The Auditee Participation Influence on Internal Audit Quality

吳淑靖、謝茵如

E-mail: 381840@mail.dyu.edu.tw

ABSTRACT

This study is based on the level of auditee participation and checked by the internal auditors perform the audit, Communication satisfaction and professional perception are introduced to examine the moderator effect on internal audit quality and three dimensions. The purpose of this study was to examine the relationship between auditee participation and internal audit quality. One hundred and eighty-five anonymous surveys from the institute of internal auditors in Taiwan was analyzed to examine the research problem. Results indicated auditee participation that was related to internal audit quality, competency and objectivity. And auditee participation was not related to work performance. Also, we found that the relationship between auditee participation and internal audit quality was moderated by the communication satisfaction and professional perception. Further research and practical implications of these findings are discussed.

Keywords: auditee participation, internal audit quality, communication satisfaction, professional perception

Table of Contents

封面內頁 簽名頁 中文摘	要	iii 英文摘要
	iv 誌謝	
	v 目錄	
	i 圖目錄	
錄	ix 第一	章 緒論 第一節 研究背景
與動機	1 第二節 研究問題與目的	
	4 第三節 研究流程	6
第二章 文獻探討 第一節	節 被查者參與	8 第二節 內部稽
	10 第三節 溝通滿意度	
	14 第四節 知覺專業	
	控制力量16 第三章	
	18 第三節 變數定義及衡量量表	
第四節 樣本與資料萬集	24 第五節 資	料分析方法
	27 第二節 信度與效度分析	
二節 戀卑數分析	33 第四節 相	 盟分析
	章 結論與建議 第一節 研究結論	
	デース	
	74 附錄-問卷	
	1-1 研究流程圖	
	· · · · · · · · · · · · · · · · · · ·	
	31 表4-3 效度分析	
	33 表4-5 年齡於各構面間之差異分析	
	1-6 教育程度於各構面間之差異分析	
	;構面間之差異分析	
	f	
之差異分析	44 表4-10 目前單位工作年資	資於各構面間之差異分析

46 表4-11	職稱於各構面間之差異分析
48 表4-12 稽核人數或內	可部稽核部門的人數於各構面間之差異分析51
表4-13 內稽工作了解程度於各構面間之差異分析	54 表4-14 相關分析
	57 表4-15 被查者參與對內部
稽核品質之迴歸分析	58 表4-16 被查者參與對內部稽核品質三構面之迴
歸分析59 表4	17 溝通滿意度對被查者參與與內部稽核品質之干擾效果
61 表4-18 溝通滿意度對被查者參與與	內部稽核品質三構面之干擾效果62 表4-19 知覺專業
對被查者參與與內部稽核品質之干擾效果	63 表4-20知覺專業對被查者參與與內部稽核品質
三構面之干擾效果64 表5-1 被	查者參與對內部稽核品質之影響檢定結果彙總表
65 表5-2 溝通滿意度作為干擾效果之檢	定結果彙總表
知覺專業作為干擾效果之檢定結果彙總表	69

