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Fraud Detection Skills Banking Internal Auditors: Examining Professional Skepticism, Information Technology, And Emotional Intelligence

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Abstract: *This study aims to determine the moderating effect of emotional intelligence on the effect of professional skepticism and information technology on fraud detection skills. The survey was conducted on the internal auditors of state-owned banks in South Sulawesi Province. Data were collected from 86 respondents using purposive sampling. The method of analysis using SEM-PLS. The results show that emotional intelligence is able to moderate the effect of professional skepticism on fraud detection skills. Auditors who have high emotional intelligence are able to apply professional skepticism better to detect fraud. They are more skeptical and sensitive to fraud symptoms. This study also finds the effect of professional skepticism and information technology on fraud detection skills. The results of this study support the attribution theory, TPB, AET and UTAUT. However, the moderating effect of emotional intelligence on the influence of information technology on fraud detection skills is not proven. This finding is not surprising, due to the high pressure and workload of the Bank's internal auditors which have an impact on emotional instability. And the rapid development of banking technology is not matched by the IT competence of internal auditors.*

Keywords— fraud detection skills, emotional intelligence, professional scepticism and information technology

1. INTRODUCTION

The ACFE survey found that the banking and financial services sector is the sector that commits the most fraud (ACFE, 2020). Cases of banking fraud in Indonesia seem endless, both in private banks and state-owned banks. The case of Melinda Dee at Citibank in 2009 who embezzled customer funds worth 17 billion rupiah. Similarly, the case of Bank Mega also involved the embezzlement of customer funds worth 111 billion rupiah. Even the state-owned bank BTN embezzled customer funds worth 250 billion rupiah by using deposit counterfeiting mode. Not only that, BNI, which has a big name, has a case of counterfeiting deposits worth 1.2 trillion rupiah carried out by internal bank parties (Siwalimanews.com, 2021).

The occurrence of fraud in a bank, even if only once, has a significant impact on the integrity and credibility of the bank, especially if the fraud is carried out by the bank's internal parties (Alfian et al., 2017). Several cases of fraud in banking often involve internal bank parties. These crimes are usually carried out by individuals together with the bank's internal parties or in collaboration with external parties. Based on this case, Bank Indonesia (BI) has issued regulations to maintain the stability and credibility of banking institutions. These regulations are BI regulation Number: 11/25/PBI/2009 concerning the application of risk management for commercial banks (PBI Risk Management) and Bank Indonesia circular letter (SEBI) Number 13/28/DPNP dated 9 December 2011 concerning the implementation of anti-fraud strategy for commercial banks.

FICO Fair Isaac Corporation data (2019) shows the number of fraud cases in Asia Pacific (APAC) banks. In Indonesia, the Financial Services Authority (OJK) recorded banking losses due to fraud in the midst of digitalization amounting to IDR 4.62 trillion in 2020. This is due to the massive threat and mode of development of electronic transactions, including e-commerce (Republika.co.id, 2021). Fraud can be identified through reports from internal employees of the company itself (Hogan & Wilkins, 2008). Banking needs a fraud detection system that doesn't just rely on early warning. For example, the development of PT. Bank Rakyat Indonesia, Tbk to anticipate the skimming debit card case (Utami et al., 2020).

To minimize crime cases in the banking industry, the role of internal auditors in detecting fraud needs to be increased. Every organization needs to have a reliable internal auditor. The auditor does not only act as a supervisor, but also as an independent examiner. One of the functions of the internal auditor is to detect fraud within the company (Salleh & Suryanto, 2019). Interpretation of Internal Audit Professional Standards (SPAI) - standard 120.2 2004 states that, internal auditors must have sufficient knowledge to identify, examine and test indications of irregularities. In addition, Statement on Internal Auditing Standards (SIAS) No. 3, affirming the responsibility of internal auditors in preventing, detecting, investigating, and reporting fraud.

