Symbolic interaction of internal auditor in the implementation of consultation activities

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Abstract. Disaster is one of impacts caused by climate change. The Audit Board of the Republic of Indonesia conducts an audit of state finances management and responsibility in handling the disaster. The success of The Audit Board of the Republic of Indonesia was partly driven by The Audit Board of the Republic of Indonesia's internal audit performance, namely the Inspectorate General which provided consultations to add value for the The Audit Board of the Republic of Indonesia work unit. However, The Audit Board of the Republic of Indonesia work unit expects that Inspectorate General has more consultative and not impressed as an external auditor in carrying out the consultation. The purpose of this research was to improve and enrich the communication of Inspectorate General internal auditors in carrying out the consultation. This research used symbolic interaction theory by George Herbert Mead. This paper is a compilation of several relevant data sources. They were collected systematically, and then analyzed in-depth and critical evaluation to provide the research finding in narrative. The result showed that management of mind, self, and society can play important role in carrying out the consultation. Besides, the use of symbol and nonverbal communication may increase good relationship in the consultation. Inspectorate General needed to improve its auditors competence to manage symbolic interaction in carrying out the consultation in order to be more consultative.

1. Introduction

Climate change caused by global warming is a thing that cannot be avoided and has large impact toward human life. The impact of climate change is the natural disaster occurrence. Indonesia is one of the most vulnerable countries to climate change because of its coastline, high population, and economical activities depending on agriculture, natural resources, and forestry [1].

In September 28th, 2018, a natural disaster happened and causing tsunami in Palu and Donggala, Central Sulawesi Province. The disaster left 2,081 people dead [2]. Moreover, health problem was problem occurred by earthquake in Palu [3]. Due to the impact appeared, the government made effort to give help as conveyed in CNN Indonesia [4].

As an independent Agency [5], The Audit Board of the Republic of Indonesia undergoes audit on state financial management and responsibility. One of them is the audit of disaster management in Palu [6]. In doing its task, The Audit Board of the Republic of Indonesia applies three lines of defense model as effort to increase quality and benefit of The Audit Board of the Republic of Indonesia audit result.
through audit and institutional performance development of The Audit Board of the Republic of Indonesia. The third line is Internal Independent Assurance, which is Inspectorate General as internal auditor [7].

The internal audit role is task realization in preventing bad things in order to understand the risk [8]. In Indonesia, Inspectorate functioned as internal audit in the Central / Local Government expected to be able to foster state finance management [9]. In undergoing the internal audit role, Inspectorate General of The Audit Board of the Republic of Indonesia conducts consulting activity [10]. Breakspear in Holt [11] stated that consultation involves cooperation between internal auditor and management. However, in conducting consultation, the The Audit Board of the Republic of Indonesia work unit still expects the Inspectorate General to be more consultative and does not look like external auditor, so the relation as work partner can be realized and also reduce defensive behavior [12].

Pusat Pengembangan Internal Audit [13] is about the importance of interpersonal communication in auditing. The success of auditing task is influenced by the ability in building communication effectively with auditee or other stakeholders. Furthermore, there is interaction between internal auditor and work unit during the consultation. In doing the interaction, the communicator cannot be separated from the exchanged symbols usage [14]. The purpose of this research is to improve and enrich the communication of the internal auditors of the Inspectorate General in conducting the consultation.

2. Research methods
Literature review was conducted by finding data sources from both national and international journals, books, and articles on websites that focuses on the study of climate change, internal audit, consulting, and symbolic interaction. Then, those were systematically gathered and analyzed by in-depth and critical evaluation to provide the findings in narrative.

3. Result and discussion

3.1. Consulting
Inspectorate General as The Audit Board of the Republic of Indonesia internal audit has duty to supervise the implementation of duty and function of all The Audit Board of the Republic of Indonesia executors’ elements through acquiring quality assurance on audit performance, internal audit and acquiring quality assurance on institutional performance, and evaluation on system of fraud control, integrity enforcement, and providing audit support in The Audit Board of the Republic of Indonesia [15]. Inspectorate General audit activities consisted of assurance, consultation, and professionalism and integrity enforcement [10]. It is in line with a statement stated that back then, most of the audit work and guarantee service handled by internal auditor, yet nowadays their role has changed into consultation service provider [16].

The consultations of Principle Inspectorate are about The Audit Board of the Republic of Indonesia audit quality control, risk management, work unit internal control aspect, and bureaucracy reformation. Based on the conducted activities, the important role of the Inspectorate General in The Audit Board of the Republic of Indonesia is in accordance with statement Mocanu and Ciurea [17], stated that internal audit contributes main pillar to effectively manage the organization. The important of internal audit consultation expressed in Hanskamp-Sebregts et al [18] which stated that internal audit must have consultation system to detect early risk of the patients and continue it for the sake of the patient safety. Besides, the research findings Leung et al [19] showed that internal auditor has provided internal consultation and advisory related to IT system, strategic risk, and finance.

