

ABSTRACT

BPJS Kesehatan is an agency established to administer the National Health Insurance Program in Indonesia for the Indonesian people. The problem that occurs is BPJS Kesehatan office is expected to serve the purposes of the transaction participants service time is 5 minutes, but the existing conditions of service have not been sufficient time causing long queues. The purpose of this study was to determine the queuing system performance and service levels counters participants open wage earners (independent).

To determine the balance between waiting time and service time are balanced, necessary performance analysis queuing system. The analysis was shown to determine the condition of the queue and the level of service provided is in accordance with Standard Operating Procedures (SOP) which has been established by BPJS Kesehatan Main Branch Office Bandung.

This research is descriptive quantitative research. The tools used to process data and perform calculations is Microsoft Excel 2010 program and POM-QM software for windows with multi-channel single phase models.

The results showed that the chances of a busy period by 74% and service facilities idle opportunities by 4.2%. Each participant needs 10.69 minutes to complete the service. It is an impact on customer buildup that causes the queue. Operational time BPJS Kesehatan KCU Bandung is 8 hours or 480 minutes and there are 4 service counters participants not wage earners (independent).

The division of the queue number should be performed in conjunction with the opening of operational time BPJS Kesehatan KCU Bandung so no buildup queues were very much in the morning and add to the information booth so attendees can find out all the information they need in order not to slow down the service at the counters participants not wage earners (independent).

Keywords: queuing systems, multi-channel single phase, the performance of the queue, BPJS.