INFLUENCE OF INSTITUTIONAL FACTORS ON INDEPENDENT ELECTORAL AND BOUNDARIES COMMISSION VOTER REGISTRATION PERFORMANCE IN TURKANA EAST CONSTITUENCY, KENYA

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A Research Project submitted in partial fulfilment of the requirements for the award of the Degree of Master of Arts in Project Planning and Management of the University of Nairobi.

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DECLARATION

I declare that this Research Project Report is my original work and has not been presented to any other University.

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DEDICATION

This study is dedicated to my wife, Regina Lomuria and children, Nimrod Natome, Kennedy Ngitelejio, Frankline Edaan and Ann Acharait.

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ABBREVIATIONS AND ACRONYMS

BVR:	Biometric Voter Registration
CAW:	County Assembly Ward
CEM:	County Elections Manager
CRO:	Constituency Returning Officer
DRO:	Deputy Registration Officer
ECU:	Electoral Commission of Uganda
ID:	Identification Document
IEBC:	Independent Electoral and Boundaries Commission
KPMG:	Klynveld Peat Marwick Goerdeler- An Accounting Organization
MVR:	Mass Voter Registration
NACOSTI:	National Commission for Science Technology and Innovation
NGO:	Non-Governmental Organizations
RO:	Registration Officer
SPSS:	Statistical Package for Social Science
VRA:	Voter Registration Assistant
VR:	Voter Registration
VRC:	Voter Registration Clerk
VRO:	Voter Registration Officials

ABSTRACT

This study determined the influence of institutional factors on the performance of voter registration of IEBC, Turkana East Constituency, Turkana County Kenya. Specific objectives for the study was to establish the influence use of technology, human resource capacity, availability of transports and funds has on the performance of voter registration in Turkana East Constituency. The study was anchored on the Rational Theory of Voter Turnout and Abraham Maslow's of hierarchy needs and reviewed scholarly documents to get related review on literature. The study adopted census as research design which is descriptive in nature, non-bias and it is accurate, convenient for small population and allows capture of qualitative and quantitative data. The study area was Turkana East Constituency, which had 68 registration centres used for registration of voters exercises and 71 polling stations used for polling/counting during election day and a total of 15,620 registered voters. The Target population were temporary and permanent Electoral officials who took and take part in voter registration exercise, which were 148. The Sample size was the same as the target population because all elements of the study were considered. Structured questionnaire and interviews were research instruments used for data collection. A pilot study was conducted to test the validity and reliability of research instruments. Qualitative data was collected using interviews by holding face-to-face interview with CEM, County ICT officer, RO, and DRO. Quantitative data was collected using questionnaires by administering them to VRAs and VRCs. Qualitative data was analyzed using thematic analysis while quantitative data was analyzed using SPSS version 22 and presented in tables for easy interpretation. In the findings, 90.3% stated that the use of technology largely influenced the performance of VR. In this regard, the study recommended that the government should partner with the electoral body to ensure procurement of high-quality ICT equipment, recruit competent, qualified and experience staff who used ICT equipment diligently to ensure enhanced voter registration performance.

CHAPTER ONE

INTRODUCTION

1.1. Background to the study

The electoral process in many democracies starts with voter registration and the validity, credibility and fairness of the process is determined by the performance of all processes (Independent Electoral and Boundaries Commission, 2014). According to Fowler (2013), the performance of Voter Registration is largely influenced by institutions tasked with formulating policies, funding, and implementing related laws, rules and regulations. Ansolabehere & Konisky (2005) observed that the registration system lowly performed in developed economies because of the institutional challenges that largely influenced voter turnout and hence electoral outcomes. Some of the institutional factors affecting the performance of voter registration in most democracies include short registration timelines that does not favour busy people, lack of enough funds, political interference, mobility challenges, hostile working environment, voter registration apathy, use of technology and staff competence among others.

In the United States, the introduction of Same-Day Registration or Election Day Registration, which was made possible by improved technology, has placed the most states in the forefront regarding voter registration performance (Highton, 2004). Root & Kennedy (2018) added that enacting the National Voter Registration Act of 1993, which also provided that automatic voter registration will be done immediately and automatically after acquisition of Driver's licence made it easier for many youths to be enlisted in the voter register.

In spite of the improvement in technology, competence in registration officials and the improvement in the allocation of funds, United States suffers a myriad of challenges affecting voter performance. According to the Pew Centre on the States (2012), more than 2.75 million people are registered in more than one state; 1.8 million deceased are still listed as voter, more than 24% of the population eligible to vote are not registered, 12 million registered people were registered with wrong addresses, and the cost of registering and maintaining a voter register in United States is 12 times higher than in Canada per voter. This according to the survey by Pew Centre on the States (2012) was attributed to failure of technology, incompetence in voter registration officials, political interference and mismanagement of public funds.

In India, Shariff & Saifullah (2019) observed that despite the improved use of improved technological systems where eligible voters register through their phones, millions of registers voters still miss in the electoral roll. As that is not enough, religious differences have seen Muslims segregated from registering and exercising their democratic rights. Furthermore, the electoral body according to Shariff & Saifullah (2019) high cost to register and maintain the register per voter compared to neighbouring democracies such as South Korea and China.

The Hungarian government have made voter registration simple, automatic and cost effective; installation of quality assurance systems at three levels, municipal, county and national level make the civil registration play a critical role in creating, maintaining and updating the voter register. Despite the improvement, voter registration performance suffers a few challenges that include negligence of the civil and voter registration staffs who fail to synchronize their systems accordingly hence making losing some data during the transfer of data from municipal systems, to county and national voter registration systems.

Most developing countries in Africa among them Kenya have embraced biometric voter registration and identification during elections as a way of ensuring credibility, validity and fairness in elections. Despite the technological improvement, previous challenges associated with manual registration were mitigated, but the move to shift systems brought along a new wave of challenges that negatively influenced voter registration performance.

In Nigeria, the performance of Voter registration is slightly better in urban areas than in rural areas. In rural areas, social problems influence voter registration largely (Iwuoha, 2019). The public perception regarding biometric technology, long distance between registration centres, poor infrastructure, poorly trained registration officials, faulty biometric voter registration kits, power back-up problems, political interference, lack of enough funds to facilitate the registration process, and civil wars have influenced the success of voter registration (Momoh, 2016). Lack of enough funds sometimes influences the process in such a way that few officials are hired, few registration kits are deployed, and registration officials are motivated to work diligently because of little allowances for work done.

In South Africa, there was no voter registration in 1994 after the end of the apartheid period, eligible voters used their national identity cards to vote in any station and this was challenging as elections were not free and fair because of multiple voting and other logistical challenges. After the promulgation of the constitution in 1996, elections were to be held based on the roll of voters created and maintained by the department of home affairs. Voter election budgets have been squeezed forcing voter registration and election officials to resign because of lack of motivation. Technological challenges associated with lack of enough training and negligence by officials havemade it difficult to achieve registration targets. Rugged terrain in rural areas, lack of enough

units of transport and deployment of few zip-zip phone-like kits (voter registration kits) has posed a challenge to the registration process.

According to Zimbabwe Election Support Network (2018), elections usually attracts high interests from civil rights groups, politicians, media and Non-Governmental Organizations. Considering that the electoral process starts from voter registration, the process in Zimbabwe suffers logistical problems as registration officials in some incidences fail to penetrate the rough terrain and deal with hostile communities. The electoral managing body has in many incidences raised concerns over little budgetary allocations given by the national treasury for the management of elections; this thereafter affect the whole registration process as the electoral body will have to manage with the little funds to improve their performance in a country experiencing hyperinflation economic conditions (Dewa, 2009). Although the civil right group, NGOs and other interested parties have lent a hand in making voter registration a success, technological challenges continue to hit hard the process making it difficult to reach registration targets. Despite the existence of other challenges such as multiple registration, deceased existence in the register, faulty kits and power related challenges, voter registration in Zimbabwe has had a significance improvement in performance in terms of enlisting eligible voters.

Voter Registration in Somaliland started in 2008, but this does not mean that the electoral process started then, it was there early as 2001 when the country held its referendum (Schueller & Walls, 2017).The performance of voter registration in Somalia has been marred with mobility of registration officials, hostile communities, insecurity because of civil wars, lack of proper staff training, lack of enough funds to acquire voter registration materials and facilitate the registration process, technological problem that include poor network, faulty voter registration kits, few registration kits per a given area, power problems and sparsely populace that make the process

that time to reach the targeted people. As that is not enough, voter registration perceptions, cultural practices and political interference have influenced the performance of voter registration in Somali; hindering its success.

In Uganda, the introduction of the Biometric Voter Registration in 2016 according to Vava (2016) sought to mitigate challenges associated with manual or paper voter registration; despite that, challenges associated with BVR still hit the electoral process in Uganda. Some of the major challenges influencing the performance of voter registration in Uganda is political interference, lack of enough funds, power back-up problems with the BVR kits, network problems, negative perceptions of the electoral process, low-capacity in human resource and logistical problems among others. The Electoral Commission of Uganda, ECU has never attained over 50% voter registration targets because of the challenges according to Rindai Chivunde Vava, the Voter Registration Manager of the ECU.

Since the introduction of multiparty democracy in 1992, voter registration turnout has been increasing tremendously. In 1992 there was no voter registration; instead, the mlolongo system of voting was adopted where voters with National ID Cards queued against the leaders they wanted to elect. Mass voter registration started in 1997 by ECK and attained 68% which was manual system of registration of eligible voters that enlisted in the register of voters. In 2013, voter registration hit a target of 86% because of the introduction of a digital/biometric voter registration in November to December-2012. In 2017, voter registration declined to 79%, an indication of the dwindling voter registration performance in Kenya (Harris & Windt, 2017). Nevertheless, the declined voter registration turnout in 2017 was accompanied by decreased in voter registration whose performance is still low due to the mentioned institutional factors that have negative influence. The institution is mandated to conduct voter registration and other

electoral processes. Independent Electoral and Boundaries Commission, IEBC who conduct voter registration based on the Election Act of 2011. In the Election Act 2011, an eligible voter to be registration should be of a sound mind, be of 18 years and above, be in possession of a National Identity Card or a Valid Kenyan Passport, and present himself/herself physically at the registration.

Biometric Voter Registration, BVR in Kenya started in November-December, 2012 a few months before the General Elections held on 4th March, 2013, since then, the electoral body IEBC has been conducting both mass and continuous voter registration to achieve their registration targets. Mass Voter Registration is a countrywide exercise where BVR Kits are deployed at designated registration centers while continuous voter registration is held only at the IEBC in 290 constituencies 'offices and Huduma Centers Country wide.

Since the start of voter registration in Kenya, the electoral body has been facing a myriad of challenge that have been negatively influencing the performance of voter registration. In 2011 before the start of voter registration, the electoral body had targeted 90% of eligible people to register as voters, but at the end of the registration period, only 65% had registered. By 30th June 2013, the electoral body attained 65.9% different from 90% target that had been set; a year later, registration targets went down to 60.6% an indication of declining performance in voter registration (Independent Electoral and Boundaries Commission, 2014). According to the Post election evaluation report (2017), continuous voter registration at constituency IEBC offices and Huduma Centers only captured 98,755 voters in 2013-14 and 2014-15. According to the report, each County Assembly Ward, CAW was allocated at least four kits with two other extra kits per ward to cater for breakdown. In theMass Voter Registration exercise, I, MVRI, held in 2016 from February to March, 5,753 BVR kits were deployed across 290 constituencies with each

County Assembly Ward, CAW, allocated at least four kits, which saw the IEBC attaining only 36% of the voter registration target of 4 million. In MVRII, IEBC deployed only 9,976 BVR kits across the country, an indication that some registration centres shares one kit whose movement was outlined in the kit movement schedule publicized in the registration locality. The exercise saw IEBC attain 61.9% of the targeted population, an improvement from MVRI which was caused by an increase in funding, increase staff and enough training of registration officials (VRAs in the CAWs that acted as supervisors) and the number of kits deployed at the CAWs. As a way of equipping knowledge and skills in its officials, IEBC has been adopting a cascaded a three level system of training where County Election Manager, CEMs and Registration Officers(RO) and County information communication technology officer (CICT) trained in the first phase(National level training) and CICT, CEMs and ROs trains Deputy Registration Officers, DROs and ICT support Clerks (County level training)who in turn train Voter Registration Assistants, (VRAs) and finally VRAs train Voter Registration Clerks (VRCs), (Constituency level training). In such a cascaded training, though supervised by CEMs, Ros and DROs, the information disseminated sometimes not accurate as expected because it only a two days training starting as from county level. Two days might not be enough to learn, practice and simulate all activities expected in the registration of voters' process. IEBC has also been conducting Diaspora Voter Registration and Registration in Prisons; however, this study is only focused in all other areas apart from these two.

