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The Effect of Evaluation and Supervision on Improving Quality in the Directorate of Drug Research of the West Java Regional Police

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Abstract: The expected objectives of this research are as follows The influence of evaluation on improving the quality of task implementation, the influence of supervision on improving the quality of task implementation and the simultaneous influence of evaluation and supervision on improving the quality of the organization in the Narcotics Research Directorate of the West Java Regional Police . The calculated t value of X 1 (Evaluation) is 5.603 , the t table value for N = 92 is 1.986 . So $5.603 > 1.986$, it is concluded that partially Evaluation (X1) has an effect on Organizational Quality (Y), the calculated t value of X2 (Supervision) is 11.497 , the t table value of N = 92 is 1.986 . So $11.497 > 1.986$, it is concluded that Supervision (X2) has an effect on the quality of the organization (Y). The ANOVA test of 190.541 is greater than the value of f table N = 92 of 2.70 or $190.541 > 2.70$ significant 0.000 , so it is said that Evaluation (X1) and Supervision variables (X2) together have an effect on the quality of the organization (Y). The R Square value of 0.811 means that evaluation and supervision have an effect of 81.1 % on the quality of the organization while the remaining 18.9 % is influenced by other factors not examined by the author in this study.

Keyword: Evaluation, Supervision and Organizational Quality.

INTRODUCTION

In the context of law enforcement, the West Java Regional Police Narcotics Research Directorate has an important role in efforts to eradicate drug networks. Based on the Regional Police Annual Report Java In West Kalimantan , the number of drug cases disclosed in 2022 reached 3,472 , with a total of 4,895 suspects , consisting of dealers, couriers, and users. However, in 2023, the number of disclosures increased to 3,910 cases with 5,204 suspects , indicating that despite ongoing enforcement efforts, drug trafficking activity continues to increase.

Evaluation and monitoring are two important aspects of the performance management cycle, ensuring that every program, policy, and activity is running according to its stated objectives. According to Terry (2010), evaluation is the process of measuring and assessing work results to determine the level of goal achievement and identify ways to improve in the future. Meanwhile, according to Handoko (2011), monitoring (controlling) is the process of ensuring that activities are implemented according to plan and detecting any deviations so that corrective action can be taken immediately.

In the context of the police organization, particularly within the Narcotics Investigation Directorate, evaluation and oversight play a strategic role in ensuring the integrity, accountability, and professionalism of officers in carrying out their duties. The implementation of drug law enforcement operations requires cross-unit coordination and accurate reporting. Therefore, even minor errors in implementation or weak oversight can have serious implications for mission success and public trust in the police institution.

Based on the results of an internal survey on public satisfaction (IKM Polri, 2024), the level of public satisfaction with the handling of narcotics cases in the West Java Regional Police area is still in the "fairly good" category (76.8%), having not yet reached the target of > 80% set by Regulation Number 5 of 2019 concerning the National Police Performance Management System. This indicates that the public still believes there is room for improvement in terms of speed, transparency, and consistency of law enforcement services in the narcotics sector.

Effective evaluation and oversight are key to improving organizational quality and personnel performance within the West Java Regional Police Narcotics Research Directorate. Accurate evaluations can provide constructive feedback on accomplishments and challenges in task implementation, while robust oversight ensures that every process complies with applicable norms and legal provisions.

Human Resource Management

Human Resource Management (HRM) according to Marwansyah (2019:3) is the utilization of human resources within an organization, which is carried out through the functions of human resource planning, recruitment and selection, human resource development, career planning and development, compensation and welfare, occupational safety and health and industrial relations. According to Wilson (2022:1), human resource management is defined as a part of management science that studies the relationship between humans as assets and company resources and how to manage them so that they can truly carry out their respective duties and authorities properly and correctly.

According to (Hasibuan, 2022: 98) HR is the science and art of managing relationships and roles of the workforce so that they effectively and efficiently help achieve the goals of the company, employees, and Meanwhile, according to Mangkunegara (2019:2), human resource management is the planning, organizing, coordinating, implementing, and supervising of the procurement, development, remuneration, integration, maintenance, and separation of the workforce in order to achieve organizational goals.

