

Presenting a model for improving the interaction between the auditor and the client based on grounded theory

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Abstract

The purpose of the current research is to provide a model for improving the interaction between the auditor and the client based on the grounded theory. In this regard, the factors of interaction between the auditor and the client were explained and the main components identified in order to improve the interaction between the auditor and the client were presented. Finally, the identified factors were ranked using the Friedman test. In order to extract effective factors for improving the interaction between the auditor and the employer, the foundation's data approach was used. Also, due to the lack of a coherent model in the literature related to improving the interaction between the auditor and the client in Iran, a semi-structured interview with experts was also used to cover the weak points of the existing theoretical foundations and to reach the stage of persuasion. The results of the foundation's data approach showed that the research model based on improving the interaction between the auditor and the client can be classified into 6 main categories, causal conditions, background conditions, strategies, intervention conditions and consequences. The results of Friedman's test indicated that the variables 1. the timeliness of providing information by company managers to auditors; 2. Acquaintance of auditors with the software used in preparing financial reports; 3. Internal audit; 4. activity history of auditors; 5. Reducing the anxiety of the audit staff, respectively, has a higher priority as an effective factor in improving the interaction of auditors with business owners. Also, it was found that the variables 1. tenure of auditors; 2. The size of the employer's company; 3. The presence of more non-commissioned directors in the structure of the board of directors of companies; 4. Mandatory rotation of auditors; 5. The acquaintance of the audit team members with updated and used software was less important from the point of view of the respondents. The findings of this research can help solve the complexities of the interaction between the auditor and the employer. The current research is based on the idea that there are factors that can improve this interaction and some factors cannot affect this interaction.

Keywords: auditor, client, interaction between auditor and client, grounded theory
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1 Introduction

Due to the increase in the complexity and size of business organizations and the expansion of the scope of their activities, independent auditors as a mechanism to ensure the accuracy of the information provided by the company

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to help make decisions. They also act to reduce unintentional mistakes and intentional misstatements, such as fraud and manipulation by managers. Since the information provided by the company has important economic and social consequences in different parts of society, independent auditors can be an effective factor in minimizing existing complaints and disputes [5]. Auditors should follow professional standards as a basis for expressing an opinion on whether the financial statements are accepted by accounting standards. Tensions and disputes usually arise when auditors and owners each have different judgments [9]. In this case, audit problems mean situations in which the application of accepted auditing standards is not easily possible. To achieve an effective audit, auditors should increase and expand the skills and experiences related to understanding the business environment of the employer [9]. Some aspects of the auditor's relationship with the employer are determined by professional legal requirements, and others are influenced by the auditor's executive methods (Audit Standards, 1385: 157). The relationship between the auditor and the employer is always established according to these requirements and methods. During the audit of financial statements, the auditor must establish such a relationship with the management of the unit under review that he can perform the audit effectively and efficiently. Respect, honesty and trustworthiness are important and effective factors in the relationship between business owners and auditors, which have benefits for both sides of this relationship. For audit institutions, good performance increases the reputation of the audit institution and the satisfaction of the employer [29]. Such a situation requires creating an optimal condition and improvement mechanisms.

The relationship between the auditor and the employer is a subject that has recently received the attention of research due to its importance [12, 1, 8]. In addition, the interaction between the employer and the auditor has always been of interest to policymakers and legislators [11, 25, 13] but in this regard, there is no empirical research or a comprehensive law that can provide a specific framework for the rational interaction of the auditor and the employer, through which the independence and impartiality of the auditor can be maintained at the same time, and high quality reports of the employer can be reviewed and evaluated. In 2018, the US House of Representatives approved a law through which the relationships and interactions of auditors and owners can be optimally defined and evaluated. However, most developing countries, including Iran, suffer from the lack of such a framework. From 2003 onwards and simultaneously with the approval of the Sarbanes-Oxley law, researchers' interest in similar issues has increased. This development may highlight the impact of corporate scandals on the emergence of auditing regulations, stimulating the auditing profession and several research issues arising from it [4]. Also, it may highlight the importance of examining audit and auditor capabilities in detecting scandals and preventing fraudulent practices [24].

In this regard, according to the increasing importance of auditing as one of the most important professions to reassure society and the positive effect of the expansion of interactions between the auditor and the employer in all areas of auditing, the purpose of the present research is to provide a model for improving the interaction between the auditor and the employer based on Data theory is the foundation. Accounting regulations are based on the assumption that auditees respond to and cooperate with requests for audit evidence. For example, Knechel et al. It depends. However, previous research has shown that the employer's management usually has control over many audits, and auditors strategically choose tactics to overcome the control of the employer's management and achieve cooperation with it (Guénin et al. [14]; Trotman et al. [28]; Saiewitz, Kida, [27]). In most developed countries, legislators have passed legislation (eg, the Sarbanes-Oxley Act) and standard setters have issued standards to address this imbalance and increase auditors' operational independence. However, in Iran's economic environment, there is no empirical research, law or standard that examines or evaluates the richness of the interactions between the auditor and the owners. Therefore, the current research is trying to address this issue and, using extensive reviews and experts' opinions on Iran's economic environment and auditing market, develop a model that can help improve the interaction between auditors and business owners. From this point of view, the current research has knowledge and its findings can solve the existing need for a framework that can improve the interaction between the employer and the auditor. On the other hand, the current research can help the legislative atmosphere of the auditing profession, considering that it helps to formulate and implement better standards and laws in line with the optimal and professional relations between the auditor and the employer. In addition, the present research helps to develop the literature on auditor-employer interaction, especially in developing countries such as Iran and can be a platform for future research to better develop the concept of auditor-employer interaction. Therefore, it can be said that the current research provides a more comprehensive and integrated understanding of the complexities of auditor-employer relationships. This research can help companies as owners on the one hand and auditors on the other hand to communicate effectively and efficiently. Because they need to use this model, which is developed based on the opinion of experts and the realities of Iran's economic environment, to improve their relations along with increasing quality to create effective improvement factors in their interactions with each other.

2 Theoretical foundations and research literature

2.1 Auditor's interactions with the employer

The basic purpose of auditing is usually described as building trust in financial statements by users, which in turn improves the efficiency of capital markets. Owners are considered to be individuals who primarily want an audit to resolve agency issues and redress their financial losses. However, in practice, the employer pays for the audit and the management of the company has a significant influence on the appointment and compensation of auditors. This means that in addition to fulfilling the regulatory requirements of an independent audit for owners, the audit must also be considered beneficial to the employer. Therefore, responding to the reasonable and reasonable needs of users and owners requires strong cooperation so that the parties to this contract can perform their duties according to the regulations [25].

