Nsukka Journal of Communication Studies (NJCS) Volume 2, Issue 2 (2026).
Print ISSN: 2006-0785
E-ISSN: 3115-4328 https://nsukkajcs.com/index.php/NJCS/index

USE OF BVAS IN THE 2023 GENERAL ELECTIONS AND INEC'S IMAGE

Ruth Iember Msugh
Department of Public Relations
Fr, Moses Orshio Adasu University Makurdi, Nigeria
ruthmsugh@gmail.com
08104231156

Dr Grace Anweh
Department of Public Relations
Fr, Moses Orshio Adasu University Makurdi, Nigeria
graceiember1@gmail.com
07030437185

ABSTRACT

This study investigated the use of BVAS in the 2025 general elections and (INEC) image in Benue State. INEC over the years have made spirited efforts in her quest to conduct credible elections in Nigeria. However, the public perception about INEC ability to conduct credible elections has continued to decline since the return of democracy in 1999. Hence, this study seeks to investigate the adoption of BVAS by INEC and the public perception of INEC's image. The study adopted the quantitative method and the research design employed was the survey method a total of 400 questionnaires were distributed and were analyzed using percentages tables. Findings in the study revealed that BVAS significantly improved the image of INEC in Benue State. Further, findings in the study also revealed that a large proportion of voters experienced challenges while using BVAS. The study concluded that the majority of the electorates in Benue State expressed their dissatisfaction in the whole electoral process because of the failure of BVAS during the general elections. The study thus, recommended that the government and relevant stakeholders should ensure reliable internet connectivity and electricity, especially in rural areas to enhance the performance of BVAS during voting.and provide robust training for Adhoc staffs on the use of BVAS

Keywords: BVAS, General Elections, Voting, Image. Democracy, INEC

Introduction

Elections are the primary method by which people in democracies choose their leaders and voice their thoughts. Voting systems have been used to make decisions within communities since

ancient times, and these systems have always been a reflection of broader cultural shifts (Agate et al., 2021; Landman and Splendore, 2020). The majority of sovereign nations adhere to the principles of pure democracy, wherein voters exercise their right to choose a leader through the electoral process, entrusting them with the responsibility of guiding the nation's future (Ayeni and Esan, 2018). Electronic voting has become increasingly prevalent as a substitute for manual voting in most developed countries.

As an institution, the Independent National Electoral Commission (INEC) in 2011 started the introduction of information technology into the election process in Nigeria, such as the introduction of Electronic Voters Register (EVR), Automatic Fingerprint Identification System (AFIS) and Smart Card Reader (SCR). As the 2023 elections drew closer, the demand for the use of electronic voting (E-Voting) heightened from the general public, civil societies, media and international community.

Thus, the passage of the 2022 electoral bill into law by the President Mohammed Buhari government gave INEC the legal and constitutional backing to use of Bimodal Voters Accreditation System (BVAS) and INEC Result Viewing Portal (IREV) in the electoral process (Ogieva and Ajisebiyawo, 2023). The chairman of the Independent National Electoral Commission (INEC), Professor Mahmood Yakubu introduce the administration of the Bimodal Voter Accreditation System (BVAS) in the Anambra Saturday 6th November 2023 election as a result of the failure and challenges of the Smart Card Reader, it was administered to first verify if the PVC and the fingerprint is genuine or authentication of the voters during accreditation (Ofomiyoan and Ikenga 2024).

The new device was use to replace the smart card reader used in the previous election since 2015 (Egbegbulem, 2021). The Independent National Electoral Commission (INEC), deploy the

in bid to test the technology for the sake of other general elections and how it will affect the elections to get a reliable, credible, free and fair election (Fredrick, 2023). There is a vast dichotomy between 2019 elections and that of 2023 in that INEC's operation was more digitalized as more advanced technologies were deployed for the general elections especially the gubernatorial. Subsequently, Bi-modal Voters Accreditation System (BVAS) and the earlier smart card readers are vaccines against vote-rigging; therefore, in no distance future, our electoral system will be one of the most credible, free and fair in the entire world (Okechukwu, 2023).

