MODEL KEPUTUSAN ANTRIAN *M*/*M*/*c*/GD/∞/∞
MODEL ONGKOS

JUMLAH PELAYAN OPTIMAL

Oleh: Dr. Ir. H. Muhammad Sutarno, S.H.I., M.Sc., M.Ag.

$\lambda \equiv 125 \dfrac{pelanggan}{jam}$ laju datang pelanggan per satuan waktu.

λ menyatakan laju datang (*arrival rate*) yaitu jumlah pelanggan yang datang rata-rata per satuan waktu.

Laju datang rata-rata effektif . $\lambda_{eff} := \lambda$

Dalam hal ini $\lambda_n = \lambda$ konstan untuk $n \geq 0$

$\mu \equiv 10 \dfrac{pelanggan}{jam}$ laju layan pelanggan per satuan waktu.

μ menyatakan laju layan yaitu jumlah pelanggan yang telah dilayani rata-rata per satuan waktu.

$O_1 \equiv 11000 \dfrac{Rp}{jam\ \ pelayan}$ ongkos pelayanan per pelayan per satuan waktu.

$O_2 \equiv 25000 \dfrac{Rp}{jam\ \ pelanggan}$ *ongkos* (*nilai*) per pelanggan dalam sistem per satuan waktu.

Jumlah pelayan minimum:

$$c_{min}(\lambda, \mu) \equiv \begin{cases} \left(ceil\left(\dfrac{\lambda}{\mu}\right) + 1\right) pelayan & if\ \ ceil\left(\dfrac{\lambda}{\mu}\right) = \dfrac{\lambda}{\mu} \\ \left(ceil\left(\dfrac{\lambda}{\mu}\right)\right) pelayan & otherwise \end{cases}$$

$$c_{min}(\lambda, \mu) = 13\, pelayan$$

$$ORIGIN \equiv \frac{c_{min}(\lambda, \mu)}{pelayan}$$

$$c_{atas}(\lambda, \mu) \equiv 3\ c_{min}(\lambda, \mu)$$

$c := c_{min}(\lambda,\mu),\left(c_{min}(\lambda,\mu) + 1\ pelayan\right)..c_{atas}(\lambda,\mu)$ jumlah pelayan.

$c_{min}(\lambda,\mu) = 13\,pelayan$

$c_{atas}(\lambda,\mu) = 39\,pelayan$

Faktor utilisasi / intensitas lalu lintas:

$$\rho(\lambda,\mu,c) := \frac{\lambda}{c\,\mu}$$

Probabilitas ada nol pelanggan dalam sistem antrian yang keadaannya mapan (*steady state*), juga menyatakan juga ekspektasi proporsi waktu bahwa sistem berada dengan jumlah pelanggan nol atau sistem sedang menganggur.

Keadaannya mapan (*steady state*) berarti distribusi probabilitas jumlah pelanggan dalam antrian dan distribusi probabilitas jumlah pelanggan dalam sistem tidak bergantung waktu.

Probabilitas ada *n* pelanggan dalam sistem antrian yang keadaannya mapan (*steady state*), juga menyatakan juga ekspektasi proporsi waktu bahwa sistem berada dengan jumlah pelanggan *n*.

Ekspektasi ongkos total sistem antrian per satuan waktu untuk jumlah pelayan *c*:

$$EOT_{MMcGD}(\lambda,\mu,c,O_1,O_2) = \begin{cases} EOO_{MMcGD}(c,O_1) + EON_{MMcGD}(\lambda,\mu,c,O_2) & \text{if } 0 < \frac{\lambda}{c\,\mu} < 1 \\ \text{"Tidak didefinisikan"} & otherwise \end{cases}$$

Ekspektasi ongkos operasi para pelayan per satuan waktu untuk jumlah pelayan *c*:

