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PERFORMANCE AMONG STUDENTS OF THE INDONESIAN WITHIN POLICE LANGUAGE SCHOOL: THE IMPACT OF COMMUNICATION AND TRUST

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ABSTRACT

In order to achieve the grand strategy of the Republic of Indonesia National Police and efforts to support the transformation acceleration program towards an independent, professional and trusted Republic of Indonesia Police and to improve the capabilities and skills of the Republic of Indonesia National Police personnel, it is necessary to have a policy direction to be achieved by a different organization- different. this difference is influenced by the scope of tasks and conditions that do not allow an organization to work well. Therefore, changes in the performance of an organization are always raised in order to keep abreast of globalization. in the development of modern technology today, various aspects of excellence are needed by every organization in order to achieve its goals. In accordance with the objectives to be achieved, the research uses a quantitative approach, survey methods and path analysis techniques. the variables in the path analysis consist of exogenous and endogenous variables. Based on the results of calculations with the statistical analysis in the previous chapter, so it can be concluded that: there is a positive direct effect of communication on language performance, so it can be concluded that communication will affect language performance.

INTRODUCTION

The National Education System Act 2003 has stated that: Education is a conscious and planned effort to create an atmosphere of learning and learning process so that students actively develop their potential to have spiritual spiritual strength, self-control, personality, intelligence, noble character, and skills which is needed by himself, the people of the nation and state

In order to achieve the grand strategy of the Republic of Indonesia National Police and efforts to support the transformation acceleration program towards an independent, professional and trusted Republic of Indonesia Police and to improve the capabilities and skills of the Republic of Indonesia National Police personnel, it is necessary to have a policy direction to be achieved by a different organization- different. This difference is influenced by the scope of tasks and conditions that do not allow an organization to work well. Therefore, changes in the performance of an organization are always raised in order to keep abreast of globalization. In the development of modern technology today, various aspects of excellence are needed by every organization in order to achieve its goals.

Broadly speaking, the very dominant factors affecting organizational performance are internal factors (factors that come from within the organization) and external factors (factors that come from outside the organization) (Julnes & Holzer, 2002). Each organization will have different levels of performance because in essence each organization has the characteristics or characteristics of each so that the problems faced also tend to differ depending on internal and external factors of the organization.

Education and training activities at the Indonesian National Police Language School (Indonesian National Police Language School) which lasts for 10 meetings, or equivalent to 1,200 minutes. In this case, the speakers and instructors succeeded in correctly applying the lecture and training methods in the use of English, both in the learning process by conveying the material in stages, starting from the basic material to further material according to the participants' initial level of understanding known from the results pre test. The lecture method applied by the resource persons can make employees understand grammar and be rich in vocabulary (Coxhead & Byrd, 2007). The method of exercise that is done can make employees improve their ability in terms of speaking (speaking), writing (writing), reading (reading), and listening (listening) (Mishra, Boynton, & Mishra, 2014).

Increasing the ability of employees in guiding techniques is a logical consequence of their participation in the scouting education and training activities that take place over 10 meetings, or the equivalent of 1,200 minutes. Increasing the ability of employees in scouting techniques is a impact of the learning and training process that takes place conductively under the guidance of resource persons and instructors who are quite qualified in the field of scouting techniques. In this case the speakers and instructors appropriately apply the approaches and methods of lectures, demonstrations and exercises (practice) directly by presenting contextual scouting material in the field of English..

Table 1: Percentage of Foreign Language Performance Data.

No	English Aspect	Enhancement (%)
1	Treasury (Vocab)	58,65
2	Reading	45,20
3	Writing	51,45
4	Listening	54,15
5	Speaking	59,00
	Total	**268,45**

Source: Students of National Police Sebasa TA.2018

Competence of graduates for each type of Education Development Staff Personnel Wave I T.A. 2018 is as follows:

a) Staff Development Education English Pamen Personnel (English Far Specific Purpase) In the Police Education Program Republic of Indonesia T.A. 2018 quota for participants in the Education for Staff Development of English Pamen Personnel (English for Specific Purpose) is as many as 15 (fifteen) people, but only 7 (seven) participants are present. At the end of the teaching and learning process, one student a.n. Kompol Angga Heldiansyah, 5.1.K. Nomor Registrasi Prajurit 83101390 as long as the North Maluku Regional Police dispatch has not reached the minimum passing grade value specified in Perkal Number 2 of 2017 which is 70 (seventy).

b) Staff Development Education Scholarship Officer English Staff 52 Overseas Scholarship In the curriculum of Education Development Staff Staff English Officer Scholarship 52 Foreign Scholarships have determined the graduation standard value is to use an IELT5 band score of 5.5. Number of Participants in Educational Development Staff English Language Officers Staff Scholarships 52 Overseas Batch I T.A. 2018 as many as 39 (thirty-nine) people.