From 1990 until now, accounting institutions have been exposed to increasing commercialization and have placed a special emphasis on the quality of audit-added value. This means that auditors need to carry out an audit process that meets the regulatory requirements of an independent audit, but at the same time is considered useful by the employer [6]. Owners can have optimal interaction while observing professional behaviour. Empirical research on the interaction between the auditor and the employer, following the results of recent studies [3], has attracted a lot of attention. Following these researches and using the experts' point of view, the present research intends to study and then develop an optimal model to improve the interaction between the auditor and the business owner in Iran's economic environment. The identified prerequisites for achieving a high level of audit usefulness for the company are that audit criticism is perceived as a strong argument for change in the organization and that auditors formulate management letters in a way that is direct, constructive, and by auditors with good communication skills. has been presented [19] in this case it can be said that the auditor has responded to the needs of the employer and its stakeholders in the form of a professional audit and by maintaining independence and impartiality. There are factors involved in creating such an interaction, and their identification requires an extensive study, which first identifies the factors in a real and expert manner, and then examines how they affect the improvement of the interaction between the auditor and the employer.

We should not ignore the fact that the relationship between the auditor and the employer is very complicated due to the number of stakeholders and people involved. However, since this complexity lies at the core of the audit process, more research is needed on the auditor-employer interaction. Research studies show that the relationships between different groups that operate on the basis of a specific contract and in the form of a defined professional code of conduct, like the auditor and the employer, have almost equal conditions, and to some extent they can be used to design an optimal model that to help improve the interaction between the auditor and the employer [12]. Empirical results based on the data of accounting firm partners, financial departments and fund managers, showed that the financial departments rated service quality higher than the other two groups, especially compared to fund managers They rank. They operationalized service quality in four variables. Non-audit services, accountability, empathy and employer services. Their results show that these are variables that an audit firm should consider in a business context, although external users may consider them unnecessary [1]. The findings of Warming-Rasmussen and Jensen [30] show that although financial statement preparers and company CEOs have different goals that are not aligned with auditors, they are required to interact with each other, which results in increasing the quality of services (i.e. auditing financial statements). Also, the interests of the employer can be secured by auditors, but there is a possibility that the consequences of this type of audit will not be favorable to external users of financial reports. Therefore, in this case, auditors should consider all available aspects until an optimal interaction is formed in order to maintain the interests of all stakeholders. Based on this, it can be stated that many factors, including the characteristics of the auditor, the employer and even the users, can play a role in the formation of a relationship between the auditor and the employer [30]. But finding the factors that can improve this interaction requires more investigations that have not been addressed by previous researches. By referring to the findings of recent researches, it can be seen that some factors have been identified that have affected the mentioned relationship and interaction [5]. The findings of Carlisle et al. [8] show that auditors often strive to fulfill their professional responsibilities while pleasing themselves to the employer. These forces often lead to audit quality-threatening behaviors such as employer avoidance and ghosting. In addition, their results show that the persistent power difference between audit staff and their employers may harm the operational independence of audit staff. Also, the findings of Carlisle and Hamilton [7] show that most audit staff prefer to interact with the employer face-to-face, but they use face-to-face and e-mail relatively equally. Auditors who primarily email the employer place less value on employer communication, and those who prefer email feel more communication concerns with the employer. Most importantly, the use of face-to-face communication is associated with more positive and constructive employer interactions. The findings of Church et al. [10] show that auditor narcissism is positively related to audit delay and negatively related to absolute and positive accruals of owners. Also,

the results show that narcissistic auditors are more likely to engage in negotiations that reach an impasse or take longer to resolve and negotiate over reported asset values, reflecting less aggressive reporting choices. The findings of these researches evoke the influential role of many factors in the auditor's interaction with the employer. Hellman [18] showed in a research that the usefulness of the audit for the employer's company is primarily related to the management style sheets and the interaction between the auditor and the employer in relation to the management letters that support the employer's management control system. The improvement of management control was achieved as a result of the cooperation between the audit institute and the central accounting and financial department of the owner company, which puts pressure on the subordinate units. But looking at these findings, it can be admitted that none of these researches have sought to identify factors that have a positive or improving role in this interaction. This effect can be caused by macro factors as well. In this regard, the findings of Beattie et al. [4] showed that the strongest influence on the interactions between the auditor and the employer is the national implementation regime, which includes the regulation of laws and regulations as well as the development of international standards.

The findings of similar studies in Iran's economic environment do not exactly identify and examine the effect of factors improving the interaction between the auditor and the employer. Kazemi Ulum et al. [21] showed in a research that behavioral characteristics including (negotiation experience and techniques, previous negotiations and past relationships with the employer, communication style, method and method of negotiation, flexibility and pressure of the employer and time behavior), management system (audit committee and audit fees), rules and regulations and code of professional conduct (audit opinion, independence of auditors, power and bargaining, competition in the audit market and forced turnover of auditors) and the gender of auditors on the adoption of scoring strategy by the auditor and the use of negotiation strategy with owners have an effect. Also, the results of Hassas [15] showed that audit institutions consider the audit risk factors and the auditor's business risk factors at the time of making a proposal to the institution to provide audit services and make a decision about the possible employer according to these factors. The results of the ranking of the factors affecting the acceptance of the employer indicated that the risk factors of the auditor's business are very important for the audit institutions of Iran. Audit risk factors are in the second position and business risk factors of the entrepreneur are not very important. Finally, the results of the survey showed that risk management is effective on the decision to accept the employer in audit institutions. In addition, the results of Sadeghian et al.'s research [26] provided a model to explain the strategic interaction between auditors and management, which allows the manager to choose when irrational economic results resulting from ethical behavior are in conflict with personal interests. One of the assumptions of this model is that a certain percentage of managers do not engage in fraudulent financial reporting strategies. Because they consider it immoral to do this. If recent accounting scandals are indicative of an ethical crisis, this model promises that an increase in the percentage of managers interested in ethical practices will lead to a decrease in fraudulent financial reporting. The presented model also explains the effect of increasing rewards for committing fraud (including multiple options for stock acquisition, creating restrictions on shares and performance incentives based on accounting reports) and the effect of increasing punishment for fraud detection (such as heavy penalties in the Sarbanes-Oxley Act). On the other hand, Lari Dasht Beyaz et al. [23] actually described the micro-strategies that are used by auditors to gain power (negotiate successfully) and have more influence in the audit field in front of the other party. Establishing an optimal relationship with the employer and using the right strategy allow the auditors to obtain more evidence in less time and ultimately make the audit more efficient and effective.

