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EXPECTATION GAP IN AUDITOR RESPONSIBILITIES: A CASE STUDY

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Abstract. The aim of this research is analyzing the audit expectation gap in Vietnam. The research result has identified that there are many differences between the auditors' and the financial-statement users' opinions about the auditors' responsibilities. Most of research results about the auditors' responsibilities show that the perception of financial-statement user regarding to auditors' responsibilities has been higher than the auditors', which is the reason for the wide audit expectation gap in Vietnam. Based on the research result, some reasons for the audit expectation gap are listed: the auditors have not fully performed their responsibilities based on the current regulations, the current standards on auditing have not been reasonable, and the most important reason is because the financial-statement users have high expectations (unrealistic expectations) of auditors' responsibilities. Moreover, based on this research result, some related recommendations have been suggested and they are hoped to provide the useful references for the corporations, the government, auditors and fundraisers to enhance the quality of the financial statements and provide the useful information for the users.

Keywords: auditing; expectation gap; financial statements; auditors' responsibilities

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1. Introduction

The financial statements have the important role in the decision- making of internal and external users. For instance, the investors could use this information to decide if they want to buy, hold or sell stocks, or the credit officer would use this financial information for the loan decision, or the tax department could use it to examine if the companies have fulfilled their tax obligations, etc. Therefore, the companies have the important role in preparing the financial statements and the auditors, who give the assurance for this information, should improve the quality of their performance to provide the quality and useful financial statements for the user decision-making. The information in the financial statements has been influenced by not only the internal users as managers, Board of Directors, supervisory board, management board and internal auditors (Masiulevičius, Lakis, 2018; Tarasova et al., 2018; Nadhir et al., 2019; Kulustayeva et al., 2020; Caplinska, Tvaronavičienė, 2020; Al-Gamrh et al., 2018) but also the external users as governmental bodies (e.g. Serikova et al., 2020; Sasongko et al., 2019; Chehabeddine, Tvaronavičienė, 2020). This paper is devoted to a case study of Vietnam. Governments interest in this area are represented by such institutions as State Securities Commission of Vietnam (SSC), The Ministry of Finance, Vietnam Association of Certified Public Accountants (VACPA), tax departments and The State Audit Office of Vietnam, especially the external auditors. Vietnamese government has recently issued some requirements regarding to auditors' independence, as Vietnamese accounting standards, Law on Independent Audit and some related Decrees, with the focus on auditors' responsibilities.

It has been recently show that the quality of independence audit in Vietnam has become the society concern and one of the factors affecting this quality, based on the financial-statement users, is the auditors' responsibilities. And one of the most important questions is whether the auditors and audit firms have the responsibilities for the financial statement's material misstatement, and if so, the question is how influence it would affect and what their responsibilities for the investors and shareholders are. For the financial information transparency of the companies, especially the listed companies, the Ministry of Finance has to develop the auditing standards, the regulation regarding to the independence audit, especially the auditors' responsibilities. For the best results, it has to be considered what the auditors' opinions about their responsibilities are, the financial-statement users' opinions about the auditors' responsibilities are, and whether there are any differences between the opinions from these two parties. If so, what are the suggested recommendations to narrow the audit expectation gap?

For the reasons mentioned above, the "Audit expectation gap in auditor responsibilities empirical evidence in Vietnam" research is necessary in Vietnam. Because this crucial problem helps to stabilize and develop the stock exchange market in the process of regional and international economic integration of Vietnam. Moreover, this research result could be used as the reference for the corporations, the government, auditors, fundraisers to find the suitable solutions to enhance the financial statement quality and provide the useful information for users.

2. Research literature review

2.1. Literature review

2.1.1. The audit expectation gap between the audit results' users and the auditors

The auditors' responsibilities include the professional liability and legal liability. The professional liability focuses on the opinions about the reasonable and reliable of financial statements, and the other responsibilities are detecting the material misstatements and reporting to the managers about the misstatements detected by auditors in the audit process. Besides the professional liability, the auditors have the legal liability with the users of audit results as customers, lenders, investors and other stakeholders based on the regulations in one country. The legal liability of auditors is mainly from the negligence, when the auditors have not fully performed their responsibilities in the audit process and when the professional standards are not reasonable as requested. Around the world, in recent years, the criticism and the number of legal cases on the audit results created by auditors are increasing. This has shown that there is the conflict in the relationship between the society's requirements and the perceived performance of auditors. The researchers provided the definition of "audit expectation gap".

