

DAFTAR PUSTAKA

- BKPSDM Kabupaten Gowa. (2025). Strategi optimalisasi sumber daya manusia melalui Analisis jabatan dan analisis beban kerja.
<https://repository.unhas.ac.id/id/eprint/47962/>
- Chandra Chan, I. C. B., Paendong, M. S., & Manurung, T. (2023). Analisis antrian supermarket menggunakan teori antrean. *D'Cartesian Journal*.
<https://ejournal.unsrat.ac.id/index.php/decartesian/article/view/48046>
- Dharsono, M. S., & Hindun, S. (2024). *Analysis of Labor Productivity of Beam and Floor Plate Work with Work Sampling Method*. Jurnal Pensil: Pendidikan Teknik Sipil, 13(3), 287–298.
<https://journal.unj.ac.id/unj/index.php/jpensil/article/view/44934>
- Eliyi, U., Ugurlu, O., & Tatari, S. O. (2023). *A sequential workforce scheduling and routing problem for the retail industry: A case study*. *Journal of Transportation and Logistics*.
<https://dergipark.org.tr/en/pub/jtl/article/1096085>
- Fadillah, N. L., & Putra, I. N. D. P. (2025). *Analysis of Labor Productivity on Lightweight Brick Masonry Work Using the Work Sampling Method*. *Composite: Journal of Civil Engineering*.
<https://jurnal.unmer.ac.id/index.php/jtsc/article/view/13097>
- Hawani, S. L., Sihombing, D., Saragih, F. A., Anggraini, H., Alya, R., & Hasibuan, A. R. P. (2026). Optimalisasi beban kerja dan penentuan urutan kerja dalam meningkatkan efisiensi sistem operasi. *Jurnal Eko-Bisma*, 5(1), 183–193.
<https://jurnal.abisatya.org/index.php/EKO-BISMA/article/view/264>
- Henao, C. A., Porto, A. F., & González, V. I. (2024). *A benchmark dataset for retail multiskilled personnel planning under uncertain demand*. *Data Science Journal*.
<https://doi.org/10.3233/DS-240060>
- Harris, J. (2022). *Queuing theory and optimization in service operations*. *Operations Research and Statistics Journal*.
<https://www.journal-ors.com/4/1/30>
- Guo, Q. (2023). *Optimizing the counter service based on linear programming and queue theory*. *Theoretical and Natural Science*, 19, 116–125.
<https://doi.org/10.54254/2753-8818/19/20230513>
- Güleriüz, E. (2024). *Forecasting staffing needs and automated shift scheduling in retail stores*. *Proceedings of the 13th International Congress on Engineering, Architecture and Design*.
https://www.researchgate.net/publication/381852193_Forecasting_Staffing_Needs_And_Automated_Shift_Scheduling_in_Retail_Stores
- Iskandar, D. N., & Pranata, G. (2024). Analisis Produktivitas Tenaga Kerja Pada Pengerjaan Kolom di Proyek DNL. *JMTS: Jurnal Mitra Teknik Sipil*, 7(1).
<https://journal.untar.ac.id/index.php/jmts/article/view/26716>

- Kumar, S., Sheu, J. B., & Kundu, T. (2023). *Planning a parts-to-picker order picking system with consideration of perceived workload*. *Transportation Research Part E*.
<https://doi.org/10.1016/j.tre.2023.103088>
- Koole, G., & Li, S. (2021). *A practice-oriented overview of call center workforce planning*.
<https://arxiv.org/abs/2101.10122>
- Luy, J., Hiermann, G., & Schiffer, M. (2024). *Strategic workforce planning in crowdsourced delivery with hybrid driver fleets*. *Transportation Research*.
<https://doi.org/10.1177/10591478241268602>
- Maha, Y. L. (2024). *The workload analysis to determine optimal workforce in employees*. *Journal of Optimization System and Ergonomy Implementation*.
<https://ejournal.upnvj.ac.id/joseon/article/view/7440>
- Preeti, & Gupta, N. (2024). *Open Jackson queuing networks for waiting time reduction and manpower planning in pharmacy*. *International Journal of System Assurance Engineering and Management*, 15(6), 2383–2390.
<https://doi.org/10.1007/s13198-024-02252-8>
- Reynaldi, P. A., & Puspitasari, N. B. (2024). *Perhitungan standard time menggunakan metode stopwatch time study pada sistem produksi Just in Time (JIT)*. *Industrial Engineering Online Journal*.
<https://ejournal3.undip.ac.id/index.php/ieoj/article/view/45475>
- Saimima, N. M., Ramlawati, & Alam, N. (2025). *Work Measurement in HRM: An Evaluation Tool for Determining Employee Time and Workload Standards*.
<https://jurnal.stmikiba.ac.id/index.php/jiem/article/view/299>
- Sari, A. D., Hardiansa, F., & Suryoputro, M. R. (2022). *Workload assessment using full time equivalent method*. *Industrial Engineering Journal*.
<https://journal.maranatha.edu/index.php/jis/article/view/5404>
- Setiabudi, E., & Cahyana, A. S. (2024). *Queue Optimization Study for Retail Efficiency Enhancement: Studi Optimalisasi Antrian untuk Peningkatan Efisiensi Ritel*. *Indonesian Journal of Innovation Studies*, 25(3).
<https://doi.org/10.21070/ijins.v25i3.1165>
- Syarifuddin, R., Hayat, E. J., & Tjaptajani, D. S. (2025). *Estimasi kebutuhan tenaga kerja langsung menggunakan workload analysis untuk optimalisasi beban produksi*. *Jurnal Kalibrasi*, 23(2), 430-442.
<https://doi.org/10.33364/kalibrasi/v.23-2.3128>
- Taufan, S., Rahmawati, R., Mujiyono, & Iskandar, D. A. (2024). *Workload Analysis with the Full Time Equivalent Method Approach to Determine Workforce Required*.
<https://journal.steipress.org/index.php/jemi/article/view/445>
- Vanheusden, E., et al. (2021). *Workload imbalance and efficiency in service systems*.
<https://doi.org/10.1080/00207543.2021.1884307>
- Yifter, T., Mengstenew, M., Yoseph, S., & Moges, W. (2023). *Modeling and Simulation of Queuing System to Improve Service Quality at Commercial Bank of Ethiopia*.
<https://www.tandfonline.com/doi/full/10.1080/23311916.2023.2274522>