The interaction between the auditor and the employer, not only because of its importance for the employer, but also because of its importance for the auditor in fulfilling the regulatory requirements of an independent audit, will be of special interest in this research. The audit of a large company admitted to the stock exchange involves many people both in the audit institute and in the employer's organization. The audit team must interact with the employer's employees to obtain information and explanations that allow the discovery of errors and deficiencies in the internal control system. These interactions may include conflicts that lead to discussion, negotiation, and bargaining. Gibbins et al. [13] developed a model of auditor-client negotiation that was tested in a field questionnaire project in which experienced audit partners were asked to select a negotiation they had experienced and describe it in depth. The results suggest that accounting negotiation is a normal part of the practice of experienced senior audit partners. About 67 percent of audit partners experienced it with 50 percent or more of their clients. Negotiated issues were complex and significant and often arose due to unclear or non-existent GAAP [13]. In addition, their results showed that auditor-client negotiations can significantly affect financial statements. The findings of Beattie et al. [3] state that corporate governance mechanisms can also affect the negotiation process and the relationship between the auditor and the employer. Also, based on their findings, we can see that the variable of time is also very important.

According to the review of the stated materials, it can be argued that the interaction between the auditor and the employer is influenced by various factors that need to be identified. To some extent, previous researches have stated

these factors, which include the characteristics of the employer, auditor characteristics, time dimension, negotiation strategies, etc. But most of these researches are not specific to the characteristics and nature of Iran's economic environment. The present study intends to follow this field of research and present a model that will identify and finally categorize the factors influencing the improvement of this interaction according to Iran's economic environment.

3 Research methodology

Scientific researches are classified based on two bases: purpose and nature or method. This research is based on the purpose of applied research. Based on the method of data collection, it is part of exploratory or combined research. In this research, both field and library methods were used in a mixed manner in two qualitative and quantitative stages. The library method is more for using scientific research resources and studying documents, reports and letters that can provide the primary data needed by the researcher. In the qualitative phase of the research, in order to extract effective factors on improving the interaction between the auditor and the employer, the foundation's data approach was used. Due to the lack of a coherent model in the literature related to improving the interaction between the auditor and the employer in Iran, a semi-structured interview with experts was also used to cover the weak points of the existing theoretical foundations and to reach the stage of persuasion. After determining the identified factors in line with the central categories, causal conditions, background conditions, strategies, intervention conditions and the consequences of developing the research model, in the quantitative stage, the identified factors were ranked using Friedman's test. To rank the considered factors, the research questionnaire was designed in a researcher-made form with a 5-point Likert scale and the data collected through it was analyzed in SPSS software version 23.

Since the current research is of a mixed type, in the qualitative part (interviews) first, a number of experts were selected in a purposeful way to the basic categories (factors affecting the improvement of auditor and auditor interaction) extracted from the review of theoretical foundations using data theory. Foundation, review, analysis and finalize. Based on this, the studied community in the qualitative stage included experts and informants in the field of accountant-employer communication. Therefore, the statistical population of the qualitative stage includes partners and audit managers as well as board members of listed companies who have been very close to the issue and encountered it in examples of their work. It is worth mentioning that the number of sample people in qualitative sampling is based on the theoretical saturation of data. This means that the sampling will continue until new components and opinions are offered by the sample members. In the current research, the targeted snowball approach was used in selecting the qualitative research sample. The statistical population of this research in the quantitative part (questionnaire part) includes the partners and managers of audit institutes and managers of listed companies. Due to the uncertain size of the statistical population, Cochran's formula was used, and based on this, the sample size was calculated as 384 people, and considering the possibility of not returning a number of questionnaires or receiving distorted and unusable questionnaires, the number of questionnaires was considered to be 230. Finally, out of the total of 230 distributed questionnaires, 166 questionnaires were received, of which 14 questionnaires were distorted, so 152 questionnaires were analyzed. Based on this, the return rate of questionnaires is about 66%.

4 Findings

In the qualitative phase of the research, in order to extract the factors that improve the auditor's interaction with the employer by using the foundation's data approach, in addition to reviewing the theoretical foundations, interviews with experts were also used. Based on this, an interview was conducted with 10 experts in this field, whose demographic characteristics are presented in Panel A of Table 1. Since the selection criterion of experts was having 10 years of work experience, it is clear that 80% of the interviewees had work experience between 10 and 20 years. Also, 60% of the experts were over 45 years old. As it is known, 80% of the interviewees were men. Panel B also studies the demographic findings of the research community in the quantitative section for 152 questionnaires. As panel B of Table 1 shows, the largest gender group is men with 80.90%. The highest level of education with 55.9 percent is related to master's degree. Also, the results showed that 27.6% of the respondents had a doctorate degree. The largest age group of the respondents with 46% frequency is related to the 30 to 35 years old group. Also, the results showed that the lowest age frequency distribution is less than 40 years old and above. The most professional records of the respondents with 35% are 10 to 15 years. Also, the results showed that the lowest frequency distribution of respondents' professional records with 13% is less than 5 years.

In this part of the research, the findings of the review of theoretical foundations and interviews with experts are presented in the form of the foundation's data approach. Data analysis and extraction of the final research model were done through three stages of open, central and selective coding, which will be explained in the following of each

Table 1: Demographic characteristics of interviewees and respondents to the questionnaire

Panel A (qualitative part)			
Percentage	Frequency	Criteria	
70	8	Between 10 and 20 years	Professional Work Experience
30	2	More than 20 years	
100	10	Total	
40	4	Between 35 and 45 years	Age
60	6	More than 45 years	
100	10	Total	
80	8	Male	Gender
20	2	Female	
100	10	Total	
Panel B (quantitative part)			
80.90	123	Male	Gender
19.10	9	Female	
152	152	Total	
16.4	25	Bachelor's	education
55.9	85	Master's	
27.6	42	Doctorate	
152	152	Total	
17.1	26	Less than 30 years	Age
46	70	30-35 years	
31.5	48	35-40 years	
5.2	8	More than 40 years	
152	152	Total	
13	20	Less than 5 years	Professional Experience
24	37	5-10 years	
35	52	10-15 years	
28	43	More than 15 years	
152	152	Total	

of these coding methods and how they are used in this research. It is worth mentioning that the analysis of concepts and categories has been done based on each of the interviews, which is presented below as an example of an analysis model.

4.1 Open coding

In this step, similar data were grouped and named. Open coding is done through a deep and careful examination of writings, interviews or documents, line by line and even word by word [31]. It leads to a mass conceptual theory. At this stage, Strauss and Corbin recommend coding based on micro analysis. After extracting the main categories, the specifications and dimensions of each category are also determined. In this research, on average, 64 concepts were extracted from each interview, and each concept was repeated 4 times on average. The most repeated concepts were related to the concept of “interaction of audit staff with members of the employer” and “characteristics of the employer” and “characteristics of the auditor”. An example of extracting concepts in this research in the first interview and specifically in response to the first question is as follows:

1. What factors can improve the interaction between the auditor and the employer? These factors can be related to the environment inside the owner’s company, the characteristics of audit institutions, technology, the personality characteristics of auditors and company managers, the cultural conditions of Iran, existing laws and regulations, macroeconomic criteria (such as inflation, unemployment rate, economic growth rate, etc., the level of competition in the auditing market in Iran and the characteristics of the industry?