The high society's expectations of the auditors have created the expectation gap between the auditors and the users of audit results on the audit function. The audit expectation gap identifies the different expectation of audit function between the auditors and society, particularly the financial statement users (Liggio, 1974; Cohen, 1978). Liggio (1974), the first researcher who originated the definition of audit expectation gap, has identified the audit expectation gap is the difference between the society's and auditors' expectations of the auditors' performance. This is the society's expectations and the auditors' perceived performance (Shaikh & Talha, 2003). According to Cohen (1978), this gap is the difference of opinions between (a) what society perceived auditors' responsibilities and (b) what the auditors perceived their own responsibilities. It has shown that there is the audit expectation gap between the requirements from the society and the auditors' abilities to achieve that expectation.

Ajayi (2007) and Semiu & Johnson (2011) have described the audit expectation gap is when the society's expectations of independence auditors' roles and responsibilities is different from the roles and responsibilities of auditors based on the regulations and standards. Besides, there are many different opinions about the audit expectation gap. However, the current model described the audit expectation gap that was mostly used in many countries to examine the existence and reasons of the audit expectation gap is in the research of Porter (1993).

Porter (1993) criticized that the definition of Liggio and Cohen on the audit expectation gap is so narrow. Therefore, Porter has introduced the model to analyze the audit expectation gap, which included two factors: the reasonableness gap, and the performance gap (see Figure 1).

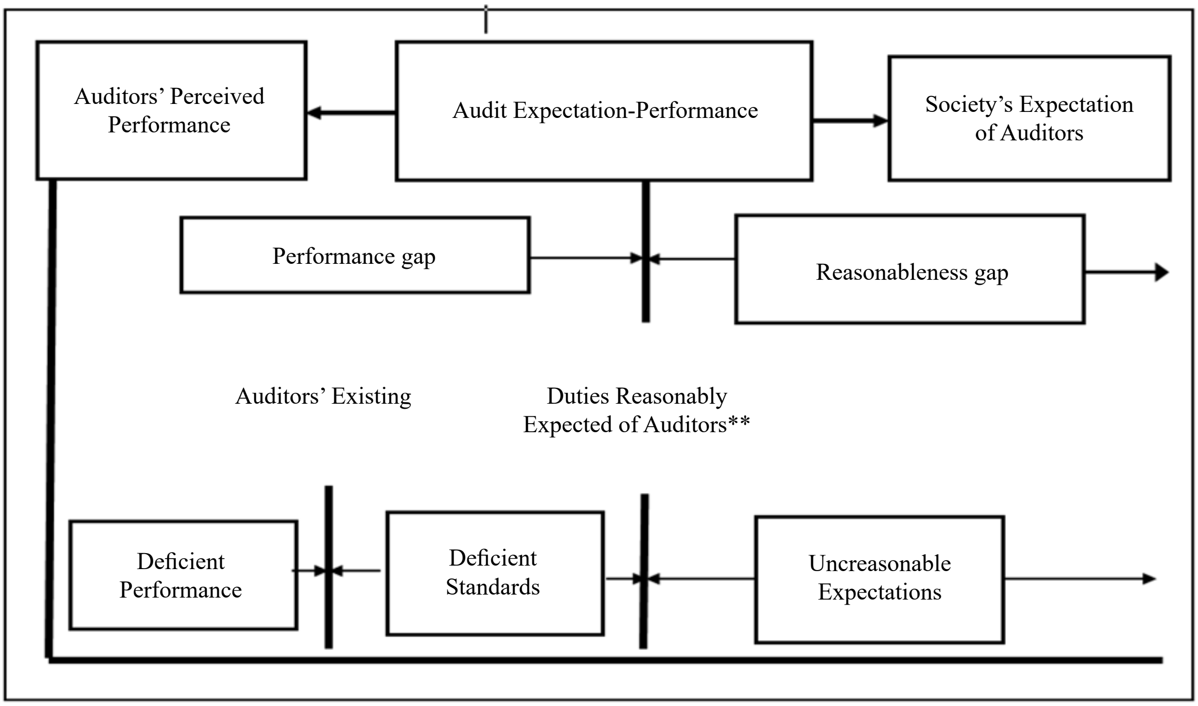

Figure 1. Audit expectation Gap

Source: Adopted from Porter (1993)