After 2016 MVR1and MVR2 exercises in 2017done before 8th August general elections, IEBC procured the audit services of KPMG, which was tasked with auditing the register of voters and other electoral activities. In the audit, it was noted that 171,476 particulars of voters could not match those in the National Registration Bureau, NRB and 17, 523 particulars of those registered

using passports were not in the register provided by the Directorate of Immigration. Some other 264,242 voters had duplicate IDs or passports, and 92, 277 diseased persons in the voter register. The performance of voter registration could have been higher if the existence of the aforementioned problems, which could have been avoided if IEBC worked closely with other government institutions, and if IEBC could have trained its staff effectively.

Apart from that other challenges faced by IEBC that influenced the performance of voter registration include little funds that resulting in BVR kits not being deployed in all registration centers, late arrival of BVR kits, loss of registration materials, poor internet connectivity in some regions, insecurity in some registration centers, and litigations that affected the operations of IEBC in terms of procurement of BVR kits.

According to IEBC voter registration statistics given in 2017, Turkana County had a total of 191,435 voters and among this, Turkana East had the lowest figure in the register accounting for 15,620 while Loima, Turkana West, Turkana South, Turkana North and Turkana Central Constituencies had 29,103, 31,416, 33,422, 34,008 and 47,466 voters respectively. This was an indication that the performance of Voter Registration in Turkana East Constituency was low compared to other constituencies in Turkana County. Compared to 2017, voter registration in Turkana East constituency was 11,066. (Voters with biometric data11, 062 and without or non biometric 4 only) in 2013 Register. In 2017 voters registered /captured in the Voters register were15,620. As from 8th August,2017and 26th October, 2017elections. Turkana East constituency is among those with lowest number of voters compared to other 290 constituencies across the country. (It is the second last in registered voters in the country.)

Table 1: Constituencies with low number of total registered voters

Constituency	Total number of registered voters	Polling stations
Lafey	14, 321	36
Turkana East	15, 620	71
Lamu East	18, 234	45
Banissa	18, 476	53
Eldas	18, 676	49
Tarbaj	19,699	50

Source: IEBC-Registered Voters per Constituency-2017

From the information given by table 1, it is clear that voter registration in Turkana East is low compared to the mentioned constituencies considering that Turkana East had the highest number of polling stations compared to Tarbaj, Eldas, Banissa, and Lamu East and Lafey constituencies. This therefore calls for scholarly research inquest to establish the rationale behind low voter registration in Turkana East constituency.

1.2. Statement of the problem

Kenya like most emerging economies has a liberal democratic system that allows voting as a way of determining its leadership or making any democratic decision. Low voter registration performance particularly in Turkana East is a problem that denies constituents their democratic right as well as enhances their quality of lives through good leadership and governance.

Turkana East Constituency ought to have a higher number of registration centre's/ polling stations with low number of registered voters that is 15,620 compared to Tarbaj, Eldas, Banissa, Lamu East constituencies, which had 19, 699, 18, 676, 18, 476 and 18, 234 voters with low registration/ polling stations respectively. Hence Low voter registration in Turkana East Constituency has been negatively influenced by four IEBC institutional factors that affect voter registration performance. Low voter registration performance according to the audit by KPMG in 2017 was attributed by human resource capabilities, inadequate and delayed funding, use of new technology not learnt and practiced for some time, power back-up problems, poor internet connectivity in some registration areas, and mobility to some designated registration centers or places among others. These challenges have lowered voter registration performance to an extent that if intervention strategies will not be implemented, they will compromise the credibility and fairness of elections in Turkana East Constituency. It is for this reason that this paper seeks to undertake an evaluation on institutional factors influencing voter registration performance of IEBC, in Turkana East Constituency, Turkana County, Kenya.

1.3. Purpose of the study

The purpose of this study was to investigate institutional factors influencing performance of voter registration of Independent Electoral and Boundaries Commission in Turkana East Constituency, Turkana County, Kenya.

1.4. Objectives of the study

i. To establish how human resource capacity influence Voter Registration Performance of Independent Electoral and Boundaries Commission in Turkana East Constituency, Turkana County

ii. To determine how technology influence Voter Registration Performance of Independent Electoral and Boundaries Commission in Turkana East Constituency, Turkana County

iii. To assess the extent to which availability of transport influence Voter Registration Performance of Independent Electoral and Boundaries Commission in Turkana East Constituency, Turkana County

iv. To determine how funding influence Voter Registration Performance of Independent Electoral and Boundaries Commission in Turkana East Constituency, Turkana County

1.5. Research Questions

i. How does human resource capacity influence voter registration performance?

ii. How does technology influence voter registration performance?

iii. What extent does availability of transport influence voter registration performance?

iv. How does funding influence voter registration performance?

1.6. Delimitations of the study

The study was carried out in Turkana East Constituency, whose findings after the completion of this study might not be a true representation of the situation in Turkana County and indeed Kenya. As a way of dealing with the situation, the researcher referred to secondary information (data) from other regions to ensure validity and representation of the findings. There are other institutional factors influencing the performance of voter registration, but this study focused on four (human resource capacity, technology, mobility of staff/materials, hence transportation and

funding), which might not be the only institutional capabilities. In order to address the delimitation, the researcher gave recommendation for further studies to ensure that in the future, other researchers delved/focused in areas not considered.

1.7. Limitations of the study

This study was based in Turkana East and it is expected that eligible voters were invited to take part in the study, some of the registration officials and civil rights groups; it was not easy to collect all data in a short time due to sparse population, tough terrain, hostile environment and unpredictable weather conditions despite being given resources. In order to deal with this problem, the researcher got assistance from local administration leaders in order to provide security and guidance for the success of this study.

1.8. Significance of the study

It is hoped that the study provides insights on the performance of voter registration not only in Turkana East constituency but also in the whole country. IEBC will use findings of this study to institute and implement intervention strategies to curb the dwindling voter registration performance in Turkana East constituency and other constituencies across the country. Ministry of interior and coordination of national government might use the findings of this study to collaborate with IEBC in improving voter registration performance by improving security in hostile areas and work with its leadership at the lowest cadre to improve mobilization and voter education, which are vital in improving voter registration performance.

1.9. Assumptions of the study

The study was based on the following assumptions:

Respondents co-operated and were truthful in answering the questions presented in the questionnaire.

Voter Registration performance is uniform in all constituencies across the counties and the country at large, because the management is done by one IEBC.

Intervening variables had zero effect on the findings of this study.

1.10. Definition of significant terms

Voter Registration Performance: This refers to the outcome from the collection of information from eligible voters to be used in identifying them before taking part in an election process or related decision making.

Human Resource Capacity: This refers to the ability and number of registration officials to undertake their roles and responsibility diligently based on knowledge and skills acquired and according to electoral laws, policies, rules and regulations as set by Parliament and IEBC.

Use of Technology: This refers to the usability of BVR kits, availability and usability of power back-ups, internet connectivity, software usage among other related technological usability.

Availability of Transport: This refers to the movement of BVR kits, units /means of transport used in registration area of coverage, and related facilitation.

Funding: This refers adequacy of financial aid received from the exchequer and the time such funds are availed to IEBC for implementation of voter registration exercise.

1.11. Organization of the study

This study comprised of five chapters, chapter one featured on background of the study which introduced the research problem and give global, regional and local perspectives related to the

voter registration performance and the research problem. This was followed by the statement of the problem, research objectives, research questions, delimitations, limitations, assumptions of the study, definition of term and organization of the study. Chapter two featured introduction, the concept of voter registration performance, and review of scholarly studies related to the research objectives. This was followed by theoretical review and a conceptual framework. Chapter three featured the research design, study areas, target population, sample size and sampling procedure, research instruments, pilot study, data collection, data analysis and ethical considerations. Chapter four presents qualitative findings, qualitative findings and a discussion of the two. Chapter five presents a summary of findings, conclusions, and recommendations.

CHAPTER TWO

LITERATURE REVIEW

2.1. Introduction

This chapter features the concept of voter registration, which highlights more about voter registration performance. Theories of voter registration, empirical review that entails scholarly analysis related to research objectives. The conceptual framework will also be outlined in this chapter.

2.2. Concept of Voter Registration Performance of IEBC

According to Independent Electoral and Boundaries Commission (2018), voter registration aims at establishing the eligibility of a voter to take part in an electoral process. It entails the collection of bio-data from an eligible voter or the enlisting of information regarding an eligible voter into the voter register to allow him/her take part in a democratic process. Most democracies are shifting from manual or paper work voter registration to biometric voter registration, which is less of paper work (Holtved, 2011). It is among the first step in the electoral cycle in most democracies and in this case, its performance should be as high as possible to guarantee a free, fair and credible election (Harris & Windt, 2017).There are several levels of voter registration that include continuous and periodic voter registration, special group registration some of which are done via the internet (on-line) while others are done when an eligible voter presents himself at the registration centers for the exercise. The performance of voter registration is determined by a number of factors including low cost for creating and maintaining the register per voter,

absence of political interference in the voter registration process, available of relevant materials and resources, use of biometric technology in the capture and identification of voters, wider-coverage voter education, and above all adequate funds that is disbursed timely (Holtved, 2011). Whenever these all these factors are considered registration of voters should attain at least 95% of the targeted population.Iwuoha (2019) noted that the ideal situation where the performance of voter registration should be considered high is that where the electoral managing body is allocated all budgetary requisition from the exchequer, it hires competent human resource, it uses digital technology in its operations to reach a wider population and attains a performance of at least 87% of the total population.

2.3. Theories of Voter Registration

2.3.1. Rational Theory of Voter Turnout

According to the rational theory of voter turnout, which was based on the Down's idea that posits that individuals will vote if the expected utility derived from voting is higher the expected utility from not voting. In this case, the difference between a product of the utility derived from voting and the probability that voting will yield an expected outcome and the difference from the cost and benefit of voting determines the decision to vote. See the equation below,

R=(B*P)- C+D

Where B is the utility gained from getting a preferred outcome

P is the probability that an individual vote will yield a preferred outcome

C is the cost of voting

D is the positive of voting

Relative to the rational theory of voter turnout, voter registration performance is largely determined by the decisions eligible voters take present themselves at the registration centers to be enlisted in the voter register. Compared to the voting turnout equation, the decision of an eligible voter to present himself/herself for registration is determined by the utility derived from registration including the probability that registration will yield the desired outcome after the electoral process, see the equation below

R=(B*P)- C+D

Where Voter Registration Turnout

B is the utility gained from getting a preferred outcome

P is the probability that an individual voter registration will yield a preferred outcome at the end of the electoral process

C is the cost incurred in voter registration

D is the positive benefit of voter registration

2.3.2. Abraham Maslow of Theory of Needs

In his theory, Abraham Maslow came up a hierarchy of needs that an individual has to satisfy. An individual has to satisfy needs on the lower rank before he seeks or pursues needs on a higher rank such as one would pursue psychological needs (food, water, warmth and rest) first, then safety needs (safety and security), then belongingness and love needs (intimate relationship and friends), self-esteem (prestige and accomplishment), and finally self-actualization. Based on this study, people will opt to avoid going to the registration centre because they still consider creating time to work and earn themselves food, water, and other basic needs. Further, people consider that it is not of gratification to them to travel long distances or look for information of where

voter registration clerks are in order to get registered. From a different perspective, availability of funds, transport, training of staff and voter education are all needs that should be satisfied before voter registration performance is improved.