Characteristics of auditors and audit firms size of audit firms in terms of quality and reputation, ability and expertise and knowledge of auditors in a specific industry, tenure of auditors based on mandatory rotation requirements, optional rotation of auditors due to the request of the employer or audit firm, level Auditors’ education, their activity history, gender diversity in the audit team due to psychological reasons, good program design, compliance with professional code of conduct, auditors’ narcissism which is a personality trait, auditors’ work independence in companies, modeling from previous experiences, structural features, activity and Company functions {company size, age of the company, industry of the company, timely submission of necessary documents to the auditor, transparency of reports, sufficient explanations of managers, complexity of the industry, complexity of financial reports, responsibility at the level of society and the environment, awareness of shareholders}, existing laws and regulations which can provide or improve

the creation of an optimal relationship {auditors' familiarity with tax laws, business and accounting and auditing standards, auditors' familiarity with industry-specific regulations, auditors' familiarity with corporate governance requirements and guidelines, employer companies' familiarity with auditor selection rules} , the disciplined and active management system in companies can create good interaction and efficiency between auditors and company managers {internal audit, audit committee, board structure, gender diversity in the structure of managers and committees, characteristics of managers and company management team}. Technology can improve interaction in a modern way {familiarization of the audit team with the software used by companies in financial reporting, familiarization of the members of the audit team with modern software (such as auditor, reconciliation, etc.) in conducting the audit process}. Time is one of the important dimensions in the formation of interactions {timeliness of reports from the company and institution, preparation of a time budget and its implementation by the auditors, reduction of time pressure, appropriate timing}, audit team employees and the employer are one of the most important dimensions of the formation of good interaction between the auditors and the owners {reducing the anxiety of the audit staff, the records of the auditor staff, the previous experiences of the audit staff, sufficient and appropriate remuneration for the audit staff, the familiarity of the audit staff with the strategies of the audit firm, the familiarity of the audit staff with the strategies of the employer company, the level of education of the audit team staff, Appropriate familiarization of audit staff with rules and regulations, cooperation of employees and managers of the company with the employees of the audit institute, professional behavior of the employees of the audit team with the owners, the culture of asking for help, cooperation and consultation between the employees of the audit team with each other, teaching the techniques of creating interaction to the employees of the audit institutes. Clear explanation of issues to employer personnel by audit team staff, fewer changes in audit team members}.

4.2 Axial coding

As mentioned by Strauss and Corbin [31], researchers should classify the identified categories into the following five categories. This stage is called axial coding.

- a) Causal conditions: It means the variables or events that guide the creation or development of a phenomenon.
- b) Strategies: are result-oriented or result-oriented activities that should be carried out in relation to the phenomenon under study and in the context under study and despite the interfering conditions.
- c) Intervening conditions: It refers to conditions that face or facilitate the implementation of strategies.
- d) Background conditions: It refers to a specific area or field of variables. It is a set of conditions that affect strategies. Most of the researchers face problems in distinguishing and separating these types of categories from the causal categories, and finally they classify the categories that are more attractive as causal conditions and the categories that are less attractive as underlying conditions [31].
- e) Consequences: They are the results of implementing strategies. This classification has been done in the continuation of the research on the identified categories.

4.3 Selective coding

The purpose of this stage is to choose the central category and relate other categories to its axis; In this sense, the researcher uses selective coding to systematically and objectively choose the central category and other categories are subject to it. Then the researcher connects the central category with other categories in a systematic way, validates the relationships and completes the categories that need improvement and editing.

Strauss and Corbin [31] consider the following criteria necessary for choosing a central category:

- This category should be in the center, that is, other categories should be related to it (have the ability to integrate and combine other categories);
- appear and repeat with high frequency in the analysis;
- be sufficiently abstract and able to provide a logical and consistent explanation of the relationship between categories;
- Even with the change of conditions, the explanation will still be true. Although it is difficult to identify the central category, it is considered a basic element in the formulation of the theory. It is possible that such a category exists in the results of axial coding, but otherwise a new category must be created.

After the central category is identified, all other categories, sub-categories and descriptors become the central category. Finally, by drawing the link between the focal category and the subcategories and concepts of the study as a whole, the foundational data theory is compiled. In this research, the category “Improving the interaction between the auditor and the employer”, which all the categories were formed in relation to it and are able to explain it, has been chosen as the central category.

5 The results of the analysis of the research questionnaire

5.1 Descriptive statistics of research subjects

With the data collected from the questionnaire with a 5-point Likert scale (1 = very little; 2 = little; 3 = medium; 4 = much; and 5 = very much), for each of the items (variables) of the research, to provide statistics The minimum, maximum score, average, standard deviation, skewness and kurtosis are shown in Table 2. As it is known, the average of most of the research items is more than 4, which shows that most of the respondents agree with the research items as factors influencing the improvement of the auditor-employer interaction.

