

## ABSTRACT

Labor Turnover Model at PT Eastern Logistics, either voluntary or involuntary incurs significant cost and internal problem for an organization. Thus it is important to identify turnover causes as early as possible in order to enable planners to help implement courses of action. Within the scope of this thesis, this research reviews Labor Turnover Model. Initially the importance of the phenomenon is established and exact definitions of the subject area are presented. Subsequently the potentially critical impact of turnover behavior on organizational effectiveness is discussed. It was identify that Labor Turnover Models in this company first is about leadership style, it should be changed from autocracy to democracy, democratic leadership starting from the Top Management then continue to the lower levels. The management should support the clarity of line of command and effective communication which should be done both ways between the employer and subordinates in such a clear and systematic way. The management should be consistent with their commitment, promote better organized organizational policies, and finally, make a simple career as a form of the development from each position. A good leader would ensure that the employee generally work to achieving mutual goals by setting the vision, mission and values. Avoid terminate employee due to a no apparent reason, companies should always carry out fostering activities before the employee is ultimately terminated. In addition, the cost of termination is expensive and its effects is disturbance to employment. The company's internal operational disruption will be influenced too, as well as the productivity and employee demoralization. These factors were categorized into psychological, economical and demographic determinants, as well as moderating factors. The results revealed that the psychological determinants, such as leadership style, organizational commitment, communication, were the strongest significant predictors of current or future quits.

Keywords: Model, Labor Turnover, Voluntary, Involuntary, Factors