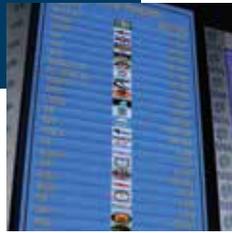


# ELECTORAL COMMISSION NATIONAL AND PROVINCIAL ELECTIONS REPORT 2014

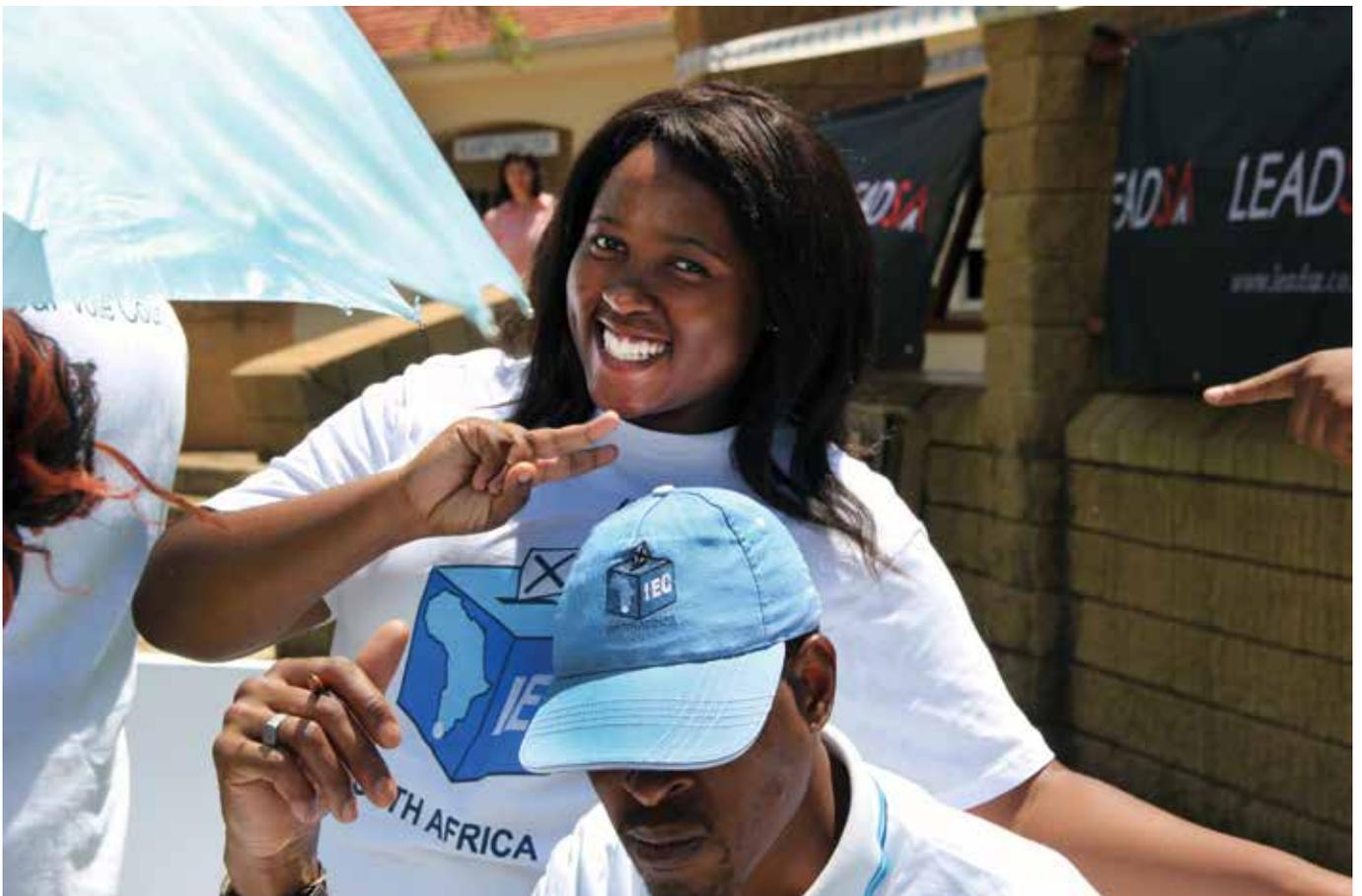






SOUTH AFRICA

National and Provincial Elections  
7 May 2014



**ENSURING FREE AND FAIR ELECTIONS**  
Celebrating 20 years of democracy

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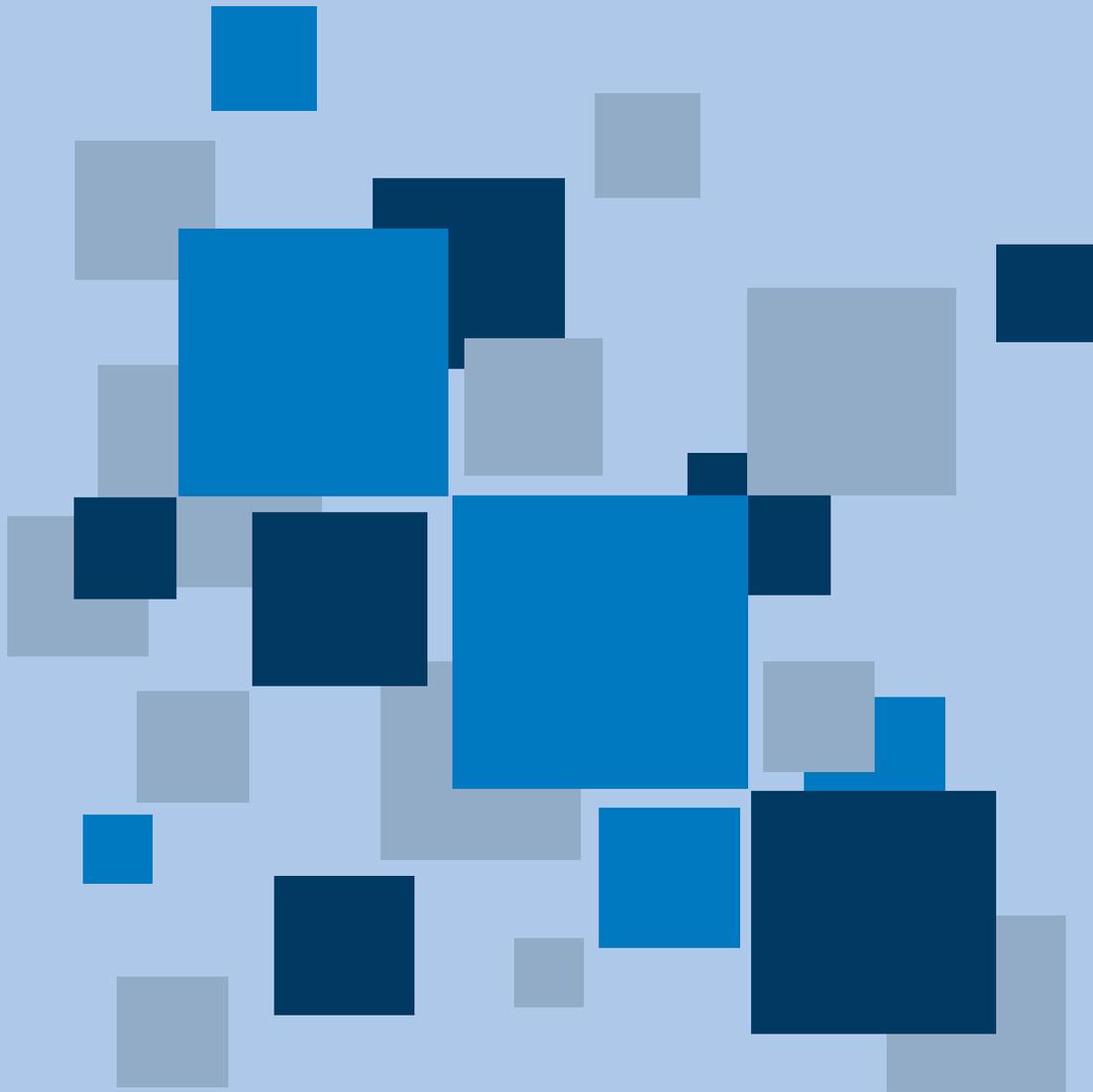
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# 1. Introduction



## 1.1 Foreword by the Vice-chairperson



**The Electoral Commission is proud to present the 2014 National and Provincial Elections Report as required in terms of section 14(3) of the Electoral Commission Act, Act No. 51 of 1996. These elections took place on 7 May 2014; in the year during which South Africans celebrated 20 years of democracy. The 2014 elections were also the fourth national and provincial elections since the establishment of the Electoral Commission in 1997.**

Mr Terry Tselane, Vice-chairperson

South Africans went to the polls in 2014 with great expectations that the Electoral Commission would deliver credible, free and fair elections. The Commission put systems in place to ensure that these expectations were fully met. First, in preparation for these elections, the Commission registered two million new voters, increasing the voters' roll to a record 25 million people. Many of those new voters were born after the 1994 elections and they could exercise their right to vote for the first time. The voter turnout of just above 70% was a clear testimony of the passion South Africans have for their democracy.

South Africa's constitutional democracy has progressed remarkably during the last 20 years. The enthusiasm with which multi-partyism is being embraced in South Africa is a noteworthy development. A total of 45 political parties participated in the 2014 national and provincial elections, compared to the 40 that participated in the fourth democratic elections in 2009.

Political parties play an important role in nurturing our democracy and the Commission takes this role very seriously. The degree of maturity shown by political parties in these

elections is commendable. Despite pockets of instability in certain communities, political parties adhered as much as possible to the code of conduct requirements for promoting free campaigning and tolerance. Consequently, there were no significant no-go areas in terms of campaigns and voting during the 2014 national and provincial elections.

To ensure that voters' needs were met at the voting stations, approximately 200 000 electoral staff members were deployed at over 22 000 voting stations across the country. The electoral staff completed various training modules about voting to ensure that the voting process at the voting stations and during home visits for special votes was as efficient and professional as possible.

Election observation is one of the key elements to ensure the credibility, freeness and fairness of an election. The role of civil society organisations during these elections cannot be overstated. Election observation is one of the areas in which these organisations participated with enthusiasm. A total of 68 organisations were accredited to observe these elections and were represented by more than 4 000 people at ground level. This sector further participated in conflict management and voter education programmes.

The Electoral Commission continues to enjoy sound relationships and collaboration with other countries' election management bodies, both on the continent and abroad. During the 2014 national and provincial elections, the Electoral Commission received observer delegations from the Southern African Development Community (SADC), the Electoral Commissions Forum of the Southern African Development Community (ECF-SADC), the African Union, the Commonwealth and various international non-governmental organisations.

We would like to thank the South African Police Service (SAPS) and other security agencies for providing security for voters,

our staff and electoral material during these elections. We would also like to thank the Department of Home Affairs for going out of its way to ensure that South Africans obtained identity documents, which were essential in the voting process.

This report details the Electoral Commission's efforts to ensure that the 2014 national and provincial elections were a success.

**Mr Terry Tselane**  
Vice-chairperson

Courtesy of GCIS  
image library 



Voters queue to vote on 7 May 2014 at the temporary voting station on the doorstep of Pretoria City Hall, just one of 22 263 voting stations established for the 2014 national and provincial elections.

## 1.2 Overview by the Chief Electoral Officer



**The 2014 national and provincial elections marked yet another milestone in our maturing democracy.**

Mr Mosotho Moepya, Chief Electoral Officer

As the country celebrated the 20th anniversary of democracy, the first cohort of young people born since 1994 became eligible to vote. It was therefore appropriate that the Electoral Commission embarked on an aggressive media campaign to reach these young voters – popularly referred to as “born frees.” The success of this campaign was seen in the high number of people in the younger age groups who registered to vote. Young people also represented a significant component of the more than 200 000 citizens who were employed as electoral staff for the elections.

For the first time in the country’s history, legislation enabled South Africans living abroad to register to vote in the countries in which they found themselves. These South Africans – together with those who were abroad and who had registered to vote previously – were given special opportunities to vote ahead of Election Day in South Africa on 7 May 2014.

South Africa’s national voters’ roll stood at an all-time high of 25.3 million registered voters when the voters’ roll was certified. This was the result of several voter registration opportunities coupled with a media campaign across various platforms.

Forty-five political parties participated in the contests for seats in the National Assembly and the nine provincial legislatures.

A total of 29 parties appeared on the ballot for the National Assembly. The high level of contestation is indicative of the fact that South Africans remain committed to ensuring the development of electoral democracy.

The voter turnout of 73.48% represented a decrease in voter participation since the 2009 national and provincial elections. This is, however, still a high number compared to international standards. The percentage of spoilt votes stood at 1.29%, which is the lowest it has ever been for national and provincial elections.

The results of the elections were announced well within the period of seven days prescribed by law. Like all elections since 1994, these elections were declared free, fair and credible.

The success of these elections would not have been possible had it not been for the dedication of South Africans who came out in their numbers to register and vote. The elections served as a fitting celebration of the first two decades of democracy.

**Mr Mosotho Moepya**  
Chief Electoral Officer

## 2. Legal framework



## 2 Legal framework

### 2.1 Electoral Commission

The Electoral Commission is one of six independent institutions created in terms of Chapter 9 of the Constitution of the Republic of South Africa, Act No. 108 of 1996, to support constitutional democracy in South Africa. The Commission's mandate is entrenched in the Constitution and it is expected to uphold constitutional principles of impartiality and to act without fear and favour.

### 2.2 Electoral system

The Constitution provides the foundations of South Africa's electoral system. It is a two-tier compensatory system of proportional representation based on party lists. National legislation prescribes the electoral system, which is based on the national common voters' roll. It sets a minimum voting age of 18 years and generally presents results in proportional representation. The Electoral Act, Act No. 73 of 1998, was enacted to regulate the election of representatives to the National Assembly and provincial legislatures. Schedules 1A and 3 to the Act provide the details of the electoral system, which is consistent with the constitutional principles that must underpin such a system. Accordingly, the Act accentuates the Constitution's guarantees, which include the political rights of citizens contemplated in section 19 of the Constitution.

The Act regulates the following key aspects:

- The compilation of the voters' roll and its publication
- The registration and deregistration of voters
- The proclamation of and preparation for elections
- Requirements for contesting elections and objections to potential candidates
- The voting process, including vote counting, objections, determination and declaration of election results
- Voting districts, voting stations and voting material
- The appointment of voting officers, party agents and observers
- The electoral code of conduct and prohibited conduct

### 2.3 Legislation

The Electoral Act, Act No. 73 of 1998, was amended in 2013 in preparation for the 2014 national and provincial elections. The purpose of these amendments was to broaden the scope of electoral participation for citizens by clarifying the dispensation for special votes inside and outside the Republic

and by increasing transparency by placing more party agents at certain voting stations.

The Amendment Act:

- inserted certain definitions to accommodate the introduction of the smart-card identity document;
- revised provisions for registration as a voter to create an international segment of the voters' roll for citizens who are ordinarily resident outside the Republic;
- revised provisions for special votes in an election for the National Assembly, provincial legislatures and the related procedure;
- revised provisions for the number of party agents at a voting station in order to provide more political scrutiny in instances where more than one enclosed area or room is used at a voting station; and
- corrected important technical aspects in the text of the Act.

The following salient amendments were effected:

- In accordance with established practice, provision was made that an application for registration as a voter must be done in person.
- Section 8 of the Act now provides for the entering of the name of a person who is ordinarily resident outside the Republic in the segment of the voters' roll created for these persons.
- The provision that the Chief Electoral Officer (CEO) may not register a person as a voter if that person is serving a sentence of imprisonment without the option of a fine was deleted.
- Section 24B of the Act was amended to expunge reference to serving a sentence without the option of a fine.
- Section 33 of the Act was amended to firstly separate provisions relating to special votes for the election of the National Assembly and the election of a provincial legislature. Secondly, it was amended to provide for a broadened dispensation for special votes, including the removal of references to categories of persons for purposes of special votes outside the Republic.
- Owing to issues of territorial sovereignty, provision was made for a person who notifies the CEO of his or her intention to cast a ballot outside the Republic, shall be able to cast his or her special vote at a South African embassy, high commission or consulate. The cast vote shall be counted as a vote cast nationally.
- Provision has also been made for sufficient agents. If voting or counting at a voting station takes place in more than one room or in a separately enclosed area, two agents will be required for each area or room.

Amendments to the following regulations were also made:

- Election Regulations, 2004: New chapters 3A and 3B were inserted in the regulations that deal with special votes in an election for the National Assembly and special votes in an election for a provincial legislature. Categories of persons qualifying for special votes and the procedures voters should follow to apply for special votes have been amended as contemplated in section 33(6) and section 33A(3) of the Act.
- The Regulations Concerning the Registration of Voters, 1998: Provision was made for South African citizens who are ordinarily resident outside the Republic to complete an application form and submit it in person, together with an identity document and valid South African passport, at a South African embassy, high commission or consulate.
- The Regulations Concerning the Submission of Lists of Candidates, 2004: The pertinent amendment related to the increase in the deposit payable by contesting political parties to R200 000 in respect of an election of the National Assembly and to R45 000 in respect of an election of a provincial legislature.

Courtesy of GCIS  
image library 



**Just over 18.4 million voters cast their ballots in the 2014 national and provincial elections, which marked the 20-year anniversary of South Africa's electoral democracy.**

# 3. Pre-election phase



### 3. Pre-election phase

#### 3.1 Delimitation

The Electoral Act, Act No. 73 of 1998 requires the CEO to compile and maintain a voters' roll. To assist in this regard, the Electoral Commission delimits voting districts, which involves allocating eligible voters to a geographic entity that is served by one voting station for the purposes of voter registration and voting. A voter is required to register to vote in the voting district in which the voter is ordinarily resident (ie the place to which the person returns after a period of temporary absence). Each voting district is serviced by one voting station. Registered voters will only find their names in the voting district segment of the voters' roll under the voting district at which they applied to register to vote.

Voting district delimitation is undertaken for the following key reasons:

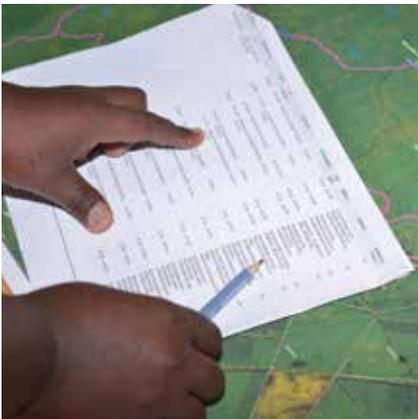
- to ensure that voters have reasonable access to voting stations in terms of distance;
- to ensure that voters do not wait at their voting station for unreasonable periods of time to vote;

- to ensure that voters do not vote more than once in an election; and
- to assist the Electoral Commission with elections staff and materials planning.

In preparation for the 2014 national and provincial elections, the Electoral Commission reviewed the voting district delimitation and network of voting stations in view of changes to human settlements since the 2011 municipal elections. Changes to human settlements are mainly driven by urbanisation, intra-urban migration, the growth of informal settlements and rural depopulation. Such changes occur on a continuous basis and require the Electoral Commission to update its voting district delimitation and network of voting stations to ensure that voters have convenient access to voting stations and that they are not inconvenienced by having to wait unreasonable periods of time to vote at their voting stations. As with previous elections, delimitation revision for the 2014 local government elections included the following:

- Realigning voting district boundaries to natural and man-made features such as rivers and highways
- Repositioning voting station locations to scientifically determined and confirmed longitudes and latitudes
- Assessing the quality of address information and other attributes pertaining to voting stations

Courtesy of James Aphone 



Officials of the Electoral Commission undertaking delimitation activities ahead of the 2014 national and provincial elections.

The Electoral Commission maintains and ensures the integrity of voting districts and associated voting stations. It produces thousands of maps to support delimitation and voter registration processes. The Electoral Commission also provides spatial management reporting or thematic maps and customised geographic information system (GIS) software solutions to assist with election and logistics planning, as well as progress monitoring, registration reporting and results presentation. Many additional supporting datasets are maintained, which include aerial and satellite images, cadastral information, topographic information, geographic coordinate information for places of interest and geo-referenced physical address data.

The Electoral Commission’s in-house semi-automated map production system (called Mapear) was used to produce 452 959 maps for internal operations and external use by political parties.

Since the 1999 elections, the number of voting districts (and hence voting stations) increased by 51% from 14 650 voting districts in 1999 to 22 263 in 2014. Provinces with the greatest increase in voting districts over this period include the predominantly rural provinces of the Northern Cape, Mpumalanga, Eastern Cape and Limpopo. Evidently, the number of voting districts in provinces with large urban concentrations of registered voters, such as Gauteng and the Western Cape, has increased at a more moderate rate.

**Table 1: Change in the number of voting districts between the national and provincial elections (NPE) from 1999 to 2009**

Province	NPE 1999	NPE 2004	NPE 2009	NPE 2014 (percentage change from 1999)
Eastern Cape	2 646	4 115	4 482	4 615 (74%)
Free State	1 075	1 063	1 263	1 523 (41%)
Gauteng	1 841	1 956	2 238	2 647 (43%)
KwaZulu-Natal	3 340	3 556	4 187	4 746 (42%)
Limpopo	1 954	2 170	2 455	3 066 (56%)
Mpumalanga	877	966	1 376	1 678 (91%)
North West	1 252	1 445	1 559	1 716 (37%)
Northern Cape	357	347	625	694 (94%)
Western Cape	1 308	1 348	1 541	1 578 (20%)
<b>Total</b>	<b>14 650</b>	<b>16 966</b>	<b>19 726</b>	<b>22 263 (51%)</b>

### 3.2 Voting station planning

Voting stations must be located, contracted and resourced well ahead of the planned registration and election events. Since the 2011 municipal elections, the number of voting stations increased from 20 859 to 22 263, thereby making voting stations generally more accessible to voters. The Electoral Commission ensured the availability of voting stations during the 2014 national and provincial elections and preceding registration periods by entering into lease agreements timeously for the 22 263 identified voting stations.

The Electoral Commission seeks to create a stable voting station network, so wherever possible, the same voting station venues used for the 2011 municipal elections were used again in 2014, both for voter registration and for voting. Repeated use of the same venue helps voters recognise the venue and identify it with the Electoral Commission and all electoral

activities. Frequent changes may potentially confuse voters and may contribute to voter apathy.

A stability rate of 88% was achieved in 2014. In other words, 88% of the voting station venues had been used in 2011.