The BVAS has the dual capacity for fingerprint and facial authentication of voters. This is to guard against voting by identity theft where one person uses another person's Permanent Voter's Card (PVC) to vote using the incident form (Roseline and Moses, 2022). With this development, the use of the incident form is abolished. No voter without genuine PVC will vote. No voter who was not successfully accredited electronically using the BVAS will vote~~d~~ (Vanguard, 2021). At the same time, the BVAS is also equipped with a camera. Therefore, it has the capacity to snap Polling Unit level result and upload same to the INEC Result Viewing (IReV) portal so that citizens can view results as election is concluded in each Polling Unit. Therefore, there was no need for the Z-Pad since its functions have been embedded in the BVAS (Erhabor, 2018).

In response INEC before the general elections of 2023 promised that BVAS was going to be deployed throughout the voting centers and the results from polling units will be transmitted directly to INEC server in other to avoid malpractice. However, there were still controversies about the effectiveness of the use of BVAS in the 2025 general elections. Thus, this collaborated, "pessimist" scholars such as Amoah, 2019; Cheeseman and Klass (2018) have criticized these arguments. They note~~d~~ that these arguments failed to take account of the fact that elections are

human affairs and humans control technology. Thus, electoral technology is insufficient in ensuring credible election. According to Amoah (2019), it is erroneous to assume that the introduction of electoral technologies leads to the improvement in the conduct or administration of election or the assumptions that by adopting technology, elections results will be credible.

Consequent to the complaints by the masses on election irregularities in Nigeria, INEC has made several efforts to address such anomalies but, unfortunately, these efforts have not fully yielded positive results; rather, people have more negative impressions on the election body. There is hardly any election in Nigeria without complaint of election violence and misconducts or malpractices. The recent introduction of BVAS is a quick response to some of these issues. What thus strikes the heart is firstly, what effect had BVAS on INEC's image in the 2023 general election? Secondly, what challenges did voters encounter in the use of BVAS during the elections. These indeed form the basis and motivation for this study.

Above all, inasmuch as various scholars such as Ogieva and Ajisebiyawo (2023) who conducted a study on the assessment of the acceptance and perception of electronic voting (BVAS) in 2023 general elections in Nigeria, Koko, Ekeanyan and People, (2019) as well as Inobemhe, Garba, Udeh and Santas (2023) who conducted separate studies on the use of public relation strategies on the image management of both the Nigeria Security and Civil Defence Corps and the Nigeria Police Force, none of these studies addressed INEC use of BVAS in the conduct of the 2023 general elections and how it affected INEC's image. This study thus seeks to investigate the use of BVAS in the 2023 general elections and INEC image.

Objectives of the Study

The purpose of this study is to investigate the adoption of BVAS by INEC and the public perception of INEC's image. Specifically, the study sought to:

Print ISSN: 2006-0785
E-ISSN: 3115-4328 https://nsukkajcs.com/index.php/NJCS/index

i. Assess the impact of BVAS on INEC image in the 2023 general election in Benue state

ii. Identify the challenges encountered by voters in the use of BVAS during the elections.

Hypothesis

H_0 BVAS had no significant impact on INEC's image in the 2023 general elections.

H_1 BVAS had significant impact on INEC's image in the 2023 general elections.

Review of Related Literature

Bimodal Voter Accreditation System (BVAS)

The chairman of the Independent National Electoral Commission (INEC) Professor Mahmood Yakubu introduced the administration of the Bimodal Voter Accreditation System (BVAS) in the Anambra Saturday 6th November 2021 election as a result of the failure and challenges of the Smart Card Reader. It was administered to first verify if the PVC and the fingerprint is genuine or authentication of the voters during accreditation (Ofomiyoan and Ikenga 2024). The new device was used to replace the smart card reader used in the previous election since 2015 (Egbegbulem, 2021). The Independent National Electoral Commission (INEC), deployed the Biometric Voter Accreditation System (BVAS) device in the Anambra State Governorship election in bid to test the technology in for the sake of other general elections and how it will affect the elections to get a reliable, credible, free and fair election (Fredrick, 2023).

