

THE INFLUENCE OF TASK COMPLEXITY, SELF-EFFICACY, AND AUDIT RISK ON AUDITOR PERFORMANCE AT PUBLIC ACCOUNTING OFFICE (KAP) IN MAKASSAR CITY

Rezki Amanda, Haliah, Andi Kusumawati

Faculty of Economics and Business, Universitas Hasanuddin

rezkihalim22@gmail.com, haliah@fe.unhas.ac.id

ABSTRACT

This study aims to examine the effect of task complexity, self-efficacy and audit risk on auditor performance at KAP in Makassar City. The data in this study were obtained from each KAP in Makassar City who were willing to be respondents. This study uses primary data by conducting direct research in the field by giving a questionnaire/statement sheet to 31 respondents. The data analysis method used is multiple linear regression analysis. The results showed that: 1) Task complexity has a negative and significant effect on auditor performance, 2) Self-efficacy has a positive and significant effect on auditor performance, 3) Audit risk has a negative and significant effect on auditor performance, and 4) Task complexity, self-efficacy, audit risk simultaneously have a significant effect on auditor performance.

Keywords: *Task complexity, self-efficacy, audit risk, and auditor performance*

This article is licensed under [CC BY-SA 4.0](https://creativecommons.org/licenses/by-sa/4.0/) 

INTRODUCTION

A public accounting firm is an organization engaged in services. The services provided are operational audit services, compliance audits and financial statement audits (Arens and Loebbecke, 2003:4). Public accountants in carrying out their profession are regulated by a professional code of ethics. In Indonesia, it is known as the Indonesian Accountants Code of Ethics. Article 1 paragraph 2 of the Indonesian Accountants Code of Ethics states that each member must maintain integrity, objectivity and independence in carrying out his duties.

The auditor is a profession based on public trust. The public puts this trust in the auditor to assess the fairness of the financial statements presented by company management. The standards that have been set in examining and assessing the fairness of the financial statements presented by management, will show the performance of the auditors in carrying out their duties.

The case occurred at PT Kimia Farma which reported a net profit of Rp. 132 billion audited by Hans Tuanakotta & Mustofa (HTM) in 2001. However, the audit results did not match what was stated by the Ministry of State-Owned Enterprises (BUMN) and BAPEPAM (Capital Market Supervisory Agency) who considered that the net profit was too large and contained elements of engineering. After conducting a re-audit of the financial statements of PT Kimia Farma, a fundamental error was found. In the new financial statements, the profit presented was Rp. 99.56 billion, a decrease of Rp. 32.6 billion or 24.7% of the original profit reported.

KAP Hans Tuanakotta and Mustofa as the auditor of PT Kimia Farma (Persero) Tbk. are required to pay an amount of Rp. 100,000,000, - (one hundred million rupiahs) to be deposited into the State Treasury, because of the audit risk that failed to detect the inflation of profits carried out by PT Kimia Farma (Persero) Tbk. and no element of intent was found.

METHOD

In this study, sampling used a census sampling technique in which the population became the research sample. The type of data used in this study is quantitative data in the form of values or scores for the answers given by respondents to the statements in the questionnaire. The data source used in this research is primary data.

The data collection method in this study was carried out using a questionnaire. The questionnaire was distributed directly to auditors registered at the Public Accounting Firm (KAP) in Makassar City. Measurement of variables using instruments in the form of statements, and measured using a Likert scale of 1 to 5. Where 1 (Strongly Disagree), 2 (Disagree), 3 (Neutral), 4 (Agree), 5 (Strongly Agree). Respondents were asked to give their opinion on each statement item ranging from strongly disagree to strongly agree.

RESULTS AND DISCUSSION

Based on the test results that have been carried out, it shows that:

1. The Effect of Task Complexity on Auditor Performance

The results of hypothesis testing show the task complexity variable has a negative effect and significant effect on auditor performance. This can be caused because the tasks perceived by auditors who work at the Public Accounting Firm in Makassar City are so complex that auditor performance decreases. Auditor performance decreases. This means, the more complex the assignment the auditor is responsible for, the more difficult it is to complete the tasks he must complete and reduce the auditor's performance. complete the tasks he must complete and reduce his performance.

The most dominant indicator in shaping variable complexity task complexity variable is an indicator of task structure which, is a job description position that shows what must be done in each assignment, then followed by indicators of the level of difficulty of the task, indicators of high ambiguity, and indicators of the amount of irrelevant information provide the smallest proportion. The information provides the smallest proportion.

This research is following attribution theory which explains the behavior of auditors when facing tasks. Many individual-level factors have been shown to influence the behavior of an auditor (Solomon and Shields, 1995), and the influence of the existence of these factors changes as the complexity of the task at hand increases (Tan, et al, 1999) (Jamilah, et al, 2007). The high level of audit complexity affects the behavior of auditors who tend to be dysfunctional, causing a decrease in the quality of auditor performance.