Based on this model, the reasonableness gap is the difference between "the society's expectations of auditors and the duties reasonably expected of auditors" (Porter, 1993). This gap has always been existed because the auditors just have the responsibility to give the opinions whether the financial statements are reasonable and reliable, but the others think the auditors have to ensure the accuracy of financial statements, the companies do not have any frauds… when issuing the audit opinions (Humphrey, 1997). The auditors could not achieve this expectation due to the economic perspective and the inherent limitations of auditors (Vu Huu Duc et al., 2005, 44). The performance gap is the difference between "the duties reasonably expected of auditors and the auditor's perceived performance" (Porter, 1993). This gap is divided into two parts:

The deficient standards (reasonable standards and current standards): the gap between the responsibilities identified based on the law regulations and the professional standards;

The deficient performance: is the gap between the expected standards the auditors have to comply when auditing and the actual expectations of auditors when performing these tasks.

According to Best et al. (2001), Fadzly & Ahmad (2004), the existence of audit expectation gap is the difference between the society's expectations including the customers, banks, investors, … and the auditors of: (1) the actual or uncertain roles and responsibilities of auditors relating to the fraud prevention and detection, relating to the financial statements design; (2) the customer satisfaction of the services, (3) the difference between the expectations related to the audit purpose. Moreover, this gap is also the different expectations of auditors of standards and difference of standards compliance when auditing, the difference on the evaluation of misstatements of auditors and the financial-statement users, etc.

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2.1.2. The reasons of the audit expectation gap

The reasons of audit expectation gap have been researched for many years. According to Odia James & Izedonmi (2010), some reasons leading to the audit expectation gap are listed below:

The complexity of audit function;

The non-innovative careers that could not response to the change of society;

The subjectivity of auditors in audit process;

The professional standards of auditors.

2.1.3 The existence of audit expectation gap

The initial researches on the audit expectation gap around the world mainly discovered the perception of audit result users about the auditors' roles and responsibilities. Then, the others analyzed the existence of audit expectation gap, the reasons of this gap and the suggested recommendations to minimize. Although these researches used many different research tools and were conducted in different countries, the dominant way is using the questionnaire for the survey. Best et al. (2001) conducted the survey for the auditors and the main financial-statement users as banks and investors. The research divided the factors relating to audit expectation gap into three groups: the auditors' responsibilities, the reliability and usefulness of audit reports. The results show that the audit expectation gap has existed in three perspectives and the largest difference between two groups in those three perspectives is the auditors' perception of their responsibilities. This research result was same as the research of Dixon et al. (2006), which conducted in Egypt when conducting the survey through the questionnaire including 16 observable variables relating to three factors as mentioned above.

In fact, the auditors' responsibilities and audit expectation gap have always been together. The society's expectation gap has been over the limitation of audit function. The audit has always been challenged to respond this expectation because the audit procedures were conducted to ensure the company's financial statements suitable for the standards, and the fraud prevention responsibilities should be the responsibilities of managers, because managers have legal liability for the reliability of financial statements (Martens & McEnore, 2001)

The auditors' responsibilities relating to the fraud has always been the argument. The society expected the auditors must have the responsibilities to prevent or detect the fraud, and the society are not usually satisfied with this auditors' responsibilities. The empirical researches in different countries around the world on the existence of audit expectation gap were based on the different perception of auditors and financial-statement users on the auditors' responsibilities as banks, investors, students, etc. All of these researches have the same results of the existence of audit expectation gap.

The other remarkable research is the research of Martens and McEnroe (2001) on the auditors' responsibilities. The research surveyed the participants that are investors and auditors. The result has shown that the investors had higher expectations more than the auditors on the different events and the assurance of auditors on the reporting, the internal control, fraud and illegal behaviors. Similar to the opinion of Martens and McEnroe et al. (2001), Fadzly et al. (2004) also identified the auditors' responsibilities are one of the determinants influencing the expectation gap between auditors and investors. In this research, they constructed some differences in perception of these two participants on the auditors' responsibilities, that are fraud prevention and detection, financial statement preparation, objectivity of audit, the internal control, the scope the auditors had the legal liability, the commitment of auditors and the failure in business of the company relating to fraud. The research also demonstrated that the information users believed the auditors have the responsibilities for all of these problems, the largest expectation gap is the opinions of the financial statements preparation. Both banks and investors expected the auditors would have the responsibilities on preparing the financial statements, whereas these responsibilities belong to the managers. Differently from the opinion of this research, Dixon et al. (2006), which conducted in Egypt, surveyed the perception of society and auditors on the auditors' responsibilities as responsibilities of fraud prevention and detection, financial statements preparation, the objective audit process, the sufficient audit procedures performed. The result show that in Egypt, the society believed the manager's responsibilities are only related to the financial statements preparation, and the others belong to auditors. Therefore, these above researches shown that the arguments focused on whether the responsibility of fraud prevention and detection are the auditors', although many standards clearly identified the fraud prevention and detection responsibility was not the main responsibility of auditors. This one just advocated the responsibility to prepare the reliable and reasonable financial statements. However, the financial-statement users still believed this was the main responsibility of auditors and they expected the auditors had to fully perform this responsibility.