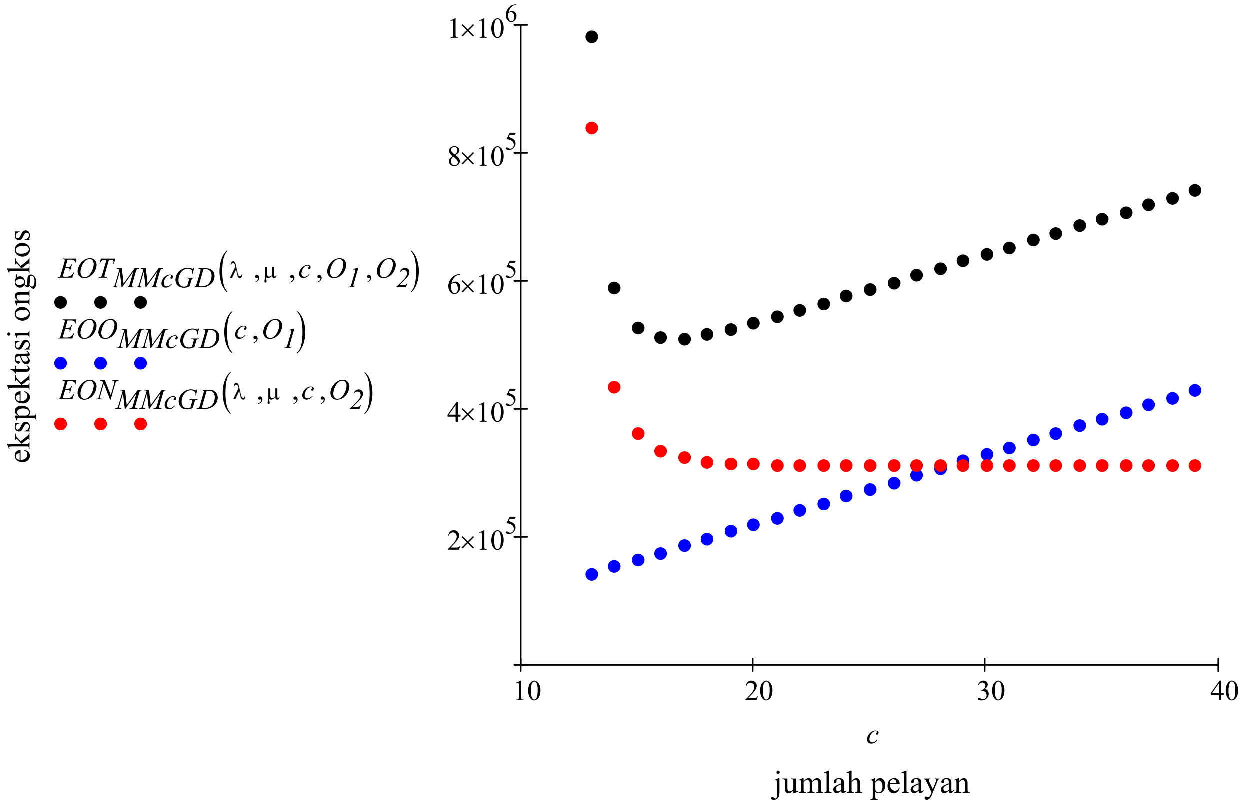
$$EOO_{MMcGD}(c,O_1) := \begin{cases} c\,O_1 & \text{if } 0 < \frac{\lambda}{\frac{c}{pelayan}\,\mu} < 1 \\ \text{"Tidak didefinisikan"} & otherwise \end{cases}$$

Ekspektasi ongkos para pelanggan berada dalam sistem per satuan waktu untuk jumlah pelayan c:

$$EON_{MMcGD}(\lambda, \mu, c, O_2) := \left| \begin{array}{l} c \leftarrow \dfrac{c}{pelayan} \\ \text{if } 0 < \dfrac{\lambda}{c\,\mu} < 1 \\ \quad \left| \begin{array}{l} \lambda_{eff} \leftarrow \lambda \\ p_0 \leftarrow \dfrac{1}{\displaystyle\sum_{n=0}^{c-1} \left[\frac{1}{n!} \left(\frac{\lambda}{\mu}\right)^n \right] + \frac{1}{c!} \left(\frac{\lambda}{\mu}\right)^c \left(\frac{c\,\mu}{c\,\mu - \lambda}\right)} \\ EkspN \leftarrow \lambda_{eff} \left[\dfrac{1}{\lambda_{eff}} \left[\dfrac{1}{c!} \left(\dfrac{\lambda}{\mu}\right)^c \dfrac{\lambda}{c\,\mu} \dfrac{1}{\left(1 - \dfrac{\lambda}{c\,\mu}\right)^2} p_0 \right] + \dfrac{1}{\mu} \right] \\ O_2\, EkspN\, pelanggan \end{array} \right. \\ \text{"Tidak didefinisikan"} \quad otherwise \end{array} \right.$$