Table 2: Descriptive statistics of research variables

question	number	average	variance	standard deviation	skewness	Kurtosis	minimum	maximum
1	152	4.550	0.488	0.699	-1.820	4.453	1	5
2	152	4.560	0.447	0.668	-1.770	4.593	1	5
3	152	4.170	0.620	0.787	-0.891	1.136	1	5
4	152	4.190	0.685	0.828	-0.583	-0.715	2	5
5	152	4.280	0.615	0.784	-0.713	-0.482	2	5
6	152	4.460	0.475	0.689	-0.901	-0.410	3	5
7	152	4.720	0.228	0.477	-1.375	0.755	3	5
8	152	4.330	0.792	0.890	-1.156	0.637	1	5
9	152	4.570	0.405	0.637	-1.368	1.419	2	5
10	152	4.570	0.419	0.647	-1.388	1.373	2	5
11	152	4.280	0.784	0.885	-0.864	-0.442	2	5
12	152	4.250	0.679	0.824	-0.783	-0.276	2	5
13	152	4.460	0.436	0.660	-0.974	0.438	2	5
14	152	4.170	0.606	0.779	-0.480	-0.682	2	5
15	152	4.390	0.479	0.692	-0.708	-0.659	3	5
16	152	4.360	0.511	0.715	-0.771	-0.246	2	5
17	152	4.630	0.340	0.583	-1.340	0.808	3	5
18	152	4.450	0.487	0.698	-0.994	0.180	2	5
19	152	4.630	0.329	0.573	-1.466	2.324	2	5
20	152	4.360	0.643	0.802	-1.218	1.432	1	5
21	152	4.260	0.579	0.761	-0.941	1.252	1	5
22	152	4.540	0.409	0.640	-1.227	1.078	2	5
23	152	4.400	0.494	0.703	-0.862	-0.046	2	5
24	152	4.580	0.325	0.570	-0.967	-0.051	3	5
25	152	4.640	0.325	0.570	-1.538	2.565	2	5
26	152	4.510	0.411	0.641	-1.096	0.808	2	5
27	152	4.630	0.367	0.606	-1.608	2.357	2	5
28	152	4.370	0.579	0.761	-0.826	-0.470	2	5
29	152	4.590	0.350	0.592	-1.114	0.250	3	5
30	152	4.620	0.291	0.539	-1.000	-0.053	3	5
31	152	4.590	0.416	0.645	-1.597	2.566	2	5
32	152	4.570	0.352	0.594	-1.054	0.122	3	5
33	152	4.470	0.489	0.700	-1.199	0.990	2	5
34	152	4.750	0.215	0.464	-1.563	1.397	3	5
35	152	4.500	0.503	0.709	-1.973	6.311	1	5
36	152	4.320	0.774	0.880	-1.316	1.373	1	5
37	152	4.170	0.726	0.852	-0.923	0.982	1	5
38	152	4.590	0.443	0.666	-1.480	1.427	2	5
39	152	4.550	0.487	0.698	-1.611	2.380	2	5
40	152	4.670	0.341	0.584	-1.807	3.210	2	5
41	152	4.640	0.403	0.635	-2.058	4.763	2	5
42	152	4.760	0.235	0.485	-1.932	2.999	3	5
43	152	4.210	0.697	0.835	-0.760	0.105	1	5
44	152	4.770	0.218	0.467	-1.870	2.724	3	5
45	152	4.380	0.542	0.736	-0.843	-0.299	2	5

46	152	4.390	0.492	0.702	-0.959	0.546	2	5
47	152	4.630	0.342	0.585	-1.306	0.717	3	5
48	152	4.600	0.335	0.578	-1.330	1.906	2	5
49	152	4.620	0.302	0.550	-1.117	0.262	3	5
50	152	4.670	0.341	0.584	-1.807	3.210	2	5
51	152	4.680	0.274	0.523	-1.594	3.358	2	5
52	152	4.630	0.289	0.538	-1.033	0.021	3	5
53	152	4.430	0.419	0.648	-0.863	0.372	2	5
54	152	4.570	0.392	0.626	-1.344	1.461	2	5
55	152	4.540	0.396	0.629	-1.202	1.118	2	5
56	152	4.560	0.314	0.561	-0.808	-0.374	3	5
57	152	4.630	0.315	0.562	-1.190	0.452	3	5
58	152	4.610	0.372	0.610	-1.505	2.031	2	5
59	152	4.620	0.318	0.564	-1.372	2.181	2	5
60	152	4.610	0.360	0.600	-1.441	1.966	2	5
61	152	4.480	0.465	0.682	-1.091	0.471	2	5
62	152	4.420	0.499	0.707	-0.933	0.030	2	5
63	152	4.630	0.368	0.607	-1.573	2.244	2	5
64	152	4.460	0.422	0.650	-0.952	0.485	2	5

6 Inferential statistics

6.1 Validity and reliability test of the questionnaire

In this research, the content method was used to obtain the validity of the questionnaire. In this method, first, a questionnaire was given to several experts and some sample members so that they could give their opinion regarding the relationship of years with the subject and objectives of the research, their relationship with research assumptions, the existence of ambiguity in the design of years, the possibility of multiple perceptions and any other suggestions. Then their points of view were applied in the questionnaire, the necessary validity was obtained. Cronbach's alpha was used to check the reliability of the questionnaire. To estimate the reliability, 46 questionnaires were given to the respondents and Cronbach's alpha coefficient was calculated based on the collected data. Since the value of its coefficient is more than 0.9 (0.974), therefore, the reliability of the research tool has excellent reliability. Also, the reliability of each item in the questionnaire is excellent.

Kolmogorov Smirnov test

The results of the Kolmogorov-Smirnov test on the identified variables (items) are specified in Table 3. Considering the calculated significance level which is less than 0.05, it can be said that the distribution of research variables is abnormal and there is no prerequisite for using parametric tests and non-parametric tests should be used. Therefore, since it was determined that the data of the current research are not normal, the equivalent of the one-sample *t*-test, i.e., the one-sample sign test, should be used. In other words, the sign test is the non-parametric equivalent of the one-sample *t*-test.

Sign test

The intensity of respondents' agreement was assessed using the one-sample sign test. Since the points considered to measure the level of agreement are in the range of 1 to 5, to ensure the intensity of agreement, a score of 3 and above (average of the spectrum) was chosen as the evaluation criterion. In this test, if the calculated *z* value is more than 1.96, the level of agreement is strong and there is a significant difference with the score of 3 as the point of indifference. If the calculated *z* is smaller than the mentioned number, the level of agreement is not strong and there is no significant difference with the score of 3. The findings documented in Table 4 in relation to the sign test indicate that the amount of the *z* statistic, except for items 5, 8, 11, 12, 13, 16, 20, 21, 23, 28, 36, 3, 45, 46, 53, and 62 (respectively: optional rotation of auditors, gender diversity in audit group members, reducing role of auditors' narcissism, independence of auditors, modeling of previous experiences, competition of companies in the industry, complexity of the employer's industry, multiple subsidiary and affiliated units Employers, companies with higher social responsibility scores, auditors' familiarity with specific industry regulations, gender diversity of board members, audit team members' familiarity with current software, time budget and optimal planning designed based on the initial study of the employer's activity, adequate and appropriate remuneration for employees auditing and training the techniques of creating interaction to the employees of auditing institutions) for other items is more than 1.96, which indicates the strong agreement of the respondents with these mentioned factors. In other words, the analysis of the research items also indicates that other than the mentioned items, other variables of the research are significant as effective factors in improving the interaction between the auditor and the employer.

