

Lampiran1 : Perhitungan Po, Nt, Tt, Ns, Ts dan P.

Pada Bab 4 telah dijelaskan notasi dari P0, Nt dan sebagainya. Hasil perhitungan tadi dapat dilihat pada bagian berikut ini.

Perhitungan Po,Nt,Ns,Ts,P

Kondisi: S = 4; $\lambda = 1,4067$; $\mu = 0,4436$; $\lambda/\mu = 3,171$

$$P_0 = \frac{1}{\left(\frac{3.171^0}{0!}\right) + \left(\frac{3.171^1}{1!}\right) + \left(\frac{3.171^2}{2!}\right) + \left(\frac{3.171^3}{3!}\right) + \frac{3.171^4}{4! \left(1 - \frac{1,4067}{4 \times 0.4436}\right)}} = 0,0287$$

$$N_t = \frac{(1,4067) \times (0.4436) \times (3.171)^4}{(3!) \times (4 \times 0.4436 - 1,4067)^2} \times 0,0287 = 2,2299$$

$$T_t = \frac{2.2299}{(4 \times 0.4436) \times (4!) \left(1 - \frac{1,4067}{4 \times 0.4436}\right)^2} \times 3.171^4 = 0,0263 \text{ jam}$$

$$N_s = 2.2299 + 3.171$$

$$= 5,4$$

$$T_s = 1,5838 + \frac{1}{0.4436} = 0.0639 \text{ jam}$$

$$P = \frac{1,4067}{4 \times 0.4436} = 0,7926$$

Perhitungan P0, Nt, Tt, Ts, P.

Kondisi : S = 5 ; $\tau = 1,4067$; $\mu = 0.4436$; $\tau/\mu = 3.171$.

$$P_0 = \frac{1}{\left(\frac{3.171^0}{0!}\right) + \left(\frac{3.171^1}{1!}\right) + \left(\frac{3.171^2}{2!}\right) + \dots + \left(\frac{3.171^4}{4!}\right) + \frac{3.171^5}{5! \left(1 - \frac{1,4067}{5 \times 0.4436}\right)}} = 0,0384$$

$$N_t = \frac{(1,4067) \times (0,4436) \times (3,171)^5}{(4!) \times (5 \times 0,4436 - 1,4067)^2} \times 0,0384 = 0,4859$$

$$T_t = \frac{0,0384}{(5 \times 0,4436) \times (5!) \times \left(1 - \frac{1,4067}{5 \times 0,4436}\right)^2} \times 3,171^5 = 0,0057 \text{ jam}$$

$$N_s = 0,4859 + 3,171$$

$$= 3,6569.$$

$$T_s = 0,3455 + \frac{1}{0,4436} = 0,434 \text{ jam}$$

$$P = \frac{1,4067}{4 \times 0,4436} = 0,6341$$

Perhitungan P0, Nt, Tt, Ts, P.

Kondisi : $S = 6$; $\tau = 1,4067$; $\mu = 0,4436$; $\tau/\mu = 3,171$.

$$P_0 = \frac{1}{\left(\frac{3,171^0}{0!}\right) + \left(\frac{3,171^1}{1!}\right) + \left(\frac{3,171^2}{2!}\right) + \dots + \left(\frac{3,171^5}{5!}\right) + \frac{3,171^6}{6! \left(1 - \frac{1,4067}{6 \times 0,4436}\right)}} = 0,041$$

$$N_t = \frac{(1,4067) \times (0,4436) \times (3,171)^6}{(5!) \times (6 \times 0,4436 - 1,4067)^2} \times 0,041 = 0,1376$$

$$T_t = \frac{0,041}{(6 \times 0.4436)(6!) \left(1 - \frac{1,4067}{6 \times 0.4436}\right)^2} \times 3.171^6 = 0,0016 \text{ jam}$$

$$N_s = 0,1376 + 3.171$$

$$= 3.3086$$

$$T_s = 0,0978 + \frac{1}{0.4436} = 0,0392 \text{ jam}$$

$$P = \frac{1,4067}{6 \times 0.4436} = 0,5284$$

Perhitungan P0, Nt, Tt, Ts, P.