2.2. Conceptual theories

2.2.1. Agency theory

According to Jensen & Meckling (1976), the agency theory focuses on the relationship between the principals and the agents. While the principals would transfer some rights to the agents, the agents have to make decisions for the principal's best interests. However, in reality, the agents have their own interest. This is the reason that lead to the agency conflict and the agency cost paid by the principals. There are two typical relationship for the agency theory: the shareholders (the owners) and the managers, the lenders and the creditors.The agency theory has the important role for this research, because the agency conflicts and the agency costs identify the important role and the necessity of the auditors to protect the interests of all related parties and minimize the agency costs. The professional assurance by the independent auditors in the financial statements make the financial information more reliable. In other words, the principals expect the audited financial statements are the assurance of financial information quality, so they could use this information to effectively monitor the agents. Moreover, besides the related parties in the agency relationship mentioned above, the trade partners, government, financial analysts… always need the reliable financial information. This would emphasize the importance of financial statement audit in reality.

2.2.2. The Role Theory

The role of financial statement audit and auditors are represented by the Role Theory. The auditors could be seen as the professional in the society system. As the professional, the auditors have to comply with the social rules, such as the law system as professional standards and other legal documents. Therefore, different groups (managers, shareholders, financial analysts, auditors, accountants, investors, etc.) are the rolesenders. They would have different expectations of auditors' tasks. These expectations could be changed over time depending on the requirements on the auditor's roles and the interactive among different interest groups in different time periods in society. Therefore, the auditors are placed in many different situations with many different roles and expectations in different time periods, so the expectation gap among the related parties of the auditors' roles are always existed.

The different related interest groups always expect auditors in different specific roles, depending on their requirements and interests. These expectations are not homogeneous among the groups, and change over time, so the expectation gap of the auditors' roles among the groups are existed in different specific time periods. The role conflict theory was developed by Rizzo et al. (1970), based on these assumptions: the auditors are required to monitor the customers' financial statements and the society expects the auditors perform that duty reliably (Koo & Sim, 1999).

The auditors have the role conflict because the auditors have to perform all professional standards and legal documents relating to the tasks of independence auditors. Moreover, the auditors have to balance their own interest and their role as the "watch dog" for the best interest of the users and their clients (Alleyne & Devonish, 2006). Koo and Sim (1999) has identified that the reason for the role conflict is because of the expectation gap between the auditors and the users. The users expect the auditors act in the society's best interests and detect the management frauds (Mills & Bettner, 1992). The role conflict exists when the auditors could not perform all the responsibilities the users expect.

2.2.3. The Theory of Inspired Confidence

Based on this theory, the auditors' functions in society are from the demand of professionals and independence opinions about the financial statements quality through the audit. This function was from the society's belief in the effectiveness of the audit and auditors' opinions. Therefore, this belief is the condition for the existence of auditing, if this belief is negatively influenced, this function has been gradually useless. Limperg (1932) has show that there are two situations that could make the society's belief in auditors impaired. Firstly, it is when the social expectations of auditors and audit is too high, which is beyond the auditors' abilities. The second situation is when the auditors did not perform their tasks and responsibilities effectively. Limperg (1932) identified that the social demand has been always changed because it depends on and is influenced by the change of the social awareness and environment. Limperg (1932) also emphasized that the auditors' roles in the relationship with the financial-statement users, as the independence professional, are really important as the confidential agent for society. In conclusion, this theory of Limperb is based on the highest satisfaction level of the financial-statement users on the auditors' tasks. To achieve this aim, the auditors have to fully perform their responsibilities to achieve the society' expectations. However, the auditors' tasks always have their specific limitations on resources and time, so if the expectation is too high, which is beyond the auditors' abilities, it would also make this expectation impaired.