When selecting a voting station, the Electoral Commission prefers to make use of permanent or fixed buildings. In voting districts where no suitable buildings existed, sites were identified for temporary voting stations – typically a tent on a vacant piece of land.

In those voting districts where single, fixed voting stations would have been inadequate due to the vastness of the area or a widely scattered population, such as the Kruger National Park, mobile voting stations were used. A mobile voting station travels through a voting district on a predetermined route and stops at destinations and times that are publicly

advertised in advance. This is a cost-effective way of bringing a voting station within reach of voters in very large voting districts.

Ongoing efforts are made to reduce the number of temporary and mobile stations to the minimum.

Of the 22 263 voting stations that were utilised:

- 20 736 (93.10%) were permanent;
- 1 495 (6.7%) were temporary; and
- 32 (0.14%) were mobile.

The permanent voting stations consisted of following types of venues:

- Schools (65%)
- Community and other types of halls (10%)
- Places of worship (7%)
- Tribal authority premises (mainly courts) (1%)
- A wide variety of venues such as hospitals, clinics, care facilities for the elderly, farms, sports clubs, hostels, libraries, mines, museums and post offices (17%)

Each voting station was inspected in advance to evaluate the availability of key infrastructure and facilities, including electricity, telecommunications, water, sanitation, furniture and disability-friendly access.

Since the majority of venues are schools and in order to stabilise the voting station network, the Electoral Commission has formed long-term strategic partnerships with public and private bodies, such as the Department of Basic Education, the Department of Water Affairs and Forestry, Eskom and cell phone network operators (Vodacom, MTN and Cell C). Initiatives involving these partners are aimed at improving the facilities at these voting stations, while simultaneously benefitting the relevant partner.

A new concept of voting venues, called voting centres, was introduced in South African electoral administration for the 2011 municipal elections. A voting centre is a voting station with several substations that make use of mandatory streaming on Election Day. Each mandatory stream or substation functions as a semi-autonomous voting station, whereas a voting centre services one voting district only.

As shown in Table 2, 1 255 voting centres were operated with 3 292 substations for the 2014 national and provincial elections. Provinces with the highest number of voting centres include the provinces with the largest concentrations of people, namely Gauteng, KwaZulu-Natal and the Western Cape.

**Table 2: Number of voting centres and associated substations in the 2014 national and provincial elections**

Province	Number of voting centres	Number of substations	Average number of substations per voting centre
Eastern Cape	58	119	2
Free State	62	134	2
Gauteng	490	1 524	3
KwaZulu-Natal	309	737	2
Limpopo	32	76	2
Mpumalanga	40	101	2
North West	90	190	2
Northern Cape	0	0	0
Western Cape	174	411	2
<b>Total</b>	<b>1 255</b>	<b>3 292</b>	<b>2</b>



**The Electoral Commission provided for 22 263 voting stations in the 2014 national and provincial elections, a 6.7% increase on the number of voting stations provided for in the 2011 local government elections.**

The Electoral Commission commissioned the Human Sciences Research Council (HSRC) to conduct a voter satisfaction survey during the 2014 national and provincial elections. The survey revealed that 70% of voters took less than 15 minutes to travel to their voting station on 7 May 2014, 96% of voters spent less than 60 minutes travelling to their voting station, and 4% spent over 60 minutes to access their station. On average, voters waited in the queue to vote at their voting station for 16 minutes on 7 May 2014.

Once a voting station has been identified for use in an electoral event, the Voting Station Operations (VSO) system facilitates the capture of the lease agreements with the respective lessors. The VSO Lease Scanning Project dealt with an extension of the current functionality to include the scanning and linking of a signed lease to the corresponding voting station record. The availability of lease contracts electronically provided access to the documents at all levels in the organisation.

### 3.3 Media and public awareness

Communication plays a vital role in ensuring that all stakeholders – both internal and external – have the necessary information and motivation to act in accordance with the values of the Electoral Commission and electoral legislation. In particular, targeted communication activities ensure that all stakeholders are well informed about the electoral process and its key milestones.

Communication activities during the 2014 national and provincial elections period were focused on developing appropriate content and providing this information to stakeholders timeously, accessibly and understandably.

A wide variety of communication channels were used to ensure the information's maximum reach, frequency and accessibility to all stakeholders.

Maintaining an open, transparent and trusting relationship with a wide variety of media, from traditional and national media, such as newspapers, magazines, periodicals, radio stations and television, to emerging media such as community radio stations, community publications and online media sources, is crucial to managing the flow of information to the public. It is also crucial to the Electoral Commission's reputation.

From a media relations perspective, the Electoral Commission's primary objective during an election period is to inform South Africans of key electoral processes, deadlines and requirements, including any changes to the electoral legislation and preparations for the elections. This includes ensuring that members of the media are adequately informed and educated in terms of the electoral process so as to impart this information to their audiences. This was achieved through:

- training over 100 journalists in electoral legislation, regulations and processes at media training workshops in Johannesburg, Durban, Cape Town and Port Elizabeth ahead of the elections;
- developing and distributing a comprehensive media guide covering a range of common issues relevant to the media;
- arranging direct engagements between the Electoral Commission's leadership and media representatives, including the South African National Editors' Forum and media companies to discuss pertinent electoral issues;

- issuing over 40 media releases on every aspect of the registration and election process at the national office; and
- facilitating nearly 300 interviews with members of the Electoral Commission, as well as the South African and international media at the national office.

In anticipation of the Electoral Commission's media training events during the election period, a media guide to the 2014 national and provincial elections was produced. This resource is an empowerment and information guide for community and mainstream journalists from the print, broadcast and online media. It aimed to build the media's capacity to effectively prepare for, monitor and report on the 2014 national and provincial elections, while also educating voters on elections and democracy. Some 500 soft copies of the publication were distributed to the nine provincial electoral offices for further dissemination at their individual training events. Moreover, an electronic copy of the publication was published on the Electoral Commission's official website ([www.elections.org.za](http://www.elections.org.za)) for easy access by all members of the media.

While the media performs a vital intermediary role in providing information to the public, the Electoral Commission also has a need and an obligation to communicate directly with its stakeholders. This is achieved through a variety of strategies utilising various platforms and channels, including advertising, a public call centre, a website, social media, events, direct emails, pamphlets, brochures and guides.

The 2014 national and provincial elections coincided with the 20th anniversary of democracy, both of which became the overarching drivers for the advertising campaign for the elections. The objective of ensuring that the largest possible number of eligible voters would be able to vote in the 2014 national and provincial elections was central to this. It involved ensuring that two key groups of potential voters were touched by communications from the Electoral Commission:

- existing registered voters; and
- eligible voters who had not yet registered.

The key messages to these groups were that they should ensure that their registration was up to date, that they possessed the necessary identity documents to register to vote, and that they take opportunity of the registration weekend drives to update their registration details and/or to register to vote for the first time.

The concept of the advertising campaign was to reflect ordinary South Africans from all walks of life, all races, gender, language, culture and ethnic backgrounds, and to show their reasons for voting in the elections.

The campaign was implemented across a wide variety of media, including television, radio and print, inserts, outdoor advertising (billboards, wall murals and posters), digital (online), mobile and social media, and events (including events held at universities). Among the less traditional forms of advertising used to target eligible voters were sponsored discussions on election-related matters by radio and television presenters, script integration of election-related storylines into one of South Africa's popular soap operas, *Isidingo*, and live broadcasts by popular radio stations from registration stations around the country on registration weekends.

## Youth campaign

The 2014 national and provincial elections saw the first generation of South Africans who were born into freedom cast their votes in national and provincial elections. This new generation of potential voters is also exposed to wider media channels than any generation in South Africa's history.

Statistics indicated that, election after election, the percentage of eligible youth who actually register and vote is relatively small, compared with other age segments. This is true both in South Africa and internationally and is frequently interpreted to mean that young people are indifferent when it comes to politics. Yet, research into the opinions of the youth suggests that they are highly engaged and opinionated about a range of social issues, including politics. However, they frequently feel that they are not spoken to, but spoken at, ignored, disregarded and their opinions considered to be irrelevant. Internationally, it has been shown that two key factors contribute to the youth's greater participation in electoral processes:

- Modern technology: Researchers have stated that the internet, particularly blogs and social networking sites, have played an important role in increasing interest and participation in the political arena. Getting the youth interested in politics is especially important, as research shows that young voters tend to become voters for life.
- Notable endorsements from peers and people the youth look up to: Celebrity endorsements have the potential to bridge the gap between politics and young society by making politics seem "popular and cool". Celebrities are the people young teenagers look up to, as Twitter follower trends and numbers prove. By seeing celebrities participating and urging others to participate, it makes it seem that everyone is doing his or her bit. This works in part due to the fear of missing out, or "FOMO", and in part by making voting seem cool and relevant.

These two factors were merged in a specially conceived youth campaign for the 2014 national and provincial elections. At its core, this youth campaign featured a group of well-known young celebrities in South Africa spanning a

variety of race, gender, musical and entertainment genres that are popular with the youth of our country. Elements of the youth campaign were the following:

- Television advertisement: The centrepiece of the youth campaign was a television advertisement that featured celebrities discussing why they will be voting and why they believe all young South Africans should vote too. The advertisement was shot against the backdrop of a giant graffiti wall on which was painted: "IXSA", an abbreviation for "I Vote South Africa".
- Radio: Radio advertisements in which the celebrities identified themselves and explained why they would be voting were broadcast on all major national, regional and community radio stations. The advertisements were aired in all official languages.
- Social media: This was a key feature of the youth campaign and was utilised to encourage youth participation and involvement in registration, as well as to spark a discourse among young people on why it is important to vote.

The online campaign included the following:

- Additional video content like short videos of each celebrity's message was posted online and the celebrities used their own social media following to promote these videos.
- Key youth channels were selected for an advertising campaign that encouraged youth participation –

including MXit, Google, Facebook and popular mobile sites, including Opera Mini and Samsung.

- Content posted on the Media24 matric results online application site appeared on 7 January 2014 to attract this important group of potential new voters.
- Tweets from celebrities about the campaign and the need to vote, together with photographs of these celebrities at registration stations were also part of the campaign. Between them, the celebrities who participated in the campaign had over one million followers on Twitter. The celebrities shared why they would be registering to vote (the "Share Your Y" campaign) and then asked other young South Africans to give their reasons for registering to vote. With the assistance of the celebrity tweets, together with content posted by the Electoral Commission's own social media content team, young South Africans were encouraged to share their own reasons for voting with their friends and family via their own social media channels.

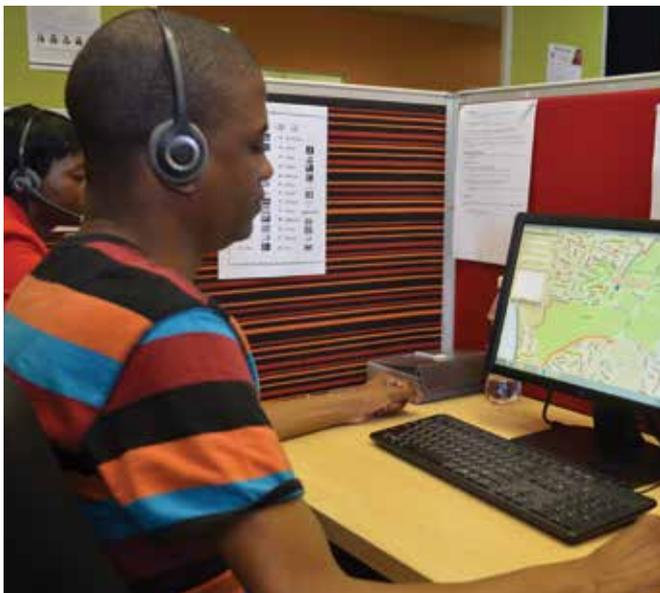
### Call centre

The demands on the organisation to provide its various stakeholders with information on the 2014 national and provincial elections at their convenience created a need for the Electoral Commission to establish an integrated inbound call centre to service the South African electorate. The call centre went live on 9 October 2013, ahead of the first registration weekend, and was scheduled to operate until the end of May 2014, following the conclusion of the national and provincial elections and the announcement of the results. During normal activity periods, operational hours are from 08:00 to 17:00, five days a week. These hours are extended to 19:00 over weekends and during heightened activity periods (including the week leading up to registration weekends and the week prior to and including the elections).

The purpose of the call centre was to allow potential eligible voters to clarify any questions they might have with respect to voter registration, voter education and voting processes so that they could meaningfully participate in the elections.

The popularity of mobile and social media was incorporated into the call centre function, allowing the Electoral Commission to reach young South Africans in a more integrated and accessible way. The call centre is divided into a traditional call centre, which can be accessed through a toll-free number, and an interactive internet-based communication tools (social media) section, which caters for applications such as Facebook and Twitter. Both facilities are aimed at giving the public an opportunity to clarify any queries they might have with respect to:

- information regarding voter registration requirements (including who may register to vote);



**With the launch of each election campaign, the Electoral Commission establishes a toll-free call centre to assist citizens with their voter registration and voting queries. During the registration weekends, the call centre handles up to 19 000 calls a day.**

Courtesy of  
James Aphone

- information concerning how to register, as well as places and times where voter registration and voting may be undertaken;
- information about the status of the registered voter on the national common voters' roll; and
- any other information that affected the eligible voters with respect to their preparation and participation in the forthcoming elections, such as voting hours.

In order to ensure efficiency at the election call centre, the agents were trained in election legislation and processes. Master trainers were trained, assessed for competency and guided on how to assess their trainees. The Staff Training and Development Department played an oversight role of quality assurance by moderating assessments evaluated by the trainers.

The following are some statistics from the call centre from October 2013 to June 2014:

- Total number of calls: 227 750
- Number of abandoned calls: 7 801
- Number of calls handled by interactive voice response (IVR): 98 623
- Service levels reached (80% of calls answered in less than 20 seconds): 96.95%
- Average answer time: 0.05 seconds
- Average length of call: 2 minutes and 40 seconds

## Social media and online engagement

A special social media strategy was developed to provide content to eligible voters via popular social media platforms, including Facebook, Twitter and MXit. Key information on elections was also provided via the Electoral Commission's website and a

special mobile site for voters who access the internet via their cell phones.

The Electoral Commission's website was completely redesigned and redeveloped to incorporate a responsive design that automatically adapts to any screen size or orientation. A media section was created to assist members of the media to find media releases, media guides and other media-related information. The new website was available in October 2013 for the launch of the 2014 election activities.

During the week of the first registration weekend in November 2013, the public website was visited just over 332 000 times and over 1.2 million pages were viewed. During the week of the second registration, the site was visited just over 300 000 times and over 1 million pages were viewed. During the week of the elections, the site was visited almost 1.4 million times and over 3.8 million pages were viewed.

Voter-facing mobile applications were developed on the most common social media platforms. In addition, several media companies approached the Electoral Commission with requests for source data to be provided so that election progress and results could be effectively reported on. To this end, application program interfaces (APIs) were developed to provide real-time voter registration, voting station information (including mapping), election results data, as well as other generic information. At their peak, the APIs were serving a million mobile requests an hour, which considerably relieved the public website from user traffic, especially during peak evening times.



**The Electoral Commission went on to win a Citizens' Engagement Award at the 9th International Electoral Affairs Symposium held in the Western Cape in December 2014, for its social media and online engagement campaign in the 2014 national and provincial elections**

The impact of the social media strategy was instantly felt. The Electoral Commission enjoyed the following spectacular growth in key social media platforms between October 2013 and May 2014 and it was listed on the fastest-growing Facebook and MXit lists:

- Facebook grew from just over 9 000 likes on 1 November 2013 to over 214 000 likes by 10 May 2014 when the election results were announced, placing the Electoral Commission in the top 50 of all brands in South Africa.
- Twitter followers increased from just over 1 000 to over 55 000 followers by 10 May 2014

when the election results were announced.

- On MXit, the Electoral Commission grew its subscribers from a zero base to over 415 000 on the platform and was allocated 17th position in the top 100 brands on MXit.
- Over 1.3 million unique visitors visited the Electoral Commission's website at elections.org.za between November 2013 and May 2014. These visitors viewed over 5.34 million pages of content. The most popular page was "My Voter Registration Details" with 2.3 million visits. The mobile site attracted 171 000 unique visitors.

The Electoral Commission received overwhelmingly positive feedback from the media and public through social media. The mobile applications received very positive feedback, with many users praising the application for both its ease of use and its provision of results during the election period. In total, over 91 000 Electoral Commission mobile applications were downloaded on mobile devices from various application stores (Apple iTunes, Blackberry AppWorld, Google Android, Symbian, Nokia App Store and Windows Phone Apps Stores).

As part of the social media and youth strategy, an animated 3D digital game was developed to teach new voters about the electoral process. The game was made available for free download via the Apple iStore, as well as Google (for Android) and a version was also available on Facebook. During its first week, the game was downloaded by over 2 500 users who rated it 3.9 out of 5.

### 3.4 Registration and the voters' roll

To register to vote, a person must be:

- a South African citizen;
- at least 16 years old;
- in possession of an identity document and present it; and
- ordinarily resident in the voting district where they want to apply.

For the 2014 national and provincial elections, the Electoral Commission had set itself two targets in relation to registration:

- to increase the number of people on the voters' roll to 25 million registered voters; and
- to register over 80% of the voting age population as determined by the 2011 Census Report.

#### Continuous registration

With a network of 234 local offices across the country, persons who are eligible to register can present themselves at any of these offices and apply for registration. This is particularly relevant to first-time applicants or people wishing to update their registration details after they had previously applied for registration. This strategy contributes to the continued maintenance of the voters' roll.

Other activities that formed part of continuous registration included registrations at tertiary institutions, schools and various public gatherings, such as government department *imbizos* (the Zulu word for a gathering).



In preparation of the 2014 national and provincial elections, the Electoral Commission held two national voter registration weekends, in November 2013 and February 2014. Over the course of those four days, some 2.3 million new voter registrations were recorded.

## Targeted communication and registration

With every election, changes in settlement patterns and general population movements necessitate changes in various boundaries. These boundaries could either be provincial, municipal or voting district boundaries. Every delimitation exercise either increases the number of voting districts or changes voting district boundaries. More often, these result in voters having to update their registration details so that they can be registered in the correct voting district. In order to ensure that those voters affected by the delimitation process are registered correctly and are informed of changes in their voting districts, the Electoral Commission undertook a targeted communication and registration (TCR) drive in September 2013 in the run-up to the 2014 national and provincial elections. The criteria for the TCR drive were voting districts with less than 200 voters, voting districts with less than 60% registration and voting districts affected by the change in boundaries. Accordingly, 3 210 voting districts were scheduled for TCR.

TCR involved visiting the residences in land parcels impacted on by the re-delimitation of boundaries. Where the occupants were home, they would be informed of the changes affecting them and be registered against a correct voting district. Where there was no one home, a pamphlet informing the residents of the changes in their voting districts and the need to update their registration details was left behind.

A total of 103 158 new registrations were recorded for the voting districts that were affected throughout the nine provinces.

Courtesy of GCIS  
image library



## General registration weekends

In preparation for the 2014 national and provincial elections, the Electoral Commission held two general registration weekends. On these weekends, all 22 263 voting stations were open to all potential voters. The activity recorded during these weekends was as follows:

- New registrations: People whose details would be included on a segment of the national common voters' roll for the first time are seen as new registrations.
- Re-registration because of a voting district move: People who had previously registered in one voting district and had moved since then had to update their registration details. This move could be across voting districts, municipalities or even provinces.
- Re-registration in the same voting district: People who had previously registered in a particular voting district and had returned to re-register in the same voting district are seen as re-registrations. In some cases, they could have relocated, but remained in the same voting district and only needed to update their details.

Voter registration applications are recorded on REC 1 forms during registration and then transported to the municipal electoral offices. After the elections, the forms are scanned to store an electronic image, which serves as the basis of address capture at a later stage.

The first and second registration weekends were held on 9 and 10 November 2013 and 8 and 9 February 2014, respectively.



To vote in South Africa a citizen must be registered on the voters' roll, be at least 18 years of age, and must be in possession of green barcoded identity document (pictured), valid temporary identity certificate or the new smart card identity document.

Table 3: Combined registration weekend activity in November 2013 and February 2014

Province	New registrations	Percentage of total provincial activity	Re-registrations (different voting district)	Percentage of total provincial activity	Re-registrations (same voting district)	Percentage of total provincial activity	Total provincial activity	Percentage of total activity
Eastern Cape	277 574	43.02%	292 367	45.32%	75 233	11.66%	645 174	11.87%
Free State	121 780	38.34%	170 160	53.57%	25 681	8.09%	317 621	5.84%
Gauteng	582 622	41.97%	729 697	52.57%	75 768	5.46%	1 388 087	25.54%
KwaZulu-Natal	582 059	45.82%	578 394	45.54%	109 753	8.64%	1 270 206	23.37%
Limpopo	168 957	45.77%	172 270	46.67%	27 925	7.56%	369 152	6.79%
Mpumalanga	175 000	39.74%	201 156	45.68%	64 219	14.58%	440 375	8.10%
North West	119 395	39.65%	157 899	52.44%	23 814	7.91%	301 108	5.54%
Northern Cape	48 203	44.29%	53 174	48.86%	7 456	6.85%	108 833	2.00%
Western Cape	271 985	45.73%	296 185	49.80%	26 626	4.48%	594 796	10.94%
<b>Total</b>	<b>2 347 575</b>	<b>43.19%</b>	<b>2 651 302</b>	<b>48.78%</b>	<b>436 475</b>	<b>8.03%</b>	<b>5 435 352</b>	<b>100.00%</b>



The launch of the media campaign for the 2014 national and provincial elections took place on 9 October 2013 at the Gallagher Convention Centre. The elections campaign slogan was 'I Vote South Africa' or IXSA. The day also marked the launch of the elections call centre, revamped website and elections social media campaign.

During both registration weekends, 2 347 575 new voters were added to the voters' roll, while re-registration in a different voting district accounted for 2 651 302 voters. There were 436 475 re-registrations in the same voting district. Total registration activity over both registration weekends amounted to 5 435 352.

## Registration of citizens living abroad

The establishment of the international segment of the voters' roll provided citizens who are ordinarily resident outside the Republic with an opportunity to enlist as voters. Those who wished to exercise this right were required to register in person either in South Africa or at one of South Africa's 123 embassies, high commissions or consulates located in 108 countries. These citizens had to meet the normal requirements for registration in addition to the possession of a valid South African passport.

Given that this was a new feature in these elections, efforts were made to inform as many South Africans living abroad as possible of this opportunity and to explain to them how they can participate, should they so wish.