2.4. Empirical Review

2.4.1. Human Resource Capacity and Voter Registration.

In their literature that many scholars were allowed to contribute to, Darnolf et al. (2014), sought to determine factors influencing performance of biometric voter registration. In their observations, the researchers noted that highly trained and skilled staff would support the performance of voter registration in such a way that they ensured capture, verify and maintain an accurate account of information of every voter at a fair cost. A trained voter registrar would cascade the same accurate information to a low cadre officers who as a team to ensured that they reach set registration targets. Compared to Darnolf, et al. (2014), this study was not only focused on human resource management and financial cost associated, but was also focused on use of technology, availability of transport, and funds other institutional factors influencing performance of voter registration.

In Sydney, Wolf (2017) conducted a study on "introducing biometric technology" and noted that for a working team to be efficient, it should be recruited from the field targeted for voter registration because it will make their voter registration easier and they can plan how to reach set targets. Further, Wolf (2017) added that voter registration clerks can only work effectively when they are supervised and, in this case, the researcher advises that for over 7-10 voter registration clerk, there should be a supervisor to help them in troubleshooting the equipment, resupplying, replacing materials and addressing any emerging challenges. Wolf (2017) focussed on the idea of introducing technology but from a cross-section point of view, the researcher considered the

competence of the human resource that will effectively manage the use of technology. This study will not only focus on the competence, qualification and skills, but will look at training, motivation, and knowledge sharing as they are linked to human resource management.

In Fiji, Saneem (2018) reported that the Office of the Supervisor of Elections, after the promulgation of the constitution in 2012, embarked on registration, but forged a strategy whereby voter registration clerks recruited were conducting house-to-house and the, they achieved 87% out of the set target, this was an achievement. Nevertheless, there were a lot of flaws in the data they captured, but upon the introduction of biometric voter registration and recruitment of a skilled and qualified registration team, voter registration target increased, registration reached a wider area and a low cost. Apart from strategy formulation to achieve set targets according to Saneem (2018), this study will consider staff motivation, training, knowledge sharing, competence and skills as they contribute largely towards enhancement of voter registration performance.

Schuller & Walls (2017) conducted a study in Somaliland in 2016 with an aim of determining the state of voter registration under the help of the international community organization. The researchers used a descriptive survey, where observation was the primary method of data collection. In their findings, the researcher established that highly trained and competent voter registration officials who mastered the skills of registration using biometric kits contributed in enhancing voter registration performance. This study will adopt descriptive survey and consider the use of questionnaire and interviews as research instruments. Relative to Schuller & Walls (2017) that focussed on the state of voter registration in Somaliland, this study will focus on institutional factors influencing voter registration including human resource capacity, use of technology, availability of transport and funds.

2.4.2. Technology and Voter Registration.

According to Evrensel (2010), South Africa has not yet fully embraced the use of biometric voter registration; however, based on a research conducted in Africa to evaluate the state of voter registration among the African Countries, South Africa use "zip-zip" barcode reading machine, which collects the information about an eligible voter by reading it on the National Identification. Since its introduction, the Independent Electoral Commission of South Africa has confirmed that the use of "zip-zip" barcode reading machine reduced the cost of the electoral process and improve electoral credibility especially for the 2009, municipal, provincial and national were high. The study by Evrensel (2010) only focussed South Africa's use of "zip-zip" barcode and its influence on the performance of voter registration. Compared to the study by Evrensel (2010), this study will not only consider use of technology that include (software and hardware management), availability of transport (units of movement, distance coverage, number of kits dispatched, and terrain) availability of funds (adequacy and timely dispatch) and human resource capacity.

Iwuoha (2019) conducted a study in Nigeria with an aim of establishing the influence of ICT on election and specifically focusing on dynamics in rural areas. In his study, the researcher established that people in rural are lack relevant voter and civic education to equip them with information needed to be good citizens. Further, Iwuoha (2019) determined that misconceived perceptions about use of biometric technology instilled fear among many eligible voters forcing many to shy away from turning up for voter registration. Relative to the study by Iwuoha (2019), this study will focus in Kenya and specifically on institutional factors influencing voter registration and not use influence of ICT in voter registration in rural areas.

The introduction of biometric voter registration in Ghana in 2012 to every polling station aimed at improving performance of registration and enhance credibility of the electoral process. However, according to Golden, Kramon & Ofosu (2014), biometric voter registration kits were used but power problems, internet connectivity challenges and machine malfunctioning especially when an observer was not present were common during voter registration period an indication that some of the machines were tampered with at the control centre. Effah & Debrah (2018) also conducted a descriptive study in Ghana with an aim of establishing relationship between biometric technology and voter registration. In their findings, the researchers noted that the introduction of biometric voter identification and verification failed in 2012 because of the voter registration machines lacked real-time internet connectivity with the server at the national centre, a move that hindered the transfer of information from registration centres to the national centre. According to Effah & Debrah (2018), some of the voters registered during this time lacked in the main register because of the failure in the voter registration kits, internet connectivity among other technical related problems. The study by Kramon & Ofosu (2014), and that by Effah & Debrah (2018) only focused on influence of ICT or use of technology on voter registration in Ghana; this study will be focused in Kenya and specially in Turkana West Constituency where lower voter registration was experienced. Notably, the study will focus on human resource capacity, use of technology, availability of funds and transport.

In their study conducted in several countries in Africa to determine digital dilemmas facing voter registration and indeed the electoral process, Cheeseman, Lynch & Willis (2018) indicated that most African countries have been able to address technological challenges related to verification and identification of voters because of the introduction of biometric voter registration used in capturing, verifying and identifying voters. Most challenges associated with more than one

registration, or transfer to different registration stations were fixed by the introduction of digital technology. Cheeseman, Lynch & Willis (2018) study is contrary to Effah & Debrah (2018) and Golden, Kramon & Ofosu (2014), who noted that the introduction of biometric voter registration kits did not enhance the electoral process and instead it brought about technological related challenges, most of which compromised the credibility of the electoral process. Relative to Golden, Kramon & Ofosu (2014), Schueller & Walls (2017), and Schuller & Walls (2017). also elucidated in their study that internet connectivity problems in some countries in sub-Saharan Africa has been the cause for the failure to achieve voter registration targets and election malpractices, a move that has seen an increase in post-election skirmishes and other political related conflicts.

2.4.3. Availability of Transport and Voter Registration.

Evrensel (2010) conducted a study in South Africa to determine the performance of voter registration in rural and urban areas and asserted that movement of fragile biometric voter equipment affected the usability of some of them because of the tough terrain voter registration officials went through in the search for eligible voters. The study by Evrensel (2010) considered the influence of transport and technology on voter registration in Africa; however, the failed to consider institutional factors influencing voter registration performance in Kenya and specifically on constituencies that posted low voter registration as considered performing lowly.

In 2018, USAID assessed the level of electoral preparation by the electoral body in the Democratic Republic of Congo, DRC. The researchers used survey research design method that supports the use of questionnaires and focus group discussions as research instruments. In their findings, the researchers noted that during voter registration, the Independent National Electoral Commission of DRC dispatched few registration materials to serve a large population of eligible

voters. In order to reach the large populations, the officials had to walk by foot carrying registration materials, conduct a house-to-house exercise for them to reach daily targets. The rationale behind it is that the majority of people targeted then were youths, women and persons with disability some of whom rarely move unless the voter registration exercise is brought closer to them. The report by USAID in 2018 focussed on electoral preparation by the electoral body in DRC but relative to that, this study will consider institutional factors influencing voter registration performance in Turkana East Constituency, Kenya.

In Uganda, political competition sometimes turns chaotic and the country leadership, which largely influence the operations of the Electoral Commission have an upper hand (Wolf & Bakken, 2016). Before the voter registration period, the electoral body conduct assessments to determine the quantity of resources they will need to avoid failure of the exercise; however, in some registration centres, the electoral body dispatched one BVR kit, which would serve 7 other neighbouring registration centres , a move that forces the registration officers to board motorcycles because of their convenience and lost cost to reach the wider group being targeted. Unlike the study by Wolf & Bakken (2016), this study will not be based in Uganda, but Kenya; further, it will consider the influence of use of technology, human resource capacity, availability of transport and funds as institutional factors influencing voter registration performance.

Babeiya (2013) conducted a study in Tanzania to assess the voter register and the question of inclusion and exclusion. The researcher largely used interviews, observation checklists and secondary data and in his findings, the researcher found that Tanzania like any other sub-Saharan country experience unpredictable weather condition and considering the rough terrain in some of the regions, registration officials have to walk to traverse the fields, cross rivers, climb hills, go through forested paths to access eligible voters. In such cases, the electoral bodies in respective

countries have failed to achieve targets especially if they work with tightened budgetary allocations.

In Kenya, in 2017, in the MVRII, the IEBC adopted a BVR kits distributed criteria where distance in square kilometres was key in determining how many BVR kits would be distributed in a CAW. Implicitly, some of the registration centres would share a BVR kits and its movement is outlined in the kit movement schedule that was publicized at strategic places (Independent Electoral and Boundaries Commission, 2018). Even so, most of the registration clerks had to move either via foot, on motorcycles or hire vehicles to reach eligible voters, which to a larger extent takes time because of distance of separation between registration centres (Harris & Windt, 2017).

2.4.4. Funding and Voter Registration.

According to the literal work of Diofasi & Gelb (2016), elections have become an expensive undertaking relative to many developing countries economic capacity. In most cases, the cost to create, verify and maintain the voter register per voter is unrealistic despite intervention measures to lower the costs. In 2010, Cote d'Ivore, registered a total of 5,780,000 and the cost of creating and maintaining the voter register was $46 per voter compared to Tanzania which registered 23,161,440 voters and spent $3.1 per voter to create and maintain the voter register. In 2013, Kenya registered 14,350,000 voters and spent $7.4 per voter compared with DRC which registered 32,000,000 voters and spent $1.8 per voter in 2011. All this was the cost of using biometric voter registration in the aforementioned countries. The study by Diofasi & Gelb (2016) was comparative in nature, it analyzed the of voter registration in various African countries. This study will be exclusively focus on Kenya and specifically on Turkana East

Constituency as one of the constituencies that has been posting low voter registration numbers compared to others.

According to the Office of the Auditor General (2014), IEBC's cost of elections was considerably high above the African average. The flaws started with the procurement of BVR kits, which was inflated because of the acquired loans (for purchase of BVR) that gained interest. Initially the total cost of acquiring 15,000 BVR kits was pegged at $75million by Safran Morpho, but interest rates of $31.2million pushed the figure to over $106million. Other costs of voter registration increased the cost by $43.7 million making the total figure of acquiring the BVR kits and conducting a voter registration exercise as $149.7 million. Last minute rash to acquire BVR and distributing them to various registration centers through the constituency offices make the organizing and management committee to make uninformed decisions that increased the cost of acquisition and voter registration.

