

DAFTAR PUSTAKA

- Bartle, R.G. and Sherbert, D. R., 2000, *Introduction to Real Analysis Third Edition*, New York.
- Hillier, F.S. and Lieberman, G. J., 1995, *Introduction to Operations Research Seventh Edition*, McGraw-Hill, New York.
- Ross, S.M., 2010, *Introduction to Probability Models Tenth Edition*, Academic Press, Los Angeles.
- Sugito, 2011, Distribusi Poisson dan Distribusi Eksponensial dalam Proses Stokastik. *Media Statistika*, Volume 4, 113-120.
- Taha, 1997, *Operations Research: An Introduction Eighth Edition*, Pearson, USA.
- Wang, Q. and Zhang, B., 2018, Analysis of a busy period queueing system with balking, reneging, and motivating, *Applied Mathematical Modelling*, Volume 64, 480-488.