Jadi ekspektasi ongkos total sistem antrian per satuan waktu untuk jumlah pelayan *c*:

$$
EOT_{MMcGD}(\lambda, \mu, c, O_1, O_2) :=
\begin{array}{|l}
c \leftarrow \dfrac{c}{pelayan} \\
\text{if } 0 < \dfrac{\lambda}{c\,\mu} < 1 \\
\quad \begin{array}{|l}
EOO \leftarrow c\ pelayan\ O_1 \\
EkspON \leftarrow \begin{array}{|l}
\lambda_{eff} \leftarrow \lambda \\
p_0 \leftarrow \dfrac{1}{\displaystyle\sum_{n=0}^{c-1}\left[\frac{1}{n!}\left(\frac{\lambda}{\mu}\right)^n\right] + \frac{1}{c!}\left(\frac{\lambda}{\mu}\right)^c\left(\frac{c\,\mu}{c\,\mu-\lambda}\right)} \\
EN \leftarrow \begin{array}{|l}
ENq \leftarrow \dfrac{1}{c!}\left(\dfrac{\lambda}{\mu}\right)^c \dfrac{\lambda}{c\,\mu}\dfrac{1}{\left(1-\dfrac{\lambda}{c\,\mu}\right)^2} p_0 \\
ED \leftarrow \dfrac{1}{\lambda_{eff}} ENq \\
EW \leftarrow ED + \dfrac{1}{\mu} \\
EN \leftarrow \lambda_{eff}\ EW
\end{array} \\
O_2\ EN
\end{array} \\
EOO + EkspON\ pelanggan
\end{array} \\
\text{"Tidak didefinisikan"} \quad otherwise
\end{array}
$$



Kurva ekspektasi ongkos vs. jumlah pelayan

$O_1 = 1.1 \times 10^4 \dfrac{Rp}{jam\ \ pelayan}$ $\qquad$ $O_2 = 2.5 \times 10^4 \dfrac{Rp}{jam\ \ pelanggan}$

$c =$ (pelayan)	$EOO_{MMcGD}(c, O_1)$ ($\frac{Rp}{jam}$)	$EON_{MMcGD}(\lambda, \mu, c, O_2)$ ($\frac{Rp}{jam}$)	$EOT_{MMcGD}(\lambda, \mu, c, O_1, O_2)$ ($\frac{Rp}{jam}$)
13	$1.43 \cdot 10^5$	$8.407 \cdot 10^5$	$9.837 \cdot 10^5$
14	$1.54 \cdot 10^5$	$4.356 \cdot 10^5$	$5.896 \cdot 10^5$
15	$1.65 \cdot 10^5$	$3.627 \cdot 10^5$	$5.277 \cdot 10^5$
16	$1.76 \cdot 10^5$	$3.361 \cdot 10^5$	$5.121 \cdot 10^5$
17	$1.87 \cdot 10^5$	$3.242 \cdot 10^5$	$5.112 \cdot 10^5$
18	$1.98 \cdot 10^5$	$3.184 \cdot 10^5$	$5.164 \cdot 10^5$
19	$2.09 \cdot 10^5$	$3.155 \cdot 10^5$	$5.245 \cdot 10^5$
20	$2.2 \cdot 10^5$	$3.14 \cdot 10^5$	$5.34 \cdot 10^5$
21	$2.31 \cdot 10^5$	$3.132 \cdot 10^5$	$5.442 \cdot 10^5$
22	$2.42 \cdot 10^5$	$3.128 \cdot 10^5$	$5.548 \cdot 10^5$
23	$2.53 \cdot 10^5$	$3.127 \cdot 10^5$	$5.657 \cdot 10^5$
24	$2.64 \cdot 10^5$	$3.126 \cdot 10^5$	$5.766 \cdot 10^5$
25	$2.75 \cdot 10^5$	$3.125 \cdot 10^5$	$5.875 \cdot 10^5$
...	...	...	...

