

The Influence of the Police Professional Code of Ethics and Organizational Commitment on the Quality of Police Services and Its Implications for the Performance of Police Members in the Sumedang Police Environment

Paroli¹, Yudi Abdul Gani¹

¹ Sebelas April University, Sumedang, Indonesia

Correspondence; paroli.feb@unsap.ac.id

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ABSTRACT

The essence of this research is to determine the influence of the police professional code of ethics, organizational commitment and service quality on the performance of Polri members in the Sumedang Police Station. The method used is a quantitative research method. The research results prove that the Police Professional Code of Ethics and Organizational Commitment influence the Quality of Service in the Sumedang Police Environment. The magnitude of the influence of the Police Professional Code of Ethics and Organizational Commitment on Service Quality is 85.1%. The Police Professional Code of Ethics and Organizational Commitment influence the Performance of Police Officers in the Sumedang Police Station. The magnitude of the influence of the Police Professional Code of Ethics and Organizational Commitment on the Performance of Police Members is 87.1%. The Police Professional Code of Ethics, Organizational Commitment and Service Quality influence the Performance of Police Officers in the Sumedang Police Station. The results of the regression test obtained the value $Z = z + b_1X_1 + b_2X_2 + Y = -7.578 + 0.170X_1 + 0.348X_2 + 0.358Y$, meaning that a constant of -7.578 indicates that there is no increase in the value of the variables Professional Code for Police Ethics (X1), Organizational Commitment (X2) and Service Quality (Y), Performance of Police Members (Z) is -7.578. The simultaneous contribution of the Police Professional Code of Ethics (X1), Organizational Commitment (X2) and Service Quality which has a direct influence on the Performance of Police Officers (Z) is $R^2_{square} = 0.886$ or 88.6%, the remaining 0.114 or 11.4% is influenced by other factors that cannot be explained in this study.

Keywords: Police Professional code ethics, Organizational Commitment, Service Quality, Performance of Police, Performance of police members

INTRODUCTION

The National Police's future duties are still faced with many demands and expectations from the public regarding the implementation of the Police's duties and performance, which to date have not been fully fulfilled. Various problems from every aspect of life constitute early warning and early detection to prevent any security disturbances that will damage the order of life in society, nation and state. The conditions mentioned above are influenced by various factors, namely the development of aspects of social life and the influence of the environment on the implementation of tasks, both external and internal environments which can be categorized as strengths, weaknesses, opportunities and threats.

Some aspects that have the potential to cause vulnerability include:

1. The current condition of personnel does not comply with the DSP as many as 2,084 people, while the actual number of personnel is 1,166 so that currently the Sumedang Police still lacks 918 personnel;
2. Unequal distribution/composition, strength and professionalism of personnel;
3. There is still a limited number of personnel who have competence/ability in information and communication technology;
4. There are still personnel who violate the Police discipline and professional code of ethics;
5. The performance of the National Police in providing public security and security services in the era of democratization and openness of public information needs to be improved due to increasing public demands for Polri services;
6. In order to improve the quality of public services as the implementation of the National Police Bureaucratic Reform accelerates changes in mind set and culture set;
7. The state's financial capacity cannot yet meet the ideal needs of each function and police station;
8. Understanding the strategy for achieving performance has not resulted in optimal performance, it is still oriented towards main activities and tasks rather than the organizational goals to be achieved or the perceived beneficial impact of the need to continue making improvement efforts;
9. Weakness in administering performance data/presenting performance information, so that the fulfillment and quality of performance measurements cannot be measured properly and consistently.

Based on the attachment to the National Police Chief's Regulation Number 7 of 2015 dated 24 June 2015 concerning Preparation of Performance Reports for Government Agencies within the Indonesian National Police, the accountability for the performance of the Sumedang Police in 2022 can be described as follows:

1. Measuring performance achievements.
Measurement of the level of performance achievement of the Sumedang Police in 2022 is carried out by comparing the target with the realization of each target performance indicator. Details of the level of performance achievement for each indicator can be seen in the attached performance measurement table for 2022.
2. Achievement of Main Performance Indicators
Achievement of performance indicators is carried out by comparing the planned performance achievements (targets) with the realization of performance achievements in the 2022 Sumedang Police Performance Measurement (PK) as follows:

