

# ELECTIONS 2014

## 20 Years of Democracy



SOUTH AFRICA







## VISION

To be a pre-eminent leader in electoral democracy.

## MISSION

The Electoral Commission is an independent constitutional body that manages free and fair elections of legislative bodies and institutions through the participation of citizens, political parties and civil society in deepening electoral democracy.

## VALUES

To enable the Electoral Commission to serve the needs of stakeholders, including the electorate, political parties, the media and permanent and temporary staff, the organisation subscribes to the following organisational values:

Impartiality

Integrity

Accountability

Transparency

Participation

Responsiveness

Respect





# IN 1994 WE KNEW WHAT WE STOOD FOR

Equality. Freedom. Democracy. These rights are as important today as they were 20 years ago. On May 7 a new generation of voters will join millions of their fellow South Africans at the polls to carry this legacy forward and secure these rights for future generations.

**CELEBRATING 20 YEARS OF DEMOCRACY**



**SOUTH AFRICA**



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Acknowledgements



# FROM THE CHAIRPERSON

The 20-year anniversary of our first democratic elections is a celebration of the values and principles enshrined in South Africa's Constitution – and a testament to the legacy of the men and women who worked tirelessly to deliver free and fair elections.



There are few photographs that capture the making of a nation in a single frame. The enduring images of millions of South Africans peacefully queuing to cast their ballots in the country's first democratic elections, in April 1994, have come to symbolise the hope and power of transformation, and the incredible goodwill of a rainbow nation.

This year marks the first time that those born in a democratic South Africa are eligible to vote in national and provincial elections. It is an anniversary of a remarkable majority, of a South Africa that truly belongs to all who live in it.

In the 17 years since the establishment of the permanent Electoral Commission, it has pledged itself to the service of democracy. As an election management body, we are mindful of the huge responsibility that rests upon us to implement election management processes that will produce an outcome that will be accepted by all contesting political parties and voters. We all have a role to play in ensuring that the conditions that are conducive to free and fair elections prevail. This serves not just South Africa but is important for our continent.

Democracy is never static. It evolves and changes with the needs

of its citizens. It requires participation, fundamental to which is the right to vote.

Political parties, the media, educational institutions, social partners, civil society and indeed every South African has a stake in the continuing development and strengthening of democracy in our country.

The Electoral Commission has managed six national, provincial and municipal elections and has developed expertise that has enabled it to hold its own amongst election management bodies on the African continent and globally. This is evidenced by a number of awards that the organisation has received over the years, particularly for our innovation and application of technology, and for our success in ensuring that previously excluded populations have been brought back into electoral democracy. This includes extensive recent campaigns aimed at encouraging the next generation of voters to participate in the electoral process.

Our challenge is to make sure these voices – all our voices – continue to be heard and counted, in a safe, peaceful and constructive environment, and that we deepen our commitment to being a pre-eminent leader in electoral democracy.





# FROM THE CEO

Planning for each national and provincial election starts long in advance of the formal announcement of an election day. As a record number of registered voters prepare to go to the polls in 2014, we celebrate 20 years of democracy and look to the future – to understand the expectations of a constantly evolving country.



In April 1994, 19,5-million South Africans cast their votes at over 9 000 polling stations set up across the country. For the first democratic elections, there was no voter registration and a variety of valid national identity documents were accepted.

Twenty years later the number of registered voters in South Africa has grown to over 25,3-million people, representing more than 80% of the voting age population.

Over this period, our democracy has matured at a remarkable rate and the Electoral Commission has grown in parallel, developing new systems – and enhancing existing ones – to make the management of elections more efficient and transparent. To this end, we have successfully made our presence felt on social media platforms. Technology remains a means with which we are able to serve all South Africans and keep them informed about every step we are taking in our electoral democracy. In these elections, watch the extent to which we have moved in developing online and mobile electoral applications so that you are able to follow our elections from anywhere around the world. Our voter participation applications will ensure that we even have more data to plan and manage future elections even better.

Working in partnership with the Department of Home Affairs, under the terms of the Electoral Amendment Act, the Electoral Commission has also promoted the regulation of identity documents for registration and voting – including the new

smart card ID – and has revised voting districts in line with human settlement patterns and revised provincial and municipal boundaries.

The right to vote, which is one of the most important rights enshrined in the Bill of Rights, has been extended to South African citizens living abroad.

The interim Electoral Commission started with only 20 full-time employees. This has grown into an organisation of about 1 100 permanent employees at national, provincial, and municipal levels.

During the recent voter registration weekends, in excess of 45 000 registration staff were recruited and trained. Over the course of the coming national and provincial elections, some 220 000 staff will be working at voting stations across the country.

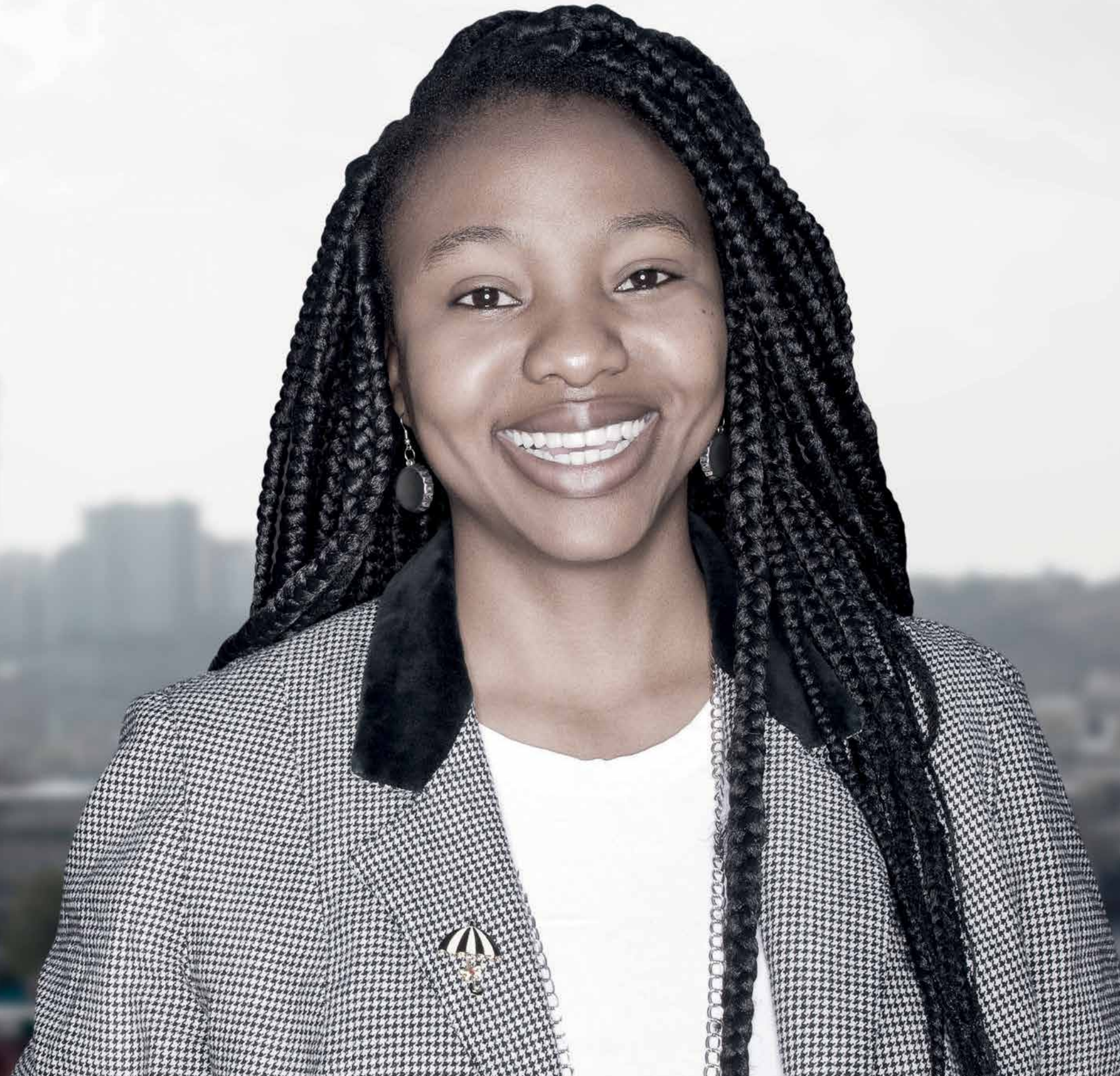
The number of voting stations has also been increased, to 22 363, to facilitate easier access to voting stations and to improve efficiency by reducing the time it takes for voters to cast their ballots.

While these elections give us the opportunity to remember – and learn from – our past, the Electoral Commission is acutely aware that it takes more than just a good election to be a pre-eminent leader in electoral democratic processes. We are certainly keen to live up to this ideal.





# ABOUT THE ELECTORAL COMMISSION







# ABOUT THE ELECTORAL COMMISSION

The Electoral Commission is one of several institutions created by the Constitution to strengthen constitutional democracy. The Electoral Commission is independent, impartial, and must act without “fear, favour or prejudice”.

## Supporting Constitutional Democracy

In 1996 the South African Constitution established six independent “State Institutions Supporting Constitutional Democracy”. One of these was the Electoral Commission.

Each of these “Chapter 9” institutions (named for the chapter of the Constitution in which they appear) has a shared purpose: to ensure the accountability of government, and to contribute to the formation of a society “based on democratic values, social justice and fundamental human rights”.

In terms of the Constitution Chapter 9 institutions are “independent, and subject only to the Constitution and the law, and they must be impartial and must exercise their powers and perform their functions without fear, favour or prejudice.”

Sections 190 and 191 of the Constitution state that the Electoral Commission must manage national, provincial and municipal elections and must ensure these elections are free and fair.

*South Africa's Constitution lays the foundations for a “democratic and open society in which government is based on the will of the people and every citizen is equally protected by law”*

### The Electoral Commission Act

The powers, duties and functions of the Electoral Commission are established by the Electoral Commission Act 51 of 1996, which requires that the Electoral Commission must:

- Compile and maintain a **voters' roll**.
- Compile and maintain a **register of political parties**.
- Undertake and promote **research into electoral matters**.
- Develop and promote the development of electoral **expertise and technology** in all spheres of government.
- Continuously **review electoral laws** and proposed electoral laws, and make recommendations.
- Promote **voter education**.
- Declare the **results** of elections for national, provincial and municipal legislative bodies within seven days.

The Act also regulates the composition, appointment and conduct of a five-member Electoral Commission and a Chairperson; outlines the administrative and accountability requirements for the Commission; legislates the registration of political parties; and provides for an Electoral Court.

### The Electoral Act

The Electoral Act 73 of 1998 regulates the administration of national and provincial and municipal elections. In terms of this Act, the Commission is responsible for the registration of voters and the voters' roll; the proclamation of and preparation for elections; the delineation of voting districts, voting stations and forms of voting material; the appointment of voting and counting officers and additional persons; the accreditation of observers; and the determination and declaration of final results. The Electoral Act includes various amendments made in 2000, 2003, 2008 and 2013.

### The Electoral Amendment Act

In 2013, the Electoral Amendment Act made provision for voter registration for South Africans living outside the Republic, and for prisoners. The Act also revised provisions relating to the casting of special votes for national and provincial elections.

*An interim electoral commission was established in 1993 to conduct South Africa's first democratic elections in 1994. The newly constituted Parliament drafted a new Constitution for South Africa in 1996, which provided for the establishment of a new, permanent Electoral Commission in 1997*







Commissioners



**Chairperson**  
**Advocate Pansy Tlakula**

Advocate Pansy Tlakula was appointed Chairperson of the Commission in 2011. She previously held the position of Chief Electoral Officer. Advocate Tlakula is an admitted advocate of the High Court of South Africa. She has served as the National Director of the Black Lawyers Association, and was a member of the South African Human Rights Commission. She is the Chancellor of the Vaal University of Technology and a member of the African Commission on Human and Peoples' Rights.



**Vice-Chairperson**  
**Terry Tselane**

Mr Tselane was appointed Vice-Chairperson in 2011. He has been a Commissioner since 2004, and served as Provincial Electoral Officer for Gauteng from 1997 to 2001. Mr Tselane was the CEO of the Gauteng Tourism Authority from 2002 to 2006, and currently serves on the boards of directors of the Gauteng Film Commission and the Johannesburg Fresh Produce Market.



**Commissioner**  
**Judge Thami Makhanya**

Judge Makhanya was appointed part-time Commissioner in 2011. Having practised as an advocate at the Johannesburg Bar for 10 years, he was appointed as a judge of the Transvaal Provincial Division in 1999. He is currently a judge of the South Gauteng High Court. He also held acting positions on the Venda High Court and the Namibian High Court.



**Commissioner**  
**Reverend Bongani Finca**

Reverend Finca is an ordained cleric and was appointed as a Commissioner in 2011. During the transition to democracy in 1994 Rev. Finca was appointed as the Interim Administrator of the former Ciskei, and oversaw its re-incorporation into the Republic of South Africa. He has served as a member of the Truth and Reconciliation Commission, and previously held the position of Provincial Electoral Officer for the Eastern Cape.



**Commissioner**  
**Raenette Taljaard**

Ms Taljaard is a senior lecturer in Public Policy at the University of Cape Town and was appointed as a part-time Commissioner in 2011. She was a Member of South African Parliament from 2002 to 2004, as the Shadow Minister of Finance. Ms Taljaard served as Director of the Helen Suzman Foundation from 2006 to 2009. She is a Young Global Leader of the World Economic Forum and serves on the World Economic Forum Global Agenda Council for Africa.

**Electoral Commission Structure**

At the head of the Electoral Commission is a five-member Commission. The Commission has a mandate to support and promote constitutional democracy, and ensure the broader Electoral Commission not only complies with the law but also keeps the spirit of the Constitution alive.

The appointment of Commissioners and the composition of the Commission are set out in the Electoral Commission Act. Commission members must be South African citizens who do not, at that stage, hold a high party political profile; one of the Commission members must be a judge.

Commissioners are nominated by a committee of the National Assembly, and interviewed by a panel consisting of the Chief Justice of the Constitutional Court, representatives of the Human Rights Commission and the Commission on Gender Equality, and the Public Protector. The panel recommends a set number of candidates to the National Assembly. A majority resolution from the National Assembly is required to confirm a candidate. Appointments to the Commission are made by the President. Each Commissioner is appointed for a seven-year term, which may be extended by the President on the recommendation of the National Assembly.

*Appointments to the Commission are made by the President, who may also nominate a Chairperson and Vice-Chairperson. Each member of the Commission is appointed for a seven-year term. This term may be extended by the President on the recommendation of the National Assembly.*





Organisational Structure



**Chairperson**  
**Advocate Pansy Tlakula**



**Vice-Chairperson**  
**Terry Tselane**



**Commissioner**  
**Judge Thami Makhanya**



**Commissioner**  
**Rev. Bongani Finca**



**Commissioner**  
**Raenette Taljaard**

**Chief Electoral Officer**  
**Mosotho Moepya**



Commission Services

Provincial Electoral Officers

Internal Audit

Office of the CEO

**Deputy Chief Electoral Officer Corporate Services**  
**Fiona Rowley-Withey**



Human Resources and  
Support Services

Financial Management

Information and  
Communication Technology

Legal Services

**Deputy Chief Electoral Officer Outreach**  
**Dr Nomsa Masuku**



Communications

Civic Education, Research and  
Knowledge Management

**Deputy Chief Electoral Officer Electoral Operations**  
**Sy Mamabolo**



Logistics and Infrastructure

Electoral Processes: Voters' Roll,  
Delimitation, Voting and Counting, etc.

**MILESTONES IN THE HISTORY OF  
SOUTH AFRICA'S FIRST DEMOCRATIC  
ELECTIONS**

**7 September 1993**  
Establishment of an interim  
Independent Electoral Commission  
agreed to by the 26 parties  
negotiating at the World Trade Centre  
in Kempton Park near Johannesburg.

**24 December 1993**  
Inaugural meeting of the interim  
Electoral Commission, with 11  
South Africans as members, Judge  
Johann Kriegler as Chairperson and  
Adv. Dikgang Moseneke as Vice-  
Chairperson. Five international  
commissioners later joined the  
Commission.

**26-29 April 1994**  
South Africa's first democratic  
elections are conducted nationally  
and in all nine new provinces, on the  
basis of universal adult suffrage.

**6 May 1994**  
The Electoral Commission announces  
the results of the national and  
provincial elections. The new  
Parliament meets three days later  
(9 May 1994) in Cape Town and elects  
a new president.

**10 May 1994**  
President Nelson Rolihlahla Mandela  
is inaugurated at the Union Buildings  
in Pretoria.





Administration

The head of the administration of the Electoral Commission is the Chief Electoral Officer (CEO), who is appointed by the Commission and who also functions as the Electoral Commission's accounting officer.

Administration is organised into three divisions – Corporate Services, Outreach and Electoral Operations. Each division is administered by a Deputy Chief Electoral Officer, who reports to the CEO, and is supported by senior managers and other managers.



**Chief Electoral Officer**  
**Mosotho Moepya**  
Mr Moepya was appointed Chief Electoral Officer in 2012. He has worked for the Electoral Commission since 1998, when he joined as Director of Electoral Logistics, and was the institution's Deputy Chief Electoral Officer from 2001. He holds a B.Com and Higher Education Diploma from the University of the North, as well as an honours degree in Business Administration and an MBA, both from the University of Stellenbosch Business School.

Senior Management at National Level



**Chief Financial Officer (Acting)**  
Fiona Rowley-Withey



**Chief Information Officer**  
Libisi Maphanga



**Senior Manager: Electoral Matters**  
Granville Abrahams



**Senior Manager: Human Resources and Corporate Services**  
Bonolo Gopane



**Senior Manager: Logistics & Infrastructure**  
Simon Boyle



**Senior Manager: Civic Education, Research & Knowledge Management**  
Shameme Manjoo

Provincial Electoral Officers







## Corporate Services

Corporate Services manages support business functions of the Electoral Commission, which are necessary for both the Commission's compliance as a Chapter 9 institution and to provide for the operation and management of fundamental resources that enable the processes of electoral management.

The Finance Department is responsible for the development and implementation of financial policies and standard operating procedures for the processing of all financial transactions. This includes dedicated units working with the Electoral Commission's budgets, procurement processes, compliance, the management of the Electoral Commission's assets, and financial services (accounting).

The Human Resources Department implements the Electoral Commission's human resources strategy and plan, in compliance with relevant employment legislation, and includes a Training Unit, an Industrial Relations Unit, and a Support Services Unit responsible for the management of facilities, fleet services and health and safety.

The Information and Communication Technology (ICT) Department is responsible for all the Commission's platforms, processes and systems supported by appropriate ICT computing infrastructure in respect of core business functions. ICT is the life-blood of the entire organisation, and underpins everything from financial and procurement systems to voter registration and election results.

The Legal Services Department maintains a proactive and responsive legal framework for the Electoral Commission, both in terms of supporting the Electoral Commission in respect of litigation and objections arising from electoral processes; and in the day-to-day management of all other legal assistance – from service level agreements to the evaluation of tender processes.



### Deputy CEO: Corporate Services

#### Fiona Rowley-Withey

Ms Rowley-Withey joined the Electoral Commission in mid-2012 as Chief Financial Officer. Under her leadership, the Commission has secured unqualified audits, and she has implemented a number of financial process enhancements and training initiatives that resulted in a clean audit for the 2012/13 financial year. Ms Rowley-Withey holds a B. Com and a Post-Graduate Diploma in Accounting and is a qualified Chartered Accountant.