Table 3: Kolmogorov-Smirnov test

No	Item description	statistics	Significance level	Test result
1	Larger and high-quality auditing firms	8.354	0.000	abnormal
2	Expertise of auditors in the business activity industry	8.436	0.000	abnormal
3	Tenure of auditors	7.219	0.000	abnormal
4	Mandatory rotation of auditors	5.461	0.000	abnormal
5	Optional rotation of auditors	6.029	0.000	abnormal
6	Education level of auditors	7.057	0.000	abnormal
7	Activity history of auditors	9.084	0.000	abnormal
8	Gender diversity in audit team members	6.976	0.000	abnormal
9	Designing a suitable program for auditing	7.949	0.000	abnormal
10	Adherence of auditors to professional code of conduct	8.030	0.000	abnormal
11	The reducing role of auditors' narcissism	6.570	0.000	abnormal
12	Independence of auditors	5.867	0.000	abnormal
13	Modeling previous experiences (previous audits)	7.246	0.000	abnormal
14	Larger companies in terms of size (stock market, total assets and number of employees)	5.705	0.000	abnormal
15	Older companies in the capital market	6.327	0.000	abnormal
16	Companies active in industries with more competition (less monopoly)	6.678	0.000	abnormal
17	Submitting documents and documents on time from the employer to the auditor	8.436	0.000	abnormal
18	More transparency in financial reports	6.921	0.000	abnormal
19	Clear explanations of business managers	8.192	0.000	abnormal
20	The complexity of the entrepreneur industry	7.462	0.000	abnormal
21	The number of subsidiary and affiliated units of the employer	7.462	0.000	abnormal
22	A higher level of awareness and expertise of the company's shareholders	7.543	0.000	abnormal
23	Companies with a higher social responsibility score	6.840	0.000	abnormal
24	Acquaintance of auditors with the rules of the Stock Exchange Organization	7.624	0.000	abnormal
25	Acquaintance of auditors with tax laws	8.354	0.000	abnormal
26	Acquaintance of auditors with the commercial law regarding the business of companies	7.408	0.000	abnormal
27	Strict implementation of auditing standards	8.517	0.000	abnormal
28	Acquaintance of auditors with specific regulations of the industry	6.570	0.000	abnormal
29	Carrying out the activity of the entrepreneur according to the existing regulations and standards	7.868	0.000	abnormal
30	Auditors are fully familiar with corporate governance guidelines	7.949	0.000	abnormal
31	Acquaintance of auditors with the Constitution of the Islamic Republic of Iran	8.111	0.000	abnormal
32	Compilation of regulatory rules regarding the auditor's interaction with the employer	7.706	0.000	abnormal
33	Acquaintance of the owners with the rules of auditor selection	7.138	0.000	abnormal
34	Internal Audit	9.409	0.000	abnormal
35	Audit Committee	8.517	0.000	abnormal
36	Gender diversity of board members	7.381	0.000	abnormal
37	The presence of more non-commissioned directors in the structure of the board of directors of companies	6.651	0.000	abnormal
38	A higher level of education for managers	8.354	0.000	abnormal
39	Activity records of company managers	8.030	0.000	abnormal
40	The expertise of managers in the field of finance, auditing and accounting	8.922	0.000	abnormal
41	Timeliness of assemblies	8.760	0.000	abnormal
42	Acquaintance of auditors with the software used in preparing financial reports	9.733	0.000	abnormal
43	Acquaintance of audit team members with updated and used software	6.570	0.000	abnormal
44	Timely presentation of information by company managers to auditors	9.733	0.000	abnormal
45	Timeliness of the audit report from the auditors to the stakeholders of the companies	6.516	0.000	abnormal
46	Time budget and optimal planning designed based on the initial study of the entrepreneur's activity	7.003	0.000	abnormal
47	Reducing time pressure on the audit team	8.354	0.000	abnormal
48	Conducting the audit process according to the previously prepared plan	7.868	0.000	abnormal
49	Scheduling the implementation and determining the time limits of auditing methods	8.111	0.000	abnormal
50	Reducing the anxiety of auditor employees	8.922	0.000	abnormal
51	Auditor staff records	8.545	0.000	abnormal
52	Previous experiences of auditor staff	8.030	0.000	abnormal
53	Adequate and appropriate remuneration for audit staff	7.327	0.000	abnormal
54	The work program developed for the audit staff	7.868	0.000	abnormal
55	Acquaintance of the audit staff with the strategies of the audit institute	7.489	0.000	abnormal

56	Acquaintance of audit staff with the strategies of the owner's company	7.300	0.000	abnormal
57	Higher education level of audit staff	8.192	0.000	abnormal
58	Proper familiarization of audit staff with rules and regulations	8.273	0.000	abnormal
59	Cooperation of the employees and managers of the company with the employees of the audit institute	7.975	0.000	abnormal
60	Professional behavior of audit team employees with owners	8.111	0.000	abnormal
61	The culture of asking for help, cooperation and consultation among the audit team employees	7.161	0.000	abnormal
62	Teaching the techniques of creating interaction to the employees of auditing institutions	6.809	0.000	abnormal
63	Clear explanation of the issues to the employer's personnel from the audit team's staff	8.436	0.000	abnormal
64	Fewer changes in audit team members	7.327	0.000	abnormal

Table 4: Sign test

item	z statistic	Significance level	Result
1	-4.221	0.000	Meaningful
2	-3.890	0.000	Meaningful
3	-2.897	0.004	Meaningful
4	-876.3	0.000	Meaningful
5	-0.083	0.934	meaningless
6	-2.400	0.016	Meaningful
7	-6.373	0.000	Meaningful
8	-1.241	0.214	meaningless
9	-4.221	0.000	Meaningful
10	-4.221	0.000	Meaningful
11	-0.910	0.363	meaningless
12	-0.745	0.456	meaningless
13	-1.738	0.082	meaningless
14	-2.731	0.006	Meaningful
15	-347.4	0.000	Meaningful
16	-0.083	0.934	meaningless
17	-4.552	0.000	Meaningful
18	-2.069	0.039	Meaningful
19	-4.552	0.000	Meaningful
20	-0.579	0.562	meaningless
21	-1.241	0.214	meaningless
22	-2.897	0.004	Meaningful
23	-0.579	0.562	meaningless
24	-3.393	0.001	Meaningful
25	-4.717	0.000	Meaningful
26	-2.400	0.016	Meaningful
27	-4.883	0.000	Meaningful
28	-1.241	0.214	meaningless
29	-4.221	0.000	Meaningful
30	-3.890	0.000	Meaningful
31	-4.055	0.000	Meaningful
32	-3.890	0.000	Meaningful
33	-2.235	0.025	Meaningful
34	-7.035	0.000	Meaningful
35	-2.731	0.006	Meaningful
36	-0.248	0.804	meaningless
37	-2.069	0.039	Meaningful
38	-4.386	0.000	Meaningful
39	-3.890	0.000	Meaningful
40	-5.545	0.000	Meaningful
41	-5.379	0.000	Meaningful
42	-7.697	0.000	Meaningful
43	-0.745	0.456	meaningless
44	-7.366	0.000	Meaningful
45	-0.910	0.363	meaningless
46	-0.414	0.679	meaningless
47	-4.883	0.000	Meaningful
48	-4.055	0.000	Meaningful
49	-4.552	0.000	Meaningful
50	-5.876	0.000	Meaningful
51	-5.149	0.000	Meaningful
52	-4.386	0.000	Meaningful