3. Research methodology

Qualitative analysis such as analytical, synthesis analysis are used. Generally speaking, quantitative method is mainly used in this study with statistics, T-test analysis of differences in opinion between auditors and users about auditor's responsibilities. Finally, we use the results to make recommendations for both these enterprises, relevant organizations and government.

4. Research results

4.1. Empirical results

4.1.1. The research samples

This research surveys the opinions of auditors and audit result users on the auditors' responsibilities in Vietnam, and the audit result users are surveyed in this research are accountants, bank officers and individual investors. Therefore, taken as a whole, there are all auditors, accountants, bank officers and individual investors in Vietnam. To survey the opinions of auditor and users, have collected the information through a questionnaire. This questionnaire includes two parts, which are demographic questions and the questions about opinions of auditors' responsibilities on financial statement audit that are based on the questionnaires in prior researches as Porter, B. A. (1993), Fadzly & Ahmad (2004), and are suitably adjusted to the research. The author has applied the random sampling techniques, there are 220 questionnaires that are sent directly or by email and there are 197 respondents (90%), all the answer sheets are qualified, including 62 men (40.26%) and 92 women (59.74%). According to the results in table 1 below, the survey is conducted based on four groups of participants, which are 60 auditors (30.46%), 62 accountants (31.47%), 40 bank officers (20.30%) and 35 individual investors (17.77%). According to the result in table 2 below, there are 143 participants having the accounting certificate (72.6%) and 54 participants not having one (27.4%).

Table 1. Statistics of the respondents based on the occupation

Respondents	Number of respondents	Percentage
Auditors	60	30.46%
Accountants	62	31.47%
Bank officers	40	20.30%
Investors	35	17.77%
Total	197	100%

Source: Author's computation from survey

Table 2. Statistics of respondents based on the accounting certificate

Accounting certificate	Yes	143	72.6%
	No	54	27.4%
	Total	**197**	**100%**

Source: Author's computation from survey

4.1.2. Research results

Table 3. Evaluation of respondents on the responsibilities of auditors

	Auditors		**Users**	
	Mean	**Rank**	**Mean**	**Rank**
The auditor is responsible for producing the financial statements	1.87	13	2.63	22
The auditor is responsible for conducting of 100% examination in audit procedure	1.53	22	3.5	15
The auditor is responsible for giving assurance that company is in good financial health	1.92	11	3.44	16
The auditor is responsible for maintaining accounting records by the management	1.8	17	2.81	20
The auditor is responsible for safeguarding the assets of the company	1.7	19	2.65	21
The auditor is responsible for preventing fraud and errors in the company	1.88	12	3.75	11
The auditor is responsible for giving assurance that company is well managed	1.85	14	3.12	19
The auditor is responsible for enforcing effectiveness of internal control on audit quality	1.82	16	3.21	17
The auditor is responsible for detecting illegal acts committed by the management	2.72	9	3.92	6
The auditor is responsible for reporting all detected frauds and thefts to the relevant authority	1.45	23	3.57	14
The auditor is responsible for detecting any deliberate distortion of financial information	1.85	15	4.15	2
The auditor is responsible for detecting all fraud and errors	1.67	20	3.92	7
The auditor must follow right procedures before authenticating financial statements	4.4	2	4.14	3
The auditor is responsible for certifying accuracy of financial reports	1.58	21	3.65	13
The auditor is responsible for certifying the truthfulness and reasonableness of financial statements	4.33	3	4.13	4
Auditors must conduct judgments in the selection of audit procedures	4.13	5	3.88	8
The auditor should be unbiased and objective while performing the engagement	4.73	1	4.31	1
The auditor is legally responsible only to the shareholders of the audited company	1.75	18	2	23
The auditor is responsible if the company goes bankrupt due to fraud	2.18	10	3.16	18
Auditors are liable for losses of interested parties if failed to disclose potential fraud in audit report	3.22	8	3.69	12
In general, there is the expectation gap between requirements of users of audited financial statement about the auditor's responsibility must be achieved and responsibilities of auditors according to current regulations.	4.17	4	3.96	5
In general, there is the expectation gap between requirements of users of audited financial statement about the auditor's responsibility according to the current standards and reasonable standards	4.02	6	3.8	10
In general, there is the expectation gap in requirements of users of audited financial statement about the auditor's responsibility due to failures when performing the audit	3.9	7	3.81	9

