

ABSTRACT

The main problem that occurs in Bank BRI KCP Jakenan Starch is still long waiting periods for customers during system enters service queue to get their turn. Evidence indicates this, there are many customers who often looked at their watches and make complaints and ask the bank about the length of the waiting time required before the customer gets a turn service. This study aims to determine the waiting time on average per customer, the number of tellers optimal so that bank customers are not too long queue, timeliness of service of the model queue that is being applied at Bank BRI KCP Jakenan Pati with the standard of service time bank and model a system another queue that can reduce customer waiting time in getting services to improve the effectiveness of service time.

The object of this study is that the banking company Bank BRI KCP Jakenan Pati. The population used in this study is the total number of customer arrivals in January 2016 came in at 08:00 to 14:00 every Monday, Tuesday and Friday in one month so that the data can be expected to be taken within 12 working days. Determining the data collection is due on Monday, Tuesday and Friday is the day which the Bank BRI KCP Pati Jakenan most solid customers. Methods of data analysis using Multi-Channel Single Phase.

Based on the research results, the wait time spent per customer divided into three conditions. In the crowded conditions of the average time spent by a customer to wait in the queue was 59 minutes. In normal conditions the average time spent by a customer to wait in the queue is 6 minutes. In quiet conditions the average time spent by a customer to wait in the queue is 1 minute 30 seconds. Modeling queuing system which is able to optimize the degree of usefulness teller and minimize the waiting time of customers is to optimize the service teller at queue system at Bank BRI Branch Jakenan Pati, then the addition of one teller to 2 people teller during crowded conditions and normal and remains at 1 teller during quiet conditions. So that the queuing system at Bank BRI KCP Jakenan Pati changed from using the queuing system Single-Channel Single Phase into a queuing system Multi-Channel Single Phase to increase the number of servers / teller.

Keywords: waiting time, queue, teller