The following communication initiatives were developed to inform South Africans living abroad of the opportunity to register and vote in the 2014 national and provincial elections:

- Research indicated what key websites people abroad visit for news about South Africa, and banner advertising was secured on these websites. In order not to confuse local South Africans with different registration dates, these banner adverts were only viewed by visitors whose Internet Protocol (IP) addresses showed that they were accessing the sites from outside South Africa. The sites chosen for advertising were those with the highest traffic from outside South Africa.
- The Google search engine platform was aimed at citizens overseas who searched for subject matter including "elections South Africa", "registering to vote", etc.
- The Electoral Commission's website was updated to provide information regarding the process for out-of-country registration and voting – including placing two banner notices (sliders) on the home page advising South Africans out of the country of their rights and opportunities.
- The Electoral Commission also provided information about overseas voting on the website of the Department of International Relations and Cooperation (DIRCO) with hyperlinks to the Electoral Commission's website.
- A joint media release was issued by DIRCO and the 123 South African missions, both in South Africa and

outside the country, informing South Africans that they can register at their local embassy, high commission or consulate. As part of this information campaign, several media interviews were scheduled to discuss overseas registration with key media.

- The campaign used the mailing lists for South Africans abroad from organisations such as Homecoming Revolution, Brand SA and DIRCO to send emails to potential voters to inform them of the process.
- Once voters had registered as overseas voters, their email addresses (where supplied) were captured and a database was created. The database was used to send these voters reminders to apply to cast their vote (VEC 10 application).

Out-of-country registration took place from 20 December 2013 to 7 February 2014 and included two consecutive special registration weekends at the 123 missions on 18 and 19 January 2014 and on 25 and 26 January 2014. Verified applicants then had their names included in the international segment of the national common voters' roll. A total of 6 877 registrations were recorded in the international segment of the voters' roll.

A number of South African National Defence Force (SANDF) members are also outside the country on peacekeeping or other official duties. It also became necessary to provide them with a facility to register, especially those who were not able to register before their deployments outside the country. A registration drive to assist SANDF personnel to register was held in the first week in November 2013 and again on the weekend of 8 and 9 February 2014. A total of 742 SANDF personnel were registered.

## Registration of offenders

The South Africa electoral scheme allows incarcerated offenders to participate in the electoral process. In this regard, section 7 of the Electoral Act states that, for the purposes of the voters' roll, incarcerated offenders are not ordinarily resident at the place of incarceration, but "at the last home or place where that person normally lived when not imprisoned or detained". The Electoral Commission, with the assistance of the Department of Correctional Services (DCS), provided facilities for offenders to apply for registration. No distinction was made between offenders who were already sentenced and those still awaiting trial.

A voter education campaign for prisoners was successfully conducted in all correctional facilities in the country.

Registration in the correctional facilities yielded 5 115 registrations, as offenders took advantage of the opportunity

to register. This figure, however, does not reflect the total number of offenders who were registered, as some may have registered prior to incarceration or during previous registration drives in correctional or other facilities.

The registration of offenders in the facilities of the DCS took place from 5 to 7 February 2014.

### Proclamation and election timetable

The President and the nine provincial premiers published a proclamation setting the election date of 7 May 2014 in terms of section 17 and 18 of the Electoral Act. This proclamation was published on 25 February 2014. In terms of the provisions of the Electoral Act, the proclamation sets a single day for the elections. The proclamation was issued in consultation with the Electoral Commission.

Following the proclamation, a Party Liaison Committee (PLC) meeting was convened on 26 February 2014 to consult political parties on the draft election timetable. The PLC was unanimous in its support of the draft election timetable. A pro-forma timetable is provided in schedule 1 of the Electoral Act. It provides electoral milestones and due dates and times for the performance of certain functions, such as the certification of the voters' roll, submission of candidate lists, close of special voting applicants, objections to candidates and so forth. The election timetable for the 2014 national and provincial elections, which was published on 26 February 2014, is included in this report as Appendix 1.

### Certification of the voters' roll

In terms of section 24(2) of the Electoral Act and consistent with the provisions of the election timetable, the CEO certified the voters' roll on 5 March 2014. The certified voters' roll was made available for inspection at the Electoral Commission's national office, as well as its provincial and municipal offices. Given the inordinate number of pages carrying the voters' roll, printed copies were not made available, but an electronic version could be accessed on a dedicated personal computer.

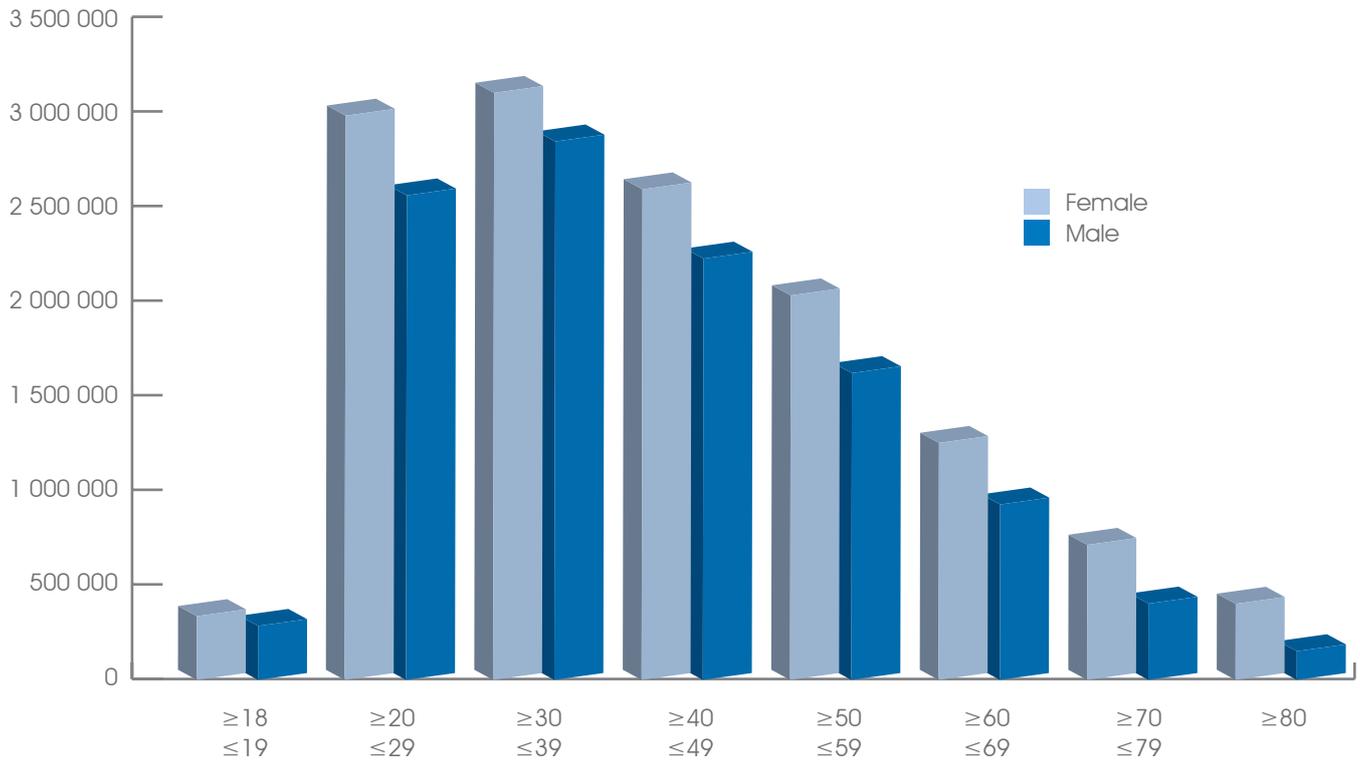
The following are facts about the certified voters' roll for the 2014 national and provincial elections:

- A record 25 390 150 million eligible South Africans registered to vote in the election.
- The registered population represented 80.8% of the total voting age population of 31 434 035, based on the 2011 Census data.
- Females represented 54.9% of the total registered population.
- The voters' roll recorded a net growth of 2 208 153 voters since the 2009 elections.
- The voters' roll has grown by 39.72% since its establishment in 1999 when it recorded 18 172 751 voters.
- The biggest age category on the voters' roll is the "30 to 39" band with 6 180 534 persons, representing 24.34% of the registered population.
- The second-biggest age category on the voters' roll is the "20 to 29" band with 5 007 501 persons, representing 22.68% of the registered population.

**Table 4: Provincial breakdown of the certified voters' roll**

Province	Female	Percentage of provincial total	Male	Percentage of provincial total	Provincial total	Percentage of total
Eastern Cape	1 859 011	57.38%	1 381 048	42.62%	<b>3 240 059</b>	12.76%
Free State	795 209	54.86%	654 279	45.14%	<b>1 449 488</b>	5.71%
Gauteng	3 114 981	51.37%	2 948 758	48.63%	<b>6 063 739</b>	23.88%
KwaZulu-Natal	2 894 744	56.57%	2 222 387	43.43%	<b>5 117 131</b>	20.15%
Limpopo	1 459 328	59.80%	981 020	40.20%	<b>2 440 348</b>	9.61%
Mpumalanga	1 013 830	54.48%	847 004	45.52%	<b>1 860 834</b>	7.33%
North West	874 461	52.38%	794 888	47.62%	<b>1 669 349</b>	6.57%
Northern Cape	322 263	53.61%	278 817	46.39%	<b>601 080</b>	2.37%
Western Cape	1 600 953	54.43%	1 340 380	45.57%	<b>2 941 333</b>	11.58%
Out of country	3 523	51.89%	3 266	48.11%	<b>6 789</b>	0.03%
<b>Total</b>	<b>13 938 303</b>	<b>54.90%</b>	<b>11 451 847</b>	<b>45.10%</b>	<b>25 390 150</b>	

**Table 5: Age and gender breakdown of the certified voters' roll**



### 3.5 Political parties

#### Registration of parties

Political parties are key stakeholders in an election. A political party intending to contest an election for a legislative body must be registered with the Electoral Commission in terms of section 15 of the Electoral Commission Act. A political party may elect to register on a national level, which will allow such a political party to contest all elections of the national, provincial and municipal legislative bodies. Registration at a municipal level only allows a political party to contest an election for the Municipal Council in the municipality for which that party is registered.

A political party that intends to register must complete an application form setting out the name, abbreviated name, logo, contact details, as well as the names of the executive. The application must be accompanied by the following:

- Proof of publication of the party's intention to register at a national level (*Government Gazette*) or municipal level (a local newspaper circulating in the area of the municipality)
- The political party's constitution, which must contain, among others, the executive structure and functions of office bearers, the decision-making process, minimum requirements for membership and internal disciplinary procedures

- A deed of foundation, which must contain the names, identity numbers and signatures of 500 voters in the case of national registration and 100 voters in the case of municipal registration
- A fee of R500 for national-level registration and R200 for municipal-level registration

In terms of section 16 of the Electoral Commission Act, the CEO is prohibited from registering a party if:

- 14 days have not lapsed from the date that the applicant submitted proof of publication of the notice to register;
- the name, abbreviation and/or logo of the proposed party is similar to that of an already registered party to the extent that it may confuse or deceive voters;
- the proposed name, abbreviation, logo, deed of foundation or constitution contains anything that indicates that persons will not be admitted to membership or be welcomed as supporters on the grounds of their race, ethnic origin or colour; or
- the proposed name, abbreviation, logo, deed of foundation or constitution contains anything that portrays the propagation or incitement to violence or hatred, or causes serious offence to any section of the population on the grounds of race, gender, sex, ethnic origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture or language.

Two objections were lodged by members of the public and other political parties during the process to register political parties prior to the 2014 national and provincial elections.

The objections were as follows:

- **Agang SA:** Although the party's application met the requirements as set out in the Electoral Commission Act, its logo was unacceptable because it contained the national flag as part of its distinguishing symbol. The national flag has been registered with the Bureau of Heraldry and, in terms of the Heraldry Act, Act No. 18 of 1962, the national flag may not form a part of any emblem or representation under any circumstances. The Hola Bon Renaissance (HBR) Foundation also lodged an objection against the application because they had reserved the name Agang with the Companies and Intellectual Property Commission under the Registration of Trade Marks Act, Act No. 194 of 1993. The CEO dismissed the HBR Foundation's objection, as it was not based on the grounds of objection contemplated in the Electoral Commission Act. Agang SA was accordingly registered after revising its distinguishing symbol.
- **Economic Freedom Fighters (EFF):** The Freedom Front Plus objected to the registration of EFF on the basis that its acronym was likely to be confused with the registered abbreviated name of the Freedom Front Plus (FF Plus). It further argued that the word "fighters", which forms part of the EFF's name, is inappropriate in a democratic political system because the word propagates and incites violence and hatred. Two further objections from members of the public were lodged. These objections essentially raised the substance of objection as in the FF Plus's objection. These objections were dismissed on the basis that the abbreviated name "EFF" is distinguishable from the abbreviated name "FF Plus" and would not confuse or deceive voters. Furthermore, the CEO dismissed the objection to the use of the word "fighters" in that there were no grounds in the Act that negated the registration of the EFF.

By the time of the candidate nominations, 200 political parties were registered with the Electoral Commission. A total of 152 political parties were registered at the national level and were thus eligible to participate in the 2014 national and provincial elections.

### Party Liaison Committees (PLCs)

The Electoral Commission Act determines that one of the Electoral Commission's functions is to "establish and maintain liaison and cooperation with parties". To achieve this objective, the Electoral Commission established PLCs, with parties represented across the three spheres of government.

In terms of the regulations, party liaison committees serve as vehicles for consultation and cooperation between the Electoral Commission and the represented parties concerning aspects of the electoral programme. In the build-up to the 2014 national and provincial elections, PLCs were regularly consulted on the following aspects of the electoral programme:

- Amendments to the Electoral Act
- The delimitation of voting districts and establishment of voting stations
- The vetting of electoral staff
- The appointment of municipal electoral officers
- The roll-out of targeted communication and registration
- The identification of potential hot spots and conflict resolution
- Ballot paper sign-off
- Candidate nomination processes, etc.

Briefing sessions were held with all registered parties that were not represented. These sessions were separate from the sessions held with registered and represented parties. The briefing sessions covered candidate nomination and related election matters.

In the run-up to the 2014 national and provincial elections, the Electoral Commission co-opted Agang SA and the EFF, which were registered, but not represented political parties, to the PLC upon application.

In the period January 2014 to May 2014, 20 meetings and consultations were held with represented parties at the national level.

### Candidate nomination

In terms of the election timetable, the cut-off date for political parties' submission of candidate lists was 12 March 2014. Political parties that contested the elections were required to comply with the requirements for candidate nomination, including the submission of candidate lists in a fixed order of preference, each candidate's acceptance of nomination, as well as an election deposit of R200 000 to contest for the National Assembly and R45 000 for a provincial legislature.

During a routine evaluation of compliance, the following four political parties failed to submit the required documents and deposit by the cut-off date:

- Africa Unite Party
- Iqela Lentsango – Dagga Party
- Lekgotla for Democratic Advancement
- South African Progressive Civic Organisation

Some 45 political parties complied with the requirements for participation and 29 of these contested the National Assembly.

Table 6: Political parties that contested the 2014 national and provincial elections

No.	Party	National	Eastern Cape	Free State	Gauteng	KwaZulu-Natal	Limpopo	Mpumalanga	North West	Northern Cape	Western Cape
1	African Christian Democratic Party	x	x	x	x	x	x	x	x	x	x
2	African Independent Congress	x	x								x
3	African National Congress	x	x	x	x	x	x	x	x	x	x
4	African National Party										x
5	African People's Convention	x	x	x	x	x	x	x	x	x	x
6	Agang South Africa	x	x	x	x		x	x	x		x
7	AL JAMA-AH	x									x
8	Azanian People's Organisation	x	x	x	x	x	x	x	x	x	x
9	Bushbuckridge Residents Association	x						x			
10	Congress of the People	x	x	x	x	x	x	x	x	x	x
11	Democratic Alliance	x	x	x	x	x	x	x	x	x	x
12	Economic Freedom Fighters	x	x	x	x	x	x	x	x	x	x
13	First Nation Liberation Alliance	x								x	x
14	Front Nasionaal/ Front National	x			x						
15	Independent Civic Organisation of SA	x		x	x					x	x
16	Indigenous Peoples' Organisation										x
17	Inkatha Freedom party	x	x	x	x	x	x	x	x	x	x

No.	Party	National	Eastern Cape	Free State	Gauteng	KwaZulu-Natal	Limpopo	Mpumalanga	North West	Northern Cape	Western Cape
18	Keep it Straight & Simple	x									
19	Kingdom Governance Movement	x	x	x		x					x
20	KwaZulu-Natal Transport Alliance					x					
21	Lekgotla for Democracy Advancement				x		x				
22	Merafong Civic Association				x		x				
23	Minority Front	x			x	x					
24	National Freedom Party	x	x	x	x	x	x	x	x	x	
25	National Party of South Africa										x
26	Pan Africanist Congress of Azania	x	x	x	x	x	x	x	x	x	x
27	Pan Africanist Movement	x									
28	Patriotic Alliance	x		x	x					x	
29	Patriotic Movement of SA		x								
30	People's Alliance	x									x
31	SA Maintenance & Estate Beneficiaries Association						x				
32	Sibanye Civic Association										x
33	Sindawonye Progressive Party							x			
34	South African Political Party								x		

No.	Party	National	Eastern Cape	Free State	Gauteng	KwaZulu-Natal	Limpopo	Mpumalanga	North West	Northern Cape	Western Cape
35	South African Progressive Civic Organisation										x
36	Truly Alliance					x					
37	Umbano Lwesizwe Sabangoni					x					
38	UBUNTU Party	x									
39	Unemployment Movement of SA						x				
40	United Christian Democratic Party	x	x	x	x	x	x	x	x	x	x
41	United Congress	x	x								
42	United Democratic Movement	x	x	x	x	x	x	x	x	x	x
43	Vryheidsfront Plus	x	x	x	x	x	x	x	x	x	x
44	Workers and Socialist Party	x		x			x		x		
45	Ximoko Party						x				

Please refer to Section 6.4 for examples of the national and nine provincial ballot papers.

**Summary of candidates**

A political party contesting the elections in a legislature could submit a number of candidates' names equal to the number of seats in that legislature. In the case of the National Assembly, there are 400 seats, with 200 seats reserved for the national lists and 200 seats reserved for the nine regions.

In terms of Schedule 1A of the Electoral Act, the Electoral Commission had to determine the number of seats reserved for each region for an election of the National Assembly, considering scientific data in respect of the voting population and representations by interested parties. This determination was published in *Government Gazette* number 37688 dated 26 February 2014.

**Table 7: Determination of seats reserved for each region for the 2014 national and provincial elections**

Region	2014 national and provincial elections
Eastern Cape	26
Free State	11
Gauteng	48
KwaZulu-Natal	40
Limpopo	19
Mpumalanga	15
Northern Cape	5
North West	13
Western Cape	23
<b>Total</b>	<b>200</b>

A total of 2 089 candidates were nominated for the National Assembly, while 6 562 candidates were nominated for the provincial legislatures and regional lists. This makes 8 651 nominations, compared to 9 130 for the 2009 national and provincial elections.

Table 7 reflects the number of candidates for the National Assembly and the nine provincial legislatures per list type.

Table 8 reflects the candidate breakdown for the National Assembly and the nine provincial legislatures by age and gender.

**Below, IXSA, or I Vote South Africa, was the theme of the 2014 national and provincial elections communications campaign. Celebrity endorsements were used to bridge the gap between politics and the youth.**



Table 8: National and provincial candidates by age and gender in the 2014 national and provincial elections

	National		National total		Provincial		Provincial total		Regional		Regional total		Grand total	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
<b>National</b>	<b>827</b>	<b>1262</b>	<b>2089</b>											2 089
≥18≤19	5		5											5
≥20≤29	111	113	224											224
≥30≤39	183	281	464											464
≥40≤49	211	340	551											551
≥50≤59	215	335	550											550
≥60	102	193	295											295
<b>Eastern Cape</b>				<b>256</b>	<b>361</b>	<b>617</b>	<b>122</b>	<b>172</b>	<b>294</b>					911
≥18≤19							1		1					1
≥20≤29				30	30	60	9	18	27					87
≥30≤39				45	86	131	23	37	60					191
≥40≤49				78	96	174	41	49	90					264
≥50≤59				79	89	168	34	40	74					242
≥60				24	60	84	14	28	42					126
<b>Free State</b>				<b>115</b>	<b>178</b>	<b>293</b>	<b>53</b>	<b>79</b>	<b>132</b>					425
≥18≤19				1	1	2	1		1					3
≥20≤29				10	27	37	7	11	18					55
≥30≤39				27	32	59	10	17	27					86
≥40≤49				39	60	99	20	21	41					140
≥50≤59				31	34	65	10	18	28					93
≥60				7	24	31	5	12	17					48
<b>Gauteng</b>				<b>305</b>	<b>437</b>	<b>742</b>	<b>189</b>	<b>305</b>	<b>494</b>					1236
≥18≤19					1	1			1					1
≥20≤29				31	45	76	28	24	52					128
≥30≤39				67	118	185	44	80	124					309
≥40≤49				102	136	238	50	78	128					366
≥50≤59				83	89	172	47	78	125					297
≥60				22	48	70	20	45	65					135
<b>KwaZulu-Natal</b>				<b>298</b>	<b>403</b>	<b>701</b>	<b>157</b>	<b>209</b>	<b>366</b>					1067
≥18≤19				5		5	1		1					6
≥20≤29				57	65	122	27	26	53					175
≥30≤39				76	105	181	42	49	91					272
≥40≤49				72	97	169	44	48	92					261
≥50≤59				64	102	166	28	51	79					245
≥60				24	34	58	15	35	50					108

	National		National total		Provincial		Provincial total		Regional		Regional total		Grand total	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
<b>Limpopo</b>														
≥18≤19														
≥20≤29														
≥30≤39														
≥40≤49														
≥50≤59														
≥60														
<b>Mpumalanga</b>														
≥18≤19														
≥20≤29														
≥30≤39														
≥40≤49														
≥50≤59														
≥60														
<b>North West</b>														
≥18≤19														
≥20≤29														
≥30≤39														
≥40≤49														
≥50≤59														
≥60														
<b>Northern Cape</b>														
≥18≤19														
≥20≤29														
≥30≤39														
≥40≤49														
≥50≤59														
≥60														
<b>Western Cape</b>														
≥18≤19														
≥20≤29														
≥30≤39														
≥40≤49														
≥50≤59														
≥60														
<b>Grand total</b>	<b>827</b>	<b>1 262</b>	<b>2 089</b>	<b>1 806</b>	<b>2 591</b>	<b>2 591</b>	<b>4 397</b>	<b>4 397</b>	<b>845</b>	<b>845</b>	<b>1 320</b>	<b>1 320</b>	<b>2 165</b>	<b>8 651</b>

The system that is used to facilitate the process of candidate nomination is the Candidate Nomination System (CNS), which was enhanced to further support the national and provincial elections. Functionality was added to the system to enable the capturing of multiple cheques to be applied to a single payment, as well as the reflection of payment surpluses (where applicable). New functionality was added to auto-generate unique identifiers per candidate where candidates were nominated, but identity details were not supplied. Changes were also made to the candidate disqualification process, as well as the notification of non-compliance reports.