The Bimodal Voter Accreditation System (BVAS) is one of the technologies that have recently been employed to increase the accuracy and transparency of the voting process. BVAS is a method that uses both biometric and non-biometric data to verify voters' identities while they cast ballots (Ogundare, Seriki and Edun 2023). This method often employs fingerprint and facial recognition technologies, voter identification cards, personal information, and other data. To

determine eligibility, the system compares a voter's biometric data with data held in a central database

According to Iguh and Onah (2023) BVAS is an electronic device that authenticates voters before they are permitted to cast their votes. The Bimodal Voter Accreditation System (BVAS) is an electronic instrument used to validate voters' eligibility and voters' identity card ownership before an election. The BVAS is an electronic device designed to read Permanent voter cards (PVCs) and employ voter fingerprint authentication to ensure that a voter is authorized to vote at a certain polling site. The Bimodal Voter Authentication System (BVAS) was designed to keep election meddling and manipulation at bay (Egye 2024). The BVAS was introduced to meet this desire by building on the earlier stages of technology deployment in elections because it is 'reputed to achieve convergence of the essential features of these solutions in combining voter enrolment, voter accreditation, and results interface capabilities in one device (Iguh and Onah 2023).

Image

Image is the feelings, thoughts, opinion or perception of a person, group of people about a corporate body, held by others, often as a result of what the corporate body does or have done over time (Oparaugo and Salihu, 2019). Further stating (Udeze, Okoro, and Agbo 2010) opines that image is the totality of impressions people have about a company, an individual, or an organization. Corporate image is the immediate mental picture that people have of an organization. Corporate images can be fashioned more quickly through well-conceived communication programs.

Image is given so much consideration by managers of organizations because the people's opinions about an organization usually inform their disposition to such organization, its activities and products (Jolaso and Adefolakan, 2014). In this perspective, corporate image is the immediate mental picture that audiences have of an organization and can be fashioned more quickly through

well-conceived communication programs (Imadonmwiyi and Ekienabor 2019). According to Bozkurt, (2018) corporate image is the internal picture reflected on those outside the sphere of the organization in question. A positive corporate image would forge sense of trust thereby ensuring satisfaction and loyalty. On the other hand, a negative corporate image would lower potential customer portfolio and reliability of the firm.

Above all, a positive image is vitally critical for the development of any organization. From that perspective, organizations can develop a positive corporate image, through positive customer perceptions, and can achieve and sustain their corporate image through long-lasting efforts spanning over a considerably-long period (Kahveci 2015). To Kahveci, corporate image includes such indicators as image of consumers; image of product; organizational culture; organizational socio-psychological climate; corporate internal image; corporate top-managers' image; corporate employees' image; corporate visual image; organizational social image; corporate business image; rating of the organization`s information impact on the public through the media (corporate communications).

Adoption of Technology in Elections

The introduction of technology through several electoral reforms has been applauded across the country as a step to reduce election anomalies in Nigeria. Ogunyemi (2023) argues that the adoption of technologies in Nigeria is critical in affecting the value chain or process of conducting elections in the country. Before the 2015 general elections, some technologically based reforms such as biometric Register of Voters, Advanced Fingerprints Identification System were embarked upon by the Independent National Electoral Commission headed by Prof Attairu Jega, the election management body empowered by the 1999 Constitution (as amended) of the Federal Republic of Nigeria to organize, undertake and supervise all elections in Nigeria. The introduction