53	-0.745	0.456	meaningless
54	-4.055	0.000	Meaningful
55	-3.062	0.002	Meaningful
56	-3.062	0.002	Meaningful
57	-4.386	0.000	Meaningful
58	-5.048	0.000	Meaningful
59	-4.484	0.000	Meaningful
60	-4.055	0.000	Meaningful
61	-2.159	0.031	Meaningful
62	-1.163	0.245	meaningless
63	-5.214	0.000	Meaningful
64	-1.738	0.082	meaningless

6.2 Friedman test

Friedman's test is the non-parametric equivalent of dependent F test in repeated measures analysis of variance. Based on the results of Table 5, it can be seen that the variables 1. the timeliness of providing information by company managers to auditors; 2. Acquaintance of auditors with the software used in preparing financial reports; 3. Internal audit; 4. activity history of auditors; 5. reducing the anxiety of audit staff; 6. Managers' expertise in finance, auditing and accounting; 7. Audit staff records; 8. Timeliness of assemblies; 9. Clear explanation of the issues for the employer's personnel by the audit team's staff; 10. Familiarity of auditors with tax laws, respectively, have more priority as effective factors in improving the interaction of auditors with business owners.

Also, it is clear that 1. the tenure of the auditors; 2. The size of the employer's company; 3. The presence of more non-commissioned directors in the structure of the board of directors of companies; 4. Mandatory rotation of auditors; 5. Acquaintance of audit team members with updated and used software; 5. The number of subsidiary and affiliated units of the employer; 6. Independence of auditors; 7. Optional rotation of auditors; 8. Companies active in industries with more competition (less monopoly); 9. Gender diversity of board members; and 10. The role of reducing narcissism of auditors has been less important from the point of view of the respondents.

Table 5: Friedman test

rank	item	Item description	average rank
1	44	Timely presentation of information by company managers to auditors	39.26
2	42	Acquaintance of auditors with the software used in preparing financial reports	38.94
3	34	Internal Audit	38.23
4	7	Activity history of auditors	37.93
5	50	Reducing the anxiety of auditor employees	36.78
6	40	The expertise of managers in the field of finance, auditing and accounting	36.48
7	51	Auditor staff records	36.22
8	41	Timeliness of assemblies	36.13
9	63	Clear explanation of the issues to the employer's personnel from the audit team's staff	35.95
10	25	Acquaintance of auditors with tax laws	35.82
11	27	Strict implementation of auditing standards	35.51
12	17	Submitting documents and documents on time from the employer to the auditor	35.46
13	57	Higher education level of audit staff	35.41
14	47	Reducing time pressure on the audit team	35.24
15	58	Proper familiarization of audit staff with rules and regulations	35.16
16	52	Previous experiences of auditor staff	35.15
17	49	Scheduling the implementation and determining the time limits of auditing methods	35.14
18	19	Clear explanations of business managers	35.06
19	60	Professional behavior of audit team employees with owners	35.03
20	29	Carrying out the activity of the entrepreneur according to the existing regulations and standards	34.89
21	59	Cooperation of the employees and managers of the company with the employees of the audit institute	34.89
22	30	Auditors are fully familiar with corporate governance guidelines	34.84
23	38	A higher level of education for managers	34.7
24	31	Acquaintance of auditors with the Constitution of the Islamic Republic of Iran	34.44
25	9	Designing a suitable program for auditing	34.24
26	10	Adherence of auditors to professional code of conduct	34.19
27	48	Conducting the audit process according to the previously prepared plan	34.07
28	24	Acquaintance of auditors with the rules of the Stock Exchange Organization	33.98
29	54	The work program developed for the audit staff	33.95

30	39	Activity records of company managers	33.91
31	2	Expertise of auditors in the business activity industry	33.87
32	32	Compilation of regulatory rules regarding the auditor's interaction with the employer	33.84
33	1	Larger and high-quality auditing firms	33.78
34	56	Acquaintance of audit staff with the strategies of the owner's company	33.23
35	22	A higher level of awareness and expertise of the company's shareholders	33.04
36	55	Acquaintance of the audit staff with the strategies of the audit institute	32.91
37	35	Audit Committee	32.69
38	26	Acquaintance of auditors with the commercial law regarding the business of companies	32.14
39	61	The culture of asking for help, cooperation and consultation among the audit team employees	32.08
40	33	Acquaintance of the owners with the rules of auditor selection	31.91
41	6	Education level of auditors	31.48
42	13	Modeling previous experiences (previous audits)	31.4
43	64	Fewer changes in audit team members	31.17
44	18	More transparency in financial reports	30.93
45	62	Teaching the techniques of creating interaction to the employees of auditing institutions	30.37
46	53	Adequate and appropriate remuneration for audit staff	30.12
47	46	Time budget and optimal planning designed based on the initial study of the entrepreneur's activity	29.79
48	15	Older companies in the capital market	29.76
49	20	The complexity of the entrepreneur industry	29.53
50	23	Companies with a higher social responsibility score	29.4
51	45	Timeliness of the audit report from the auditors to the stakeholders of the companies	29.29
52	28	Acquaintance of auditors with specific regulations of the industry	29.23
53	8	Gender diversity in audit team members	29.03
54	11	The reducing role of auditors' narcissism	28.75
55	36	Gender diversity of board members	28.55
56	16	Companies active in industries with more competition (less monopoly)	28.49
57	5	Optional rotation of auditors	27.65
58	12	Independence of auditors	27.08
59	21	The number of subsidiary and affiliated units of the employer	26.39
60	43	Acquaintance of audit team members with updated and used software	25.96
61	4	Mandatory rotation of auditors	25.53
62	37	The presence of more non-commissioned directors in the structure of the board of directors of companies	25.01
63	14	Larger companies in terms of size (stock market, total assets and number of employees)	24.44
64	3	Tenure of auditors	24.17
Chi-square		258.563	
Significance level		0.000	

7 Conclusion

The relationship between the auditor and the employer has always been discussed due to the judgmental nature of the audit process and the importance of maintaining the independence and impartiality of the auditors. During the audit of financial statements, the auditor must establish such a relationship with the management of the unit under review that he can perform the audit effectively and efficiently. Respect, honesty and trustworthiness are important and effective factors in the relationship between business owners and auditors, which have benefits for both sides of this relationship. For audit institutions, good performance increases the reputation of the audit institution and the satisfaction of the employer [29]. Such a situation requires creating an optimal condition and improvement mechanisms. The existence of audit prerequisites and requirements regarding the creation of good interaction that ultimately leads to the high quality of audited reports and protecting the rights of the beneficiaries, requires many reviews and suggestions based on empirical findings in the economic environment. Therefore, rhetorical emphasis cannot help improve this interaction. In order to solve this shortcoming and provide solutions to improve the interaction between the auditor and the employer, the present research tried to provide a model experimentally and through the foundation data approach and using the experts' point of view, which improves the factors of the auditor's interaction with the employer based on the realities of the environment. compile Iran's economy.

