

APPLICATION THEORY ON QUEUE SERVICE SYSTEM OF THE BANK IN INDONESIA TELLER

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Thesis, Information System, 1997

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Keywords: Service system Teller

Abstract:

Combined model (M/M/1) and (M / M / S) customers will experience a hesitancy to determine which queue should she entered, and also can cause queues on one teller so that inefficient work time and the presence of other tellern . While using the model solutions are offered, namely the model (M / M / S) so customers can easily be served and not confused determine the queue where they are going to live so that the number of queues and customer waiting time can be reduced / minimized, and the efficiency and effectiveness teller work can be controlled.

Bibliography: 4 (1986 – 1993)