of technological devices most especially the BVAS during the 2015 general election was mainly to check the abnormalities, irregularities and electoral fraud during the election (Abodunrin, Oloye and Alaba 2018). Fundamentally, basis for the deployment of the technologically-based device in the 2015 general elections by INEC, according to Alebiosu (2015), was to prevent electoral fraud, ~~to~~ allow the electorates' votes to count, ~~to~~ reduce litigations arising from elections, ~~to~~ authenticate and verify voters, to protect the integrity and credibility of the election, ~~to~~ audit results from polling units across the federation, and to ensure transparency and accountability. Others are to do a range of statistical analysis of the demographics of voting for the purposes of research and planning; to build public confidence and trust in the election; to reduce electoral conflicts; to ensure a free and fair election and to further deepen Nigeria's electoral and democratic process (Alebiosu, 2015). Advances in technology can thus speed processes up and reduce the workload of electoral managers (Arulogun 2023).

Hence, over the years, the Independent National Electoral Commission (INEC) has realized that efficient and transparent result management is at the heart of public trust, peaceful elections and the growth and consolidation of our democracy (Yakubu 2022). INEC has chosen the Bimodal Voter Accreditation System (BVAS). The BVAS was implemented following the passage of the new Electoral Act of 2022 to ensure the use of voter fingerprints and face recognition technologies for voter identification and accreditation before voting (Monday and Aluko, 2023).

Empirical Studies

A study done by Oparaugo (2021) titled "role of public relations in corporate image building and sustenance relations" was set to find out whether public relations play a role in image building of an organization and ~~to~~ determine if PR plays a role in image sustenance of an organization. The paper reviewed ~~of~~ existing literatures in the field of PR and image building and

sustenance. Findings suggested that public relations is identified as a veritable tool of corporate image building and sustenance as it helps shape the way publics of an organization see or perceive the organization.

The study concluded that in building or sustaining a corporate image of an organization by the public relations officer, several important tools can be identified, including press / news release, press / news conference, sponsorships, house organs, Annual General Meeting etc. The review is relevant to this study because it highlights how the image of any organization can be built and sustained using public relation but differs because the study is a review while this current study is survey research.

Lee (2022) carried out a study titled "impacts of public relations on corporate reputation". This paper reviewed the impact of public relations on corporate reputation in the contemporary corporate environment. It used real-world examples to illustrate how effective communication aids in reputation management. In addition, the paper ~~is~~ dependended on conjectures and an interview with an experienced public relations practitioner. Findings revealed that a favorable reputation enables businesses to maintain a competitive advantage. In order to achieve long-term success, it is essential for businesses to establish and preserve a positive reputation. The paper concluded that there are a number of ways for firms to communicate with their stakeholders more effectively in order to develop a positive corporate reputation.

Similarly, Inobemhe, Garba, Udeh and Santas (2023) conducted a study titled "a purposeful discourse on public relations and image management strategies of the Nigeria Police Force (NPF) aftermath of the End SARS protest that took place across Nigeria in 2020". Specifically, it pursued three basic objectives which were to identify PR image and reputation management strategies or techniques in modern times, to find out different efforts by the NPF aimed at its image and

reputation management, and to ascertain the new twist End SARS protest brought to the reputation management strategies in Nigeria (with special focus on the NPF).

Through the use of conceptual analysis with the aid of existing literature in the subject area, the study found out that the NPF adopted the communication strategy that factored in the use of social media as a tool a feat achieved or actualized through deliberate efforts such as establishing PR units across strategic formations of the force. The study concluded that owing to the situation the police found itself aftermath of the End SARS protest, there was need for adoption of varied strategies to help them repair the damaged reputation an action that was well taken. The study is relevant to this study because both deal with image management but different in situational analysis of organizations one focuses on End SARS and the other on BVAS