Beasley et al., (2001) stated that one of the causes of auditor failure to detect fraud is due to the low level of professional skepticism. Fullerton & Durtschi, (2004) have proven in their research that auditors who have a high attitude of skepticism increase their ability to detect fraud by developing additional information seeking when dealing with symptoms of fraud. The professional standards of public accounting define professional skepticism as an attitude that includes a questioning mind and critical evaluation of evidence (IAI 2001, SA section 230.06). Skepticism can make it easier

for auditors to detect fraud because auditors have a critical mind and high curiosity, so auditors are more sensitive to symptoms of fraud (Mannan & Indrijawati, 2020). Without professional skepticism, auditors only find misstatements caused by errors and it is difficult to find misstatements caused by fraud, especially since fraud is always hidden by the perpetrators (Noviyanti, 2008).

The use of increasingly advanced Internet technology in the banking industry, such as Internet banking, is in line with increasingly sophisticated fraudulent activities. Online fraud has become a serious problem for all banks. This challenge is getting bigger because it causes considerable losses. Moreover, the evolution of increasingly sophisticated online banking frauds such as phishing scams, malware infections, and ghost websites. Effective and efficient detection of internet banking fraud is considered a major challenge for all banks, and this is increasingly worrying (Wei et al., 2013).

The encouragement of the use of information technology in detecting fraud has been mentioned in various studies. Lala et al., (2014) suggest auditors to abandon the conventional approach in detecting fraud. They conclude that the failure of auditors to collect accurate audit evidence contributes to the increase in fraud. Therefore, they suggest auditors make use of CAATs. Coderre, (2000) adds that a systematic approach to fraud investigation by identifying unusual activities can use computer-aided audit techniques (CAATs). Including digital analysis techniques such as Benford's Law, will help detect fraudulent activity. (Banker et al., 2002; Kusnierz, 2006; Dowling & Leech, 2007; Dowling & Leech, 2014; Halbouni et al., 2016; and Chen et al., 2014) emphasized that the use of audit support technology applications greatly facilitates and supports audit performance to achieve a quality audit. The role of technology and software to prevent and detect fraud, is in line with the work (Coderre, 2000; Kusnierz, 2006; Gill, 2009; Kemal, 2013; Y. J. Chen et al., 2019).

According to Gaspar et al., (2022) fraud is pervasive in negotiations and organizations so that emotional control is very important in detecting fraud. Auditor performance is not only seen from the ability to carry out tasks, but also the ability to master and manage oneself and the ability to build relationships with others. This ability is referred to as emotional intelligence or emotional intelligence (Goleman, 2001). Goleman, (2001) through his research said that emotional intelligence accounts for 80% of the critical success factors, while the other 20% is determined by IQ (Intelligence Quotient).

This study investigates the interaction of emotional intelligence on the effect of professional skepticism and information technology on the fraud detection skills of banking internal auditors. We want to confirm attribution theory which explains that a person's behavior is determined by internal and external factors that are fixed or changeable. Fraud detection skills are the auditor's behavior which is shown by how sensitive he is when faced with symptoms of fraud. This behavior is driven by internal factors from within the auditor, namely skepticism and external factors from outside the auditor, namely the ability to use information technology. These two variables interact with emotional intelligence affecting the auditor's fraud detection skills. Research that examines the auditor's perception of the ability to use information technology which is interacted with emotional intelligence on its effect on the fraud detection skills of banking auditors in Indonesia is very rare, and we have not even encountered it. The results of this study have important implications for increasing the contribution of knowledge on the topic of fraud detection.