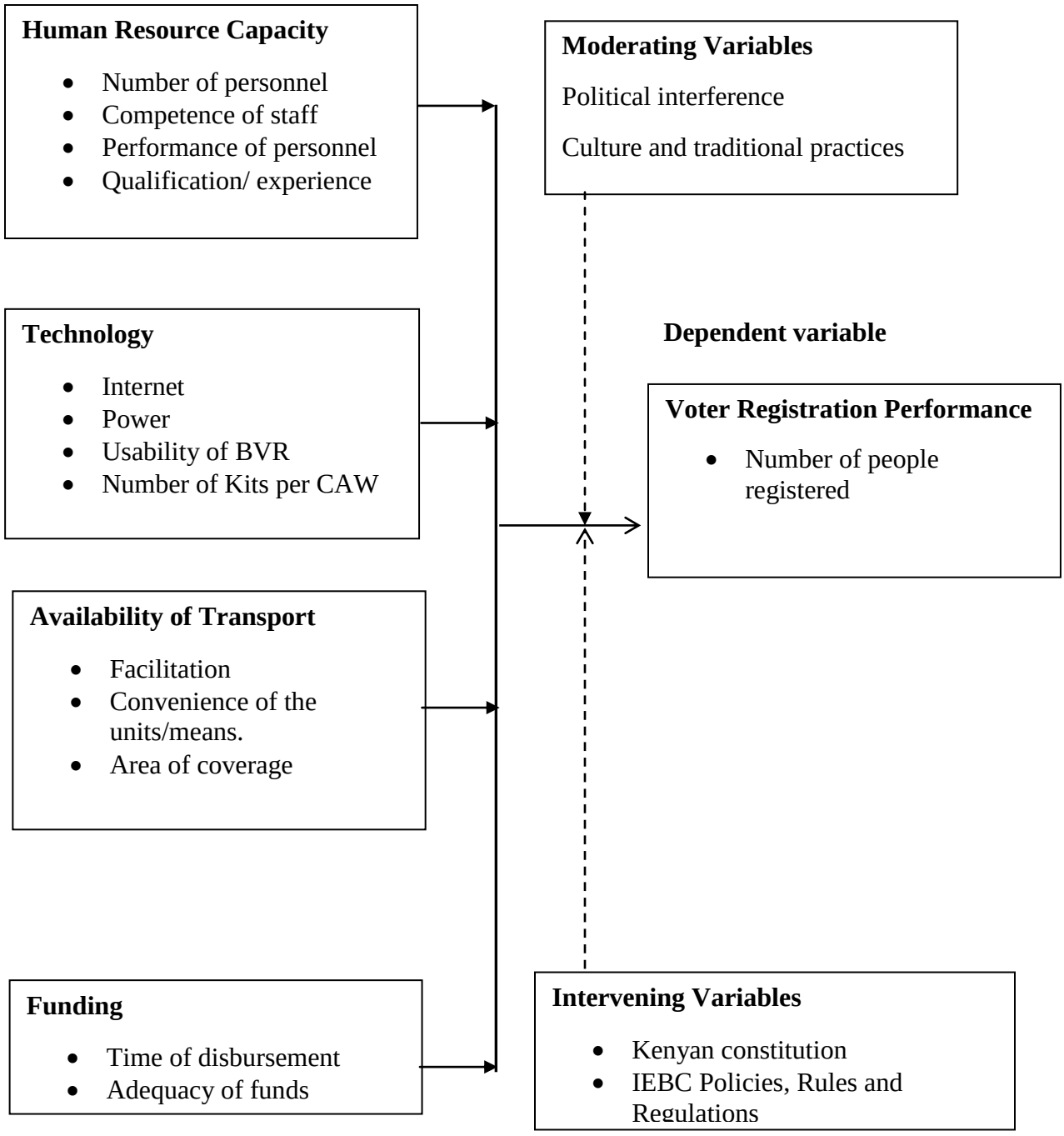
In Nigeria, Ayeni & Esan (2018) conducted a study to determine the impact of ICT in conducting elections and in their findings, the researchers noted that though ICT was supportive, it required huge budgetary allocations, which were not availed by the national treasury at the right time and in required measures. In this case, the use ICT in conducting elections suffers huge financial challenges that ought to be addressed in most west African countries. The performance of voter registration to a large extent could be evaluated by the nature of the general election or the end exercise of the electoral process. According to Independent Electoral and Boundaries Commission. (2018), the commission has been making financial requisition from the National Treasury, but it has been receiving inadequate funds relative to the requisition made. For instance, in three financial years starting from 2015/16, IEBC requested for Ksh. 4.879billion but instead received Ksh. 112 million less. In the financial year 2016/17 the IEBC

made a budgetary requirement of Ksh. 23.061 billion but instead received Ksh. 15.739 billion, which was less Ksh. 7.322 billion. In the fiscal year, 2017/18 the budgetary requirement was Ksh. 33.886 billion and instead received Ksh. 862 less of the requisition. This is an indication that the electoral managing body has always had inadequate funds financing its operations and it explains the rationale behind the challenges affecting the performance of its exercises including voter registration.

2.5. Conceptual Framework

Independent Variables

Institutional Factors



2.6. Summary of Reviewed Literature

In a study conducted by Darnolf et al. (2014) to determine factors influencing performance of biometric voter registration, the authors noted that highly trained and skilled staff would support the performance of voter registration in such a way that they will always ensure capture, verify and maintain an accurate account of information of every voter at a fair cost. In Sydney, Wolf (2017) conducted a study on "introducing biometric technology" and noted that for a working team to be efficient, it should be recruited from the field targeted for voter registration because it will make their voter registration easier and they can plan how to reach set targets. According to Evrensel (2010), South Africa use "zip-zip" barcode reading machine, which collects the information about an eligible voter by reading it on the National Identification. Since its introduction, the Independent Electoral Commission of South Africa has confirmed that the use of "zip-zip" barcode reading machine reduced the cost of the electoral process.

In his study, Iwuoha (2019) determined that misconceived perceptions about use of biometric technology instilled fear among many eligible voters forcing many to shy away from turning up for voter registration. The researcher added that people in rural are lack relevant voter and civic education to equip them with information needed to be good citizens. Evrensel (2010) conducted a study in South Africa to determine the performance of voter registration in rural and urban areas and asserted that movement of fragile biometric voter equipment affected the usability of some of them because of the tough terrain voter registration officials went through in the search for eligible voters.

In Uganda, political competition sometimes turns chaotic and the country leadership, which largely influence the operations of the Electoral Commission have an upper hand (Wolf &

Bakken, 2016). Before the voter registration period, the electoral body conduct assessments to determine the quantity of resources they will need to avoid failure of the exercise; however, in some registration centres, the electoral body dispatched one BVR kit, which would serve 7 other neighbouring registration centres , a move that forces the registration officers to board motorcycles because of their convenience and lost cost to reach the wider group being targeted.According to the literal work of Diofasi & Gelb (2016), elections have become an expensive undertaking relative to many developing countries economic capacity. In most cases, the cost to create, verify and maintain the voter register per voter is unrealistic despite intervention measures to lower the costs.

2.7. Knowledge Gap

This study investigated the of influence institutional factors on performance of voter registration and specifically considered how human resource capacity, use of technology, availability of transport and funding influenced performance of voter registration. There has been no research conducted in the study area relating to the ever-declining voter registration performance and considering that IEBC was the sole body mandated to undertake voter registration, it was prudent to investigate some of the institutional factors influencing voter registration performance. Although there might be other factors influencing voter registration, institutional factors seemed to play a big role in influencing performance because the latter is an element of sustainability, whose measures lies in the established frameworks of an institution.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1. Introduction

This chapter features the study areas, research design, target population, sample size and sampling procedure. This chapter outlines the research instruments; pilot the same instruments with an aim of testing validity and reliability. Data collection procedure, data analysis technique and ethical considerations is also be highlighted in this chapter.

3.2. Research design

This study adopted census as research design because the population was well defined and small. Further, the study is descriptive in nature and non-bias, a move that prompted the researcher to opt for census as a research design. The rationale behind the adoption of descriptive research was that it could be used to cover a small geographical area and derive conclusion. Census provide detailed information regarding all element considered in a group and is the best to investigate behavior, characteristics and other elements in a group. It is important to note that this study was still descriptive in nature and that it considered preliminary and exploratory studies to allow researchers to gather information, summarize, present, and interpret them for the purpose of clarification (Orodho, 2002).

3.3. Target population

The constituency has three CAW namely Kapedo/Napeitom, Katilia, and Lokori/Kachodin, According to the statistics given by the National-Government Constituency Development Fund, NG-CDF (2015), the constituency has a population of 90,468 covering an area of 11,307.1

square kilometers. This study targeted electoral officials especially who were or are involved in voter registration and included Registration Officer, Deputy Registration Officer, former Voter Registration Assistants, and former voter registration clerks. The County Elections Manager and County ICT Officer also took part in the study.

Table 2: Target Population

Respondents	Target Population
County Elections Managers	1
County ICT officer	1
Constituency Registration Officer	1
Deputy Constituency Registration Officer	1
Voter Registration Assistants	20
Voter Registration Clerks	124
Total	**148**

3.4. Sample size

The sample size for this study was the same as the target population because of the choice of census as a research design. Lavrakas (2008) notes that there is no need to sample when the researcher considers census as a research design.

3.5. Research instruments

Researchers prefer using methods that provide high accuracy, generalizability, and explanatory power, with low cost, rapid speed and maximum management demands and administrative convenience (Kothari, 2009). This study considered using structured questionnaire and interview structures as research instruments.

3.5.1 Questionnaire

This research instrument was used by voter registration assistant and voter registration clerks who worked directly in given registration centres. The questionnaire has six sections, section A comprise of demographic characteristics of respondents that includes gender, age, ward, designation, level of experience, qualification, and training acquired. Section B to E sought to collect information regarding research objectives while section F aimed at collecting information regarding dependent variable. Information collected in section B to E involved the extent to which respondents agreed or disagreed with statements related to objectives.

3.5.2 Interview Schedule

This research instruments aimed at collecting qualitative data, which was be collected through interviews of County Elections Manager, County ICT, Constituency Registration Officer, and Deputy Registration Officer. The interview schedule comprised of open-ended questions, which sought to collect views, and opinion regarding research objectives, the open ended up questions clarified some of the questions not well understood in the questionnaire.

3.6. Piloting of the instruments

Kothari (2009) observes that it is highly desirable to run a pilot test on a questionnaire and to revise it based on the results of the test. Piloting was carried out in the Turkana East Constituency, but to respondents who took part in the study. The aim of conducting the pilot study is that helped in identifying any potential challenges that may render the research process, familiarize with the area of study and most importantly test validity and reliability of research instruments.

3.7. Validity of the instruments

Validity is the extent to which the instrument measures what it appears to measure according to the researcher's subjective assessment (Koul, 1997). Validity deals with the adequacy of the instruments for example, the researcher needs to have adequate questions in the written in order to collect the required data for analysis that can be used to draw conclusion. Validity for this study was done through consultations with the supervisors, and lecturers from the Department of Extra Mural Studies. In such a case, data was collected on a proportion of the sample considered and experts, and supervisors who determined the validity and gave feedback to the researcher evaluated the results realized.

3.8. Reliability of the instruments

Reliability is a measure of the degree to which a research instrument yields consistent results or data after repeated trials (Mugenda & Mugenda, 2003). In order to establish the reliability of the questionnaire, the researcher collected data then enter the data in SPSS where Cronbach's Alpha was determined. According to Tight & Huisman (2015), a Cronbach's Alpha value of over 0.7 indicates that the reliability is high and the research instrument can be used to derive accurate conclusion for the study. However, a Cronbach's Alpha value of between 0.5-0.69 indicates that research instrument can give information that is fairly accurate and can be used to make conclusion that are averagely correct. A Cronbach's Alpha value of less than 0.5 means that the research instrument is not reliable to be used to derive conclusions for the study. In the findings the following was realized and the Cronbach's Alpha observed was 0.851 indicating that the research instrument would give 85.1% accurate data upon the use of the research instrument to collect data on the same population.