Kondisi : $S = 7$; $\tau = 1,4067$; $\mu = 0.4436$; $\tau/\mu = 3.171$.

$$P_0 = \frac{1}{\left(\frac{3.171^0}{0!}\right) + \left(\frac{3.171^1}{1!}\right) + \left(\frac{3.171^2}{2!}\right) + \dots + \left(\frac{3.171^6}{6!}\right) + \frac{3.171^7}{7! \left(1 - \frac{1,4067}{7 \times 0.4436}\right)}} = 0,0417$$

$$N_t = \frac{(1,4067) \times (0.4436) \times (1,0568)^7}{(6!) \times (7 \times 0.4436 - 1,4067)^2} \times 0,0417 = 0,0404$$

$$T_t = \frac{0,0404}{(7 \times 0.4436) \times (7!) \times \left(1 - \frac{1,4067}{7 \times 0.4436}\right)^2} \times 3.171^7 = 0,0005 \text{ jam}$$

$$N_s = 0.0404 + 3.171$$

$$= 3.2114$$

$$T_s = 0,0287 + \frac{1}{0.4436} = 0,03805 \text{jam}$$

$$P = \frac{1,4067}{7 \times 0.4436} = 0,4529$$

Lampiran 2 : Perbandingan Antara Konsumen Yang Makan di Tempat

Dengan Yang Take Out.

Tanggal	Pelayanan	Makan di tempat	Bawa pulang
16-Jul	472	252	220
17-Jul	460	247	213
18-Jul	471	215	256
19-Jul	467	231	236
20-Jul	480	242	238
21-Jul	469	218	251
22-Jul	499	215	284
23-Jul	498	243	255
24-Jul	486	261	225
25-Jul	478	234	244
26-Jul	493	256	237
27-Jul	464	278	186
28-Jul	474	311	163
29-Jul	497	328	169
30-Jul	491	293	198
31-Jul	465	298	167
01-Aug	472	312	160
02-Aug	492	317	175
03-Aug	466	288	178
04-Aug	489	301	188
Jumlah	9583	5340	4243

Prosentase konsumen yang makan di tempat adalah 55,7 %.

Prosentase konsumen yang membawa pulang adalah 44,3 %.

Lampiran 3 : Contoh Angket Pendapatan Konsumen KFC TPIII

Dalam rangka penelitian mengenai penyediaan fasilitas atau karyawan bagian kasir yang akan kami lakukan, kami mohon kesediaan anda mengisi daftar pertanyaan berikut.

IDENTITAS RESPONDEN

1. Pekerjaan :
2. Jabatan :
3. Kota tinggal :

DATA TENTANG PENDAPATAN RESPONDEN

Pendapatan rata-rata yang diterima tiap bulan :

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***** Atas bantuan anda kami ucapkan terima kasih *****

Lampiran 4
Pendapatan Rata-rata Per Bulan Konsumen Kentucky Fried Chicken
Plaza Tunjungan III Surabaya

Nomor	Pendapatan (Rp)	Nomor	Pendapatan (Rp)	Nomor	Pendapatan (Rp)
1	1480000	31	750000	61	2250000
2	650000	32	650000	62	1400000
3	500000	33	800000	63	300000
4	800000	34	750000	64	1250000
5	950000	35	750000	65	650000
6	1750000	36	800000	66	700000
7	500000	37	1000000	67	1200000
8	850000	38	1250000	68	550000
9	700000	39	400000	69	550000
10	1650000	40	1300000	70	350000
11	500000	41	2600000	71	475000
12	400000	42	1400000	72	700000
13	550000	43	1000000	73	1150000
14	1200000	44	900000	74	900000
15	1350000	45	1200000	75	200000
16	675000	46	550000	76	750000
17	900000	47	2250000	77	500000
18	932000	48	700000	78	1300000
19	1850000	49	480000	79	1050000
20	950000	50	1250000	80	1175000
21	750000	51	500000	81	650000
22	500000	52	700000	82	750000
23	1300000	53	1450000	83	875000
24	950000	54	600000	84	1200000
25	875000	55	500000	85	1350000
26	1600000	56	1200000	86	550000
27	400000	57	1150000	87	2500000
28	1000000	58	750000	88	3750000
29	500000	59	1800000	89	1750000
30	1200000	60	1000000	90	2250000
				Jumlah	88417000
				Rata-rata	982411,11

382411,11

30 or 2250000