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*Permanent staff members  
work in the four  
departments of Corporate  
Services*

## Outreach

Outreach is responsible for creating interfaces between the legal obligations and operations of the Electoral Commission, and the people the Electoral Commission serves: the citizens of South Africa. The duties of Outreach include civic and voter education, balloting education, research and knowledge management, communications, public relations, and media liaison. These platforms enable the Electoral Commission to maintain a constant flow of engagement with all stakeholders.

Outreach works to continuously inform the discourse and dialogue around voting and democracy – not just during an election year, but all the time – and to explain the decisions and operations of the Electoral Commission in a way that promotes maximum transparency around the democratic and electoral process.

### Deputy CEO: Outreach

#### Dr Nomsa Masuku

Dr Masuku was appointed as Deputy Chief Electoral Officer responsible for Outreach in 2013. Between 1998 and 2006, she was the Commission's Manager of Electoral Democracy Development & Education. Dr Masuku holds a PhD in Applied Linguistics and has taught at a university level. She previously headed Standard Bank's Corporate Social Investment Unit, and sits on the board of the Open Society Foundation of South Africa.



*Outreach works to inform the discourse  
around democracy, without taking away  
the discretion of the voter*





## Electoral Operations

Electoral Operations houses the core of the Electoral Commission's operations. The national voters' roll, which forms the basis of planning for any electoral event, is maintained by this division. Its components include:

- The delimitation of voting districts;
- Registration and de-registration of political parties;
- The compilation and administration of the voters' roll;
- Registration of voters;
- Political party liaison, candidate nomination and management of proportional representation lists and vacancies;
- The compilation of results; and
- Conflict management programmes.

Electoral Operations is also responsible for the Electoral Commission's Logistics and Infrastructure. This department determines the electoral bill of materials for all electoral events, specifications, procurement and disposal of items approved in terms of the bill of materials, warehousing and distribution of electoral materials and equipment, and voting station and local office infrastructure.

*Electoral Operations manages the institutional mechanisms that give effect to the implementation of the electoral programme*



**Deputy CEO: Electoral Operations**  
**Sy Mamabolo**

Mr Mamabolo has over 15 years of electoral experience, with 2014 marking his eighth election with the Electoral Commission. Before being appointed as Deputy Chief Electoral Officer for Electoral Operations Mr Mamabolo was the Provincial Electoral Officer for Gauteng. He holds a Master's degree in Local Government Management, and has previously served as a director for local government in the Gauteng provincial government.

## Vision 2018

In the 20 years since South Africa's first democratic elections, both the political environment and the electoral administration have changed significantly – maturing from interim or transitional structures to established, accountable parties and institutions. The administration and operation of elections has advanced in parallel, with the Electoral Commission distinguishing itself through constant improvements in the services and facilities it offers to all stakeholders.

With the appointment of the new Commission in 2011, a new set of strategic objectives has been developed for the Electoral Commission that reflects the institution's legal mandate and its obligation to strengthen and support constitutional democracy.



Vision 2018 was adopted in July 2012, and outlined the Commission's priority objectives for its next term. These are:

- 1. Achieving pre-eminence in the area of managing elections and referenda** through increased innovation, the development of cutting-edge technology, improved voting facilities and processes, and increasing both voter participation and legal compliance.
- 2. Strengthening electoral democracy** by encouraging citizen participation and providing strategic and thought leadership; broadening the Electoral Commission's research; providing continuous education; and increasing visibility through proactive consultation and effective communication.
- 3. Strengthening a cooperative relationship with political parties** by deepening interactions with represented political parties, and convening consultative forums with registered political parties.
- 4. Strengthening institutional excellence and professionalism** at all levels of the organisation, including voting stations and at local levels; building institutional capacity and expanding the development of human capital; and building institutional memory.
- 5. Strengthening institutional governance** by refining arrangements including the structure and committees of the Commission; delineating the powers, roles and functions between the Commissioners and the Administration; and exercising oversight through monitoring, evaluation and support.



# THE RIGHT TO VOTE







# THE RIGHT TO VOTE

The founding values of the Constitution require the Electoral Commission to promote enfranchisement rather than disenfranchisement, and participation rather than exclusion in the electoral process.

## Constitutional Framework

The first chapter of the Constitution explains that the Republic of South Africa is “one, sovereign, democratic state” founded on the values of:

- a** Human dignity, the achievement of equality and the advancement of human rights and freedoms.
- b** Non-racialism and non-sexism.
- c** Supremacy of the constitution and the rule of law.
- d** Universal adult suffrage, a national common voters’ roll, regular elections and a multi-party system of democratic government, to ensure accountability, responsiveness and openness.

The second chapter of the Constitution contains the Bill of Rights, which “enshrines the rights of all people in our country and affirms the democratic values of human dignity, equality and freedom.”

Section 19 of the Bill of Rights deals with political rights and provides that:

- 1** Every citizen is free to make political choices, which includes the right –
  - a** to form a political party;
  - b** to participate in the activities of, or recruit members for, a political party; and
  - c** to campaign for a political party or cause.
- 2** Every citizen has the right to free, fair and regular elections for any legislative body established in terms of the Constitution.
- 3** Every adult citizen has the right
  - a** to vote in elections for any legislative body established in terms of the Constitution, and to do so in secret; and
  - b** to stand for public office and, if elected, to hold office.

*In terms of the Constitution, universal adult suffrage bases the right to vote on adulthood, thus the voting age is 18*



## Legislative Framework

The Electoral Commission is defined in the Constitution as being “independent, and subject only to the Constitution and the law”. In addition, there are several Acts that define the structure, powers and duties of the Commission, and provide regulations for the administration and all other issues related to national, provincial and municipal elections.

### The Constitution

The Constitution of the Republic of South Africa is the supreme law of the country. It enshrines the rights of voters, establishes the Electoral Commission as one of the pillars of democracy, requires the establishment of a national common voters’ roll, prescribes the use of an electoral system based on proportional representation in all spheres of government, and provides the foundation for the elections of members of the National Assembly, provincial legislatures and municipal councils.

### Electoral Commission Act

The Electoral Commission Act, 51 of 1996, expands on the establishment of an Electoral Commission to manage national, provincial and municipal elections. It details the composition of the Commission, the creation of an administrative structure, and the powers, duties and functions of the Commission.

### Electoral Act

The Electoral Act, 73 of 1998, can be described as an instruction manual for elections. It provides for the administration of elections, election timetables, procedures for voting, counting and determining results, the accreditation of observers, and voter education. Several regulations have been published in terms of the Electoral Act including: Voter Registration Regulations, 1998; Regulations on the Accreditation of Voter Education Providers, 1998; Regulations on the Accreditation of Observers, 1999; Election Regulations, 2004; and Regulations Concerning the Submission of Lists of Candidates, 2004.

### Electoral Amendment Act

The Electoral Amendment Act, 18 of 2013, and the amended Electoral Regulations, 2013, revise provisions relating to the registration of voters; special votes and related procedures for national and provincial elections; and the number of party agents allowed to be at a voting station.

### Municipal Structures Act

The Municipal Structures Act 117 of 1998 deals with the establishment, management and functions of the various municipalities as well as seat calculation formulas (the conversion of votes into seats).

### Municipal Electoral Act

In addition to the provisions in the Electoral Act, the Municipal Electoral Act of 2000 deals with the specific nature of local government elections. It provides for the administration of parties and candidates and all other related voting and counting issues. Municipal Electoral Regulations have also been published in support of this Act.

## Five-year Intervals

*The frequency with which national, provincial and local government elections are held in South Africa*





## The Right to Participate

**Electoral legislation must be drafted and interpreted in a way that looks beyond purely its legislative purpose within the overall electoral framework – and is understood in the light of the constitutional rights and values contained in the Bill of Rights.**

As the infrastructure and operational proficiency of the Electoral Commission have matured, the focus of the Commission has shifted, again, back to its primary mandate of promoting electoral democracy – and interrogating what this means in South Africa today, through interactive processes involving citizens and all other stakeholders. The legislation governing South Africa's electoral processes is one of the areas that continues to be refined, both proactively and responsively, to expand on the rights and values enshrined in the Constitution. In many instances this process is guided by the Electoral Court.

In 2013, following a court case (SJ Johnson & Others vs the Electoral Commission & Others, case number: 004/2013) prompted by municipal by-elections in the Tlokwe municipality, the judges of the Electoral Court indicated that the Commission's duties included a *“duty to assist voters and candidates; such assistance should not be limited to ensuring that participants have sufficient knowledge of the electoral process; it should promote a culture of helpfulness to all involved in elections; it should display willingness to assist those members of the public who wish to participate in elections.”*

The Commission reviewed the Electoral Act and Electoral Regulations and decided that certain amendments to the Act and the Regulations should be made to further comply with these objectives, and to broaden the participation by South African citizens in the national and provincial elections.

The resulting Electoral Amendment Act and amended Electoral Regulations were promulgated in 2013, allowing for thousands of additional South Africans – particularly those citizens living abroad who were not previously registered, and prisoners serving terms outside of their regular voting districts – to participate in the electoral process.

In terms of the 2013 amendments:

### South Africans Living Abroad

- All South African citizens resident outside the Republic are eligible to register to vote in national elections. Registration must be completed in person, at a designated South African Embassy, High Commission or Consulate-General. The requirement to register in person is to minimise the risk of voter registration fraud, and to promote conditions conducive to free and fair elections.
- In order to register, South African citizens living abroad are required to produce both a valid identity document *and* a valid South African passport.
- A special voters' roll has been created for South Africans living abroad.
- Overseas voting must be done in person and takes place on designated days at the same diplomatic missions as for registration.
- South African citizens resident outside the Republic are only eligible to vote for the national ballot, and not the provincial ballot.

### South Africans Serving Prison Sentences

In an election for the National Assembly or provincial legislature, a person who is in prison on voting day, and whose name appears on the voters' roll for another voting district, will be deemed (for that voting day) to have been registered on the voters' roll for the voting district in which he or she is in prison.

### Special Votes

In addition to the continued recognition of the need for special votes – required because of physical infirmity or disability, or pregnancy of the voter; or the voter being away from his or her registered voting district in order to serve as an election officer or as a member of the security forces for the election – the Act now allows people to apply for a special vote if they cannot vote in the district in which they are registered (on the designated election day). Applications for special votes must be made by completing a VEC 1 form (available on elections.org.za or at local offices of the Electoral Commission) and must be submitted by hand to the local Electoral Commission office in the municipality responsible for the voting district where the special vote is to be cast.



*Registered voters who are infirm or disabled can apply for a home visit*



# FROM APARTHEID TO DEMOCRACY





# FROM APARTHEID TO DEMOCRACY

The story of South Africa's first democratic elections is one that deserves retelling, not just in every generation or at election time but as a fundamental part of history.

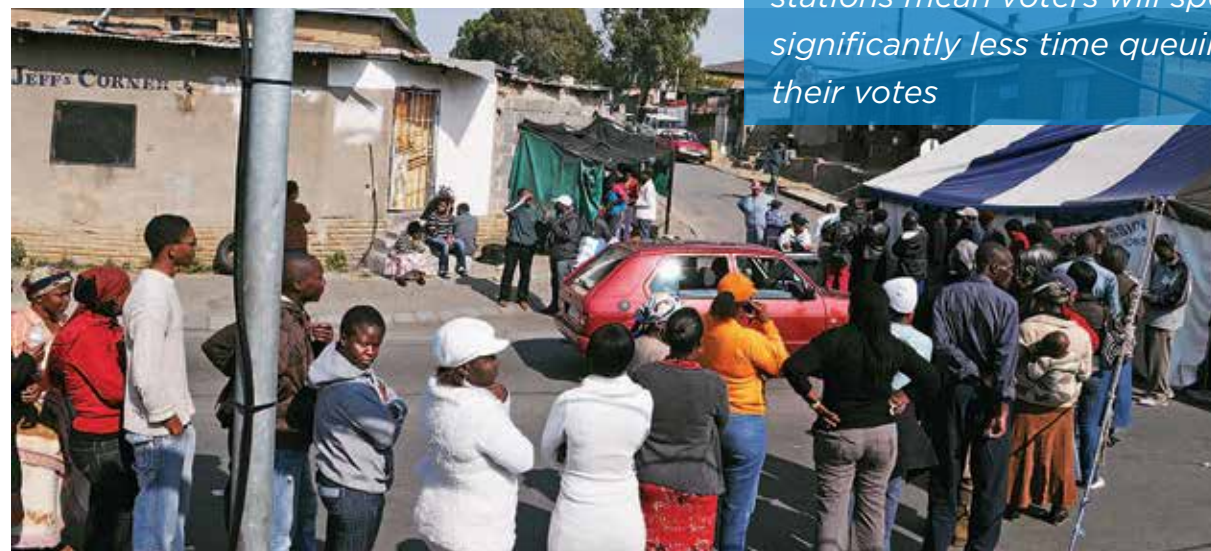
South Africa's first democratic elections, which took place between 26 April (when special votes opened) and 29 April in 1994, marked the culmination of an intensive period of negotiation and transition, as – over just a handful of years – the country emerged from a brutal legacy of systemic racial segregation and oppression. South Africa's discriminatory laws, and resistance to those injustices, date back centuries; but the story of its democracy began to unfold just four years before the first democratic elections.

In February 1990 the political parties that had opposed apartheid were unbanned, and the state announced that political prisoners would be released and exiles would be allowed to return.

Following Nelson Mandela's release, on 11 February 1990, political parties and leaders began the negotiations for a new South Africa.

In 1991, the Convention for a Democratic South Africa (CODESA) was convened. Set against a backdrop of increasing political violence, CODESA took two years of intensive negotiations before transitional structures were created that would allow the conduct of free and fair elections and the establishment of an interim constitution. The CODESA negotiations also established new forms and processes for central and provincial government, providing for a multi-party Government of National Unity for a five-year period, and replacing the previous "first-past-the-post" electoral system with a system of proportional representation. The CODESA negotiations culminated in the establishment of an interim Independent Electoral Commission – the precursor of the current Electoral Commission – that would oversee the first democratic elections.

*Today, the increased number of voting stations mean voters will spend significantly less time queuing to cast their votes*



## The Interim Independent Electoral Commission

The interim commission created by CODESA was given just seven months to prepare for the first elections, under difficult circumstances. In addition to growing fears of political instability (over 14 000 people were killed in political violence in the period between 1990 and the end of 1993) there were 10 designated "homelands", four of which were juristically independent, many of which supported their own political and military regimes, all of which needed to be re-incorporated into a united South African Republic.

There was also no common voters' roll; the majority of the country's electorate had not participated in elections before; and decades of apartheid administration meant that there was little consistency in terms of formal identification documents – or that millions of people simply did not have identity documents. In the months before the elections over 1,8-million eligible voters applied for and received temporary voting cards, with thousands more only receiving their temporary voting documents in the four-day period immediately before the election itself.

In the build-up to elections the interim Independent Electoral Commission – which, at that time, had no significant election administration experience – recruited and trained some 250 000 to 300 000 support staff who would eventually staff approximately 9 000 voting stations across the country, as well as provincial and national results centres.

The interim commission was tasked with the dual role of managing and monitoring the election, in which a total of 19 political parties were registered and participated. (Under apartheid South Africa there were only three main political parties.)

While the official election date had been called for 27 April, high voter turnout and the resulting long queues saw the balloting process being extended for a further two days. In the end, 19 533 498 valid votes were counted – representing a voter turnout of an estimated 86% of the overall eligible voting age population (VAP).

While the interim electoral framework and the competence of the interim electoral commission received strong criticism in the period following the election – perhaps understandable given the circumstances, and the country's lack of experience in the forms of democracy – there was overall consensus that the final election results accurately represented the will of the South African voters. Equally significant was that the election days proceeded calmly – albeit a little disorderly – without major violent incidents, and were marked by peaceful cooperation between political groups, election officials and security forces.

While independent observers noted the legislative and administrative shortcomings of the electoral operations processes in 1994, South Africans regarded the long queues, and the almost miraculous peaceful outcomes, with a sense of pride. Democracy had been a long time coming, and it became regarded as a badge of honour to have waited, and to have voted on those days.

# 19 533 498

*The number of valid votes counted in the country's first democratic elections in 1994*





Supporting Constitutional Democracy

The 1996 Constitution established the present day Electoral Commission in July 1997, and a series of additional Acts and regulations were promulgated to define and refine the powers, duties and functions of the Electoral Commission and South Africa's electoral processes (for more on these see "The Right to Vote").

The creation of a formal legal framework meant that the permanent Commission was established and able to operate in a manner that would ensure the independent and impartial administration of elections. The new laws provided for, amongst other things:

- Protection of the members of the Commission from arbitrary removal;
- The requirement that the Commission operates in an independent, impartial and transparent manner;
- Adequate opportunity to seek review or reversal of a decision made by the Commission; and
- Sufficient time to organise elections.

Within this framework, a great many changes have taken place since the first elections in 1994.

One of the first tasks of the permanent Electoral Commission was that of compiling the first national common voters' roll, which was done in preparation for the 1999 national and provincial elections.

The basis of a voters' roll is the division of the country into voting districts, and for the people in each voting district to register as voters. To achieve this, an electronic geographic database had to be created within a period of months and the people residing in each voting district had to be registered. This was done over a period of three weekends at the end of 1998 and the beginning of 1999 during which

18,1-million South Africans presented themselves to be registered.

Within 10 years, the voters' roll had grown to over 23,1-million people; and, after the final registration weekends for the 2014 national and provincial elections, the number of registered voters in South Africa stood at 25,3-million people, representing more than 80% of the total voting age population (VAP). To accommodate this record number of registered voters, revisions of the voting station network have also seen the number of voting districts grow to 22 263, which should reduce waiting and voting time from hours to minutes.

The number of political parties appearing on the national ballot have also increased dramatically, from 19 in 1994 to 29 in 2014 – with provincial ballots taking the total number of contesting parties to a record 45 parties in 2014. This has meant dramatically increasing the Electoral Commission's capacity to engage with political parties and candidates, and has influenced a number of changes to the printed ballots in order to accommodate all contesting parties on the same ballot, without compromising the legibility or readability of the ballots.