2. LITERATURE REVIEW

2.1 Attribution Theory

Attribution theory by Heider 1958, is widely used by researchers to explain a person's behavior. This behavior is caused by internal or external forces. Attribution theory is used to explain the causes or motives that exist in a person's behavior. Behavior caused by internal factors comes from the individual personality. While external behavior is caused by external factors, certain situational factors (S. Robbins et al., 2013). Hanjani & Rahardja, (2014) mention that only by looking at his behavior can the attitude or characteristics of the person be known. The ability of the auditor to detect fraud is determined by the internal attribution that comes from within the auditor (Anggriawan, 2014). This ability is formed through his efforts such as training, experience, skepticism, and competence of the auditor. In this study, attribution theory is used to explain the effect of professional skepticism and information technology on auditors' fraud detection skills. Skepticism is an attitude dimension in attribution theory. This attitude comes from internal that is stable but cannot be controlled.

2.2 Theory Planned Behavioral

Ajzen 1991 developed the theory of planned behavior (TPB) which suggests that humans will behave in accordance with what their environment wants. TPB has three determinant functions. The first is one's basic attitude, that is, one's attitude toward intuition, other people, or objects. A person's basic attitude or personality can be formed from the person's response to the environment, objects, and intuition. In this study, auditor skepticism is the attitude shown in the examination that is influenced by the environment, objects and intuition. The second determinant is social influence, namely subjective norms. The third determinant, namely control. Control is related to experience, perception of the difficulty of performing a behavior (Mannan & Indrijawati, 2020).

We find that TPB is widely used to explain the factors that influence the behavior of public accountants (Buchan, 2005). TPB explains that an individual's intention to adopt a behavior is strongly influenced by factors such as attitudes, subjective norms and perceived control. As rational beings, individuals systematically evaluate available information before choosing a behavior. They will consider the positive or negative consequences resulting from the behavior (attitude), other people's opinions/reactions to the behavior (subjective norms) and the extent to which individuals can control the

behavior or have difficulty adopting the behavior (behavioral control), (Cyr et al., 2020) . Another opinion says that behavioral intention is the result of a person's evaluation of the possibility of whether he will pursue alternative behaviors that are driven by attitudes, subjective norms and behavioral control (Owusu et al., 2020). Given the difficulty of observing the behavior of internal auditors directly, we use TPB to explain the sensitivity of auditors when dealing with symptoms of fraud (fraud detection skills). The behavior of fraud detection skills is influenced by skepticism as a predictor.

2.3. Unified Theory of Acceptance and Use of Technology

Unified Theory of Acceptance and Use of Technology (UTAUT) is a theory developed by (Venkatesh et al., 2003). This theory is derived from social cognitive theory by using a combination of eight leading research models on the acceptance of information technology. UTAUT can be used to explain the effect of acceptance of information technology on user behavior. The UTAUT construct consists of performance expectancy, effort expectancy, social influence, and facilitating conditions. This study uses UTAUT to explain the effect of information technology on fraud detection skills. The performance expectation dimension of UTAUT was tested in this study. The application of information technology by banking internal auditors in Indonesia is increasingly sophisticated. Auditors' expectations of performance will be higher when using information technology in detecting fraud.

2.4. Affective Events Theory

Affective Events Theory (AET) is a theory developed by psychologists Howard M. Weiss and Russell Cropanzano in 1996. This theory explains how a person's performance and satisfaction are influenced by emotions and moods. Affective event theory (AET) states that emotions are a response to events in the work environment. The work environment creates situations that can trigger either positive or negative emotional reactions. But personality and mood affect a person by responding to situations with greater or lesser intensity. People with low emotional stability are more likely to react strongly to negative events and vice versa. Emotions can affect performance (Robbins & Judge, 2003). This study uses affective event theory (AET) to determine whether emotional intelligence can moderate the effect of skepticism and information technology on fraud detection skills. Auditors always face situations that affect their emotions and moods in the examination. In fact, this kind of work environment affects the performance of auditors in detecting fraud.