Human resource management is a series of human resource management activities that focus on practices and policies, as well as management functions to achieve organizational goals (Yuniarsih and Suwatno, 2018:3). Meanwhile, Septawan (2022:10) defines human resource management as a process of planning, organizing, directing, and supervising the procurement, development, compensation, integration, maintenance, and release of human resources in order to achieve various individual, organizational, and societal goals.

Definition of Evaluation

The definition of evaluation written in the Advanced Learner's Dictionary of Current English in (Arikunto and Jabar, 2019: 1), is to find out, decide the amount or value, which means an effort to determine the value or amount. In addition to the meaning based on the

translation, the words contained in the definition indicate that evaluation activities must be carried out carefully, responsibly, using strategies and can be accounted for. In addition, evaluation according to Cross (1973) in Sukardi (2019: 19), which means evaluation is a process which determines the extent to which objectives have been achieved, which means evaluation is a process that determines the conditions under which a goal has been achieved. This definition explains directly the relationship between evaluation and the purpose of an activity that measures the degree to which a goal can be achieved. In fact, evaluation is also the process of understanding, giving meaning, obtaining, and communicating information for decision-making purposes.

In line with that, Arikunto and Jabar (2020:81) stated that evaluation is an activity to gather information about the workings of something, which information is then used to determine the right alternative in making a decision. Arifin (2019:5-6), defines evaluation as a process, not a result (product). The result obtained from the evaluation activity is the quality of something, both concerning value or meaning, while the activity to arrive at the assignment of value and meaning is evaluation. Discussing evaluation means studying how the process of giving consideration regarding the quality of something. The description of the quality in question is a logical consequence of the evaluation process carried out. This process is carried out systematically and continuously, meaning it is planned according to procedures by principles and is carried out continuously .

From several definitions, it can be concluded that evaluation is broad in nature. Evaluation can be carried out covering two aspects: quantitative and qualitative. Where carrying out measurements of a performance, in this case, is more about measuring quantity than work, while assessment shows the quality aspect. So, evaluation is related to both, namely measurement and assessment, where measurement is quantitative and assessment is qualitative. And evaluation is also an activity to gather information about the work of something, which is then used to determine the right alternative in making a decision .

Supervision

Supervision is all activities to ensure and guarantee that tasks/work have been carried out in accordance with the established plan. Policies that have been outlined and orders (rules) that have been given (Siagian, 2021:112).

To ensure that all work that has been given by the leader to his subordinates can run according to plan, a leader must have the ability to guide, demand, guide, motivate, drive the organization, establish a good communication network, good sources of supervision, and bring his followers to the desired target according to the provisions, time and planning (Kartono, 2022:81). According to SP Siagian, supervision is a step as well as one of the very important organic functions of management, it is said that through supervision it is examined whether the things listed are carried out well or not.

Kartini Kartono (2022:153) defines supervision as generally where followers can work together well towards achieving the general goals and objectives of the organization. Supervision is to measure work results and avoid deviations, if necessary, immediately take corrective action against these deviations. Siagian (2021:112) says that supervision is the process of observing the implementation of the entire organization to ensure that all work being carried out is running according to the previously determined plan .

Quality Work

Work quality refers to the quality of human resources (Matutina, 2001: 205), the quality of human resources refers to Knowledge , namely the abilities possessed by employees who are more oriented towards intelligence and thinking power as well as mastery of broad knowledge possessed by employees. Skills , abilities and mastery of operational techniques in certain fields possessed by employees. Abilities, namely abilities formed from a number of competencies

possessed by an employee which include loyalty, discipline, cooperation and responsibility. Hasibuan (2019: 87) states: "Assessment is a management activity to evaluate employee behavior and work results and determine further policies .

According to Hariandja (2017:292), quality of work life is a process that responds to employee needs by developing a mechanism that provides full opportunities for employees to make decisions and plan their work lives. Indicators of quality of work life include appropriate and fair compensation, a safe and healthy work environment, opportunities to use and develop employee skills, social interaction in the workplace, and employee rights in the office.

Lupiyoadi and Hamdani (2018:162) state that the definition of work quality is the quality of work demonstrated by employees in order to provide the best performance for the organization. According to several explanations from the experts above, it can be concluded that the Work Environment is the situation or conditions around employees. What needs to be emphasized is that the situation or conditions around the employee have an influence on him in carrying out the tasks given to him.

