

DAFTAR PUSTAKA

- Agrawal, T. (2021). Hyperparameter Optimization in Machine Learning. In *Hyperparameter Optimization in Machine Learning*. <https://doi.org/10.1007/978-1-4842-6579-6>
- Anussornnitisarn, Limlawan, & Varis. (2020). *Design of advanced queue system using artificial neural network for waiting time prediction Diseño de un sistema avanzado para predecir tiempos de espera utilizando una red neuronal artificial*. <https://www.revistaespacios.com>
- Ataman, M. G., & Sariyer, G. (2021). Predicting waiting and treatment times in emergency departments using ordinal logistic regression models. *American Journal of Emergency Medicine*, 46. <https://doi.org/10.1016/j.ajem.2021.02.061>
- Bataona, B. L. V, Nyoko, A. E. L., & Nursiani, N. P. (2020). ANALISIS SISTEM ANTRIAN DALAM OPTIMALISASI LAYANAN DI SUPERMARKET HYPERSTORE. *Journal of Management: Small and Medium Enterprises (SMEs)*, 12(2). <https://doi.org/10.35508/jom.v12i2.2695>
- Biya, M., Gezahagn, M., Birhanu, B., Yitbarek, K., Getachew, N., & Beyene, W. (2022). Waiting time and its associated factors in patients presenting to outpatient departments at Public Hospitals of Jimma Zone, Southwest Ethiopia. *BMC Health Services Research*, 22(1). <https://doi.org/10.1186/s12913-022-07502-8>
- Chakravarthy, S. R., Dudin, A. N., Dudin, S. A., & Dudina, O. S. (2023). Queueing System with Potential for Recruiting Secondary Servers. *Mathematics*, 11(3). <https://doi.org/10.3390/math11030624>
- Cherif, I. L., & Kortebi, A. (2019). On using eXtreme Gradient Boosting (XGBoost) Machine Learning algorithm for Home Network Traffic Classification. *IFIP Wireless Days, 2019-April*. <https://doi.org/10.1109/WD.2019.8734193>
- Diba, F., Silvi Lydia, M., & Sihombing, P. (2023). Analisis Random Forest Menggunakan Principal Component Analysis Pada Data Berdimensi Tinggi. *Indonesian Journal of Computer Science*.
- Dorabiala, O., Aravkin, A. Y., & Kutz, J. N. (2024). Ensemble Principal Component Analysis. *IEEE Access*, 12. <https://doi.org/10.1109/ACCESS.2024.3350984>

- DPMPTSP Kabupaten Badung. (2022). *Laporan Penyelenggaraan MPP Kabupaten Badung Tahun 2022*.
- Eli, E., Aden, A., & Sari, D. P. (2021). PENERAPAN SISTEM ANTRIAN PADA FASILITAS PELAYANAN PADA LOKET PENGAMBILAN OBAT DI PUSKESMAS CIGUDEG BOGOR JAWA BARAT. *MathVisioN*, 3(2). <https://doi.org/10.55719/mv.v3i2.284>
- Fan, C., Chen, M., Wang, X., Wang, J., & Huang, B. (2021). A Review on Data Preprocessing Techniques Toward Efficient and Reliable Knowledge Discovery From Building Operational Data. In *Frontiers in Energy Research* (Vol. 9). <https://doi.org/10.3389/fenrg.2021.652801>
- Gordon, A. D., Breiman, L., Friedman, J. H., Olshen, R. A., & Stone, C. J. (1984). Classification and Regression Trees. *Biometrics*, 40(3). <https://doi.org/10.2307/2530946>
- Goswami, V., & Mund, G. B. (2020). Analysis of renewal input batch service queue with impatient customers and multiple working vacations. *International Journal of Management Science and Engineering Management*, 15(2). <https://doi.org/10.1080/17509653.2019.1646677>
- Janiesch, C., Zschech, P., & Heinrich, K. (2021). Machine learning and deep learning. *Electronic Markets*, 31(3). <https://doi.org/10.1007/s12525-021-00475-2>
- Joseph, J., Senith, S., Kirubaraj, A. A., & Ramson, J. S. R. (2022). Machine Learning for Prediction of Wait Times in Outpatient Clinic. *Procedia Computer Science*, 215, 230–239. <https://doi.org/10.1016/J.PROCS.2022.12.026>
- Joseph, V. R. (2022). Optimal ratio for data splitting. *Statistical Analysis and Data Mining*, 15(4). <https://doi.org/10.1002/sam.11583>
- Knaytov, Ye. N., Akzhalova, A. Zh., & Sadok, B. Y. (2023). TIME SERIES-BASED APPROACHES FOR IMPROVING WIND POWER GENERATION FORECAST ACCURACY. *Herald of the Kazakh-British Technical University*, 20(2). <https://doi.org/10.55452/1998-6688-2023-20-2-103-114>
- Kusuma, D. D., Wahyudin, W., & Anshari, A. (2023). Analisis Teori Antrian dan Optimalisasi Pelayanan Pada Alfamart Perum Cengkong Menggunakan Model Single Channel-Single Phase. *Jurnal Serambi Engineering*, 8(2). <https://doi.org/10.32672/jse.v8i2.5967>
- Kyritsis, A. I., & Deriaz, M. (2019). A machine learning approach to waiting time prediction in queueing scenarios. *Proceedings - 2019 2nd International*

Conference on Artificial Intelligence for Industries, AII 2019.
<https://doi.org/10.1109/AI4I46381.2019.00013>