2.5. Fraud detection skills

Fraud detection skills are the auditor's ability to determine the presence or absence of symptoms of fraud (Fullerton & Durtschi, 2004). Symptoms of fraud consist of symptoms of fraud related to the company environment, actors and accounting practices (Mannan & Indrijawati, 2020). Yu & Yu, (2011) added that when detecting fraud, the auditor must first understand the signs, symptoms, characteristics, and ways to find fraud. Similar to Asare et al., (2015) who said that fraud detection activities begin by identifying indicators that are indications of possible fraud. The appearance of suspicious symptoms such as employee complaints and suspicions of co-workers are signs of fraud. In fact, most fraud is detected from the reports of company employees by means of whistleblowing (Mediaty et al, 2022).

2.6 Professional skepticism and Fraud detection skills

Professional skepticism is an attitude that includes a questioning mind and a critical assessment of evidence (AICPA 2007). Several other sources state that skepticism is the opposite of trust (Shaub, 1996), conservatism bias in auditor judgments (McMillan & White, 1993), and suspicion or doubt (Nelson, 2009). Auditor professional skepticism is the basis of the audit profession (Hurtt, 2010). Auditors are required to exercise skepticism throughout the behavior of each engagement which requires the auditor to question evidence liabilities, be aware of indicators of fraud and management bias, and be critical in assessing evidence (Nolder & Kadous, 2018). Hurtt, (2010) adds that professional skepticism is a multi-dimensional individual characteristic. As a characteristic, professional skepticism can be a relatively stable trait, can last a long time or only be temporary and vulnerable to be influenced by situational variables.

Fullerton & Durtschi, (2004) stated that, if auditors are more skeptical about the possibility of fraud that exists in the company, fraud detection will increase. SAS 99 has made it clear that members of the audit team discuss every possibility regarding the company's vulnerability to fraud. Lack of skepticism can lead to the auditor's failure to recognize fraud and thus fail to act on a fraud (Nelson, 2009). Research (Noviyanti, 2008) found that the low level of professional skepticism of auditors is one of the causes of failure to detect fraud. Research conducted by (Fullerton & Durtschi, 2004; Rahmawati & Indrijawati, 2020; Sulistiyanti & Yakub, 2020; Megawati, 2019; Mannan & Indrijawati, 2020) states that professional skepticism has a positive effect on the auditor's ability to detect fraud. Based on previous research, the following hypothesis is proposed.

H1. Professional skepticism has a positive effect on the internal auditor's fraud detection skills.

2.7 Information Technology and Fraud detection skills

Accounting and information technology (IT) have become an inevitable entity. Accounting information systems are embedded in complex enterprise resource planning (ERP) software (Hoffman et al., 2018). Technological developments provide significant changes for the auditing profession (Utary, 2014). Companies and auditors alike try to take advantage of "big data" and analytical procedures in each of their activities (PWC, 2015).

The development of IT has a significant impact on the business world, both related to practices, processes, recording and data storage (Rezaee et al., 2001). The definition of information technology in this study is the auditor's skill in

using information technology related to the audit process (Bierstaker et al., 2001). Variable measure of information technology adoption and developed from (Bierstaker et al., 2001; Utary, 2014). The construct consists of two indicators, namely; 1) Ability to use software; 2) Team members who understand the use of information technology.

Research by Bradford et al., (2020) found that auditors who use GAS technology (Generalized audit software) produce audits that are more efficient and effective in detecting material misstatements. Another study also found that fraud brainstorming involving auditors of IT users increased the number of fraud items found (Brazel et al., 2010). IT user auditors are the specialists who do the most brainstorming to detect fraud (Dennis & Johnstone, 2016). Previous studies have examined the effect of information technology on fraud detection (Kirkos et al., 2007; Lala et al., 2014; Stanton, 2012; Asuquo, 2012; Bahtiar et al., 2017; Susanto et al., 2019; Halbouni et al. ., 2016; Widuri & Gautama, 2020; Kamal, 2022). Based on previous research, the following hypothesis is proposed.

H2. Information technology has a positive effect on the internal auditor's fraud detection skills.