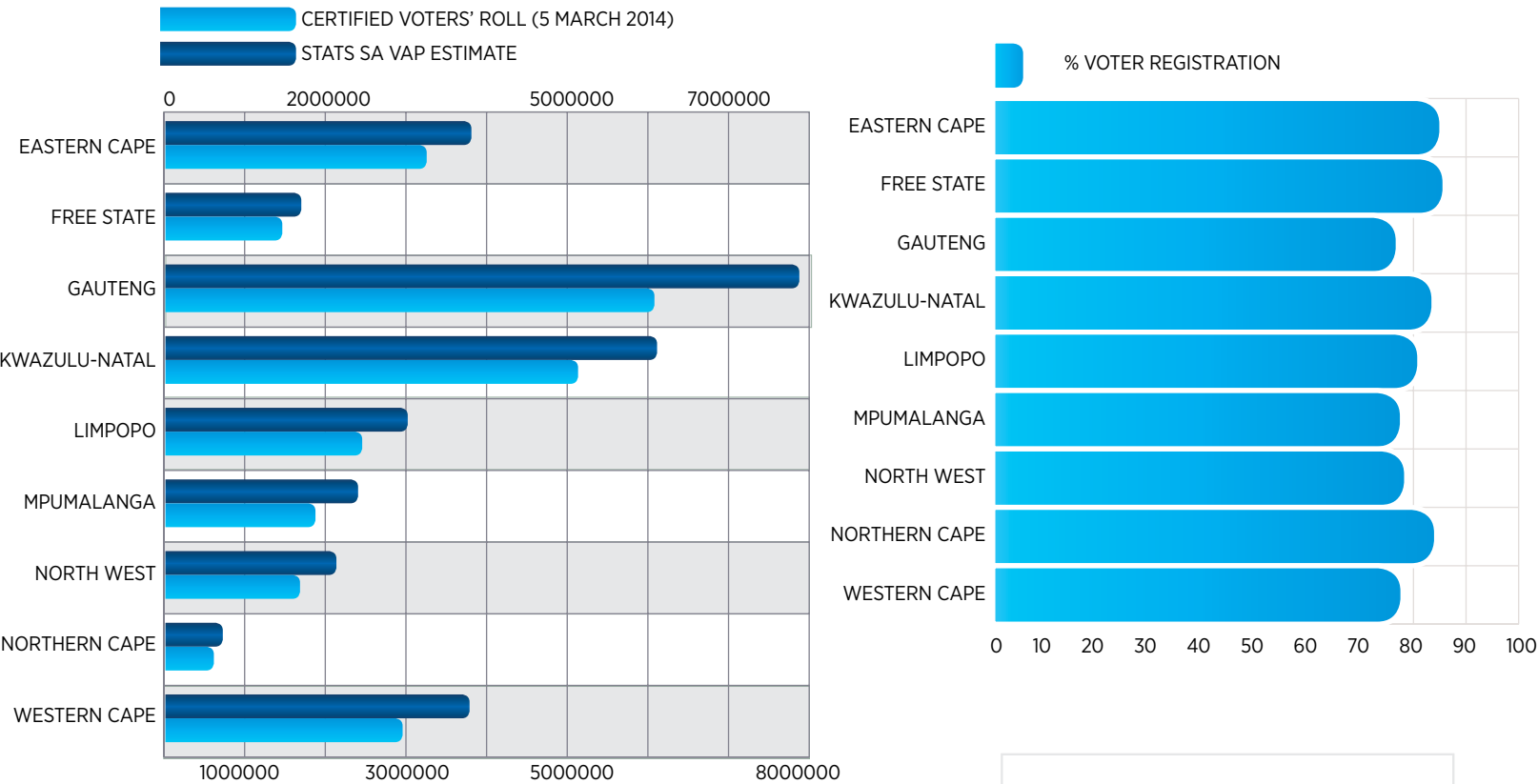
The growing institutional strength and operational maturity of the Electoral Commission has not only been supported by legislation and strategic investment in information and communication technology, but also by careful retention of senior management staff – who are the driving force behind each election.

What started as an organisation of 20 full time employees has now grown into an organisation of about 1 100 permanent employees at national, provincial, and municipal levels.

*This parallel maturity of physical and human resources has transformed the Electoral Commission into an institution that is compliant, proficient and proactive*

Voter Registration at a Glance

Registration vs VAP by Province

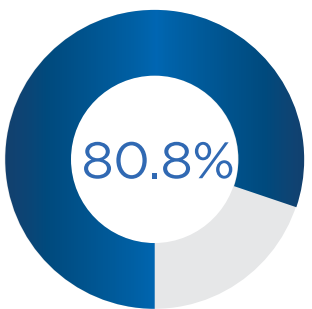


Total Stats SA VAP estimate

31 434 035

Total certified voters' roll (5 March 2014)

25 390 150



80.8%

TOTAL % VOTER REGISTRATION



## Innovations and Awards

All South Africa's elections since 1994 have been deemed to be free and fair. These elections have been held under the gaze of domestic and international observers, the media and with the participation of party agents.

What has contributed to this is not only the legal framework for elections in South Africa but also the commitment of the Commission to as much transparency as possible in all its dealings. This is evidenced by a number of awards that the organisation has received over the years. These awards include the following:

The **National Productivity Institute Award** in 1999. The Commission became the first ever recipient of the Platinum Award in the National Productivity Institute Awards, which have been held annually since 1979. The Adjudication Chairperson, Mr Aubrey Tshalata, said "the 1999 elections stood as a monument to vision, innovation, energy and determination. Within impossibly difficult timeframes, the Electoral Commission delivered elections to the people of South Africa of which we may all be justifiably proud."

The **Southern African Logistical Society Awards**, given by the Southern African Logistic Society in 1999 for logistic excellence.

The **Computerworld Smithsonian Award** presented to the Commission in Washington DC in June 2000. An independent panel of judges found the work of the Commission to be amongst the most significant applications of information technology to society.

A **Loerie Award** gold medal in 2005 for Corporate Video and Events: Non-broadcast Video and Film.

A **Gold award** from the Public Relations Institution of South Africa

(PRISA) for the publication of the "Atlas of Results" for the 2009 National Elections.

An award in **Innovative Management** from the African Association for Public Administration and Management, for the elections results slip scanning device in 2011 (awarded in Lilongwe, Malawi).

The election results slip scanning device also won the 2011 **United Nations Public Service Award** in the category of Preventing and Combating corruption in the Public Service. This was awarded in Dar es Salaam, Tanzania.

In 2013 the International Centre for Parliamentary Studies (ICPS) commended the Electoral Commission of South Africa at its International Electoral Awards. The Electoral Commission received a mention in the Accessibility Category, for outstanding initiatives by election management bodies to ensure a category of population which has been partly or wholly excluded from the electoral process in the past (be it for physical, geographical, social, cultural, or educational reasons) is brought back in electoral democracy; and won the **Equality Award**, in recognition of electoral commissions who made extensive efforts in their countries to guarantee proportionality and representativeness of elections.

### Advocating Democracy in Africa

Since 1994 there has been a growing confidence, internationally and particularly within the continent, in the systems developed by the Commission to deliver free, fair and credible elections. These systems and processes were developed through partnerships and interactions with various stakeholders worldwide and have resulted in the Commission becoming one of the major international role-players in entrenching electoral democracy.

The Commission has established and strengthened partnerships with a number of election management bodies on the continent and beyond, and continues to play a role in regional, continental and international organisations such as the Southern African Development Community Electoral Commissions Forum (SADC ECF), the International Institute for Democracy and Electoral Assistance (International IDEA) and the African Union (AU). The Electoral Commission also participates in observer missions, technical assistance programmes, workshops and seminars where Commission staff showcase and broaden their expertise.

Over the past decade the Electoral Commission has observed elections in: Mexico, the Seychelles, Australia, Botswana, Zimbabwe, Swaziland, Angola, Zambia, Norway, the Gambia, the United States of America, Kenya, and Lesotho.

The Commission has also provided technical assistance in the DRC, the Comoros, Nigeria, Guinea-Bissau, Ethiopia, and in the SADC ECF in Botswana.

In addition, the Commission has participated in visits and exchanges with representatives from governments and electoral management bodies around the world. During 2013, this included hosting delegations from: the Egyptian Higher Elections Committee; Ugandan Members of Parliament; the Angolan Ministry of State; the Electoral Commission of Thailand; and a delegation from Palestine.

The Commission also participates in events of international electoral management and democracy organisations, which provide an opportunity for the Commission to entrench itself at the forefront of electoral democracy internationally.

In 2011, the University of South Africa (UNISA) created the WIPHOLD-Brigalia Bam Research Chair in Electoral Democracy in Africa, in acknowledgement of the role and contribution of the former Commission Chairperson Ms Bam, and the broader role of the Commission itself.







## The Future of Democracy

As an election management body, the Commission is mindful of the huge responsibility that rests upon it to implement election management processes that will produce an outcome that will be accepted by all contesting political parties and voters. This is measured by more than just the successful operation and conclusion of each election.

As the Commission improves in its transparency and operational proficiency, it is also planning ahead to ensure that it continues to fulfill its mandate for future generations – serving the needs of a growing and changing population, in a country where a significant

number of eligible voters are under the age of 30.

The priority objectives for the Commission over the next five years are contained in the Vision 2018 (See “About the Commission”). Within this broad strategy, the Commission remains committed to improving its ability to deliver on both the fundamental requirements of promoting universal adult suffrage, and to continue to innovate as an institution tasked with supporting constitutional democracy and managing national, provincial and local elections.

Beyond the 2014 national and provincial elections, this commitment

*Current satisfaction with the general voting experience is higher than in 2008 and 2010*



will take the form of expanded civic and voter education programmes that will continue outside of the five-year election cycles – so that, from the moment they become eligible to register to vote (currently at the age of 16, although the voting age is 18), South Africans start to understand that they are citizens and not subjects. This will encourage South Africans to engage with the rights and responsibilities of the electoral processes, and with the architecture of democracy.

Together with this, the Commission will work closely with the Department of Home Affairs to ensure that voting registration is more rigorously encouraged among South Africa's youth – and to ensure that the new generation of voters remains interested and engaged in the political and electoral process.

This commitment to greater engagement with all stakeholders and sectors of the country will extend to all the work and departments of the Commission so that, as our democracy itself matures, the Commission's communication becomes increasingly interactive, responsive and proactive, encouraging greater dialogue and promoting ever more inclusive processes.

86%

*The proportion of South Africans who indicate that they would rather be a citizen of South Africa than any other country*







Future Innovation: The Possibility of Electronic Voting

Since its inception, the Commission has sought to be a trend-setter in electoral democracy. From voter and candidate registration to results management and other aspects of the electoral process, the Commission has effectively appropriated technology and become an institution of reference on election management in Africa and beyond.

The exploration of e-voting corresponds to one of the Commission's Strategic Objectives – ensuring that the institution remains a pre-eminent election management body that seeks continuous improvement and innovation through the use of technology.

The President of the Republic of South Africa challenged the Electoral Commission to examine the concept of electronic voting technologies at the announcement of the national and provincial election results in 2009. In response, the Commission conducted an extensive study on e-voting in December 2011.

E-voting has been adopted in various countries in the world, both developed countries such as the United States of America (USA), Japan, Ireland, Canada, France, Belgium, Austria and Switzerland and developing countries such as Brazil, India, Russia, Paraguay, Philippines, Kazakhstan, Venezuela, and Estonia. Because of the different circumstances pertaining in these countries the practice of e-voting has produced varied results, some successful, others unsuccessful. By 2011 five countries had abandoned e-voting. One of them was the Netherlands, the first country to have introduced e-voting (some 20 years ago). The others were Germany, the United Kingdom, Ireland and Australia. The main reasons for abandoning e-voting were concerns about data security, verifiability and certification, and cost. However, e-voting has also produced certain benefits in some geographically vast and populous countries such as India and Brazil by allowing for the speedy processing of election results.

There are many different types of e-voting technologies but, generally speaking, they may be divided into two main categories, namely:

- Technologies that are used in environments controlled by an election management body (EMB). Such technologies include e-voting machines as used in India, the USA and Brazil, amongst others.
- Technologies that are made available to the electorate in environments that are not controlled by an EMB. Such technologies include internet voting, fax voting and telephone voting. These are available in Canada, France, Estonia, Japan and some parts of the USA.

In early 2013, a multi-stakeholder seminar was convened on Electronic Voting and Counting Technologies, and was attended by key electoral stakeholders such as political parties, civil society organisations, representatives of the diplomatic corps, National Treasury, the Party Liaison Committee, the United Nations and the Chapter 9 institutions including the South African Human Rights Commission, the Office of the Public Protector, the Independent Communication Authority of South Africa, the Commission for Gender Equality and relevant Government institutions. Electoral practitioners and experts from other countries with experience of e-voting also participated.

The objectives of the seminar were to: examine the cross-national experience of e-voting technologies by way of country case studies highlighting key lessons learnt; afford key electoral stakeholder the opportunity to gain an understanding of e-voting and interrogate its utility in South Africa; and assess the positions of key electoral stakeholders with regard to e-voting.

At the conclusion of the seminar, and after intensive discussion of international case studies and a review of the existing electoral structures and voting population in South Africa, there was consensus

that e-voting did not produce straightforward outcomes. While e-voting could potentially speed up election results, there was no evidence e-voting would offer a reduction in the cost of elections; critical issues of transparency and the secrecy of individual ballots also remained unresolved.

The recommendations that emerged from the seminar indicated that the Commission should not rush to implement an e-voting system, but consider all aspects of such technology, including the impact on

the larger population. In addition, it was established that if e-voting technology was created it should enhance the voting experience for South African voters – but should not compete with other important national agendas.

Because of the continued interest in e-voting, and its potential to create an electoral system that is increasingly inclusive, the Commission is keeping abreast of ongoing research into the potential applications of this technology.



South Africa currently combines electronic and manual processes into both registration and voting procedures



# THE 2014 NATIONAL AND PROVINCIAL ELECTIONS







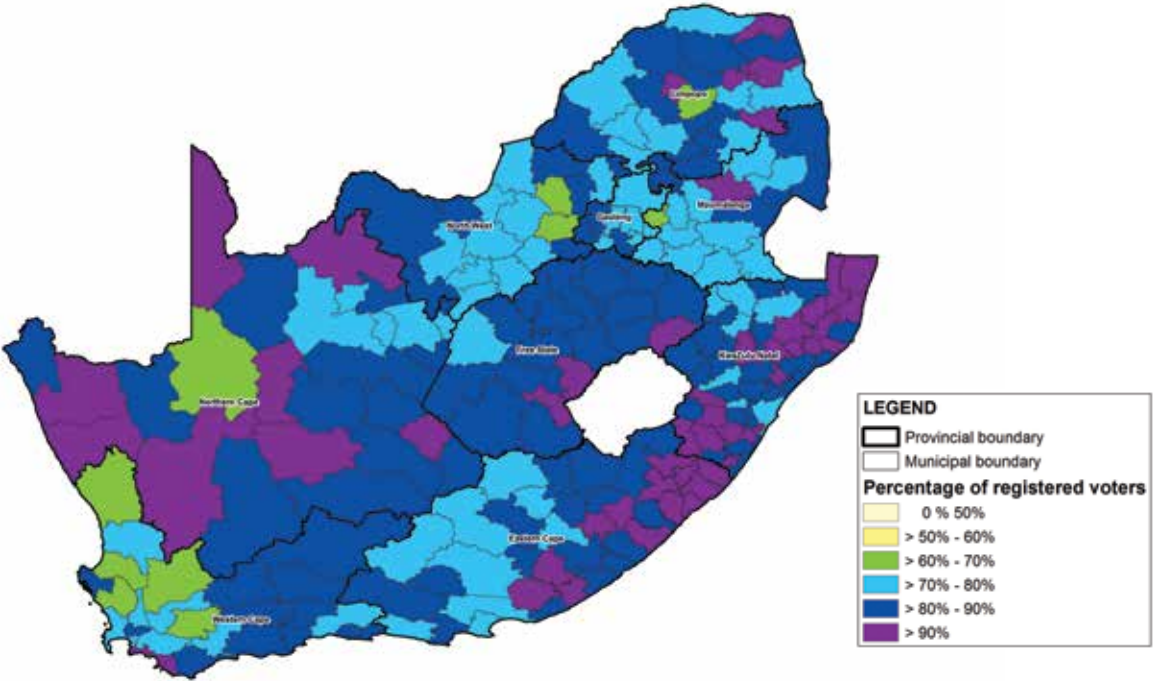
# THE 2014 NATIONAL AND PROVINCIAL ELECTIONS

While the work of the Commission may appear to culminate in a single “election day” (or an election period, including the casting of special votes), preparations for national and provincial elections begin several years before the election day is formally proclaimed by the President.

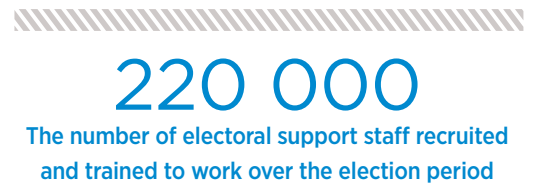
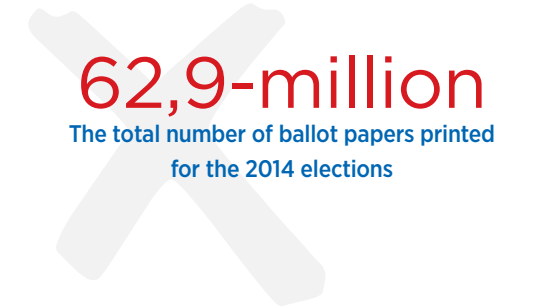
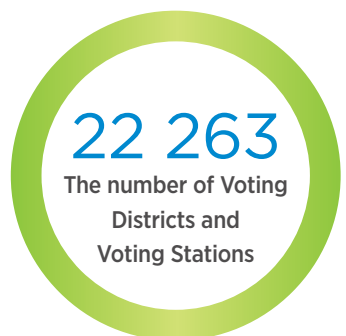
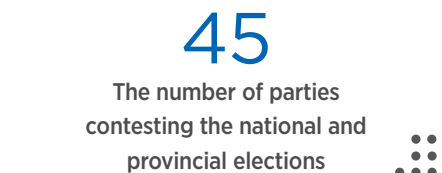
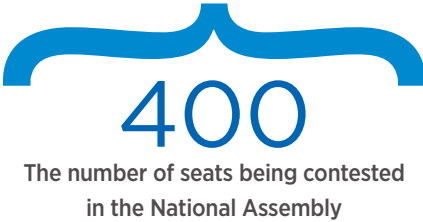
## The 2014 elections at a glance

South African elections operate in five-year cycles, for both the national and provincial, and the municipal (local government) elections. There are also frequent municipal by-elections, as a result of the death, expulsion or resignation of a ward councillor. This means that, at any given time, the Electoral Commission is working towards multiple, differing and complex election timelines

and objectives. At the same time, even outside of election years, the Commission continues to conduct ongoing voter education and voter and electoral research, so that these activities can inform and improve the Commission’s work and competency as an electoral management body.