## Electoral code of conduct

The Electoral Code of Conduct was enacted in Schedule 2 of the Electoral Act to promote conditions conducive to free and fair elections, including:

- tolerance of democratic political activity; and
- free political campaigning and open public debate.

Every party and candidate participating in an election is bound by the Electoral Code of Conduct and it is a criminal offence for a party or a candidate to contravene the code. A charge can be laid with the SAPS against such a party or candidate.

Complaints relating to transgressions against the code can be lodged with the Electoral Court and carry a number of consequences, including a warning, a fine, a reduction in the number of votes received and disqualification from participating in the election.

On 19 March 2014, political parties that intended to contest the 2014 national and provincial elections gathered to sign a pledge to abide by the code. Of the 33 parties that submitted documentation to the Electoral Commission indicating their intention to contest the 2014 national and provincial elections, 29 parties signed the code of conduct.

## Conflict management

The Electoral Commission is empowered by section 103A of the Electoral Act to attempt to resolve electoral disputes or complaints through conciliation.

Provincial coordinators for conflict management were appointed to coordinate initiatives for the creation of conditions for free and fair elections. The role of the provincial coordinator was to:

- coordinate the conflict management programme in the province;
- recruit conflict management panellists;

- monitor, evaluate and report on existing or potential conflict situations in the province;
- liaise with provincial stakeholders;
- facilitate access to legal recourse; and
- mediate and resolve conflicts by deploying a conflict panellist to affected areas.

Assisted by panellists, the provincial coordinators intervened where disputes arose and ensured adherence to the Electoral Code of Conduct. Engagement with various stakeholders was central to the success of the conflict management programme. Prominent issues included:

- service delivery protests;
- communities refusing to participate in electoral events;
- communities preventing electoral staff from exercising their duties;
- communities destroying or threatening to destroy property; and
- election-related inter-party conflict.

There were isolated disruptive incidents in areas such as Malamulela in Limpopo, Bekkersdal in Gauteng, Sterkspruit and Molteno in the Eastern Cape, and Zeerust and Ga-Mothibi in North West. Despite tension in these communities, the registration processes and elections proceeded in an atmosphere of peace and under conditions consistent with free elections.

## Protocol on election-related criminal matters

A protocol for the prosecution of election-related offences was developed by security cluster departments. The agencies involved included the SAPS, the Department of Justice and Constitutional Development, the National Prosecution Authority (NPA), as well as Legal Aid South Africa. The Electoral Commission was not a signatory to the protocol, but it was kept informed of the protocol implementation process due to its substantial interest in the matter.

Election-related criminal offences arise from the transgression of prohibited conduct as prescribed in the Electoral Act. These offences are pertinently outlined in sections 87 to 94 of the Act.

### 3.6 Court cases

With the election approaching, a number of political parties approached courts with a view to receiving relief of a varied nature. As a result, the Electoral Commission was involved in the following court matters:

The EFF applied to the North Gauteng High Court for the following order:

Part A:

1. Suspending the operation of Regulation 3(1)(a)(b) of the regulations concerning the submission of candidate lists
2. Mandating the Electoral Commission to determine that the applicant and/or other registered political parties that are prejudiced by the prescribed deposit, but would otherwise qualify to contest elections, be temporarily exempted from paying the prescribed deposits; alternatively, that a small nominal deposit be prescribed in relation to new entrant parties
3. Interdicting and prohibiting the Electoral Commission from rejecting any party list for failure to pay the deposit as prescribed

Part B:

1. Declaring sections 27(2)(e) and/or 27(3)(a) of the Electoral Act unconstitutional and invalid

The Electoral Commission opposed the application. The application was heard on 7 March 2014 and dismissed with costs on 11 March 2014.

**Africa Unite Party vs Electoral Commission:** The applicant brought an urgent application for leave to appeal in the Constitutional Court on 24 March 2014. The applicant appealed against the Electoral Court's decision in the EFF case, namely that the deposit payable by political parties to participate in the national and provincial elections is fair and reasonable.

The Constitutional Court directed that the Electoral Commission must lodge an answering affidavit by Thursday 7 April 2014 and a written argument by 8 April 2014. The respondent could then file an opposing affidavit on Thursday 10 April 2014 with regard to two issues, namely:

- whether the application is urgent; and
- whether the Electoral Court has the jurisdiction to hear the matter.

The court dismissed the application due to a lack of urgency, but made the point that the application disclosed an important constitutional matter. However, the court did not consider the full merits of the matter.

**Mr Budhu vs Electoral Commission and others:** The applicant filed an urgent application in the Electoral Court for an order under the following terms:

1. Ordering the President to withdraw the proclamation setting the date as 7 May 2014 for the national and provincial elections
2. Declaring that the payment required for issuing an ID book by the Department of Home Affairs was unconstitutional
3. Ordering the Department of Home Affairs to issue ID books to prisoners free of charge
4. Ordering the Department of Correctional Services to obtain ID books for prisoners free of charge
5. Interdicting the Electoral Commission from implementing the proclamation providing for the holding of the national and provincial elections on 7 May 2014 and requesting a new timetable to be issued with regard to the 2014 national and provincial elections

The application was heard on 29 April 2014 and struck off the roll for want of urgency.

**DA vs ANC & Electoral Commission:** The ANC brought an urgent application in the Johannesburg High Court for an order declaring that the DA's "Nkandla" bulk SMS constituted a contravention of the Electoral Code of Conduct, as well as relief ancillary thereto. Brassey AJ dismissed the application, but granted leave to appeal to the Electoral Court. The Electoral Court, in a judgment delivered on the eve of the elections, upheld the ANC's appeal, declared the "Nkandla" SMS to be in breach of the code, and directed the DA to send out a retraction bulk SMS. The DA sought leave to appeal to the Constitutional Court.

### 3.7 Civic and voter education

The Electoral Commission's continuous civic and democracy education programmes encourage active and informed citizenship and meaningful public participation, not only before, but after and between elections. For the 2014 national and provincial elections, the Electoral Commission used a number of educational platforms to create a bridge between the legal framework that informs its mandate and operations, and the act of voting. Through civic and democracy education (encompassing voter and balloting education), as well as research and knowledge management programmes, voters and political parties were informed about the electoral process and the work of the Electoral Commission.

The Electoral Commission's mandate to deliver and manage regular free and fair elections includes not only ensuring that more and more citizens register on the voters' roll, but also that they actively participate in each election. Equal participation

of all sectors of the population is essential to democratic elections. In upholding the constitutional cornerstone of equality, the Electoral Commission ensures that the South African public in its diversity, as well as groups who may be at risk of further discrimination and marginalisation or other listed grounds as outlined in the Constitution, are able to fully claim and enjoy their political rights. This marginalisation may occur due to disability, socio-economic circumstances, ethnicity, gender or health.

Civic education programmes are designed to generate ongoing dialogue and deepen the discourse about broad concepts of democratic society and citizen participation, such as the Constitution, human rights and democracy. Civic education programmes are integral to the Electoral Commission's efforts to promote an environment that is conducive to free and fair elections.

Voter education is part of civic education. It is non-partisan, takes place in relation to a specific election and includes information such as the official date and times, the type of election and an election timetable, the location of voting stations, identification and registration requirements, and the process of voting (balloting education). Voter education also covers information like the roles, rights and responsibilities of voters, the importance of voting, special votes, and explanations about the electoral system and seat allocation – how voting determines the composition of representative units of government.

The Electoral Commission developed the following voter education materials for the 2014 national and provincial elections:

- eleven fact sheets;
- seven educational posters (three of these posters in sign language);
- a voter education booklet; and
- a civic and democracy education training manual.

All fact sheets, posters and the booklet were produced in 12 languages (11 official languages plus Nama), as well as in Braille and audio versions. Over 20 million copies of these materials were printed and distributed.

## Mass education

Mass education in this instance refers to the scale of the education effort. Mass education campaigns mobilise communities to access and practise their civic rights and responsibilities. They are driven by the Electoral Commission's permanent and expansion staff and through collaborative programmes with strategic partners and stakeholders. This ensures a collective responsibility for establishing a sustainable democratic culture.

During 2013, 52 outreach and training officers were permanently appointed. They increased the Electoral Commission's visibility in each district and metropolitan area. This boosting of permanent educational capacity at the local level places the Electoral Commission at the forefront of election management bodies internationally and alleviates a global concern identified by the United Nations (UN) that the lack of qualified and experienced democracy facilitators is an obstacle to the promotion of democracy and human rights.

The Electoral Commission also engaged 242 municipal outreach coordinators (MOCs) and 1 379 democracy education facilitators (DEFs), 33 civil society organisations (including community and faith-based organisations) and 58 traditional councils to conduct civic and voter education activities in communities. These efforts increased the Electoral Commission's visibility through their presence at delivery level in each district and metropolitan area.

In the 14 months before the elections, 3 895 931 persons were reached directly via 72 345 face-to-face events. The high number of events was a result of high-impact intensified community voter education campaigns.

## National Coordinating Forum of Civil Society Organisations

The Electoral Commission convenes the National Coordinating Forum (NCF) to continually build strategic partnerships with civil society for sustainability. In the run-up to the 2014 national and provincial elections, the NCF created platforms at national, provincial, regional, local municipal and ward levels to facilitate information sharing, dialogue and discussion. It played a critical role in supporting electoral democracy in three key areas: civic and democracy education, conflict management and elections observation.

## Ensuring accessible and inclusive civic education and voting

The Electoral Commission has committed itself to meaningfully uphold and progressively realise and improve the rights and duties of persons with disabilities to exercise their universal right to accessible and inclusive voting in public on equal terms with others. In 2013, the Electoral Commission formalised memoranda of understanding with the South African National Council for the Blind (SANCB) and the Deaf Federation of South Africa (DeafSA). Training of trainers and voter education programmes were conducted for communities of visually impaired and deaf citizens.

The record number of parties contesting the 2014 national and provincial elections led to the Electoral Commission and

SANCB developing a special new cardboard ballot template to allow visually impaired voters to vote unaided in the 2014 national and provincial elections. The new cardboard template accommodated the national ballot paper featuring the 29 parties. This assisted in upholding the right to secrecy of the vote for visually impaired persons.

### Schools Democracy Week

In partnership with the Department of Basic Education, the first national Schools Democracy Week was held in schools during October 2013. The intention was to support the drive to increase youth registration and to educate the youth and first-time voters on registration and voting, with the long-term objective of entrenching registration, voting and active participation as fundamental civic responsibilities. Schools Democracy Week resulted in 62 592 new registrations in the 15 to 20 age group.

The following teaching and learning materials were developed to support Schools Democracy Week activities:

- The publication *Becoming a good citizen: electoral democracy toolkit* was aimed at learners in secondary schools in the further education and training (FET) band.
- *Not too young – teaching electoral democracy to young South Africans* was made available to teachers and younger learners in primary schools in the general education and training (GET) band.

All material and classroom activities were linked to social media platforms such as Twitter, YouTube and Facebook. The material is available on the websites of both the Department of Basic Education and the Electoral Commission.

Schools Democracy Week is part of a larger youth-focused strategy for outreach, and enables the infusion of electoral democracy content into the formal school curriculum. The Electoral Commission and the Department of Basic Education will jointly implement the week annually to ensure that young citizens are strongly represented on the voters' roll and that learners' awareness of electoral processes is raised.

### Partnership with SABC Education

The Electoral Commission once again partnered with SABC Education, gaining extended reach on television, radio and social media platforms. The 2013/14 Voter Participation Survey revealed that radio and television continue to be powerful and preferred vehicles for voter education. One programme flowing from the partnership was *The right to win*, a new approach to civic and voter education in an entertaining game show format. The first series of the game show was broadcast in 2011. Its success resulted in a second series, which began filming on SABC2 in

March 2014. Aimed at a broad crossover audience, it is one of the first game shows in the world to focus solely on democracy issues. In its first week, *The right to win* appeared in the top four game shows in South Africa according to the prime time television audience measurement (TAM) ratings. The show reached 1 014 000 viewers in its first week. By 31 March 2014, five episodes had been aired, averaging a minimum of a million viewers per episode. A mobile application for *The right to win* was also developed.

A voter education radio series was implemented on the civic slot of the South African Broadcasting Corporation (SABC) on 13 regional public radio stations in all official languages. Four radio and television voter education "fillers" (short voter education messages) on special votes, the secrecy of the vote, the voting process and balloting education were developed and aired on all SABC's channels. They were also available on social media.

### Elections Terminology Project

The Electoral Commission's partnership with the National Language Service (NLS), which is based in the Department of Arts and Culture, culminated in the publication of the Multilingual Election Terminology List in February 2014. The project was aimed at educating the public about election terminology, providing election practitioners, interpreters and language experts with a tool to standardise and improve the quality of translation, as well as broadening the public's knowledge about elections.

## 3.8 Information and communication technology

ICT Operations began preparing for the 2014 national and provincial elections 12 months prior to the elections. The goal was to deliver successfully on all the information and communication technology (ICT) requirements of the Electoral Commission and other stakeholders for the elections.

The architecture of the Electoral Commission's information technology (IT) infrastructure is designed and structured to allow flexibility and scalability at all levels, and to be fully aligned with the seasonal nature of the electoral business. Besides ensuring stability, consistency and reliability, the major part of election readiness was focused on capacity planning and early preparation.

Early pre-planning and heeding lessons learnt from previous elections enabled ICT Operations to improve on past inadequacies and put the most stable, secure and reliable infrastructure in place.

IT provides the key backbone ICT infrastructure used to perform election tasks and activities. Thus, it is a core driver of performance and success in the elections. The successful delivery of the IT infrastructure involved the following key considerations:

- **Stability:** A stable, uninterrupted and consistent IT infrastructure, including a network at both wide area network (WAN) and local area network (LAN) levels, as well as at all Results Operations Centres (ROCs) and data centres, was essential. Public websites should be hosted by a Tier 1 internet service provider to provide scalability in respect of bandwidth and infrastructure.
- **Increased network and server capacity:** Elections place significantly higher demands on the Electoral Commission's IT infrastructure, so increased network and server capacity had to be delivered in order to provide sufficient capacity.
- **Equipment requirements:** Meeting increased requirements for network switches at the ROCs required additional equipment to be procured. Existing printers and desktop workstations retained after the previous hardware refresh were used for improved cost-effectiveness.
- **Human capital capability:** Sufficient technical human resources capacity had to be provided to support all systems and business processes throughout the country.
- **Latest technology:** Several modernisation changes were required for the 2014 national and provincial elections, including increased WAN connectivity and increased reliance on virtualisation.
- **Repeatable process:** It was necessary to build on previous experience and processes to ensure successful delivery.
- **Risk management:** More attention was paid to the proactive management of risks and the provision of contingencies to maximise the availability of the IT infrastructure. Redundant network links, uninterrupted power supply (UPS) units and generators were commissioned to provide high-availability capabilities, and disaster recovery sites were available to provide service redundancy in case of serious failures.
- **Business applications:** Applications and systems that enable business processes were thoroughly tested to improve stability and effectiveness.
- **Performance management:** Upgraded service level agreements were concluded with all service providers, internally and externally, to reach higher levels in line with the challenges of delivering the elections.
- **External assessments:** External service providers were subcontracted to provide independent assessment. Besides providing assurance for readiness, they also provided external transparency to the underlying business processes.



**Just some of the Electoral Commission's IT staff members who served at the national results operations centre.**

## 3.9 Electoral staff recruitment

The Electoral Commission recruited various categories of election staff at local level to assist with the two registration weekends in November 2013 and February 2014, as well as to conduct the 2014 national and provincial elections at the 22 263 voting stations across the country. In respect of the two registration weekends, approximately 45 647 and 46 855 electoral staff members were recruited respectively.

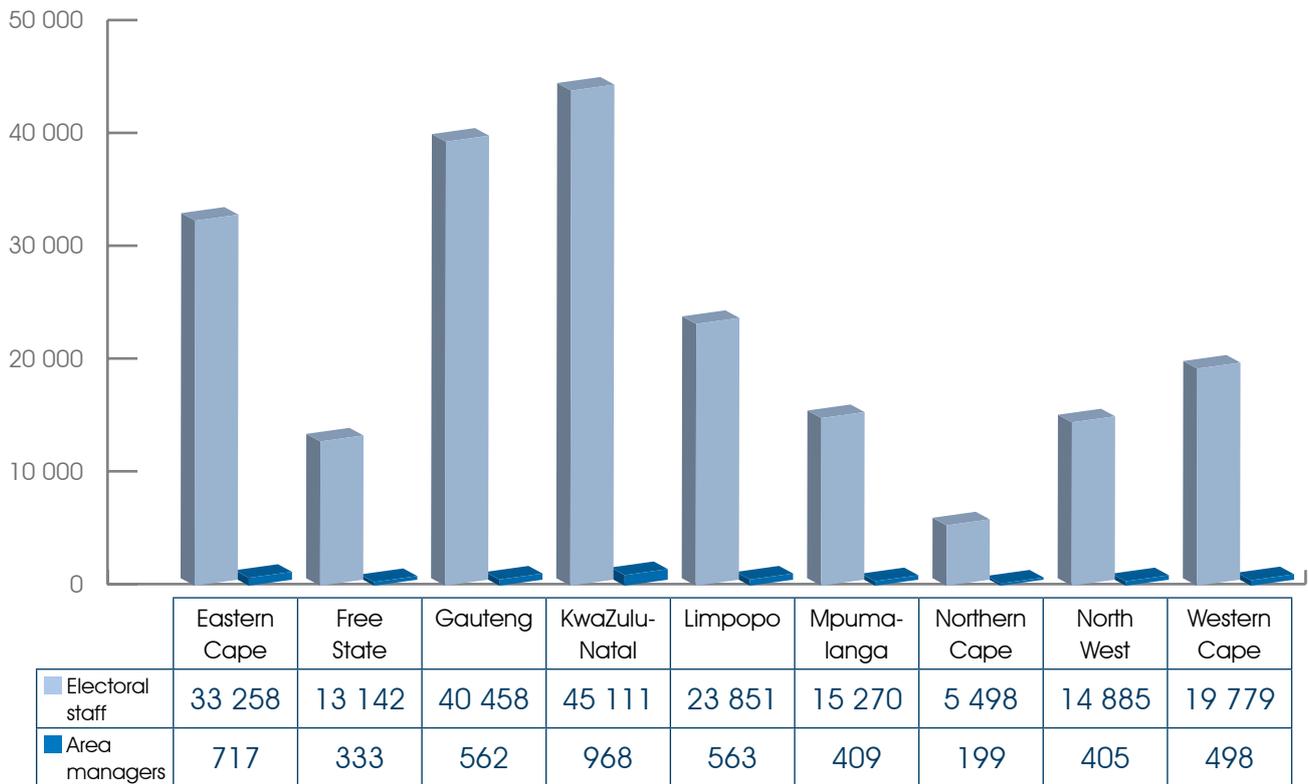
**Table 9: Election staff recruitment at local level during the registration weekends**

Provinces	November 2013	February 2014
Eastern Cape	9 235	9 310
Free State	3 272	3 352
Gauteng	5 726	6 053
KwaZulu-Natal	9 895	10 287
Limpopo	6 101	6 163
Mpumalanga	3 355	3 429
Northern Cape	1 363	1 377
North West	3 547	3 537
Western Cape	3 153	3 347
<b>Total</b>	<b>45 647</b>	<b>46 855</b>

With regard to the 2014 national and provincial elections, approximately 211 252 staff members were recruited. Provision was also made for area managers who fulfilled a coordination and logistical role in a ward. Some 4 448 area managers were utilised per province for the two registration events, while the number of area managers for the elections is reflected as follows:

Additional provision was made for 530 data capturers and scanner operators to assist with the counting and results capturing processes in all provinces.

**Table 10: Electoral staff and area managers**



The recruitment of electoral staff was done according to specific selection criteria. Characteristics such as gender, citizenship, previous election experience, employment status, registration as a voter on the voters’ roll, language, age, disability and literacy were considered.

In terms of the selection criteria, persons with a high political party profile or office bearers of a political party are not qualified to serve as election officers. Lists of names of presiding officers (POs) and deputy presiding officers (DPOs) were submitted to the local PLCs where political parties had the opportunity to object to the appointment of certain individuals.

Details of staff were captured on the customised Electoral Staff System (ESS) software application and POs and DPOs were mostly drawn from the existing pool of staff who had gained experience during previous national, provincial and municipal elections, as well as during municipal ward by-elections.

**Table 11: Statistics on electoral staff recruited for the 2014 national and provincial elections**

Male voting officers	62 482	30%
Female voting officers	148 770	70%
Unemployed	163 819	78%
Employed	47 433	22%
Teachers	22 701	11%
Non-teachers	188 551	89%
Age representation:		
≥ 18 ≤ 25	51 109	24%
≥ 26 ≤ 35	73 664	35%
≥ 36 ≤ 50	71 003	34%
≥ 51 +	15 476	7%

### 3.10 Electoral staff training

After the 2011 local government election, feedback indicated the need to develop the Electoral Commission’s trainers. In preparation for the 2014 national and provincial elections, the Electoral Commission’s Staff Training and Development Department prioritised this project and internal trainers were taken through an accredited facilitator training programme. The project’s main objective was to equip the trainers with facilitation skills and the use of lesson plans so that they could deliver quality training for the POs, DPOs and voters’ roll officers (VROs).



**Trainers providing training to provincial staff at the national training bootcamp in December 2013**

In a bid to achieve excellence at voting stations and ensure that suitable PO and DPOs were retained, assessment was conducted and a contact session was held with staff members. Training for this group was also rolled out earlier in 2013 to allow for proper dissemination of information.