Ekspektasi jumlah pelanggan dalam sistem:

$$EN_{MMcGD}(\lambda, \mu, c) := \left| \begin{array}{l} c \leftarrow \dfrac{c}{pelayan} \\ \text{if } 0 < \dfrac{\lambda}{c\,\mu} < 1 \\ \quad \left| \begin{array}{l} \lambda_{eff} \leftarrow \lambda \\ p_0 \leftarrow \dfrac{1}{\displaystyle\sum_{n=0}^{c-1} \left[\frac{1}{n!} \left(\frac{\lambda}{\mu} \right)^n \right] + \frac{1}{c!} \left(\frac{\lambda}{\mu} \right)^c \left(\frac{c\,\mu}{c\,\mu - \lambda} \right)} \\ EkspN \leftarrow \lambda_{eff} \left[\dfrac{1}{\lambda_{eff}} \left[\dfrac{1}{c!} \left(\dfrac{\lambda}{\mu} \right)^c \dfrac{\lambda}{c\,\mu} \dfrac{1}{\left(1 - \dfrac{\lambda}{c\,\mu} \right)^2} p_0 \right] + \dfrac{1}{\mu} \right] \\ EkspN\ pelanggan \end{array} \right. \\ \text{"Tidak didefinisikan"} \quad otherwise \end{array} \right.$$

$c =$		$EN_{MMcGD}(\lambda, \mu, c)$	
13	*pelayan*	33.626	*pelanggan*
14		17.425	
15		14.507	
16		13.443	
17		12.967	
18		12.735	
19		12.618	
20		12.559	
21		12.529	
22		12.514	
23		12.506	
24		12.503	
25		12.501	
...		...	

Jumlah pelayan optimal:

Dalam program ini $c_{atas} \leftarrow 3\ c_{min}$

$$c_{optMMcGD}(\lambda, \mu, O_1, O_2) := \left| \begin{array}{l} c_{min} \leftarrow \left| \begin{array}{ll} ceil\left(\frac{\lambda}{\mu}\right) + 1 & \text{if } ceil\left(\frac{\lambda}{\mu}\right) = \frac{\lambda}{\mu} \\ ceil\left(\frac{\lambda}{\mu}\right) & \text{otherwise} \end{array} \right. \\ c_{atas} \leftarrow 3\ c_{min} \\ \text{for } c \in c_{min} .. c_{atas} \\ \quad v_{EOT_c} \leftarrow \left| \begin{array}{l} \text{if } 0 < \frac{\lambda}{c\ \mu} < 1 \\ \quad \left| \begin{array}{l} EOO \leftarrow c\ pelayan\ O_1 \\ \lambda_{eff} \leftarrow \lambda \\ p_0 \leftarrow \dfrac{1}{\sum_{n=0}^{c-1} \left[\frac{1}{n!}\left(\frac{\lambda}{\mu}\right)^n\right] + \frac{1}{c!}\left(\frac{\lambda}{\mu}\right)^c \left(\frac{c\ \mu}{c\ \mu - \lambda}\right)} \\ EkspON \leftarrow \left| \begin{array}{l} ENq \leftarrow \frac{1}{c!}\left(\frac{\lambda}{\mu}\right)^c \frac{\lambda}{c\ \mu} \dfrac{1}{\left(1 - \frac{\lambda}{c\ \mu}\right)^2} p_0 \\ ED \leftarrow \frac{1}{\lambda_{eff}} ENq \\ EW \leftarrow ED + \frac{1}{\mu} \\ EN \leftarrow \lambda_{eff}\ EW \\ O_2\ EN \end{array} \right. \\ EOO + EkspON\ pelanggan \end{array} \right. \\ \text{"Tidak didefinisikan"} \quad \text{otherwise} \end{array} \right. \\ \left(match\left(min\left(v_{EOT}\right), v_{EOT}\right)c_{min}\right)\ pelayan \end{array} \right.$$

