UNIVERSITI TEKNOLOGI MARA

TECHNICAL REPORT

PERFORMANCE OF ATM FACILITY BY USING QUEUING THEORY IN UiTM CAMPUS SEREMBAN 3

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NUHA BINTI MD YUSOF (2017308863)
LIDIYA IRDEENA BINTI AZ'HARI (2017771785)
NURUL SYAHIRAH IZZATI BINTI NORMAN (2017941331)

Bachelor of Science (Hons.) (Mathematics Management)
Faculty of Computer and Mathematical Sciences

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IN THE NAME OF ALLAH, THE MOST GRACIOUS, THE MOST MERCIFUL

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ABSTRACT

As we know, Automatic Teller Machines (ATM) is an alternative for the customers to make transactions in the simplest and shortest time. Therefore, ATM facility must be efficient including its queuing system in order to give the best of their services to their customers. This paper is conducted to identify the performance of ATM facility in UiTM Seremban 3. For this research, Little's theorem was used as references of queuing theory and M/M/1 queuing model was chosen as followed the real bank's queuing system in UiTM. The data obtained was a primary source which were collected during the peak hours (12:00 p.m. to 2:00 p.m.) and normal hours (10:00 a.m. to 11:00 a.m. and 8:00 p.m. to 9:00 p.m.) for five (5) working days. This study shows the ATM server at UiTM were 96% fully utilised by the customers including students, lecturers and staffs. Consequently, the addition of ATM server to that institution are not recommended since the utilization factor for more than one ATM server are being decreased gradually.