Table 3: Reliability Test Statistic

Reliability Statistics

Cronbach's Alpha	N of Items
.851	54

3.9. Data collection procedure

In the first place, the researcher sought consent from the Constituency Registration Officer who used the contacts in their database to establish the link between the researcher and the respective respondents. The researcher then introduced himself, explain the purpose of the study and request the respondents to take part in the study. This meant that the researcher administered questionnaires to former voter registration clerks and voter registration assistants who responded to the questions and organize on how to return duly filled questionnaires to the researcher.

Qualitative data was collected by holding face-to-face interviews with County Elections Managers, County ICT officer, County Registration Officer, and Deputy Registration Officers. They responded to the open-ended questions in the interview schedule and the researcher noted down some of the responses to be used in analysis.

3.10. Data analysis techniques

Firstly, qualitative data collected by noting down some of the responses during the interview were be summarized, organized and presented in themes and sub-themes using a technique called thematic analysis. After analysis, the qualitative findings were presented in a table. The analyzed data complemented that collected using questionnaires.

Secondly, the researcher coded the questionnaires and enter the quantitative data collected in the SPSS Version 22 software, where descriptive statistics was determined. Descriptive statistics

involved the analysis of data in terms of frequency, percentages mean and standard deviation. Analyzed descriptive findings were presented in tables too because they were easy to read, interpret and understand.

3.11. Ethical considerations

The researcher sought for the approval of NACOSTI, where he was be given a research permit, which then was shared with respondents. The researcher also sought for the consent of respondents who were informed the purpose of the study, be assured of the confidentiality of the data collected and the academic use of the data collected.

3.12. Operationalization of variables

Table 4: Operationalization of variable table

Research Objectives	Variables	Measurement scale	Methods of Data collection	Data Analysis Techniques
Human resource capacity and its influence on voter registration performance	Period of experience Qualification	Nominal Ordinal	Questionnaires Interviews	Thematic analysis for interviews and Descriptive statistics using SPSS for questionnaires
Use of Technology and its influence on voter registration	No of BVR kits deployed Usability of ICT equipment	Nominal Ordinal	Questionnaires Interviews	Thematic analysis for interviews and Descriptive statistics using SPSS for questionnaires
Availability of transport and its influence on voter registration performance	Number of Payment transport units Cost Area of coverage	Nominal Ordinal	Questionnaires Interviews	Thematic analysis for interviews and Descriptive statistics using SPSS for questionnaires
Funding and its influence on voter registration performance	Time of disbursement Amount disbursed	Nominal Ordinal	Questionnaires Interviews	Thematic analysis for interviews and Descriptive statistics using SPSS for questionnaires

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION, INTERPRETATION AND DISCUSSION

4.1. Introduction

This chapter presents findings on questionnaire return rate, bio data of respondents, descriptive findings related to each research objective, qualitative findings, discussion of both qualitative and quantitative findings and a few scholarly findings related to the findings in this study

4.2. Questionnaire Response Rate

In chapter three, the sample size was 148, which was the same as the target population. All the respondents took part in the study and therefore the questionnaire return rate was 100%

4.3. Findings Related to Demographic Information of Respondents

This section presents demographic characteristics of respondents who took part in this study.

Table 5: Demographic information related to respondents

Bio data	Frequency	Percent
Gender		
Male	105	72.9
Female	39	27.1
Age bracket		
Below 25years	78	54.2
25-35 years	66	45.8
Ward of orign/residence		
Kapedo/Napeitom	32	22.2
Lokori/Kachodin	68	47.2
Katilia	44	30.6
Position Worked		
Voter Registration Clerk	124	86.1
Voter Registration Assistant	20	13.9
Number of times worked as a temporal IEBC official		
Once	33	22.9
Twice	83	57.6
Thrice	28	19.4
Academic Qualification attained		
O-level	53	36.8
Certificate	48	33.3
Diploma	35	24.3
Bachelor Degree	8	5.6
Ever been trained on use of ICT apart from training by IEBC		
Yes	51	35.4
No	93	64.6
Even underwent in-service training regarding civic education?		
Yes	20	13.9
No	124	86.1
***Total**	***144**	***100.0**

From the findings presented in table 5, 105 (72.9%) and 39 (27.1%) were male and female respondents respectively. In another case, 78 (54.2%) and 66 (45.8%) of the respondents were aged below 25 years and between 25-35years respectively. Regarding ward of residence, 68

(47.2%), 44 (30.6%) and 32 (22.2%) stated that they resided in Lokori/Kachodin, Katilia, and Kapedo/Napeitom respectively. Out of 144 respondents who took part in the study, 124 (86.1%) and 20 (13.9%) were voter registration clerks and voter registration respectively.

The majority of respondents, 83 (57.6%) stated that they worked twice as temporal IEBC officials. On the other hand, 33 (22.9%) and 28 (19.4%) indicated that they worked once and twice as IEBC temporal officials. In terms of academic qualifications, 53 (36.8%), 48 (33.3%), 35 (24.3%) and 8 (5.6%) stated that they attained O-level, Certificate, Diploma and Bachelor degree respectively. In the same table, 93 (64.6%) stated that they had not undergone any training on the use of ICT apart from the one offered by IEBC. On the contrary, 51 (35.4%) of the respondents confirmed that they had undergone training on use of Technology apart from the one offered by IEBC. Regarding in-service training, 124 (86.1%) of the respondents indicated that they never underwent in-service training on civic education while 20 (13.9%) respondents confirmed that they underwent in-service training on civic education.

4.4. Descriptive Findings Related to Research Questions

This section presents findings of parameters used to measure research objectives and their influence on performance of voter registration.

4.4.1. Human Resource Capacity and Voter Registration

Table 6: Does human resource capacity influence the performance of voter registration?

Response	Frequency	Percent
yes	117	81.3
no	27	18.8
Total	144	100.0

In the findings presented in table 6, the majority of respondents, 117 (81.3%) stated that human resource capacity influences the performance of voter registration. On the other hand, 27 (18.8%) of the respondents indicated that human resource capacity did not influence the performance of voter registration.

Table 7: Influence of human resource capacity on performance of Voter Registration

Indicator	Very great extent		Great extent		Moderate extent		Low extent		No extent at all	
	F	%	F	%	F	%	F	%	F	%
The level of experience of VRO influence performance	140	97.2	4	2.8	0	0.0	0	0.0	0	0.0
Motivation of VRO largely influence performance	28	19.4	113	78.5	0	0.0	2	1.4	1	0.7
Academic qualification of VRO influence abilities to execute roles hence performance of VR	134	93.1	10	6.9	0	0.0	0	0.0	0	0.0
Number of BVR kits and VRO deployed per CAW influence performance of VR	115	79.9	26	18.1	3	2.1	0	0.0	0	0.0
Competence and diligence in executing roles as a VRO influence performance of VR	105	72.9	34	23.6	2	1.4	3	2.1	0	0.0

In table 7, 140 (97.2%) and 4 (2.8%) respondents stated that there was a very great extent and great extent respectively to which the level of experience of VRO influence the performance of VR. Further, 113 (78.5%) and 28 (19.4%) respondents stated that there was a great extent and a very great extent to which motivation of VRO largely influenced performance of VR. In another case, 2 (1.4%) and 1 (0.7%) respondents observed that there was a low extent and no extent at all respectively to which motivation of VRO largely influenced performance of VR.

Regarding qualifications, 134 (93.1%) and 10 (6.9%) respondents indicated that academic qualification of VRO influence abilities to execute roles accordingly and hence the performance of VR. Different from that was a group of 115 (79.9%), 26 (18.1%) and 3 (2.1%) respondents stated that there was a very great extent, great extent a moderate extent to which the number of BVR kits and VRO deployed per CAW and Registration Centres influence the performance of

VR. Out of 144 respondents who took part in the study, 105 (72.9%), 34 (23.6%), 2 (1.4%) and 3 (2.1%) of the respondents indicated that there was a very great extent, great extent, moderate extent and low extent respectively to which competence and diligence levels in executing roles as a VRO influence performance of VR.

Table 8: Mean and Standard Deviation of influence of human resource capacity on voter registration

Indicator	Mean	Standard deviation
The level of experience of VRO influence performance	1.03	.165
Motivation of VRO largely influence performance	1.85	.542
Academic qualification of VRO influence abilities to execute roles hence performance of VR	1.07	.255
Number of BVR kits and VRO deployed per CAW influence performance of VR	1.24	.558
Competence and diligence in executing roles as a VRO influence performance of VR	1.36	.754

Considering that 1, 2, 3, 4, and 5 represent very great extent, great extent, moderate extent, low extent and no extent at all respectively, from table 8, the mean response given by respondents was that there was a very great extent to which level of experience, academic qualification of VRO, number of BVR kits and VRO deployed, and competence in executing roles as VRO influenced voter registration performance. The value of standard deviations are all less than 1 implying that the variation in the responses tended to the mean implying a strong relationship in terms relationship

4.4.2. Technology and Voter Registration

Table 9: Does technology influence performance of Voter Registration?

	Frequency	Percent
Yes	130	90.3
No	14	9.7
Total	144	100.0

In the findings presented in table 9, 130 (90.3%) stated that the use of technology largely influenced the performance of VR. On the other hand, 14 (9.7%) observed that use of technology did not influence performance of VR.

Table 10: Influence of use of technology on Voter Registration

Indicator	Strongly agree		Agree		Undecided		Disagree		Strongly disagree	
	F	%	F	%	F	%	F	%	F	%
The software used in VR is complex and makes data collection hard	117	81.3	2	1.4	0	0.0	25	17.4	0	0.0
Time taken to train on use of ICT is short and hard to understand usability of BVR kit	109	75.7	16	11.1	0	0.0	19	13.2	0	0.0
BVR runs short of power regularly and backup plans are rarely found at Registration centres	71	49.3	51	35.4	0	0.0	22	15.3	0	0.0
BVR kits keeps hanging and develop faults during the registration process	49	34.0	61	42.4	0	0.0	34	23.6	0	0.0
Replacement of faulty components takes long or rarely happen	22	15.3	111	77.1	0	0.0	8	5.6	3	2.1

In the findings presented in table 10, 117 (81.3%) and 2 (1.4%) respondents strongly agreed and agreed respectively that the software used in VR was complex and that it made the process of data collection hard. On the contrary, 25 (17.4%) disagreed that the software used in VR was complex and that it made the process of data collection hard. In another case, 109 (75.7%) and 16 (11.1%) of the respondents strongly agreed and agreed respectively that the time taken to train on the use of ICT equipment was short and that it made it hard to understand the usability of BVR kit. On the other hand, 19 (13.2%) disagreed that the time taken to train on the use of ICT equipment was short and that it made it hard to understand the usability of BVR kit. Regarding power, 71 (49.3%) and 51 (35.4%) respondents strongly agreed and agreed respectively that BVR kits ran short of power regularly and backup plans were rarely found at the Registration

Centres. Different from that 22 (15.3%) respondents disagreed that BVR kits ran short of power regularly and backup plans were rarely found at the Registration Centres.

Out of 144 respondents who took part in the study, 61 (42.4%) and 49 (34.0%) respondents agreed and strongly agreed respectively that BVR kits kept hanging and debugging during the registration process, sometimes they were faulty to an extent of closing down the registration process. Contrary to that, 34 (23.6%) respondents disagreed that BVR kits kept hanging and debugging during the registration process, sometimes they were faulty to an extent of closing down the registration process. For the faulty or equipment that fail to perform, 111 (77.1%) and 22 (15.3%) respondents agreed and strongly agreed respectively that replacement of faulty components takes long or rarely happened therefore lowering the performance of VR. Different from that, 8 (5.6%) and 3 (2.1%) respondents disagreed and strongly disagreed respectively that replacement of faulty components takes long or rarely happened therefore lowering the performance of VR.