Table 1. Sumedang Police Performance Measurement in 2022

Strategy Goals		Performance Indicators		Goal	Realization	Achievements
S1	District Security and Order		District Security and Order Index	3,9	3,97	101,8
SS1	Maintaining Public Security and Order	IKU1	Harkamtibmas Index	71,35	70	98,11
SS2	Fair Law Enforcement	IKU 2	Gakkum Index	69	94,2	136,5
SS3	HR professionalism	IKP1	Sumedang Police Human Resources Professionalism Index	65,0	39	60
SS4	Sumedang Police Technology Modernization	IKP2	Alkom User Satisfaction Survey	60%	89,5%	149,17%
		IKP3	Percentage of Fulfillment of Police Building Construction	94%	32,8%	34,9%
		IKP5	Percentage of Negative News that is clarified	95%	100%	105,3%
SS5	Accountable Sumedang Police Supervision System to support clean and serving government governance	SKP6	AKIP Value	82,00	80,26	97,88
		IKP7	RBP value	83	83,76	100,92
		IKP8	Sumedang Police Service Satisfaction Index	86,67	88,80	102,46
		IKP9	Budget Performance Value	97	99,91	103
		IKP10	Percentage of Handling Public Complaints	96%	100%	104,2%
		IKP11	Percentage of Resolution of Legal Problems faced by Sumedang Police	95,75%	111,1%	116%

Source: Sumedang Police, 2022

The current state of tiring discipline and professionalism of members of the National Police is starting to become a frequent topic of discussion among the wider community. With frequent reports in various mass media regarding disciplinary actions carried out by members of the National Police, for example the many cases of misuse of firearms by members of the National Police, the presence of members involved in criminal acts, arbitrary actions by members of the National Police, and many other cases that illustrate a lack of discipline. members of the National Police, make their own concerns for the community related to the implementation of the main duties of the National Police, namely maintaining public security and order, order and law enforcement, providing protection, protection and service to the community, as well as maintaining public peace, by upholding human rights. As a factual illustration of the number of violations of order and discipline committed by members of the National Police, as shown below:

Table 2. Results of Observation Data on Recapitulation of Disciplinary Violations of Police Members in the Sumedang Police Area

No	Year	amount
1.	2019	21 Case
2.	2020	8 Case
3.	2021	7 Case
4.	s/d May 2022	2 Case

Source: Sumedang Police, 2023

Based on the results of the author's observations as explained in table 1.2, it is explained that based on the results of the author's observations within the Sumedang Police, there are disciplinary violations of the code of ethics for members of the National Police. Another aspect that influences the performance of Police Members within the Sumedang Police is the organizational commitment possessed by Police Members within the Sumedang Police. Police members within the Sumedang Police Station with high organizational commitment have different attitudes compared to those with low commitment. High organizational commitment results in work performance, high productivity and low levels of absenteeism for Polri members within the Sumedang Police Station. Organizational commitment can encourage someone to maintain their job and show the work results they should. Discipline essentially reflects the extent of a person's responsibility for the tasks assigned to him. Police members within the Sumedang Police who have good work discipline will also produce good performance. High work discipline will increase the work productivity of a Police Member within the Sumedang Police Station. If discipline cannot be enforced, it is likely that the agency's goals that have been set cannot be achieved effectively and efficiently.

Based on the background above, the author is interested in exploring material regarding the Influence of the Police Professional Code of Ethics and Organizational Commitment on the Quality of Police Services and the Implications for the Performance of Police Members in the Sumedang Police Environment.

Based on the background of the problem that the researchers have explained above, the problem can be formulated as follows:

- 1) What is the influence of the Police Professional Code of Ethics and organizational commitment on the quality of service within the Sumedang Police Station?
- 2) What is the influence of the National Police's professional code of ethics and organizational commitment on the performance of Police Members within the Sumedang Police Station?
- 3) What is the influence of the Police Professional Code of Ethics, Organizational Commitment and Service Quality on the performance of Police Members within the Sumedang Police Station?

The more basic substance regarding the POLRI Professional Code of Ethics is regulated in KAPOLRI Regulation Number 14 of 2011 containing four moral attitudes for POLRI members, namely relating to personality ethics, state ethics, institutional ethics and community ethics. The four moral attitudes are defined as follows:

- 1) State Ethics is the moral attitude of POLRI members who uphold the constitutional foundations of the Republic of Indonesia, namely Pancasila and the 1945 Constitution of the Republic of Indonesia. The obligations of POLRI members regarding State Ethics are regulated in Article 6, while prohibitions are regulated in Article 12 of PERKAP number 14 of 2011;
- 2) Institutional Ethics is the moral attitude of POLRI members towards institutions which are a place of service and should be upheld as a physical and spiritual bond for all Bhayangkara people with all dignity and; POLRI members' obligations regarding Institutional Ethics are regulated in Articles 7 - 9 while prohibitions are regulated in articles 13 - 14 of PERKAP number 14 of 2011;
- 3) Community Ethics is the moral attitude of POLRI members who always provide the best service to the community; The obligations of POLRI members regarding Community Ethics are regulated in Article 10, while the prohibitions are regulated in Article 15 of PERKAP number 14 of 2011;
- 4) Personal Ethics is the moral attitude of POLRI members towards their profession based on the call to worship as religious people. The obligations of POLRI members regarding Personal Ethics are regulated in Article 11 while the prohibitions are regulated in article 15 of PERKAP number 16 of 2011.

