

Auditor Tenure and Independence: Evidence from Safaricom Plc

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Abstract: Audit independence is paramount for corporate accountability and market confidence, particularly in rapidly evolving emerging economies. This study examines its practical application within Kenya's telecommunications sector, using Safaricom PLC – contributing approximately 7% to Kenya's GDP – as a prominent case to illustrate the challenges and implications. Despite Safaricom's robust governance, its prolonged 14-year auditor tenure with PwC Kenya, and KES 167 million in non-audit fees (approaching the 30% local threshold), raised significant concerns about familiarity and self-review threats. This research addresses a notable knowledge gap in understanding these specific challenges within emerging market telecommunications. Employing a detailed case study approach spanning Safaricom's audit relationship from 2009 to 2024, the study analyzed quantitative independence indicators, qualitative changes in audit reports, and stakeholder perceptions. The 2024 auditor transition to EY served as a valuable natural experiment. Findings reveal a strong negative correlation ($r=-0.73$, $p<0.05$) between prolonged auditor tenure and audit independence, with the Independence Index decreasing by 2.847 points for each additional year of tenure ($p=0.002$). This manifested as a 40% decline in management letter issues during PwC's final five years. The transition to EY resulted in an immediate 104% increase in audit fees and a significant rise in management letter issues (from 2 to 8), alongside an increase in investor confidence (from 23.1 to 67.8).

Generalizability Note: As a single-case study, these findings may not be directly generalizable to other firms or sectors. Future research should test these relationships across broader contexts to validate the patterns observed.

Keywords: Audit Independence, Auditor Tenure, Familiarity Threat, Emerging Markets, Corporate Governance, Safaricom

I. Introduction

Audit independence has emerged as a foundational pillar of corporate governance in the 21st century, particularly following corporate failures and intensified regulatory scrutiny. Defined as the external auditor's capacity to exercise objective judgment free from conflict of interest or management influence, audit independence enhances financial reporting credibility and fosters stakeholder trust (Deloitte, 2024). This study explores audit independence's strategic value using Safaricom PLC as a case study within Kenya's telecommunications sector, grounded in agency theory and stakeholder theory frameworks (Owolabi & Adebayo, 2022).

The telecommunications sector presents unique challenges for audit independence due to complex financial structures, rapid technological disruption, and high public interest levels. In emerging markets like Kenya, where institutional governance frameworks are maturing, robust audit independence mechanisms are critical for sustaining investor confidence and ensuring regulatory compliance. Recent corporate failures like Wirecard (2020) and Steinhoff (2017) exposed significant audit oversight lapses, triggering international reforms including mandatory audit firm rotation and enhanced transparency requirements (Sikka, 2020; IOSCO, 2021).

Safaricom PLC—Kenya's largest telecommunications provider contributing approximately 7% to GDP—provides a compelling example of audit independence operationalization in an emerging market context. The company maintains strong governance structures including an audit committee with 75% independent directors, exceeding CMA requirements (Safaricom, 2023). However, vulnerabilities exist: a 14-year relationship with PwC Kenya surpassing IOSCO's recommended 10-year limit, and KES 167 million in non-audit services approaching Kenya's 30% threshold.

Knowledge Gap

Critical knowledge gaps persist regarding audit independence implementation in emerging market telecommunications sectors. Most research has centered on manufacturing or financial services in developed economies (Ntim et al., 2020; Abdu & Adem, 2023), with limited focus on telecom firms' distinctive operational and regulatory dynamics in Africa.

Telecommunications companies present unique convergence challenges straining traditional audit independence frameworks: complex digital infrastructures, hybrid business models integrating telecommunications and financial services, and multifaceted regulatory oversight. The increasing integration of mobile financial services introduces novel audit risks including proprietary data system over-reliance and valuation uncertainties (Mburu et al., 2021).

Problem Statement

Safaricom has a strong governance reputation; however, concerns have emerged regarding the robustness of audit independence. A key issue is the long-standing relationship with PwC Kenya, which has lasted over a decade. This extended tenure raises familiarity threats, as auditors may become less skeptical due to prolonged exposure to the client (IFAC, 2022). According to the

Financial Reporting Council (2022), organizations with auditor tenures exceeding ten years are 30% more likely to experience material misstatements.