#### Training material

A material development team was identified. This team worked on the development of all training material for registration and election events. The team consisted of staff members of the Electoral Commission from national office and various provincial offices.

**Table 12: Material developed on the registration processes**

Material description	Quantity
Introduction to the Electoral Commission (Module 1)	80 000
Registration Guide (Module 2)	100 000
Registration Station Diary	135 000
Area Manager Diary	22 000
Registration Poster Pack	46 900

**Table 13: Material developed on the election processes**

Material description	Quantity
Election Guide (Module 3)	150 000
Counting Process (Module 4)	150 000
Special Voting (Module 5)	150 200
Voting Station Diary	150 000
Voting Centre Diary	3 820
Area Manager Diary	25 000
Election Poster Pack	60 000

The training DVD script was reviewed and redesigned with the focus on counting and special voting processes. This served as an additional training resource for the trainers and presiding officers.

New training modules on special voting and counting processes were introduced for the first time during the preparation for the 2014 national and provincial elections. This was intended to create a special focus on those two important aspects of the electoral process. Indications are that this initiative appears to have qualitatively improved the performance of staff in these areas.

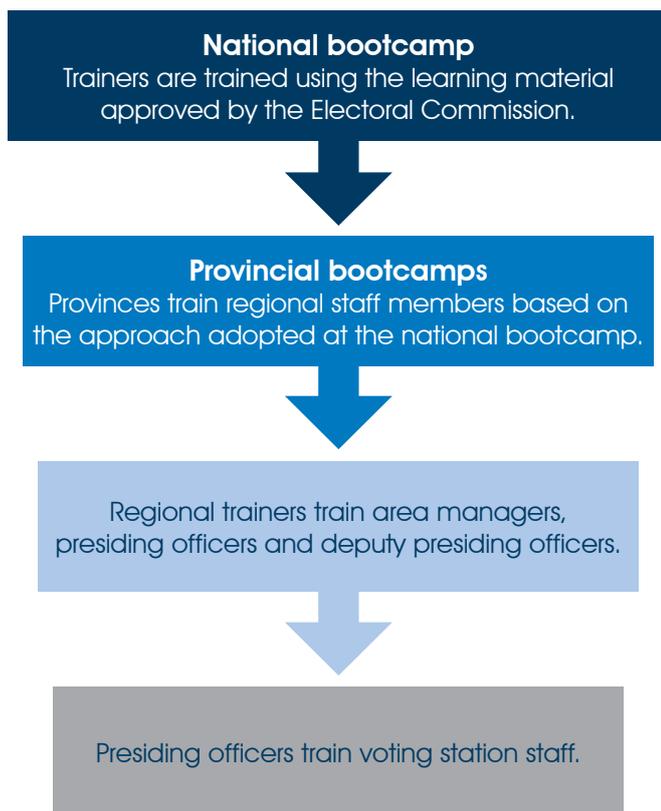
#### Training model



**Trainers providing training to provincial staff at the national training bootcamp in December 2013**

Considering the number of electoral staff that the Electoral Commission engages in a general election, the cascading model of training is the most viable option. This involves the training of master trainers at the national level. The master trainers train all provincial trainers, who are responsible for the training of electoral staff and stakeholders. A total of 852 master trainers and trainers, which includes both permanent and fixed-term staff, took part in the national and provincial bootcamp sessions.

**Figure 1: The cascading model of training**



The training was conducted in a classroom environment for three days. Participants were taken through the theory, role-plays as well as simulations of all voting and counting processes. Both the informative and participatory approaches to training were used to allow learners to share best practice and experiences.

**Targeted groups**

POs, DPOs and VROs constituted the focus of electoral staff training. These staff members carried the responsibility of ensuring that the election process is effectively and efficiently run at the voting station. They, in turn, trained all other electoral staff on how to carry out other duties within a voting station.



**Trainers providing training to provincial staff at the national training bootcamp in December 2013**

Over and above the training of electoral staff at voting stations, area managers were also trained on how to effectively manage and report on their roles and responsibilities in their wards.

**Assessment**

POs, DPOs and VROs were assessed through formative and summative assessments, including the practical aspects of selected processes. The Electoral Commission appointed participants who met the set standard of competency. Candidates who did not pass were afforded an opportunity for re-assessment.

**Monitoring and evaluation of training**

The purpose of monitoring training sessions is to ensure that trainers conform to the set standard, to assess the trainer’s understanding and dissemination of training content and to identify areas that may require improvement. Random monitoring was conducted at some of the training sessions by staff members of the respective provincial and regional offices.

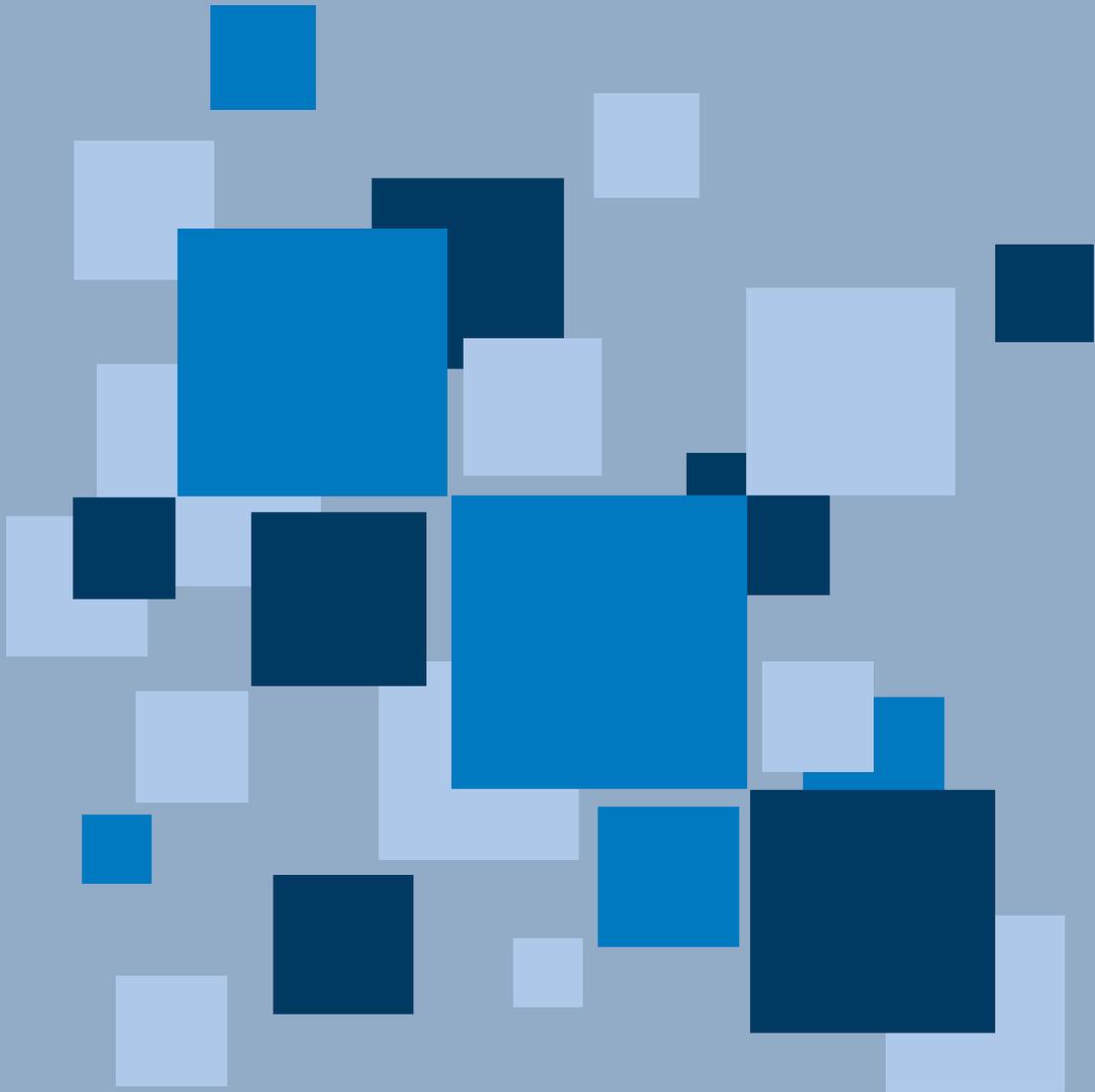
Ultimately, 46 565 registration supervisors and deputy registration officers were trained nationally for the two registration events and the elections. A total of 164 688 electoral staff members were also trained for the elections.

Training was also conducted for 350 party agents and 250 members of the SANDF and SAPS.

**Electoral Staff System**

The ESS was enhanced to manage the attendance register more effectively. A change was made to the system to take advantage of users’ larger screens, thus enabling records to be approved in a more efficient manner than before. Functionality to export reports into MS Excel, upload work breakdown structure (WBS) numbers all at once and introduce a check digit validation (CDV) check for account numbers was also added to the system.

# 4. Election phase



## 4. Election phase

### 4.1 Stakeholder engagement

Hosting events is an important part of direct communication with key stakeholders. It provides an opportunity to impart key information, but also to engage with stakeholders in two-way dialogue to better understand their needs.

The following key events were arranged during the election period:

- **Launch of the elections campaign:** A function with key stakeholders – including the media – was held during October 2013. The proposed election timetable and milestones were announced at the function, and the communication theme and campaign for the 2014 national and provincial elections were unveiled.
- **Signing the code of conduct:** Signing the pledge in March 2014 allowed political parties contesting the national elections to publicly commit to uphold the code of conduct and commit to free and fair campaigning during the elections. The event was televised live on national channels. Thereafter, the national pledge-signing ceremony was replicated for provincial contestants in all provinces.
- **Launch of the National Results Centre:** The launch of the National Results Centre in Pretoria in April 2014 was attended by a variety of stakeholders, including political parties, members of the media, observers and others. President Jacob Zuma was the guest of honour.
- **Announcement of the results:** The elections culminated in the official announcement of the results. The law requires the results to be announced within seven days of the election. For the 2014 national and provincial elections, the results were announced to an audience of 1 000 stakeholders at 18:00 on Saturday 10 May, less than 70 hours after voting stations had closed. The function was also broadcast live on SABC2, as well as all three local 24-hour news channels.

A four-page guide covering all aspects of the elections (including what documents are needed, how to vote and how the counting process works) was developed and translated into all official languages. Over 10 million copies were distributed through the national media and in over 200 community newspapers.

Empowering voters and the general public with electoral geographic knowledge took on an exciting new dimension for the 2014 national and provincial elections. The Electoral Commission's popular Voting Station Finder and Results

Finder applications were enhanced with, among other things, capabilities to search geographic latitudes and longitudes and a nifty "autocomplete" address search function. Another key enhancement was the recompilation of the mapping code, which makes the Voting Station Finder and Results Finder responsive to the layout and formatting of the device and internet browser being used, whether it is a mobile phone, tablet, personal computer or television panel. Total activity on the Voting Station Finder and Results Finder was 773 823 unique page visits for the 2014 national and provincial elections.

### 4.2 Results operations centres

A 12 000 m<sup>2</sup> national ROC was established at the Tshwane Events Centre to allow the Electoral Commission, political parties and the media to monitor all processes. Over 390 workstations were deployed at the national ROC. Users were able to access the latest results reports from the ROC application and database servers. Users always had their email available. In 2014, a successful addition was Wi-Fi for all visitors and permanent staff at the national and provincial ROCs.

Most of the provincial ROCs were situated at locations other than the provincial electoral offices (PEOs). In each case, the new venue had to be prepared from the ground up, including WAN connectivity, power and networking cabling, office space and a data centre for servers and switches.



**The national results operations centre in Pretoria serves as the central hub of activity over the week of elections, and enhances the transparency of the election process.**

The provincial offices relocated to the following locations for the duration of Election Week:

- Eastern Cape PEO to the Regent Hotel in East London
- Gauteng PEO to the SABC Renaissance Centre in Johannesburg
- KwaZulu-Natal PEO to the Moses Mabhida Stadium in Durban
- Mpumalanga PEO to the Ehlanzeni District Municipality Disaster Recovery Centre in north-eastern Mpumalanga
- Free State PEO to the Bloemfontein City Hall
- Limpopo PEO to the Hangar Hall at Polokwane International Airport
- North West PEO to the First Street Industrial Site in Mahikeng
- Western Cape PEO to the Proteaville Recreation Centre in Bellville South

The Northern Cape PEO site, which remained at its usual location, had to be upgraded with additional desktops and network points and had its WAN link upgraded for the election period. All sites were equipped with UPS units to provide back-up power in case of power failure.

Public areas were available at all the sites. Here, members of the public could visit and see the processes at work. Projectors displayed both national and local feeds.

Some 1 350 additional desktops, 65 printers and 944 telephone connections were deployed at the national and nine provincial ROCs. The national ROC displayed the results on large-format LED screens. The SABC, ANN7 and e.tv had on-site studios at the national ROC from where they could broadcast their election coverage.

With regard to ICT infrastructure, the following successes were achieved:

- Sufficient network and background server capacity was ensured, with the required capability of supporting increased election activity and network traffic. Network connectivity was increased with more than 300 Mbps across the Electoral Commission's WAN and ROC sites using metropolitan ethernet.
- The public website was moved to an internet service provider that provided ample server and network capacity to handle thousands of hits once results started pouring in. The Electoral Commission used an improved virtualisation-based server infrastructure for the web servers.
- The network (WAN and LAN) was kept 100% stable throughout the period, which allowed results to be captured and scanned in record time.

The large and complex IT environment had to be stringently monitored to ensure that operations proceeded without interruption. The Electoral Commission utilised the following monitoring technologies to monitor the status of its entire ICT infrastructure:

- Simple Network Management Protocol (SNMP): a network protocol providing important system statistics
- Nagios: an open-source availability monitoring system
- Cacti: an open-source network and server capacity utilisation graphing utility
- System Centre Operations Manager (SCOM): a proactive server monitoring tool
- Security monitoring: a third-party security vendor was used for security monitoring. Applications used by Security Audit and Control Solutions were Nessus, Observium and the Electoral Commission's Symantec security information and event management (SIEM). Vulnerability assessment and real-time monitoring were done during the election period.

These monitoring systems allowed prompt detection and remediation of problems.

A special corporate brochure, *Guide to the 2014 national and provincial elections*, was distributed to all stakeholders present at the Electoral Commission's 10 ROCs in operation nationwide during the week of the elections. This guide was published and distributed prior to Election Day.

## Risk management

All infrastructure planning and deployment incorporated business continuity and disaster recovery plans to deal with the following possible risks:

- An alternative connection to Telkom's Multi-Protocol Label Switching (MPLS) Virtual Private Network (VPN) was created for the national office to enable the Electoral Commission to connect via a different Telkom exchange on different power grids, thus providing redundancy in the event of an exchange or cable failure.
- Redundancies of critical servers, routers and switches were configured to eliminate a single point of failure.
- The disaster recovery site was configured with election-critical applications, as well as financial systems, which were synchronised with the production systems for minimal delay.
- The public website, which was hosted with an internet service provider (ISP), had its own disaster recovery site.
- A second VPN was set up for data replication between the Electoral Commission's national office, the disaster recovery site and the national ROC to mitigate the risk of bandwidth contention during critical data-capturing periods.

- An external security specialist was contracted to reinforce the operations team to provide increased detection and monitoring expertise on a 24-hour basis.
- The IT infrastructure was vigorously audited and tested by independent external consultants, as well as by Electoral Commission staff (during dry-runs prior to the elections) to ensure integrity and security, as well as sufficient capacity for peaks.
- The Electoral Commission underwent in-depth network performance and network security assessments by external consultants ahead of the elections to ensure that any issues were resolved before the critical period.
- Each ROC was equipped with UPS units and redundant network links to provide high-availability capability to the IT infrastructure.
- Continuous replication of data from critical systems to the disaster recovery site insured against loss of system data. This minimised the time and effort that would be required to recapture election data and results should a major outage affect the primary site. This provided the Electoral Commission with a system that could be brought online within an hour or two in the event of a disaster, thus ensuring that the election results could be announced within the specified period.

### 4.3 Role of the security forces

Security for the 2014 national and provincial elections was managed through the Joint Operational and Intelligence Structure (JOINTS) where all related departments (including the Electoral Commission) are represented. The SAPS, SANDF and the State Security Agency (SSA), Metro Police and other related institutions play an important role in securing elections through the JOINTS.

Through the JOINTS, the Electoral Commission was regularly updated on the country's security status and concerns. Threats to the success of an election are identified through the structures and actions taken to prevent any possible negative impact. The SAPS played a major role in ensuring a calm, stable and peaceful electoral environment.

The SAPS deployed resources to each voting station to ensure that the voting process was not disrupted. However, the POs remained in charge within the boundaries of the voting stations and could request the SAPS resource to assist if and when required. Various specialised SAPS and SANDF units, including air support units, were on standby to respond if specialised intervention was required. No such specialised intervention became necessary. However, there were a few isolated security incidents during the 2014 national and provincial elections.

### 4.4 Ballot papers, ballot boxes and election materials

The ballot papers for the 2014 national and provincial elections were printed in South Africa on paper manufactured locally. Ballots were printed at five separate sites on standard 80 gsm paper. Approximately 550 tons of paper was used to print approximately 62 million ballot papers. The bulk paper for the project was procured directly by the various printing companies.

Ballots were printed in full colour. They included the name, emblem and abbreviated name of each participating party, as well as a photograph of the party leader. The sophisticated ballot design incorporated various secret security features to prevent copying and other fraud-related risks. The ballot papers themselves were not numbered, but were produced in stapled books of 100 with numbered counterfoils to improve controls and accuracy of counting. When issuing the ballot to the voter, it was detached from the counterfoil. The Printing Industries Federation of South Africa (PIFSA) assisted the Electoral Commission during the ballot production project in assuring adherence to quality and production standards.

The printers delivered the ballot papers directly to the Electoral Commission's warehouses under security escort.

Following interaction between the Electoral Commission and representatives of persons living with disabilities, an enhanced ballot template was designed and produced to aid visually impaired persons during voting. The template allowed the voter to find the box on the ballot where the mark was to be made for the selected party by means of Braille numbering. The templates – one size designed to fit the national and the provincial ballots – were allocated to every voting station. In addition, all ballots were produced with the bottom left corner cut off, as a tactile feature, to assist voters in orienting the paper correctly on the template.

A notable feature of the national ballot was the unprecedented large number of political parties contesting the national election. A total of 29 parties had to be accommodated, which led to the largest ballot to date.

The Electoral Commission, as is now common practice, made use of cardboard ballot boxes, cardboard voting booths and cardboard tables and chairs. These items are relatively inexpensive to produce, economical to transport and do not require high-volume storage after the elections. All these items can also be fully recycled after use.

The final bill of materials (BOM) used at voting stations on Election Day contained 41 items. These general materials included the following:

- 107 340 ballot boxes;
- 50 586 stationery packs;
- 579 562 identification stickers for staff;
- 92 943 voting compartments;
- 44 526 banners; and
- 22 263 segments of the voters' roll (approximately 1.8 million pages).

Security materials were handled separately from the general electoral material deliveries. These items, which were designed and applied to ensure and protect the integrity of the voting process, included the following:

- 174 500 security stamps to mark ballot papers;
- 750 000 security seals to seal ballot boxes; and
- 128 500 indelible ink pens to mark voters' thumb nails.

The material quantities were calculated to service each voting station in accordance with the number of registered voters at that station.

The Electoral Commission's e-Procurement system, Votaquotes, was used extensively and intensively to procure the ballot boxes and other materials. This system offers a transparent, free and fair method of competitive bidding for suppliers and generally yielded good results.

The Electoral Commission has established a well-defined distribution network between its suppliers and the nine provincial warehouses. A long-term service provider is contracted to provide the necessary vehicles and resources for transporting materials between sites and to support the Electoral Commission with various warehouse services (such as forklifts), since the organisation does not own trucks or heavy equipment. A secondary distribution network was established to service the 234 municipal areas during the election period.

Distribution costs were substantially reduced by having suppliers deliver materials directly to provincial warehouses in predetermined quantities. Handling costs for the Electoral Commission were minimised by the careful design of material parcels and packages. As far as possible, items were pre-packed at the point of production for the direct use at the voting station.

A secondary distribution network using localised service providers was established to service the voting stations within the 234 municipal areas during the election period. This distribution network used the most practical and cost-effective means of transport available in each area.

Upon completion of the election process, all electoral materials and valuable equipment were returned to the Electoral Commission's storage sites. Transport for this process was subcontracted. The sealed ballot boxes containing the used ballot papers were included in this roll-back and were securely stored for the legally prescribed period after which disposal will take place.

## 4.5 Voting

### Special voting

The President's proclamation of the elections on 25 February 2014 initiated the process for notifications and applications for special votes. One day (30 April 2014) was allocated for special votes cast outside the country's borders and two days (5 and 6 May 2014) were set aside for special votes cast within South Africa.

The following categories of registered voters were eligible to apply for special votes in the 2014 national and provincial elections:

- physically infirm, disabled and pregnant;
- election officials and security service personnel involved in the election;
- registered voters unable to vote in the voting district in which they are registered to vote on Election Day owing to their intended absence; and
- registered voters outside the Republic.



**The voters' roll for the 2014 national and provincial elections contained 25 390 150 voters.**

Physically infirm, disabled and pregnant registered voters were allowed to apply for and cast a special vote during a home visit inside or outside the voting district of registration. Registered voters intending to cast a special vote owing to their intended absence from their voting district on Election Day, including election officials and security personnel, were required to cast a special vote at the voting station serving the voting district in which they are registered to vote.

In terms of the election timetable, registered voters inside the Republic who required a special vote had to apply at the relevant municipal office of the Electoral Commission between 7 and 17 April 2014 with special voting inside the Republic scheduled for 5 and 6 May 2014.

The Special Votes Application allows for the management of the capture, notification and reporting of special vote applications (home visits or voting station visits prior to Election Day on 7 May 2014). The system was enhanced with the development of a new module for national and provincial elections in accordance with the amended legislation. Once a special vote application was captured, the applicant received a notification via SMS and/or email as to whether the application was successful. Applicants could also send their identity numbers to 32711 to confirm the status of their applications. A similar facility was available on the Electoral Commission's website.

A total of 393 516 registered voters applied for a special vote inside the Republic in the 2014 national and provincial elections, of which 297 375 were applications for home visits and 96 141 were for voting station special votes. Of the total number of applications, 324 909 registered voters actually cast a special vote on 5 and 6 May 2014. This represents a special voter turnout of 83%. The proportion of special votes in relation to total votes cast was 1.74%.