Relatedly, a study by Oluwasola (2016) titled "an assessment of public relations as a tool for repositioning the image of the Nigerian police force: a study of Lagos command" assessed public relations as a tool for repositioning the image of the Nigerian police force using the Lagos State Police Command as a study. The study made use of the survey method and from the three-study population selected, a total sample of 205 respondents were drawn from 50 police officers of Lagos Command, 150 members of the Nigerian populace from 18 years and above, 2 Public Relations Consultants, 2 Media Personnel, and the Lagos Command Deputy Police Public Relations Officer copies of questionnaires were distributed to two study population. Data were obtained from Lagos command police officers, members of the Nigerian public, two crime reporters, deputy police public relations officer, Lagos command and two public relations consultants were analyzed using several analytical techniques to examine relationship among variables under investigation. Findings from the research work showcased that although, the Nigerian Public Relations Department (NPPRD)'s activities are beginning to penetrate into the

minds of the public, its current media relations practice must be addressed. Therefore, the study concluded that concerted efforts must still be made to completely erase police negative image. Based on findings, the study recommended that henceforth, police personnel that will be appointed to man the NPPRD must be certified public relations persons. Also, the discriminatory media relations practice of the PPRO, Lagos command must be urgently addressed. More importantly, the study recommended that adequate funding must be provided to enhance the operations of the police. The studies are similar because they both are interested in image management of an organization but are different in focus.

Theoretical Framework

This research work was anchored on Mixed-Motive theory. The Mixed-Motive Theory was developed by Murphy in 1991. The theory is a combination and further development of J. E. Grunig's Two-way asymmetrical and Two-way symmetrical public relations models presented in 1984. In-between the two-way symmetrical model and two-way asymmetrical model is the mixed-motive model, also referred to as the "Win-Win Zone" (Grunig, 2001). In the "Win-Win Zone", one opens up for negotiation and collaboration between the two sides. Hence, the theory is relevant to this study in the sense that INEC must always interact with the masses on the issues concerning the use of BVAS in order to help the masses to build confidence and trust in future general elections.

Research Method

This study adopted a quantitative research design and used the survey method to elicit data from respondents. The survey method as attested by Stockemer (2019) is the systematic collection of information from individuals using standardized procedures. According to the information officer of the Independent National Electoral Commission Benue state chapter, the number of registered voters in Benue State in the 2023 general elections was 2,700,000 which automatically constitute the population of the study. The sample size for the study was statistically determined

using Taro Yamane's (1967) formula. A sample size of 400 was arrived at for use in the study. Data were analyzed using frequency tables, percentages and the chi-square (x2) statistical tool for hypothesis testing.

The study made use of the multistage sampling process. This means that various types of sampling techniques were applied where necessary and these are; Cluster sampling technique, simple random sampling, proportionate stratified random techniques and purposive sampling techniques.

The first step in the sample selection process involved the use of cluster sampling to divide Benue state into cluster areas of Benue North East Senatorial District, Benue North West Senatorial District, and Benue South Senatorial District. Cluster sampling technique gives the researcher the opportunity to divide the entire population into different subgroups or strata (e.g Zones and Local Government Areas), the researcher then stratified Benue state into three stratas of zone A, B and C.

Next, the researcher used simple random techniques to select one local government from each zone. The reason for using simple random technique is to give each local government the opportunity of been pick. Therefore, the three local government's areas picked in the study were: Makurdi, Kwande and Otukpo.

However, since the registered voters of the three local governments are uneven it will be unwise to distribute the same number of questionnaires in the three local government. Thus, the next stage of the sample process was the use of proportional sampling technique to select respondents from the above-mentioned areas to administer questionnaire in relations to this study. The reason for the adoption of the proportional sampling technique was to give an acceptable distribution of questionnaires bases on the population of each local government area. As such the

researcher used the Solvin formula to calculate the number of questionnaires that will be distributed in each local government area out of the 400 questionnaires that would be distributed in the study;