LITERATURE REVIEW
Performance

Basically, performance is a way of working in an organization for a certain period. A company that has good performance then it is probable that the performance of the organization will be good, so there is a very close relationship between individual performance and company performance. Regarding performance, (Colquitt & et.al, 2013) states: "*job performance is formally defined as the value of the set of employee behaviors that contribute, either positively or negatively, to organizational goal accomplishment.* Colquitt describes work performance as being formally defined as the value of a set of behaviors that contribute, whether positive or negative, to the achievement of organizational goals.

(Rudolph, Simon, Raaemer, & Eppich, 2008) reiterated that, *"performance management serves an evaluation purpose when it lets people know where their actual performance stands relative to objectives and standards".* (Schermerhorn, Osborn, Uhl-Bien, & Hunt, 2002) explains performance management presents evaluation objectives when letting people know where their real performance stands relative to goals and standards.

From this opinion, that performance is a series of activities that begin with performance planning, performance monitoring / review, performance appraisal and follow-up in the form of rewards and penalties. The series of activities must be carried out in a sustainable manner without forgetting the evaluation of organizational goals.

(Markham, 2013) states: "performance is the end result of an activity". Stephen P. Robbins explained that performance is the end result of an activity. Either the activity is hours of intensive training before a concert or race or carrying out work obligations as efficiently and effectively as possible. Regarding this performance was defined by (Patriotta & Brown, 2011): "*performance is a metaphor that suggests a symbolic process of understanding human behavior in an organization".* (Patriotta & Brown, 2011) explained that Performance is a metaphor that shows the symbolic process of understanding human behavior in an organization.

In the opinion of (Becerra, Fernandez, & Sabherwal, 2010) "direct impact of knowledge management on organizational performance occurs when knowledge is used to create innovative products that generate revenue and profit or when the knowledge management strategy is aligned with business strategy*".* (Becerra, Fernandez, & Sabherwal, 2010) explains the direct impact of knowledge management on organizational performance,

occurring when knowledge is used to create innovative products that generate revenue and profits, or when knowledge management strategies are in line with business strategies.

Communication

Communication is a social process that is very basic and vital in human life. It is said to be fundamental because every human society, both primitive and modern, desires to maintain an agreement on various social rules through communication. (Wängqvist, 2016) said: "communication is the transfer and understanding of meaning". (Wängqvist, 2016) explain communication is the transfer and understanding of meaning.

(Turner & Muller, 2004) said communication is a sending process that starts from a message with the use of coding thoughts. The message is the actual physical product from the code sender. When speaking, speech is a message. Speaking writing is a message. When talking gestures, arm movements and facial expressions are messages. Channels are the media through which messages travel. The sender chooses it, determines whether to use formal or informal channels. formal channels established by the organization and send messages related to the professional activities of members. They have traditionally followed the chain of authority in organizations. Other forms of message, such as personal or social, follow informal channels, which are spontaneous and emerge in response to the delivery of messages. This step is the delivery of messages. Noise is a communication barrier that distorts message clarity, such as problems of perception, information overload, semantic difficulties, or cultural differences. The last link in the communication process is feedback.

Understanding Communication according to the definition of (Men, 2014) is "Communication is a complex two-way process that can involve several literation before mutual understanding is achieved". (Men, 2014) explained in a process manner, Communication is a complex two-way process that can involve several literacies before mutual understanding is reached.

Meant by communication and consultation are communication is a two-way process which requires information to flow up from employees as well as down from managers. Communication means the provision and exchange of information and instructions that enable organizations to function efficiently and support information about developments (Trainning, 2014).

Communication is the process of sending and receiving symbols with attached meanings. Communication is the process of sending and receiving symbols with inherent meanings. In effective communication the meaning can be understood by the recipient, while efficient communication occurs at a minimum cost. In the process, communication is an attempt by someone to give an understanding by transferring messages. (Schermerhorn, Osborn, Uhl-Bien, & Hunt, 2002). Communication refers to the act, by one or more persons, which send and receive messages distorted by interference, occur within a certain konters, has a certain influence, and no opportunity for a feedback. Communication refers to actions, by one or more people, who send and receive messages that are distorted by interference, occur in a particular counter, have a certain influence, and there is an opportunity for feedback. Communication can be interpreted as an interpersonal process in sending and receiving symbols that are meaningful to their interests (Habermas, 2006).

