DAFTAR PUSTAKA

Ademoh, N. A., & Nneka, A. E. (2015). BDR Modelling of Penumpang Queues at Nnamdi Azikiwe International Airport, Abuja, Nigeria. *American Journal of Mechanical Engineering*, *3*(2), 63-71

Ahsan, M. M., Islam, M. R., & Alam, M. A. (2014). Study of queuing system of a busy restaurant and a proposed facilitate queuing system. IOSR Journal of Mechanical and Civil Engineering, 11(6), 31-35

Al-Sultan, A. T. (2018). Simulation and Optimization for Modeling the Penumpangs Check-in System at Airport Terminal. *Review of Integrative Business and Economics Research*, *7*(1), 44.

Ambarwati, R. (2020). Buku Ajar Manajemen Operasional Dan Implementasi Dalam Industri. Umsida Press, 1-947.

Arsyad, M., & Stellamaris, Y. (2012). Analisa Antrian Di Terminal Keberangkatan Bandara Syamsudin Noor Banjarmasin. *INFO-TEKNIK*, *13*(2), 140-162

Aviation, F. (2012). Advisory Circular.

Budiharto, W., & Rachmawati, R. N. (2013). Pengantar Praktis Pemrograman R Untuk Ilmu Komputer.

Dabachine, Y., Taheri, H., Biniz, M., Bouikhalene, B., & Balouki, A. (2020). Strategic design of precautionary measures for airport penumpangs in times of global health crisis Covid 19: Parametric modelling and processing algorithms. *Journal of Air Transport Management*, *89*, 101917.

de Neufville, R., Odoni, A., Belobaba, P. P., & Reynolds, T. G. (2013). Airport System Planning, Design, and Management (Second Edi). MCGraw Hill Education.

Eze, E. O., & Odunukwe, A. D. (2015). On Application of Queuing Models to Customers Management in Banking System. American Research Journal of Bio Sciences, 1(2),14-20

Heizer, J., Render, B., Munson, C., & Sachan, A. (2017). Operations management: sustainability and supply chain management, 12/e.

Indrawati, P. D. (2015). Metode Penelitian Manajemen dan Bisnis Konvergensi Teknologi Komunikasi dan Informasi. In D. Sumayyah (Ed.), Bandung: PT Refika Aditama (1st ed.). PT Refika Aditama.

International Civil Aviation Organization. (2016). Manual on the Regulation of International Air Transport (third, Issue Doc 9626).

Jhala, N., & Bhathawala, P. (2017). Application of Queueing Theory to Airport Related Problems. *Global Journal of Pure and Applied Mathematics*, *13*(7), 3863-3868

Juharni, M. S. (2017). Manajemen Mutu Terpadu (Total Quality Management) (Vol. 1). SAH MEDIA.

Kovynyov, I., & Mikut, R. (2019). Digital technologies in airport ground operations. NETNOMICS: Economic Research and Electronic Networking, 1–25. https://doi.org/10.1007/s11066-019-09132-5

Li, Y., Gao, X., Xu, Z., & Zhou, X. (2018). Network-based queuing model for simulating penumpang throughput at an airport security checkpoint. Journal of Air Transport Management, 66, 13-24

Mota, M. M., & Alcaraz, C. Z. (2015). Allocation of airport check-in counters using a simulation-optimization approach. In *Applied Simulation and Optimization* (pp. 203-229). Springer, Cham.

Nikoue, H., Marzuoli, A., Clarke, J. P., Feron, E., & Peters, J. (2015). Penumpang flow predictions at sydney international airport: a data-driven queuing approach. arXiv preprint arXiv:1508.04839

Perhubungan, M., & Indonesia, R. (2015). PM 178 Tahun 2015 tentang STANDAR PELAYANAN PENGGUNA JASA BANDAR UDARA http://jdih.dephub.go.id/assets/uudocs/permen/2015/PM_178_TAHUN_2015.pdf

Perhubungan, M., & Indonesia, R. (2020). PM 18 Tahun 2020 tentang PENGENDALIAN TRANSPORTASI DALAM RANGKA PENCEGAHAN PENYEBARAN CORONA VIRUS DISEASE 2019 (COVID-19) http://jdih.dephub.go.id/assets/uudocs/permen/2020/PM_18_TAHUN_2020.pdf

Pramana, S., Yuniarto, B., Mariyah, S., Santoso, I., & Nooraeni, R. (2018). Data Mining dengan R Konsep Serta Implementasi. Jakarta: InMedia.

Prasetya, Hery, dan Lukiastuti, Fitri. (2009). Manajemen Operasi. Yogyakarta: MedPress.

Prihati, Y. (2012). Simulasi dan pemodelan sistem antrian pelanggan di loket pembayaran rekening XYZ semarang. *Jurnal Informatika*, *3*(3).

Saeed, N., & Larsen, O. I. (2016). Application of queuing methodology to analyze congestion: A case study of the Manila International Container Terminal, Philippines. *Case Studies on Transport Policy*, *4*(2), 143-149 doi:10.1016/j.cstp.2016.02.001

Sharma, A. K., & Sharma, G. K. (2013). QUEUEING THEORY APPR OACH WITH QUEUEING MODEL: A STUDY. International Journal of Engineering Science Invention, 2(2), 1-11

Wang, H., Liu, K., Qi, Z., & Guo, J. (2017, May). The establishment and optimization of airport security check process model. In 2017 32nd Youth Academic Annual Conference of Chinese Association of Automation (YAC) (pp. 1026-1030).IEEE

Waris, M., Ridhayani, I., & Yusman, Y. (2018). Analisis Sistem Antrian Penumpang di Loket Check-in Maskapai Penerbangan Pesawat Garuda Indonesia Airways. *BANDAR: JOURNAL OF CIVIL ENGINEERING*, *1*(1), 37-47.

Wijayanto, F. (2017). Analisis Sistem Antrian Untuk Menentukan Jumlah Optimal Teller Di Bank BCA KCP Lingkar Selatan Bandung

Yamada, H., Ohori, K., Iwao, T., Kira, A., Kamiyama, N., Yoshida, H., & Anai, H. (2017, September). Modeling and managing airport penumpang flow under uncertainty: a case of Fukuoka Airport in Japan. In *International Conference on Social Informatics* (pp. 419-430). Springer, Cham. https://doi.org/10.1007/978-3-319-67256-4_33

Yudianto, K. (2019). 7 Penerapan Total Quality Management (TQM) Terhadap Kualitas Pelayanan Penumpang. *Jurnal Manajemen Dirgantara*, *12*(2), 95-98.