REFERENCES

一、中文部分 王怡心、陳惠珠(2003)。,《內部稽核季刊》,43:9-13。 林炳滄(2005)。內部稽核理論與實務。中華民國內部稽核協會 。 林慧珠 (1994) , 「內部稽核在企業組織內角色定位之研究 」 , 國立台灣大學會計學研究所碩士論文。 邱麗家(2006)。《內部稽核人員 人格特質、工作特性與工作滿意度關係之研究 - 以成就動機中介變項》 , 國立中山大學人力資源管理研究所碩士論文。 俞成業(1982)。 組織員工溝通滿意度之個案實證研究。國立交通大學管理科學研究所未出版碩士論文,新竹市。 柯承恩、葉銀華、李存修(2002/10)。 公司治理與評等系統。台北市: 商智文化。 常肇怡(2007),服務業顧客參與量表之建立,國立臺灣大學國際企業學研究所碩士論文。 張 書瑜(2007),期貨商內部稽核管理功能之探討,私立銘傳大學管理研究所碩士在職專班碩士論文。 郭兆玲、賴佳誼(2005),「內部稽核於 健全風險管理之關鍵角色」,內部稽核季刊,第50期,頁52-59。 彭台光、高月慈、林鉦琴(2006),管理研究中的共同方法變異:問題本 質、影響、測試和補救,管理學報,23(1),77-98。 黃國隆(1986),中學教師的組織承諾與專業承諾,國立政治大學學報,No.53, pp.59-69。 趙哲言(2006),內部稽核群組效力與團隊凝聚力對內部稽核品質影響之研究,私立中國文化大學國際企業管理研究所博士論 文。 劉清明(2009),提升企業價值的內部稽核,內部稽核季刊,(67),9-16。 劉照金(1991)。體育人力規劃-體育專業人力管理措施 探討。國民體育季刊,20(4),46-57。 蕭壬惠(2010),功能式組織之溝通機制類型對溝通滿意度影響之研究,私立輔仁大學管理學研究 所碩士論文。 謝茵如(2008),內部稽核人員自我效能與內部稽核品質關係之研究,多國籍企業管理評論, 2(1),215-236。 蘇裕惠(2006) , 內部稽核強化公司治理,內部稽核季刊,第53期(1月):4-8。二、英文部份 Abdel-khalik, A. R., Snowball, D. & Wragge, J. H. (1983). The effects of certain internal audit variables on the planning of external audit programs. The Accounting Review, 18(2), 215-227. Allison, M. (1986) A literature review of approaches to the professionalism of journalists. Journal of Mass Media Ethics, 1(2), 5-19. Anderson, D., Francis, J.R., Stokes, D.J., (1993). Auditing directorship and the demand for monitoring. Journal of Accounting and Public Policy, (12), 353 – 375. Bartol, K.M., (1979), "Professionalism as a Predictor of Organizational Commitment, Role Stress, and Turnover: A Multidimensional Approach", Academy of Management Journal, Vol.22, No.4, 815-821. Berger, P.K. & A. J. Grimes, (1973), "Cosmopolitan-Local: A Factor Analysis of the Construct", Administrative Science Quarterly, Vol.18, 223-235, Bies, S. S. (2004), Current issues in corporate governance; Effective risk management, Vital Speeches Delivered to the Bank Administration Institute 's Fiduciary Risk Management Conference, Las Vegas: Nevada. Bitner, B. J., Faranda, W. T., Hubbert, A. R., and Zeithaml, V. A., (1997). Customer contributions and roles in service delivery, International Journal of Service Industry Management, 8(3), 193-205. Bookal, L.E. (2002) Internals auditors: Integral to good corporate governance. Internal Auditor, 5(4), pp. 44-49. Bowen, D. E., and Schneder, B. (1985). "Boundary-Spanning-Role Employees and theService Encounter: Some Guidelines for Management and Research. "Lexington:Lexington Books, 127-48. Bowers, M. R., Martin, C. L., & Luker, A. (1990). "Trading places, employees as customers, customers as employees." Journal of Services Marketing, 4(2), 56-69. Brown, P. R. (1983). Independent auditor judgment in the evaluation of internal audit functions. Journal of Accounting Research, 21(2), 444-455. Bullard, J. H., (1983), "Professionals, Attitudes toward Advertising:A Study of Lawyers, Dentists, and Accountants", Ph. D. Dissertation, Virginia, Polytechnic Institute and State University. Cermak, D,S,P., File, K.M. and Prince, R.A.(1994). "Customer Participation in Service Specification and Delivery." Journal of Applied Business Research, (10)2, 90-97. Chambers, R. J., Hopwood, W. S., & McKeown, J. C. (1984). The rele-vance of varieties of accounting information: A U.S.A. survey, Abacus Sydney, 20(2), 99-110. Clark, M. W., Gibbs, T. E., & Schroeder, R. G. (1981). How CPAs evaluate internal auditors. The CPA Journal, 51(7), 10-13. Claycomb, C., Lengnick-Hall, C. A., and Inks, L. W., (2001). The customer as a productive resource: A pilot study and strategic implications, Journal of Business Strategies, 18(1), 47-68. Cogan, M. L., (1953), "Toward a Definition of a Profession", Harvard Education Review, Vol.23, 33-50. Colbert, J. L. (1995). Risk. The Internal Auditor, 52(5), 36-42. Courtemanche, Gil, (1986), "The New Internal Auditing", N.Y.: John Wiley and Sons, INC. Crino, M. D., & White, M. C. (1981). Satisfation in communitaion: An examination of the Downs - Hazen measure. Psychological Report, 49, 831-838. Dabholkar P. (1990). How to Improve Perceived Service Quality by Improving Customer Participation in Developments in Marketing Science [J]. Academy of Marketing Science, 1990(2). Dabholkar, P. A., (1996). Customer evaluations of new technology based self service options: An investigation of alternative models of service quality, International Journal of Research in Marketing, 13(1), 29-51. Davis, Keith (1985). Human Relation in Business, New York: McGraw-Hill. DeMarco, V.F.(1980). Recruiting and developing internal auditors. The Internal Auditor, 44(3), 53-57. Dong. B., Evans, K.R. and Zou. S. (2008), "The Effects of Customer

