ABSTRAK

MAGHFIRAH, 2018 Analysis of Implementation of Queue System At PT. Bank Rakyat Indonesia (Persero) Tbk. Branch Office Assistant Unit Pallangga Gowa District, Thesis Management Studies Program Faculty of Economics and Business University of Muhammadiyah Makassar. Supervised by Supervisor I Moh Aris Pasigai and Advisor II Muhammad Nur Abdi

This study aims to determine the application of customer queue system that is currently used in transaction processing in PT. Bank Rakyat Indonesia (Persero) Tbk. Branch Office Assistant Unit Pallangga Gowa District.

The type of research used in this research is descriptive method is quantitative. Data processed is the arrival of customers who make transactions on the teller at PT. Bank Rakyat Indonesia (Persero) Tbk. Branch Office Assistant Unit Pallangga Gowa District While the data analysis techniques used in research is to analyze the number of customers using the queue M / M / s (Multiple Channel Query System or multiple line queue model) using 2 tellers currently applied to PT. Bank Rakyat Indonesia (Persero) Tbk. Sub-Branch Office of Pallangga Unit of Gowa Regency then analyzed by adding number of teller (service) which will be the researcher's suggestion. Then compare the results of the calculation of time efficiency and optimization services at PT. Bank Rakyat Indonesia (Persero) Tbk. Branch Office Assistant Unit Pallangga Gowa District.

Based on the results of research data shows that the system implementation of the queue system will be optimal according to the standard of service time when adding the 1 number of teller (service) to serve the customer for the operational performance Rrgency as a whole is not disturbed and transaction process can run optimally so as not to make the customer queuing for too long.

Keywords: Queue System, Multiple Channel Query System (M/M/s)