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

By

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in

INDUSTRIAL ENGINEERING
FACULTY OF ENGINEERING AND INFORMATION TECHNOLOGY

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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.

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ABSTRACT

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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.

Andre Darmawan

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