```
Participation in Co -created Service Recovery," Academic of Marketing Science, 36(1), 123-137. Eisingerich, A.B. and Bell, S.J. (2006),
 " Relationship Marketing in the Financial Services Industry: The Importance of Customer Education. Participation Management for Customer
Loyalty." Journal of Financial Services Marketing, 10(4), 86-97. Ennew, C. T. and Binks, M. R., (1996). Good and bad customers: The benefits of
participating in the banking relationship, International Journal of Bank Marketing, 14(2), 5-13. Ennew, C. T., & Binks, M. R. (1999). Impact of
participative service relationships on quality, satisfaction and retention: An exploratory study. Journal of Business Research, 46 (2): 121-132. Evans,
K.R., Stan, S. and Murray, L. (2008). "The Customer Socialization Paradox: The Mixed Effects of Communicating Customer Role Expectations,
"Journal of Services Marketing. 22(3), 213-223. Flango, V.E.&R. B. Brumbaugh, (1974), "The Dimensionality of the Cosmopolitan-Local
Construct ", Administrative Science Quarterly, Vol.19, 198-210. Goodwin, C. (1988). "I can do it myself: training the service consumer to
contribute to service productivity. " The Journal of Services Marketing, 2(4), 71-80. Greenwood, E., (1957), Attributes of a Profession, Social Work
2 (July), 20-26. Guess, A.K., Louwers, T.J., Strawser, J.R. (2000). The role of ambiguity in auditors 'determination of budgeted hours. Behavioral
Research in Accounting, 12(1), 119-138. Gupta, P. P. & Ray, M. R. (1992). The changing role of the internal auditor. Managerial Auditing Journal,
7(1), 3-8. Haley, D. C., & McKeon, J. M., Jr. (1990). Decentralized Operational Auditing - The Effective Use of the Internal Audit Function, The
Mid - Atlantic Journal of Business, 26(2), 81. Hall, R. H., (1968), "Professionalization and Bureaucratization", American Sociological Review,
Vol.38, 92-104. Hall, R. H., (1975), "Occupations and the Social Structure", 2nd., Englewood Cliffs, N.J.:Prentice-Hall. Hartline, M.D. and
Ferrell, O.C. (1996), "The Management of Service Employees: An Empirical Investigation," Journal of Marketing, 60, 50-70. Haskins,
M.E.(1987). Client control environments: An examination of auditors 'perceptions. The Accounting Review, 62(3), 542-563. Hecht, M. L. (1978).
Measures of communication satisfaction. Human Communicaion Research, 4(4), 350-368. Herdman, R. (2002). Making Audit Committees more
Effective. Tulane Corporate Law Institute, New Orleans, LA, Available at: Johlke, M.C. and Duhan, D.F. (2000), "Supervisor Communication
Practices and Service Employee Job Outcomes," Journal of Service Research, 3(2), 154-165. Julien, F. W. & Lampe, J. C. (1993). Performance
measures in internal auditing, Internal Auditing, 9 (2), 66-73. Karatepe, O.M. and Tekinkus, M. (2006), "The Effects of Work-Family Conflict,
Emotional Exhaustion, and Intrinsic Motivation on Job Outcomes of Front-Line Employees, "International Journal of Bank Marketing, 24 (3),
173-193. Katz, Daniel and Robert Kahn.(1966) The Social Psychology of Organizations, New York: Wiley. Kelley, S. W., Donnelly, J. H., &
Skinner, S. J. (1990). Customer participation in service production and delivery. Journal of Retailing, 66 (3): 315-335. Kelley, S. W., Skinner, S. J.,
& Donnelly, J. H. (1992). Organizational socialization of service customers. Journal of Business Research, 25 (3): 197-214. Kellogg, D. L.,
Youngdahl, W. E., & Bowen, D. E. (1997). On the relationship between customer participation and satisfaction: Two frameworks. International
Journal of Service Industry Management, 8 (3): 206-219. Kidwell R. E., Jr. Mossholder, K. W., & Bennett, N. (1997). Cohesive-ness and
organizational citizenship behavior: A multilevel analysis using work group and individuals, Journal of Management, 23 (6), 775 -793. Knowles
(1970). The modern practice of adult education: Andragogy versus earning and the learning organization: Examining the connection between the
individual and the learning environment. Human Resource Development Quarterly, 9(4), 365-375. L.Davis, (1985), "Applying Adaptive