Table 11: Mean and Standard Deviation of influence of Technology on voter registration

Indicator	Mean	Standard Deviation
The software used in VR is complex and makes data collection hard	1.01	.117
Time taken to train on use of ICT is short and hard to understand usability of BVR kit	1.12	.324
BVR runs short of power regularly and backup plans are rarely found at Registration centres	1.39	.530
BVR kits keeps hanging and develop faults during the registration process	1.53	.501
Replacement of faulty components takes long or rarely happen	2.02	.752

In table 10, consider 1, 2, 3, 4, and 5 as Strongly agree, agree, undecided, disagree and strongly disagree. In table 11, there was an average response where respondents strongly agreed that the software use in VR was complex, time taken to train on use of ICT equipment was short, BVR

ran short of power regularly, and BVR kit kept developing fault during the registration process. In another case, majority of respondents agreed that replacement of faulty components took long or rarely happened.

4.4.3. Availability of transport and Voter Registration

Table 12: Does availability of transport influence performance of Voter Registration?

Responses	Frequency	Percent
Yes	110	76.4
No	34	23.6
Total	144	100.0

In table 12, 110 (76.4%) respondents stated that availability of transport units influences performance of VR. On the other hand, 34 (23.6%) observed that availability of transport units did not influence performance of VR.

Table 13: Influence of availability of transport on performance of Voter Registration

Indicator	Strongly agree		Agree		Undecided		Disagree		Strongly disagree	
	F	%	F	%	F	%	F	%	F	%
The unit of transport is sometimes shared and it's an inconvenience especially during reporting to RC and back to the office	105	72.9	17	11.8	0	0.0	20	13.9	2	1.4
The distance of coverage between neighboring RC is large and much time is lost travelling	78	54.2	66	45.8	0	0.0	0	0.0	0	0.0
It is expensive for RO to organize for their own means of transport, this lowers morale and hence performance	113	78.6	10	6.9	0	0.0	21	14.6	0	0.0
Limited number of units of transport influence accessibility to registration materials/equipment during replenishing	41	28.5	90	62.5	1	0.7	12	8.3	0	0.0
Supervising the registration exercise becomes problematic considering transport challenges.	21	14.6	98	68.1	1	0.7	14	9.7	10	6.9

In table 13, 105 (72.9%) and 17 (11.8%) respondents strongly agreed and agreed respectively that the units of transport were sometimes shared and it was an inconvenience especially during reporting to the RC and back to the constituency office. On the contrary, 20 (13.9%) and 2 (1.4%) disagreed and strongly disagreed respectively that the units of transport were sometimes shared and it was an inconvenience especially during reporting to the RC and back to the constituency office. Apart from that, 78 (54.2%) and 66 (45.8%) respondents strongly agreed and agreed respectively that the distance of coverage between neighboring RC was large and much time was lost travelling hence influenced the performance of VR. Still on means of transport,

113 (78.6%) and 10 (6.9%) strongly agreed and agreed respectively that it was expensive for VRO to organize for their own means of transport, this lowered morale of VRO and hence performance of VR. On the other hand, 21 (14.6%) of the respondents disagreed that it was expensive for VRO to organize for their own means of transport, this lowered morale of VRO and hence performance of VR.

Regarding transportation of registration materials during the exercise, 90 (62.5%) and 41 (28.5%) of the respondents agreed and strongly agreed respectively that limited number of units of transport influenced accessibility to registration materials/equipment during replenishing. Nevertheless, 12 (8.3%) of the respondents disagreed while 1 (0.7%) respondents gave neutral views on the issue that limited number of units of transport influenced accessibility to registration materials/equipment during replenishing. On the issue of supervisory movement, 98 (68.1%), and 21 (14.6%) respondents agreed and strongly agreed respectively that supervising the registration exercise became problematic considering transport challenges. Different from that, 14 (9.7%) and 10 (6.9%) disagreed and strongly disagreed respectively that supervising the registration exercise became problematic considering transport challenges.

Table 14: Mean and Standard Deviation of influence of Transport on Voter Registration

Indicator	Mean	Standard Deviation
The unit of transport is sometimes shared and it's an inconvenience especially during reporting to RC and back to the office	1.12	.324
The distance of coverage between neighboring RC is large and much time is lost travelling	1.46	.500
It is expensive for RO to organize for their own means of transport, this lowers morale and hence performance	1.07	.255
Limited number of units of transport influence accessibility to registration materials/equipment during replenishing	1.89	.785
Supervising the registration exercise becomes problematic considering transport challenges.	1.92	.843

In table 13, consider 1, 2, 3, 4, and 5 to represent strongly agree, agree, undecided, disagree and strongly disagree respectively. In table 14, the majority of respondents strongly agreed that the unit of transport shared was an inconvenience and therefore influenced VR, the distance covered between the neighboring RC and the constituency office was far therefore much time was lost during travel, it was costly for an RO to organize for personal transport, limited number of transport units made replenishing of materials and supervision difficult therefore influencing negatively the performance of voter registration.

4.4.4. Funding and Voter Registration.

Table 15: Does Funding Influence performance of Voter Registration?

Responses	Frequency	Percent
Yes	111	77.1
No	33	22.9
Total	144	100.0

According to the findings presented in table 15, 111 (77.1%) of the respondents stated that funding largely influenced performance of VR. On the other hand, 33 (22.9%) of the respondents observed that funding did not influence performance of VR.

Table 16: Influence of funding on performance of Voter Registration

Indicator	Strongly agree		Agree		Undecided		Disagree		Strongly disagree	
	F	%	F	%	F	%	F	%	F	%
I believe IEBC has inadequate funds to motivate RO's and pay them well to encourage diligence at work	120	83.3	24	16.7	0	0.0	0	0.0	0	0.0
Sometimes allowance payable are delayed or are never paid hence a demotivation to RO's	20	13.9	113	78.5	0	0.0	9	6.3	2	1.4
Net amount payable after work is little and IEBC should consider review to improve performance of VR	11	7.6	69	47.9	0	0.0	54	37.5	10	6.9
Budget formulation and approval is done at the county level hence failure to capture finer financial details associated with voter registration exercise at constituency level	40	27.8	72	50.0	0	0.0	28	19.4	4	2.8
Financial audit and planning are done but not accurately/professionally, they fail to recommend exact amount of funds needed to undertake voter registration exercise	61	42.4	55	38.2	1	0.7	24	16.7	3	2.1

In the findings presented in table 16, 120 (83.3%) and 24 (16.7%) of the respondents strongly agreed and agreed respectively that they believed IEBC had inadequate funds to motivate RO's and pay them well to encourage diligence at work hence improve the performance of VR. In another case, 113 (78.5%) and 20 (13.9%) of the respondents agreed and strongly agreed respectively that sometimes allowance payable were delayed or were never paid hence a demotivation to RO's who negatively influenced performance of VR. Contrary to that, 9 (6.3%) and 2 (1.4%) disagreed and strongly disagreed respectively that sometimes allowance payable

were delayed or were never paid hence a demotivation to RO's who negatively influenced performance of VR. Regarding budget formulation, 72 (50.0%) and 40 (27.8%) of the respondents agreed and strongly agreed respectively that the process of budget formulation and approval was done at the county level hence failure to capture finer financial details associated with voter registration exercise at constituency level. Different from that, 28 (19.4%) and 4 (2.8%) of the respondents disagreed and strongly disagreed respectively that the process of budget formulation and approval was done at the county level hence failure to capture finer financial details associated with voter registration exercise at constituency level. Out of 144 respondents that took part in the study, 61 (42.4%) and 55 (38.2%) strongly agreed and agreed respectively that financial audit and planning are done but they fail to recommend exact amount of funds needed to undertake voter registration exercise. On the other hand, 24 (16.7%) and 3 (2.1%) disagreed and strongly disagreed respectively that financial audit and planning are done but they fail to recommend exact amount of funds needed to undertake voter registration exercise.

Table 17: Mean and Standard Deviation of influence of Funding on Voter Registration

Indicator	Mean	Standard Deviation
I believe IEBC has inadequate funds to motivate RO's and pay them well to encourage diligence at work	1.17	.374
Sometimes allowance payable are delayed or are never paid hence a demotivation to RO's	2.03	.719
Net amount payable after work is little and IEBC should consider review to improve performance of VR	2.88	1.197
Budget formulation and approval is done at the county level hence failure to capture finer financial details associated with voter registration exercise at constituency level	2.81	1.130
Financial audit and planning are done but not accurately/professionally, they fail to recommend exact amount of funds needed to undertake voter registration exercise	2.98	1.119

In table 17, consider 1, 2, 3, 4, and 5 to represent strongly agree, agree, undecided, disagree and strongly disagree respectively. The majority of respondents strongly agreed that IEBC had inadequate funds to motivate RO's and encourage diligence at work. Some respondents agreed that sometimes, allowances payable delayed and were not enough, other respondents agreed that budget formulation and approval was done at the county level hence failure to capture finer financial details while others agreed that financial audits and planning were conducted but were not accurate hence failed to recommend the exact amount of funds needed to undertake the voter registration exercise.

4.5. Qualitative Findings from Interviews: Thematic Analysis

Table 18: Thematic Analysis of Interviews

Themes	Sub-themes	Responses
Human Resource Capacity	Personnel	Competent sand qualified staff enhance efficiency hence high performance
	Staff competence	Good recruitment and training of staff helps in improving performance of VR
Use of Technology	Power	Thorough training and use of simulation using BVR kits will help in improving performance of VR
	Usability of BVR	Procure and supply enough high-quality ICT equipment, maintain and update them to avoid faults, hanging and other system errors, this will enhance the VR process.
	No BVR kits per CAW	Regular usability of technology by staff will help in improving their experience hence enhanced performance
Availability of Transport	Facilitation	Ready and available transport units help in movement of registration of materials, VRO, and even supervisory visits are easily conducted hence improved VR performance
	Area of coverage	Large area of coverage should be reduced by deploying many transport units, this helps in operating and moving conveniently hence improved performance of VR
	Convenience	Available means of transport helps in registering large numbers of voters because VRO can move and locate voters
Funding	Time of disbursement	Timely disbursement facilitates timely and large coverage registration hence achieve targets in the required time-frame
	Adequacy of funds	Adequate funds help in paying for hired materials, tools, or equipment, which support VR exercise.

	Adequate funding help in ensuring effective training of staff, deployment of materials, and faster operations of registration related activities hence improved VR performance

4.6. Discussion of findings

This section presents a discussion that comprise findings realized that relates to the findings realized in this study relative to the scholarly findings.

4.6.1. Human Resource Capacity and Voter Registration.

According to the findings presented, the majority of respondents indicated that human resource capacity largely influenced performance of VR. Notably, the majority of respondents observed that the level of experience, qualification, number of kits deployed per CAW and per registration center largely influenced the performance of VR. This meant that the recruitment process largely determined the caliber of personnel considered for the temporal jobs, which in turn determined the performance of VR. The level of experience considered as the number of times of the length of time an official works as a registration official influence the performance of VR. Staff competence is the ability of an official to undertake his/her duties diligently and it should be noted that staff competence is depended on academic qualification of the recruited staff. Team work and interpersonal skills are highly required at work to ensure a harmonious working environment. Voter registration performance requires that an employed officer undergoes an in-service training to enhance their skills and abilities of required forms and using the technology accordingly.

From the interviews, the CEM and the CRO stated,

"Competent and qualified staff enhance efficiency hence high performance" and *...."Good recruitment and training of staff helps in improving performance of VR"*

This implied that the capacity of human resource considered for VR exercise depends on the academic qualification, experience and competence, which in turn enhances performance of VR.

