

## ABSTRAK

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### **Pengaruh *Role Ambiguity* dan *Emotional Quotient* terhadap Kinerja Auditor Junior di Surabaya**

(iv + 81 halaman; 4 gambar; 25 tabel; 7 lampiran)

Di zaman yang semakin maju ini banyak pekerjaan yang memiliki spesialisasinya sendiri dengan beberapa orang yang ahli dalam bidangnya khususnya audit. Dalam audit terdapat auditor senior dan auditor junior yang memiliki pekerjaan dengan tingkat kesulitan yang berbeda-beda. Auditor junior jika dibandingkan dengan auditor senior memiliki pengalaman dan *skill* yang sangat berbeda. Auditor junior yang merupakan *fresh graduate* mengalami perubahan yang cukup cepat dan signifikan dari perkuliahan ke dunia kerja sehingga sering kali membuat para *fresh graduate* kesulitan dalam beradaptasi dan membuat mereka menjadi stres dan terjadilah *Role ambiguity* dan juga *emotional quotient* dalam dunia kerja. Maka dari itu penelitian mengenai pengaruh *role ambiguity* dan *emotional quotient* terhadap kinerja auditor junior dilakukan.

Pengumpulan data dilakukan dengan menyebarkan kuesioner secara *online* dan *offline* kepada responden yang bekerja sebagai auditor junior di Kantor Akuntan Publik di Surabaya. Sampel yang digunakan sebanyak 100 responden. Data yang diperoleh diuji dengan menggunakan analisis validitas, reliabilitas, statistik deskriptif, uji normalitas, dan uji hipotesis.

Hasil dari penelitian ini menunjukkan bahwa *Role ambiguity* berpengaruh negatif terhadap kinerja auditor junior dan *emotional quotient* (EQ) berpengaruh positif terhadap kinerja auditor junior.

Referensi: 6 (2008-2019)

**Kata Kunci: *Role ambiguity*, *Emotional Quotient*, Kinerja Auditor Junior**

## ABSTRACT

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### **The Effect of *Role Ambiguity* and *Emotional Quotient* on Junior Auditor Performance in Surabaya**

(iv + 81 pages; 4 picture; 25 tables; 7 appendices)

In this modern era many jobs have specialization with several people who are experts in their fields, specifically auditing. In the audit there are senior auditors and junior auditors who have jobs with different levels of difficulty. Junior auditors when compared to senior auditors, they have different experiences and skills. Junior auditors who is fresh graduate experienced a fairly rapid and significant change from college to the world of work so that it often makes it difficult for fresh graduates to adapt and makes them stressed and there is role ambiguity and emotional quotient in the world of work. So it is necessary to conduct research on the effect of role ambiguity and emotional quotient on junior auditor performance.

The data was collected by distributing questionnaires online and offline to respondents who work as junior auditors at the Public Accounting Firm in Surabaya. The sample used was 100 respondents. The data obtained were tested using analysis of validity, reliability, descriptive statistics, normality test and hypothesis testing.

From the results of the study, role ambiguity has a negative effect on the performance of junior auditors and *emotional quotient* (EQ) has a positive effect on the performance of junior auditors.

Reference: 6 (2008-2019)

**Keywords: Role Ambiguity, Emotional Quotient, Junior Auditor Performance**