Darmawan (2018:169) states that, "There are three types of dimensions of organizational commitment, namely:

1. Affective Commitment. Affective commitment is emotional attachment to the organization and belief in the organization's values.
 - a. Desire to have a career in the organization;
 - b. Sense of trust in the organization; And
 - c. Devotion to the organization.
2. Continuous commitment. High continuity commitment will remain in the organization, not for emotional reasons but because the individual is aware of the losses they will experience if they leave the organization.
 - a. Employee love for the organization;
 - b. Desire to stay with the job;
 - c. Willing to sacrifice personal interests;
 - d. Employee interest in work;
 - e. Uncomfortable leaving your current job.
3. Normative Commitment. This commitment is related to employee loyalty, namely the feeling of staying in the organization because of pressure from other people.

- a. Willingness to organization;
- b. Happiness towards the organization;
- c. Pride in working for the organization.

According to Parasuraman (2018:170) concluded that there are five dimensions as follows:

1. Tangibles, or physical evidence, namely the ability of a company to demonstrate its existence to external parties. The appearance and capability of the company's physical facilities and infrastructure and the condition of the surrounding environment are concrete evidence of the services provided by the service provider. Which includes facilities (buildings, etc.), equipment and tools used (technology), as well as the appearance of employees.
2. Reliability, or reliability, namely the organization's ability to provide services as promised accurately and reliably. Performance must be in accordance with customer expectations, which means punctuality, the same service to all customers without errors, a sympathetic attitude, and high accuracy.
3. Responsiveness, or responsiveness, namely the ability to help and provide fast (responsive) and appropriate service to customers, by conveying clear information. Leaving consumers waiting without a clear reason causes negative perceptions of service quality.
4. Assurance, or guarantee and certainty, namely the knowledge, politeness and ability of company employees to foster customers' trust in the company. Consists of several components, including communication, credibility, security, competence and courtesy.
5. Empathy, namely providing sincere and individual or personal attention to customers by understanding consumer desires. Where a company is expected to have understanding and knowledge about customers, understand specific customer needs, and have operating hours that are comfortable for customers.

Article 15 Paragraph (2) Republic of Indonesia State Police Regulation Number 2 of 2018 "Member Performance Assessment includes:

1. Leadership consists of: (1) Acting firmly and impartially; (2) Set a good example; (3) Ability to mobilize work teams to achieve high performance; (4) Able to inspire enthusiasm and mobilize subordinates in carrying out tasks; (5) Able to make decisions quickly.
2. Service Orientation; In completing service tasks, it is always carried out well and with a polite attitude that is satisfactory for both internal and organizational services.
3. Communication; Convey information from various means so that it is clear and easy to understand.
4. Emotional Control; Can control oneself when facing difficult problems, criticism or when working under pressure with a positive attitude.
5. Integrity consists of: (1) In carrying out duties, being honest, sincere and not abusing authority; (2) Dare to bear the risks of the actions he takes.
6. Empathy consists of: (1) Being able to listen to and understand other people's thoughts, feelings, or problems that are unspoken or not fully conveyed; (2) Always act proactively to make changes and be kind to the surrounding environment.
7. Commitment to the organization; Can align personal behavior with organizational interests in order to realize the vision and mission.
8. Initiative; Can act beyond the demands of his position without waiting for orders with the aim of improving/increasing work results that do not conflict with work procedures.
9. Discipline; (1) Can be present on time at roll call activities and comply with applicable laws and/or official regulations with a sense of responsibility; (2) Comply with working hours provisions.
10. Collaboration consists of: (1) Being able to collaborate with colleagues, superiors, subordinates both inside and outside the POLRI organization; (2) Respect and accept other people's opinions; (3) Willing to accept decisions taken legally which have become joint decisions.

Based on this explanation, the Performance Assessment of POLRI Members measures the dimensions of leadership, service orientation, communication, emotional control, integrity, empathy, commitment to the organization, initiative, discipline, cooperation.

METHOD

The research methodology used in this research is quantitative research. According to Hermawan (2019:16) states that, "Quantitative research (Quantitative Research) is a research method that is inductive, objective and scientific in nature where the data obtained is in the form of numbers (scores, values) or statements that are assessed and analyzed with statistics." In this research, the research approach used is quantitative research where the research plan is formulated in detail and structured, so that activities in the field when collecting data only carry out what has been previously designed. According to Sugiyono (2017:57) states that, "Population is a generalization area consisting of objects/subjects that have certain qualities and characteristics according to the research problem to be studied and then conclusions drawn."