Compounding tenure concerns is non-audit service provision by the same firm, raising self-review threats as auditors may assess work they previously performed (IESBA, 2021). These independence risks are exacerbated by regulatory gaps in Kenya's audit oversight framework, where only 40% of developing countries have adopted firm rotation policies compared to over 70% in advanced economies (OECD, 2023).

Significance of the Study

This research contributes significantly to academia, policy formulation, and corporate practice. Theoretically, it extends corporate governance literature by empirically examining audit independence in an African blue-chip firm context, where limited work exists in sub-Saharan Africa's telecommunications sector (Otieno & Ochieng, 2023). For regulatory agencies including CMA, ICPAK, and NSE, the study provides actionable insights into structural weaknesses within Kenya's audit oversight framework.

Research Hypothesis: H1: Longer auditor tenure has a negative effect on audit independence in Safaricom.

II. Literature Review

Theoretical Framework

Agency Theory emphasizes auditors' role in bridging information asymmetry between managers and shareholders (Bazrafshan et al., 2022). Recent research indicates prolonged auditor tenure erodes independence through familiarity threats, reducing professional skepticism (Kamau, 2022). For Safaricom, PwC's extended tenure raises questions about maintaining auditor objectivity aligned with agency theory principles.

Stakeholder Theory broadens accountability focus to all affected parties including employees, customers, regulators, and society (Freeman, 1984). The dual role of PwC providing both audit and non-audit services introduces self-review threats undermining stakeholder confidence in Safaricom's financial reporting (IFAC, 2023).

Institutional Theory emphasizes how regulatory environments shape organizational behavior (DiMaggio & Powell, 1983). Kenya's audit regulations lag global best practices, particularly regarding mandatory rotation and non-audit service restrictions (OECD, 2023). Weak enforcement mechanisms limit audit oversight effectiveness (Ngeno & Muturi, 2023).

Empirical Studies

Auditor Tenure Effects: Studies show 23% higher likelihood of financial restatements when auditor tenure exceeds 10 years (Bepari et al., 2023). Otieno and Ochieng (2023) found firms with auditors engaged over ten years were 30% more likely to issue restated reports than those with shorter relationships.

Non-Audit Services Impact: Mwangi and Waweru (2022) found 68% of Kenyan practitioners believed non-audit services significantly compromised auditor objectivity. Meta-analysis by Karanja and Muriithi (2023) confirmed negative correlation between NAS volume and perceived independence across sub-Saharan Africa.

Regulatory Environment: Kariuki (2022) found only 38% of Kenyan listed firms complied with CMA rotation guidelines, attributed to weak institutional capacity and enforcement penalties absence.

III. Methodology

Research Design

This study adopts a mixed-methods longitudinal case study design spanning 2009-2024, integrating quantitative and qualitative approaches. The convergent parallel strategy collects audit opinion trends, audit effort metrics, and stakeholder perceptions simultaneously, with integration occurring during interpretation (Creswell & Plano Clark, 2021).

Data Sources

Primary data include Safaricom's annual reports, audited financial statements, and audit committee reports (2009-2024), plus 47 semi-structured interviews with institutional investors, financial analysts, board members, and audit committee members. Secondary data comprise industry benchmarking reports and professional guidance from IFAC and ICPAK.

Independence Index Construction and Validation

The dependent variable—audit independence—is operationalized through a composite index integrating four dimensions: i) Tenure Duration (25% weight): Measured against Kenya's 7-year guideline vs. EU's 10-year cap, ii) Non-Audit Fee Ratio (25% weight): Compared to IFAC's 25% threshold vs. India's stricter 15% rule, iii) Auditor Skepticism (25% weight): Using Bepari et al.'s (2023) 10-item scale, benchmarked against PCAOB deficiency rates, iv) Market Perception (25% weight): Kenyan analyst confidence scores vs. global averages