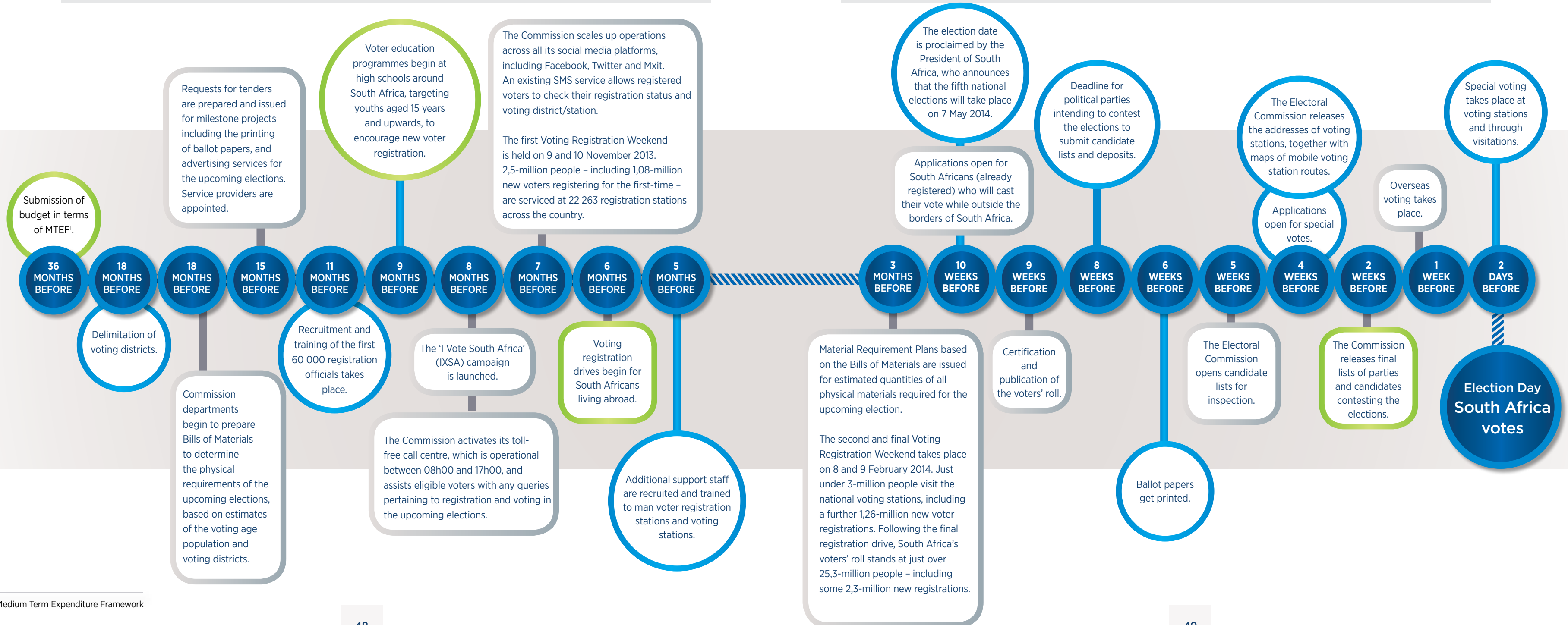
## 2014 Elections by the Numbers



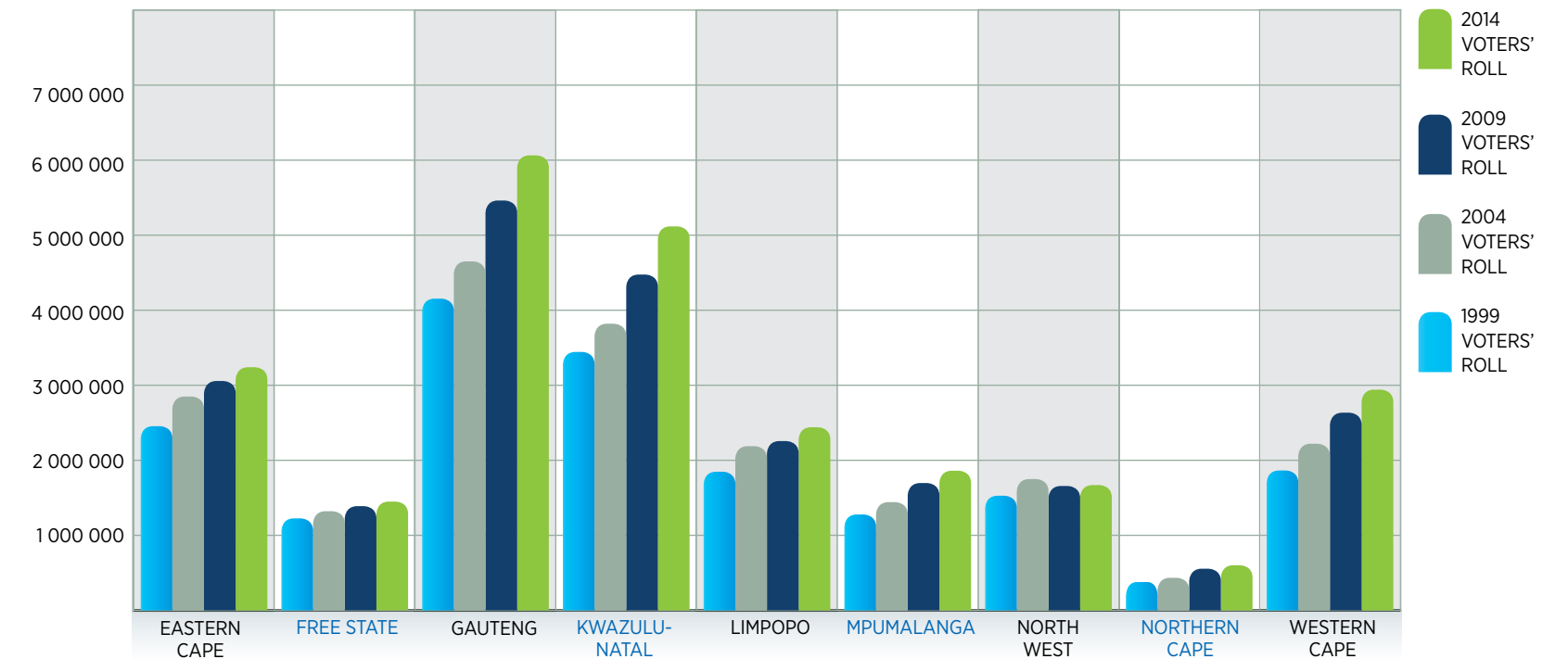




## The Road to the 2014 Elections

<sup>1</sup> Medium Term Expenditure Framework





- 1 Send an SMS with your ID number to 32810 (R1.00 per SMS)
- 2 Check your voter registration details online at [elections.org.za](https://elections.org.za)
- 3 Call the Electoral Commission's call centre on 0800 11 8000 (+27 11 654 1000 from outside South Africa)
- 4 Check at your voting station during a registration weekend
- 5 Check at your local Electoral Commission office during office hours
- 6 Download the free Electoral Commission (IEC) South Africa mobile application for Apple iOS and Android





2014: New Voter Registrations

In preparation for the 2014 national and provincial elections, the Electoral Commission ran two separate national voting registration weekends, in November 2013 and in February 2014. Over the course of those four days, some 2,3-million new voter registrations were recorded. Registration at Correctional Services facilities countrywide were also completed during February 2014.

In addition, during January 2014 two registration weekends were conducted in 108 countries, at 124 missions, allowing South African citizens living abroad to register.

Registering South Africans Living Overseas

In anticipation of the promulgation of the Electoral Amendment Bill and the amendments to the regulations of the registration of voters, the Electoral Commission entered into discussions with the Department of International Relations and Co-operation (DIRCO) in mid-2013.

Given that senior South African foreign mission officers would have to act as special registration officers in this first registration drive for South Africans based abroad, the Electoral Commission developed a training manual on the registration and voting process which was shared with the DIRCO head office and then disseminated to the missions.

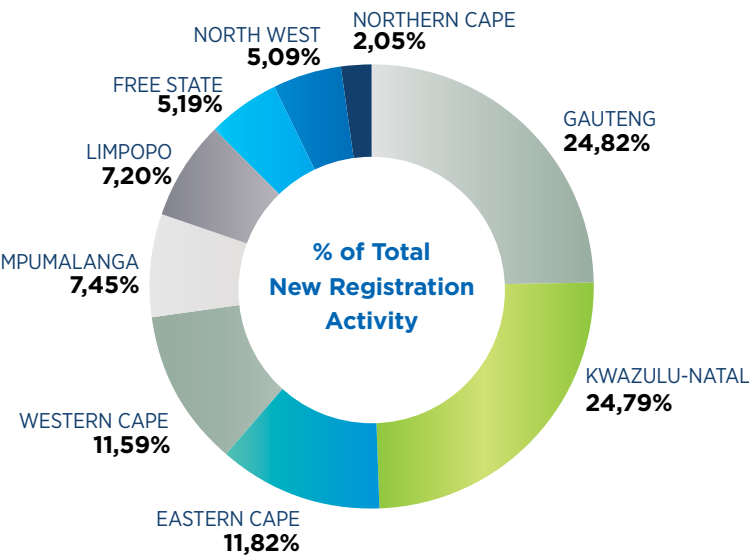
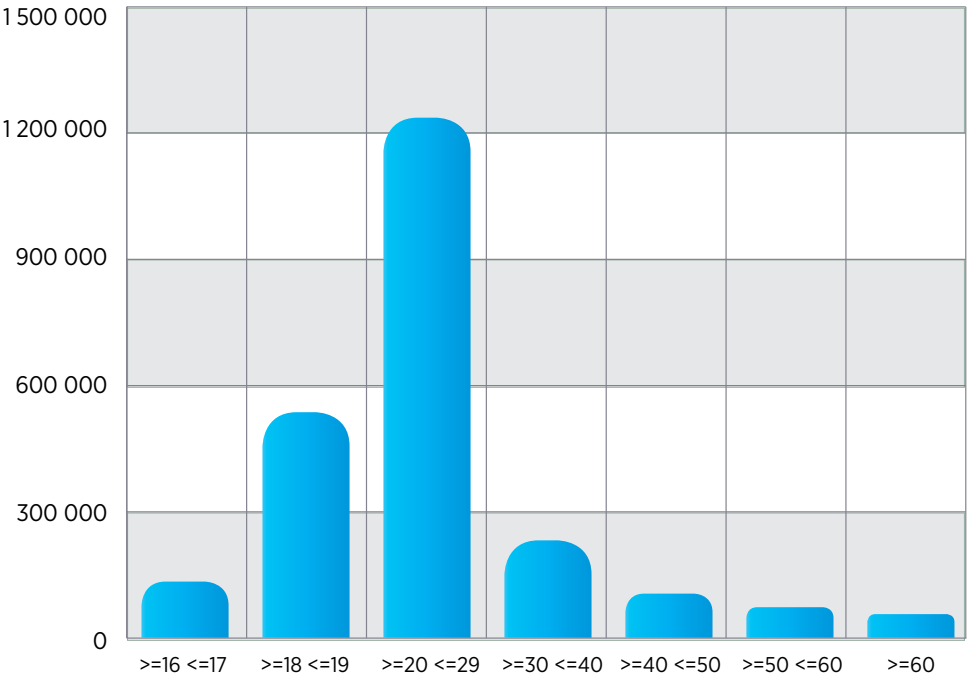
Once the President assented to the Electoral Amendment Act No. 18 of 2013 and the amendments to the Regulations on the Registration of Voters were published in late 2013, the Electoral Commission and DIRCO held regular meetings to agree on the registration weekend dates and times, and met to share status updates to expedite the process.

The joint work of the Electoral Commission and DIRCO saw the successful application of 26 703 South Africans living overseas.



South Africa House, home of the South African High Commission in London

Total New Registrations Ahead of the 2014 Elections



51,5%  
% Females of total new registrations

48,5%  
% Males of total new registrations

2,3-million  
the number of new voter registrations





Voting Districts

For election purposes, the entire geographic area of South Africa is divided into voting districts. These districts are determined by the Delimitation Directorate with the assistance of the GIS electronic mapping system, managed by the IEC’s GIS Directorate, which overlays population data and the voters’ roll with geographic and other spatial information.

Voting districts are shaped to ensure that voting stations are as accessible as possible for all voters. The law specifically requires that when the Commission determines the boundaries of a voting district it must take into account “*any factor within the proposed voting district that could affect the free, fair and orderly conduct of elections*”. These factors include the availability of a suitable venue for a voting station, the number and distribution of eligible voters and the accessibility of a voting station to voters. In certain high-density voting districts, additional voting streams (or voting sub-stations) are provided for.

The creation of voting districts has other important functions. The structure helps to minimise fraud – preventing registered voters from voting more than once in an election by ensuring that a registered voter’s name appears only on the voters’ roll for the station at which he or she is registered – and makes the administration of elections more efficient.

The Electoral Commission’s voting districts do not have political significance.

**How Voting Districts are Drawn Up**

Voting districts are principally determined on the basis of geographical size and number of eligible voters. Urban voting districts contain some 3 000 voters located within a radius of some

7,5 km of the voting station. Rural voting districts accommodate some 1 200 voters located within a radius of some 10 km of the voting station.

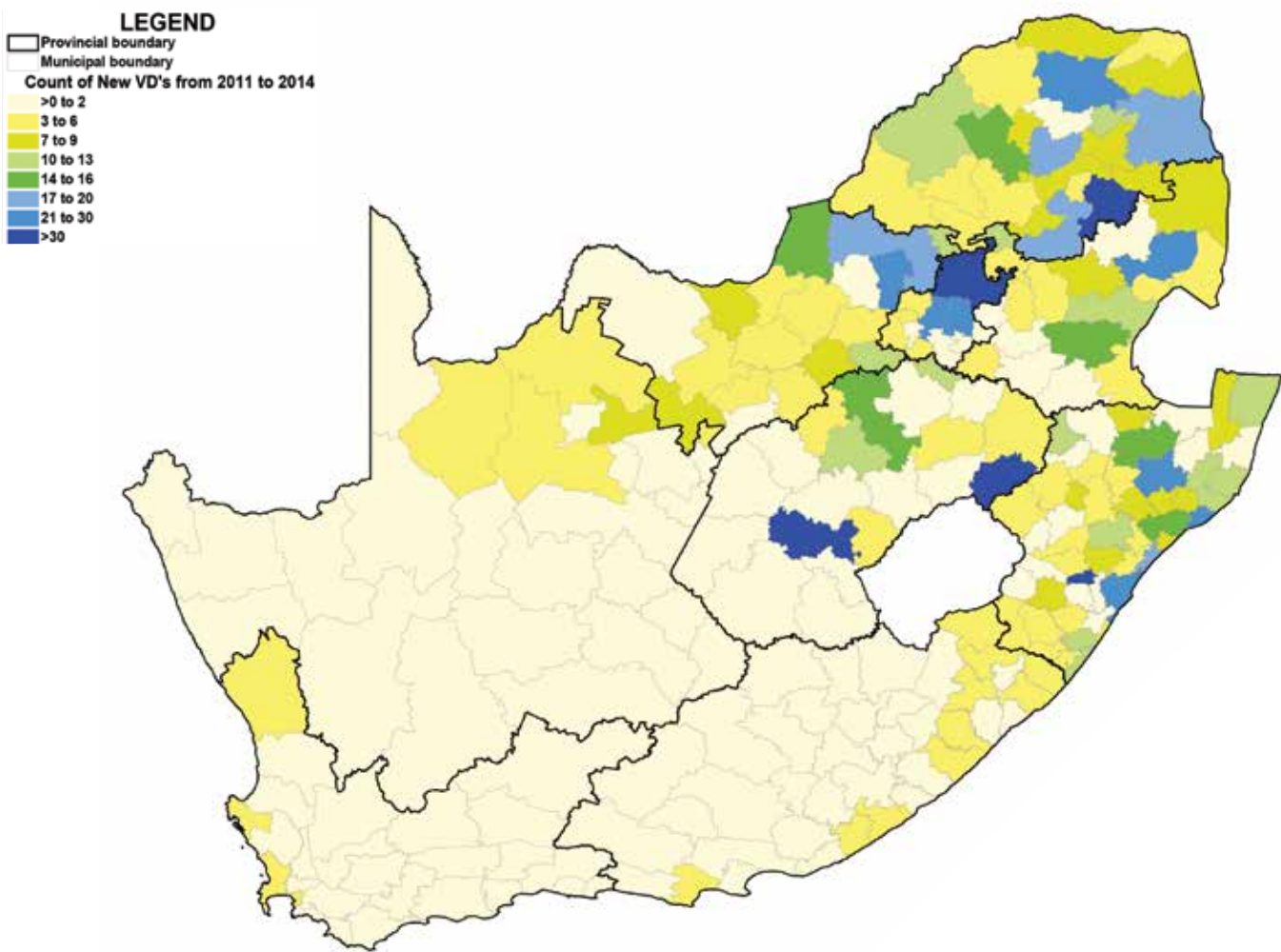
To draw up voting districts, the Delimitation Directorate accesses various data sources (topographic, cadastral, census information), including data from the Surveyor-General, the Department of Land Affairs and Statistics SA.

The independent Municipal Demarcation Board is responsible for drawing the outer municipal boundaries (demarcation) and municipal ward boundaries (delimitation). The drawing of electoral districts such as voting districts and wards is also known as delimitation, although the concepts “delimitation” and “demarcation” are often used interchangeably.

Before each election, representatives of the Commission inspect maps of voting districts in municipalities to align the geography of voting districts with local geographic, settlement, demographic and political changes that may have occurred since the previous election. Voting districts must also be aligned to any new boundaries determined by the Municipal Demarcation Board.

The Commission consults the Party Liaison Committees at municipal level prior to determining the boundaries of voting districts, and gives them the opportunity to give comments on the proposed boundaries of voting districts and location of voting stations. To ensure further transparency, legislation requires that the Chief Electoral Officer has to make copies of the map of each voting district available for inspection. Any person may inspect a copy of a map of a voting district.

Map Showing New Voting Districts From 2011-2014



*The result of the delimitation process is a voting district map, which includes a barcode representing each voting district number. The use of the barcode on the map is an important element of the registration process*





### Leasing Voting Stations

The Electoral Commission does not own any of the venues used as voting stations for the national and provincial or municipal elections (including municipal by-elections) – instead, these venues are leased, with a view to choosing venues and locations that are stable and consistent. For this reason, about two-thirds of voting stations are located at schools. Other venue types include community halls, places of worship, tribal authorities, hospitals, clinics, old age homes, sports clubs, hostels, libraries, mines, museums, police stations, post offices and even private houses. The Commission continuously seeks opportunities to enhance or develop facilities such as water and electricity at voting station sites, especially at schools and community centres, through

cooperation with landlords, government departments and other stakeholders. The Commission is also working towards making these stations more accessible to all South Africans, including those with disabilities.

In areas where there are no suitable permanent structures, temporary voting stations – typically housed in a tent – are erected. In some voting districts where the large geographical area or location of the (voting) population within the area is very spread out, mobile voting stations are used. These mobile voting stations travel through the voting district on a pre-determined route, with set times and stop-off points that are publicly advertised.



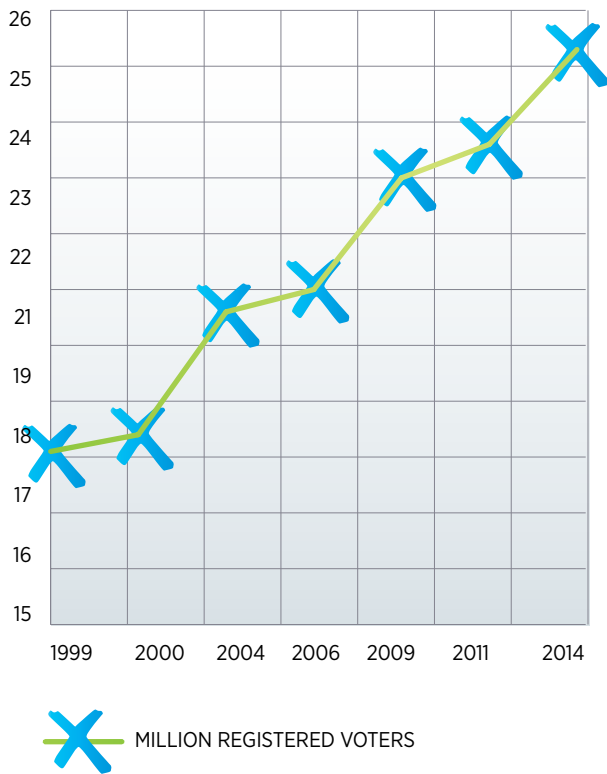
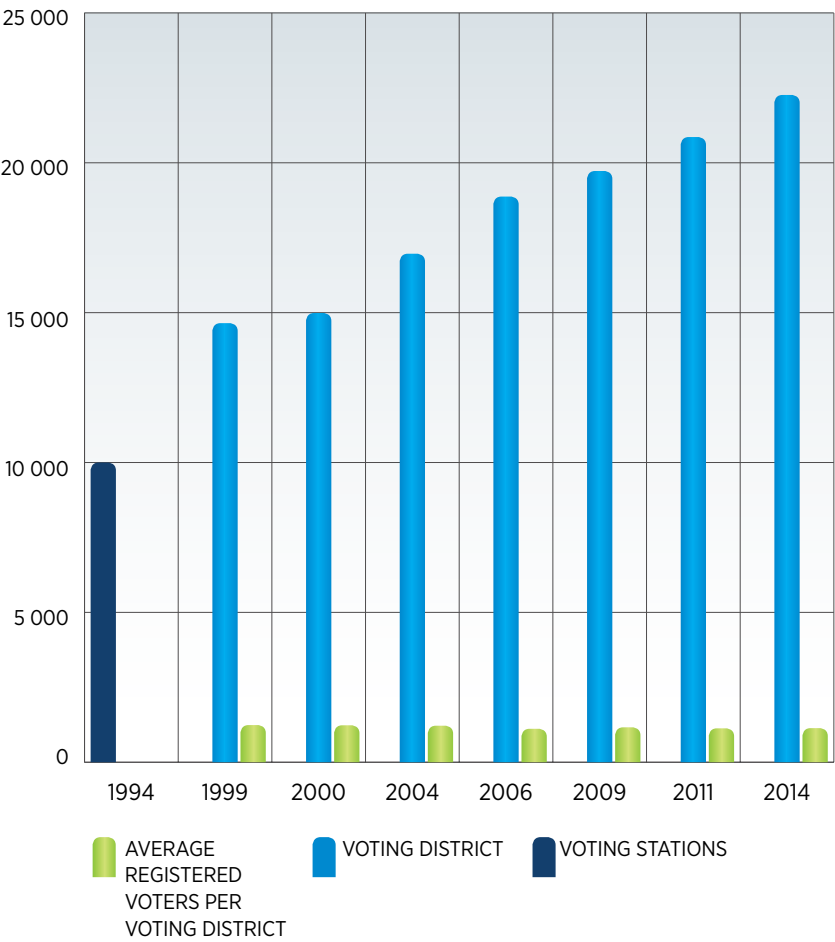
### 2014: Improving the Voting District Network

A revision of the voting station network, conducted before the 2014 national and provincial elections, resulted in the drawing up of 22 263 voting districts – a 9% increase in the number of voting districts delimited for the previous local government elections in 2011. Of these, 1 255 voting districts will have sub-stations (or voting streams) to accommodate the high-density settlements.