According to (West & Turner, 2010) this theory considers the underlying motvations and sonsequences of what happens when two speakers shift their communication styles. Communication meeting, people will try to accommodate or adjust their style of talking to others, mainly done in two ways: divergence and convergence. The group is proud of

its strong culture because it often uses divergence (science fiction novels) to highlight group identity. Science fiction novels when there is a strong need for social approval, and often arise from helpless individuals.

Trust

Trust is important because it helps manage complexity, develop action capacity, enhance collaboration and organizational learning abilities. The very important keys in building high trust in organizations are achieving results, acting with integrity, and demonstrating attention. Increasing the level of trust requires a balance of the important things that have been mentioned above, despite the conflict between the parties in the organization. Trust really determines the success of the coordination of a job is coming from a unit leader in his. Or vice versa confidence in its leader.

Trust is defined as a belief in the integrity, character, and ability of a leader. That in building trust, it is necessary to look back at the leaders of each who have differences, who not only excel in leading the organization, but have strong confidence with him. Besides subordinates who trust their leaders are willing to accept the leader's actions because they believe that their rights and interests will not be misused (Sweeney, 2010).

Trust is a positive expectation that another will not through words, actions, or decisions act opportunistically. Trust illustrates the assumption of trust, namely knowledge and familiarity. To form and build a high level of trust requires a long time. Most find it difficult, to trust someone if they don't know anything about them. But if you know someone and have a good relationship, at least gain confidence in your ability to form positive expectations (Hoffman, Neumann, & Speckbacher, 2010).
According to (Gitomer, 2008)*:*

"Early on in my career, in spite of advice from others and my living environment, I somehow decided to give other people the initial benefit of the doubt. I became a trusting soul. I decided that I would trust everyone until they gave me, or proved to me, reasons why I should not. That philosophy was and remains very risky, especially in my present position where I have much more to lose than I did back then".
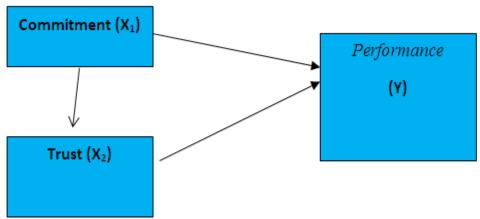
Few things an individual more than to place responsibility upon him, two let him know that you trust him. By participating in conflict resolution games, team members built trust, improved communication, and challenged the process of making a team more productive and more effective (Noddings, 2012).

RESEARCH METHOD
The method used in this study is a survey method that is research that tries to make a systematic, factual and accurate picture of the facts and the nature of a particular object. Determination of Sample Size Using the Slovin Formula. At this writing, the researcher uses Simple Random Sampling which is stated simply because the sampling of population members is done randomly without regard to strata that exist in that population. The survey method is used by the author to try to validate and provide insight into existing research, in order to improve its validity through the findings (Wang & Ahmed, 2004).

The structural model depicted in this theoretical framework will be used as a working reference in analyzing further data, can be presented as follows:

Fiqure 2: Analysis Diagram.

Sampling method consists of 2 major parts, namely: (1) Probability Sampling, and (2) Nonprobability Sampling. Probability Sampling is often associated with quantitative research. Nonprobability Sampling is often associated with qualitative research. However, there are also many quantitative studies currently using Nonprobability Sampling to determine the unit of analysis. Based on the target variables studied were the language performance of the Indonesian Police Language School students, so in this study the unit of analysis was the Indonesian Police Language School Students.

Participant Sample

From the data obtained by the Republic of Indonesia Police Language School Students, the total population of Lecturers and Students of the Indonesian Police Language School was 301 people, with a sample of 100 people who were attending the Indonesian Police Language School. There are two types of sampling techniques, namely probability and non-probability sampling. Probabilita sample is a sampling technique where each member of the population is given / provided the same opportunity to be selected as a sample.

The number of samples obtained = 100 people, while for the trial instrument as many as 30 people. The sampling technique is a survey that is research that tries to make a systematic, factual and accurate picture of the facts and properties of a particular object.