Relatively, Darnolf et al. (2014), sought to determine factors influencing performance of biometric voter registration. In their observations, the researchers noted that highly trained and skilled staff would support the performance of voter registration in such a way that they will always ensure capture, verify and maintain an accurate account of information of every voter at a fair cost. A trained voter registrar would cascade the same accurate information to a low cadre officers who will as a team to ensure that they reach set registration targets.

Scholarly findings were in line with qualitative and quantitative findings, implying that the finding realized in this study were valid and reliable to be used to derive conclusions and hence recommendations.

4.6.2. Technology and Voter Registration.

Based on the findings, over 90% of the respondents stated that the use of technology improves the performance of VR. Categorically, the respondents noted that software used, time taken to train on the usability of ICT equipment, power management of ICT equipment, and replacement whenever they develop faults all influence the performance of VR. Easy usability of the software used determine the time a VRO will take to register a voter. Further, the time taken to train on the usability of ICT equipment largely determines the ability of VRO to undertake VR roles especially those related to use of BVR kit and related devises. Power management of computer and other ICT equipment dictates the length of time a person uses and hence the performance in terms of the number VRO has registered per a given time. In an even that ICT equipment

develops faults, the time taken to replace or the ability to replace and install the component accordingly influence the performance of VR. In the bio data of respondents, 64.6% stated that they had not undergone any training on the use of ICT apart from the one offered by IEBC, an indication that the majority of the personnel employed to work as VRO's were not competent and therefore lowered the performance of VR. The use of technology in voter registration is a move meant to improve performance of the exercise as well as make the process easier.

According to the DCRO,

> *"……Thorough training and use of simulation using BVR kits will help in improving performance of VR…."*

The County ICT officer,

> *"…. Procure and supply enough high-quality ICT equipment, maintain and update them to avoid faults, hanging and other system errors, this will enhance the VR process…. Regular usability of technology by staff will help in improving their experience hence enhanced performance"*

Quantitative findings coincided with qualitative findings, which showed that the situation regarding performance VR in the study area.

Effah & Debrah (2018) conducted a descriptive study in Ghana with an aim of establishing relationship between biometric technology and voter registration. In their findings, the researchers noted that the introduction of biometric voter identification and verification failed in 2012 because of the voter registration machines lacked real-time internet connectivity with the server at the national centre, a move that hindered the transfer of information from registration centres to the national centre. Further, ICT kits did not have good power management systems, backup systems were not reliable, and replacement of faulty devises was not prompt. According to Effah & Debrah (2018), some of the voters registered during this time lacked in the main register because of the failure in the voter registration kits, internet connectivity among other

technical related problems. Such a situation hinders the performance of VR especially when the whole exercise relies on the kits for biometric information collection and other alphanumeric.

4.6.3. Availability of transport and Voter Registration.

Considering the VR exercise involves movement to the registration centers and back to the constituency IEBC office, requires a reliable and ready means of transport that can facilitate personnel and equipment timely. In the findings, 76.4% of the respondents noted that there existed a relationship between availability of transport and performance of VR. Accordingly, sharing a unit of transport meant that some of the VRO will arrive at their RC late than the required time because the transport unit must take everyone to his/her working station. In such a situation, movement back to the office especially on replenishment of registration materials could not be convenient hence low VR performance.

Limited number of transport units in a remote area hampers supervision of VR exercise indicating that a registration center of CAW can accumulate problems or challenges, which takes long to detect and address because of low supervision. Rough terrain, and sparsely distributed population makes it hard to move in search of the potential voters to be registered. In an event that VRO considered private means of transport then it will mean that they had to pay high costs to avoid the inconvenience that came with shared transport unit.

In the interviews, the CRO and the DCRO stated,

> *"…….Ready and available transport units help in movement of registration of materials, VRO, and even supervisory visits are easily conducted hence improved VR performance…..Large area of coverage should be reduced by deploying many transport units, this helps in operating and moving conveniently hence improved performance of VR….Available means of transport helps in registering large numbers of voters because VRO can move and locate voters……"*

Relatively qualitative findings coincided quantitative findings, they all noted that unit of transport played a crucial role in influencing performance of VR.

Evrensel (2010) conducted a study in South Africa to determine the performance of voter registration in rural and urban areas and asserted that movement of fragile biometric voter equipment affected the usability of some of them because of the tough terrain voter registration officials went through in the search for eligible voters. Babeiya (2013) conducted a study in Tanzania to assess the voter register and the question of inclusion and exclusion. The researcher largely used interviews, observation checklists and secondary data and in his findings, the researcher found that Tanzania like any other sub-Saharan country experience unpredictable weather condition and considering the rough terrain in some of the regions, registration officials have to walk to traverse the fields, cross rivers, climb hills, go through forested paths to access eligible voters. In such cases, the electoral bodies in respective countries have failed to achieve targets especially if they work with tightened budgetary allocations.

4.6.4. Funding and Voter Registration.

The success of any exercise, activity or program depends on how well such an undertaking was planned and funded. In the findings, 77.1% of the respondents supported the fact the funding largely influenced VR performance. Categorically, adequacy of funds, and timely disbursement determined the performance of VR because prompt payment to hired support equipment and staff, transport facilitation, office purchases, and food are items that should be expensed. Failure for the constituency office to budget and set the amount of funds needed for the exercise compromised the ability of CRO and the Deputy from allocating funds to specific activities that requires special and urgent attention. Time taken to pay allowances payable to VRO and the net

pay at the end of the exercise determines the motivation VRO's have during the execution of their roles and hence performance of VR.

In the interviews CEM stated,

> *".....Timely disbursement facilitates timely and large coverage registration hence achieve targets in the required time-frame……Adequate funds help in paying for hired materials, tools, or equipment, which support VR exercise....."*

According to the CRO,

> *"……Adequate funding help in ensuring effective training of staff, deployment of materials, and faster operations of registration related activities hence improved VR performance…"*

These findings related to the findings from VRO's in such away that they all noted that timely disbursement of funds, and adequate funding and correct appropriation of funds to a great extent influenced the performance of VR.

In Nigeria, Ayeni & Esan (2018) conducted a study to determine the impact of ICT in conducting elections and in their findings, the researchers noted that though ICT was supportive, it required huge budgetary allocations, which were not availed by the national treasury at the right time and in required measures. In this case, the use ICT in conducting elections suffers huge financial challenges that ought to be addressed in most west African countries. The performance of voter registration to a large extent could be evaluated by the nature of the general election or the end exercise of the electoral process. According to Independent Electoral and Boundaries Commission. (2018), the commission has been making financial requisition from the National Treasury, but it has been receiving inadequate funds relative to the requisition made.

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSIONS, RECOMMENDATION AND SUGGESTIONS FOR FURTHER RESEARCH

5.1. Introduction

This chapter presents summary of major findings related to research objectives, conclusions arrived from the findings, policy and practice recommendations and recommendations for further studies.

5.2. Summary of Findings

5.2.1. Human Resource Capacity and Voter Registration

In the findings, 81.3% stated that human resource capacity influenced the performance of VR. In another case, 97.2% of the respondents stated that there was a great extent to which the level of experience of VRO influenced the performance of VR. Further, 93.1% of respondents indicated that academic qualification of VRO influenced abilities to execute roles accordingly and hence the performance of VR. Qualitative findings coincided with quantitative findings in such away that they all concurred that academic qualifications, level of experience and competence of VRO largely determined the performance of VR.

5.2.2. Use of technology and Voter Registration

From the findings, 90.3% stated that the use of technology largely influenced the performance of VR. Another group of 81.3% respondents indicated that the software used in VR was complex and that it made the process of data collection hard. Apart from that, 75.7% of the respondents supported the fact that the time taken to train on the use of ICT equipment was short and that it made it hard to understand the usability of BVR kit. Out of 144 respondents, 84.7% respondents

stated that BVR kits ran short of power regularly and backup plans were rarely found at the Registration Centres. Further, 92.4% respondents observed that replacement of faulty components takes long or rarely happened therefore lowering the performance of VR. Findings from the interviews supported quantitative findings

5.2.3. Availability of transport and Voter Registration

Based on the findings presented, 76.4% respondents stated that availability of transport units influences performance of VR. Apart from that, 94.7% respondents observed that the units of transport were sometimes shared and it was an inconvenience especially during reporting to the RC and back to the constituency office. All respondents indicated that distance of coverage between neighboring RC was large and much time was lost travelling hence influenced the performance of VR. Still on means of transport, 85.5% supported the fact that it was expensive for VRO to organize for their own means of transport, this lowered morale of VRO and hence performance of VR. In another case, 90% of the respondents noted that limited number of units of transport influenced accessibility to registration materials/equipment during replenishing. Regarding supervisory movement, 82.7% stated that supervising the registration exercise became problematic considering transport challenges.

5.2.4. Funding and Voter Registration

According to 77.1% of the respondents, funding largely influenced performance of VR. In another case, 83.3% of the respondents supported the fact that they IEBC had inadequate funds to motivate RO's and pay them well to encourage diligence at work hence improve the performance of VR. Further, 93.4% of the respondents observed that sometimes allowance payable were delayed or were never paid hence a demotivation to RO's who negatively influenced performance of VR. Regarding budget formulation, 77.8% of the respondents noted that the process of budget formulation and approval was done at the county level hence failure to

capture finer financial details associated with voter registration exercise at constituency level. The views given in the interviews were relatively the same as the findings from questionnaire.

5.3. Conclusions

The majority of temporal employees considered as Voter registration clerks and assistants were not qualified and lack requisite experience to execute roles in VR. For that reason, the performance of VR was bound to be low consistently. The level of training apart from the one offered by IEBC was low and that is why the training acquired at IEBC was not sufficient to improve the capacity of the staff and hence performance.

The usability of technology and specifically on BVR kits was low because of the low level of experience and qualification. A significant number of ICT equipment deployed by IEBC were faulty or lacked all the components, which meant that the majority needed replacement. There is no proper maintenance, update and repair or ICT equipment thereby posing a technological challenge during the registration exercise.

Tough and rugged terrain, sparse population and harsh weather are some of the unavoidable challenges influencing the performance of VR. Transport units in the study area were limited and that costly, a move that largely influenced the performance of VR. There is little or no supervisory visits conducted to evaluate the exercise and address some of the challenges faced.

Funds disbursed were inadequate and was not disbursed timely, operations and execution of most of the roles at the constituency office and at the registration centres was problematic hence posing a challenge on VR. Allowances payable to officials was little and did not motivate VRO's hence contributes in influencing the performance of VR.

5.4. Recommendations

5.4.1. Recommendations for Policy and Practice

The electoral body should set a minimum academic qualification and experience to guide the recruitment process or VRO's. As that is not enough, there is the need for the management of the electoral body to increase the number of days registration officials should be trained to improve their abilities.

The government in collaboration with the electoral body should regulate the quality and quantity of ICT equipment procured and disbursed to ensure that all CAW's and registration centres are well-equipped with facilities needed. There is the need for the electoral body to train its officials on the proper use of BVR kit usability to improve efficiency and hence performance of VR.

There is the need for the electoral body to engage or hire enough transport units necessary to facilitate movement of personnel and registration materials to and from the registration centre. Proper planning and allocation of the right transport units in a tough terrain is crucial to ensure effective transport especially during the voter registration exercise.

The electoral body ought to liaise with the legislature and hence national treasury to ensure that adequate funds are allocated to fund operations related to VR. There is the need to conduct regular financial audit and present findings that will help in proper allocation of funds to the right activities.

5.4.2. Contributions to the body of knowledge

This study investigated the of influence institutional factors had on the performance of Voter Registration. This study established that use of technology, human resource capacity, transport and funding largely influence voter registration. There are other factors influencing the performance of Voter Registration and scholars should consider the following:

Influence of socio-economic factors on the performance of voter registration

Influence of political factors on the performance of voter registration

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APPENDICES

APPENDIX I: RESEARCH INTRODUCTORY LETTER

Ngitelejio Ekalale Danson,

University of Nairobi

P.O Box 30197 (00100)

Nairobi.