Source: Analysis from the author's survey results

The results of Table 3 show that, considering the viewpoint of auditors and users of audit results separately, both auditors and users have the highest level of agreement that The auditor should be unbiased and objective while performing the engagement with the mean value are 4.73 and 4.31 respectively. The second highest level agreement of auditors and the third highest level agreement of users belongs to the opinion: The auditor must follow right procedures before authenticating financial statements with the mean value are 4.4 and 4.14 respectively. These results show that, both objects appreciate that auditors need to comply with the ethical principles stipulated in the professional ethics standards of auditors and perform appropriate audit procedures in accordance with current audit standards. However, users agree with the opinion: The auditor is responsible for detecting any deliberate distortion of financial information with the second highest level of consent (mean value is 4.15), meanwhile, the auditor's level of consent for this responsibility is the 15th highest. Then, with the opinion: The auditor is responsible for certifying the truthfulness and reasonableness of financial statements, both groups have the same level of consent: the mean value of auditors is 4.33 (ranked 3rd), the mean value of users is 4.13 (ranked 4th). Other contents about the responsibilities of auditors are detailed in Table 4. The main object of this study is to consider whether to have differences in the viewpoints of auditors and users of audit results about the auditor's responsibility in auditing financial statements or not. To analyze this result, we rely on the results of the data in Table 4 below. Based on Table 4, the researcher conducted a survey of the views of objects with 23 contents about the responsibilities of auditors in auditing financial statements, only 3/23 contents of survey show that there is no difference between these two objects with the value of Sig> 0.05. All of them are appreciated by both objects, thay are: The auditor is responsible for certifying the truthfulness and reasonableness of financial statements; Auditors must conduct judgments in the selection of audit procedures; and In general, there is the expectation gap in requirements of users of audited financial statement about the auditor's responsibility due to failures when performing the audit. This is also consistent with previous studies mentioned above. All of the remaining 20 contents of the survey have differences in the opinion between the auditor and the user. They are contents marked (*). Specifically, the content with the biggest difference is that: The auditor is responsible for detecting any deliberate distortion of financial information, mean value of auditors is 1.85 but mean value of users is 4.15. Secondly, the content has the second largest difference is that: The auditor is responsible for detecting all fraud and errors. There is a difference between the two objects, auditors agree at a fairly low level with mean value is 1.67, while users agree at a high level with mean value is 3.92. Thirdly, there is a big difference in the viewpoints between the two objects about the content: The auditor is responsible for reporting all detected frauds and thefts to the relevant authority, auditors agree at a very low level with mean value is 1.45, while users agree at a high level with mean value is 3.57. In addition, there is also a difference in the viewpoints between two groups about: The auditor is responsible for certifying accuracy of financial reports. Different from some previous studies, in this study, the author intentionally included both contents: The auditor is responsible for certifying the truthfulness and reasonableness of financial statements and The auditor is responsible for certifying accuracy of financial reports. The results show that the user think that the auditor is not only responsible for verifying the truthfulness of the financial statements but also certifying the accuracy of the financial statements. The remaining contents have differences between the two objects but the difference is low. They are specifically presented in Table 4.

Table 4. T-Test analysis of differences in opinion between auditors and users about auditor's responsibilities

	t	Sig. (2tailed)	Mean of the Auditor (I)	Mean of the User (J)	Difference (I-J)
The auditor is responsible for producing the financial statements*	-4.404	0.000	1.87	2.63	-0.76
The auditor is responsible for conducting of 100% examination in audit procedure*	-16.164	0.000	1.53	3.5	-1.97
The auditor is responsible for giving assurance that company is in good financial health*	-8.751	0.000	1.92	3.44	-1.52
The auditor is responsible for maintaining accounting records by the management*	-6.929	0.000	1.8	2.81	-1.01
The auditor is responsible for safeguarding the assets of the company*	-6.515	0.000	1.7	2.65	-0.95
The auditor is responsible for preventing fraud and errors in the company*	-10.187	0.000	1.88	3.75	-1.87
The auditor is responsible for giving assurance that company is well managed*	-8.203	0.000	1.85	3.12	-1.27
The auditor is responsible for enforcing effectiveness of internal control on audit quality*	-8.815	0.000	1.82	3.21	-1.39
The auditor is responsible for detecting illegal acts committed by the management*	-7.620	0.000	2.72	3.92	-1.2
The auditor is responsible for reporting all detected frauds and thefts to the relevant authority*	-15.487	0.000	1.45	3.57	-2.12