2.8 Emotional Intelligence as a moderating variable

Emotional intelligence is the ability to recognize one's own feelings and the feelings of others, motivate oneself, and manage emotions well in oneself and in relationships with others (Goleman, 2001). Khairat et al., (2017) added that emotional intelligence is the ability to deal with frustration, control emotions, the spirit of optimism and build relationships with others. Emotional intelligence is intelligence related to the heart and concern for humans, other creatures and the environment (Darvishmotevali et al., 2018). Emotional intelligence will make it easier for an auditor to carry out the audit process to detect indications of fraud (Zaini & Musyarofah, 2020). Auditors who have good emotional intelligence will not be affected by stressors that hinder their ability to detect fraud (Faris et al., 2021).

Previous research explored the impact of the auditor's influence or mood on decision making during the audit (Chung et al., 2008; Cianci & Bierstaker, 2009). Auditors with a high level of emotional intelligence are able to apply professional skepticism in detecting fraud. Faris et al., (2021) stated that employees who have a high level of emotional intelligence will produce better performance. Therefore, the auditor's skill in using technology can interact with his emotional intelligence in detecting fraud better. Based on previous research, the following hypothesis is proposed.

H3. Emotional intelligence is able to moderate the effect of professional skepticism on internal auditors' fraud detection skills.

H4. Emotional intelligence is able to moderate the influence of information technology on the fraud detection skills of internal auditors.

3. METHODOLOGY

This research is an inferential quantitative research. Respondents were internal auditors of state-owned banks in South Sulawesi as many as 86 respondents. Data was collected by distributing a 5-point Likert scale questionnaire to respondents online. The sampling technique used is purvosive sampling, where employees have worked as bank internal auditors for one year. The analysis method uses PLS -SEM. In summary, the operational definitions of the dependent variable and the independent variable as well as the moderating variable can be seen in the following table.

Table 1. Summary of Variable Size

Variabel	Indikator	Sumber
Fraud detection skills	1) Symptoms of fraud related to the corporate environment 2) Symptoms related to the perpetrator 3) Symptoms related to financial records and accounting practices.	Fullerton & Dutchi, 2004
Professional skepticism	1) Questioning mind 2) Suspension of assessment 3) Knowledge quest 4) Interpersonal understanding 5) Self esteem 6) Autonomy.	Hurrt, 2010
Information Technology	1) Ability to use software 2) Team members who understand the use of information technology.	Bierstaker et al, 2001
Emotional intelligence	1) Recognizing your own emotions 2) Managing emotions 3) Motivate yourself 4) Recognize the emotions of others (empathy) 5) Build relationships with other people.	Goleman, 2001

This study measures fraud detection skills with three indicators of fraud symptoms. Six indicators to measure professional skepticism and two indicators to measure information technology in terms of user capabilities. Furthermore, this study measures emotional intelligence by examining five elements.

4. RESULT AND DISCUSSION

4.1 Demographic characteristics of respondents

Information on the demographic characteristics of the respondents can be seen in table 2. Most of the respondents are in the age category >35 years with a percentage of 54.7%. Respondents with work experience <2 years are in the highest

order as much as 43%. Meanwhile, respondents with work experience >10 years were the lowest with 5.8%. Male respondents were the highest with 59.3%. Respondents who work at BRI bank are the highest as many as 52.3%, while the lowest is Bank BTN as much as 2.3% of the total respondents.

Table 2. Demographic characteristics of respondents

Variables	Frequency	%
Age (years)		
<30	12	13,9
31-35	27	31,4
>35	47	54,7
Work Experience (years)		
<2	37	43,0
2-5	29	33,7
6-10	14	16,2
>10	5	05,8
Gender		
Male	51	59,3
Female	35	40,7
Bank		
BRI	45	52,3
BNI	13	15,2
BSI	15	17,4
Mandiri	11	12,8
BTN	2	02,3

4.2 Test of Normality

To find out whether the data is normally distributed, a normality test is carried out.

