

# CCS Insights: I am not just an Auditor - Suffering at young age can serve as a springboard

*Feel the CCS & Co Difference*

1. "I could possibly be the one who die suddenly in the office in the next ten years."

This was a message I received from a co-worker.

He mentioned he has to work till very late every day, especially during this period.

2. Subsequently, I received a message from another co-worker:

"Are we being too kind? If we ask our staff to work beyond 8 pm, they will feel stress out and experience burnout."

3. Now, it's time to listen to my story.

I have been receiving complaints during this period, and for this week's complaints came almost every day. Clients were mainly complaining about the delay in auditing or being unsatisfied with auditors for asking them too many questions.

I am no longer attributing these complaints to MCO. What I can do is apologize.

I just checked through the CCTV, the company lights were still on, and for those who worked until 4 am last night, they're still working tirelessly to complete their task (it was 1:10 am now).



I have no reason to blame them. On the contrary, I should be thankful to have dedicated colleagues who willing to sacrifice for work.

When asked, were you able to meet the deadline?

They replied with the full commitment that they would be able to deliver regardless of the circumstances.

I felt at ease with their replies and commitment.

We always complain about God for closing the door on us but tend to forget that we can open another window of opportunity.

Yi Shu said: **"We are destined to hold our future within ourselves."**

Your life will take shape and follow what type of person you are becoming.

A lot of people are thinking about how to improve their lives, but in most cases, nothing will change due to the lack of action.

Hence, many are still living in a simple life because a wonderful life requires one's effort to create.

As times have evolved, the auditing standard and requirements have also evolved. It is not easy to run and manage an audit firm.

Every job has both its pros and cons; auditing is no exception. Risk-based approach is the foundation of the audit profession, and professional scepticism is crucial in achieving success in this approach. An auditor must have a questioning mind and a critical assessment while identifying, evaluating, and responding to risks, as this would affect the success or failure of the auditing process.

While it is the utmost difficult thing for an auditor, it is the focus of stakeholders. In simple terms, professional scepticism is an attitude that includes an inquisitive mind and a critical assessment of audit evidence's appropriateness and sufficiency and not simply believing what the senior management has said. Thus, it has added some challenges to the auditor.



Consistently working overtime and staying up till late or working throughout the year are among the perception public has on the audit profession. Indeed, only those who worked as an auditor will understand hardships encountered by accountants and auditors. When others are on vacation, auditors still work tirelessly at the office; they are also burning the midnight oil to get their auditing and accounting certificates while others were asleep. These circumstances have made the industry facing difficulty in retaining talents.

Thus, many audit firms were pessimistic about the prospects for this sector.

Two years ago, I met Usen Gan at MIA. He is an auditor and running a successful business. I went to visit him one day for advice.

Be practical and keep your emotions in check if you want to do something big; this is what I was told. In layman's term, one must cut loose from old ties and evaluate scientifically. But most of us will either fail to do so or give up halfway.

I understand what he means.

Over the past two years, I have embarked on a transformation journey. While the effort has yet to bear any fruits, I have lost some of my clients and even employees. Those who remain with us are also complaining and resisting to changes.

There are certainly some bumps along the journey, even though we are working tirelessly and spending huge capital to achieve our goals.

Despite all this, I will never turn back.

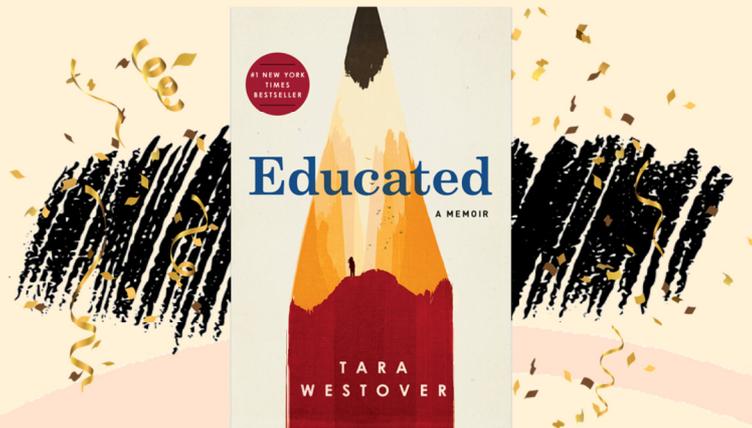
I realise to run a business effectively; we must strike a balance to have both empathy and being rational. In other words, we must be kind at heart and be decisive when you act.

We must love statistics and the language we speak, but be precise and stringent at executing rules and system. This is the only way to succeed. In order to ensure a company's sustainability, there must be a system, regulations, and a healthy culture.

We would not achieve any results without executing the system we formulated. However, if we purely implement the system without instilling a healthy culture, there could be some side effects.

Instilling a culture requires efforts from management and founder, and it may take a long time.

Hence, I will allocate some time with my staff by sharing some stories with them, hoping these could knock some sense on them.



Those with positive energy will be motivated; those who are pessimistic will be rejecting.

I believe birds of the same feather flock together and people with negative energy will have a change of outlook when they are surrounded by people with a positive mind-set.

Do I consider myself successful?

Not yet. At the current stage, my team and I often spend considerable effort and time fire-fighting on problems that possibly arise.

While we are progressing, I appreciate our former employees' sacrifice and the contribution of those who decided to stay with us.