The number of special votes cast inside the Republic was considerably less than in the 2009 elections when 743 609 special votes were cast (4.15% of total votes cast) and 651 438 in the elections of 2004 (4.11% of total votes cast).

A possible reason for the decrease in the number of special vote applications inside the Republic compared to previous elections had to do with the change in the legislation ahead of the 2014 national and provincial elections, which required all special vote applications to be made at the municipal offices of the Electoral Commission. Prior to national and provincial elections, certain special vote applications could be made on special voting days at voting stations.

## Voting abroad

Registered voters abroad were required to notify the Electoral Commission's CEO of their intention to vote outside the Republic and at which diplomatic mission they intended to vote. The period of notification was between 25 February 2014 (Proclamation Day) and 12 March 2014. The Electoral Commission received 27 899 notifications of voters' intention to vote outside the Republic, of which 26 716 notifications were approved and 1 183 declined due to non-registration as a voter.

Out of the total number of approved notifications to vote outside the Republic, 18 446 votes were cast at 116 (out of a total of 123) diplomatic missions on 30 April 2014. This represented a voter turnout of 69% outside the country. The most votes cast abroad were cast in the following cities:

- London, United Kingdom (6 809);
- Dubai, United Arab Emirates (1 300);
- The Hague, Netherlands (529);
- Doha, Qatar (475);
- Canberra, Australia (460); and
- Abu Dhabi, United Arab Emirates (458).

In terms of the Electoral Act, all votes cast outside the Republic had to be returned to the CEO of the Electoral Commission by 21:00 on 7 May 2014 for counting. Certain packages of votes cast abroad had not been returned by this time and the Electoral Commission extended the deadline to 21:00 on 9 May 2014. Unfortunately, votes cast at four diplomatic missions missed the extended deadline of 21:00 on 9 May 2014, namely Lubumbashi in the Democratic Republic of the Congo, Toronto in Canada, Havana in Cuba and Madrid in Spain.

In the 2009 national and provincial elections, 9 857 votes were cast by non-government official citizens of the Republic at diplomatic missions, and 2 457 government officials (including SANDF personnel) voted abroad. Accordingly, 12 314 votes were cast abroad in the 2009 national and provincial elections, compared with 1 568 in the 2004 elections and 2 200 in the 1999 elections. Evidently, there was a significant increase in the number of votes cast abroad in the 2014 national and provincial elections at 18 446 (representing an increase of 50% compared with the 2009 elections).

## Election Day

On 7 May 2014, between 07:00 and 21:00, registered voters cast national and provincial ballots at their respective voting stations. Registered voters were required to present their bar-coded identity documents, temporary identity certificates or

smart identity cards to voting officials. The voter's name was then marked off the voting district segment of the national voters' roll to indicate that the voter had voted. In addition, the voter's left thumb nail was marked with indelible ink and the identity document stamped as precautions against multiple voting in the same elections. A ballot paper for each of the national and relevant provincial elections was issued and the voter voted once per ballot paper before leaving the voting station.

A total of 18 654 771 out of 25 388 082 registered voters cast their ballots on the certified national common voters' roll for

the 2014 national and provincial elections. This represented a voter turnout of 73.48%, compared with 77.3% in 2009, 76.73% in 2004 and 89.3% in 1999.

Evidently, the highest number of registered voters voted in the 2014 national and provincial elections compared with previous national and provincial elections. However, voter turnout in the 2014 national and provincial elections was at the lowest level since the 1999 elections. Encouragingly, the proportion of spoilt ballots is steadily declining compared with previous national and provincial elections.



**Voter turnout for the 2014 national and provincial elections measured 73.48%, with the provinces of KwaZulu-Natal, Gauteng and Mpumalanga registering the highest voter turnout.**

Courtesy of GCIS image library 

**Table 14: Key outcomes of national and provincial elections from 1999 to 2014**

Election	Registered voters	Total votes cast	Voter turnout	Percentage of spoilt votes	Number of section 55 objections	Number of days to announce results	Were the elections declared free and fair?
2014	25 388 082	18 654 771	73.48%	1.29%	20	3	Yes
2009	23 181 997	17 919 966	77.3%	1.31%	25	3	Yes
2004	20 674 923	15 863 558	76.73%	1.48%	8	3	Yes
1999	18 172 751	16 228 462	89.3%	1.55%	Unknown	3	Yes

Voting officials' scanning of voters' identity documents when presenting themselves to vote at voting stations was begun in the 2009 elections and continued in the 2014 national and provincial elections. This practice allowed voting officials to locate the names of voters on the voters' roll more efficiently. Moreover, it allowed the Electoral Commission to analyse the demographics of voters, namely their age, gender and time of voting.

A total of 17 403 300 out of 18 654 771 registered voters who cast their votes were scanned (93%). While not all scanners were operational at all voting stations, and not all voters were scanned, this number is an excellent representative sample from which to determine the demographic participation rates of voters, as well as a reflection of voting times.

The gender split of voter participation on 7 May 2014 was 57% women and 43% men as shown in Figure 2 below.

Figure 2: Gender of voters in the 2014 national and provincial elections

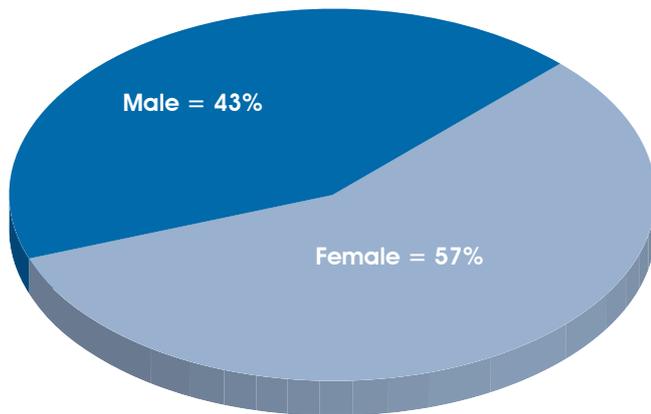


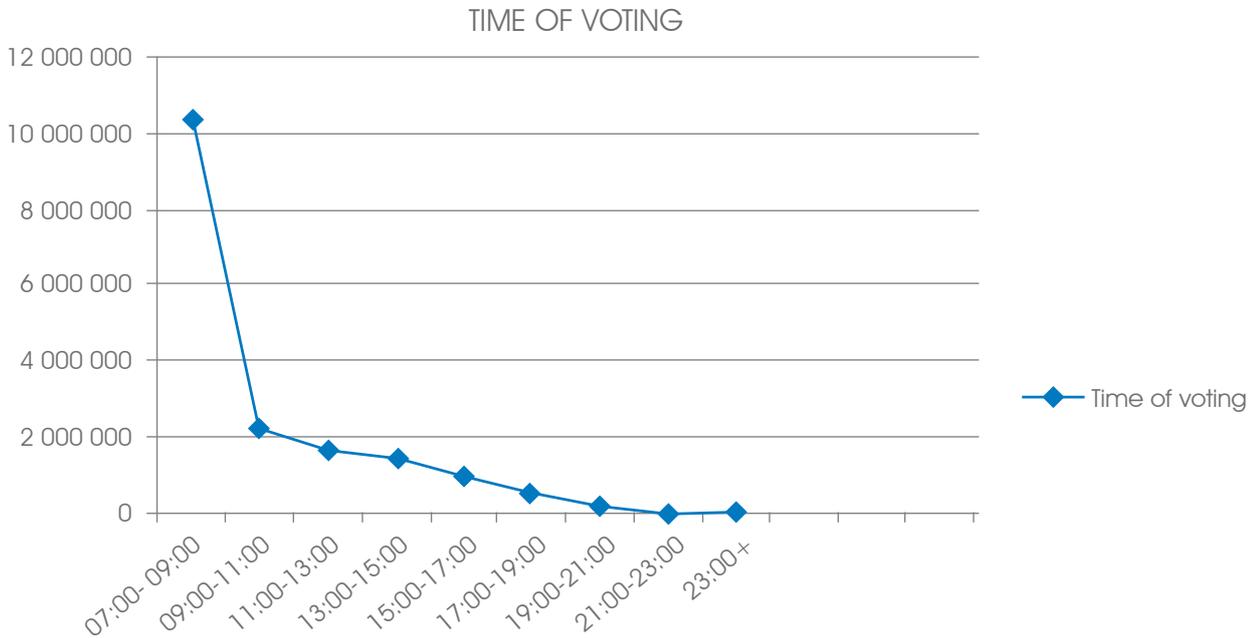
Table 15 shows the age and gender of voters on 7 May 2014, including the number of women and men who participated as a proportion of registered voters per age group. Generally, more women participated in the 2014 national and provincial elections than men across all age groups.

Table 15: Voter participation by age and gender in the 2014 national and provincial elections

Age group	Female voters (percentage of registered voters)	Male voters (percentage of registered voters)	Total voters
≥18≤19	289 408 (83%)	244 657 (83%)	534 065
≥20≤29	2 327 288 (75%)	1 823 625 (69%)	4 150 914
≥30≤39	2 361 226 (73%)	1 912 716 (65%)	4 273 942
≥40≤49	2 086 363 (77%)	1 623 711 (70%)	3 710 074
≥50≤59	1 729 369 (82%)	1 295 653 (77%)	3 025 022
≥60≤69	1 048 480 (81%)	759 782 (79%)	1 808 262
≥70≤79	536 401 (72%)	308 710 (74%)	845 111
≥80	217 935 (52%)	89 446 (57%)	307 381
<b>Total</b>	<b>10 596 471 (76%)</b>	<b>8 058 300 (70%)</b>	<b>18 654 771</b>

Figure 3, which shows voters' time of voting, shows that more than half of all voters visited their voting stations to vote on 7 May 2014 in the first two hours of the opening of voting stations with a very small number of voters voting after 21:00.

**Figure 3: Voting volumes by time in the 2014 national and provincial elections**



Section 24A of the Electoral Act allows voters to vote outside the voting district in which they registered to vote. If voters elected to vote in the same province in which they registered to vote, they received a national and provincial ballot paper. However, if voters chose to vote outside the province in which they registered to vote, they only received a national ballot paper.

A total of 1 777 872 votes were cast on 7 May 2014 in terms of section 24A of the Electoral Act, which represented 9.54% of the total votes cast. In the 2009 elections, 8.98% (1 608 765) of votes cast were done in terms of section 24A. In the 2004 elections, the figure was 11.63% (1 844 987 votes).

The use of the provision in section 24A presented challenges to the procurement and distribution of ballot papers to voting stations and other voting materials – especially in high-density metropolitan areas.

Prisoners who were registered to vote were permitted to vote in national and provincial elections. Satellite mobile voting stations staffed by voting officials were dispatched to all prisons on Election Day. In terms of section 24B of the Electoral Act, prisoners are deemed to be registered in the voting district in which the prison is located. Prisoners received both national and provincial ballots. Voting officials transported prisoners' cast votes to the main voting station in the same voting district

outside prisons where cast ballots were counted together with the other ballots cast at the main voting station.

During the elections, the Electoral Commission monitored the status of voting stations (open or closed), as well as the estimated throughput at voting stations at regular intervals. Input into the system has historically been through sending keywords and data to a specified SMS number. However, as the voting district number also had to be provided, the input was not always accurate, which led to incorrect reports on the voting station monitoring system. Having considered various options, the Electoral Commission procured a location-based Unstructured Supplementary Service Data (USSD) solution that linked users to the correct voting districts and improved the accuracy of input through appropriate menus.

## 4.6 Voter satisfaction

There is a difference between a complaint and an objection. A complaint relates to an operational matter, such as voting materials running short and scanners not being operational. These complaints are not considered material to the election results, while objections are considered material to the results of an election.

Complaints and operational challenges raised by the public and political parties were managed through an application

called the Issue Tracker, which enabled complaints to be recorded, monitored and resolved. Complaints were recorded on the system and resolved by the relevant line department with assistance from the relevant provincial office of the Electoral Commission. Political party representatives based at ROCs had access to the Issue Tracker to record and monitor the resolution of complaints.

According to the Voter Satisfaction Survey commissioned by the Electoral Commission and undertaken by the HSRC, voters considered the 2014 national and provincial elections to have been free and fair, and operationally successful. Some 97% of voters indicated their satisfaction with the secrecy of their vote. Some 97% of voters were satisfied with the freeness and fairness of the elections and the same percentage of voters found the voting procedures inside voting stations easy to understand. Some 96% of voters indicated their satisfaction with the quality of service rendered by voting officials on Election Day.

## 4.7 Counting

Voting stations closed at 21:00 on Election Day and no further voting was allowed, unless the voter was already in the queue at 21:00. The majority of voting stations closed at 21:00 and ballots were counted at the same venues.

Votes cast on the special voting days (5 and 6 May 2014) were collected for the voting districts where the votes were cast and placed in ballot boxes for special voting, which were kept in secure storage. Before voting stations closed on Election Day, special vote envelopes were removed from their ballot boxes, the details of voters were checked against the voters' roll and a record was kept of such applications. In the double envelope system used for special votes, the outer envelope was removed and set aside, and the inner envelopes with their ballots were mixed in the ballot boxes with votes cast on Election Day. The ballot boxes were then opened at the start of counting to ensure the secrecy of special votes.

Ballot boxes were opened in the presence of political party agents. Ballot papers were verified to ensure that each contained an official Electoral Commission voting stamp. If the ballot did not have this stamp, it was rejected. Ballots were then sorted according to the contesting parties and counted. Counting officers completed a results slip on which the results of voting and the number of special votes cast were reconciled with the number of ballots issued during voting at the voting station. Political party agents signed off on the results slips. However, the absence of party agents did not invalidate the results slips.

A copy of the results slip was displayed in a prominent position at the voting station for the information of the public. The original results slip was sealed in a tamper-evident envelope that was then transported to the office of the municipal electoral officer to be captured, verified and scanned.

## 4.8 Capturing and auditing of results

The Electoral Commission adopted a decentralised approach to the capture, auditing and scanning of results slips in the 2014 national and provincial elections, as was the case in 2009 and 2004. The decentralised approach to results administration allowed for the efficient capture, auditing and resolution of discrepancies at municipal level, with the assistance of the provincial offices.

POs or area managers were responsible for the transportation of results slips from voting stations to municipal electoral offices where the result slips were captured, audited and scanned. Staff of the Electoral Commission captured the information on all results slips in the NPE Results System. The results system used the blind double-capture concept to ensure the correctness of the results information.

Captured results were then audited by some 640 external results auditors located at each of the Electoral Commission's municipal offices. The auditing process involved checking the captured results against the results slips to ensure that results had been correctly captured. If the auditor was satisfied with the captured result, he or she would enter a unique code into the results system to approve that result. The results auditing service was provided by PricewaterhouseCoopers, which was awarded the tender after a procurement process had been undertaken and adjudicated.

In an effort to enhance the transparency of the results process, the Electoral Commission also scanned each results slip at municipal electoral offices. This allowed political party representatives and Electoral Commission officials located at ROCs in Tshwane and the nine provinces to access the scanned image of a results slip.

Following the capture, auditing and scanning of results slips, the results were subjected to an automated quality check in the results system. Results were highlighted as needing further investigation if they fell outside the predetermined system parameters. Once investigated and resolved, these results slips were displayed on the leader boards located at the ROCs, supplied to the media and displayed on the Electoral Commission's website.

For the 2014 national and provincial elections, the Electoral Commission managed to complete 95% of results within 24 hours of the close of voting. The remaining 5% of results were completed within 48 hours of the close of voting.

Although the NPE Results System has reached a certain level of maturity and stability, some minor changes were required in preparation for the 2014 national and provincial elections.

A legislative amendment, which provided that results of votes cast outside the Republic must count as national casts and should not be considered in the regional count, was passed. The reason is that votes cast outside the Republic are, by definition, cast outside the nine regions of the country. The change was effected in the seat calculation on the system, as well as in all concomitant reports.

The system provided the same functionality as in the 2004 and 2009 elections, which included the capture and auditing of results, scanning of results slips, flagging of exceptions where results fell outside the predetermined acceptable boundaries, as well as reporting and editing window functionalities.

Prior to the elections, two national dry-runs were held to test the system's performance. The system experienced no performance issues, as was evidenced by the fact that 94% of results were captured within 24 hours of the close of voting stations.

## 4.9 Election observation

In terms of section 84 of the Electoral Act, the Electoral Commission is required to accredit organisations to observe elections in South Africa. In line with this legal requirement, organisations were invited to apply for accreditation as observers. A total of 68 domestic and 21 international organisations were accredited to observe the 2014 national and provincial elections. In addition, all diplomatic missions represented in South Africa were accredited as visitors at the voting stations on Election Day.

Fifteen organisations submitted their reports to the Electoral Commission. In addition to the reports, the Electoral Commission invited all domestic observer organisations to a debriefing session so that they could present their findings during their 2014 national and provincial elections observations.

The Electoral Commission is considering reports of observer missions with the main aim of implementing some of their recommendations to improve the management and delivery of elections in the future.

The Electoral Commission is grateful for the contribution made by both domestic and international observers in ensuring that our elections were credible, free and fair.



**A total of 68 domestic and 21 international organisations observed South Africa's 2014 national and provincial elections.**

# 5. Post-election phase



## 5. Post-election phase

### 5.1 Announcement of results

The Electoral Commission is required by law to announce the results of an election within seven days of the election. The results of the 2014 national and provincial elections were declared and announced to the public on the third day after Election Day on Saturday, 10 May 2014. At the same time, the seats allocated to political parties that had contested the 2014 national and provincial elections were announced. On 13 May 2014, the Electoral Commission designated the representatives in those seats from the respective political parties' candidate lists, and published the names of designated representatives in the *Government Gazette*.

Accredited international and local observer groups that had observed the 2014 national and provincial elections announced that the 2014 national and provincial elections were credible, free and fair. All political parties that had contested the elections accepted the results of the elections. An overwhelming majority of voters (97%) indicated that the 2014 national and provincial elections were free and fair, according to research conducted by the HSRC and commissioned by the Electoral Commission.

In addition to the display of progress maps and election results at the provincial and national ROCs, the Electoral Commission provided a device fully responsive to a dynamic results progress web page. Behind this page, various Electoral Commission APIs were used to package information used by various media houses tracking and displaying election results on their websites using geographic data provided by the Electoral Commission.



The announcement of the results of the 2014 national and provincial elections took place on Saturday, 10 May 2014, three days after elections. By law, the Electoral Commission must announce the results within seven days of an election.

### 5.2 Objections

The Electoral Commission received 22 objections relating to the 2014 national and provincial elections. Three of these were withdrawn by the objectors and the remaining 19 were dismissed by the Electoral Commission. Most of the submissions were rejected for non-compliance with the provisions of section 55 of the Electoral Act. None of the Electoral Commission's decisions were appealed.

### 5.3 Voter Participation Survey 2013 to 2014

The Voter Participation Survey 2013/14 is a nationally representative, cross-sectional survey that was conducted for the Electoral Commission by the HSRC between October and December 2013. The study aimed to inform and guide the Electoral Commission in its plans, policies and practices by evaluating voting behaviour in South Africa and ascertaining people's interest in and perceptions of the forthcoming 2014 national and provincial elections.

The following are highlights of the findings:

- **Democratic ideals and principles:** The public clearly recognises the importance of a range of core democratic principles, including free and fair elections, the right of assembly and demonstration, deliberative democracy, electoral accountability, freedom of expression and political tolerance. Free and fair elections remain the highest-rated democratic ideal.
- **Democratic performance:** Despite these positive findings, the electorate harbours significant concerns about the way democracy works in the country. Satisfaction with democracy is the lowest it has been in

Courtesy of IEC  
Image library 



over a decade, with 48% voicing discontent compared with 36% expressing satisfaction. Furthermore, 63% feel that the country is going in the wrong direction. Democratic performance is rated as falling considerably short of the ideal in relation to accountability (politicians listening to the people before making decisions) and electoral punishment (parties being punished in elections when they perform poorly).

- **Institutional trust:** Trust in the political system continues to exhibit a year-on-year decline. Trust in the national government has fallen from 61% in 2009 to 44% in 2013. Only 44% trust their provincial government, barely a third (34%) trust their local government, while a quarter or fewer trust political parties or politicians. Trust in the Electoral Commission improved slightly between 2012 and 2013 (from 60% to 63%). The Electoral Commission remains one of the country's most trusted institutions, although levels of confidence are still below the high of 72% in 2009.
- **Confidence in political leaders:** South Africans are critical of the performance of the current political leadership – 48% were dissatisfied, 36% were satisfied and 16% were neutral.
- **Voter registration:** Nearly all South Africans aged 16 years and older (96%) were in possession of a legitimate bar-coded ID book. Those who did not possess an ID book were mostly between 16 and 19 years of age. Therefore, the possession of an ID book does not serve as a significant barrier to registration among the electorate. Nine out of ten (93%) registered voters found the registration process easy. On average, respondents reported that it takes 12 minutes to register as a voter.
- **Voting and special groups:** More than eight out of ten voters felt that the needs of the elderly and the disabled were addressed to a certain extent in voting procedures or processes. However, the elderly (65 years and over) believed that their needs were not adequately addressed. A lower share responded that the needs of the youth and women were being addressed. A comparison between 2010 and 2013 revealed that public perception had not shifted markedly over the period.
- **Views on women's political participation:** There was a general improvement in attitudes towards women in politics between 2010 and 2013. The majority of respondents believed that women need to get more involved in politics (78%) and the proportion of adult citizens who believed that men were better politicians than women declined from 43% in 2010 to 33% in 2013. Finally, the share who felt that their needs would be better addressed if more women were in politics grew from 40% in 2010 to 46% in 2013.

- **Youth and electoral participation:** Only 50% believed that the youth are interested in politics, a decline since 2010. However, 73% believed that the youth should take a lead in voting and 82% felt the youth needed to be encouraged to participate in elections. Importantly, 76% supported school-based civic and democracy education to teach young South Africans about elections.
- **What drives intention to vote in South Africa?**
  - Trust in institutions and leaders: Higher confidence in political institutions and leadership contributes positively to the decision to vote.
  - Political efficacy: A belief in the power of one's vote is an important factor in electoral behaviour.
  - Civic duty: Those who believe it is their duty to vote are more inclined to want to vote.
  - Political engagement: Those who are more interested in national and provincial elections express a greater intention to vote.
  - Participation in politics: Being registered as a voter or having voted in a previous election are factors associated with an increased desire to vote. This highlights the importance of registration drives and the existence of a culture of voting.

