3	4	5	6	7
Crisis management	1	2	3	4	5	6	7
Negotiation skills	1	2	3	4	5	6	7

Question 7

How often does your employer provide you with feedback or assess you on any of the previous skills noted in Question 6?

Never -----> very frequently

1	2	3	4	5	6	7
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Question 8

How important are the following training parameters (mode of delivery) for you to decide to attend a training course that improves your professional skills?

Not important at all -----> extremely
important

In-class training	1	2	3	4	5	6	7
Online training at your own pace	1	2	3	4	5	6	7
Online training including supervision	1	2	3	4	5	6	7

Question 9

Based on your workload, how much time would you prefer to dedicate in order to enrich your career qualifications with soft skills?

c) *Total duration of the Programme (i.e. overall programme attendance) (Please select one answer only)*

Up to 8 hours 9 to 12 hours 13 to 16 hours More than 16 hours

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d) *Individual duration of each Subject (i.e. single course attendance) (Please select one answer only)*

Up to 2 hours 3 to 5 hours 6 to 8 hours More than 8 hours

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Question 10

How useful do you think a briefing regarding the expected behaviour of cruise guests onboard is, in order to ensure a safe and pleasant journey? (e.g. adhere to cruise policies, safety and emergency measures, table etiquette, dress code etc.)

Not useful at all -----> extremely





useful

1	2	3	4	5	6	7
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Question 11

Please rate which of the following educational tools you consider useful in the training process with aim to improve your soft skills in your professional career?

Not useful at all -----> extremely

useful

Infographics	1	2	3	4	5	6	7
Text & Online Textbooks	1	2	3	4	5	6	7
Videos	1	2	3	4	5	6	7
Articles	1	2	3	4	5	6	7
On line self-assessments	1	2	3	4	5	6	7
Check lists	1	2	3	4	5	6	7
Case studies	1	2	3	4	5	6	7

Demographic Information:

Gender:

- Male Female

Age:

- Up to 25 31- 40 51-60
 26- 30 41-50 61 and above

Educational level:

- Primary School Master's Studies
 High/Senior High school Ph.D.
 University Graduate

Country of Origin:

- Bulgaria The Netherlands
 Croatia USA
 Greece China
 Spain Other (please complete)
 France _____
 Germany
 UK

Please provide us with your e-mail if you would like to receive updates on the progress of the project:

Please provide any additional comments:





Thank You very much for your feedback

Fair winds and following seas!