This research is not in line with research conducted by Indhiana (2014) which states that task complexity does not affect auditor performance. Furthermore, Nadhiroh (2010) said that task complexity does not affect auditor performance in making audit judgments.

2. The Effect of *Self-Efficacy* on Auditor Performance

The results of hypothesis testing show that the *self-efficacy* variable has a positive and significant effect on auditor performance. This can be caused because in carrying out their duties auditors who work at the Public Accounting Firm in Makassar City with good *self-efficacy*, it produces good audit quality to improve auditor performance. Good, it produces good audit quality to improve performance.

Auditors who have high *self-efficacy* will achieve a better performance because these individuals have strong motivation, clear goals, stable emotions and the ability to perform activities or behavior successfully. This means the good performance of an employee with high *self-efficacy* indicates the level of job satisfaction experienced by the employee is also high.

The most dominant indicator in shaping the *self-efficacy* variable is the indicator of confidence to be able to work effectively, followed by the indicator of confidence to be able to complete difficult work and then the last indicator, namely the ability to achieve predetermined goals. This research is following the theory of motivation in which Motivation is an individual's drive to act which causes the person to behave in a certain way that leads to goals. Motivation is the driving force within the individual that encourages him to take action. Everyone is motivated by their needs and desires which will manifest in the form of goal-directed behavior to achieve satisfaction goals.

This research is in line with research conducted by Indhiana (2013) which states that *self-efficacy* affects auditor performance. The research is supported by Iskandar and Sanusi (2011) who show that auditors with a high level of *self-efficacy* have better performance than auditors who have low *self-efficacy*.

However, this research is not in line with research conducted by Nadhiroh (2010), who concluded that *self-efficacy* has no significant effect on auditor performance in making audit judgments.

3. The Effect of Audit Risk on Auditor Performance

The results of hypothesis testing show that the audit risk variable has a negative and significant effect on auditor performance. This means, the higher the audit risk faced by the auditor, the lower his performance will make his performance decrease. When there is a high audit risk auditors in carrying out their duties find accounts that are difficult to audit. Transactions that are difficult to audit, lack substantive testing of the client's business risk, as well as difficulty measuring how large the level of complexity of the client's business transactions so that the audit evidence obtained is less reliable and less relevant, obtained is less reliable and less relevant which results in a decrease in audit quality and resulting in decreased performance, decreases.

The most dominant indicator in forming the audit risk variable is the control risk indicator, followed by the detection risk indicator and the inherent risk indicator which provide the smallest proportion in forming the audit risk variable. This research is following the behavioral theory that explains the relationship between audit risk variables and auditor performance. assessment The assessment of the risks faced by auditors is clearly stated in the auditing standards, namely the Statement of Auditing Standards (PSA), audit risk and materialism in conducting audits. Materialism in conducting an audit where audit risk needs to be considered in determining the nature and scope of audit procedures and in evaluating those procedures. So the risk of error affects auditor behavior which will then affect auditor performance. The results of this study are in line with research (Simanjuntak :2008) which shows that the risk of error affects the level of decline in audit quality.

This research is not in line with Kahfi's research (2016) which states that the risk of error has a positive and significant effect on audit quality. The higher the determination of the risk of error, the higher the audit quality will be. When carrying out an audit, the auditor finds items

in the financial statements have a high probability of being misstated. Then the amount of audit evidence collected by the auditor is generally more than the items that have a small possibility of misstatement in the financial statements, besides that the auditor conducts substantive testing of the client's business risk so that this makes the audit quality increase.

4. The Effect of Task Complexity, *Self-Efficacy*, and Audit Risk on Auditor Performance.

The results of hypothesis testing show that the variables of task complexity, self-efficacy and audit risk simultaneously (together) affect audit risk. Efficacy and audit risk simultaneously (together) affect auditor performance on auditor performance. This means, when carrying out an audit, the auditor gets difficulties with high audit risk and has high self-efficacy characteristics that will make him motivated and able to complete his duties will be able to complete the task.

This research is in line with research conducted by Wijyantini, Yuniarta, and Atmadja (2014) which states that obedience pressure, task complexity, and *self-efficacy* have a *simultaneous* effect on audit judgment. mutually on audit judgment. And consistent with the research (Indhiana : 2014) which shows that gender variables, task complexity, goal orientation and self-efficacy affect audit judgment. The task, goal orientation, and self-efficacy have a joint influence on auditor performance. together on auditor performance.

CONCLUSION

This study aims to determine the effect of task complexity, *self-efficacy*, and audit risk on auditor performance. Respondents in this study were 31 auditors who worked at the Public Accounting Firm (KAP) located in Makassar City. Based on the data that has been collected and hypothesis testing with multiple linear regression analysis has been carried out, the conclusions of this study are as follows:

1. Task complexity has a negative and significant effect on auditor performance.
2. *Self-efficacy* has a positive and significant effect on auditor performance.
3. Audit risk has a negative and significant effect on auditor performance.
4. Task complexity, *self-efficacy*, and audit risk simultaneously have a significant effect on auditor performance.