According to Hasibuan (2022:30), work quality is a physical standard measured by the results of work performed or carried out by employees or their tasks. Conversely, according to Susilo Martoyo (2021:33), work quality is a process by which an organization evaluates or assesses work performance that is carried out properly, orderly, and correctly. Work quality can help increase work motivation and enhance employee loyalty.

From the description above, the quality of employee work is an important issue that needs to be considered in relation to loading and unloading productivity because loading and unloading productivity can run smoothly because the quality of work of the employees working in the company has good work quality so that there are no obstacles in loading and unloading productivity.

METHOD

Types of research

This study uses a quantitative approach with a causal associative approach . This quantitative approach was chosen because it aims to examine the relationships and influences between variables that can be measured numerically and analyzed using statistical methods. This type of research is quantitative with an associative approach. causal . According to Sugiyono (2019:7) , quantitative research is used to examine a specific population or sample, with data collection using research instruments, as well as statistical data analysis to test established hypotheses.

Causal associative research is used to determine how much influence Evaluation (X_1) and Supervision (X_2) towards Quality Improvement (Y) at the West Java Regional Police Narcotics Directorate. . Thus, this study not only describes the phenomenon, but also explains the cause and effect between these variables based on empirical data.

Sample population

The population in this study is all personnel assigned to the West Java Regional Police Narcotics Investigation Directorate (Ditresnarkoba Polda Jabar) , which includes structural officials, investigators, administrative staff, and implementing members in operational units, the total population of this study is 120 personnel, the researcher determined a sample of 92 respondents (approximately 75% of the total population) . This number is considered representative enough to describe the condition of the entire population, taking into account the availability of time and the level of homogeneity of the respondents' characteristics.

Method of collecting data

techniques are methods for searching for and obtaining data on variables in the form of notes, reports, and documentation. According to Sugiyono (2020:37), there are two main factors

that influence the quality of research data: the quality of the research instrument and the quality of the results. In this study, The data collection technique used is the field research technique, carried out by going directly to the field using a questionnaire data collection tool which is distributed to respondents.

The data collection techniques used in this study are as follows:

Questionnaire

A questionnaire was given to respondents to determine the influence of evaluation and supervision on improving organizational quality at the West Java Regional Police Narcotics Research Directorate .

Assessment of a series of research questionnaire statements that have been answered by respondents using the following research norms: A question is positive if the answer is: a) Strongly Agree Score 5, b) Agree Score 4, c) Quite Agree Score 3, d) Disagree Score 2, e) Strongly Disagree Score 1

Likert scale . The Likert scale is used to measure an individual's or group's attitudes, opinions, and perceptions about social events or phenomena. In this research, these social phenomena have been specifically defined by the researcher, and are hereinafter referred to as research variables.

Research Instruments

Instrument evaluation variable research (X 1), supervision (X 2) and organizational quality (Y) at the West Java Regional Police Narcotics Research Directorate in the form of a questionnaire with a Likert scoring model filled out by respondents on the distributed questionnaire. The Likert scale consists of 5 (five) scales, namely Strongly Agree (SS), Agree (S), Quite Agree (CS), Disagree (TS) and Strongly Disagree (STS) with value weights for positive and negative statements .

Analysis Method

The analysis technique used in this study was quantitative analysis using statistics. Furthermore, to obtain and expedite data input, statistical software was used to support this research. The software used to support this research was SPSS (Statistical Product and Service Solutions) version 29. In SPSS, raw data that had been processed into numbers was input into SPSS, making it easier for the author to conduct this research.

Validity Testing

$$r_{xy} = \frac{n(\sum XY) - (\sum X)(\sum Y)}{\sqrt{n(\sum X^2) - (\sum X)^2} \cdot \sqrt{n(\sum Y^2) - (\sum Y)^2}}$$

The basis for decision making in validity testing is as follows :

- a. If the r value is positive and the r result is > r table , then the item or variable is valid.
- b. If the r value is negative and r result < r table or r result is negative > r table then the item or variable is invalid.