In this research, the population is all POLRI members within the Sumedang Police, namely 1146 people. Furthermore, Sugiyono (2017:81) stated that, "To determine the minimum sample required if the population size is known, the Slovin formula can be used as follows:

$$n = \frac{N}{(1 + N \cdot (e)^2)}$$

Based on the Slovin formula, the sample size in this study was calculated as follows:

$$n = \frac{1146}{(1 + 1146 \cdot (0,05)^2)}; \quad n = \frac{1146}{1 + 1146(0,0025)} \quad n = \frac{1146}{1 + 2,87}$$

n = 296,12 rounded to 296.

Ridwan and Sunarto (2017:140) state that, the path analysis model is used to analyze the pattern of relationships between variables with the aim of knowing the direct or indirect influence of a set of independent variables (exogenous) on the dependent variable (endogenous). The path analysis model discussed is the pattern of causal relationships between variables. Ridwan and Sunarto (2017:140) explain that the benefits of the path analysis model are for:

1. In the path analysis model, the relationship between variables is linear, adaptive and normal.
2. Only a causal flow system in one direction means there is no reverse direction of causality.
3. The dependent variable (endogenous) is at least on an interval and ratio measuring scale.
4. Using a probability sampling sample, namely a sampling technique to provide an equal opportunity for each member of the population to be selected as a member of the sample.
5. Observed variables are measured without error (instruments). Valid and reliable measurements mean that the variables studied can be observed directly.
6. The model being analyzed is specified (identified) correctly based on relevant theories and concepts, meaning that the theoretical model being studied or tested is built based on a certain theoretical framework that is able to explain the causal relationship between the variables studied.

Sugiyono (2018:297-298) explains that the use of path analysis in research data analysis is based on several assumptions as follows:

1. The relationship between the variables to be analyzed is linear, adaptive and causal;
2. Residual variables are not correlated with the variables that precede them and are not correlated with other variables;
3. In the variable relationship model there is only a unidirectional causal path;
4. The data for each variable analyzed is interval data and comes from the same source.

To show the relationship between variables, you can see the model image below. The path analysis formula is:

$$Pyz = \sum \frac{PyxiPxiz}{i}$$

This path analysis technique will be used to test the magnitude of the contribution shown by the path coefficient in the path diagram of the causal relationship between variables X1, . Then, in the calculations, computer services are used in the form of software with the SPSS for Windows Version 26 program. The data that has been collected will be processed with the SPSS Version 26 statistical program. The data analysis technique used in this research is path analysis. The purpose of path analysis is to test the model, whether the proposed model fits the data or not, namely by comparing the theoretical correlation matrix with the empirical correlation.