RESULT AND DISCUSIONS
Research findings

The description of the data in this section includes the data Language Performance (Y), while the independent variables in this study are Communication (X1) and Trust (X2). The use of IBM PLS AMOS and the chi-square test for absolute fit is strictly or strongly based on the assumption of normality (Lei & Lomax, 2005). Even though cooperative fit index (CFI) and other tests restricted to CB-SEM could be for relative model fit indicators, these observations will not be strong enough to support the study conclusions in a non-normal distributed data.

More on the justification of Smart PLS are offered in the sections that follow. The descriptive statistics of the data collected are presented in below as part of the test for normality.

Table 2: Questionnaire

NO	DETAILS	Always	Often	Sometime	Rarely	Never
	1. Communication (C)					
C1	I pay attention to the information conveyed by the leadership.	O	O	O	O	O
C2	I have an interest in new technology.	O	O	O	O	O
C3	I expect the desire of two-way communication	O	O	O	O	O
C4	I take positive actions in conveying the leader's message.	O	O	O	O	O
C5	I coordinate in processing official writing	O	O	O	O	O
	2. Trust (T)					
T1	I always maintain the leader's trust	O	O	O	O	O
T2	I am always consistent at work	O	O	O	O	O
T3	I remember the leader's message to never be late for morning apple.	O	O	O	O	O
T4	I remember the leader's message to never be late for the flag ceremony	O	O	O	O	O
T5	I remember the leader's message to nev er be late for the flag ceremony	O	O	O	O	O
	3. The performance (P)					
P1	I carry out morning apple and afternoon apple.	O	O	O	O	O
P2	I attend the flag ceremony every Monday morning.	O	O	O	O	O
P3	I follow the apple of the work unit commander every Thursday.	O	O	O	O	O
P4	I can type with 10 fingers.	O	O	O	O	O
P5	I can type 5 sheets in 25 minutes.	O	O	O	O	O

Structural Model Design

The description of latent variables and their manifest variables are as follows: C1) I pay attention to the information conveyed by the leadership, C2) I have an interest in new technology, C3) I expect the desire of two-way communication, C4) I take positive actions in conveying the leader's message, C5) I coordinate in processing official writing.

EP1) I have the ability to speak English, EP2) I learned to make official writing concepts, EP3) I ask a lot of questions when sending official posts., EP4) I belong to the official writing working group, EP5) I understand official writing based on the course.
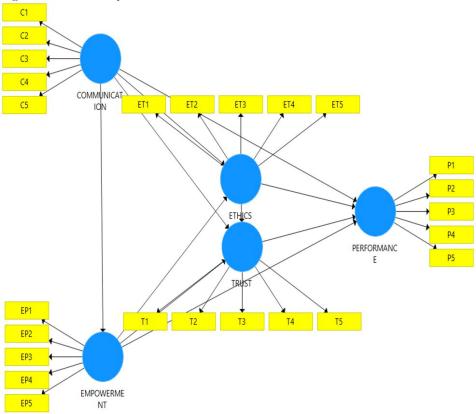
ET1) I follow the office input rules at 07.00 a.m., ET2) I follow the rules of exercise every Tuesday and Friday, ET3) I follow the Denma Commander's clock rules every Wednesday, ET4) I have a good working relationship between colleagues outside the work unit, ET5) I try not to be late at the morning apple or flag ceremony.

T1) I always maintain the leader's trust, T2) I am always consistent at work, T3) I remember the leader's message to never be late for morning apple, T4) I remember the

leader's message to never be late for the flag ceremony, T5) I remember the leader's message to never be late for the flag ceremony.

P1) I carry out morning apple and afternoon apple., P2) I attend the flag ceremony every Monday morning, P3) I follow the apple of the work unit commander every Thursday, P4) I can type with 10 fingers, P5) I can type 5 sheets in 25 minutes.

Figure 2: Research Cycle.

Hypotesis Testing

Table 3: Bootstrapping (Path Coefficients)

No	Bootstrapping	Original Sample	Sample Mean	Standard Deviation	T-Statistik
1.	Communication-Performance (X1-Y)	0.254	0.258	0.098	2.602
2.	Communication-Trust (X1-X2)	0.030	0.046	0.117	0.259
3.	Trust- Performance (X2-Y)	0.441	0.448	0.0	4.539

First Hypotesis (X1-Y)

From the calculation results of path analysis, the positive direct effect of Communication on Performance, Original Sample:0.254, Sample Mean:0.258, Standard Deviation:0.098, T.Stastik:2.602. In conclusion, communication has a direct positive effect on performance.

