ABSTRACT

SIMULATION OF CUSTOMER SERVICE QUEUEING SYSTEM
AT BRI CABANG SURABAYA KALIASIN

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Existence of BRI Bank important enough in Banking world in Indonesia, because it have a large network and services all level of society both the urban and the villages, one of those is BRI Cabang Surabaya Kaliasin that became object in this research.

The BRI Kaliasin customer services system do not optimal yet, this matter is indicated by the existence of two parameters those are queue length of customer and length of delay time. The simulation of this problem, can be approach by the simulation model of the system. The results of the simulation model are used to estimate average time delay and length of queue.