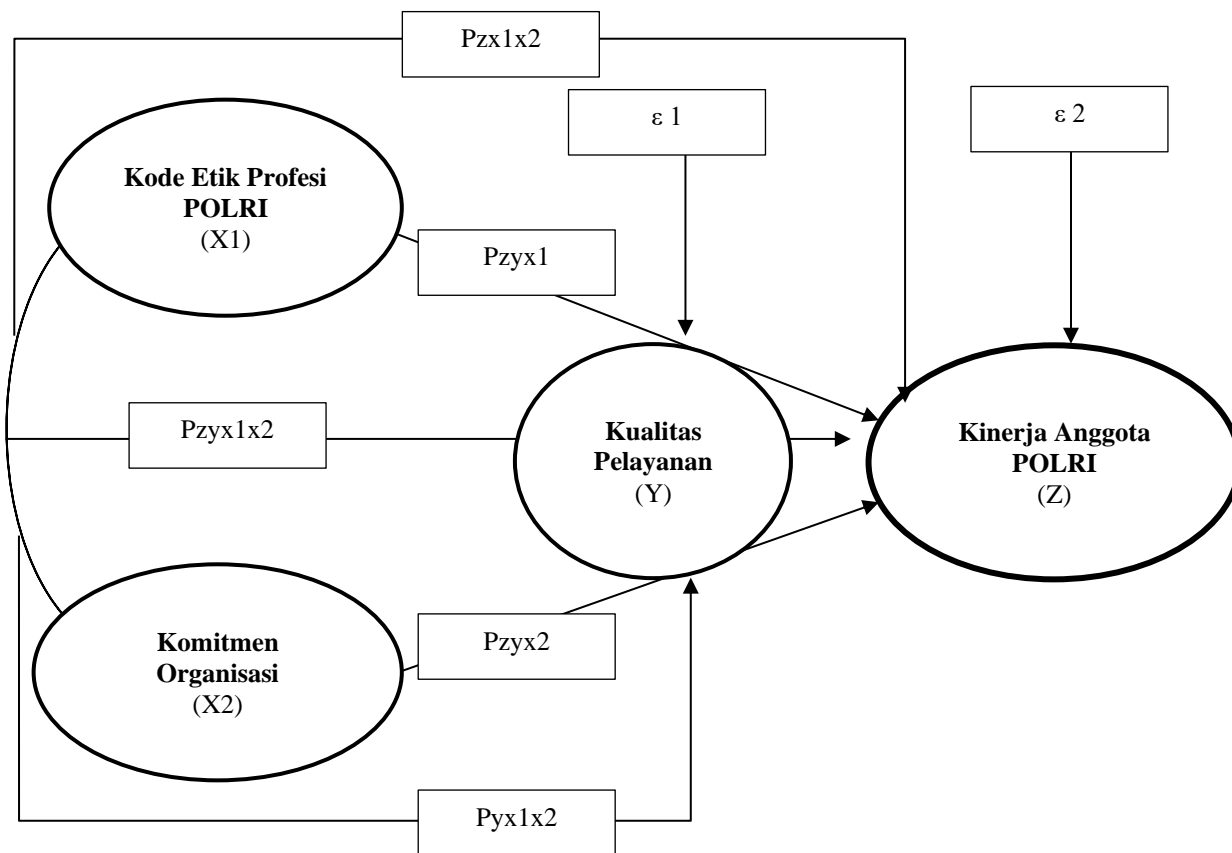


Figure 1. Path Analysis Model

In the path diagram in Figure 1 above, two types of arrows are used, namely (a) one-way arrows which express the direct influence of an exogenous variable (cause variable (X) on an endogenous variable (effect variable (Y)) and between (Z).

Riduwan (2015: 116-118) explains the steps for testing path analysis as follows:

1. Formulate hypotheses and structural equations.
Structure $Y = \rho_{yx1} X1 + \rho_{yx2} X2 + \rho_y \epsilon_1$
2. Calculates path coefficients based on regression coefficients
 - a. Draw a complete path diagram, determine the sub-structure and formulate the structural equation according to the proposed hypothesis.
Hypothesis: The rise and fall of the endogenous variable (Y) is significantly influenced by the endogenous variables (X1, X2, X3).
 - b. Calculate the regression coefficient for the structure that has been formulated.
Calculate the regression coefficients for the formulated structure. Multiple regression equation: $Y = a + b1X1 + b2X2 + b3X3 + E1$.

3. Calculate the path coefficient simultaneously (overall)
The overall statistical hypothesis test is formulated as follows:

$H_a : \rho_{yx1} = \rho_{yx2} = \dots = \rho_{yjk} \neq 0$

$H_0 : \rho_{yx1} = \rho_{yx2} = \dots = \rho_{yjk} = 0$

- a. Rules for manual significance testing using Table F

$$F = \frac{(n - k - 1)R^2}{k(1 - R^2)}$$

Information :

n = number of samples

k = number of exogenous variables

R² = R square

With a significance level (α) = 0.05, look for the F table value using the F table with the formula $F_{table} = F_{\{(1-\alpha)$

$(dk=k),(dk=n-k-1)\}$

How to find F table: the value (dk = k) or v1 is called the numerator

the value (dk = n-k-1) or v2 is called the denominator value.

a. Significance testing rules: SPSS program

1. If the probability value of 0.05 is less than or equal to the probability value of Sig or $[0.05 < \text{Sig}]$, then H_0 is accepted and H_a is rejected, meaning it is not significant.

2. If the probability value of 0.05 is greater than or equal to the probability value of Sig or $[0.05 > \text{Sig}]$, then H_0 is rejected and H_a is accepted, meaning it is significant.

4. Calculate individual path coefficients

The research hypothesis to be tested is formulated into the following statistical hypothesis:

$H_a : \rho_{yx1} > 0$

$H_0 : \rho_{yx1} = 0$

Individually, the statistical test used is the t test which is calculated using the formula:

$$t_k = \frac{\rho k}{se_{pk}}; (dk = n = k - 1)$$

Information :

The $se_{\rho x1}$ statistics are obtained from computational results in SPSS for regression analysis after the ordinal data is transformed into intervals.

Next, to find out the significance of path analysis, compare the probability value of 0.05 with the Sig probability value with the following basis for decision making:

If the probability value of 0.05 is less than or equal to the probability value of Sig or $0.05 < \text{Sig}$, then H_0 is accepted and H_a is rejected, meaning it is not significant.