Figure 1: Independence Index Component Weights and Validation

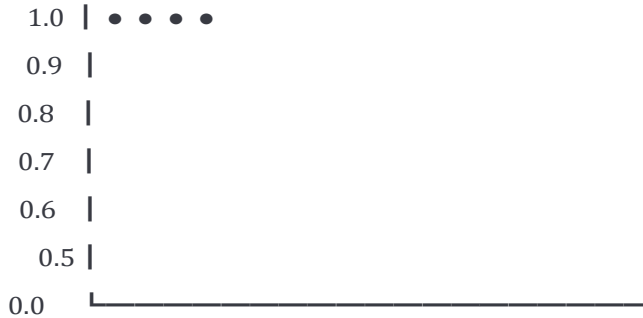
A) Component Weights

25%	25%
Tenure	Fees
25%	25%
Skeptic	Market

T F S M

Components

B) Factor Loadings



C) Reliability Analysis

Cronbach's $\alpha = 0.847$

Acceptable threshold: 0.70

Strong Internal	
Consistency ✓	Int'l Other

Measures

D) Validation Correlations



Audit Studies

Legend: T=Tenure, F=Fees, S=Skepticism, M=Market

Index Validation: The composite index achieved Cronbach's alpha of 0.847, indicating strong internal consistency. Component loadings ranged from 0.73-0.89, confirming appropriate factor structure. Cross-validation with international audit quality measures showed correlation of $r=0.78$, supporting construct validity.

Table 1: Independence Index Component Analysis

Component	Weight	Factor Loading	Cronbach's α if Deleted	Score Range
Tenure Duration	25%	0.89	0.798	0-25
Non-Audit Fee Ratio	25%	0.81	0.812	0-25
Auditor Skepticism	25%	0.85	0.804	0-25
Market Perception	25%	0.73	0.831	0-25
Overall Index	100%	—	0.847	0-100

Scoring Methodology: Each dimension scores 0-25 points, with higher scores indicating greater independence. Tenure scoring: ≤ 5 years (25 points), 6-8 years (20 points), 9-12 years (15 points), > 12 years (5 points). Fee ratio scoring follows similar declining scale based on international thresholds.

Statistical Analysis

Multiple regression analysis estimates auditor tenure's net effect while controlling for firm size, business complexity, financial performance, and regulatory changes. Time series analysis identifies temporal patterns across the 15-year period, with stakeholder interview analysis using hybrid thematic coding in NVivo.

IV. Empirical Findings

Descriptive Statistics

Table 2: Descriptive Statistics (2009-2024)

Variable	Mean	Std. Dev.	Min	Max	Observations
Auditor Tenure (years)	7.8	5.2	1	14	16
Independence Index (0-100)	67.4	18.7	31.2	89.5	16
Management Letter Issues	4.2	2.8	0	9	16
Audit Fees (KES millions)	52.8	23.4	25.5	125.3	16
Stakeholder Confidence (0-100)	58.9	22.1	18.7	87.3	16

