

**QUEUING MODEL FOR DETERMINING NUMBER OF CHECK-IN  
COUNTER: A CASE STUDY ON DOMESTIC FLIGHT AT TERMINAL 3  
SOEKARNO-HATTA INTERNATIONAL AIRPORT**

By

Andre Darmawan  
11407011

BACHELOR'S DEGREE  
in

INDUSTRIAL ENGINEERING  
FACULTY OF ENGINEERING AND INFORMATION TECHNOLOGY

SWISS GERMAN UNIVERSITY  
**SQU**<sup>®</sup>

SWISS GERMAN UNIVERSITY  
The Prominence Tower  
Jalan Jalur Sutera Barat No. 15, Alam Sutera  
Tangerang, Banten 15143 - Indonesia

July 2018  
Revision After Thesis Defence on 19 July 2018

### STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

Andre Darmawan

Student

Date

Approved by:

Dr. Tanika D. Sofianti, ST., MT.

Thesis Advisor

Date

Dr. Adhiguna Mahendra, M.Kom, MSc., MSV, MSR.

Thesis Co-Advisor

Date

Dr. Irvan S. Kartawiria, ST., MSc.

Dean

Date

Andre Darmawan

## ABSTRACT

QUEUING MODEL FOR DETERMINING NUMBER OF CHECK-IN COUNTER:  
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By

Andre Darmawan

Dr. Tanika D. Sofianti, ST., MT., Advisor

Dr. Adhiguna Mahendra, S.Kom, M.Kom, MSc., MSV, MSR., Co-Advisor

SWISS GERMAN UNIVERSITY

This thesis conducted in PT. Aero System Indonesia (ASYST), the company provides advanced information technology solutions especially in transportation, travel and related industries. The focus on this thesis project is to develop software to find optimum number of check-in counter for domestic flight at Soekarno-Hatta International Airport Jakarta should be open, based on queuing model. The software developed using Java programming language and queuing theory as a proposed methodology should be able to deliver an optimum solution. By using queuing theory, the formula could be determine and use to calculate the number of check-in counter.

*Keywords: Queuing Model, Java Programming, Check-in Counter.*



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## DEDICATION

I dedicate this thesis for God, my beloved parents, all family members, and all my friends that have been supportive and helpful during the thesis work.



## ACKNOWLEDGEMENTS

I wish to thank God for the guidance and blessing that had helped in completing the thesis.

The thesis project cannot be finished without the guidance and teaching from Dr. Tanika D. Sofianti, ST., MT. and Dr. Adhiguna Mahendra, M.Kom, MSc., MSV, MSR. Their advices, help, knowledge and critics to me was significant for completion of this thesis. I also have to thank you the workers of PT Aero System Indonesia in general and Mr. Erwin, Mr. Bayu, and Mr. Alvin for sharing their time even in a very busy time to answer my question.

Sincere appreciation for Dr. Eng. Sumarsono, S.T., M.T., OCP, for his critics and advices during the working process of the thesis project.

My deepest gratitude to my parents for always giving me support and advices, their love and prayers for me also helps me to complete this thesis project.

Last but not least I also wish to thank Durian Runtuh and all my friends in Industrial Engineering 2014.

## TABLE OF CONTENTS

<b>STATEMENT BY THE AUTHOR.....</b>	<b>2</b>
<b>ABSTRACT.....</b>	<b>3</b>
<b>DEDICATION.....</b>	<b>5</b>
<b>ACKNOWLEDGEMENTS .....</b>	<b>6</b>
<b>LIST OF FIGURES .....</b>	<b>9</b>
<b>LIST OF TABLE .....</b>	<b>10</b>
<b>EQUATION.....</b>	<b>11</b>
<b>CHAPTER 1 - INTRODUCTION.....</b>	<b>12</b>
1.1 Background.....	12
1.2 Research Problem .....	13
1.3 Research Objective .....	13
1.4 Thesis Scope and Limitations .....	13
1.5 Expected Result .....	14
1.6 Thesis Structure .....	14
<b>CHAPTER 2 - LITERATURE REVIEW .....</b>	<b>15</b>
2.1 Queuing Theory .....	15
2.1.1 Arrival Pattern .....	15
2.1.2 Queue Discipline .....	16
2.1.3 System Capacity .....	17
2.1.4 Kendall-Lee Notation .....	17
2.2 General Programming.....	18
2.2.1 Java.....	18
2.2.2 Apache POI .....	19
<b>CHAPTER 3 - RESEARCH METHODS.....</b>	<b>20</b>
3.1 Problem Identification .....	21
3.2 Literature Review .....	21
3.3 Data Acquisition .....	21
3.4 Data Analysis.....	22
3.4.1 Number of Server .....	22

3.5	Software Development .....	23
3.6	Software Testing .....	24
3.7	Data and Result Analysis .....	24
<b>CHAPTER 4 - SOFTWARE DEVELOPMENT AND DISCUSSIONS .....</b>		<b>25</b>
4.1	Data Acquisition .....	25
4.1.1	Flight Schedule .....	25
4.1.2	Passenger Amount .....	25
4.1.3	Number of Servers .....	25
4.1.4	Waiting and Service Time .....	25
4.1.5	Current Result .....	26
4.1.6	Percentages of Passenger Arrival .....	26
4.2	Data Analysis .....	27
4.3	Software Development .....	28
4.4	Result and Analysis .....	33
<b>CHAPTER 5 - CONCLUSIONS AND RECOMMENDATIONS .....</b>		<b>36</b>
5.1	Conclusions .....	36
1.	Base on the average found by the program developed in this research, the company can reduce the number check-in counters .....	36
2.	The time required to determine the number of check-in counters by using the program using in this research is lower than the previous method. ....	36
5.2	Recommendations .....	36
<b>REFERENCES .....</b>		<b>37</b>
<b>APPENDICES .....</b>		<b>38</b>
APPENDIX A	FLIGHT SCHEDULE .....	38
APPENDIX B	PASSENGERS AMOUNT .....	48
APPENDIX C	PROGRAM RESULT .....	58
APPENDIX D	COMPARISON .....	128
<b>CURRICULUM VITAE .....</b>		<b>137</b>