In other words, the current research aims to present a model for improving the interaction between the auditor and the employer based on the data theory of the foundation. For this purpose, the information required for this research was collected in the form of a review of the theoretical foundations and background of the research, interviews and questionnaires in the spring of 1402. This research was conducted in two qualitative and quantitative stages. Considering the purpose of the research and taking into account that the existing models and theories regarding the interaction between the auditor and the employer are very limited and there has been no research in Iran to identify the effective factors for improving the interaction between the auditor and the employer, in this research in order to achieve The comprehensive model was first used using a qualitative approach. In the qualitative phase, in order to extract

and identify effective factors in improving the interaction between the auditor and the employer, the foundation's data approach was used. After determining the identified factors in line with the core categories, causal conditions, background conditions, strategies, intervention conditions and the consequences of developing the research model, in the quantitative stage, the identified factors were identified using non-parametric tests such as the single sign test. A sample or sign test was used to investigate the effect of these factors on the interaction between the auditor and the employer, and finally, the identified factors were ranked using Friedman's test.

The results of Friedman's test for prioritizing these factors showed that the variables 1. timeliness of providing information by company managers to auditors; 2. Acquaintance of auditors with the software used in preparing financial reports; 3. Internal audit; 4. activity history of auditors; 5. reducing the anxiety of audit staff; 6. Managers' expertise in finance, auditing and accounting; 7. Audit staff records; 8. Timeliness of assemblies; 9. Clear explanation of the issues for the employer's personnel by the audit team's staff; 10. Familiarity of auditors with tax laws, respectively, has more priority as an effective factor in improving the interaction of auditors with business owners.

Also, it is clear that 1. the tenure of the auditors; 2. The size of the employer's company; 3. The presence of more non-commissioned directors in the structure of the board of directors of companies; 4. Mandatory rotation of auditors; 5. Acquaintance of audit team members with updated and used software; 5. The number of subsidiary and affiliated units of the employer; 6. Independence of auditors; 7. Optional rotation of auditors; 8. Companies active in industries with more competition (less monopoly); 9. Gender diversity of board members; and 10. The role of reducing the narcissism of auditors has been less important from the point of view of the respondents.

We should not ignore the fact that the relationship between the auditor and the employer is very complicated due to the number of stakeholders and people involved. However, since this complexity lies at the core of the audit process, more research is needed on the auditor-employer interaction. The findings of this research can help solve the complexities of the interaction between the auditor and the employer. The current research is based on the idea that there are factors that can improve this interaction and some factors cannot affect this interaction.

The results of this research indicate that the timeliness of information provided by company managers to auditors, previous experience of auditors, internal audit, expertise of employer managers, audit staff records and auditors' familiarity with laws and regulations have the greatest effect on improving auditor-employer interaction. Each of these factors can play an important role in creating and improving the interaction between the auditor and the employer. Timely presentation of information and documents to the audit team can be one of the important things in improving the interaction of auditors with the owners so that the auditor can have the best reviews in the specified time which ultimately lead to the presentation of a quality report for the auditors. Companies that try to provide documentation to the auditors to perform a higher quality audit are actually companies that have prepared high-quality reports and their goal is to achieve the overall goals of the stakeholders. On the other hand, auditors' previous experiences can be considered a good factor for creating and improving the interaction between auditors and business owners. Because, in this way, auditors can apply it in interaction with new owners, according to the experiences they have gained with previous owners, and in this way, an optimal interaction is formed. In addition, the familiarity of auditors with laws and regulations (especially tax laws) can be a good basis for a good interaction to be formed legally and thus a high-quality audit process can be carried out. The financial expertise of business managers can also play an important role in this regard. Because managers with financial expertise or in the field of the company's industry, understand the audit process better and the gap between the auditor's and the employer's expectations is reduced in this way. Therefore, this importance can lead to better interaction between auditors and owners. Of course, the corporate governance guidelines that were updated and promulgated in 2022, in the first chapter, require that a member of the company's board of directors must have accounting, financial or related expertise. Also, another item that can help improve this interaction is the auditor's staff, whose abilities and capabilities are used in the audit team. Creating an atmosphere that helps to reduce the anxiety of the audit staff, their work records and small experiences, as well as clear explanations of issues for the company's personnel from the audit team's staff can help to relax a good interaction between the auditors and the owners.

The results of the present study are in agreement with the findings of Carlisle et al. [8], Hatfield and Saiowitz [16], Hatfield et al. [17], Carlisle and Hamilton [7], Church et al. [10], Dodgson et al. [12], Kachelmeier [20], Beattie et al. [4] and Badpa et al. [2] are aligned.

Based on the results of the research, the following suggestions are presented:

- 1) One of the important things that is of great importance in the interaction of auditors with business owners is the testing and learning of auditors in the field of laws and regulations. Based on this, it is suggested that the members of the audit institutions, from the help of auditors to the partners, should be trained in the field of different tax laws, business laws, related standards, prescribed guidelines, and the laws of the employer's industry,

and should start the audit process with full knowledge in this field. In this regard, laws are necessary to guarantee the professionalism of all levels of the audit team.

- 2) Timely submission of documents to auditors to complete the process can play an important role in improving the interaction between auditors and business owners. Based on this, it is suggested that companies pay special attention to this matter and also, requirements are formulated and prescribed that companies provide the necessary documents and documents to the audit team on time.
- 3) The findings showed that the presence of financial and accounting expert members in the structure of the board of directors of companies can be one of the important factors that improves the interaction between auditors and owners. As mentioned earlier, in the first chapter of the new corporate governance guidelines of the Stock Exchange Organization, it is required that at least one member of the management team of the listed companies has financial, accounting or related expertise, compliance with this clause is also supported based on the findings of this research. Therefore, it is suggested that at least one of the members of the managers in the companies has financial or accounting expertise, who can better understand the nature of the audit process, in this way, a better interaction between auditors and owners can be formed.
- 4) One of the important mechanisms that can improve the interaction between auditors and owners is internal audit. Therefore, it is recommended that the role of internal auditors in negotiations and interactions between auditors and business owners be more prominent.
- 5) Finally, it is suggested that a guideline be developed to improve the interaction of auditors with business owners. In this regard, it is necessary to first identify the improving and weakening factors and emphasize on adjusting, strengthening and correcting these factors in order to create optimal interaction.

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