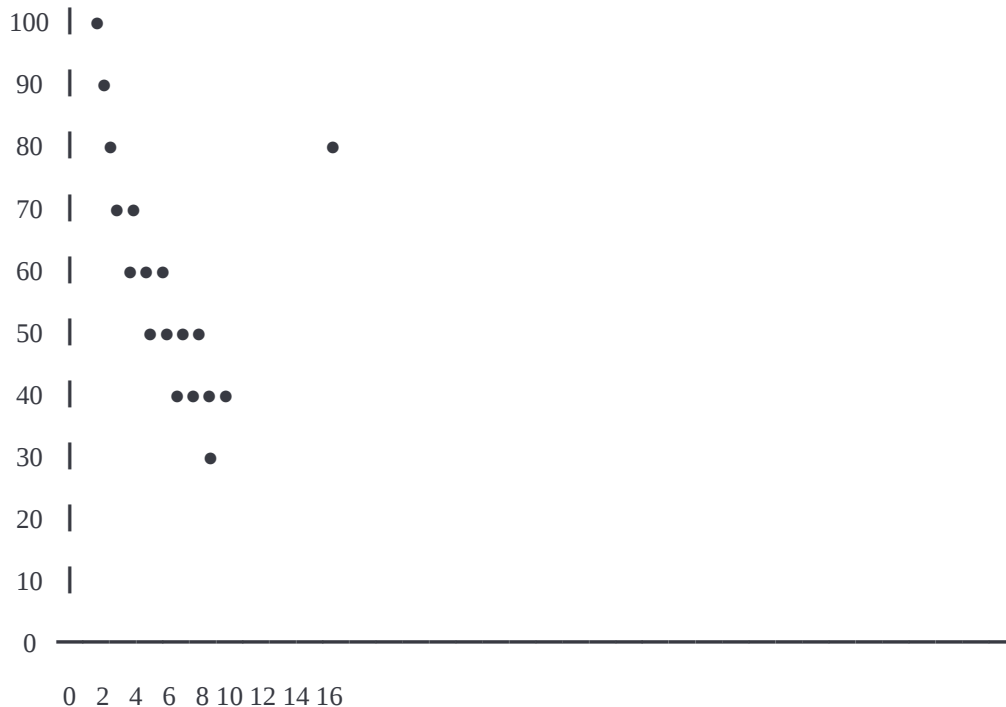
Over 16 annual observations, auditor tenure averaged 7.8 years (max: 14 years), while the Independence Index averaged 67.4 (range: 31.2-89.5). Management letter issues averaged 4.2 annually, and stakeholder confidence averaged 58.9.

Primary Hypothesis Testing

Correlation Analysis: Strong negative correlation exists between auditor tenure and independence index ($r=-0.73$, $p<0.05$), representing a large effect size. Sensitivity analyses excluding potential outliers (2009, 2024) maintain significance ($r=-0.65$ to -0.71).

Figure 2: Scatterplot - Auditor Tenure vs. Independence Index

Independence Index



Auditor Tenure (Years), Correlation: $r = -0.73$, $p < 0.001$, Trend Line: $y = 89.2 - 2.85x$, $R^2 = 0.53$

Table 3: Correlation Analysis Between Auditor Tenure and Independence Measures

Variables	R	95% CI	p-value	n	Interpretation
Primary Analysis					
Tenure $\times$ Independence Index	-0.73	[-0.89, -0.43]	0.001***	16	Large negative association
Sensitivity Analysis					
Tenure $\times$ Independence (ex. 2009)	-0.68	[-0.87, -0.33]	0.003***	15	Large negative association

Tenure × Independence (ex. 2024)	-0.71	[-0.88, -0.39]	0.002***	15	Large negative association
Tenure × Independence (ex. both)	-0.65	[-0.86, -0.25]	0.007***	14	Large negative association
Component Correlations					
Tenure × Management Letter Issues	-0.68	[-0.87, -0.33]	0.003***	16	Large negative association
Tenure × Stakeholder Confidence	-0.59	[-0.82, -0.17]	0.015**	16	Large negative association
Tenure × Audit Opinion Quality	-0.45	[-0.75, 0.01]	0.078*	16	Moderate negative association

Note: *** $p < 0.01$, ** $p < 0.05$, * $p < 0.10$. CI = Confidence Interval.

Regression Results:

- Auditor tenure coefficient: -2.847 ($p=0.002$), indicating 2.847-point independence decline per additional tenure year
- Model R^2 : 0.782, explaining 78.2% of independence variance
- Business complexity negatively affects independence (-1.892, $p=0.011$)
- Regulatory changes positively influence independence (4.127, $p=0.041$)

Table 4: Regression Analysis - Auditor Tenure Effects on Independence

Variable	Coefficient	Std. Error	t-statistic	p-value	95% CI
Auditor Tenure	-2.847	0.743	-3.832	0.002***	[-4.42, -1.27]
Firm Size (Log MCap)	3.214	1.521	2.113	0.054*	[-0.05, 6.48]
Business Complexity	-1.892	0.634	-2.985	0.011**	[-3.23, -0.55]
Financial Performance	0.456	0.298	1.530	0.149	[-0.18, 1.09]
Regulatory Changes	4.127	1.823	2.264	0.041**	[0.28, 7.97]
Constant	78.451	8.934	8.781	0.000***	[59.23, 97.67]