Algorithms to Epistatic Domains. "In Proc. International Joint Conference on Artificial Intelligence, Langfred, C. W. (2000) The paradox of
self-management: Individual and group autonomy in work groups, Journal of Organizational Be-havior, 21(5), 563-585. Larsson, R., & Bowen, D.
E. (1989). "Organization and customer: Managing design and coordination of services." Academy of Management Review, 14(2), 213-233.
Lengnick-Hall, C. A., Claycomb, V. and Inks, L. W. (2000), "From Recipient to Contribulor: Examining Customer Roles and Experienced
Outcomes," European Journal of Marketing, 34(3 / 4), 359-383. Lengnick-Hall, M.L. (1996). The past, present, and future of computer-based
compensation simulations. Presented at the Innovative Teaching in Human Resources and Industrial Relations Conference, Atlanta, Georgia,
June. Level, D. A. (1959). A case study of human communications in an Urban Bank. Unpublished doctoral dissertation, Purdue University, West
Lafayette, Indiana. Lovelock, C,. & Wright, L. (1999). "Principles of service marketing and management." New Jersey: Prentice Hall Maletta, M.
J. (1993). An examination of auditors 'decisions to use in-ternal auditors as assistants: The effect of inherent risk. Contemporary Accounting
Research, (Spring):337-353. Maletta, M. J. (1993). An examination of auditors 'decisions to use internal auditors as assistants: The effect of
inherent risk. Contemporary Accounting Research, 9(2), 508-525. Margheim, L. L. (1986). Further evidence on external auditors 'reliance on
internal auditors. Journal of Accounting Research, 24(1), 194-205. Mercer, M. (2004)., "How do Investors Assess the Credibility of Management
Disclosures? ", Accounting Horizons, Vol. 18(3), 2004, 185-196. Mill, P. K., and Moberg, D. J. (1982), "Perspectives on the Technology of Service
Organizations, " Academy of Management Review, Vol. 7, 467-78 Mills, P.K. and Morris, J.H.(1986), " Clients as " Partial " Employees of
Service Organizations: Role Development in Clients Participation, "Academy of Management Review, 11(4), 726-735 Namasivayam, K. (2003),
 "The Consumer as Transient Employee: Consumer Satisfaction through the Lens of Job-Performance Models," International Journal of Service
Industry Management, 14(4), 420-435. Nayman, O.B.(1973). Professional orientations of journalists: An introduction to communicator analysis
studies. Gazette, 19,195-212. Novin, A. M., Pearson, M. A., and Senge, S. V. (1990). Improving the curriculum for aspiring management
accountants: The practitioner 's point of view, Journal of Accounting Education, 8, 207-224. Redding, W. C. (1972). Communication within the
organization, NY: Industrial communication council. Ritzer, G. (1977) Working: Conflict and change. Englewood Cliffs, NJ: Prentice-Hall.
Robbins(1998). Organizational Behavior. NJ: Prentice-Hall. Rust, Roland T. and Zahorik, Anthony J.(1993), "Customer Satisfaction, Customer
Retention, and Market Share, "Journal of Retailing, 69(Summer), 193-215. Schneider A. (1984). Modeling external auditors' evaluations of
internal auditing. Journal of Accounting Research, 22(2), 657-677. Schneider A. (1985). The reliance of external auditors on the internal audit
function. Journal of Accounting Research, 23(2), 911-919. Smythe, M. J., and L. A. Nikolai. (1996). Communication concerns across different
```

accounting constituencies. Journal of Accounting Education 14 (Winter): 435-451. Snizek, W. E., (1972), "Hall's Professionalism Scale: An Empirical Reassessment", American Sociological Review, Vol.37 (February), 109-114. Thayer, L. (1968). Communication and communication system. Illinois: Richard D. Irwin, Inc. Thomas, S. (1993) The Pragmatics of Closure Reduction. PhD thesis, University of Kent at Canterbury, Canterbury, UK, 1993. Vollmer, H. M., & Mills, D. L. (Eds.). (1966). Professionalization. Engle wood Cliffs, NJ: Prentice-Hall. Wagner, J. W. (1965). Defining objectivity in accounting. The Accounting Review, 599-605. Wesberry JR(1989)Government Accounting and Financial Management in Latin American Countries, International Monetary fund. Woodworth B, Said K (1996). Internal auditing in a multicultural environment: the Saudi Arabia experience. Managerial Auditing J.11(2):20-27. Zeithaml, V.A., L.L. Berry and A. Parasuraman (1993), "The nature and determinants of customer expectations of service," Journal of the Academy of Marketing Science, 21(1),1-12.