5. Meringkas dan menyimpulkan.

RESEARCH RESULTS AND DISCUSSION

The Influence of the Police Professional Code of Ethics and Organizational Commitment on Service Quality in the Sumedang Police Environment

Based on the research results, it can be concluded that the Police Professional Code of Ethics and Organizational Commitment influence the Quality of Service in the Sumedang Police Environment. The magnitude of the influence of the Police Professional Code of Ethics and Organizational Commitment on Service Quality within the Sumedang Police Station is 85.1%. The interpreted value of the Correlation Coefficient R value of 85.1% is in the range of 0.75 – 0.99 or is at the level of a very strong relationship. The results of the regression test obtained a value of $Y = -0.462 + 0.103bX_1 + 0.551bX_2$, meaning that a constant of -0.462 states that if there is no increase in the value of the variables Police Professional Code of Ethics (X_1) and Organizational Commitment (X_2), then Service Quality is -0.462. A regression coefficient of 0.103 states that every addition (because of the positive sign (+) of one score or value of the Police Professional Code of Ethics will provide an addition of 0.103. The regression coefficient of 0.551 states that every addition (because of the positive sign (+) of one score or value of Organizational Commitment (X_2) is 0.551. The calculated t value for the Police Professional Code of Ethics variable is 9.975 and the t table is 0.67572, proving that $t_{count} > t_{table}$ or $9.975 > 0.67572$, meaning that there is a strong and significant influence between the Police Professional Code of Ethics. On the Performance of Police Members. The t value for the Organizational Commitment variable is 20.704 and the t table is 0.67572, proving that $t_{count} > t_{table}$ or $20.704 > 0.67572$, meaning that there is a strong and significant influence between Organizational Commitment on the Performance of Police Members. .

Based on the explanation above, the researcher can conclude that the Police Professional Code of Ethics and Organizational Commitment have a positive and significant effect on the Quality of Service in the Sumedang Police Environment. The results of this research are in line with Nashar's theory (2020: 1) which states that, "An organization or government institution, especially a police institution which is concerned with being a law enforcement institution and protector and protector of the community, in essence this institution was founded because it has this aim and is related to service. . In achieving its goals, every organization is influenced by organizational behavior patterns which are a reflection

of the behavior and attitudes of the actors in the organization. The activity most commonly assessed in an organization or company is the performance of employees or officers from police agencies, namely how they should do everything related to service as the main task of their work, position duties or role in the organization." One of the main objectives of the police agency is to maintain security and order in society, this is by improving services, especially in conflict-prone community groups which are generally located in rural areas and at the same time creating or providing a sense of security and satisfaction with the services provided by the officers. . Community satisfaction as a result of the assessment of service users from the National Police agency is in accordance with the expectations of service users. Then these expectations are compared with the performance they receive by using the services of the Police officers, whether the desires they receive are greater (at least the same) than expected, then the service users will feel satisfied, conversely the performance provided by the service provider to the service users If the service is less than optimal or smaller than what service users expect, the community feels dissatisfied with what they receive from the service provider, namely the Police officers at Sumedang Police.

The Influence of the Police Professional Code of Ethics and Organizational Commitment on Employee Performance within the Sumedang Police

Based on the research results, it can be concluded that the Police Professional Code of Ethics and Organizational Commitment influence the Performance of Police Members within the Sumedang Police. The magnitude of the influence of the Police Professional Code of Ethics and Organizational Commitment on the Performance of Police Members within the Sumedang Police is 87.1%. The interpreted value of the Correlation Coefficient R value of 87.1% is in the range of 0.75 – 0.99 or is at the level of a very strong relationship. The results of the regression test show that the value $Z = a + bX_1 + bX_2 = -7.743 + 0.207X_1 + 0.545X_2$ means that the constant is -7.743, which states that if there is no increase in the value of the Police Professional Code of Ethics (X1) and Organizational Commitment (X2) variables then the performance value Police Members (Z) is -7,743. A regression coefficient of 0.207 states that every addition (because of the positive sign (+) of one score or value of the Police Professional Code of Ethics will provide an addition of 0.207. The regression coefficient of 0.545 states that every addition (because of the positive sign (+) of one score or value of Organizational Commitment (X2) is 0.545. The calculated t value for the Organizational Commitment variable is 8.498 and the t table is 0.67572, proving that t calculated > t table or 8.498 > 0.67572 means that there is a strong and significant influence between Organizational Commitment on Member Performance Polri. The calculated t value for the Service Quality variable is 6.076 and the t table is 0.67572, proving that t calculated > t table or 6.076 > 0.67572 means that there is a strong and significant influence between Organizational Commitment on the Performance of Police Members.

