

DAFTAR PUSTAKA

- Ammar, Sherif I. (2016). *Transient Solution of an M/M/1 Vacation Queue with a Waiting Server and Impatient Customers*. Arab: Elsevier. Hal 1-6.
- Ammar, Sherif I. (2015). *Transient Analysis of an M/M/1 Queue with Impatient Behavior and Multiple Vacations*. Arab: Elsevier. Hal 97-105.
- Bronson, R. (1991). *Teori dan Soal - Soal Operation Research*. Jakarta: Erlangga
- Chuen-Horng, Lin and Juan-Chuan, Ke. (2009). *Multi-Server System with Single Working Vacation*. Taiwan: Elsevier Inc. Hal 2967-2977.
- Cohen, S. S. (1985). *Operational Research*. London: J. W. Arrowsmith Ltd, Bristol.
- Ginting, Petrus Lajor. (2013). *Analisis Sistem Antrian Dan Optimalisasi Layanan Teller*. Semarang: Universitas Diponegoro.
- Gross, D and Harris, C. M. (1998). *Fundamental of Queueing Theory: Third Edition*. New York: John Willey and Sons, Inc.
- Haizer, Jay and Barry Rander. (2005). *Productions and Operations Management Fourth Edition*. Prentice Hall International Inc.
- Hakim, Rakhmat Nurul dkk. (2018). *Program Aplikasi Sistem Antrian Multi-server Bank dengan Vacation M/M/C*. Bandung: Universitas Pendidikan Indonesia. Vol.6. no 1.
- Kakiay, Thomas J. (2004). *Dasar Teori Antrian Untuk Kehidupan Nyata*. Yogyakarta: Andi Offset.
- Laxmi, P. Vijaya and Rajesh, P. (2018). *Variant Working Vacation on Batch Arrival Queue With Reneging and Server Breakdowns*. India: Departe-

- ment of Applied Mathematics, Andhra University.
- Mentari, Sucia. (2015). *Analisis Model Antrian Dengan Working Vacation Pada Pola Kedatangan Berkelompok (Batch Arrival) Satu Server*. Yogyakarta: Universitas Negeri Yogyakarta.
- Mulyono, S. (2007). *Riset Operasi, Fakultas Ekonomi*. Jakarta: Universitas Indonesia.
- Nai-shuo Tian, Ji-hong Li, Zhe George Zhang. (2009). *Matrix Analytic Method and Working Vacation Queue - A Survey*. *International Journal of Information and Management Sciences*. Vol 20. no 4. Hal 603-633.
- Ross, Sheldon M. (2010). *Introduction to Probability Models Seventh Edition*. California: Elsevier.
- Sari, Nia Puspita dkk. (2016). *Penerapan Teori Antrian Pada Pelayanan Teller Bank X Kantor Cabang Pembantu Puri Sentra Niaga*. Semarang: Universitas Diponegoro.
- Siagian, P. (1987). *Penelitian Operasional (Teori dan Praktek)*. Jakarta: Universitas Indonesia.
- Siswanto. (2007). *Operations Research, Jilid Kedua*. Jakarta: Erlangga.
- Subagyo, Pangestu. (2000). *Manajemen Operasi. Edisi Pertama*. Yogyakarta: BPFE.
- Taha, H. A. (1996). *Riset Operasi, Jilid Kedua*. Jakarta: Binarupa Aksara.
- Umam, Chaerul. (2017). *Analisis Model Antrian M/M/s Dengan Pola Kedatangan Berkelompok (Batch Arrival)*. Jakarta: Universitas Negeri Jakarta.
- Vijayashree, KV and Janani, B. (2018). *Multiserver Queueing Model Subject to Single Exponential Vacation*. *Journal of Physics*. India: Anna University.
- Wulandari, Sri Ayu dkk (2016). *Penerapan Model Antrian Batch Arrival Satu Server*. Pontianak: Universitas Tanjungpura. Vol.5. no 3. Hal 305-310.

Wulan dan Wahyuni. (2015). *Model Antrian Multi Server ($M^X/M/C; C - 1/FCFS$) Dengan Gangguan Pelayanan Dengan Pola Kedatangan Berkelompok*. Bandung: Universitas Islam Negeri Sunan Gunung Djati Bandung. Vol.IX.no 1. ISSN 1979-8911.

Yutaka, Baba. (2012). *The $M^{[X]}/M/1$ Queue with Multiple Working Vacation*. *American Journal of Operations Research*. no 2. Hal 217-224.