Thus, according to INEC the number of registered voters in the three local governments are Kwande 172,293; Makurdi 305,600 and Otukpo has 149,987.i.e the total number of registered voters in the three local governments are 627,880. Thus, the researcher will distribute the sample of 400 among the three local government area as follows, using Solvin formula. According to Cohen, Manson and Morrison (2011) this formula helps determine the required sample size for a proportionate stratified random sampling, ensuring that the sample is representative of the population

$$n_h = \frac{N_h}{N} n$$

nh = Sample size using proportionate stratified random sampling

Nh= Total stratum population

N = Total population

n = Sample size

Kwande = $\frac{172,293}{627,880} X400 = 110$

Makurdi = $\frac{305,600}{627,880} X400 = 195$

Otukpo = $\frac{149,987}{627,880} X400 = 95$

Total number of sample size = 400

The next step was the adoption of simple random sampling technique to select 2 specific council areas in Makurdi, Kwande and Otukpo. The justification for the adoption of simple random

sampling technique was to give each council ward in the local government's equal opportunity of being picked.

After selecting the council wards in each local government, the researcher again adopted simple random technique to select streets in each council area where questionnaires will be distributed. The last stage of the sampling procedure deals with the selection of respondents. Here, the researcher used the purposive sampling techniques to select respondents in the study, the purposive sampling technique (also known as judgment, selective or subjective sampling) is a non-probability sampling technique where respondents are selected based on their expertise, knowledge, or participation in the event being studied. The choice of purposive sampling technique was to enable the researcher select respondents who voted in 2023 general elections.

The major instrument for data collection was the questionnaire. The questionnaire covered information on the use and adoption of BVAS during the 2023 general elections and how it affected INEC corporate image.

Both primary and secondary sources were employed in obtaining data for this study. For the primary source, the questionnaire was administered, while library materials constituted the secondary data. In this regard, text books, online materials, and journals were used. to support the survey carried out. The researcher utilized test/retest method of reliability testing whereby the questionnaire was administered at two different times to the same group of respondents. The Cronbach Alpha reliability test was utilized to conduct the reliability test. A Cronbach alpha coefficient of 0.71 and 0.69 were derived. Frequency was used to determine the number of responses and simple percentages was used to check the rate of a particular response in relation to the others using statistical package for social science (SPSS).

Print ISSN: 2006-0785
E-ISSN: 3115-4328 https://nsukkajcs.com/index.php/NJCS/index

Results and Data Analysis

Table 1: BVAS improved INEC Image

Response	Frequency	Percentage
Strongly Agree	**250**	**62.5**
Agree	**50**	**12.5**
None	**30**	**7.5**
Strongly Disagree	**20**	**5**
Disagree	**50**	**12.5**
Total	**400**	**100**

Source: Field Survey, 2026

Table 1 above gives answers the statement on BVAS improved INEC Image. The table shows that out of the 400 respondents in the study. The table shows that 62.5% of the respondents agreed that BVAS improved INECS image while 22.5% disagreed. This invariably suggest that BVAS posit

Table 2: Challenges encountered on the use of BVAS during the elections

Response	Frequency	Percentage
Strongly Agree	**200**	**50**
Agree	**100**	**25**
None	**40**	**10**
Strongly Disagree	**10**	**2.5**
Disagree	**50**	**12.5**
Total	**400**	**100**

Source: Field Survey, 2026

Table 2 shows the findings for the statement on the challenges encountered in the use of BVAS during the 2023 general elections. Out of the 400 respondents in the study. A majority of the respondents which represents 75% agreed that they encountered various challenges while using BVAS. This suggest that although BVAS improved the electoral process and transparency it also encountered operational difficulties.

Hypotheses

BVAS has statistically significant impact on the imge of INEC in the 2023 general elections in Benue State.

Discussion of Findings

Findings in the study revealed that BVAS significantly improved the image of INEC in Benue State. This is in line with the report of Okechukwu (2023) who state that the introduction of the Bi-modal Voters Accreditation System (BVAS) and the earlier smart card readers are vaccines against vote-rigging therefore in no distance future, our electoral system will be one of the most credible, free and fair in the entire world.

