

Queuing Theory and Covid-19: A Bibliometric Analysis

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Abstract: In order to reduce the spread of the virus, the corona virus era has called for consistent social distancing measures. In order to maintain social distancing protocols, healthcare facilities are lowering the number of employees they employ, while other organizations are implementing shift work. The possibility of creating waiting lines at service delivery locations is inherent in social distancing protocol. In many nations, medical facilities are already overflowing with patients seeking treatment for minor to severe conditions every day. Already fragile health systems are now under even more strain as a result of COVID-19. Social separation measures must be implemented even as the number of visits rises. Patients who visit hospitals for treatment depend on prompt service delivery, which is shortened. In order to improve visitor safety and slow the transmission of the virus, this paper's primary goal is to present a bibliometric analysis of the use of queuing theory at health delivery centers during corona virus epidemic. Total 569 research papers (during 2019 to 2025) were studied to do this analysis.

Keywords: COVID-19, Healthcare facilities, Bibliometric analysis, Queuing theory

JEL Classification Number: C44, I18

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