UNIVERSITI TEKNOLOGI MARA

KNOWLEDGE MANAGEMENT PROCESS AND AUDIT FIRMS’ PERFORMANCE

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Dissertation submitted in partial fulfillment of the requirements for the degree of Master of Accountancy

Faculty of Accountancy

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CANDIDATE’S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non academic institution for any other degree or qualification.

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KNOWLEDGE MANAGEMENT PROCESS AND AUDIT FIRMS’ PERFORMANCE

ABSTRACT

This academic exercise examines the relationship between knowledge management (KM) process and audit firm performance. The study deployed variables from previous literatures on KM process and firm performance (Fong & Choi, 2009; Massa & Testa, 2009; Ngah, Hoo, & Ibrahim, 2009). As knowledge is considered an intellectual capital for audit, it is essential to see the impact of KM process which includes knowledge creation and acquisition, knowledge transfer and sharing, knowledge storage and retrieval, knowledge application and knowledge protection as main providers to audit firm performance. This study conducted a basic investigation on the impact of KM process in the audit firms in Malaysia through the survey questionnaires which were distributed to 46 audit firms located in Johor, Melaka, Negeri Sembilan and Selangor. The statistical results from the sample revealed that KM process has a positive significant relationship to the audit firms’ performance. The result further indicated that knowledge creation and acquisition is the main contributor to the audit firm performance. It may also benefit specific groups of people including audit professional staff, audit firms’ management, as well as motivating them to enhance firm performance through the KM processes.

Keywords: KM Process, Auditors, Audit Firms Performances
# TABLE OF CONTENT

Abstract

Acknowledgement

Table of Contents

List of Tables

List of Figures

List of Abbreviations

<table>
<thead>
<tr>
<th>CHAPTER 1</th>
<th>INTRODUCTION</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Research Background</td>
<td>4</td>
</tr>
<tr>
<td>1.2</td>
<td>Problem Statement</td>
<td>7</td>
</tr>
<tr>
<td>1.3</td>
<td>Research Objectives</td>
<td>10</td>
</tr>
<tr>
<td>1.4</td>
<td>Research Questions</td>
<td>11</td>
</tr>
<tr>
<td>1.5</td>
<td>Significance of the Study</td>
<td>13</td>
</tr>
<tr>
<td>1.6</td>
<td>Scope and Limitation of the Study</td>
<td>15</td>
</tr>
<tr>
<td>1.7</td>
<td>Organization of the Study</td>
<td>16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHAPTER 2</th>
<th>LITERATURE REVIEW</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0</td>
<td>Introduction</td>
<td>19</td>
</tr>
<tr>
<td>2.1</td>
<td>Knowledge</td>
<td>20</td>
</tr>
<tr>
<td>2.2</td>
<td>Knowledge Management</td>
<td>22</td>
</tr>
<tr>
<td>2.3</td>
<td>KM Process</td>
<td>23</td>
</tr>
<tr>
<td>2.4</td>
<td>Knowledge Intensive Firms</td>
<td>27</td>
</tr>
<tr>
<td>2.5</td>
<td>KM Performance</td>
<td>29</td>
</tr>
<tr>
<td>2.6</td>
<td>Hypotheses Developement</td>
<td>31</td>
</tr>
</tbody>
</table>
2.6.1 Knowledge creation and acquisition and audit firm’s performance 31
2.6.2 Knowledge transfer and sharing and audit firm’s performance 32
2.6.3 Knowledge storage and retrieval and audit firm’s performance 33
2.6.4 Knowledge application and audit firm’s performance 34
2.6.5 Knowledge Protections and audit firm’s performance 35
2.6.6 Audit Firm Performance 36

CHAPTER 3 RESEARCH DESIGN AND METHODOLOGY
3.0 Introduction 37
3.1 Conceptual Framework 38
3.2 Methodology 39
3.2.1 Questionnaire Design and Development 39
3.2.2 The Population and Sample 41
3.2.3 Data Distribution and Collection 43
3.3 Valid Measurements of Survey Instrument 46
3.4 Statistical Analysis 47
3.4.1 Validity 48
3.4.2 Reliability 49
3.4.3 Factor Analysis 49
3.4.4 Regression Analysis 50

CHAPTER 4 FINDINGS AND ANALYSES
4.0 Introduction 51
4.1 Descriptive Statistics 52
4.1.1 Respondents Demography 52
4.1.2 Descriptive Statistics of Variables 57
4.2 Factor Analysis 58
4.2.1 Factor analysis findings 58