

## TABLE OF CONTENTS

LIST OF TABLES.....	viii
LIST OF FIGURES.....	ix
ABSTRACT.....	x
ABSTRAK.....	xi
CHAPTER I: INTRODUCTION.....	1
1.1. Research Background.....	1
1.2. Research Problem Statement.....	6
1.3. Research Questions.....	8
1.4. Research Objectives.....	8
1.5. Scope of Study.....	9
1.6. Research Benefits.....	10
CHAPTER II: LITERATURE REVIEW.....	11
2.1. Definition of Operation Management.....	11
2.2. Definition of Service.....	13
2.3. Queuing Theory.....	14
2.4. Major Components of a Waiting Line System.....	15
2.5. Variety of Queuing Model.....	18
2.6. Motion Study.....	25
2.7. Queuing Theory in Healthcare.....	28
2.8. Relevant Research.....	31
CHAPTER III: RESEARCH METHODS.....	33
3.1 Type of Research and Research Objects.....	33
3.2. Company Profile of Condong Catur Hospital.....	34

3.3.	Study Population and Sample.....	35
3.4.	Data Collection Technique.....	37
3.5.	Data Reliability and Validity.....	39
3.6.	Source of Data.....	40
3.7.	Data Analysis.....	41
3.8.	Research Flow.....	45
CHAPTER IV: FINDINGS AND DISCUSSION.....		48
4.1.	Identifying Characteristics of the Queuing System Unit at Condong Catur Hospital.....	48
4.2.	Determining the Patient's Arrival and Servers' Service Rate of the Queuing Unit at Condong Catur Hospital.....	54
4.3	Determining the Level of Queuing Efficiency of the Unit at Condong Catur Hospital.....	56
4.3.1	Average number of queueing unit at Condong Catur Hospital.....	57
4.3.2	Average number of patients in system of queueing unit at Condong Catur Hospital.....	58
4.3.3	Average time in system of queueing unit at Condong Catur Hospital.....	59
4.3.4	Average time in queue of queueing unit at Condong Catur Hospital.....	60
4.3.5	Average server utilization of queueing unit at Condong Catur Hospital.....	61
4.4	Motion Study of Queuing Unit at Condong Catur Hospital.....	62
4.4.1	Process chart of queueing unit at Condong Catur Hospital.....	62
4.5	Discussion.....	65
4.5.1	Discussion on queueing theory.....	65
4.5.2	Discussion on process chart.....	78

CHAPTER V: CONCLUSION.....	82
5.1    Conclusions.....	82
5.2    Practical Implications.....	85
5.3    Limitations of Research.....	87
5.4    Suggestions for Future Research.....	88

## REFERENCES

## APPENDIX