

AN ANALYSIS ON THE TELLER QUEUE SYSTEM USING NUMBER AND WITHOUT NUMBER AND THE OPTIMALIZATION OF TELLER SERVICE IN SHARIA FINANCIAL INSTITUTION (A CASE STUDY IN BNI SYARIAH CASH OFFICE AND BANK MUAMALAT BRANCH OFFICE YOGYAKARTA

ABSTRACT

A queue is an important part in operational management. The queue consists of both manufacturing and service sectors. A queue is people or goods in a line waiting to be served and then leave the line after being served.

A service is a process of fulfilling needs through other people's activities directly. It helps to provide other people's needs.

This research aims to analyze the teller queue system and whether or not the teller service has been optimum in BNI Syariah cash office and Bank Muamalat.branch office. This research also analyses the difference of queue system using number and without number.

The result of the research shows that the queue system which uses number in BNI Syariah cash office has been optimum since the customers rarely wait for more than 5 minutes and the queue system which does not use number inBank Muamalat branch office is also quite optimum because the customers rarely wait for more than 5 minutes. However, there is a difference in both of them. The difference between Bank Syariah and Bank Muamalat is the discipline in the queue.

Keywords: queue, queue system, optimal teller service