

## **ABSTRAK**

### **Analisis Sistem Antrian Pelayanan Pembayaran pada Begadang Resto Convention Hall di Bandar Lampung**

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Antrian merupakan proses di mana seorang pelanggan datang ke suatu fasilitas pelayanan, menunggu dalam sebuah garis tunggu, dan akhirnya meninggalkan fasilitas tersebut. Penelitian bertujuan untuk menganalisa tepat dan tidak tepat sistem antrian pelayanan pembayaran yang diterapkan Begadang Resto Convention Hall di Bandar Lampung. Teknik pengumpulan data yaitu observasi/pengamatan langsung. Hasil penelitian selama 21 hari pada jam 11.00-14.00, dan 18.00-21.00 WIB menunjukkan bahwa struktur antrian yang diterapkan di Begadang Resto Convention Hall yaitu Single Channel-Single Phase dengan model antrian (M/M/1) dan disiplin antrian berupa FCFS. Model antrian (M/M/1) pada jam 20.00-21.00 WIB sudah tepat karena ( $L_q$ ) sebanyak 0 orang. Jam 11.00-12.00, 12.00-13.00, 13.00-14.00, 18.00-19.00, dan 19.00-20.00 WIB belum tepat, karena terjadi kelebihan pelanggan. Penambahan satu kasir membuat sistem antrian pada jam 11.00-12.00, 13.00-14.00, 18.00-19.00, dan 19.00-20.00 WIB sudah tepat karena  $L_q$  kurang dari 2 orang dan  $W_q$  kurang dari 3 menit. Penambahan dua kasir membuat sistem antrian pada jam 12.00-13.00 WIB menjadi tepat karena  $L_q$  0 orang dan  $L_s$  2 orang, sehingga  $W_q$  43 detik dan  $W_s$  3 menit 43 detik. Saran yang dapat disampaikan kepada Begadang Resto adalah sebaiknya Begadang Resto membuat Standard Operating Procedure (SOP), untuk memastikan proses antrian berlangsung secara teratur, efisien, dan konsisten. Serta penambahan satu jalur kasir pada jam 11.00-12.00, 13.00-14.00, 18.00-19.00, dan 19.00-20.00 WIB dan penambahan dua kasir pada jam 12.00-13.00 WIB.

**Kata Kunci:** *Sistem Antrian, Model Antrian M/M/1, Single Channel-Single Phase, Begadang Resto Convention Hall*

## **ABSTRACT**

### ***Analysis of Payment Service Queuing System at Begadang Resto Convention Hall in Bandar Lampung***

***By:***

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*Queuing is a process in which a customer comes to a service facility, waits in a waiting line, and finally leaves the facility. The study aims to analyze the appropriate and inappropriate payment service queuing system applied by Begadang Resto Convention Hall in Bandar Lampung. The data collection technique is direct observation. The results of 21 days of research at 11.00-14.00, and 18.00-21.00 WIB show that the queuing structure applied at Begadang Resto Convention Hall is Single Channel-Single Phase with a queuing model (M / M / 1) and queuing discipline in the form of FCFS. The queuing model (M / M / 1) at 20.00-21.00 WIB is correct because (Lq) is 0 people. Hours 11.00-12.00, 12.00-13.00, 13.00-14.00, 18.00-19.00, and 19.00-20.00 WIB are not yet appropriate, because there are excess customers. The addition of one cashier makes the queuing system at 11.00-12.00, 13.00-14.00, 18.00-19.00, and 19.00-20.00 WIB appropriate because Lq is less than 2 people and Wq is less than 3 minutes. The addition of two cashiers makes the queuing system at 12.00-13.00 WIB appropriate because Lq is 0 people and Ls is 2 people, so Wq is 43 seconds and Ws is 3 minutes 43 seconds. Suggestions that can be conveyed to Begadang Resto are that Begadang Resto should make a Standard Operating Procedure (SOP), to ensure the queuing process takes place regularly, efficiently, and consistently. As well as adding one cashier line at 11.00-12.00, 13.00-14.00, 18.00-19.00, and 19.00-20.00 WIB and adding two cashiers at 12.00-13.00 WIB.*

***Keywords: Queuing System, M/M/1 Queuing Model, Single Channel-Single Phase, Begadang Resto Convention Hall***