**9%** *Increase in the number of voting districts delimited for the previous local government elections in 2011*



### Number of Voting Districts with Registered Voters





### Voting Stations and Sustainable Materials


On election day, the presiding officers of each voting station are issued with a bill of materials made up of some 45 items including identification stickers for staff, stationery packs, banners, and hard-copy printouts of segments of the voters’ roll.

The Electoral Commission is committed to principles of sustainability and, where possible, uses items and materials that are environmentally friendly and recyclable. Most notably, this includes the commission and construction of special Electoral Commission-branded tables, chairs, voting compartments and ballot boxes made from cardboard that is recyclable and/or disposable. The election “furniture” is manufactured locally, and, once packaged and labelled, is held at the Commission’s provincial warehouses before distribution to municipal offices, then on to individual voting stations.


The construction material means that all items can be pre-labelled for simplified distribution, flat-packed for easy transport and delivery, and can be assembled on site. Security materials such as ballot papers and ballot boxes are also produced from recyclable material, but their production and delivery to voting stations is handled separately to ensure secure and fraud-free packaging, storage and transport of these items. For more on ballot papers and ballot boxes see “Ballots”.

#### Voting Materials


For the 2014 national and provincial elections, the materials used on voting day will include:

- 


432 000

staff identification stickers
- 


92 900

voting compartments
- 

107 300

ballot boxes
- 

505 800

pens
- 

44 500

banners

Over

90%

of voters expressed satisfaction with access to voting stations and the availability of materials and equipment





Education and Stakeholder Engagement

Keeping voters and political parties informed about both the electoral process and the work of the Commission encourages stakeholder engagement and creates an electoral environment based on transparency and civic responsibility.

The Electoral Commission uses a number of educational and interactive communication structures and platforms to create a bridge between the complex legal framework that enshrines and governs its mandate and operations, and the act of voting. This includes civic and democracy education (encompassing voter and balloting education), research and knowledge management; communications, public relations, media liaison; and stakeholder engagement.

These channels facilitate informed discourse around the Constitutional concept of the franchise, as well as the rights and powers of both political parties or candidates, and voters – and the responsibilities and processes of the Electoral Commission.

Civic and Voter Education

The Commission's mandate to deliver and manage regular free and fair elections includes working to ensure not only 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 the conduct of democratic elections. In upholding the constitutional

cornerstone of equality, the Commission ensures that the South African public in its diversity, as well as groups who may be at risk of further discrimination and marginalisation due to their disability, socio-economic, ethnicity, gender or health – or other listed grounds as outlined in the Constitution – are able to fully claim and enjoy their civil and political rights.

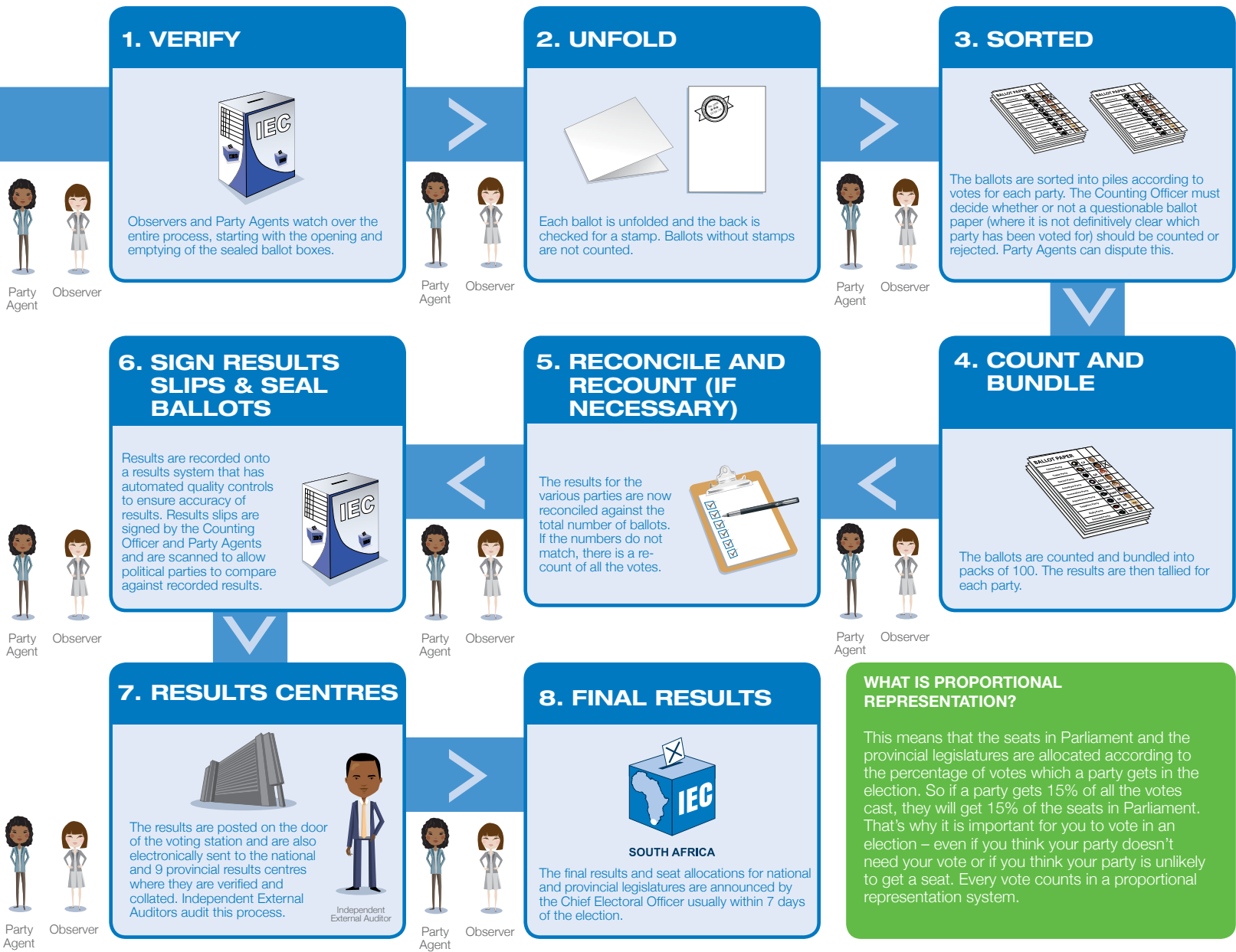
**Civic and democracy education (CDE)** refers to ongoing dialogue and discourse about broad concepts of democratic society and citizen participation, with a broad focus on the Constitution, human rights and democracy. Civic education takes place continually, in schools, universities, non-formal education locations, and in partnership with civil society organisations. It may also involve improving election-related conditions before each election cycle, to create a climate that is conducive to free and fair elections.

**Voter education** generally 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).

Non-partisan voter education also covers explanations of basic information like the roles, rights and responsibilities of voters; the importance of voting, and the casting of special votes; and explanations about electoral system and seat allocation – how voting determines the composition of representative units of government.

*Civic and voter education promotes political tolerance, mutual respect, and freedom of expression and association. This creates a conducive climate for free and fair elections*

THE COUNTING PROCESS







2014: Key Education Programmes

Continuous civic and democracy education encourages active and informed citizens and meaningful public participation not only before but after and between elections. The Commission’s programme is dynamic and research-driven, and is benchmarked against national, regional, and international legislative and pedagogical frameworks with built-in monitoring and evaluation measurable for impact and effectiveness. As with electoral management bodies the world over, efforts are ongoing to improve monitoring and evaluation.

Voter Education Programme for Schools

In partnership with the Department of Basic Education, a national “Democracy Week” was held in schools for the first time ever during October 2013. The main aim of the week was to activate and to

support the drive to increase youth registration, and to educate youth and first-time voters on registration and voting. The campaign was discussed and agreed on by all represented political parties, through the national party liaison committee as well as provincial and local committees. Political parties were invited to participate by observing the roll-out of the campaign to ensure that it was conducted in an even-handed manner without party political bias.

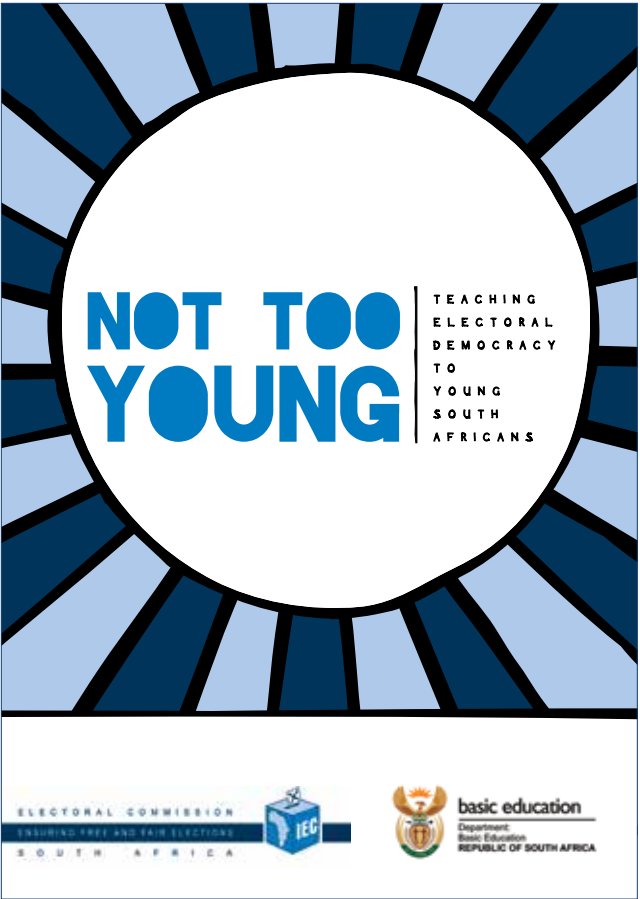
The objective of Democracy Week was to raise learners’ awareness of electoral processes and to entrench registration, voting, and active participation as fundamental civic responsibilities. Democracy Week events were combined with registration drives, and resulted in a total of 63 911 new registrations in the 15-20 age group.

Legislative Framework

The Commission’s civic and voter education programme looks to a broad section of local and international legislative practices and human rights charters to frame its agenda. In addition to the governing Constitution and Electoral Commission Act, the Commission incorporates frameworks including: the African Charter on Human and People’s Rights and the African Charter on Democracy, Elections and Governance, which encourage citizen participation in government, partnership and dialogue with civil society organisations, and the participation of groups with special needs; the International Covenant on Civil and Political Rights;

the Universal Declaration of Human Rights, which declares the right to take part in the government of one’s country, directly or through freely chosen representatives; and the Paris Principles, adopted by the United Nations General Assembly in 1993, which include the responsibility to promote and protect human rights by “[developing] relations with the non-governmental organizations devoted to promoting and protecting human rights, to economic and social development, to combating racism, to promoting particularly vulnerable groups.”

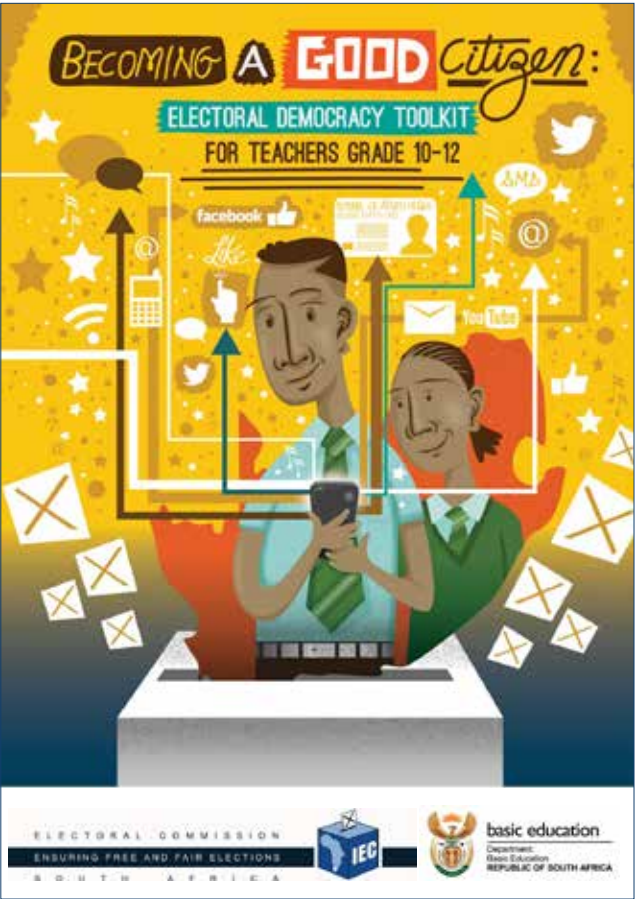
*The main information sources about the Commission are television (80%), radio (59%), newspapers and posters (48%), personal contacts (31%) and electoral officials, rallies, and schools programmes (10%-15%)*



Democracy Week: Teaching and Learning Materials

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

- The 95-page booklet “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 band. These learners play an important role in encouraging other youth and their elders to register.
- The 58-page booklet “Becoming a Good Citizen: Electoral Democracy Toolkit”, aimed at learners in secondary schools in the Further Education and Training band;



- Amongst other topics, the content covered the following topics: The 2014 National and Provincial Elections; the Role and Work of the Electoral Commission; Why register on the voters’ roll?; How to register; When to register; Where to register; and the new smart card ID and registration/voting.
- To encourage registration, Democracy Week also linked to social media opportunities on Twitter and Facebook.

All the Democracy Week materials were made available on the Department of Basic Education’s website and on the Commission’s website. Other materials included a range of fact sheets and posters on how to register to vote.





Persons With Disabilities and Special Needs

South Africa is a signatory to the United Nations Convention on the Rights of Persons With Disabilities. Accordingly the Electoral Commission focuses on removing barriers to citizenship for Persons with Disabilities (PWDs), and those with special needs.

The Commission regularly engages with organisations like the South African National Council for the Blind (SANCb) and the Deaf Federation of South Africa (DeafSA), which allows these representative organisations to give specialised feedback to the Commission about their experiences and expectations of the electoral process. At the same time, the Commission has invested in building related capacity within the disability sector – for example through the training and recruitment of accredited sign language interpreters, and the accreditation of observers.

The Commission produces PWD-specific materials in braille, large font and sign language, and is conducting training to institutionalise the use of the Universal Ballot Template (or UBT; see the section on Ballot Papers for more details) and of Special Votes; and to facilitate equitable participation of Visually Impaired Persons (VIPs) in voting processes and the right to a secret ballot.

*The majority of voters feel current voting procedures adequately cater for: the needs of the elderly (90%); persons with disabilities (80%); the partially sighted (71%) and the blind (66%); women (85%); and women with babies (79%)*

**Enabling Participation**

In 2008 the Commission ordered a Study on the Participation of Persons with Disabilities in Elections. In 2012, the Commission also participated in the submission of information on the Baseline Country Report on the United Nations Convention on the Rights of Persons with Disabilities (UNCRPDD). This report focused on the use of the UBT aid, the Memorandum of Understanding with SANCb and other disability bodies, and national and provincial initiatives.

The UN report was approved by Cabinet in early 2013, and a concept paper on PWDs was approved later that year. These papers provided the foundation for further engagement with the Department of Women, Children and People with Disabilities (DWCPD), which identified and outlined a number of information gaps in the report – and which the Commission is committed to addressing, both through operational and legislative initiatives. These include increasing the number of permanent voting stations with disability access, and looking at (electoral official) sensitisation and (voter and electoral official) awareness programmes to promote the right of participation for persons with psycho-social, intellectual and mental disabilities.

The Commission has established a Disability Task Team within its Employment Equity Committee (EEC). The task team is responsible for advising the Commission on all matters affecting persons with disabilities; reviewing policies, programmes and actions that may affect persons with disabilities; identifying the needs of persons with disabilities and creating a public awareness of these needs in all areas such as employment, physical and communication accessibility; promoting the total integration of persons with disabilities into all aspects of the Commission; and liaising or partnering with institutions of people with disabilities.



*In 2004, 48% of voting stations did not have disability access. In 2013, the number of voting stations has been significantly increased and the percentage of voting stations without disability access has been reduced to 35%. The Electoral Commission hopes to reduce this figure even further*



*In October 2013 the Electoral Commission held its first Democracy Week in schools nationwide*



#### **2014: Training and Engagement**

Between January and March 2014, the Commission conducted training sessions at the SANCB's and DeafSA's national youth indabas and "training of trainers" workshops.

In order to further safeguard the right to the secrecy of their vote in April 2014 the Electoral Commission launched a further self-service module as part of its Call Centre offering, which enables callers to listen to a recorded reading of the order of the political parties as they appear on the various national and provincial ballots. This will effectively enable voters who make use of the UBT to cast their vote without requesting the assistance of an election official.

#### **Mass Education Campaigns**

The Commission engages in mass CDE campaigns with communities, partners and strategic stakeholders. These direct campaigns mobilise and empower communities to access and practise their civic rights and responsibilities while strengthening national, regional and ward-level stakeholder forums. Mass CDE structures also facilitate the development of joint programmes and collaborations with organs of State, civil society and other Chapter 9 institutions.

In advance of the 2014 national and provincial elections, the Commission engaged a total of 242 Municipal Outreach Coordinators, 1 379 Democracy Education Facilitators, and 62 regional Outreach and Training Officers. It also engaged with 35 civil society organisations (CSOs), including traditional councils and religious leaders, to facilitate educational events and conduct registration drives in provinces.

*For the 2014 national and provincial elections, the Electoral Commission developed education materials in 12 languages – 11 official languages plus Nama – as well as in Braille and as audio versions*

CSOs play a critical role in supporting electoral democracy in terms of facilitating civic and democracy education, conflict management and elections observation. Electoral democracy cannot be the sole responsibility of the Commission. CSOs also have an important role to play in ensuring free and fair elections. Therefore, interaction with these organisations was formalised in June 2013 with the formation of a Civic Society Organisation National Coordinating Forum, which held its first meeting in May 2013 and has met quarterly since then. The intention is to continue growing the membership of this forum.

#### **Research**

CDE focuses on training, dissemination and information efforts aimed at the building of a universal culture of democracy and human rights through the imparting of knowledge, skills and the moulding of attitudes and values.