A questionnaire is declared valid if the r value obtained from the calculation results (r xy) is greater than the table r value (5%).

Instrument Reliability Test

According to Arikunto (2020:221), reliability refers to the degree to which an instrument is sufficiently reliable to be used using the Cronbach's Alpha formula. The formula used in this reliability test is as follows:

$$r_1 = \left[\frac{k}{(k-1)} \right] \left[\frac{S_t^2 - \sum p_i q_i}{S_t^2} \right]$$

The basis for decision making in the reliability test in this study is as follows: 1) If the r alpha value is positive and $r_{\alpha} > r_{\text{table}}$, then the item or variable is reliable. 2) If the r alpha value is negative and $r_{\alpha} < r_{\text{table}}$ or r_{α} is negative $> r_{\text{table}}$, then the item or variable is not reliable.

Multiple Regression Analysis

Sugiyono (2019:277) proposed multiple linear regression analysis used to make predictions, how the value of a variable changes dependent if the value of the independent variable is increased or decreased. This analysis is used by involving two or more independent variables. between the dependent variable (Y) and the independent variables (X 1, and X 2), This method is used to determine the strength of the influence between several factors. independent variables simultaneously with the dependent variable

$$\mu_{Y/X_1, X_2, \dots, X_n} = A + B_1X_1 + B_2X_2 + \dots + B_nX_n$$

technique used in this study was multiple linear regression. The analysis was conducted computerized using the computer program Statistical Product and Service Solutions (SPSS) Version 29 for Windows .

Hypothesis

The calculations or analysis in this study utilize the SPSS computer program for Windows 29. The test statistics used are:

F test

The F test statistic is used to determine simultaneously (multiple) the influence between evaluations. (X) and supervision (Y) on organizational quality (Y), with the test decision being: 1) H_0 is accepted if $F_{\text{count}} < F_{\text{table}}$, 2) H_0 is rejected if $F_{\text{count}} > F_{\text{table}}$.

t-test

To determine the influence of the independent variable individually (partially) on the dependent variable, the decision is to use a partial test (t-test) with the test decision being: 1) H_0 is accepted if $t_{\text{count}} < t_{\text{table}}$, 2) H_0 is rejected if $t_{\text{count}} > t_{\text{table}}$. 1) Then to find out the magnitude of the influence, use the partial determination coefficient (r^2). If the r^2 for each independent variable is greater, the greater its contribution to the dependent variable and if there is a dependent variable with the largest r^2 number, the smallest probability and the highest calculated r , then the dependent variable has a large relationship to the independent variable.

F test

The F test is used to determine whether there is a simultaneous influence between the independent variables on the dependent variable. The F test formula according to Sugiyono (2019:190) is as follows:

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

Information:

F = F value (F count)

R² = Multiple correlation coefficient

K = Number of independent variables

n = Sample size

The basis for making the decision is as follows: 1) If F count < F table , then H 0 is accepted. 1) If F count > F table , then H0 is rejected.

Coefficient of Determination

The definition of the coefficient of determination according to Andi Supangat (2018:350) is: " The coefficient of determination is a quantity to show the level of strength of the relationship between two or more variables in the form of a percentage (showing how much percentage of the diversity of y can be explained by the diversity of x), or in other words how much x can contribute to y."

Mudrajad Kuncoro (2021:100) states that the coefficient essentially measures the model's ability to explain variation in the dependent variable. The coefficient of determination is between zero (0) and one (1). A small r2 value indicates that the independent variables' ability to explain variation is very limited. A value close to one indicates that the independent variables provide almost all the information needed to predict variation in the dependent variable.

The magnitude of the relationship between the variables "X 1 " and "X 2 " with the variable "Y" can be determined by using the coefficient of determination analysis, which is obtained by squaring the correlation coefficient. Based on the definition above, the coefficient of determination is part of the total diversity of the dependent variable that can be calculated by the diversity of the independent variable calculated with the coefficient of determination with the basic assumption that other factors outside the variable are considered fixed or constant. To determine the value of the coefficient of determination, it can be calculated using the formula:

$$K_d = r^2 \times 100\%$$

Information:

Kd = Value of coefficient of determination

r = Correlation coefficient value.

