

UNIVERSITI TEKNOLOGI MARA

AUDITORS' JOB PERFORMANCE:
THE EFFECTS OF JOB AUTONOMY AND ROLE
AMBIGUITY

SYED REDZWAN SAYED ROHANI

MASTER OF ACCOUNTANCY

FACULTY OF ACCOUNTANCY

JUNE 2013

CANDIDATE'S DECLARATION

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

In the event that my dissertation be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and agree be subjected to the disciplinary rules and regulations of University Teknologi MARA.

Name of Candidate : Syed Redzwan Bin Sayed Rohani

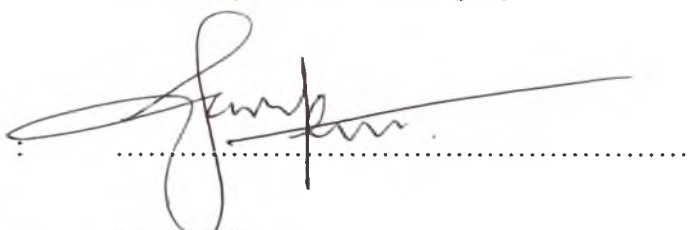
Candidate I.D. No. : 2011388135

Programme : Master of Accountancy

Faculty : Accountancy

Thesis Title : Auditors' Job Performance: The effects of Job
Autonomy and Role Ambiguity

Signature of Candidate

A handwritten signature in black ink, appearing to be 'Syed Redzwan Bin Sayed Rohani', written over a horizontal dotted line.

Date

: June 2013

ABSTRACT

This study examines the relationship of several perceived characteristics of the work environment among auditors working for big public accounting firms. Specifically, the study explores the relationship of job autonomy and role ambiguity to auditors' job performance. The sample consists of 150 existing auditors who work with the big four auditing firms in Klang Valley. A total of 90 responses are used for further analysis. It is hypothesized that job autonomy should have a positive relationship with auditors' job performance. While it is predicted that role ambiguity should have a negative relationship with auditors' job performance. The regression results suggest that job autonomy is statistically significant and is positively associated with auditors' job performance. Conversely, role ambiguity is found to have a significant and negative relationship with auditors' job performance. The information obtained from this study should be useful to the managers and policy makers of an audit firm so that they could be more sensitive and alert to the indicator of Malaysian auditors' performance. Further study in this area should include other possible determinant and larger samples of Malaysia auditors that consists of big, medium and small size audit firms in order to get a more robust picture on the auditors' job performance.

Keywords: Job Autonomy, Role Ambiguity, Auditors' Job Performance

TABLE OF CONTENTS

	Page
CANDIDATE’S DECLARATION	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF TABLES	ix
LIST OF APPENDICES	ix
LIST OF FIGURES	x
LIST OF ABBREVIATION	xi

CHAPTER ONE: INTRODUCTION

1.0 Introduction	1
1.1 Problem Statement	3
1.2 Research Questions	5
1.3 Objectives of the study	6
1.4 Significant of the study	6
1.5 Structure of the study	6

CHAPTER TWO: LITERATURE REVIEW

2.0 Introduction	8
2.1 Job Performance	8
2.2.1 Job Autonomy	9

2.2.2	Consequences of Job Autonomy	10
2.3.1	Role Ambiguity	11
2.3.2	Consequences of Role Ambiguity	12
2.4	Research Framework	13
2.5.1	Underpinning Theory	14
2.6	The Relationship of Study Variables and Hypothesis Development	16
2.6.1	The Relationship between Job Autonomy and Job Performance and Hypothesis Development	16
2.6.2	The Relationship between Role Ambiguity and Job Performance and Hypothesis Development	18

CHAPTER THREE: RESEARCH METHODOLOGY

3.0	Introduction	20
3.1	Research Variables and Operational Definition	20
3.1.1	Auditors' Job Performance	21
3.1.2	Job Autonomy	21
3.1.3	Role Ambiguity	22
3.2	Data, Population, Data collection, Sample Selection, and Research Instrument	22
3.2.1	Source and Type of Data	22
3.2.2	Population and Sample Selection	22
3.2.3	Data Collection Method	23
3.2.4	Research Instrument	24
3.2.5	Pilot Test	25
3.3	Method of Analysis	27
3.3.1	Descriptive Statistics Analysis	27
3.3.2	Reliability Test	27