

Investigation Root Causes of Labour Turnover Problem in Seaport Logistics Sector

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Abstract

Labor turnover is a phenomenon with negative consequences in the field of seaport handling and operations. This study aims at determining the causes of labor turnover and proposing alternative solutions for companies and logistic firms that are in charge of seaport cargo handling work. The causes and relations among the factors that are effective in labor turnover problem were determined using fuzzy DEMATEL and the related alternatives were analyzed by fuzzy TOPSIS technique. The results of the study revealed that some causes of labor turnover in seaports could be summarized as “*low wages*”, “*unguaranteed jobs*”, “*limited career opportunities*” and “*unwelcomed managers*”. As alternatives to the labor turnover problem; “*bonus pay*”, “*career opportunities*” and “*offering partnership*” may be considered to overcome the problem. The study is based on data from expert evaluations obtained from the questionnaires. Finally, some recommendations are made to diminish the labor turnover frequency in seaport companies.

Keywords: Seaport companies, Labor turnover, Fuzzy DEMATEL, Fuzzy TOPSIS.