An important component of this programme is the commissioning and integration of voter and democracy research, either conducted by the Electoral Commission or through partnerships with other research agencies.

Between 2012 and 2014, the Commission completed a State of Democracy Survey (from October 2012 to February 2013) and an extensive Voter Participation Survey (from October 2013 to January 2014) conducted together with the Human Sciences Research Council (HSRC). On Election Day, the Commission will also conduct an Election Satisfaction Survey.





Democracy Game Show: The Right to Win

The Electoral Commission has successfully partnered with SABC Education to facilitate civic and democracy education. One programme flowing from this partnership was The Right To Win (TRTW), a new approach to civic and voter education in an entertaining game-show format.

The game show was first broadcast on SABC 2, on Saturdays over 13 episodes, from May to July 2011. Aimed at a broad crossover audience, it was one of the first game shows in the world to focus solely on democracy issues. The show raised awareness of the Electoral Commission, of the municipal elections and of broader democracy and civic education issues.

The second series of The Right to Win flighted on SABC2 in March 2014. In the game show, six contestants are challenged with various questions, giving a winner the opportunity to win R10 000 in cash every week. In its first week, TRTW appeared in the top four game shows in the country according to the prime time TAMS (Television audience measurement) ratings. The show reached up to 1 014 000 viewers.

A mobile application (app) for TRTW was also developed, and was made available through the Apple iStore.

Democracy and Voter Surveys

Between 2012 and 2013, the Commission conducted a State of Democracy survey. The survey was based on 10 focus group discussions held with young people between the ages of 16 and 24. Focus groups were held in all provinces, and representative of all races. The objectives of the survey were to:

- Assess public perceptions toward the state of democracy and governance in South Africa;
- Explore patterns of political tolerance and intolerance in South African society;
- Explore generational differences in political values and behaviour;
- Explore, where possible, changes over time in the above measures;
- Collect scientific and credible data.

Discussion moderators stimulated discussion on a range of issues pertaining to democracy and governance in South Africa, exploring questions like viewpoints on where South Africa would be in 10 years' time; mixed feelings around national pride; the meaning of democracy, democratic principles and institutional performance; political tolerance; intergenerational solidarity; and participation in democracy.

A 2014 Voter Participation Survey (VPS) conducted by the HSRC followed on from previous surveys conducted in 2005, 2006, 2008 and 2011. Key findings of the VPS are presented on the following pages.

Voter Participation Survey 2014: Key Findings

A total of 2 921 individuals were interviewed in households spread across the country's nine provinces. The data was weighted and benchmarked to Statistics South Africa's mid-year population estimates for 2013 to ensure that the results were representative.

Political Mood Ahead of the 2014 Elections

The survey found a strong sentiment of national pride and a clear recognition of democratic ideals and principles, foremost of which was the right to free and fair elections. Despite this, respondents expressed concerns about the way in which democracy is working in South Africa.

The most-frequently cited concerns were unemployment (78%), crime and safety (49%) and poverty (31%). Corruption and service delivery have become more pressing since 2003, with nearly 25% of respondents mentioning these; concern about HIV/Aids declined over the same period.

Trust in government and political systems fell from 61% in 2009 to 44% in 2013 for the national government. Only 44% of people trust their provincial government, 34% trust their local government, while a quarter or less trust political parties or politicians.

At the same time, the Electoral Commission remains one of the country's most-trusted institutions, improving from 60% to 63% between 2012 and 2013 (still below the high of 72% reached in 2009).

Voter Registration

The survey found that nearly all South Africans aged 16 years and older (96%) were in possession of a legitimate bar-coded identity document. The majority of respondents were not, however, aware

that one could register as a voter on reaching the age of 16. 93% of registered voters found the registration process easy, and indicated that it took just 12 minutes to register as a voter.

Of those who did not intend to register to vote, a general lack of interest, disinterest in political parties and a lack of motivation and government efficacy were cited as the primary reasons. Only 5% of respondents mentioned administrative barriers to registering.

The Voting Experience

The Electoral Commission's strategy to increase the number of voting stations and improve election procedures has yielded positive results.

The majority (90%) of voters are satisfied with the secrecy of their vote, instructions and signage, and the time taken to get to a voting station. Over 80% of voters were satisfied with the time it took to vote, the cost of getting to a voting station, and the conduct of political parties outside voting stations. 79% of respondents were satisfied with the time spent queuing to vote.

Voters also expressed high levels of satisfaction with Electoral Commission officials. Over 90% of voters expressed satisfaction with access to voting stations, the availability of materials and equipment, access to facilities, and provisions for the elderly.

Less than a fifth of people surveyed had, themselves, experienced electoral malpractice, and certain groups – mostly White and Indian and affluent South Africans – were more likely to believe voting irregularities had increased since 1994. The majority of respondents felt that, where they thought voting irregularities had occurred, these were satisfactorily addressed by the Electoral Commission.

*Intended voting ranged from a high of 88% among white respondents to a low of 62% among 18-19 year-olds. The largest declines (from 2008) were seen in voters aged 34 and younger, in eligible voters in informal settlements, and among Coloured adults*





Electoral Preferences

**Preferred voting day:** 34% of South Africans prefer voting to be held on a public holiday; 32% feel elections should take place over a weekend; 29% of the voting age public is content with holding elections on a normal working day.

**Voting age:** Two-thirds of those aged 16 years and older (68%) are in favour of retaining the minimum voting age at 18 years. Less than a fifth (17%) believe the voting age should be lowered, while only 11% argue for raising the eligibility criterion for voting.

**Electronic voting:** There has been a decline in support for electronic voting, with only 46% of the adult public indicating electronic voting would be good for South Africa.

Voting and Special Groups

More than eight in 10 voters felt the needs of the elderly and disabled were addressed to some extent in voting procedures or processes; the elderly (65 years and over) indicated, however, that their needs were not being adequately attended to.

The survey indicated an improvement in attitudes towards women in politics with 78% of respondents believing women need to get more

involved (in politics) and only 33% of adult citizens indicating they believed men were better politicians than women (a decline from 43% in 2010). 46% of people said their needs would be better addressed if more women were in politics.

Intention to Vote

77% of the voting age population stated they would turn out to vote “if there was an election tomorrow”. 20% of people said they would not vote, and 3% were undecided. This represents a modest decline in intended turnout relative to 2008, where 81% intended to vote, 15% planned to abstain and 4% were undecided.

The most critical factors in determining voting intention seem to be: the belief in the power of one’s vote in determining electoral and other political decisions; political interest; a sense of duty to vote; trust in political institutions and leaders; and being registered and having voted previously.

These findings are relevant to voter education initiatives, especially in promoting messages about the power of voting in making a difference, the importance of exercising one’s right to vote, as well as strengthening programmes designed to instil a culture of voting.

The most common reasons for intended abstention related to general disinterest (49%), lack of interest in political parties (9%) and disillusionment, with a small proportion (8%) indicating the loss of sense that voting made a difference. These speak directly to the character and performance of the political system and its level of accountability to the electorate. 15% of responses suggested that the chances of voting would increase if “there was a political party I believed in” or if “political parties tried harder to get my vote”.



79% of South Africans feel it is the duty of citizens to vote



71% believe their vote makes a difference



63% of people feel their vote will ensure they receive quality social services

Exhibitions



Constitution Hill is the seat of the Constitutional Court of South Africa

The Commission plans, hosts and collaborates on a number of exhibitions through its Knowledge Management Centre. In 2014 these will include an exhibition at the Results Operation Centre, and a collaborative exhibition at Constitution Hill in Braamfontein, Johannesburg.

The exhibition at Constitution Hill – titled “Refle’X’ions: 20 Years of Electoral Democracy” – ran from 27 March to 18 April in the temporary exhibition space at the Woman’s Jail section. Among the artefacts on display were ballot papers, ballot boxes and voting booths from the country’s first democratic elections in 1994.

The exhibition also included photographs from the Commission’s

archives including of former presidents F.W. de Klerk, Nelson Mandela and Thabo Mbeki interacting with voters and election officials.

The Commission’s extensive poster collection, both from its own election campaigns and those of the leading political parties over the course of the past eight national and provincial and municipal elections, were also on show.

Only 38% of South Africans are very or fairly interested in politics. 61% express low or no interest





Political Party Liaison

As required by the Electoral Commission Act 51 of 1996 (including amendments) and the Regulations on Party Liaison Committees, 1998, the Electoral Commission has established party liaison committees (PLCs) at a national, provincial and municipal level.

These committees hold meetings to allow for consultation and co-operation between the organisation and the registered parties concerned on all electoral matters, aimed at the delivery of free and fair elections. Meetings are generally held monthly, but are held weekly in the month before elections, and even more frequently in the week of elections when party representatives are gathered at the Results Operations Centres nationwide.

Each registered party represented in the National Assembly, provincial legislature or municipal council can appoint no more than two representatives to the relevant party liaison committee. The Electoral Commission also appoints a person as its representative for every party liaison committee, and that person convenes and chairs meetings of the committee.

PLC members have access to all relevant documents (agendas, meeting minutes and so forth) from a special portal on the Electoral Commission’s website, [www.elections.org.za](http://www.elections.org.za).

Party Funding

The Electoral Commission is responsible for managing the Represented Political Parties’ Fund (RPPF), which provides funding for political parties participating in Parliament and provincial legislatures. Both public (by the State) and private funding (from other sources) is allowed.

Financial contributions given to parties are known as direct funding, while contributions in kind (e.g. voluntary work or free office space, advertising, equipment or printing facilities) are known as indirect funding

Eligibility for and application of State funding is governed by the Public Funding of Represented Political Parties Act, 103 of 1997. Any political party may also obtain funds from its members and from other sources, such as business (both local and foreign) and civil society groupings.

The Electoral Commission’s Chief Electoral Officer (CEO) is responsible for the management and administration of the Fund, as is its accounting officer and CEO. In effect, this means that the Fund is administered through the IEC, which keeps parties informed of the relevant rules and regulations.

A political party is entitled to an allocation from the RPPF for any financial year that it is represented in the National Assembly or in any provincial legislature, or both in the National Assembly and in any provincial legislature. No allocations are made from the Fund to political parties that are represented in municipal councils only (nor to those which have no public representatives at all).

Funding allocations may be used “for any purposes compatible with [the party’s] functioning as a political party in a modern democracy”. These include: the development of the political will of people; bringing the party’s influence to bear on the shaping of public opinion; inspiring and furthering political education; promoting active participation by individual citizens in political life; exercising an influence on political trends; and ensuring continuous, vital links between the people and organs of state.

Political parties may *not*:

- Pay any direct or indirect remuneration or other benefit of any kind to any elected representative of the party or to any public servant at

any level of government;

- Finance or contribute directly or indirectly to any matter, cause, event or occasion if it contravenes any code of ethics binding on members of parliament or any provincial legislature;
- Use the money directly or indirectly to start any business or acquire or maintain a right or financial interest in any business;
- Use the money directly or indirectly to acquire or maintain a right or financial interest in any immovable property, unless solely for ordinary party-political purposes; or
- Use the money for anything else that is incompatible with a political party’s functioning in a modern democracy.

Parties receiving an allocation from the Fund must keep a separate bank account for this purpose and appoint an accounting officer

from within the party to take responsibility for the money received in this bank account and ensure that the party complies with the requirements of the Act. The accounting officer must keep separate books and records for this money. An income and expenditure statement, showing for what purposes the money has been applied, must be audited annually and the auditor’s report and the financial statement must be submitted annually to the Commission.

Party Liaison Committees allow for consultation and co-operation between the Electoral Commission and the registered parties concerned on all electoral matters





Communication Campaign 2014: IXSA

To prepare for the 2014 national and provincial elections, the Electoral Commission was tasked with coming up with a creative campaign that would drive voter registration and engagement among new voters – particularly South Africans under the age of 30 – while maintaining conversations and connections with older voters.

Reaching a New Generation of Voters

Twenty years of democratic rule have resulted in a relatively high proportion of registered voters within the overall potential voting age population, but voter registration tends to rise and peak most notably in older age groups.

Census data from Statistics South Africa shows that the population of South Africa is increasingly young – close to 60% of South Africans are under the age of 30 years. On the voters’ roll, however, the reverse is true: just 25% of registered voters are between the ages of 18 and 29.

In order to facilitate and promote a truly representative democratic process, one of the key challenges the Electoral Commission faced in the build-up to the 2014 national and provincial elections was encouraging eligible young voters to register, participate and engage. Getting the youth interested in politics is especially important because, research shows, young voters tend to become voters for life.

While civic and voter education programme initiatives such as the Schools Democracy Week produced an immediate spike in registrations of 16- and 17-year-old citizens, the Electoral Commission needed to reach first-time voters who were no longer in the schooling system – those born in 1994 and after – and, also, target the segment of the population between the ages of 20 and 30 years who were not yet registered.

Low voter registration and electoral participation is frequently interpreted to mean that young people are apathetic when it comes to politics. Research conducted for the Electoral Commission by the HSRC, however, indicates otherwise. “The State of Democracy Survey” showed that South African youth are highly engaged and opinionated about a range of social issues, including politics. However, they frequently feel ignored, disregarded and irrelevant – spoken at rather than spoken to – and feel excluded from the political and electoral process.

The IXSA [I Vote South Africa] campaign was designed as a specific response to this perception of exclusion among the youth.

The communication campaign for 2014 comprised two creative executions under one broad “I X (vote) South Africa” theme.

The first featured ordinary South Africans reflecting the wide diversity of our country – from all walks of life, all languages (including sign language), genders, race groups and disabilities. These voters discussed their reasons for voting in the 2014 elections, and urged other South Africans to find their own personal reasons for voting.

The second creative execution focused on the youth market (16 – 29) and took its lead from other voter campaigns around the world – including in the United States – which showed that the youth are highly influenced by well-known youth icons and celebrities.

In line with this, a group of young South African celebrities from the music, entertainment and media industries were invited to participate in a television and radio campaign in which they discussed why voting was important to them – and encouraged all young South Africans to follow suit. Between them, the young celebrities had over one million



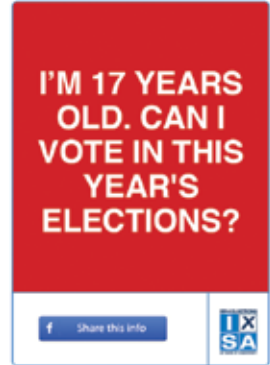
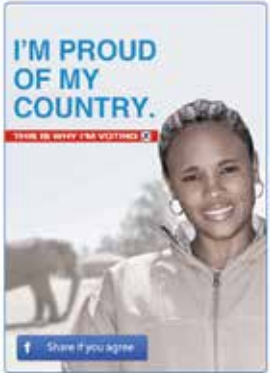
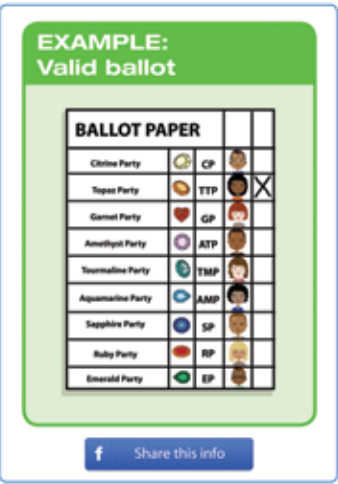
*The two voter registration weekends in 2013 and 2014 resulted in the registration of nearly 2,3-million first-time voters – of which just over 80% or 1.88-million voters were under the age of 30*

Twitter followers and the campaign also used a strong social media presence to drive awareness.

Following the IXSA campaign and the hugely successful ramped-up social media engagement of the Commission, the two voter registration weekends in 2013 and 2014 resulted in the registration of

nearly 2,3-million first-time voters – of which just over of which 80% or 1.88-million voters were under the age of 30. While registration in the 18-19 and 20-29 age group still lags significantly behind that of older groups, the high level of engagement with the Electoral Commission’s outreach initiatives is an extremely encouraging sign.





## Technology and Social Media

Online and social media platforms provide interactive information platforms distinct from traditional social and community structures, or institutions and government. International research into electoral management indicates that the internet, particularly blogs and social networking sites, can play an important role in increasing youth interest and participation in the political arena.

While the Electoral Commission has applied innovative technology to all aspects of the electoral operations processes, the period preceding the 2014 national and provincial elections marked a significant shift in the Commission's use of technology to facilitate voter engagement.

In October 2013, the Electoral Commission went live with a new toll-free call centre. During the build-up to election events, the call centre staff increases to around 40 agents – growing to 60 agents over events such as registration weekends. Over the first registration weekend in November 2013, the call centre handled between 8 000 and 11 000 calls a day. The current infrastructure of the call centre allows for operations to be scaled-up to accommodate 100 seated agents at any time.

At the same time, the Electoral Commission stepped up operations across three primary social media platforms – Facebook, Mxit, and Twitter – and hired a small team of three young social media content creators whose job was to engage with young South Africans in their own language, within the confines of electoral legislation.

This initiative was so successful that, in the first 24 hours of the social media campaign launching on Facebook, the number of “likes” increased from 1 400 to over 10 000 – reaching over 65 000 likes by mid-November. A separate Mxit campaign attracted over 370 000 subscribers.

On Twitter, the Electoral Commission's account rose from 962 followers to over 17 000 followers in the first 10 days; this figure currently stands at over 37 200 followers on Twitter, while the Commission's Facebook page has attracted in excess of 174 000 Likes.

Over the first and second registration weekends, the Commission's Facebook and Twitter team responded to over 200 queries a day.

### App'ing the Vote

In advance of the 2014 national and provincial elections, the Electoral Commission developed a number of practical – and fun – mobile applications targeted at young voters in particular.

A mobile voter app allows voters to check their registration status, find a voting station, and keep up to date with election news from Twitter and Facebook.

A free IXSA game – available for Apple iOS and Android platforms, as well as on Facebook – allows users to create and design their own characters, and then score points by interacting with a 3D Election Day experience.



*In advance of the 2014 national and provincial elections, the Electoral Commission developed a number of practical – and fun – mobile applications*



The IXSA campaign was launched in October 2013, seven months before the national and provincial elections. During that time, the campaign was rolled out to media platforms across the country including: 90 billboards; 126 wall murals; 220 000 street pole posters (10 per voting district); various print adverts, appearing in major daily and weekly newspapers together with community newspapers, radio adverts, in all 11 official languages; 60-second and 30-second TV commercials, broadcast on all major SABC, eTV, eNCA and selected DSTv channels, and various 10-second TV “stings”, reminding viewers of registration dates, accompanied by TV “clocks”, “squeezebacks” and “scrollers”, counting down to the final registration weekend.

## Reaching Overseas Voters Online

Technology also facilitated engagement with South Africans living abroad, who were eligible to register and vote in the 2014 national elections for the first time.

While traditional printed communiqués, such as flyers and posters, and direct mail and email campaigns – implemented in conjunction with the Department of International Relations and Cooperation (DIRCO), and organisations like the Homecoming Revolution and Brand SA – were used to contact existing databases of South Africans living abroad, the Electoral Commission also alerted South Africans living abroad of their opportunity to register and vote in the 2014 national elections through:

- Online banner advertising on key websites commonly visited by people searching for news on South Africa – which would indicate a direct interest in South African affairs, even though this would also include non-citizens. In order to avoid confusion, the banner adverts targeting overseas voters were only shown to visitors whose

IP addresses indicated they were accessing the sites from outside of South Africa.

- Google ads aimed at non-South African IP addresses, where users searched for subject matter including “elections South Africa”, “registering to vote”, etc.
- The Electoral Commission website was updated to provide information regarding the process for overseas voting – including placing two banner notices (sliders) on the homepage advising overseas South Africans on their rights and opportunities.
- The Electoral Commission also provided information regarding overseas voting on DIRCO’s website, along with hyperlinks to the Commission’s website.