Table 3. Test of Normality

Variables	Skewness	Kurtosis
Professional skepticism (X1)	0,594	0,670
Information Technology (X2)	-0,006	-1,698
Emotional intelligence (Z)	1,091	-0,923
Fraud detection skills (Y)	1,844	-1,030

The main concern of the normality test is the distribution of scores on the variables. The values checked are skewness and kurtosis values. According to (Kline, 1998), the data is normally distributed if the skewness value is between ±2 and kurtosis is between ±3. Table 3 presents the output of the normality test (SPSS) for skewness and kurtosis for the research model. The results of the skewness and kurtosis test showed that all constructs had skewness values between ±2, and kurtosis between ±3. These results indicate that the data is normally distributed.

4.3 Validity and Reliability Test

Data analysis was carried out with PLS-SEM to test the measurement model. The validity test is checked using convergent validity. The measure of convergent validity uses individual item checks (loading factor), internal consistency reliability (composite reliability) and Average Variance Extracted (AVE). The cut-off loading factor value used is 0.6 (Hair et al., 2014). Cut-off composite reliability (CR) 0.7 based on suggestions from Fornell & Larcker, (1981) in (Haryanto, 2017). Meanwhile, the AVE cut-off of 0.5 indicates a good measure of convergent validity according to Fornell & Larcker (1981) in (Ghozali, 2008). The loading factor value is shown in Figure 1.

The convergent validity test in table 3 shows the loading factor of each construct indicator is above the cut-off 0.6. All indicators that are outside the limits have been discarded.

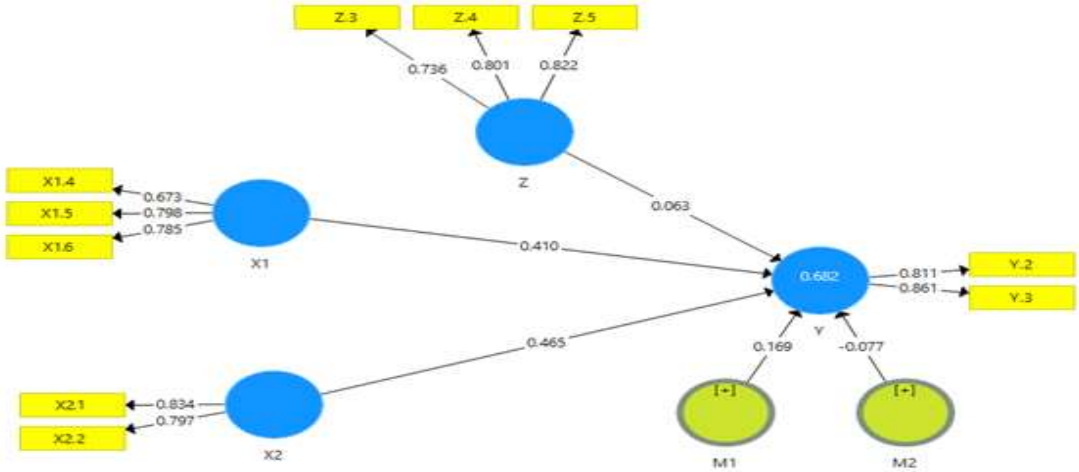

Figure 1. Research mode

Table 3. Convergent validity and reliability analysis

Variabel	*Item*	*Loading*	*Composite Reliability*	AVE
Professional skepticism (X1)	X1.4	0.673	0.797	0.568

	X1.5	0.798		
	X1.6	0.785		
Information Technology (X2)	X2.1	0.834	0.799	0.665
	X2.2	0.797		
Emotional intelligence (Z)	Z.3	0.736	0.830	0.620
	Z.4	0.801		
	Z.5	0.822		
Fraud detection Skills (Y)	Y.2	0.811	0.823	0.700
	Y.3	0.861		

The composite reliability value of each construct has met the requirements of 0.7. This value proves the accuracy, consistency, and accuracy of the instrument in measuring the construct. The AVE value of each construct is greater than the limit of 0.5. These results show the AVE value is very good, so the latent variable can explain the variance of all indicators.