Findings in the study also revealed that a large proportion of voters experienced challenges while using BVAS. The outcome of the study affirmed that the use of BVAS was poor because it failed to capture their thumb print of some voters, this affirms Oyinmiebi and Inokoba's (2023) observation that the malfunctioning BVAS resulted in difficulties for voters who were unable to verify their identities, which consequently prevented them from casting their votes. This suggests that voters in Benue state do not have confidence and trust in INEC to conduct credible elections. This is in line with Itodo's (2022) assertion that despite improving public confidence in electoral

outcomes, the introduction of BVAS it is anathema to political actors determined to subvert the people's will at all costs. Also, Adofo (2016) reported that in the 2016 elections in Ghana, the adoption of electoral technology was fraught with hacking, human indiscretions and manipulations. Thus, Cheeseman and Klass (2018) argued that electoral technology has the tendency to enhance electoral efficiency in the conduct of elections but cannot resolve imminent political problems that may result from the errors of technology. Flowing from the above, the "pessimists" scholars (Hobbis and Hobbis, 2017); Nwangwu *et al.,* (2018); Odote and Kanyinga, (2021) argue that technology is an exploitable tool and prone to the manipulation of the dominant political class (Garson, 2006). They further argued that elections in Africa have been prone to the capital and clientelist influence of the political class, hence, the control of technology can easily be captured in the manner the African state is captured (Ezebuenyi, 2014).This finding therefore totally disagrees with the report of Okechukwu (2023) who state that the introduction of the Bi-modal Voters Accreditation System (BVAS) and the earlier smart card readers are vaccines against vote-rigging therefore in no distance future, our electoral system will be one of the most credible, free and fair in the entire world. In line with the theoretical postulations adopted in the study the Mixed-Motive Theory which is also referred to as the Win-Win Zone model suggest that one must be open for negotiation and collaboration between the two sides. Based on the findings in the study INEC should constantly engage the electorate on the need for the use of BVAS in the electoral process. This will create trust and confidence among the electorate.

Conclusion

INEC over the years has made spirited efforts in her quest to conduct credible elections in Nigeria that will be deemed free and fair and will be recognized by the international community. Thus, INEC introduced technology for the conduct of the 2023 general elections in Nigeria such

as the BVAS. The introduction of BVAS was mainly to check the abnormalities, irregularities and electoral fraud during the election. However, majority of electorates in Benue state have expressed their dissatisfaction in the whole electoral process because, the use of BVAS during the 2023 general elections was meet with various limitations and misuse which has left a dent on INEC's image.

Recommendations

The government and relevant stakeholders should ensure reliable internet connectivity and electricity, especially in rural areas to enhance the performance of BVAS during voting. There should be increased public awareness and enlightenment campaigns on various media channels to educate voters on how BVAS works to reduce confusion and unnecessary delays during voting**.** Electoral officers and adhoc staffs should receive intensive training on the use of BVAS to ensure the effective and efficient use during voting**.**

Provision of backup system: Alternative systems or back up devices should be made available in case of BVAS failure at polling unit.

References

Abodunrin, O., Oloye, G. and Alaba, A. (2018). Technology Based Device and Electoral Process in Nigeria. *Global Journal of Applied, Management and Social Sciences, 15, p.318-325.*

Adofo, N. P. (2016). The role of electoral commissions in the emergence of legitimate governments: A study of the 2023 presidential elections in Nigeria*. Advance Journal of Management and Social Sciences, 7(6), 1-19.*

Agate, V., De Paola, A., Ferraro, P., Lo Re, G., & Morana, M. (2021). Secure Ballot: *A secure open-source e-Voting system. Journal of Cybersecurity, 10(2), 123-135. DOI: 10.1093/cybsec/tyva012*

Agiri, EJ & Morka, BC 2022, 'X-Ray of Ekiti State Governorship Election in Nigeria, 2022', *African Journal of Humanities and Contemporary Education Research, vol. 5, no. 1, pp. 147-156.*

Alebiosu, EA 2016, 'Smart card reader and the 2015 general elections in Nigeria', Journal of African Elections, vol. 15, no. 2, pp. 69-89.