## Celebrity Endorsement

Celebrity endorsements have the potential to bridge the gap between politics and young society by making politics part of a broader cultural conversation. As part of its Youth Campaign, the Electoral Commission approached 15 prominent, socially conscious young South Africans and asked them what message they would like to communicate, to get people to participate in the electoral process. Celebrities included Khuli Chana, Anele Mdoda, Lira, Loyiso Bala, Zolani, Toya Delazy, Shashi Naidoo, Pabi Moloi, Melinda Bam, Liquideep, Lalla Hirayama, Joey Rasdien, HHP, and Jack Parow.

The resulting unscripted interviews were recorded and edited to make a 60-second and 30-second television advert; individual clips were also posted on the Electoral Commission's dedicated channel on YouTube, and anchored on the Commission's other social media platforms.





Human Resources and Training

Each successful election depends on the efforts of approximately 220 000 Electoral Commission staff, working in 22 263 voting stations across the country. The majority of these officials are recruited from the public service, the private sector, and the unemployed.

The Electoral Commission employs over 1 000 full-time employees, who are responsible for managing and implementing the day-to-day functions and responsibilities of the institution, including operations before, during and after each election. During registration and election day operations, however, the Commission’s workforce needs to expand dramatically to ensure efficient and accessible registration and voting processes. To do this, the Commission recruits approximately 220 000 temporary electoral staff.

Although these officials only come in for short periods, the outcome of the Commission’s processes and the election itself depends on their performance, and each election official requires specialised training in advance of election events to ensure that voters are served effectively, votes are counted accurately and transparently, and that elections meet acceptable international best practice standards.

The recruitment of electoral staff begins just over a year before each election, in line with the projected number of voting stations and associated human resource requirements. Electoral staff details are captured on a central Electoral Staff System, which enables the Commission to draw from existing database of well-trained election officials for future electoral events.

Recruitment is done within a stringent framework of ensuring the impartiality and independence of election officials. Electoral staff members are recruited from all sectors of the community, and care

is taken to match appointments to the required skill levels of the various roles.

At the same time, trainers are identified from within the Electoral Commission’s permanent and fixed-term personnel. All trainers are sent on a skills programme, after which they are able to pursue full accreditation as qualified trainers.

Voting Station Staff

Typically, each voting station has a Presiding Officer, a Deputy Presiding Officer, and a number of Voting Officers. Presiding Officers and Deputy Presiding Officers coordinate the management of all election activities at the voting stations, ensuring that voting and counting procedures are carried out as smoothly and efficiently as possible. These officers also deal with concerns, complaints or objections raised by party agents and voters. In sub-stations or voting centres a Deputy Presiding Officer is appointed, reporting to the Presiding Officer at the voting station.

Appointment details of presiding and deputy presiding officers are submitted to local party liaison committee structures for perusal and verification.

Voting Officers are responsible for controlling queues, marking the voters’ roll, inking each voter’s thumb, issuing ballots, and monitoring the voting booths and ballot boxes.

2014: Training

In preparation for the 2014 national and provincial election, 601 trainers were identified. A “train-the-trainers” model was adopted, with lead trainers identified in all provinces, training provincial trainers who, in turn, trained local (municipal) trainers. Electoral staff members to be deployed at voting stations were trained by the municipal trainers. Provincial trainers were also responsible for training other stakeholders such as the South African Police Service and party agents.

Part-time electoral staff training events, often called “training bootcamps”, took place between June and September 2013 in preparation for the first registration weekend in November. Refresher training was then provided in January 2014 for the same electoral staff members for the second registration weekend in February. Part-time Election Day training for electoral staff also kicked off in January 2014 and ran until the month of April.

To train the electoral staff, the Electoral Commission adopted a modular approach similar to the one used before the 2011 local government election. This allowed the training content to be split into manageable tasks over a wider period of time, providing for inclusion of critical legislative requirements.

The purpose of the training is to guide the actions of electoral staff during voting station management, for staff to understand their roles and responsibilities, as well as the roles and responsibilities of other stakeholders, namely political parties and the electorate.

Voters’ surveys indicate high levels of satisfaction with electoral officials’ language proficiency, helpfulness, friendliness and efficiency, professionalism and impartiality







The modules were written for the training of both permanent members of staff and temporary electoral staff. The first training module introduced all members of staff to the activities of the Electoral Commission, including the legislative framework that governs the Commission. The second module was event-specific training for the registration weekends. The third, fourth and fifth modules were event-specific training for the national and provincial elections, focusing on voting, counting and special voting respectively.

For future elections, the Electoral Commission intends to introduce an additional, module focusing solely on legislation, and to rely increasingly on e-training. Electronic versions of some of the training modules are currently in place, but it is simply a matter of them being fully utilised in order to minimise the organisation’s reliance on paper-based material and to facilitate the training of larger groups of people at a lower cost.

Ballot Papers

For the 2014 national and provincial elections approximately 62,9-million ballot papers will be produced, to serve 25,3-million registered voters.

There has not been a fundamental change in the appearance of the South African national and provincial ballot papers since the historic one that was used in 1994. While security features have been improved, and the vibrancy of printing colour is better, the ballot still is recognisable as being “proudly South African”.

In many other countries ballots may be printed on special security paper – which adds to the expense of printing, and involves more complicated production processes. In South Africa ballots are printed on standard bond paper, and the security of ballots is attained by other means. Many of these security features are not publicly disclosed, to ensure maximum anti-fraud or anti-copy effects.

Security features are built into the ballot design, and the numbering, allocation, distribution and verification of ballot papers is closely managed at every step.



Once ballots are printed, packed and labelled, they are securely dispatched to central provincial warehouses, from which they are delivered to any one of 234 municipal offices – and, from there, to 22 263 voting stations



Planning for the production of election materials – including ballot papers – begins as much as 18 months before each election, when the Commission’s Logistics and Infrastructure department begins preparing a Bill of Materials detailing all the different physical items required for use at voting stations. Each item is linked to a project milestone, or a timeline; as the relevant milestone approaches, procurement and production of the ballot papers begins.

The technical specifications of ballot papers are drawn up at the same time as the Bill of Materials and milestones are put into place – although the final design of the ballot papers will only take place in the weeks before the election, once the number of registered political parties and provincial candidates are confirmed. Until that time, the ballot paper is an unknown entity – in terms of how long it will be (how many party or candidate listings), or how many ballots will be required. The tender process for the production of ballot papers has to take all of these variables into account, while still ensuring secure and competent printing operations, within determined price ranges.

Printers for the ballots are selected according to the regulations of the specific tender process. A number of printers are selected across South Africa, and each candidate is subjected to a rigorous due diligence evaluation that includes an assessment of printing quality and capacity, and security.

Following the final registration period, the number of registered voters within demarcated voting districts is used to confirm the total number of ballot papers required and the specific ballot requirements of each voting station.

Ballots are produced in booklets of 100 ballot papers and each voting station is allocated a sufficient number of ballot books to service every

registered voter – so, for example, a voting district with 180 registered voters will receive two books (or 200 ballots) at the voting station. As part of the technical and security specifications of the ballot design, ballot papers are numbered and labelled for unique use at specific voting stations. The packaging of ballot papers also requires special labelling and distribution management, to ensure the correct ballots are delivered to the appropriate voting stations.

The final ballot design is approved by the Commission, and once the contesting parties are finally confirmed – usually six or seven weeks before the election – the official ballot images are released to the printers. The printers are supplied with a detailed production and delivery plan that determines the destination (per voting station) of each ballot book.

The ballots papers are subjected to high levels of security throughout the stages of the supply chain – from printing, distribution, storage and allocation to voters. This starts at the printing works, where the ballot production is quarantined from the rest of the factory. The product itself is closely monitored throughout the print process until the ballot books are packed and sealed. The inevitable spoils during printing are immediately retrieved and shredded and/or stored under lock and key until after the election. Dispatch staging and delivery take place under 24 hours guarding and surveillance. The same applies to storage at the various levels of the supply chain down to municipal level.

Ballots for overseas voters are dispatched via secure courier service to the 124 missions in 108 countries – where some 30 000 voters are expected to cast their ballots in the 2014 national election. Overseas voters do not vote in the provincial election.

2014: On the Ballot

During the 2014 national and provincial elections, 45 registered political parties will be contesting the elections – including a record 29 parties for the national ballot.

Political parties are represented on the ballot by the full party name, the abbreviated party name, the official party logo and a head and shoulders photo of the party leader.

To accommodate the 29 parties on the national ballot, the ballot paper as issued to the voter is 480 mm long.

The shortest ballots are for Free State, North West, Mpumalanga and Northern Cape. Sixteen parties are contesting each of those provinces, and those ballots are 280 mm long.

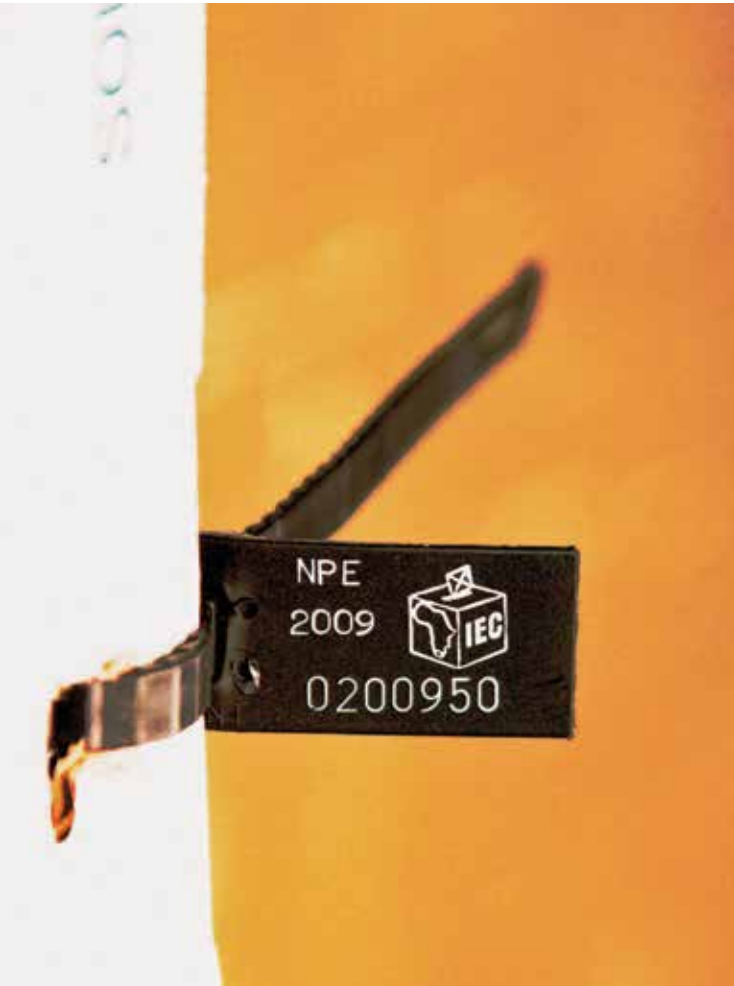
Printing the Ballot

Printing of the mammoth 62 892 200 ballot papers – 31 411 100 national and 31 491 100 provincial – is shared between printing presses in Johannesburg, Durban, Cape Town and Polokwane. The print run will consume an astonishing 500 000 kg of paper and about 6000 kg of ink.

Securing the Ballot

Since 1999, the ballot boxes used in South African national, provincial and local government elections have been made out of disposable and recyclable material.

The innovative design of the cardboard ballot boxes allows for easy packaging, transportation and on-site assembly – without compromising the structural integrity of the boxes, which must be stored (with their ballots) for at least six months after each election. Like the ballot papers, the ballot boxes used in elections are designed with a number of security features in place.



The seals of each ballot box are labelled with a unique serial number; these seals are applied in front of the voting station’s party agents, and each serial number is recorded into the voting station’s diary





Ballot boxes are printed with the Electoral Commission logo, and with a blank label panel that is completed by the Presiding Officer of each voting station once the box is assembled.

Each box has a complex sealing mechanism so that, once it is assembled and sealed, its contents are completely secure.

**The Universal Ballot Template**

Working together with the South African National Council for the Blind, the Electoral Commission has developed a voting aid known as the Universal Ballot Template (UBT), to assist persons with disabilities and special needs to have an independent and secret vote during elections.

The UBT is suitable for use by blind and partially-sighted people; low-vision users; people who are dyslexic; the elderly; people with low literacy; and people with motor and nervous conditions that do not allow for a steady hand. UBTs can be used for national and provincial elections; local government elections; and by-elections. The UBT can be used at voting stations, and for home visits for special votes.

**How the UBT Works**

The UBT is a casing made of hard black plastic or cardboard, into which a ballot paper is inserted – the UBT is not a Braille ballot paper. The instructions on the use of the UBT appear in raised print on the back of the template. The right front of the template has a flap which has cut-out windows numbered in Braille and in large, raised white print. When the ballot paper is inserted into the template,

each window aligns to a particular candidate or party and the voter is free to make his or her secret and independent mark accurately. Plastic UBTs were successfully used in the 2011 Local Government Elections. The large number of parties contesting the 2014 National and Provincial Elections required the Electoral Commission to develop a special new cardboard ballot template. The cardboard UBT works in exactly the same way as the plastic UBT.

**Voting with the UBT**

To use the UBT, a voter must be able to cast his or her mark in a manner that is absolutely private, and consistent with his or her selection. Voters must place the ballot paper into the template, and ensure the ballot is correctly aligned by feeling the top right corner of the ballot paper through the cut-out triangle at the back of the UBT, ensuring that the marking squares on the ballot are aligned with the UBT windows. Election officials may provide help or assistance with this.

- Once the ballot has been placed in the UBT, a voting official must:
- Explain which ballot is being used in the template;
  - Answer questions about the order in which the names of parties or candidates appear in the ballot;
  - Read out loud, and accurately, the parties or candidates on the ballot; and
  - Ensure that the numerical sequence in which parties or candidates appear is correctly understood.

A voter using the UBT must be allowed to make his or her mark in private, using the windows on the UBT to identify the number corresponding to his or her choice of party or candidate. The voter must then remove the ballot from the UBT and fold it in private. In the event of more than one ballot, this process must be repeated.

The voter will then be directed to the ballot box(es) to deposit the folded ballot(s).

Voters with disabilities or special needs may ask for assistance from a companion to mark their ballot paper. Such a companion must be 18 years or older, and may not be a party agent, candidate or observer. Witnesses are not required when a companion assists a voter – but the presiding officer must remind the companion that she or he is not allowed to disclose any information that may compromise the security of the vote cast by the assisted voter. Should a voter require such assistance and not have a companion, then this may be done by the voting official or presiding officer in the presence of two party agents from different parties, and one accredited observer if available.



*The cardboard template works in exactly the same way as the plastic UBT and has windows numbered in Braille and with raised letters so people with different tactile-literacy levels can use the same template*



# ELECTION RESULTS





# ELECTION RESULTS: PROCESSES AND SYSTEMS

The results process begins as soon as voting has been completed. Each step of the process is carefully verified, checked and audited – from the counting and recording of votes to the scanning and capturing of results, culminating in the announcement of the final election results.

The detailed process of counting and recording the votes begins as soon as all votes have been cast.

This starts at each voting station where, in the presence of an observer, the numbered and sealed ballot boxes are opened. The ballots are unfolded, sorted and reconciled by election officials in the presence of party agents and an observer. Ballots are counted, checked and bundled (again, under the watch of an observer), and the recorded votes are entered onto a results slip that is submitted to the voting station's counting officer in the presence of two party agents. The ballots are then placed back into the ballot boxes, which are re-sealed – and kept in secure storage for six months after each election, in the event of any queries or challenges.

Results slips are sent to municipal electoral offices, where they are verified and then scanned, captured and transmitted to a centralised database. The dual scan-capture system makes the image of the original results slip available, together with the captured result. The capture of results use double-blind capturing and validations, and

are audited by independent auditors. Where exceptions are raised by the system – for example exceptionally high or low voter turnout – a team at the National Results Operations Centre (ROC) checks the exceptions and, if necessary, initiates steps to resolve the matter.

As soon as all exceptions have been resolved and the scanned image is available, the result is made known in the reports and on the display board at the ROC. The results process concludes with the announcement of the results once seat allocation and assignment has been completed. As soon as possible after the announcement, detailed results are published in the *Government Gazette*.

**New Technology: 2014 Election APIs and Applications**

The 2014 national and provincial elections saw the Commission launch a number of new interactive online and mobile-based platforms, to encourage voter engagement prior to and during the registration process and election day events, and to make election results information more accessible to a broad audience.

To facilitate the distribution of election data, the Commission developed various Application Programming Interfaces (APIs) incorporating a variety of functions relating to voter information, election results and other related information. The APIs provided data and functionality that could be utilised by third-party websites, mobile devices, political parties and the media – which effectively created multiple new content streams based on the Commission's data.

To access the Electoral Commission's API, third-party users had to apply for a username and password from the Commission's ICT department. Authorised applications received access tokens that were valid for a limited time only.

These APIs formed the basis of the Electoral Commission's citizen-facing mobile application designed to function with the most commonly used mobile platforms including Apple iOS, Android, Blackberry, Windows and Symbian. This downloadable application allows users to check:

- **Registration status** and **voting station details**, based on the user's ID number;
- Information about **special votes, special needs voting** and voting out of the **country or your registered voting district**;
- Maps on how to **find your and other voting stations**;
- Information about **candidates and ward councillors** (for local government elections); and
- **Election results** and the calculation and assignment of seats.

The seat calculation and assignment feature will indicate how many seats a party has won (Seat Calculation), and provide the names of candidates who have won seats (Seat Allocation), with

data breakdowns available by party, by province, by regional list and/or nationally.

The calculation of seats can only occur when all results have been received for those voting districts where a result has been expected; when all exceptions and objections have been resolved; and where all requests for edit windows have been cleared and closed.

As a feature of the APIs, certain restrictions or limits are in place to ensure security and robustness of the API. The solution is intelligent enough to detect any potential threats or attacks on the system, including attempts at data mining.



*All the steps in the electoral process must be seen to be fair. The ballot is secret, but everything else about an election should be in full view*



The Results Operations Centres

The National Results Operations Centre in Pretoria serves as the central hub of activity over the election period, and enhances the transparency of the election process.

The National Results Operations Centre (ROC) officially opens one week before the actual elections – but planning and construction of the ROC facilities begins six months before, starting with booking of the ROC venue (this will be the seventh election where the ROC is housed at the Tshwane Business and Agriculture Events Centre, formerly known as the Pretoria Showgrounds) and securing various external service providers such as facility managers and caterers.

Construction of the ROC takes places over just seven weeks, during which time two levels of empty flooring, covering some 12 000 m², are transformed into a high-tech, world-class business centre.

Commissioners and electoral staff relocate to the ROC for approximately 10 days – from a few days before the ROC launch, until after the results have been announced – and are joined by stakeholders, representatives from all the political parties illustrated on the national ballot paper, and television, radio and print media providing national and international coverage of the election events.

During this time, the ROC becomes the command centre for all voting activities throughout the country. Cellphone companies increase their capacity in the area to ensure coverage is available. Eskom are advised that the Electoral Commission’s National and Provincial ROCs are strategic locations for this brief period, to ensure continued electrical supply. Back-up generators are also in place.

During the election period the National and Provincial ROCs are designated as strategic locations, as they are the command centres for voting operations across the country

ROC Layout and Facilities

This year visitors will be welcomed to the ROC with an exhibition area, displaying exhibits around the theme of “20 Years of Democracy” and showing off South Africa’s electoral history and some of the awards and achievements the Commission has received over the past two decades.