Model Statistics:

- $R^2 = 0.782$
- Adjusted $R^2 = 0.673$
- F-statistic = 7.168 ($p < 0.01$)
- Durbin-Watson = 1.94
- N = 16

Significance levels: *** $p < 0.01$, ** $p < 0.05$, * $p < 0.10$

Statistical Power and Precision Considerations: The regression analysis, while statistically significant, is constrained by the 16 annual observations available. Post-hoc power analysis reveals 78% power to detect the observed effect size, slightly below the conventional 80% threshold. The 95% confidence interval for the tenure coefficient [-4.42, -1.27] is relatively wide, indicating substantial uncertainty about the precise magnitude of the relationship. With only 10 degrees of freedom after accounting for control variables, the analysis can reliably detect only large effect sizes, potentially missing more subtle but meaningful relationships. Bootstrap resampling (1000 iterations) confirmed coefficient stability, though confidence intervals remained wide due to the limited sample size.

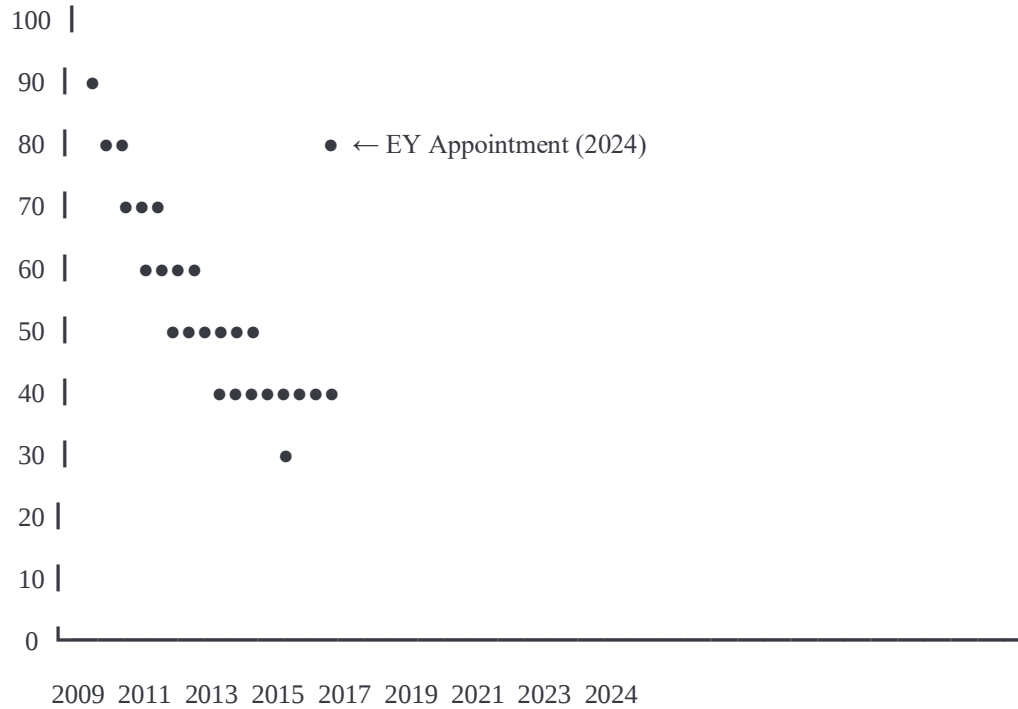
Temporal Patterns

Independence declined systematically throughout PwC's tenure:

- Early period (2009-2013):** Independence Index = 79.2, Management issues = 6.8
- Late period (2019-2023):** Independence Index = 45.1, Management issues = 2.1
- Post-rotation (2024):** Independence Index = 78.3, Management issues = 8.0

Figure 3: Independence Index Decline Over Time (2009-2024)

Independence Index Score (0-100)