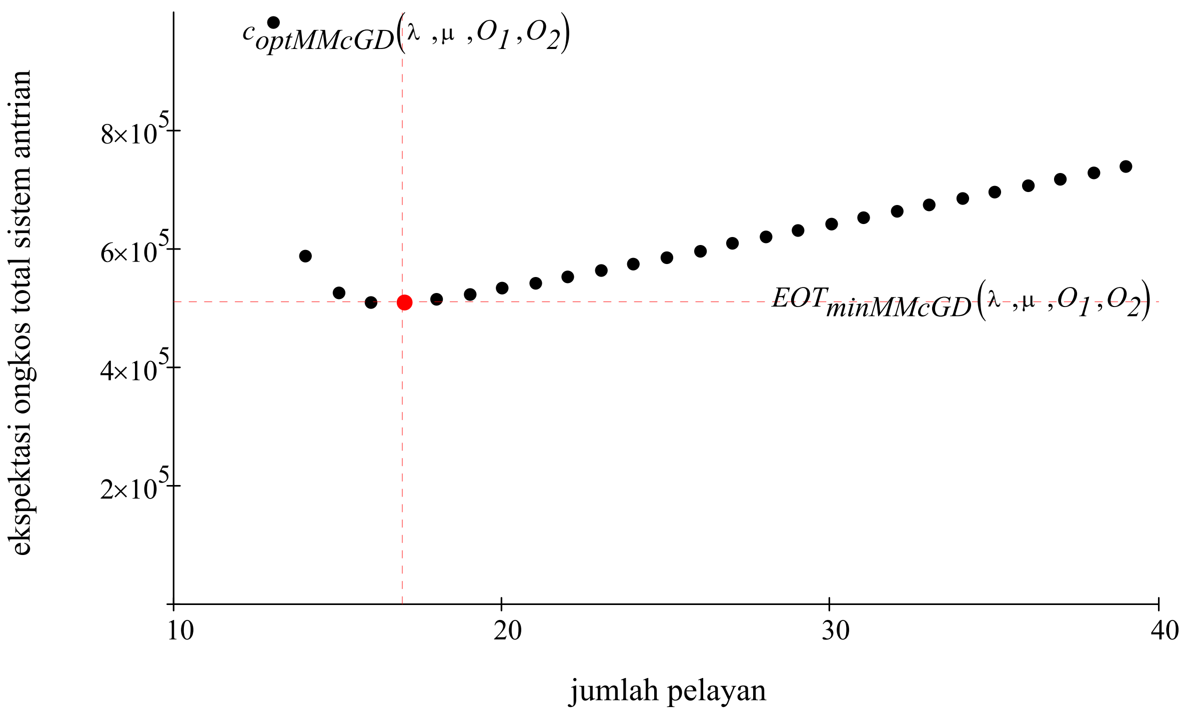
$c_{optMMcGD}(\lambda, \mu, O_1, O_2) = 17\ pelayan$

Ekspektasi ongkos total sistem antrian minimum:

Dalam program ini $c_{atas} \leftarrow 3\ c_{min}$

$$EOT_{minMMcGD}(\lambda, \mu, O_1, O_2) := \left| \begin{array}{l} c_{min} \leftarrow \left| \begin{array}{l} ceil\left(\frac{\lambda}{\mu}\right) + 1 \quad if \ \ ceil\left(\frac{\lambda}{\mu}\right) = \frac{\lambda}{\mu} \\ ceil\left(\frac{\lambda}{\mu}\right) \quad otherwise \end{array} \right. \\ c_{atas} \leftarrow 3\ c_{min} \\ for \ \ c \in c_{min} .. c_{atas} \\ \quad v_{EOT_c} \leftarrow \left| \begin{array}{l} if \ \ 0 < \frac{\lambda}{c\ \mu} < 1 \\ \quad \left| \begin{array}{l} EOO \leftarrow c\ pelayan\ \ O_1 \\ \lambda_{eff} \leftarrow \lambda \\ p_0 \leftarrow \dfrac{1}{\displaystyle\sum_{n=0}^{c-1} \left[\frac{1}{n!}\left(\frac{\lambda}{\mu}\right)^n\right] + \frac{1}{c!}\left(\frac{\lambda}{\mu}\right)^c \left(\frac{c\ \mu}{c\ \mu - \lambda}\right)} \\ EkspON \leftarrow \left| \begin{array}{l} ENq \leftarrow \frac{1}{c!}\left(\frac{\lambda}{\mu}\right)^c \frac{\lambda}{c\ \mu} \dfrac{1}{\left(1 - \frac{\lambda}{c\ \mu}\right)^2} p_0 \\ ED \leftarrow \frac{1}{\lambda_{eff}} ENq \\ EW \leftarrow ED + \frac{1}{\mu} \\ EN \leftarrow \lambda_{eff}\ EW \\ O_2\ EN \end{array} \right. \\ EOO + EkspON\ \ pelanggan \end{array} \right. \\ \text{"Tidak didefinisikan"} \quad otherwise \end{array} \right. \\ EOT_{min} \leftarrow min(v_{EOT}) \end{array} \right.$$

$$EOT_{minMMcGD}(\lambda, \mu, O_1, O_2) = 5.112 \times 10^5\ \frac{Rp}{jam}$$



Kurva ekspektasi ongkos total sistem antrian vs. jumlah pelayan