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	t	Sig. (2tailed)	Mean of the Auditor (I)	Mean of the User (J)	Difference (I-J)
The auditor is responsible for detecting any deliberate distortion of financial information*	-13.800	0.000	1.85	4.15	-2.3
The auditor is responsible for detecting all fraud and errors*	-15.005	0.000	1.67	3.92	-2.25
The auditor must follow right procedures before authenticating financial statements*	2.484	0.014	4.4	4.14	0.26
The auditor is responsible for certifying accuracy of financial reports*	-16.243	0.000	1.58	3.65	-2.07
The auditor is responsible for certifying the truthfulness and reasonableness of financial statements	1.568	0.119	4.33	4.13	0.2
Auditors must conduct judgments in the selection of audit procedures	1.789	0.075	4.13	3.88	0.25
The auditor should be unbiased and objective while performing the engagement*	4.564	0.000	4.73	4.31	0.42
The auditor is legally responsible only to the shareholders of the audited company*	-2.566	0.011	1.75	2	-0.25
The auditor is responsible if the company goes bankrupt due to fraud*	-6.131	0.000	2.18	3.16	-0.98
Auditors are liable for losses of interested parties if failed to disclose potential fraud in audit report*	-2.945	0.004	3.22	3.69	-0.47
In general, there is the expectation gap between requirements of users of audited financial statement about the auditor's responsibility must be achieved and responsibilities of auditors according to current regulations*	2.236	0.026	4.17	3.96	0.21
In general, there is the expectation gap between requirements of users of audited financial statement about the auditor's responsibility according to the current standards and reasonable standards*	2.330	0.021	4.02	3.8	0.22
In general, there is the expectation gap in requirements of users of audited financial statement about the auditor's responsibility due to failures when performing the audit	0.881	0.379	3.9	3.81	0.09

(*)Significant difference at level Sig. <= 0,05

Source: Analysis from the author's survey results

Table 5. T-Test analysis of differences in opinion between users with accounting qualifications and users without accounting qualifications about auditor's responsibilities

	t	Sig. (2tailed)	Mean of Users with Accounting Qualifications (I)	Mean of Users without Accounting Qualifications (J)	Difference (I-J)
The auditor is responsible for producing the financial statements*	-4.379	0.000	2.18	2.96	-0.78
The auditor is responsible for conducting of 100% examination in audit procedure*	-3.593	0.001	2.7	3.44	-0.74
The auditor is responsible for giving assurance that company is in good financial health*	-2.457	0.016	2.83	3.35	-0.52
The auditor is responsible for maintaining accounting records by the management*	-5.985	0.000	2.22	3.24	-1.02
The auditor is responsible for safeguarding the assets of the company*	-2.948	0.004	2.21	2.76	-0.55
The auditor is responsible for preventing fraud and errors in the company*	-5.260	0.000	2.9	3.94	-1.04
The auditor is responsible for giving assurance that company is well managed*	-2.486	0.014	2.59	3.09	-0.5
The auditor is responsible for enforcing effectiveness of internal control on audit quality*	-4.642	0.000	2.55	3.43	-0.88
The auditor is responsible for detecting illegal acts committed by the management*	-2.944	0.004	3.41	3.93	-0.52

	t	Sig. (2tailed)	Mean of Users with Accounting Qualifications (I)	Mean of Users without Accounting Qualifications (J)	Difference (I-J)
The auditor is responsible for reporting all detected frauds and thefts to the relevant authority*	-4.086	0.000	2.67	3.59	-0.92
The auditor is responsible for detecting any deliberate distortion of financial information*	-6.270	0.000	3.16	4.2	-1.04
The auditor is responsible for detecting all fraud and errors*	-7.869	0.000	2.87	4.2	-1.33
The auditor must follow right procedures before authenticating financial statements	0.880	0.380	4.25	4.13	0.12
The auditor is responsible for certifying accuracy of financial reports*	-7.767	0.000	2.65	4	-1.35
The auditor is responsible for certifying the truthfulness and reasonableness of financial statements	1.036	0.301	4.23	4.09	0.14
Auditors must conduct judgments in the selection of audit procedures	0.845	0.399	3.99	3.87	0.12
The auditor should be unbiased and objective while performing the engagement	1.342	0.181	4.48	4.31	0.17
The auditor is legally responsible only to the shareholders of the audited company*	-2.305	0.022	1.86	2.09	-0.23
The auditor is responsible if the company goes bankrupt due to fraud*	-4.026	0.000	2.66	3.41	-0.75
Auditors are liable for losses of interested parties if failed to disclose potential fraud in audit report*	-4.507	0.000	3.37	4.02	-0.65
In general, there is the expectation gap between requirements of users of audited financial statement about the auditor's responsibility must be achieved and responsibilities of auditors according to current regulations*	2.125	0.035	4.08	3.87	0.21
In general, there is the expectation gap between requirements of users of audited financial statement about the auditor's responsibility according to the current standards and reasonable standards	0.411	0.681	3.87	3.83	0.04
In general, there is the expectation gap in requirements of users of audited financial statement about the auditor's responsibility due to failures when performing the audit	0.783	0.434	3.86	3.78	0.08

