



## DAFTAR PUSTAKA

- Chhajed, D. and Lowe, T. J. (Eds.), 2008, *Building Intuition: Insights from Basic Operations Management Models and Principles*, Vol. 115, Springer Science and Business Media.
- Harris, Carl M. et al., 2018, *Fundamental of Queueing Theory*, Fifth Edition, John Wiley and Sons, Inc., New York.
- Latouche, G. and Ramaswami, V., 1999, *Introduction to Matrix Analytic Methods in Stochastic Modeling*, Society for Industrial and Applied Mathematics, Philadelphia.
- Neuts, M. F., 1981, *Matrix-Geometric Solutions in Stochastic Models an Algorithmic Approach*, The Johns Hopkins University Press, Baltimore dan London.
- Pishro-Nik H. , 2014, *Introduction to Probability, Statistics, and Random Processes*, Kappa Research LLC.
- Ramachandran, K. M. and Tsokos, C. P., 2009, *Mathematical Statistics with Applications*, Elsevier, California.
- Ross, S. M., 2009, *Introduction to Probability Models*, Tenth Edition, University of Southern California, Los Angles.
- Ross, S. M., 1996, *Stochastic Processes*, Second Edition, John Wiley and Sons, New York.
- Yang, Q., Yang, B., Qiao, Z., Tang, M.A., and Gao, F., 2021, Impact of Possible Random Factors on Queue Behaviors of Passengers and Taxis at Taxi Stand of Transport Hubs”, *Physica A: Statistical Mechanics and its Applications*, 580, 126131.



Yang, Q., Qiao, Z., Yang, B., and Shi, Z., 2021, Modelling and Uncovering the Passenger-Taxi Dynamic Queues at Taxi Station with Multiple Boarding Points Using a Markovian Environment, *Physica A: Statistical Mechanics and its Applications*, 572, 125870.