The results of this research are also in line with research by Ridolof W. Batilmurik (2020) which states that personality has a positive and significant effect on investigator performance, whereas organizational commitment has a negative effect. The results of this research become a reference in enriching the literature in the field of organizational behavior. Future research will focus more on Promoters' organizational commitment to members of the National Police so that they can answer research questions. The current Polri commitment model is called "Promoter" which is defined as professional, modern and trustworthy. This commitment becomes capital in facing global challenges in accordance with the 3rd stage of Polri bureaucratic reform, namely striving for excellence by preparing Polri members, especially detectives and criminal investigators, who are ready to work to face global challenges with increasing crime rates as well as in order to improve law enforcement performance. .

The Influence of the Police Professional Code of Ethics, Organizational Commitment and Service Quality on Service Quality in the Sumedang Police Environment

Based on the research results, it can be concluded that the Police Professional Code of Ethics, Organizational Commitment and Service Quality influence the Performance of Police Members within the Sumedang Police. The magnitude of the influence of the Police Professional Code of Ethics, Organizational Commitment and Service Quality is 88.1%. The interpreted value of the Correlation Coefficient R value of 88.1% is in the range of 0.75 – 0.99 or is at the level of a very strong relationship. The results of the regression test showed that the value $Z = z + b_1X_1 + b_2X_2 + Y = -7.578 + 0.170X_1 + 0.348X_2 + 0.358Y$ means that the constant is -7.578, which means that if there is no increase in the value of the Police Professional Code of Ethics (X1), Organizational Commitment (X2) and Service Quality (Y), the

Performance of Police Members (Z) is -7.578. Regression coefficients of 0.170 The calculated t value for the Police Professional Code of Ethics variable is 8.302 and the t table is 0.67572, proving that $t_{\text{calculated}} > t_{\text{table}}$ or $8.302 > 0.67572$ means that there is a strong and significant influence between the Police Professional Code of Ethics on the Performance of Police Members. The calculated t value for the Organizational Commitment variable is 8.498 and the t table is 0.67572, proving that $t_{\text{calculated}} > t_{\text{table}}$ or $8.498 > 0.67572$ means that there is a strong and significant influence between Organizational Commitment on the Performance of Police Members. The calculated t value for the Service Quality variable is 6.076 and the t table is 0.67572, proving that $t_{\text{calculated}} > t_{\text{table}}$ or $6.076 > 0.67572$ means that there is a strong and significant influence between Organizational Commitment on the Performance of Police Members.

Based on the results of structural path analysis calculations as explained above, providing objective information can be explained as follows:

1. Based on the calculation results for the first literacy contribution from Model-1
 - a. Several direct and indirect influences (through Y) and the total influence regarding the influence of the police professional code of ethics (X1), Organizational Commitment (X2) and Service Quality (Y) on the Performance of Police Members within the Sumedang Police are described as follows:
 - 1) The direct effect of variable X1 on Z = 0.149
Indirect effect of variable X1 on Z through Y = $0.149 + (0.775 \times 0.311) = 0.149 + 0.2410 = 0.390$
Total Influence of X1 on Z = 0.390
 - 2) The direct influence of variable X2 on Z through Y = 0.425
Indirect effect of variable X2 on Z through Y = $0.425 + (0.183 \times 0.311) = 0.425 + 0.0569 = 0.4819$
The total effect of X2 on Z = 0.4819
 - b. Contribution of the Police Professional Code of Ethics (X1) which directly influences the Performance of Police Members (Z) is $0.2642 = 0.0697$ or 6.97%.
 - c. The contribution of Organizational Commitment (X2) which directly influences the Performance of Police Members (Z) is $0.4252 = 0.1806$ or 18.06%.
 - d. Service Quality Contribution (Y) which directly influences the Performance of Police Members (Z) is $0.3112 = 0.0967$ or 9.67%.
 - e. Contribution of the Police Professional Code of Ethics (X1), Organizational Commitment (X2) and Service Quality which simultaneously directly influences the Performance of Police Members (Z) is $R^2_{\text{square}} = 0.886$ or 88.6%, the remaining 0.114 or 11.4% is influenced by factors- other factors that cannot be explained in this study.
2. Model 2 Contribution Results
 - a. Contribution of the Police Professional Code of Ethics (X1) which directly influences Service Quality (Y) is 0.183 or 18.3%.
 - b. The contribution of Organizational Commitment (X2) which directly influences Service Quality (Y) is 0.775 or 77.5%.
 - c. The contribution of the Police Professional Code of Ethics (X1) and Organizational Commitment (X2) simultaneously influences Service Quality (Y) by 0.851 or 85.1%. The remaining 0.149 or 14.9% was influenced by other factors that could not be explained in the research.