Date: 7th July, 2019

Dear Respondent,

RE: PARTICIPATION IN RESEARCH.

I am a student at University of Nairobi (Kitale Centre) pursuing a Master's Degree in Project Planning and Management. Part of the course requirement is that the researcher does a research project in partial fulfilment of the award of the Master's Degree.

The research topic is '' **Influence of Institutional factors on Independent Electoral and Boundaries Commission Voter Registration Performance in Turkana East constituency, Turkana County, Kenya.**" I would be most grateful if you spare sometimes to take part in this research process. The information given will be handled with utmost confidentiality and it is meant for academic purposes. Your participation and honest response will be acknowledged.

Yours faithfully,

Signature.....

Ngitelejio Ekalale Danson.

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APPENDIX II: QUESTIONNAIRE

Instructions:

You are kindly requested to respond to the items in the questionnaire as honestly as possible. Please do not write your name anywhere on this questionnaire. Respond by ticking (√) where appropriate or fill in the required information in the spaces provided.

SECTION A: DEMOGRAPHIC INFORMATION

1. Indicate your gender

Male ( ) Female ( )

2. Indicate your age bracket

Below 25 years [ ] 25-35 years [ ] 36-45 years [ ] Above 45 years [ ]

3. Which County Assembly Ward do you come from or where you worked?

Kapedo/Napeitom [ ] Lokori/Kachodin [ ]

Katilia [ ]

4. Which position did you work during the previous Mass Voter Registration?

Voter Registration Clerk [ ] Voter Registration Assistant [ ]

5. How many times have you worked as a temporary employee of the Electoral Commission?

Once [ ] Twice [ ] Thrice [ ] More than four times [ ]

6. What is your academic qualification level?

O-level [ ] Certificate [ ] Diploma [ ] Bachelor degree [ ]

Master degree [ ] Doctorate degree [ ]

7. Apart from the trainings offered by IEBC prior to voter registration? Have you ever been trained on Use of Technology? Yes [ ] No [ ]

8. Have you ever undergone in-service training either organized by Civic Rights Group, NGO, County Government, or any other institution regarding civic education?

Yes [ ] No [ ]

SECTION B: USE OF TECHNOLOGY AND PERFORMANCE OF VOTER REGISTRATION

This section seeks to find out use of technology and its influence on the performance of voter registration

9. Do you think use of technology influences performance of voter registration?

   Yes [ ] No [ ]

10. In your own opinion, to which extent do you agree or disagree with the following statements as they relate to use of technology and its influence on performance of voter registration on a scale of 1-5 where 1=strongly agree,2=Agree, 3=Neutral, 4=Disagree and 5=Strongly Disagree

	Statement	1	2	3	4	5
1	The software used in voter registration is complex and makes the process of collecting information difficult					
2	Training on use of ICT is short and I did not understand use of BVR competently					
3	BVR runs short of power regularly and backup plans are rarely found at the registration centres.					
4	BVR kit keeps hanging, and developing faults during the registration process					
5	Whenever some of the components of the BVR develops fault, they are rarely replaced or it takes time to replace them					

SECTION C: HUMAN RESOURCE CAPACITY AND PERFORMANCE OF VOTER REGISTRATION

This section seeks to find out how human resource capacity influence performance of voter registration

11. Do you think human resource capacity influences performance of voter registration?

    Yes [ ] No [ ]

12. To what extent do you think the following statements apply as they relate to human resource capability and its performance on voter registration on a scale of 1-5 where 1= Very Great extent, 2 Great Extent, 3= Moderate Extent, 4=Low Extent and 5= No Extent at all

	Statement	1	2	3	4	5
1	The level of experience of voter registration officials influence performance					
2	Motivation of voter registration officials largely influence the performance of voter registration					
3	Academic qualifications of a voter registration officials influence their ability to perform their roles and hence performance of voter registration					
4	The number of voter registration officials and BVR kits deployed in respective CAW and registration centres influence performance of voter registration					
5	Competence and ability to execute roles as voter registration clerks/assistants influences performance of voter registration					

SECTION D: AVAILABILITY OF TRANSPORT AND PERFORMANCE OF VOTER REGISTRATION

This section seeks to find out the influence availability of transport has on the performance of voter registration

13. Do you think availability of transport influences performance of voter registration?

    Yes [ ] No [ ]

14. To what extent do you agree or disagree with the following statements apply on availability of transport and its influence on the performance of voter registration on a scale of 1-5 where 1=strongly agree,2=Agree, 3=Neutral, 4=Disagree and 5=Strongly Disagree

	Statement	1	2	3	4	5
1	The unit of transport is sometimes shared and its an inconvenience especially during reporting to various registration centres and back to the constituency offices					
2	The distance of coverage between neighboring registration centres is large and a lot of time is lost travelling					
3	It is expensive for the registration officials to organize for their own individual means of transport to and from the registration centres					
4	Limited number of units of transport influence accessibility to registration materials/equipment especially during replenishing					
5	Supervising the registration exercise becomes problematic considering transport challenges					

SECTION E: FUNDING AND PERFORMANCE OF VOTER REGISTRATION

This section seeks to find out the influence funding has on the performance of voter registration

15. Do you think availability of funds influences performance of voter registration?

    Yes [ ] No [ ]

16. To what extent do you agree or disagree with the following statements apply on funding and its influence on the performance of voter registration on a scale of 1-5 where 1=strongly agree,2=Agree, 3=Neutral, 4=Disagree and 5=Strongly Disagree

	Statement	1	2	3	4	5
1	I believe IEBC has inadequate funds to motivate registration officials and pay them well so that we execute our roles diligently					
2	Sometimes allowances payable are delayed or are never paid hence a demotivation to registration officials					
3	Net amount payable after work its little and IEBC should work on a move to increase in order to improve voter registration performance					
4	Budget formulation and approval is done at the county level hence failure to capture finer financial details associated with voter registration exercise at the constituency level					
5	Financial audits and planning are done but might not be accurate/professional, they fail to recommend exact amount of funds needed to undertake voter registration exercise					

SECTION F: PERFORMANCE OF VOTER REGISTRATION

This section seeks to determine the performance of voter registration.

17. How do you rate the performance of voter registration on a scale of 1 to 5 with 1 being the lowest and 5 being the highest?

    1[ ] 2 [ ] 3[ ] 4[[5[ ]

18. To what extent do you agree or disagree with the following statements as they relate with voter registration performance on a scale of 1-5 where 1=Strongly agree 2=Agree 3=Neutral, 4=Disagree and 5=Strongly Disagree.

	Statement	1	2	3	4	5
1	The number of people registered determine the performance of voter registration					
2	Number of kits and registration officials deployed per CAW or registration center determines the performance of voter registration.					
3	Adequacy of fund and timely disbursement of funds determines the performance of voter registration.					
4	Human resource capacity influences the performance of voter registration					
5	Availability of transport influences the performance of voter registration					

Thanks for your time

APPENDIX III: INTERVIEW SCHEDULE

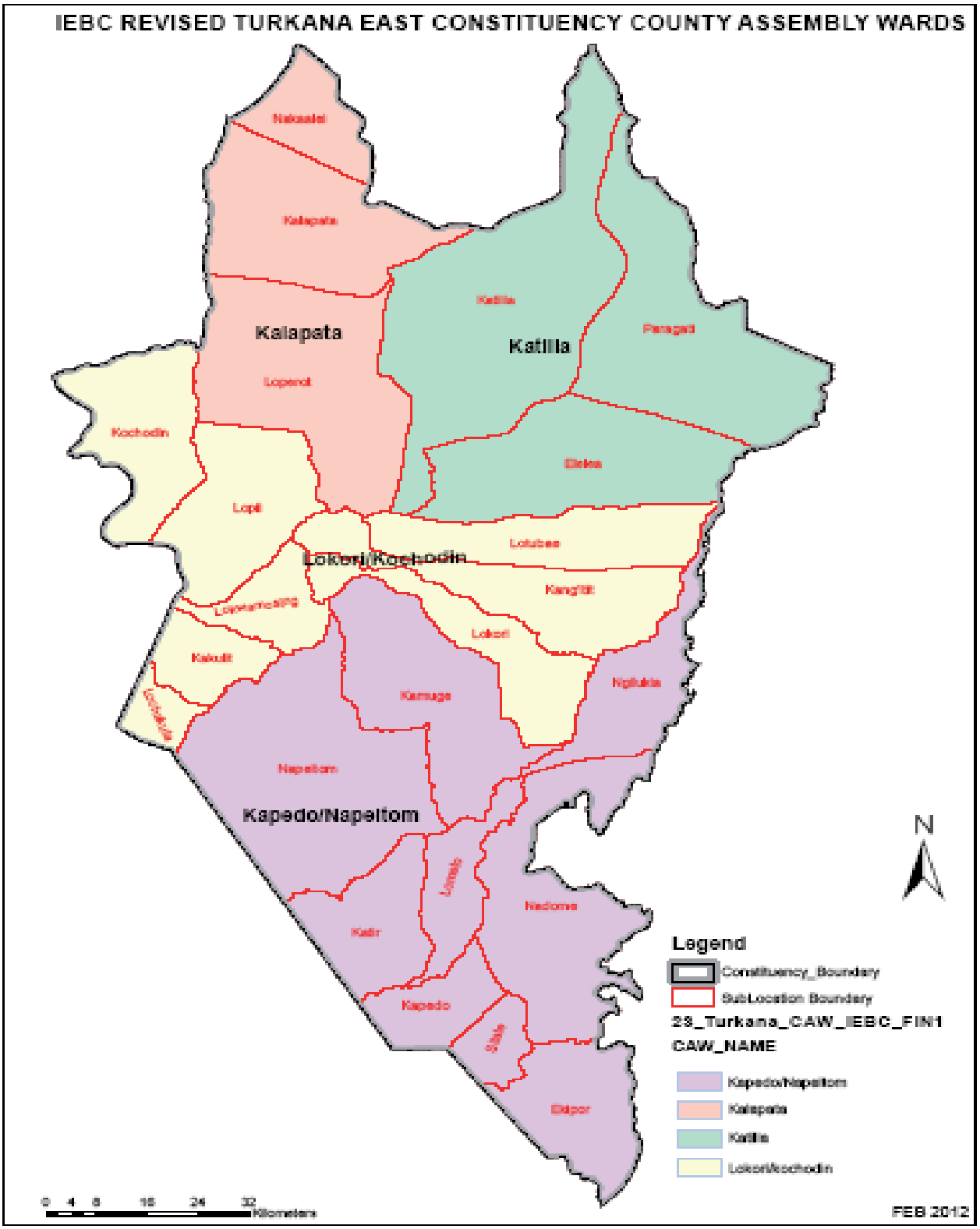
i. How does human resource capacity influence Voter Registration Performance of Independent Electoral and Boundaries Commission?

ii. In your own understanding how does use of technology influence Voter Registration Performance of Independent Electoral and Boundaries Commission? What needs to be done to embrace a digital, error-free voter registration process?

iii. What is your view towards availability of transport for voter registration officials and BVR to and from the registration centers and how does that influence Voter Registration Performance of Independent Electoral and Boundaries Commission?

iv. How does adequacy of funds and timely disbursement influence Voter Registration Performance of Independent Electoral and Boundaries Commission?

APPENDIX IV: A MAP OF TURKANA EAST CONSTITUENCY



APPENDIX V: RESEARCH PERMIT

REPUBLIC OF KENYA

NATIONAL COMMISSION FOR SCIENCE,TECHNOLOGY & INNOVATION

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Date of Issue: **07/September/2019**

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