3.2. Symbolic interaction
Nowadays, internal audit originally took role as exclusive audit which did not have relation with other divisions changed into audit focusing on the audit with participation of the executives, and supporting problems diagnosis related to internal control [20]. This case was also happened to Inspectorate General when conducting internal audit in The Audit Board of the Republic of Indonesia. For example, when
The internal auditor role which is increasingly important can increase internal auditor position as corporate governance part, and have impact to the demands expected of internal auditors, so the internal auditors needs skill and expertise in knowledge [17]. In relating to skill, Plant and Slippers [22] stated that good skill in verbal and written communication in undertaking guarantee and consultation service must be possessed by internal auditor. According to Pusat Pengembangan Internal Audit [13] interpersonal communication has important role in auditing activities to coordinate the activity of auditing, briefing, de-briefing, pre and exit meeting, questionnaire arrangement, and interview for collecting data. The auditing duty success is influenced by the ability in building effective communication with the auditee or other stakeholders.

The communication between internal auditor and other division within the organization, especially in consulting activity, lead to the interaction between the two parties involving verbal and nonverbal communication. It is in line with Devito [24] who stated that “Interpersonal communication is the verbal and nonverbal interaction between two (or sometimes more than two) interdependent people”. Interpersonal communication is a communication to preserve relationship.

The relationship happened between internal auditor and other division within organization completed by symbolic interaction. Symbolic interaction teaches about people having interaction with each other, sharing a meaning for terms and action, thus the understanding of some events will be appeared in certain ways [25]. Moreover, same matters can possess different meaning because every person forms their own meaning based on their interaction with other people [26]. Mead in Griffin et al [27] believed that communication creates mind, self concept, and widespread community, and those are what called as symbolic interaction. Mead also expressed three concepts of symbolic interaction, they are; Mind, Self, and Society. Mind is a conversation happened within someone's mind as form of thinking. Self is language function because self concepts come from talking, and Society is group of people as conversation partner. Furthermore, Blumer expressed three core principles of symbolic interactionism relating to meaning, language, and thinking [27].

Some researches regarding Symbolic Interaction have been undertaken. The research Hermita et al [28] reported that the interaction conducted between Java Tribe and Bungku Tribe in Wosu Village went really well. It was held using three critical concepts; Mind, Self, and Society. Those three concepts of symbolic interaction are interrelated and supportive as written in the research Yuliani et al [29] which stated that old transgender women desire to return and show their original gender identity as men, because they try to show their self as the society wish for. Besides, Tripambudi [30] stated that individual interpretation to their environment will be depended on individual interaction and communication with their environment. Masyitah [26] stated that the communication form between lesbians and local society affected by symbol given by other people. Hence, they can utter their feeling, mind, and meaning by reading the symbols displayed by other people. Based on those matters, internal auditor in undertaking the consultation is influenced by Mead’s concept consisting of mind, self, and society. Stephen et al [25]
stated that the important point of who a person is self concept shown to other people in interacting. Therefore, mind, self, and society management managed by internal auditor is needed in consultation.

The symbols have deep relation with interaction; the meaning of symbol is built and can be changed into interaction [31]. Some researches explained that the symbols usage in interaction has important role to create meaning. Research Hashash et al [32] showed that students who are labeled stereotypes will internalize negatively, while the reactions expressed are refusing to look the teacher in the eye, apathetic, or speaking in short phrase. The research Maghfira and Mahadian [14] stated that teachers build the interaction with the students in both inside and outside the class through symbols exchanging, so they will have understanding of meaning on the importance of education. Research van den Beemt et al [33] gave conclusion that communication and interaction symbolic factors portray important things in the learning network. Based on the research mentioned before, internal auditor can provide positive symbol to other parties within organization, whether when conducting consultation or not, with hope that they will get meaning encouraging positive feedback from other divisions within the organization.

The interaction happened cannot be separated from nonverbal communication related to the symbol usage. Research Elsrud et al [34] stated that language, voice, and silence are beyond the speech for various sign languages: clothes, body’s position, lifting eyebrows, finger tapping, closed eyes or glimpses of members of the court. Besides, Resti and Joko [35] stated that the ritual symbolic interaction form “Haroa Ano Laa” consisted of verbal and nonverbal symbols. In addition, nonverbal symbol includes cockfighting and grave pilgrimage.

The relationship between the internal auditor and other divisions certainly cannot be separated from unpleasant situation because of the internal auditor position within the organization. However, based on the results of those researches, the symbol usage and nonverbal communication can affect the internal audit consulting activity. Therefore, internal auditor can provide symbols and nonverbal communication which are able to improve good relationship with other divisions within the organization.

4. Conclusion
Communication is an important competence of internal auditor. One form of the internal auditor communication in conducting its duty is trying to provide symbolic interaction with other divisions in the organization. Symbolic interaction of the internal auditor can improve good relationship between internal auditor and other divisions in consulting activity. Therefore, to make the Inspectorate General to be more consultative, the internal auditors should improve their competencies in managing symbolic interaction.

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