REFERENCES

- Andry, Haliah, Andi Kusumawat, Asri Usman. (2022). Audit Judgement Performance: Self Efficacy dan Kompleksitas Tugas sebagai Anteseden. *Tangible Jurnal*, 7, No. 1, Juni 2022, Hal. 48-54. <https://doi.org/10.53654/tangible.v7i1.249>
- Agoes, Sukrisno and Hoesada, Jan. 2012. *Flower Chain Auditing*. Second Edition. Jakarta: Salemba Empat.
- Agustina, Lidya. 2009. The Effect of Role Conflict, Role Clarity, and Role Overload on Job Satisfaction and Auditor Performance. *Journal of Accounting*, Vol.1 No.1. 40-69.
- Apsah, Siti. 2012. The Effect of Task Complexity, Job Stress, and Self-Efficacy on Auditor Performance in Making Audit Judgement. Thesis State Islamic University Syarif Hidayatullah Jakarta.
- Arianti, Henry. 2015. *Factors Affecting Auditor Performance*. Muhammaduyah University Syrajarta.

- Astriningrum, Trisanti Rutiayana. 2012. The Effect of Gender, Task Complexity, Obedience Pressure, and Audit Experience on Audit Judgment (Case Study at a Public Accounting Firm in DKI Jakarta). Bina Nusantara University. Jakarta.
- Arens, Elder, Beasley. 2012. Auditing & Assurance Services: An Integrated Approach. Fourteenth edition. Pearson Education Limited.
- Arens and Loebbecke. 2003. Auditing An Integrated Approach. Indonesian Edition. Publisher of Salemba Empat, Jakarta.
- Bandura, A. (1991). The self-efficacy conception of anxiety. In R. Schwarzer & R. A. Wicklund (Eds.), *Anxiety and self-focused attention*. (pp. 89-110). New York: Harwood Academic Publishers.
- Bandura, A, 1993. Perceived self-efficacy in cognitive development and functioning. *Educational Psychologist*, 28, 117-148.
- Bandura, A. 1996. *Self-Efficacy: The Exercise Of Control*. Worth Publishers New York.
- Bandura, Albert. 1997. *Human Attitudes Theory and Measurement*. Jakarta: Student Library.
- Barakatu, Abdul Rahman. 2007. Building Achievement Motivation: Self Efficacy Development and its Application in Education. *Lentera Pendidikan*, Edition X, No.1, June 2007 (34-51).
- Baron, R.A, & Byrne, P. 2000. *Social Psychology: Understanding Human Interaction*. Boston: Allyn and Bacon Inc.
- Barnes. 1996. *Law For Business*. Boston: MC Graw Hill.
- Bernardin and Russel, 1993. *Human Resource Management*. New Jersey: International Editions Upper Saddle River, Prentice Hall.
- Bonner, S E. 1994. A Model Of The Effects Of Audit Task Complexity. *Paragon Accounting and Organisation and Society*. Vol 19 no 3: 213-234. University of Southern California, Los Angeles.
- Bonner, S E and Sprinkle, GB. 2002. The Effect Of Monetary Incentive On Effort and Task Performance: Theories, Evidence, and Framework of Research. *Accounting, Organisation and Society*, 27 (4/5): 303-345.
- Boynton, Johnson, and Kell. 2003. *Modern Auditing*. Volume 1 Seventh Edition (Translation Rajoe, P.A., Gania, G., Budi, I. S.), Erlangga, Jakarta.
- Campbell, J.P et al. 1970. *Managerial Behaviour, Performance and Effectiveness*. New York: McGraw-Hill Coy
- Chandra, Ferdinand Kris. 2006. The Effect of Supervision Actions on Internal Auditor Performance with Work Motivation as an Intervening Variable.
- Chung, J. and Monroe, G. S. 2001. A Research Note on the Effects of Gender and Task Complexity on an Audit Judgment. *Behavioural Research in Accounting*, 13: 111-125.
- Heliyawati, Putri. 2011. The Effect of Computer Anxiety on Intention to Use Information Technology with Computer Self-Efficacy as a Moderating Variable (Empirical Study on Students of Diploma III Accounting Programme, Faculty of Economics, Syiah Kuala University, Banda Aceh).
- Indhiana, Tita Lilia. 2014. The Effect of Gender, Task Complexity, Goal Orientation and Self-Efficacy on Auditor Performance. University of Muhammadiyah Surakarta.

The Influence of Task Complexity, Self-Efficacy, and Audit Risk on Auditor Performance at Public Accounting Office (Kap) in Makassar City

Ristio et al. 2014. The Effect of Accountability and Auditor Competence on the Quality of Auditor Performance (Empirical Study at the Public Accounting Firm in Semarang). Journal of Accounting and Finance.