## 5.4 Election Satisfaction Survey

The 2014 Election Satisfaction Survey was conducted by the HSRC and aimed to determine opinions and perceptions of both voters and election observers regarding the freeness and fairness of the electoral process and to assess the operational efficiency of the Electoral Commission in managing the fifth national and provincial elections.

Based on an assessment of voter interviews collected on Election Day, the HSRC found that the voting public was overwhelmingly confident that the 2014 national and provincial elections were both free and fair. Voters provided an exceptionally favourable evaluation of the management performance of the Electoral Commission and the conduct of officials at voting stations. There are also signs of improvement over successive elections. The lingering challenge facing the country in future elections remains the mounting political disillusionment among the voting age public and the electoral disengagement that it induces.

Significant findings included the following:

- **Electoral freeness and fairness**
  - An overwhelming majority of sampled voters (97%) feel that the election procedures were free.
  - Similarly, 97% of the voters are of the opinion that the election procedures were fair.

- **General voting experience**
  - Some 69% of voters took less than 15 minutes to reach their voting stations, with 20% taking between 16 and 30 minutes, 7% taking between 31 and 60 minutes, and 4% taking longer than an hour.
  - On average, voters waited in the queue for 16 minutes before voting.
  - Overall, 86% of the voters found the voting stations to be easily accessible to persons with disabilities and the elderly.
  - Some 97% were satisfied with the instructions and signs about where to go and what to do.
  - Some 97% found the voting procedures inside the voting station easy to understand.
- **Perceived secrecy of vote**
  - Some 97% of voters expressed satisfaction with the secrecy of their vote. Equally high proportions of satisfaction were found among the various race, age and gender groups.
- **Electoral Commission's performance**
  - Some 96% voiced general satisfaction with the quality of service the election officials rendered to voters.
  - Voters were asked to rate 10 aspects of the conduct of Electoral Commission officials at their voting station. Overall, there was a very positive assessment of officials. They rated officials as friendly (91%), helpful (91%), patient (90%), cooperative (90%), professional (89%), honest (90%), knowledgeable about elections (89%), interested in their jobs (89%), considerate (89%) and impartial (84%).

## 5.5 Thank you campaign

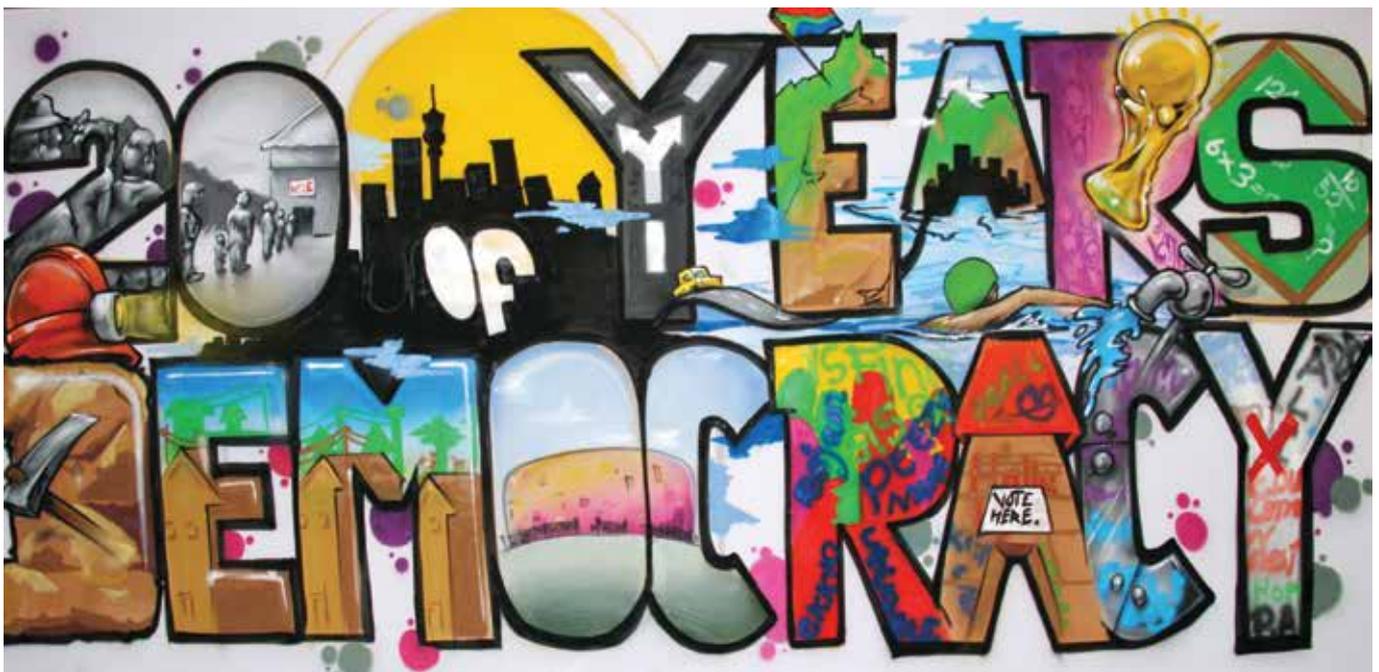
A final phase of the advertising campaign was to thank voters – in all official languages – for their participation and to remind them of the important role they played in deepening democracy in South Africa. These advertisements were broadcast on national radio stations for three days after the elections, along with print advertisements in the Sunday newspapers.

## 5.6 Payment of electoral staff

Recruited staff received a basic honorarium to attend training events, conduct two registration events and work on special voting days, as well as on Election Day. The ESS was used to facilitate payment after completion of the counting of votes. In terms of legislative requirements, staff had to be paid via an official payroll to determine the correct statutory deductions per person. Consequently, most of the staff were only paid a month after the event, as opposed to three weeks after Election Day.

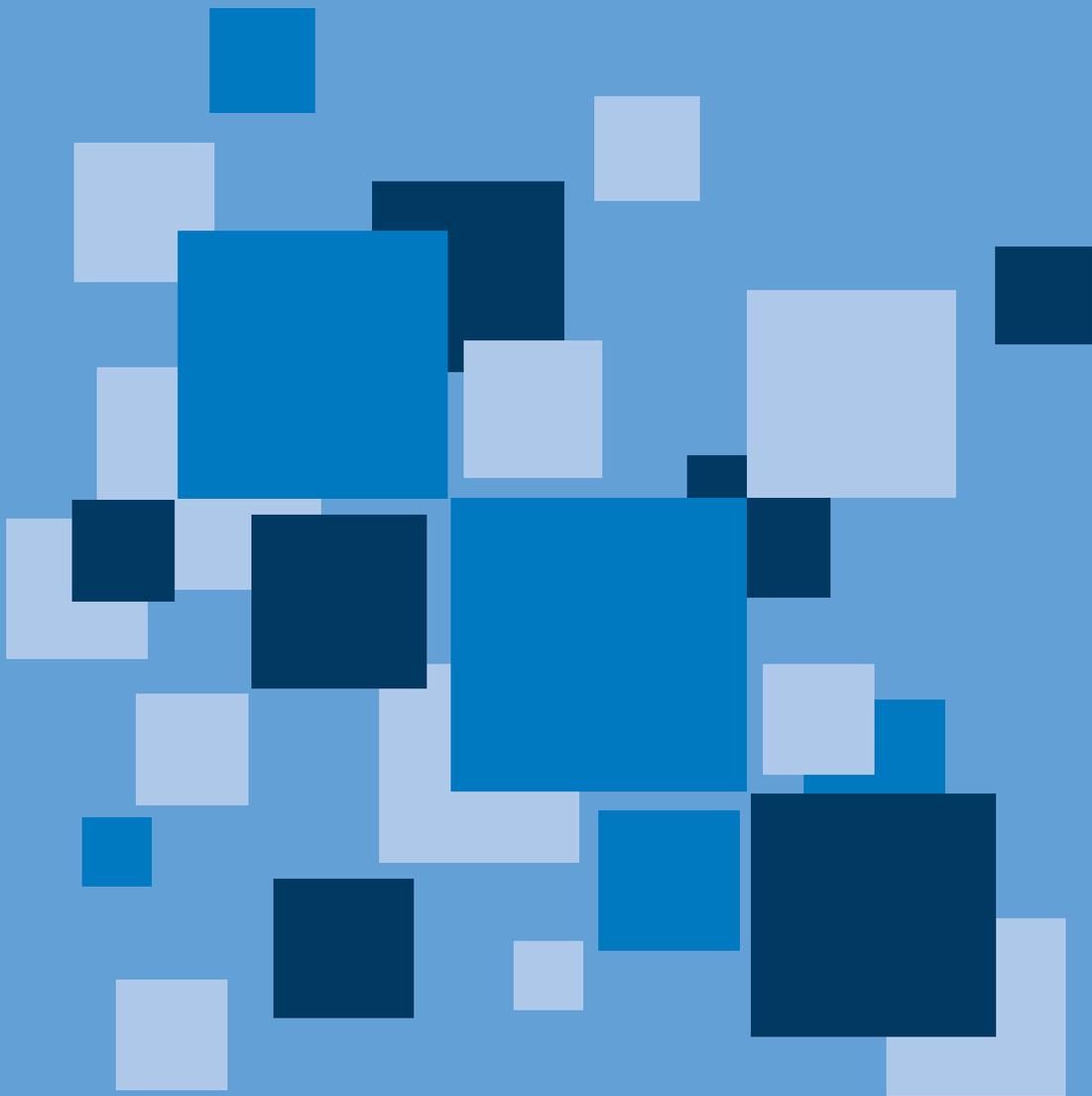
## 5.7 Payment for voting stations

A centralised payment mechanism was implemented to ensure that rental payments to lessors were made promptly in terms of the Electoral Commission's contractual obligations. This enabled 99% of such payments to be concluded within four weeks of each event (registration and election periods) and promoted a cordial relationship between the Electoral Commission and voting station lessors.



The founding values of the Constitution of the Republic of South Africa, drawn up by the Parliament elected in 1994 in the first democratic elections, require the Electoral Commission to promote enfranchisement and participation in the electoral process.

# 6. Annexures



## 6. Annexures

### 6.1 Election timetable

Government notice R145 in *Government Gazette* no. 37387 – Electoral Act 1998: Election Timetable for the election of the National Assembly and the election of provincial legislators

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#### GOVERNMENT NOTICE

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#### ELECTORAL COMMISSION

No. R. 145

26 February 2014

#### ELECTION TIMETABLE FOR THE ELECTION OF THE NATIONAL ASSEMBLY AND THE ELECTION OF PROVINCIAL LEGISLATURES

The Electoral Commission hereby gives notice that it has in terms of section 20 of the Electoral Act, 1998, compiled the election timetable set out in the Schedule below to apply to the election of the National Assembly and the election of Provincial Legislatures to be held on 7 May 2014. (A reference to section in this election timetable is a reference to that section of the Electoral Act, 1998 and a reference to “regulation” is a reference to that regulation in the Election Regulations, 2004).

#### SCHEDULE

##### **Cut-off time for act to be performed**

1. An act required in terms of the Electoral Act, 1998, or the Election Regulations, 2004 to be performed by not later than a date stated in the election timetable, must be performed before 17:00 on that date.

##### **Notice that list of addresses of voting stations is available for inspection**

2. The Chief Electoral Officer must give notice by 5 March 2014 that from the date of the notice until the voting day copies of a list containing the addresses of all voting stations will be available for inspection.

**Notice of route of mobile voting stations**

3. The Chief Electoral Officer must give notice by 5 March 2014 of the route, including the locations and estimated times of stopping of each mobile voting station in terms of section 67(2).

**Cut-off date for certification and publication of voters' roll**

4. By 5 March 2014, the Chief Electoral Officer must certify and publish the voters' roll or the segments of the voters' roll to be used in this election in terms of section 24(2) for inspection.

**Cut-off date for notification of intention to vote outside of the Republic**

5. By 12 March 2014, a person who intends to vote outside of the Republic is required to notify the Chief Electoral Officer of their intention to vote outside of the Republic in terms of section 33(3) or (4), read with regulation 10.

**Cut-off date for submission of list of candidates**

6. Registered parties that intend to contest this election must nominate and submit a list of their candidates for the election to the Chief Electoral Officer in the prescribed manner by 12 March 2014.

**Notice of non-compliance**

7. (1) The Chief Electoral Officer must notify a registered party that has submitted a list of candidates in terms of section 27 but has not fully complied with that section, of that non-compliance by 18 March 2014.  
  
(2) If the notified party takes the opportunity to comply with section 27, that party must do so by 24 March 2014.

**Inspection of lists of candidates and accompanying documents**

8. The Chief Electoral Officer must give notice by 28 March 2014, that on 28 March 2014 and 31 March 2014, between 09:00 and 17:00, copies of the following documents will be available for inspection: The lists of candidates and accompanying documents submitted by registered parties in terms of section 27 and supplemented in terms of section 28.

**Cut-off dates for objections to a candidate**

9. Any person, including the Chief Electoral Officer, may object to a candidate to the Commission in the prescribed manner by 1 April 2014.

**Decision of objections to a candidate**

10. The Commission must decide an objection under section 30, and must notify the objector and the registered party that nominated the candidate of the decision in the prescribed manner by 7 April 2014.

**Application for special vote to municipal electoral officer**

11. A person who wants to apply to the municipal electoral officer for a special vote in terms of section 33(1)(a),(b) or (c) or section 33(2) read with regulation 7, 8 and 9, and section 33A(1)(a),(b) or (c) or section 33A(2) read with regulation 15, 15A and 15B may do so from 7 April 2014 until 17 April 2014, between 09:00 and 17:00.

**Cut-off date for appeals against decisions**

12. The objector or the registered party who nominated the candidate may appeal against a decision of the Commission made in terms of section 30(3) to the Electoral Court in the prescribed manner by 10 April 2014.

**Deciding appeals**

13. The Electoral Court must consider and decide an appeal brought under section 30(4) and notify the parties to the appeal, and the Chief Electoral Officer, of the decision in the prescribed manner by 15 April 2014.

**List of parties entitled to contest election and final list of candidates**

14. By 22 April 2014, the Chief Electoral Officer must:
- (a) Give effect to a decision of the Commission in terms of section 30(3) or a decision of the Electoral Court in terms of section 30(5); and
  - (b) Compile a list of the registered parties entitled to contest the election and the final list of candidates for each of those parties.

**Issue of certificates to candidates**

15. By 24 April 2014, the Chief Electoral Officer must issue in the prescribed manner to each candidate on a final list of candidates a certificate stating that the person is a candidate in this election.

**Application and casting of votes at foreign missions**

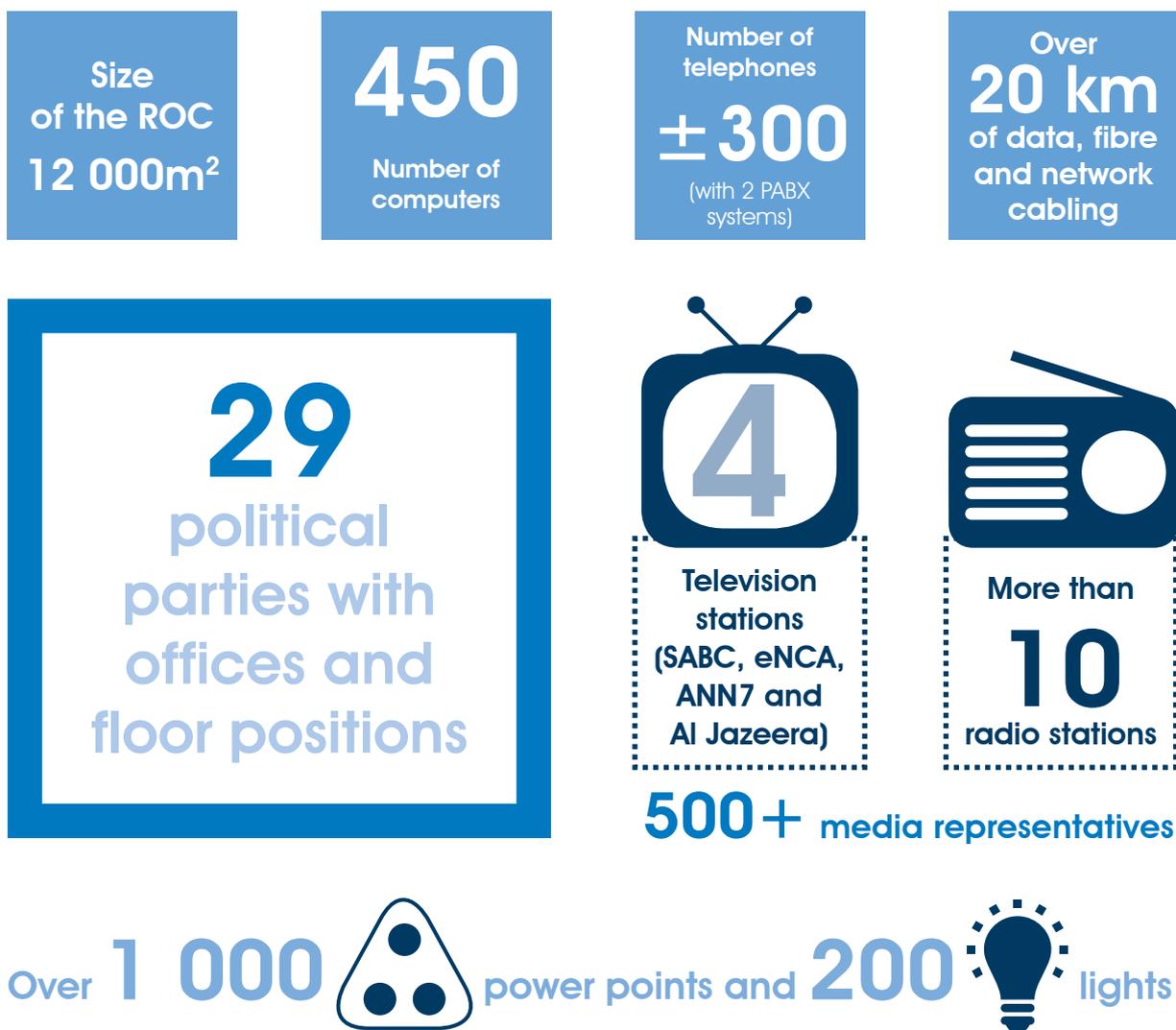
16. A person who wants to apply for and cast a special vote at a foreign mission in terms of section 33(3) or (4), read with regulation 11, may do so on 30 April 2014.

**Visitation for the purposes of casting a special vote**

17. A person who has applied for a special vote in terms of section 33 (1)(a), read with regulations 7 and 8 and section 33A(1)(a) read with regulation 15 and 15A, may be visited by voting officers on 5 May 2014 or 6 May 2014.

**Casting of special votes at the office of the presiding officer**

18. A person whose application for a special vote has been approved and who wants to cast a special vote at the office of the presiding officer in terms of section 33(1)(b), (c) or 33(2) read with regulation 9, and section 33A(1)(b), (c) or 33A(2) read with regulation 15B may do so on 5 May 2014 or 6 May 2014 between 09:00 and 17:00.

**6.2 National Results Operations Centre facts**

### 6.3 Abbreviations

<b>ANC</b>	African National Congress	<b>MPLS</b>	Multi-Protocol Label Switching
<b>API</b>	Application Program Interface	<b>MOC</b>	Municipal Outreach Coordinator
<b>BOM</b>	Bill of Materials	<b>NCF</b>	National Coordinating Forum
<b>CDV</b>	Check digit validation	<b>NLS</b>	National Language Service
<b>CEO</b>	Chief Electoral Officer	<b>NPA</b>	National Prosecution Authority
<b>CNS</b>	Candidate Nomination System	<b>NPE</b>	National and provincial elections
<b>DA</b>	Democratic Alliance	<b>PEO</b>	Provincial electoral office
<b>DCS</b>	Department of Correctional Services	<b>PLC</b>	Party Liaison Committee
<b>DeafSA</b>	Deaf Federation of South Africa	<b>PIFSA</b>	Printing Federation of South Africa
<b>DEF</b>	Democracy Education Facilitator	<b>PO</b>	Presiding Officer
<b>DIRCO</b>	Department of International Relations and Cooperation	<b>ROC</b>	Results Operations Centre
<b>DPO</b>	Deputy Presiding Officer	<b>SABS</b>	South African Broadcasting Corporation
<b>ECF-SADC</b>	Electoral Commissions Forum of the Southern African Development Community	<b>SADC</b>	Southern African Development Community
<b>EFF</b>	Economic Freedom Fighters	<b>SANCB</b>	South African National Council for the Blind
<b>ESS</b>	Electoral Staff System (software application)	<b>SANDF</b>	South African National Defence Force
<b>FET</b>	Further education and training	<b>SAPS</b>	South African Police Service
<b>FF Plus</b>	Freedom Front Plus	<b>SCOM</b>	System Centre Operations Manager
<b>GET</b>	General education and training	<b>SIEM</b>	Security information and event management
<b>GIS</b>	Geographic Information System	<b>SNMP</b>	Simple Network Management Protocol
<b>HBR</b>	Hola Bon Renaissance	<b>SSA</b>	State Security Agency
<b>HSRC</b>	Human Sciences Research Council	<b>TAM</b>	Television audience measurement
<b>ICT</b>	Information and communication technology	<b>TCR</b>	Targeted communication and registration
<b>IP</b>	Internet Protocol	<b>UN</b>	United Nations
<b>ISP</b>	Internet Service Provider	<b>UPS</b>	Uninterrupted power supply
<b>IT</b>	Information technology	<b>USSD</b>	Unstructured Supplementary Service Data
<b>IVR</b>	Interactive voice response	<b>VPN</b>	Virtual Private Network
<b>JOINTS</b>	Joint Operational and Intelligence Structure	<b>VRO</b>	Voters' Roll Officer
<b>LAN</b>	Local area network	<b>VSO</b>	Voting Stations Operations
		<b>WAN</b>	Wide area network
		<b>WBS</b>	Work breakdown structure

## 6.4 Sample ballot papers

**NATIONAL 2014** 00032901

**NATIONAL 2014**

Make your mark next to the party you choose.  
Draai die stemmerke naas die party wat jy kies.  
Pelle kofiessele naas die kofiessele se kofiessele.  
Draai die kofiessele naas die kofiessele se kofiessele.  
Draai die kofiessele naas die kofiessele se kofiessele.  
Draai die kofiessele naas die kofiessele se kofiessele.