The measure of discriminant validity is checked by ensuring that the AVE root value must be higher than the correlation between the constructs and other constructs. The discriminant validity of the constructs was evaluated through the criteria of Fornell & Larcker (1981) in (Ghozali, 2008). The test results presented in table 4 show that the correlation value between the constructs is lower than the AVE quadratic root. These results reflect the variables in the research model are unique.

Table 4. Discriminant analysis validity (Fornell-Lacker criterion)

	X1	X2	Y	Z
X1	0.754			
X2	0.463	0.816		
Y	0.691	0.695	0.837	
Z	0.459	0.412	0.491	0.787

Bootstrap analysis was used in testing the research hypothesis. The t value is compared to determine whether the assumed effect is significant or not. The critical values commonly used are 1.65 (significance 10%), 1.96 (significance 5%), and 2.57 (significance 1%). The results of hypothesis testing using the bootstrap procedure are shown in table 5.

Table 5. Hypothesis Test Results

Hypotheses	Effects	T-Statistics	Path Coeficient	Standard error	P-Value	Keterangan
H1	X1→Y	5.612	0.410	0.073	0.000*	Received
H2	X2→Y	6.428	0.465	0.072	0.000*	Received
H3	M1→Y	2.201	0.169	0.077	0.028**	Received
H4	M2→Y	0.970	-0.077	0.080	0.332	Rejected

Note: *P<1%**P<5%***P<10%

4.4 Discussion

Hypothesis 1: Professional skepticism has a positive effect on internal auditors' fraud detection skills. This hypothesis has strong support, as shown in Table 5. T-statistical value 5.612> 1.96 or P-Value 0.000 <0.05. This value indicates a significance level of 1%. The path coefficient of 0.410 indicates the magnitude of the effect of professional skepticism on fraud detection skills is 0.410 units. Hypothesis 1 test shows that professional skepticism has a positive effect on internal auditors' fraud detection skills. The results of this study support the attribution theory. Attribution theory explains that a person's ability is influenced by internal attributions that come from within and external attributions. These attributions are stable and unstable, some can be controlled and some are uncontrollable. Fraud detection skills are a representation of the capabilities referred to in attribution theory. Fraud detection skills are influenced by factors within the auditors in this study, namely skepticism and skills in using information technology and emotional intelligence. The results of this study also support the theory of TPB Ajzen 1991. TPB explains that behavior is driven by one's attitude. Fraud detection skills are a form of auditor behavior that is sensitive to fraud symptoms with the desire to expand the search for evidence and delay making decisions. This behavior is driven by skepticism. This finding is consistent with the findings (Noviyanti, 2008; Fullerton & Durtschi, 2004; Kamal, 2022; Mannan & Indrijawati, 2020; Rahmawati & Indrijawati, 2020).

Hypothesis 2: Information technology has a positive effect on internal auditors' fraud detection skills. The test results show T-statistics 6.428> 1.96 or P-Value 0.000 <0.05 at a significance level of 1%. The path coefficient value of 0.465 indicates the magnitude of the influence of information technology on fraud detection skills is 0.464 units. These results indicate that information technology has a positive effect on internal auditors' fraud detection skills. These results support the Unified Theory of Acceptance and Use of Technology (UTAUT). The perception of bank auditors'

ability to use information technology affects their behavior, by being more sensitive to the symptoms of fraud. Information technology is very helpful for auditors in conducting various analyzes and gathering evidence. Their belief in the ability to use technology supports fraud detection skills. This finding is consistent with the findings (Susanto et al., 2019; Widuri & Gautama, 2020). However, this finding is different from the findings (Bahtiar et al., 2017; Kamal, 2022) which state that information technology has no effect on fraud detection.

