

DAFTAR PUSTAKA

- Ali, A. M. (2014). *Analisis Optimalisasi Pelayanan Konsumen Berdasarkan Teori Antrian Pada KALTIMGPS.COM di Samarinda*. 2(3), 346–357.
- Anyaeche, C. O., & Ighravwe, D. E. (2018). *A Framework For Evaluating The Performance Of Automated Teller Machine In Banking Industries: A Queuing Model-Cum-TOPSIS Approach*. 4, 53–62.
- Aradhye, A., & Kallurkar, D. S. (2014). Application of Queuing Theory to Reduce Waiting Period of Pilgrim. *International Journal of Innovative Research in Science, Engineering and Technology*, 03(10), 16775–16781. <https://doi.org/10.15680/ijirset.2014.0310052>
- Arwindy, F., Buulolo, F., & Rosmaini, E. (2014). *Analisis Dan Simulasi Sistem Antrian Pada Bank ABC*. 2(2), 147–162.
- Erlangga, A., Prasetyanto, D., & Widiyanto, B. W. (2016). *Tingkat Pelayanan Check-In Counter Lion Air Di Bandara Internasional Husein Sastranegara Kota Bandung Menggunakan Metode Antrian*. 2(1), 1–10.
- Fadlilah, M. P. N., Sugito, & Rahmawati, R. (2017). Sistem Antrian Pada Pelayanan Customer Service Pt. Bank X. *Jurnal Gaussian*, 6(1), 71–80.
- Fauzia, U., Setiawati, E. P., & Surahman, E. S. (2017). *Analysis Of Waiting Time For Filing Prescription In Hospital Pharmacy*. 2(3). <https://doi.org/10.15416/pcpr.v2i3.16226>
- Haghighinejad, H. A., Kharazmi, E., Hatam, N., Yousef, S., Hesami, S. A., Danaei, M., & Askarian, M. (2016). *Using Queuing Theory and Simulation Modelling to Reduce Waiting Times in An Iranian Emergency Department Original Article*. 4(1), 11–26.
- Hasan, I. (2011). *Model Optimasi Pelayanan Nasabah Berdasarkan Metode Antrian (Queuing System)*. 15(1), 151–158.
- Kotler, P., & Keller, K. L. (2016). *Marketing Management* (15th ed.). United Kingdom: Pearson Education.
- Mahmoedin, H. A. (2010). *Melacak Kredit Bermasalah*. Jakarta: Pustaka Sinar Harapan.
- Mumpuni, D., Irawanto, B., & Sunarsih. (2014). *Optimalisasi Sistem Antrian Pelanggan Pada Pelayanan Teller Di Kantor Pos (Studi Kasus Pada Kantor Pos Cabang Sukorejo Kendal)*. 1–10.
- Nsikan Paul, A., Akpofure, N., & Ojekudo. (2013). Queuing Theory and its Application in Waste Management Authority (A Focus on Lawma Igando Dump Site, Lagos State). *International Journal of Science and Research (IJSR) ISSN*, 4(9). Retrieved from www.ijsr.net

- Nur, M., & Qitri, F. F. (2016). *Analisa Sistem Antrian Loret pada PT . Tiki Jalan Teuku Umar Pekanbaru dengan Menggunakan Software Arena*. 2(2), 212–219.
- Pal, S., & Pattnaik, P. K. (2016). *A Simulation-based Approach to Optimize the Execution Time and Minimization of Average Waiting Time Using Queuing Model in Cloud Computing Environment*. 6(2), 743–750.
- Prabowo, F., & Bodroastuti, T. (2012). Penentuan Jumlah Teller Yang Optimal Berdasarkan Metode Antrian (Studi Pada Bank Mega Cabang Pemuda Semarang). *Jurnal Kajian Akuntansi Dan Bisnis*, 1(1), 48–63.
- Prihati, Y. (2016). *Simulasi Dan Permodelan Sistem Antrian Pelanggan di Loret Pembayaran Rekening XYZ Semarang*. 3, 1–20.
- Sugianto, W., & Susanti, E. (2018). *Perbaikan Sistem Pengumpulan Sampah Pada Perumahan Di Kota Batam*. 13(2), 117–128.
- Supriana, I. W., & Subanar. (2013). *Simulasi Antrian Jaringan Multi Server Menggunakan Metode Open Jackson*. 7(2).
- Tjiptono, F. (2010). *Strategi Pemasaran* (2nd ed.). Yogyakarta.