Place a mark next to the party you choose.  
Draai die stemmerke naas die party wat jy kies.  
Pelle kofiessele naas die kofiessele se kofiessele.  
Draai die kofiessele naas die kofiessele se kofiessele.  
Draai die kofiessele naas die kofiessele se kofiessele.  
Draai die kofiessele naas die kofiessele se kofiessele.

<b>VRYHEIDSFRONT PLUS</b>		<b>VF Plus</b>	
<b>WORKERS AND SOCIALIST PARTY</b>		<b>WASP</b>	
<b>AFRICAN CHRISTIAN DEMOCRATIC PARTY</b>		<b>ACDP</b>	
<b>AFRICAN INDEPENDENT CONGRESS</b>		<b>AIC</b>	
<b>AFRICAN NATIONAL CONGRESS</b>		<b>ANC</b>	
<b>AFRICAN PEOPLE'S CONVENTION</b>		<b>APC</b>	
<b>AGANG SOUTH AFRICA</b>		<b>AGANG SA</b>	
<b>AL JAMA-AH</b>			
<b>AZANIAN PEOPLE'S ORGANISATION</b>		<b>AZAPO</b>	
<b>BUSHBUCKRIDGE RESIDENTS ASSOCIATION</b>		<b>BRA</b>	
<b>CONGRESS OF THE PEOPLE</b>		<b>COPE</b>	
<b>DEMOCRATIC ALLIANCE</b>		<b>DA</b>	
<b>ECONOMIC FREEDOM FIGHTERS</b>		<b>EFF</b>	
<b>FIRST NATION LIBERATION ALLIANCE</b>		<b>FINLA</b>	
<b>FRONT NASIONAAL / FRONT NATIONAL</b>		<b>FN</b>	
<b>INDEPENDENT CIVIC ORGANISATION OF SOUTH AFRICA</b>		<b>ICOSA</b>	
<b>INKATHA FREEDOM PARTY</b>		<b>IFP</b>	
<b>KEEP IT STRAIGHT AND SIMPLE</b>		<b>KISS</b>	
<b>KINGDOM GOVERNANCE MOVEMENT</b>		<b>KGM</b>	
<b>MINORITY FRONT</b>		<b>MF</b>	
<b>NATIONAL FREEDOM PARTY</b>		<b>NFP</b>	
<b>PAN AFRICANIST CONGRESS OF AZANIA</b>		<b>PAC</b>	
<b>PAN AFRICANIST MOVEMENT</b>		<b>PAM</b>	
<b>PATRIOTIC ALLIANCE</b>		<b>PA</b>	
<b>PEOPLES ALLIANCE</b>		<b>PAL</b>	
<b>UBUNTU PARTY</b>		<b>UBUNTU</b>	
<b>UNITED CHRISTIAN DEMOCRATIC PARTY</b>		<b>UCDP</b>	
<b>UNITED CONGRESS</b>		<b>UNICO</b>	
<b>UNITED DEMOCRATIC MOVEMENT</b>		<b>UDM</b>	

**PROVINCIAL 2014** 0005801  
EASTERN CAPE

**PROVINCIAL 2014**  
EASTERN CAPE

Make your mark next to the party you choose.  
Draai die stemmerke naas die party wat jy kies.  
Pelle kofiessele naas die kofiessele se kofiessele.  
Draai die kofiessele naas die kofiessele se kofiessele.  
Draai die kofiessele naas die kofiessele se kofiessele.  
Draai die kofiessele naas die kofiessele se kofiessele.

Place a mark next to the party you choose.  
Draai die stemmerke naas die party wat jy kies.  
Pelle kofiessele naas die kofiessele se kofiessele.  
Draai die kofiessele naas die kofiessele se kofiessele.  
Draai die kofiessele naas die kofiessele se kofiessele.  
Draai die kofiessele naas die kofiessele se kofiessele.

<b>VRYHEIDSFRONT PLUS</b>		<b>VF Plus</b>	
<b>AFRICAN CHRISTIAN DEMOCRATIC PARTY</b>		<b>ACDP</b>	
<b>AFRICAN INDEPENDENT CONGRESS</b>		<b>AIC</b>	
<b>AFRICAN NATIONAL CONGRESS</b>		<b>ANC</b>	
<b>AFRICAN PEOPLE'S CONVENTION</b>		<b>APC</b>	
<b>AGANG SOUTH AFRICA</b>		<b>AGANG SA</b>	
<b>AZANIAN PEOPLE'S ORGANISATION</b>		<b>AZAPO</b>	
<b>CONGRESS OF THE PEOPLE</b>		<b>COPE</b>	
<b>DEMOCRATIC ALLIANCE</b>		<b>DA</b>	
<b>ECONOMIC FREEDOM FIGHTERS</b>		<b>EFF</b>	
<b>INKATHA FREEDOM PARTY</b>		<b>IFP</b>	
<b>KINGDOM GOVERNANCE MOVEMENT</b>		<b>KGM</b>	
<b>NATIONAL FREEDOM PARTY</b>		<b>NFP</b>	
<b>PAN AFRICANIST CONGRESS OF AZANIA</b>		<b>PAC</b>	
<b>PATRIOTIC MOVEMENT OF SOUTH AFRICA</b>		<b>PAMSA</b>	
<b>UNITED CHRISTIAN DEMOCRATIC PARTY</b>		<b>UCDP</b>	
<b>UNITED CONGRESS</b>		<b>UNICO</b>	
<b>UNITED DEMOCRATIC MOVEMENT</b>		<b>UDM</b>	

**PROVINCIAL 2014** 0007901  
FREE STATE

**PROVINCIAL 2014**  
FREE STATE

Make your mark next to the party you choose.  
Die keuse wat jy maak is vir jou belang.  
Vind die keuse wat jy verkies en merk dit op.  
Dit is belangrik om jou keuse te merk op die kaart.  
Dit is belangrik om jou keuse te merk op die kaart.

Please to mark large the party you choose.  
Die keuse wat jy maak is vir jou belang.  
Vind die keuse wat jy verkies en merk dit op.  
Dit is belangrik om jou keuse te merk op die kaart.  
Dit is belangrik om jou keuse te merk op die kaart.

Bitte mark large die party you choose.  
Die keuse wat jy maak is vir jou belang.  
Vind die keuse wat jy verkies en merk dit op.  
Dit is belangrik om jou keuse te merk op die kaart.  
Dit is belangrik om jou keuse te merk op die kaart.

<b>VRYHEIDSFRONT PLUS</b>		<b>VF Plus</b>	
<b>AFRICAN CHRISTIAN DEMOCRATIC PARTY</b>		<b>ACDP</b>	
<b>AFRICAN NATIONAL CONGRESS</b>		<b>ANC</b>	
<b>AFRICAN PEOPLE'S CONVENTION</b>		<b>APC</b>	
<b>AGANG SOUTH AFRICA</b>		<b>AGANG SA</b>	
<b>AZANIAN PEOPLE'S ORGANISATION</b>		<b>AZAPO</b>	
<b>CONGRESS OF THE PEOPLE</b>		<b>COPE</b>	
<b>DEMOCRATIC ALLIANCE</b>		<b>DA</b>	
<b>ECONOMIC FREEDOM FIGHTERS</b>		<b>EFF</b>	
<b>INDEPENDENT CIVIC ORGANISATION OF SOUTH AFRICA</b>		<b>ICOSA</b>	
<b>INKATHA FREEDOM PARTY</b>		<b>IFP</b>	
<b>NATIONAL FREEDOM PARTY</b>		<b>NFP</b>	
<b>PAN AFRICANIST CONGRESS OF AZANIA</b>		<b>PAC</b>	
<b>PATRIOTIC ALLIANCE</b>		<b>PA</b>	
<b>UNITED CHRISTIAN DEMOCRATIC PARTY</b>		<b>UCDP</b>	
<b>UNITED DEMOCRATIC MOVEMENT</b>		<b>UDM</b>	

**PROVINCIAL 2014** 4401601  
GAUTENG

**PROVINCIAL 2014**  
GAUTENG

Make your mark next to the party you choose.  
Die keuse wat jy maak is vir jou belang.  
Vind die keuse wat jy verkies en merk dit op.  
Dit is belangrik om jou keuse te merk op die kaart.  
Dit is belangrik om jou keuse te merk op die kaart.

Please to mark large the party you choose.  
Die keuse wat jy maak is vir jou belang.  
Vind die keuse wat jy verkies en merk dit op.  
Dit is belangrik om jou keuse te merk op die kaart.  
Dit is belangrik om jou keuse te merk op die kaart.

Bitte mark large die party you choose.  
Die keuse wat jy maak is vir jou belang.  
Vind die keuse wat jy verkies en merk dit op.  
Dit is belangrik om jou keuse te merk op die kaart.  
Dit is belangrik om jou keuse te merk op die kaart.

<b>VRYHEIDSFRONT PLUS</b>		<b>VF Plus</b>	
<b>WORKERS AND SOCIALIST PARTY</b>		<b>WASP</b>	
<b>AFRICAN CHRISTIAN DEMOCRATIC PARTY</b>		<b>ACDP</b>	
<b>AFRICAN NATIONAL CONGRESS</b>		<b>ANC</b>	
<b>AFRICAN PEOPLE'S CONVENTION</b>		<b>APC</b>	
<b>AGANG SOUTH AFRICA</b>		<b>AGANG SA</b>	
<b>AZANIAN PEOPLE'S ORGANISATION</b>		<b>AZAPO</b>	
<b>CONGRESS OF THE PEOPLE</b>		<b>COPE</b>	
<b>DEMOCRATIC ALLIANCE</b>		<b>DA</b>	
<b>ECONOMIC FREEDOM FIGHTERS</b>		<b>EFF</b>	
<b>FRONT NASIONAAL / FRONT NATIONAL</b>		<b>FN</b>	
<b>INDEPENDENT CIVIC ORGANISATION OF SOUTH AFRICA</b>		<b>ICOSA</b>	
<b>INKATHA FREEDOM PARTY</b>		<b>IFP</b>	
<b>KINGDOM GOVERNANCE MOVEMENT</b>		<b>KGM</b>	
<b>LEKGOTLA FOR DEMOCRACY ADVANCEMENT</b>		<b>LEKGOTLA</b>	
<b>MERAFONG CIVIC ASSOCIATION</b>		<b>MECA</b>	
<b>MINORITY FRONT</b>		<b>MF</b>	
<b>NATIONAL FREEDOM PARTY</b>		<b>NFP</b>	
<b>PAN AFRICANIST CONGRESS OF AZANIA</b>		<b>PAC</b>	
<b>PATRIOTIC ALLIANCE</b>		<b>PA</b>	
<b>UNITED CHRISTIAN DEMOCRATIC PARTY</b>		<b>UCDP</b>	
<b>UNITED DEMOCRATIC MOVEMENT</b>		<b>UDM</b>	

**PROVINCIAL 2014** 0013501  
KWAZULU-NATAL

**PROVINCIAL 2014**  
KWAZULU-NATAL

Make your mark next to the party you choose.  
Dra uhlawulo ngokugqibela kwi-igqirha.  
Noma uqhawulele ukhetha inkqubo yakho.  
Ezinye izinto ezilula kufanele kufunyanwa.  
Noma uqhawulele ngokugqibela kwi-igqirha.  
Noma uqhawulele ukhetha inkqubo yakho.

Please a mark next to the party you choose.  
Dra uhlawulo ngokugqibela kwi-igqirha.  
Noma uqhawulele ukhetha inkqubo yakho.  
Ezinye izinto ezilula kufanele kufunyanwa.  
Noma uqhawulele ngokugqibela kwi-igqirha.  
Noma uqhawulele ukhetha inkqubo yakho.

<b>VRYHEIDFRONT PLUS</b>		<b>VF Plus</b>	
<b>AFRICAN CHRISTIAN DEMOCRATIC PARTY</b>		<b>ACDP</b>	
<b>AFRICAN NATIONAL CONGRESS</b>		<b>ANC</b>	
<b>AFRICAN PEOPLE'S CONVENTION</b>		<b>APC</b>	
<b>AZANIAN PEOPLE'S ORGANISATION</b>		<b>AZAPO</b>	
<b>CONGRESS OF THE PEOPLE</b>		<b>COPE</b>	
<b>DEMOCRATIC ALLIANCE</b>		<b>DA</b>	
<b>ECONOMIC FREEDOM FIGHTERS</b>		<b>EFF</b>	
<b>INKATHA FREEDOM PARTY</b>		<b>IFP</b>	
<b>KINGDOM GOVERNANCE MOVEMENT</b>		<b>KGM</b>	
<b>KWA-ZULU NATAL TRANSPORT ALLIANCE</b>		<b>KZNTA</b>	
<b>MINORITY FRONT</b>		<b>MF</b>	
<b>NATIONAL FREEDOM PARTY</b>		<b>NFP</b>	
<b>PAN AFRICANIST CONGRESS OF AZANIA</b>		<b>PAC</b>	
<b>TRULY ALLIANCE</b>		<b>TA</b>	
<b>UBUMBANO LWESIZWE SABANGONI</b>		<b>UBUMBANO</b>	
<b>UNITED CHRISTIAN DEMOCRATIC PARTY</b>		<b>UCDP</b>	
<b>UNITED DEMOCRATIC MOVEMENT</b>		<b>UDM</b>	

**PROVINCIAL 2014** 0023501  
LIMPOPO

**PROVINCIAL 2014**  
LIMPOPO

Make your mark next to the party you choose.  
Dra uhlawulo ngokugqibela kwi-igqirha.  
Noma uqhawulele ukhetha inkqubo yakho.  
Ezinye izinto ezilula kufanele kufunyanwa.  
Noma uqhawulele ngokugqibela kwi-igqirha.  
Noma uqhawulele ukhetha inkqubo yakho.

Please a mark next to the party you choose.  
Dra uhlawulo ngokugqibela kwi-igqirha.  
Noma uqhawulele ukhetha inkqubo yakho.  
Ezinye izinto ezilula kufanele kufunyanwa.  
Noma uqhawulele ngokugqibela kwi-igqirha.  
Noma uqhawulele ukhetha inkqubo yakho.

<b>VRYHEIDFRONT PLUS</b>		<b>VF Plus</b>	
<b>WORKERS AND SOCIALIST PARTY</b>		<b>WASP</b>	
<b>XIMOKO PARTY</b>		<b>XP</b>	
<b>AFRICAN CHRISTIAN DEMOCRATIC PARTY</b>		<b>ACDP</b>	
<b>AFRICAN NATIONAL CONGRESS</b>		<b>ANC</b>	
<b>AFRICAN PEOPLE'S CONVENTION</b>		<b>APC</b>	
<b>AGANG SOUTH AFRICA</b>		<b>AGANG SA</b>	
<b>AZANIAN PEOPLE'S ORGANISATION</b>		<b>AZAPO</b>	
<b>CONGRESS OF THE PEOPLE</b>		<b>COPE</b>	
<b>DEMOCRATIC ALLIANCE</b>		<b>DA</b>	
<b>ECONOMIC FREEDOM FIGHTERS</b>		<b>EFF</b>	
<b>INKATHA FREEDOM PARTY</b>		<b>IFP</b>	
<b>LEKGOTLA FOR DEMOCRACY ADVANCEMENT</b>		<b>LEKGOTLA</b>	
<b>MERAFONG CIVIC ASSOCIATION</b>		<b>MECA</b>	
<b>NATIONAL FREEDOM PARTY</b>		<b>NFP</b>	
<b>PAN AFRICANIST CONGRESS OF AZANIA</b>		<b>PAC</b>	
<b>SOUTH AFRICAN MAINTANANCE AND ESTATE BENEFICIARIES ASSOCIATION</b>		<b>SAMEBA</b>	
<b>UNEMPLOYMENT MOVEMENT SA</b>		<b>UMSA</b>	
<b>UNITED CHRISTIAN DEMOCRATIC PARTY</b>		<b>UCDP</b>	
<b>UNITED DEMOCRATIC MOVEMENT</b>		<b>UDM</b>	

**PROVINCIAL 2014** 1752201  
MPUMALANGA

**PROVINCIAL 2014**  
MPUMALANGA

Make your mark next to the party you choose.  
Daso letimiso oela mabangu oela o ekgang.  
Yaba kaphano kaphano kaphano kaphano.  
Tanda mabangu oela ka mabangu oela o ekgang.  
Naba kaphano kaphano kaphano kaphano.  
Danda ophano kaphano kaphano kaphano.

Place a mark next to the party you choose.  
Daso letimiso ka gona go letimiso ka gona.  
Yaba kaphano kaphano kaphano kaphano.  
Tanda mabangu oela ka mabangu oela o ekgang.  
Naba kaphano kaphano kaphano kaphano.  
Danda ophano kaphano kaphano kaphano.

<b>VRYHEIDSFRONT PLUS</b>		<b>VF Plus</b>	
<b>AFRICAN CHRISTIAN DEMOCRATIC PARTY</b>		<b>ACDP</b>	
<b>AFRICAN NATIONAL CONGRESS</b>		<b>ANC</b>	
<b>AFRICAN PEOPLE'S CONVENTION</b>		<b>APC</b>	
<b>AGANG SOUTH AFRICA</b>		<b>AGANG SA</b>	
<b>AZANIAN PEOPLE'S ORGANISATION</b>		<b>AZAPO</b>	
<b>BUSHBUCKRIDGE RESIDENTS ASSOCIATION</b>		<b>BRA</b>	
<b>CONGRESS OF THE PEOPLE</b>		<b>COPE</b>	
<b>DEMOCRATIC ALLIANCE</b>		<b>DA</b>	
<b>ECONOMIC FREEDOM FIGHTERS</b>		<b>EFF</b>	
<b>INKATHA FREEDOM PARTY</b>		<b>IFP</b>	
<b>NATIONAL FREEDOM PARTY</b>		<b>NFP</b>	
<b>PAN AFRICANIST CONGRESS OF AZANIA</b>		<b>PAC</b>	
<b>SINDAWONYE PROGRESSIVE PARTY</b>		<b>SPP</b>	
<b>UNITED CHRISTIAN DEMOCRATIC PARTY</b>		<b>UCDP</b>	
<b>UNITED DEMOCRATIC MOVEMENT</b>		<b>UDM</b>	

**PROVINCIAL 2014** 0023101  
NORTHERN CAPE

**PROVINCIAL 2014**  
NORTHERN CAPE

Make your mark next to the party you choose.  
Daso letimiso oela mabangu oela o ekgang.  
Yaba kaphano kaphano kaphano kaphano.  
Tanda mabangu oela ka mabangu oela o ekgang.  
Naba kaphano kaphano kaphano kaphano.  
Danda ophano kaphano kaphano kaphano.

Place a mark next to the party you choose.  
Daso letimiso ka gona go letimiso ka gona.  
Yaba kaphano kaphano kaphano kaphano.  
Tanda mabangu oela ka mabangu oela o ekgang.  
Naba kaphano kaphano kaphano kaphano.  
Danda ophano kaphano kaphano kaphano.

<b>VRYHEIDSFRONT PLUS</b>		<b>VF Plus</b>	
<b>AFRICAN CHRISTIAN DEMOCRATIC PARTY</b>		<b>ACDP</b>	
<b>AFRICAN NATIONAL CONGRESS</b>		<b>ANC</b>	
<b>AFRICAN PEOPLE'S CONVENTION</b>		<b>APC</b>	
<b>AZANIAN PEOPLE'S ORGANISATION</b>		<b>AZAPO</b>	
<b>CONGRESS OF THE PEOPLE</b>		<b>COPE</b>	
<b>DEMOCRATIC ALLIANCE</b>		<b>DA</b>	
<b>ECONOMIC FREEDOM FIGHTERS</b>		<b>EFF</b>	
<b>FIRST NATION LIBERATION ALLIANCE</b>		<b>FINLA</b>	
<b>INDEPENDENT CIVIC ORGANISATION OF SOUTH AFRICA</b>		<b>ICOSA</b>	
<b>INKATHA FREEDOM PARTY</b>		<b>IFP</b>	
<b>NATIONAL FREEDOM PARTY</b>		<b>NFP</b>	
<b>PAN AFRICANIST CONGRESS OF AZANIA</b>		<b>PAC</b>	
<b>PATRIOTIC ALLIANCE</b>		<b>PA</b>	
<b>UNITED CHRISTIAN DEMOCRATIC PARTY</b>		<b>UCDP</b>	
<b>UNITED DEMOCRATIC MOVEMENT</b>		<b>UDM</b>	



# 7. Acknowledgements



## 7. Acknowledgements

Elections are, without a doubt, the biggest event in the life of any electoral democracy. Many stakeholders and institutions make an election successful. It would not be possible to list every organisation that has aided the Electoral Commission to successfully manage the 2014 national and provincial elections. Therefore, the Commission would like to extend its sincere thanks to corporate bodies, civil society organisations, government departments, ordinary citizens, partners and sponsors who supported us. Our staff, at different levels of the organisational chain, played a remarkable role in these elections. Thank you to all who helped raise the bar in South Africa's fifth democratic national and provincial elections.

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Twitter: @IECSouthAfrica

### Provincial offices

Province	City/town	Telephone	Fax	Physical address
<b>Eastern Cape</b>	East London	043 709 4200	043 722 5331	The Mansions, 14 Ganteaume Crescent, Quigney, East London
<b>Free State</b>	Bloemfontein	051 401 5000	051 430 7585	NRE Building, 161 Zastron Street, Westdene, Bloemfontein
<b>Gauteng</b>	Johannesburg	011 644 7400	011 644 7448	1st Floor, A Block, Empire Park, 55 Empire Road, Parktown, Johannesburg
<b>KwaZulu-Natal</b>	Durban	031 279 2200	031 279 2226	Westville Civic Centre, Main Building, William Lester Drive, Westville
<b>Limpopo</b>	Polokwane	015 283 9100	015 297 2506	5 Dimitri Crescent, Platinum Park, Bendor, Polokwane
<b>Mpumalanga</b>	Nelspruit	013 754 0200	013 753 2564	23 Roodt Street, Nelspruit, Mbombela
<b>North West</b>	Mafikeng	018 391 0800	018 391 0851	Protea Office Park, 103 Sekame Street, Mmabatho, Mafikeng
<b>Northern Cape</b>	Kimberley	053 838 5000	053 831 8095	Block 4, Mornridge Office Park, cnr. Kekewich & Memorial Roads, Monument Heights, Kimberley
<b>Western Cape</b>	Cape Town	021 910 5700	021 910 4965	The Bridge, 1 <sup>st</sup> Floor, Unit 4, 304 Durban Road, Bellville, Cape Town





**SOUTH AFRICA**

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