The Second Hypotesis (X1-X2)

From the calculation results of path analysis, the positive direct effect of Communication on Trust, the Original Sample:0.030, Sample Mean:0.046, Standard Deviation:0.117, T.Stastik:0.259. In conclusion, communication directly affects Trust.

The Third Hypotesis (X2-Y)

From the results of the calculation of path analysis, the positive direct effect of Trust on Performance, the Original Sample:0.441, Sample Mean:0.448, Standard Deviation:0.0, T.Stastik:4.539. Conclusion Trust has a direct effect on performance.

DISCUSSION AND IMPLICATIONS
Communication has a positive effect on Language Performance.

Performance is an achievement or work results in activities or activities or programs that have been planned in advance in order to achieve the goals and objectives set by an organization and implemented within a certain period that is influenced by several factors. many factors affect the level of performance in an organization.

Broadly speaking, the very dominant factors affecting organizational performance are internal factors (factors that come from within the organization) and external factors (factors that come from outside the organization). Each organization will have different levels of performance because in essence each organization has the characteristics or characteristics of each so that the problems faced also tend to differ depending on internal and external factors of the organization (Abdullah & Markandya, 2012).

Thus the findings of this study support the opinion that communication has a positive effect on performance. Discussion of the results of this study indicate that smooth communication will bring about good performance. Current means that there is no disturbance between communication between superiors and superiors and superiors with the Indonesian Police Language School Students who are included in the top down designation, then communication by the Indonesian Police Language School Students with the supervisor and the Indonesian Police Language School Students with Students of the Indonesian Police Language School. If this communication is able to be carried out properly, then directly or indirectly it will bring up a good performance, which is carried out by superiors and Students of the Indonesian Police Language School.

Communication is the main key to the successful implementation of the tasks of an organization (Elving, 2005). Good and smooth communication has also made an organization able to achieve success in accordance with the work program that was prepared at the beginning of the year. Of course it is not easy to make communication that is easily understood by the Police Language School Students of the Republic of Indonesia, because in addition to using certain techniques also requires skills from a leader in order to influence the Police Language School Students of the Republic of Indonesia so that they want to carry out their commands and advice and can benefit from communication the smooth one.

Likewise the success of a performance for the organization, is not only determined by one-way communication (superiors to subordinates), it must also be done by communication between the leadership level and from the Republic of Indonesia Police Language School Students to superiors and the Republic of Indonesia Police Language School Students to School Students Other Indonesian Police languages. This requires a long process, in addition there must be a relationship between fellow leaders also there must be a connection between fellow Students of the Indonesian Police Language School.

If the communication is outside the work unit or other organization, then there is a possibility that the smooth performance will not run optimally. Likewise with communications made outside other work units, the success of the performance can not be said to be optimal (Worley & Doolen, 2006). For this reason, the role of leaders in each work unit within the Indonesian Language School of Police Students needs to be fostered continuously (real time).

Communication has a positive effect on trust

(Elnaga & Imran, 2014) explained that one of the modern concepts that is believed to be able to improve the human element in modern organizations is to achieve high-level collaboration, namely, team spirit, self-confidence, innovation, independent thinking and entrepreneurship.

Empowerment requires the active involvement of the Indonesian Police School Language students. in the context of empowerment, students of the Police Language School of the Republic of Indonesia must be empowered to formulate themselves through a process of consensus building among various individuals and social groups who have an interest and bear direct risks (stakeholders) due to a development process or intervention, whether economic, social or environmental development physical.

The empowerment of students of the Police Language School of the Republic of Indonesia is commonly understood or interpreted as the process of developing, independent, promoting and strengthening the bargaining position of the lower layers of the Police Language School students of the Republic of Indonesia against suppressive forces in all fields and sectors of life. there are other parties who affirm together with a common interest or business that can collectively identify goals, gather resources, mobilize an action campaign and therefore help rebuild strength in the community.

Thus the findings of this study support the opinion that Communication has a positive effect on Empowerment. Discussion of the results of this study shows that the communication established by the Republic of Indonesia Police Language School and the Republic of Indonesia Police Language School Students within the Republic of Indonesia Police Language School Students is quite good. Although there are several work units that communicate not based on existing mechanisms, in the end the success of the performance of each work unit is going well. The purpose of the non-existing mechanism, among others, in sending a letter requesting a pointer or meeting leadership material, is done by sending a written form through a mobile communication device through the Washaap application, SMS and telephone. If you want to ask for the meeting materials, you should use correspondence from one work unit to another. Sometimes the use of mobile communication devices is more effective to the destination than official correspondence.