- Laxmi, P. V., Kassahun, T. W., & Bhavani, E. G. (2019). Analysis of a Markovian queueing system with single working vacation and impatience of customers. *Journal of Physics: Conference Series*, 1344(1). <https://doi.org/10.1088/1742-6596/1344/1/012018>
- Lee, J., Yoon, T., Kwon, S., & Lee, J. (2020). Model evaluation for forecasting traffic accident severity in rainy seasons using machine learning algorithms: Seoul city study. *Applied Sciences (Switzerland)*, 10(1). <https://doi.org/10.3390/app10010129>
- Li, S., Song, J., Xu, L., Hu, Y., Luo, W., & Zhou, X. (2022). Network Traffic Prediction Based on the Feature of Newly-Generated Network Flows. *2022 IFIP Networking Conference, IFIP Networking 2022.* <https://doi.org/10.23919/IFIPNetworking55013.2022.9829764>
- Manurung, J. (2019). APPLICATION OF FIFO ALGORITHM (FIRST IN FIRST OUT) TO SIMULATION QUEUE. *Jurnal Infokum*, 7(2).
- Meykhanadzhyan, L. A., & Razumchik, R. V. (2019). Discrete-time Geo/G/1/∞ LIFO queue with resampling policy. *Informatika i Ee Primeneniya*, 13(4). <https://doi.org/10.14357/19922264190410>
- Oni, S., Chen, Z., Hoban, S., & Jademi, O. (2019). A comparative study of data cleaning tools. *International Journal of Data Warehousing and Mining*, 15(4). <https://doi.org/10.4018/IJDWM.2019100103>
- Pak, A., Gannon, B., & Staib, A. (2021). Predicting waiting time to treatment for emergency department patients. *International Journal of Medical Informatics*, 145. <https://doi.org/10.1016/j.ijmedinf.2020.104303>
- Pemerintah Kabupaten Badung. (2018). *Peraturan Bupati Badung Nomor 11 Tahun 2018 Tentang Mal Pelayanan Publik.*
- Pemerintah Pusat. (2021). *Peraturan Presiden (PERPRES) Nomor 89 Tahun 2021 tentang Penyelenggaraan Mal Pelayanan Publik.*
- Pham, M., Knoblock, C. A., & Pujara, J. (2019). Learning Data Transformations with Minimal User Effort. *Proceedings - 2019 IEEE International Conference on Big Data, Big Data 2019.* <https://doi.org/10.1109/BigData47090.2019.9006350>
- Rizany, I. (2021). The Relationship between Waiting Time and Patient Satisfaction in The Outpatient of Public Hospital in Banjarbaru. *IJNP (Indonesian Journal of Nursing Practices)*, 5(1), 60–66. <https://doi.org/10.18196/ijnp.v5i1.10275>

- Sanit-In, Y., & Saikaew, K. R. (2019). Prediction of waiting time in one-stop service. *International Journal of Machine Learning and Computing*, 9(3), 322–327. <https://doi.org/10.18178/ijmlc.2019.9.3.805>
- Sarker, I. H. (2021). Machine Learning: Algorithms, Real-World Applications and Research Directions. In *SN Computer Science* (Vol. 2, Issue 3). <https://doi.org/10.1007/s42979-021-00592-x>
- Setialaksana, W., Sulaiman, D. R. A., Dewi, S. S., Lamasitudju, C. A., Ashadi, N. R., & Asriadi, M. (2020). Model Jaringan Syaraf Tiruan dalam Peramalan Kasus Positif Covid-19 di Indonesia. *Jurnal MediaTIK: Jurnal Media Pendidikan Teknik Informatika Dan Komputer*, 3(2), 53–56.
- Shelat, S., Cats, O., van Oort, N., & van Lint, J. W. C. (2023). Evaluating the impact of waiting time reliability on route choice using smart card data. *Transportmetrica A: Transport Science*, 19(2). <https://doi.org/10.1080/23249935.2022.2028929>
- Shen, M.-L., Lee, C.-F., Liu, H.-H., Chang, P.-Y., & Yang, C.-H. (2021). Effective multinational trade forecasting using LSTM recurrent neural network. *Expert Systems with Applications*, 182, 115199. <https://doi.org/10.1016/j.eswa.2021.115199>
- Sihombing, P. R., Suryadiningrat, S., Sunarjo, D. A., & Yuda, Y. P. A. C. (2023). Identifikasi Data Outlier (Pencilan) dan Kenormalan Data Pada Data Univariat serta Alternatif Penyelesaiannya. *Jurnal Ekonomi Dan Statistik Indonesia*, 2(3). <https://doi.org/10.11594/jesi.02.03.07>
- Silaparasetty, N. (2020). Machine Learning vs. Deep Learning. In *Machine Learning Concepts with Python and the Jupyter Notebook Environment*. https://doi.org/10.1007/978-1-4842-5967-2_4
- Stagge, A. (2020). A time series forecasting approach for queue wait-time prediction. *Degree Project Computer Science and Engineering*.
- Subagyo, P. (1984). *Forecasting : konsep dan aplikasi* (Yogyakarta : BPFE, Ed.).
- Zhu, L., Shu, S., & Zou, L. (2022). XGBoost-Based Travel Time Prediction between Bus Stations and Analysis of Influencing Factors. *Wireless Communications and Mobile Computing*, 2022. <https://doi.org/10.1155/2022/3504704>