(*)Significant difference at level Sig. <= 0,05

Source: Analysis from the author's survey results

Similar to the analysis in Table 4, the following analysis from the data in Table 5 is used to find differences in opinion about the responsibilities of auditors of users of financial statements specifically, between two smaller groups: users with accounting qualifications and users without accounting qualifications. In general, only 17/23 contents of survey show that there is a difference between users with accounting qualifications and users without accounting qualifications. 16/17 mean differences are negative, which means that the group of qualified users has a lower level of consent or gives disagreement to some content. The biggest difference belongs to: The auditor is responsible for certifying accuracy of financial reports. The group of qualified users disagrees with this opinion (mean value is 2.65<3) while users without accounting qualifications agree that the auditor must have this responsibility (mean value is 4> 3). The mean difference value in this content is the largest (-1.35). Another content also has similar results, qualified users disagree with the opinion: The auditor is responsible for detecting all fraud and errors (mean value is 2.87<3), however, users without accounting qualifications agree that detecting all fraud and errors is also the responsibility of the auditor (mean value is 4.2> 3), the mean difference value is – 1.33. With the same mean difference value is -1.04 and mean values approximately 3, both the group of users with accounting qualifications and users without accounting qualifications agree on two contents: The auditor is responsible for preventing fraud and errors in the company (mean values are 2.9 and 3.94) and The auditor is responsible for detecting any deliberate distortion of financial information (mean values are 3.16 and 4.2). There is a difference in opinion regarding the content: The auditor is responsible for maintaining accounting records by the management. Qualified users give neutral opinion (mean value is 2.22) but users without qualifications give consent (mean value is 3.24). The remaining contents with lower differences are specifically presented in Table 5 above.

5. Conclusions and recommendations

Based on the above results, it is shown that there is the existence of audit expectation gap of auditors' responsibilities and the factors creating this gap is also similar to the ideas presented above: firstly, the performance gap exists because the audit companies and auditors have not fully performed their responsibilities based on the accounting standards and other standards when auditing the financial statements, and the other reason is because of the deficient standards, so they could not respond to the requirements of society; secondly*,* the reasonableness gap exists because of the requirements from audit result users that the auditors could not easily perform based on the result in table 4. To narrow the audit expectation gap of auditors' responsibilities, the analysis of above reasons has the important role that could be the reference for the authors to suggest some suitable recommendations as below:

It is needed to enhance the external control for audit quality. The external control for audit quality of independent audit would help the audit companies improve their procedures, overcome some weaknesses by increasing the employee training and the service quality. Particularly, the government should intervene to complete the legal system of independent audit

The universities have to usually examine to improve the course program of auditing. When building the program for auditing courses, universities could invite some audit companies- the employers, so they could suggest some actual requirements of auditors in companies to assist the universities to build the suitable program that could prevent to waste the training time on the unnecessary subjects. Moreover, universities have to build the logical program from the numbers of subjects, subject progress, the teaching contents of every subjects to the result evaluation.

The audit companies should carefully examine and select the customers before signing the audit contract, and clearly identify the responsibilities of audit companies in contract. The audit companies and auditors have great responsibilities on the audit results. Therefore, to minimize the audit risk and legal risk, the auditors and audit companies just audit qualified customers who is suitable for the professional standards, and do not accept the unwarranted requirements from customers

The auditees should be responsible to select the auditees and suitable auditors, should not take account of audit fee as the basic to select the audit companies because as mentioned above, the low audit fee could not be enough for auditors to fully perform their responsibilities. Moreover, with large companies which have complicated business transactions, they need to hire the reputable companies that have many experienced auditors, and give them opportunities to perform their audit duties as well as report the documents as request.

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