Ayeni, T. P., & Esan, A. O. (2018). The Impact of ICT in the Conduct of Elections in Nigeria. American Journal of Computer Science & Information Technology, 6 (1). doi: 10.21767/2349-3917.100014.

Cheeseman N and Klaas B (2018) How to Rig an Election. New Haven and London: *Yale University Press. Pp. 12-15.*

Chiakaan, J, G., Egbulefu, C, C., Kpera, W, R., and Kaigama, P. K. (2021). Political public relations as a tool for combating vote buying in Nigeria for development purposes. *ASEAN Journal of CZommunity Engagement, 5(2), 335-354.*

Egbegbulem, S. (2021)" Nigeria's General Elections Postponed from January To April As A New Voter Registration Software Is Released by The Inec - West African News".

Erhabor, A.O. (2018), "Democracy and Democratic Practice in Nigeria: Issues, Challenges and Prospects", Lagos: MacGrace Publishers.

Ezebuenyi, E. (2014). Bola Tinubu wins controversial Nigerian presidential election. Aljazeera. Retrieved from, https://www.aljazeera.com/news/2023/3/1/bola-tinubu-wins-controversial-nigerian-presidential-election.

Fredrick, A. (2023). Apportionment: Introduction of American Mathematical Society. Proportional Voting Around the World.

Itodo, J.E. (2022). A theory of organizational image management: antecedents, processes &outcomes. International Journal of Management and Applied Science, 2(1), 1-6.

Joseph Amankwah-Amoah, 2019. "Technological revolution, sustainability, and development in Africa: *Overview, emerging issues, and challenges," Sustainable Development, John Wiley & Sons, Ltd., vol. 27(5), pages 910-922, DOI: 10.1002/sd.1950*

Levan, C. & Ukata, P (2012). Countries at the crossroads 2012: Nigeria https://www.thisdaylive.com/index.php/2023/02/13/of-bvas-technology-elections-and-democracy/w.*freedomhouse.org/sites /default/files/Nigeria%20-%20FINAL.pdf*

Nwangwu, C., Onah, V. C., and Otu, O. A. (2018). Elixir of electoral fraud: The impact of digital technology on the 2015 general elections in Nigeria. Cogent Social Sciences, 4(1), 1549007.

Odote, C., & Kanyinga, K. (2021). Election Technology, Disputes, and Political Violence in Kenya. Journal of Asian and African Studies, 56(3), 558–571.

Ofomiyoan, R. W. and Ikenga, A. F. (2023). The Effect of Bimodal Voters Accreditation System (BVAS) on Elections Credibility in Nigeria: A Study of 2021 Anambra State Election, Nigeria. *International Journal of Research Publication and Reviews, 4(9), 655-660.*

Ogieva, L. O.& Ajisebiyawo, A., S. (2023). Transparent elections in Nigeria: An assessment of the introduction of electronic voting (BVAS) in the 2023 general elections in Nigeria: Ire Journals,6(10), 12-14.

Ogundare, Y., Seriki, A. I., & Edun, A. J. (2023). An assessment of the 2023 presidential election in Nigeria: A study of Kwara State. *Hasanuddin Journal of Strategic and International Studies (HJSIS), 1(2), 32-38.*

Ogunyemi, R. (2023). How technology is changing the face of elections in Nigeria. Business Day. Retrieved from, https://businessday.ng/news/legal-business/article/how-technology-is-changing-the-face-of-elections-in-nigeria/.

Oyemike, I. (2023). 2023 General Election: All You Need to Know About The BVAS. Nigeria Info. Retrieved from.

Roseline, K. and Moses, M.A. (2022), "The challenges of Democratic Consolidation in Nigeria's Fourth Republic". *European Scientific Journal; 9(8): 57-78.*

Stockemer, D. (2019). Quantitative methods for the social sciences (electronic resource): A practical introduction with examples in SPSS and Stata. *ISBN: 9783319991184. Springer Link*

Vangaurd (2021), After Initial card Reader Failures; Nigeria Persevere, Vote in Peaceful Elections.