For those who are still with us, we will not lower our bar during this transformation, and we will still be hard on you.

Once you entered small and medium practices (SMPs) to provide business support to small- and medium-sized enterprises (SMEs), you must be able to endure hardship.



If you have a boss who invests in training and equipment, sometimes there won't be much monetary reward.

I issued a directive days ago, restricting staff from taking leave after this peak season. Computer is an essential tool in an organisation and requires regular updates to ensure top performance. An organisation must phase out older machines and software and deploy systems and applications based on respective departments' needs to boost productivity.

After months of consideration, the management has approved capital expenditure totalling RM200, 000 to replace existing audit software.

I hope everyone can concentrate during the transition period to ensure a smooth process. Thus, we restrict employees from taking leave during this crucial period.

We can only encourage you by telling you this:

**“A diamond doesn't start out polished and shining. It begins as something that is insignificant, but with enough pressure and time, it becomes spectacular. The more the diamond is cut, the brighter it sparkles, and similarly to our context in what seems to be hard, we need to persevere. All our encounters and experience will be part and parcel of a journey to embark soul searching for ourselves.”**



When you are free (I hope I would be able to do this), I hope you could find some time to watch Peter Chan's volleyball drama "Leap".



We are finding the real you throughout our lives.

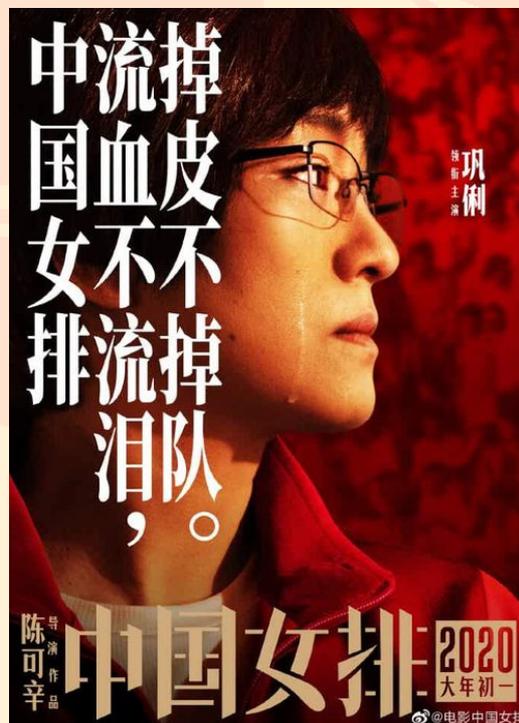
"Do you still remember what you have told me in the interview?"

"Why do you decide to enter an audit firm?"

"I told you that the audit firm is not a nursery home!"

"If you are complaining about working overtime, you should just give up your intention to work in an audit firm."

I always remind my junior that you can say that I am ruthless or psycho.



I don't mind about it as I still remember that we must be empathy and being rational at the same time.

Suffering at young age can serve as a springboard.

You know that you are who you are; hence, you must take on the sufferings you encountered along the way.

Many may think working in an audit firm is a waste of energy, and they are being treated unfairly. They have the view that working in other industries could be better. However, there is no easy job in the world.

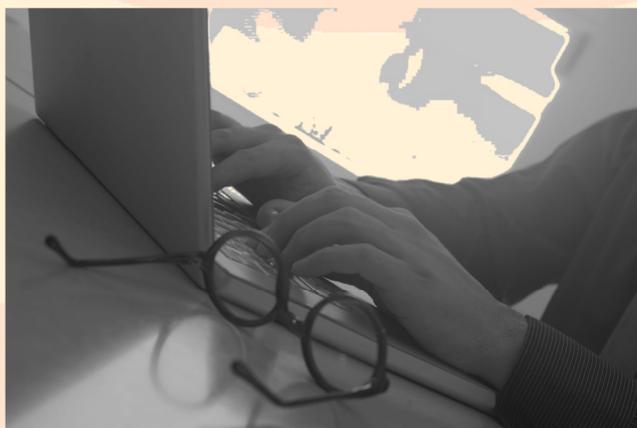
Do you think working in Alibaba is easy? They do not feel their jobs are a waste of energy and being treated unfairly, mainly because they have adjusted their mind-set accordingly.

I think one cannot champion something or being overwhelmed in their lives is neither caused by the difficulties in life nor handicapped by physical disabilities, but it is driven by the following:

- There is no stress in their life
- Surrounded by negative energy
- Thinking they are no longer young.

One of my favourite writers had said: **"A brave man is not a man who is not afraid, but one whose will is stronger than his fear."** As an auditor, staying within the comfort zone will hold back our life. Everything in this world will betray you, except your own ability and cognition, so grab any opportunity to learn and continuously enhance your abilities. Just as Jack Ma said, **"You won't taste the happiness and rewards of hard work if you do not pay extra effort and time."**

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**For further consultation, please contact:**

**Chin Chee Seng**

Partner

+6012 365 4331

cschin@ccs-co.com

**Jared Low**

Assurance Manager

+6018 763 4813

jared@ccs-co.com

**Wong Woei Teng**

Audit Manager

+6017 237 8233

woeiteng@ccs-co.com

**Vivian Lim**

HR Manager

+6012 618 6220

vivian@ccs-co.com

**Yap Huey Shan**

Assistant Audit Manager

+6012 369 7222

hueyshan@ccs-co.com

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