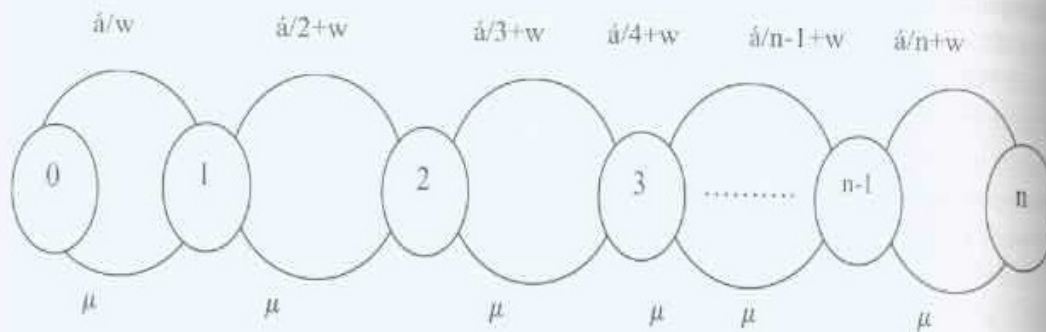


Queue and efficiency in Multi - Purpose Co-operative Society in Sri Lanka

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Queue is a waiting line theory. It basically depends on the arrival rate and service rate. In the production process queue depends on the technical factors but in the social sciences it depends on human behavior. The queue which is used by social sciences plays a vital role connected with the social and economic efficiency. According to the previous researches efficiency is motivated by the technical queue process. In the human context it is debatable and open to challenge. This paradox was raised as a research problem and the root cause was critically analyzed using the M/M/1 model in this study.



The purpose of this research is to review the utilization and efficiency in the co-operative queue. This study paid much attention to evaluate the factors that have influenced the queue in the co operative movement. This project was based on primary data collected by field verification, surveys and observation and also from secondary data from authoritative reports published. The conclusion of the study is that the co-operative queue depends on time and opportunity cost. In addition pull and push factors which are a structural constraint, market failure, system capacity, utilization and spontaneous Leadership process, affected overall efficiency in the co-operative system. Queue and efficiency are counter-parts in the multi purpose co-operative society.

Key words: Queue, Efficiency, Societies, Cooperative societies

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