The results of this research prove that the Police Professional Code of Ethics, Organizational Commitment and Service Quality have a significant influence on the Performance of Police Members within the Sumedang Police. The results of this research are in line with the thoughts of A.A. Ngurah Maik Oka, Made Sugi Hartono, Muhamad Jodi Setianto (2022) explained that:

1. Implementation of code of ethics enforcement based on article 17 of Perkap Number 14 of 2011, if at Propam, enforcement of violations of the code of ethics refers to the legal basis, all regulations implemented by Propam both in supervision, service and in taking action against members who commit violations/problems based on the law . At the police level, the legal basis used by Propam includes Perkap Number 14 of 2011 concerning Code of Ethics, PP Number 1 of 2003 concerning dismissal of Polri members without respect, PP Number 2 of 2002 concerning Police Discipline, PP Number 3 of 2003 concerning General Justice for These Polri members are all the legal basis for Propam in implementing regulations against our members who have problems.
2. Supervision of the implementation of personnel rehabilitation decisions given by Propam against members of the National Police who violate the code of ethics is based on Perkap No. 14 of 2011, as has been done and implemented. Supervision of action must be based on Perkap. If in this case it is not based on this Perkap, of course it will be an opening for violators to defend/resist and that will again make us as Propam seem unprofessional in enforcing the

code of ethics of our members and all our actions and all our actions, whether it is supervision/action of all based on Perkap Number 14 of 2011.

CONCLUSION

Based on research results and analysis of statistical results, the author can conclude that:

1. The National Police's Professional Code of Ethics and Organizational Commitment influence the Quality of Service within the Sumedang Police. The magnitude of the influence of the Police Professional Code of Ethics and Organizational Commitment on Service Quality within the Sumedang Police Station is 85.1%. The interpreted value of the Correlation Coefficient R value of 85.1% is in the range of 0.75 – 0.99 or is at a very strong relationship level. The results of the regression test obtained a value of $Y = -0.462 + 0.103b$
2. The Police Professional Code of Ethics and Organizational Commitment influence the Performance of Police Members within the Sumedang Police. The magnitude of the influence of the Police Professional Code of Ethics and Organizational Commitment on the Performance of Police Members within the Sumedang Police is 87.1%. The interpreted value of the Correlation Coefficient R value of 87.1% is in the range of 0.75 – 0.99 or is at a very strong relationship level. The results of the regression test obtained the value $Z = a + bX_1 + bX_2 = -7.743 + 0.207X_1 + 0.545X_2$, meaning that the constant is -7.743, which states that if there is no increase in the value of the Police Professional Code of Ethics (X1) and Organizational Commitment (X2) variables then the performance value Police Members (Z) is -7,743.
3. The Police Professional Code of Ethics, Organizational Commitment and Service Quality influence the Performance of Police Members within the Sumedang Police. The magnitude of the influence of the Police Professional Code of Ethics, Organizational Commitment and Service Quality is 88.6%. The interpreted value of the Correlation Coefficient R value of 88.1% is in the range of 0.75 – 0.99 or is at the level of a very strong relationship. The results of the regression test showed that the value $Z = z + b_1X_1 + b_2X_2 + Y = -7.578 + 0.170X_1 + 0.348X_2 + 0.358Y$ means that the constant is -7.578, which means that if there is no increase in the value of the Police Professional Code of Ethics (X1), Organizational Commitment (X2) and Service Quality (Y), the Performance of Police Members (Z) is -7.578. Regression coefficients of 0.170

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Based on the empirical findings obtained, in the final part of this thesis the author makes several suggestions as follows:

1. To improve the quality of service for Polri members through the Polri Professional Code of Ethics and Organizational Commitment, it is necessary to increase understanding regarding the application of the professional code of ethics for Polri members by strictly taking action against Polri members who violate the code of ethics and discipline of Polri members, as well as increasing Polri human resources to improve service quality;
2. To improve the performance of Polri members through the Polri professional code of ethics and the commitment of Polri members, it is necessary to be consistent with the duties and functions of the Polri as mandated in Law Number 2 of 2002 concerning the National Police of the Republic of Indonesia and the Polri's commitment to realizing Precision Polri (Predictive, Responsible and Fair Transparency);
3. To improve the performance of Polri members through the Polri Professional Code of Ethics, organizational commitment and Quality of Polri Service, the Polri continues to uphold the law within the Polri and is committed to always being a professional Polri Member in carrying out their duties and responsibilities, understanding and implementing the Polri professional code of ethics, commitment to continue carrying out the mandate of the duties and responsibilities of members of the National Police as regulated in Law Number 2 of 2002 concerning the National Police of the Republic of Indonesia.

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