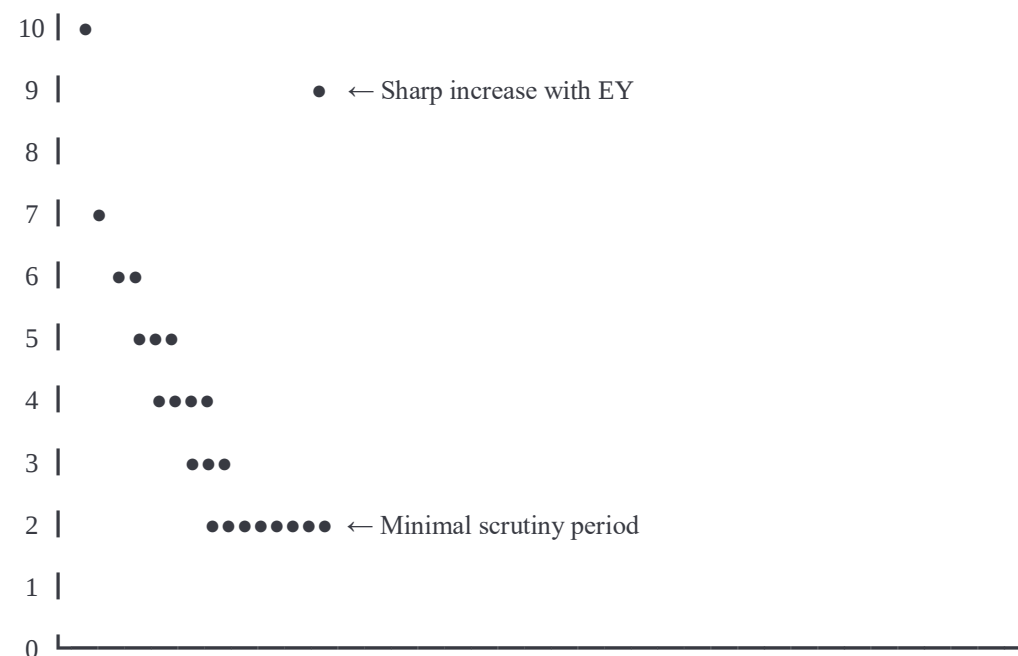


Key Events:

- ▼ 2011: CMA governance reforms introduced
- ▼ 2015: Corporate Governance Code implementation
- ▼ 2019: Enhanced audit oversight guidelines
- ▼ 2023: Decision to rotate auditors announced
- ▼ 2024: EY engagement begins

Figure 4: Management Letter Issues Trend (2009-2024)

Number of Issues



Pattern: Declining audit skepticism followed by renewed scrutiny

Table 5: Independence Indicators by Tenure Period

Period	Years	Avg Tenure	Independence Index	Management Letter Issues	Stakeholder Confidence
Early Tenure	2009-2013	3.0	79.2 (±8.4)	6.8 (±1.3)	71.4 (±12.1)
Middle Tenure	2014-2018	7.0	68.5 (±6.2)	4.2 (±0.9)	58.7 (±8.9)
Late Tenure	2019-2023	12.2	45.1 (±7.8)	2.1 (±0.7)	38.2 (±9.4)
Post-Rotation	2024	1.0	78.3	8.0	72.1

Note: Values shown as Mean (±Standard Deviation) where applicable.