Likewise, to obtain information material that is considered important or valid, there are leaders who prefer to use mobile phones compared to correspondence which requires quite a long time. The emergence of this long time problem, in addition to the letter must be typed by hand must also be read and examined by the leadership in the work unit that handles it. Then it is directed to the head of the work unit who will sign the letter.

If a letter has to be sent immediately, there are new obstacles in the form of who should send it, and what tools should be used. So that more use of fax works to achieve the speed of arrival of official letters.

The emergence of mobile communication tools that can use the washaap application is very helpful for administrators who handle the letter. Nearly the average manager of administrative letters comes from the Indonesian Police Language School Students. If

there is an Indonesian National Army it is still limited. Because the Republic of Indonesia Police Language School students, if they have reached the rank limit they have, will make a promotion at a higher level, so that they finish attending the education transfer (tour of duty) to other areas in Indonesia.

Particularly for students of the Indonesian Police Language School who can return to their places, this is due to the success and expertise of the students of the Indonesian Police Language School, so that their energy and thoughts are needed by the old work unit. Not all students of the Indonesian Police School Language Republic of Indonesia have the opportunity to return to the old units. In addition to having certain skills and expertise, it is also necessary to approach the leader of the work unit.

Trust has a direct positive effect on Language Performance

In discussing ethics as a science that investigates moral or ethical responses, that is the same as speaking morally. Humans are called ethical, are humans as a whole and overall able to meet the needs of his life in the framework of the principle of balance between personal interests with other parties, between spiritual and physical. This includes discussing values or norms related to ethics.

Thus the findings of this study support the opinion that Empowerment has a direct positive effect on performance. Discussion of the results of this study shows that good and significant empowerment is not obtained in a short time, but requires time, energy, thought and sacrifice from every previous leader to the current leader, as well as extraordinary support from every student of the Indonesian Police Language School who carried out performance for years without making mistakes. Although there are errors in every work unit, all of them are still flexible, meaning that they do not interfere too much with the success of the tasks of each organization. Overall the success of empowerment in the environment of the Police Language School Students of the Republic of Indonesia is a tangible manifestation of continuous, tiered and continuous development (real time). Ethics is attracting increasing attention in management circles of both the public and private sector organizations. Ethics would attract increasing attention in the management circles of both public and private sector organizations (Sims, 2009).

This empowerment process is not only aimed at the head of the work unit but is prioritized for students of the Indonesian Police Language School who carry out their duties within the Indonesian Police Language School Student environment. As is known, that students of the Indonesian Police Language School do not get or are required to rotate assignments from one region to another (Tour of Duty). Because it is static or remains in place, from work to pension (+30 years), it is appropriate that the success of students of the Indonesian Police School Language Empowerment be prioritized compared to other colleagues of the Indonesian Police Language School students. If the leadership of the Indonesian Police Language School in each work unit is able to empower students of the Indonesian Police Language School, the implementation of daily and monthly tasks will be achieved optimally.

Good performance is obtained by each work unit within the Republic of Indonesia Police Language School Students, requiring the empowerment of each member who is in the work unit. This empowerment is expected to be able to make every Indonesian Police Language School student able to carry out their duties and responsibilities optimally. Although it does not achieve 100% of the results of its performance, at least reduce errors and deficiencies that arise during carrying out its performance.

Good and optimal performance requires a lot of thought contribution, performance and sacrifice of a long enough time from each student of the Indonesian Police Language School. Sometimes in order to achieve this optimal performance, the students of the

Indonesian Police Language School do overtime or increase working hours each day without getting the appropriate rewards that other Indonesian National Police Language School students receive. They only get dinner to complete tasks that are considered important. Even if there is money given by the leadership of the Indonesian Police Language School, it is a form of policy from each work unit. The bottom line is the implementation of performance in the Indonesian Language School Students Police environment, the provision of overtime is not always in the form of money, but in the form of dinner. If it is likened to the Students of the Indonesian Police Language School, then it is very far from a form of good welfare.

CONCLUSION
The main objective of this study is to determine the factors that influence the performance among students within the Indonesian Police Language School. Communication, and trust are the variabels that can influence performance. Each of the variables (communication, and trust) have diffrent strenght value in influencing performance. The strongest variable that influence performance is communication.

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