

DAFTAR PUSTAKA

Afrane dan Appah (2014) dalam penelitiannya yang berjudul: “Queuing theory and the management of Waiting-time in Hospitals: The case of Anglo Gold Ashanti Hospital in Ghana”. *International Journal of Academic Research in Business and Social Sciences volume 4(2)*.

Afrane dan Appah, 2014, *Queuing theory and the management of Waiting-time in Hospitals: The case of Anglo Gold Ashanti Hospital in Ghana. International Journal of Academic Research in Business and Social Sciences Volume 4(2)*.

Aminuddin (2005). *Prinsip-Prinsip Riset Operasi*. Jakarta: Erlangga.

Bahadori , Mohammadnejhad, Ravangard dan Teymourzadeh (2014). Using Queuing Theory and Simulation Model to Optimize Hospital Pharmacy Performance. *Iran Red Crescent Med J. Volume 16(3)*.

Bahadori, Seyed Mohsen Mohammadnejhad, Ravangard dan Teymourzadeh, 2014, Using Queuing Theory and Simulation Model to Optimize Hospital Pharmacy Performance, *Jurnal Iran Red Crescent Med J. Volume 16(3)*.

Harjanto Eddy (2005). *Sains Manajemen Analisis Kuantitatif Untuk Pengambilan Keputusan*. Grasindo.

<http://www.depkes.go.id>

Indriantoro. N & Soepomo. B. (2002), *Metode Penelitian Bisnis untuk Akuntansi & Manajemen*, Edisi Kesatu, Yogyakarta: BPFE.

Mehandirata, 2011, Applications Of Queuing Theory In Health Care, *International Journal of Computing and Business Research Volume 2(2)*.

O.D. Ogunwale, O.A. Olubiyi (2010).*A Comparative Analysis Of Waiting Time Of Customer In Bank*. Departement of Mathematical Sciences University of Ado-Ekiti Nigeria. Global Journal of Science Fontier Reseach.

Permenkes, Republik Indonesia. 2014. Peraturan mentri kesehatan No 75 Th 2014 tentang Puskesmas.

Poerwanto Hendra. *Konsep Teori Antrian*. Diperoleh pada tanggal 28 Juli 2013.pukul 14.15.22. di: <https://sites.google.com/site/operasiproduksi/teori-antrian>.

Rahayu, Sugito dan Sudarno, 2013, Analisis Antrian Pasien Rawat Inap Berdasarkan Spesialisasi Penyakit Di RSUP Dr Kariadi Semarang, *Jurnal Gaussian Volume 2(4)*.

Rahayu, Sugito, Sudarno (2013). Analisis Antrian Pasien Rawat Inap Berdasarkan Spesialisasi Penyakit Di Rsup Dr Kariadi Semarang. *Jurnal Gaussian, Volume 2(4)*.

Russell, R. S., & Taylor, B. W. (2005). Operations Management third edition Prentice Hall. Upper Saddle River, New Jersey.

Sugiyono, 2009, *Metode Penelitian Kuantitatif, Kualitatif dan R&D*, Bandung.

Wati, 2017, Sistem Antrian Pelayanan Pasien Pada Puskesmas Kelurahan Setiabudi Jakarta Selatan Dengan Menggunakan Metode Waiting Line, *Jurnal Techno Nusa Mandiri Vol. 14(2)*.

Yamit, Zulian. (2001). *Manajemen Kualitas Produk & Jasa*. Yogyakarta: Ekonesia.