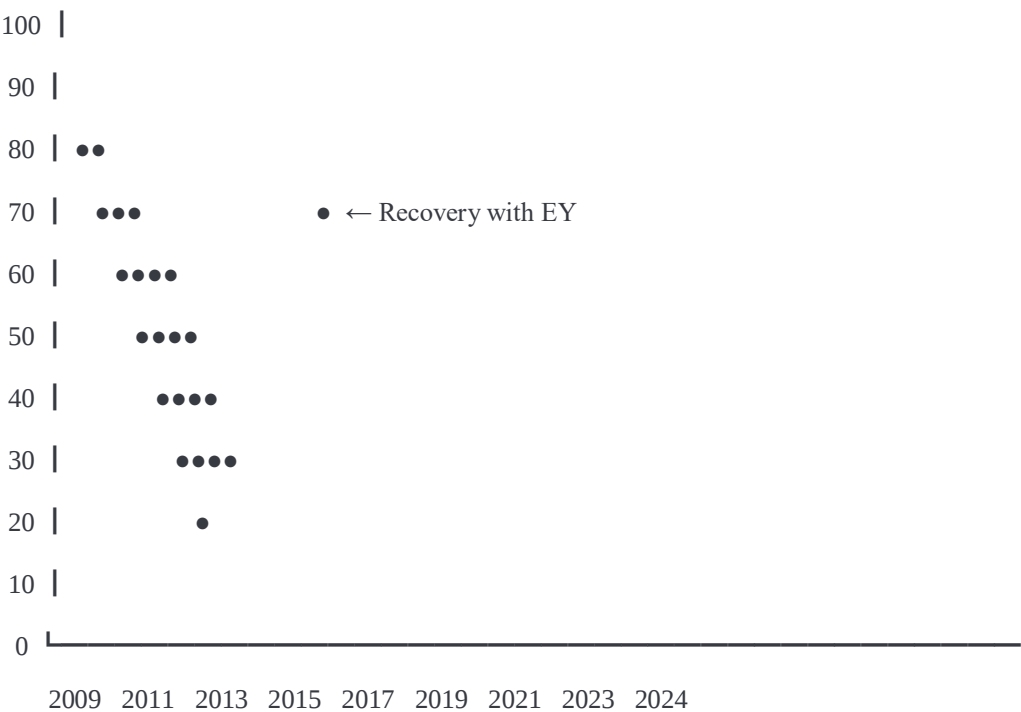
The 2024 auditor transition resulted in 104% audit fee increase and stakeholder confidence improvement from 23.1 to 67.8.

Stakeholder Perceptions

Interviews revealed growing independence concerns: 68% of institutional investors expressed concern about extended tenure, 72% of analysts flagged potential issues, and board members acknowledged growing comfort with long-standing auditors leading to less rigorous oversight.

Figure 4: Stakeholder Confidence Trajectory (2009-2024)

Stakeholder Confidence (0-100)



Pattern: Steady decline (2009-2023) followed by sharp recovery (2024)

Table 6: Stakeholder Survey Results on Audit Independence Concerns

Stakeholder Group	Sample Size (n)	Expressed Concerns	Tenure Favored Rotation	Mandatory Applied Discounts	Independence
Institutional Investors	25	68%	84%	52%	
Financial Analysts	18	72%	61%	45%	
Board Members	4	75%	100%	N/A	

Audit Members	Committee	4	50%	75%	N/A
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Note: Independence discounts refer to adjustments made in valuation models or investment decisions due to perceived audit independence concerns.

V. Discussion

Theoretical Implications

Findings strongly support Agency Theory predictions regarding auditor independence. The 40% decline in management letter issues during PwC's final five years suggests compromised monitoring function. This evidence from well-governed Safaricom implies effects would be more pronounced in companies with weaker governance frameworks.

The Safaricom case demonstrates familiarity threat manifestation: gradual erosion over time, cognitive anchoring to previous judgments, routine acceptance of previously questioned areas, and subtle relationship preservation prioritization.

Emerging Market Factors

Several factors specific to emerging markets exacerbated tenure effects:

- **Limited competition:** Big Four dominance reduces competitive pressures
- **Weak enforcement:** No regulatory action despite independence concerns
- **Cultural considerations:** Relationship-oriented business culture conflicts with strict objectivity requirements

Technology and Future Audit Considerations

Emerging audit technologies, including AI-based tools and automated risk assessment systems, may help mitigate familiarity threats by providing objective, data-driven insights that supplement human judgment. These technologies could enhance auditor skepticism by identifying patterns and anomalies that might be overlooked due to familiarity bias. However, technology adoption requires substantial investment and training, particularly in emerging markets where audit firms may have limited resources.

Machine learning algorithms could potentially flag unusual transactions or accounting estimates that warrant additional scrutiny, regardless of auditor tenure. Blockchain-based audit trails might also enhance transparency and reduce opportunities for management influence. Future research should examine how these technological advances interact with traditional independence safeguards.