RESULTS AND DISCUSSION

The quantitative data that has been compiled, through the distribution of questionnaires or surveys that the researcher has conducted, becomes the average value of variable X 1 (Evaluation), variable X 2 (Supervision) and variable Y (Organizational quality) and is analyzed using parametric statistics with the program SPSS Release 29.00 For Windows , namely to find out whether each variable studied has a positive influence on work motivation

or vice versa. The data was analyzed using the regression analysis command (option) found on the SPSS main menu . The values in each SPSS output are described as follows:

Multiple Linear Regression Test

Model	Coefficients ^a				t	Sig.
	Unstandardized Coefficients		Standardized Coefficients			
	B	Std. Error	Beta			
1 (Constant)	13,338	2,195		6,078	,000	
Evaluation (X1)	,250	,045	,325	5,603	,000	
Supervision (X2)	,559	,049	,666	11,497	,000	

a. Dependent Variable: Performance (Y)

$$Y = 13,338 + 0.250 X_1 + 0.559 X_2$$

The intercept constant value of 13.338 states that if the Evaluation variable (X 1), the Supervision variable (X 2) increases by 1 unit, then the Organizational Quality variable (Y) will increase by 13.338 .

The regression coefficient value of the Evaluation variable (X 1) against the Organizational Quality variable (Y) is 0.250 . This means that if the Evaluation variable (X 1) increases by 1 unit , it will increase the Organizational Quality variable (Y) by 0.250 , assuming the Evaluation variable (X 1) is considered constant.

The regression coefficient value of the Supervision variable (X 2) against the Organizational Quality variable (Y) is 0.559 . This means that if the Supervision variable (X 2) increases by 1 unit , it will increase the Organizational Quality variable (Y) by 0.559 , assuming the Supervision variable (X 2) is considered constant .

The Influence of Evaluation (X 1) on Organizational Quality (Y) .

calculated t value for variable X 1 (Evaluation) is 5.603 , while the t table value for N = 92 is 1.986 . So 5.603 > 1.986 , it can be concluded that partially the Evaluation variable (X1) has an effect on Organizational Quality (Y) .

The Influence of Leadership on Work Productivity.

The calculated t value for variable X2 (Supervision) is 11.497 , while the t table value for N = 92 is 1.986 . So 11.497 > 1.986 , it can be concluded that partially the Supervision variable (X2) has an effect on the quality of the organization (Y)

F test

From the results of the analysis in the table above, namely the test ANOVA obtained a calculated f value of 190.541 which is greater than the f table value for N = 92 of 2.70 or 190.541 > 2.70 with a significant level of 0.000 because 0.000 < 0.05, so it can be said that the Evaluation variable (X1) and the Supervision variable (X2) together have an effect on the Organizational Quality variable (Y) .

Coefficient of Determination

Based on the calculations in the table below The influence test was carried out for the three variables, and based on the Model Summary table which produced an R Square value of 0.811 , meaning that evaluation and supervision had an influence of 81.1 % on organizational

quality while the remaining 18.9 % was influenced by other factors not examined by the author in this study.

CONCLUSION

Calculated t value for variable X 1 (Evaluation) is 5.603 , while the t table value for N = 92 is 1.986 . So $5.603 > 1.986$, it can be concluded that partially the Evaluation variable (X1) has an effect on Organizational Quality (Y) .

Clculated t value for variable X2 (Supervision) is 11.497 , while the t table value for N = 92 is 1.986 . So $11.497 > 1.986$, it can be concluded that partially the Supervision variable (X2) has an effect on organizational quality (Y) .

Is an influence of Evaluation and Supervision together on employee performance . It is proven that the results of the ANOVA test or f count obtained a calculated f value of 190.541 which is greater than the f table value for N = 92 of 2.70 or $190.541 > 2.70$ with a significant level of 0.000 because $0.000 < 0.05$, then it can be said that the Evaluation variable (X1) and the Supervision variable (X2) together have an effect on the Organizational Quality variable (Y) . Meanwhile, the R Square value of 0.811 means that interpersonal conflict and work discipline have an influence of 81.1 % on employee performance, while the remaining 18.9 % is influenced by other factors not examined by the author in this study.

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