Hypothesis 3: Emotional intelligence is able to moderate the effect of professional skepticism on internal auditors' fraud detection skills. The test results show a T-statistic value of 2.201> 1.96 or a P-Value of 0.028 <0.05 at a significance level of 5%. Emotional intelligence moderates the effect of professional skepticism on internal auditors' fraud detection skills with a path coefficient value of 0.169. Internal auditors with sufficient emotional intelligence strongly support the application of professional skepticism in detecting fraud. These results support the Affective Events Theory (AET). This theory explains that a person's performance is influenced by emotions and moods. Auditors who have high professional skepticism have the ability to detect fraud and are more sensitive to the symptoms of fraud encountered. The facts in the field prove that the effect of skepticism on fraud detection skills is stronger if the auditor has emotional intelligence.

Hypothesis 4: Emotional intelligence is able to moderate the influence of information technology on internal auditors' fraud detection skills. Statistical testing showed a T-statistical value of 0.970<1.96 or a P-Value of 0.332>0.05. This value shows that emotional intelligence does not moderate the influence of information technology on fraud detection skills. These results do not support the Unified Theory of Acceptance and Use of Technology (UTAUT) and Affective Events Theory (AET). The facts in the field prove that emotional intelligence does not moderate the influence of information technology on fraud detection skills. The work environment of the Bank's internal auditors with high pressure has a major impact on the psychology of the auditors. Disorders of emotional intelligence are very likely to occur. Improvement and renewal of banking audit technology tools is very fast and is not followed by an increase in the ability of auditors.

5. RESEARCH IMPLICATIONS

5.1. Theoretical Implications

Various literatures have demonstrated the role and importance of professional and technological skepticism in detecting fraud. There are three main contributions of this research. First, this research has enriched the literature on fraud detection skills, professional skepticism and the use of technology in auditing in Indonesia. It has previously been emphasized that there is no research that we can find in the context of banking internal audit in Indonesia similar to this research model. Second, this study is an important contribution to enriching insight into the fraud detection ability of the organization's internal auditors with predictors of emotional constructs. Third, the interaction of emotional intelligence with skepticism and information technology to detect fraud is still very rare in audit research. This study makes a significant contribution to the audit literature.

5.2. Practical Implications

The bank's internal audit profession is considered a stressful profession because of the nature of the work that is often stressful. It is even possible that the bank's internal auditors will leave their jobs or move if the stress or pressure they experience threatens their physical or mental health. The duties of a bank's internal auditor often require overtime work, time pressure, and budget constraints. The hectic audit schedule, accompanied by excessive workloads, very detailed examination procedures and demands for neat and complete documentation of audit evidence encourage stress and emotional disturbances for auditors. It can even lead to potential conflicts with auditees or co-workers or superiors. The implementation of strict supervision from the leadership elements, the formal and bureaucratic structure of the bank's organization accompanied by office politics and the lack of opportunities for career development became a nuisance for the auditors. This emotional pressure can prevent the bank's internal auditors from adopting a skeptical attitude and making good use of technology in the fraud detection process.

The bank's internal control system is annually evaluated and developed accompanied by competency and expertise training. The recruitment of internal audit employees is also very selective and the technological facilities used are increasingly sophisticated, but fraud in the banking sector continues to increase every year. The practical implication of this research for bank internal auditors is the effectiveness of performance in detecting fraud, influenced by professional skepticism, ability to use technology and emotional intelligence. Bank managers need to pay attention to the auditor's emotional intelligence to support the audit process. Bank managers also need to pay attention to various emotional disturbances by creating an organizational climate that supports internal auditors. Emotional health therapy may need to be done to improve the quality of internal audit.

6. LIMITATIONS

This study uses internal auditors as respondents. Therefore the possibility of bias in their perception is a limitation of this study. Subsequent research can use a mix-method by conducting interviews or field observations for the accuracy of the research results. Further research can also test with a large sample so as to support the generalization of the research results. Researchers can develop this research model primarily on the construct of emotional intelligence in the field of fraud detection skills.

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