

# Analisis efektifitas pelayanan antrian pada Gardu Tol Otomatis dan Gardu Tol Reguler : studi kasus Gerbang Tol Cililitan 1 = Analysis for effectiveness of the queue of Automatic Toll Gate service and Regular Toll Gate service : case study Cililitan 1 Toll Gate

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## Abstrak

Penelitian ini memberikan bukti perhitungan mengenai analisis efektifitas pelayanan antrian pada gardu tol otomatis dan gardu tol reguler. Hasil perhitungan atas gardu tol otomatis dan gardu tol reguler pada gerbang tol Cililitan 1 menunjukkan bahwa waktu pelayanan gardu tol reguler lebih efektif dibanding waktu pelayanan gardu tol otomatis. Selain itu, dilakukan juga peramalan estimasi sistem antrian gardu tol yang efektif di masa depan sebagai bahan pertimbangan untuk melakukan pengembangan sistem antrian gardu tol di masa depan. Hasil peramalan menunjukkan bahwa sistem antrian gardu tol otomatis akan lebih efektif di masa depan dan butuh dilakukan pengembangan.

*This study provides evidence about calculation of analysis for effectiveness of the queue of automatic toll gates and regular toll gates. Calculation results of automatic toll gates and regular toll gate show that service time of regular toll gate is more effective comparing with service time of automatic toll gate. In addition, this study also provides forecasting results to estimate effectivity toll gate queue system in future as consideration to develop toll gate queue system in future. Forecasting results show that automatic toll gate queue system will be more effective in future and needs development to be done.*