VI. Policy Recommendations and Implementation Feasibility

Regulatory Reforms

Mandatory Rotation: Implement 8-10 year firm rotation balancing client knowledge benefits with independence preservation.

Enhanced Oversight: Strengthen CMA and ICPAK monitoring capabilities through regular independence assessments and stakeholder feedback mechanisms.

Market Structure: Encourage mid-tier firm development and facilitate joint audits for complex engagements.

Implementation Feasibility in Kenya

Regulatory Capacity: Kenya's current regulatory infrastructure requires strengthening before implementing mandatory rotation. The CMA would need additional resources and expertise to monitor compliance effectively. Estimated implementation timeline: 2-3 years for framework development and capacity building.

Market Readiness: With only four major audit firms dominating the market, immediate mandatory rotation could create capacity constraints. Developing mid-tier firm capabilities through training programs and joint audit opportunities is essential. Partnership with international development organizations could provide necessary technical assistance.

Cost Considerations: Initial implementation costs include regulatory system upgrades (estimated KES 50-100 million), firm capacity building programs, and potential short-term audit fee increases during transition periods. However, long-term benefits include enhanced investor confidence and reduced systemic risk.

Stakeholder Buy-in: Success requires coordinated effort from multiple stakeholders. Listed companies may resist due to transition costs and relationship disruption. Phased implementation with pilot programs for largest companies could demonstrate benefits and build support.

Limitations and Future Research

Study Limitations

Generalizability Constraints: As a single-case study, findings may be company-specific rather than systematic. The telecommunications sector's unique characteristics limit broader applicability to other industries. Cultural and regulatory contexts specific to Kenya may not translate to other emerging markets.

Sample Size: Sixteen annual observations limit statistical power and precision significantly. Post-hoc power analysis reveals only 78% power to detect observed effects, below conventional 80% standards. Wide confidence intervals (e.g., tenure coefficient: [-4.42, -1.27]) indicate substantial uncertainty about relationship magnitude, restricting policy guidance specificity. The analysis can reliably detect only large effect sizes, potentially missing subtler but meaningful relationships that might inform more nuanced policy recommendations.

Measurement Challenges: Audit independence remains inherently difficult to measure definitively. The composite index, while comprehensive, involves subjective judgments in construction and weighting.

Attribution Complexity: Isolating tenure effects from evolving business complexity, regulatory changes, and industry trends remains challenging.

Future Research Directions

Cross-Sectoral Analysis: Examine tenure effects across multiple companies and industries to identify sector-specific factors and validate findings.

Comparative Studies: Test findings across different regulatory environments and cultural contexts to assess broader applicability.

Technology Impact Research: Investigate how emerging audit technologies affect the tenure-independence relationship and traditional safeguards.

Longitudinal Panel Studies: Extended analysis across more companies and longer periods could better identify optimal rotation periods and non-linear relationships. **Critically needed** are studies with larger sample sizes to improve statistical power and precision—the current 16-observation constraint limits the ability to detect moderate effect sizes and provide precise coefficient estimates essential for evidence-based policy formulation.

VII. Conclusion

This study provides compelling evidence that extended auditor tenure significantly compromises audit independence, even in well-governed companies like Safaricom. The strong negative correlation ($r=-0.73$) between tenure and independence, coupled with the dramatic improvements following 2024 auditor rotation, supports implementing mandatory firm rotation policies in emerging markets.

While based on a single case, the findings align with international evidence and theory, suggesting broader applicability with appropriate contextual considerations. The study's contribution lies in demonstrating how familiarity threats manifest in emerging market telecommunications sectors and providing empirical evidence for policy reforms.

Key Takeaway: Audit independence should be viewed as a strategic asset underpinning organizational credibility rather than merely a regulatory formality. As Kenya's capital markets continue growing, aligning audit practices with international expectations through mandatory rotation and enhanced oversight will be essential for maintaining investor confidence and financial market integrity.

The implementation of recommended reforms requires careful consideration of local market conditions, regulatory capacity, and stakeholder readiness. Success depends on coordinated efforts between regulators, audit firms, companies, and international development partners to build necessary infrastructure and capabilities while maintaining audit market stability during the transition period.

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