Commission staff are based in a “X” desk formation in the centre of the lower level of the hall, surrounded by television sets, political parties, the leaderboard and executive offices.

In 2014 a record 29 political parties will each have office space in the National ROC, with desk space on the open floor where intranet and telephone services are provided allowing representatives to keep in touch with their agents in the field.

State-of-the-art IT and GIS applications will rapidly make data available for communication to political parties, the media and Electoral Commission staff within the venue, and to the nine Provincial ROCs. In addition, data in various formats including graphic interpretations, maps, running scores and percentages will be displayed on projection screens. The ROC uses high-powered large projection screens for the Provincial Leaderboard, with a single central LED screen for the National Leaderboard. Multiple stacked projectors will allow for failover of a single unit to prevent any loss of picture. For the first time Wi-Fi will be introduced in a limited mode for attendees to make use of their personal technology.

For a detailed floor plan of the National ROC please go to p114.



National ROC Statistics

Size of the ROC  
12 000 m²

450  
Number of computers

Number of telephones:  
±300  
(with 2 PABX systems)

Over 20 km of data, fibre and network cabling

29  
Political parties with offices and floor positions

4 television stations  
(SABC, eNCA, ANN7 and Al Jazeera)  
more than 10 radio stations  
500+ media representatives

Over 1 000 power points and 200 lights

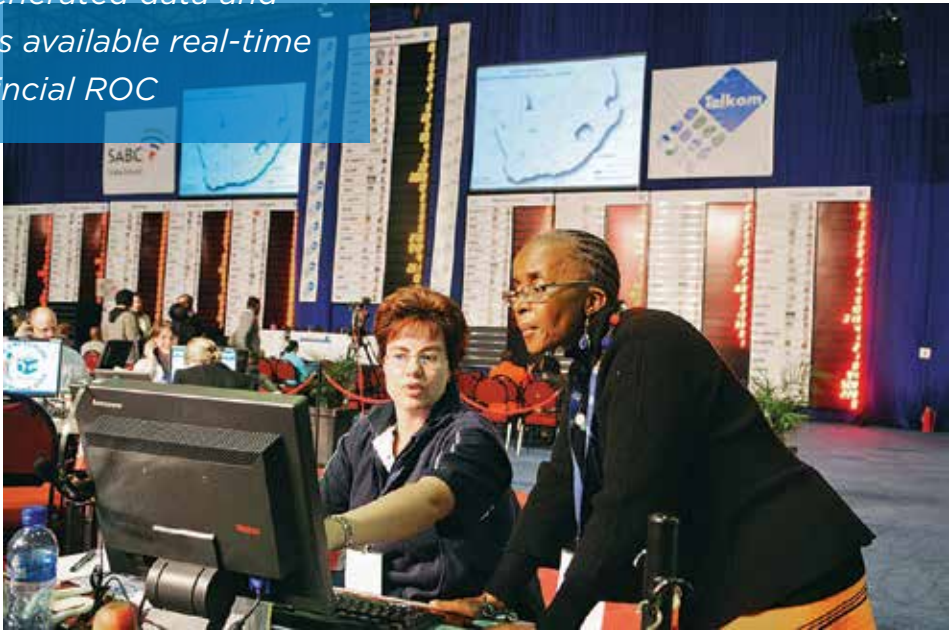
Provincial ROCs

All nine provincial offices of the Electoral Commission have their own ROC. Each Provincial ROC is connected to the National ROC through the Commission’s IT network infrastructure, and computer-generated data and information is available real-time, exactly as it would be at the National ROC.

As with the National ROC, voice and computer connectivity is provided through Telkom.

At each location national television stations plus local radio stations create their presence with a set, Outside Broadcast van, camera crew and presenters, so as to be able to broadcast local news. Space is made available for editing suites, television sets and operational staff, all connecting back into each broadcaster’s infrastructure.

Computer-generated data and information is available real-time at each Provincial ROC



Location of the Provincial ROCs

- Eastern Cape:** Premier Regent Hotel, East London
- Free State:** Bloemfontein City Hall, Bloemfontein
- Gauteng:** SABC buildings, Johannesburg
- KwaZulu-Natal:** Moses Mabhida Stadium, Durban
- Limpopo:** Gateway Hall, Polokwane Airport, Polokwane
- Mpumalanga:** Mpumalanga Department of Co-operative Governance and Traditional Affairs, Mbombela (Nelspruit)
- Northern Cape:** Electoral Commission Offices, Kimberley
- North West:** Electoral Commission Provincial Warehouse, Mmabatho (Mafikeng)
- Western Cape:** Proteaville Recreational Hall, Cape Town

Credibility and Transparency

The Electoral Commission maintains constant, open engagement with all its stakeholders and role-players to ensure each part of electoral procedures and the electoral process is seen as free, fair and transparent.

Twenty years after South Africa’s first democratic elections the understanding of the electoral process and scrutiny over electoral procedures has grown increasingly nuanced – in parallel with ongoing voter education, and investment in the training of political parties and engagement with parties through the Party Liaison Committee. The Commission welcomes these developments, and remains committed to delivering elections in an open and transparent manner so that the outcomes of each election are deemed acceptable – not just in terms of the requirements defined by the legislation governing the Commission, but in the body’s obligation to enable all South African citizens of voting age to participate in the democratic electoral process, and know that, while each vote remains secret, every vote is counted.

A number of measures are in place to guard against deliberate fraud and also protect the electoral process from unintended errors that can occur in the stress of an election. Political parties, the media and individuals can check and see that these measures are implemented.

Legislation

Legislative provisions ensure electoral processes are clearly defined and do not allow for arbitrary amendment by the Chief Electoral Officer and/or the Commission. The legislation is published in an easy-to-carry booklet and each voting station has a copy for ready reference. Copies of the booklet are also made available to participating political parties.

Registration of Voters

In order to vote a South African citizen must be a registered voter. The national common voters’ roll is a valuable pre-election tool, as it ensures that eligible voters are not barred from voting and, at the same time, prevents election fraud. The voter registration system makes it impossible for a person to appear twice on the voters’ roll. Duplications are automatically excluded. Similarly, notification of deaths by the Department of Home Affairs leads to automatic removal from the voters’ roll, excluding the possibility of voting in the name of someone who is no longer alive.

The voter registration process is rolled out in several stages before each election, so that the process is transparent and there is ample opportunity to lodge and deal with objections. The final voters’ roll is made available to every political party participating in an election, and is also available for inspection by any individual or party.

Recruitment and Training of Staff

The Commission has clear guidelines and criteria for recruitment. Party representatives have the opportunity to raise any substantive objection against any person being appointed as a presiding officer. Electoral officials are trained with the aid of comprehensive training manuals, which are available to party representatives and party agents. Party agents may attend training alongside electoral officials, or party trainers may be trained to train their own agents. This ensures that all present at voting stations have been trained in the same procedures and processes, and serves as confirmation by party representatives of the impartial content of training provided.



Voting and Counting

Securing the Elections

The South African Police Service (SAPS), the South African National Defence Force (SANDF), the State Security Agency (SSA) and other related institutions play an integral role in securing an election. This is managed through the National Joint Operational and Intelligence Structure (NATJOINTS).

The SAPS and SSA provide the Commission with regular updates on security. Such information helps the Commission and other role-players make necessary interventions in good time, to ensure situations are normalised and the electorate has the opportunity to vote freely. Threats to the election are identified and actions taken to prevent any negative impact on the upcoming election. The SAPS plays a major role in ensuring a calm and peaceful electoral environment.

The force levels of the SAPS can be supplemented by the SANDF when necessary, and both provide logistic assistance if, for instance, a voting station is inaccessible because of flooding or another natural barrier.

The SAPS deploys resources to each voting station to ensure that the voting process is not disrupted, although within the voting station itself the police have no authority and will act only at the request of the presiding officer. In addition, various units from the SAPS and the SANDF as well as air support units are deployed and/or put on standby to act if emergency intervention is required.



*The ballot papers used in each election are stamped with a unique mark when they are issued to voters, to ensure that only official ballot papers are used in the election*

Verification Against the Voters' Roll

The Electoral Commission uses hand-held scanners ("Zip-Zips") at voting stations to scan bar codes on identity documents. The contents of the entire national voters' roll is loaded onto each scanner, and is therefore available at every voting station. This allows the registration status of any person who arrives at any voting station to be verified. The relevant segment of the voters' roll for a voting district is also available in hard copy at the voting station, and can be used to confirm whether an individual – whose identity is verified by the presentation of an ID document – is registered as a voter in that voting district.

Voting Process

A voter may vote only once in an election. To prevent anyone from voting twice, voters' names are marked off on the hard copy of the voters' roll at the voting station once they have voted. In addition, voters' ID documents (with the exception of the smart card IDs) are stamped to indicate the bearer has voted. Finally, voters' fingers are marked with indelible ink.

Party Agents

Each participating party has the right to have two party agents at each voting station in order to observe the voting and counting processes. New regulations also allow at least one agent to verify what happens at the voters' roll table, finger-inking and ballot issuing. Observing agents are rotated to ensure each party has the opportunity to have an agent at one of these points. Two agents may be present when a presiding officer assists a voter who cannot read or write.

Agents are also present at the start of voting, to ensure ballot boxes are empty, and when filled ballot boxes are sealed they record these seal numbers. Agents are present during counting and sign the results slip that records the results at that voting station.

Security Material

Certain material used during voting and counting is classified as security material and requires enhanced measures to safeguard it. These include ballot papers, the hard copy of the voters' roll, the



unique official stamps used to stamp ballot papers and identity documents, indelible ink, and results slips. Safety measures include tamper-evident transparent bags, individually numbered seals, secure transporting and warehousing, and heightened due diligence with respect to security at service providers.

Ballots

Ballot papers are printed in book form with counterfoils. The counterfoils are numbered, to allow the presiding officer to know how many ballot papers are in the book. The ballot paper is torn off the counterfoil, which remains in the ballot book. There is no numbering on the actual ballot paper, to protect the secrecy of the vote.

In the case of special votes – such as those cast at foreign missions, and on home visits to the infirm or disabled – a double-envelope system is used. The voter marks the ballot paper, folds it and seals it in an unmarked envelope. This envelope is in turn sealed inside another envelope on which the voter’s name, ID number and voting district are recorded. At the voting/counting station, the voter’s details as recorded on the outer envelope are checked and if they are valid the sealed inner envelope is removed and placed in a ballot box. In this way the special-vote ballot paper cannot be traced to an individual voter, ensuring the secrecy of the ballot.

Results Slips

Each voting station receives two results slips per election. The results slips are completed by the counting officer and countersigned by the deputy counting officer. In addition, they are also signed by party agents. The two results slips are completed identically at the voting station, with one remaining at the voting station where it is displayed and the other sealed in a transparent tamper-evident bag that is checked at the local Commission office. Since 2009 results slips have been scanned and displayed at the Results Operations Centres alongside the computerised results captured on the system, allowing both versions to be compared.

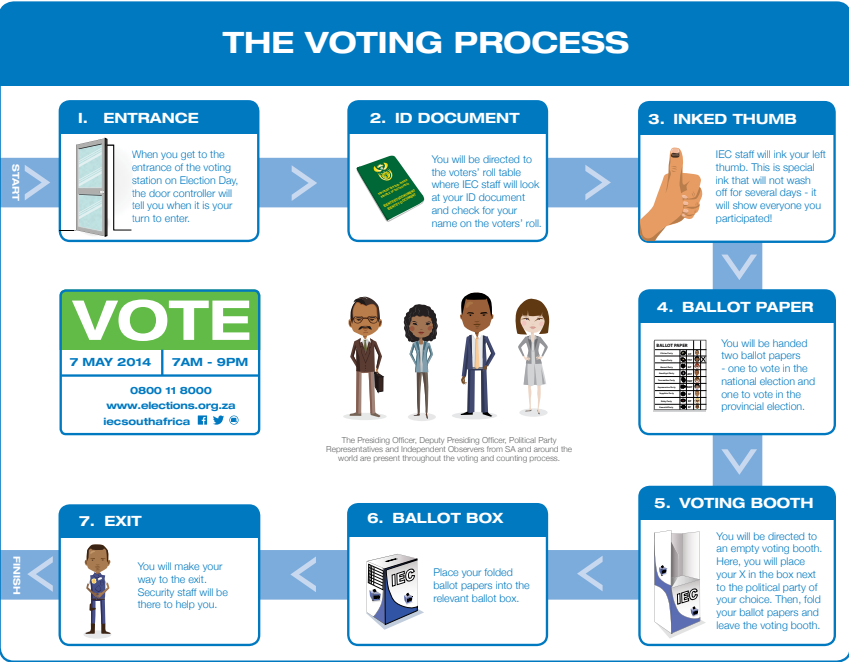
some cases a voter) can lodge an objection to any irregularity that is alleged, and these objections are dealt with at the voting station and a record is kept.

Objections material to the result are dealt with directly by the Commission, which investigates any such objection and makes a decision. Any person not satisfied with that decision can appeal to the Electoral Court.

The Electoral Court is a specialised court with the status of a High Court and has jurisdiction on all electoral disputes and breaches of the Electoral Code of Conduct. This court is easily accessible and has a speedy process for dealing with matters brought before it.

Objections Procedures and the Electoral Court

Throughout the voting and counting processes, an agent (or in





Election Voting Systems

Three of the best known election voting systems are the following:

1. The “winner takes all”/“first past the post” system

In this system, the country is divided into constituencies or wards. One votes in a constituency or ward. The party with the highest number of votes in a constituency or ward wins the election and gets the seat (place) in Parliament for that ward. The votes of the parties that lose in that ward do not count. This was the system used in the elections before 1994.

Example

Party A: 1 400 votes

Party B: 1 000 votes

Party C: 600 votes

Here Party A wins the seat for this ward and Party A's candidate will be in Parliament. The votes of Party B and Party C do not make any difference to representation in Parliament.

2. The proportional representation (PR) system

The proportional representation system is also called the party list system. Here every vote counts. The total number of votes a party gets decides the number of seats it gets. Parties draw up lists of

candidates, and the number of people that get in will be decided by the number of seats the party wins. This was the system used in South Africa's 1994, 1999, 2004 and 2009 National and Provincial Elections, and it will again be used in the 2014 elections.

Example

Party A: 100 000 votes – 100 seats

Party B: 20 000 votes – 20 seats

Party C: 50 000 votes – 50 seats

The first 100 people on Party A's list will get seats in Parliament, as will the first 20 people on Party B's list and the first 50 people on Party C's list.

3. A mixed system

A mixed system is a combination of the ‘winner takes all’ and proportional representation systems. Since South Africa has in place a combination of a proportional and “first past the post” system for local government elections, it would be correct to say it has a mixed system. This approach was used in the 1995/96, 2000, 2006 and 2011 local government elections, where some councillors were elected by winning ward elections, and others got in by being on their party lists for the area.



After the Elections

Results Auditors

Independent qualified auditors are employed by the Commission to verify that the results captured on the results system at each local office correspond with the results on the original results slip as received from the voting station. A unique code is entered on the system once the auditor is satisfied the correct (matched) result has been recorded; if the auditor is not satisfied, the result is not certified and it is returned.

Results and Seats Calculations

The results system used by the Commission has been developed in line with legislative requirements and incorporates exception identification and reporting. Exceptions do not indicate anything is wrong, but flag what appear to be any discrepancies requiring further investigation and resolution. Seat calculation cannot be implemented as long as an exception remains unresolved. These include statistical exceptions, such as exceptionally high voter turnout.

The results system and seat calculation formula are explained to political parties, media and other stakeholders at workshops and briefings before the election. Codes used in the results system are also audited by independent auditors to ensure the system functions as required, is secure, and is in line with legislative requirements. On request, participating political parties can have their own experts audit the results system.

National and Provincial Results Operations Centres

The Commission operates National and Provincial Results Operations Centres where results are made known, and where political parties, media and other stakeholders have direct access to results information. Live results are also made available on the Commission's website and through its mobile applications. All of this contributes to the transparency of the results process.

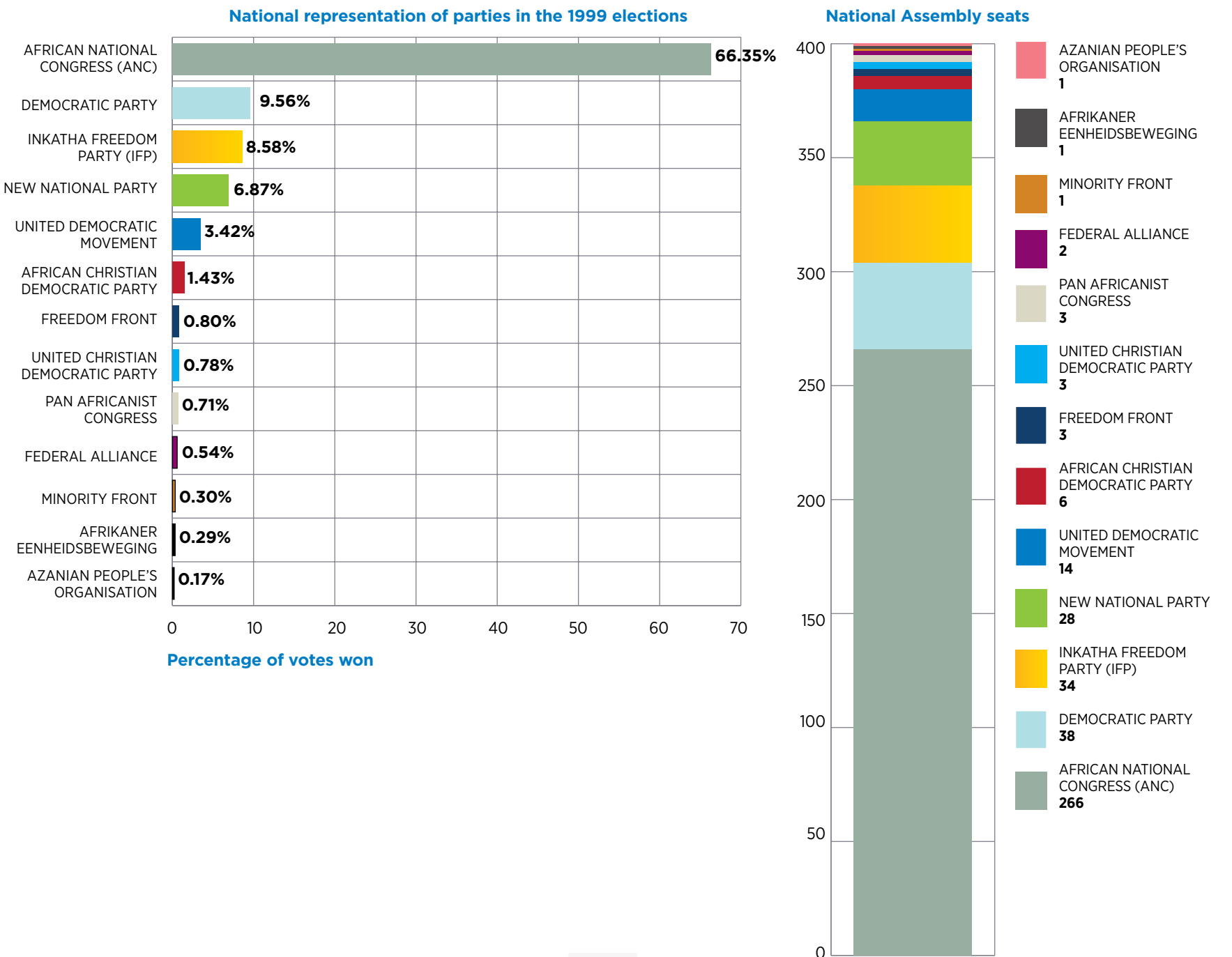
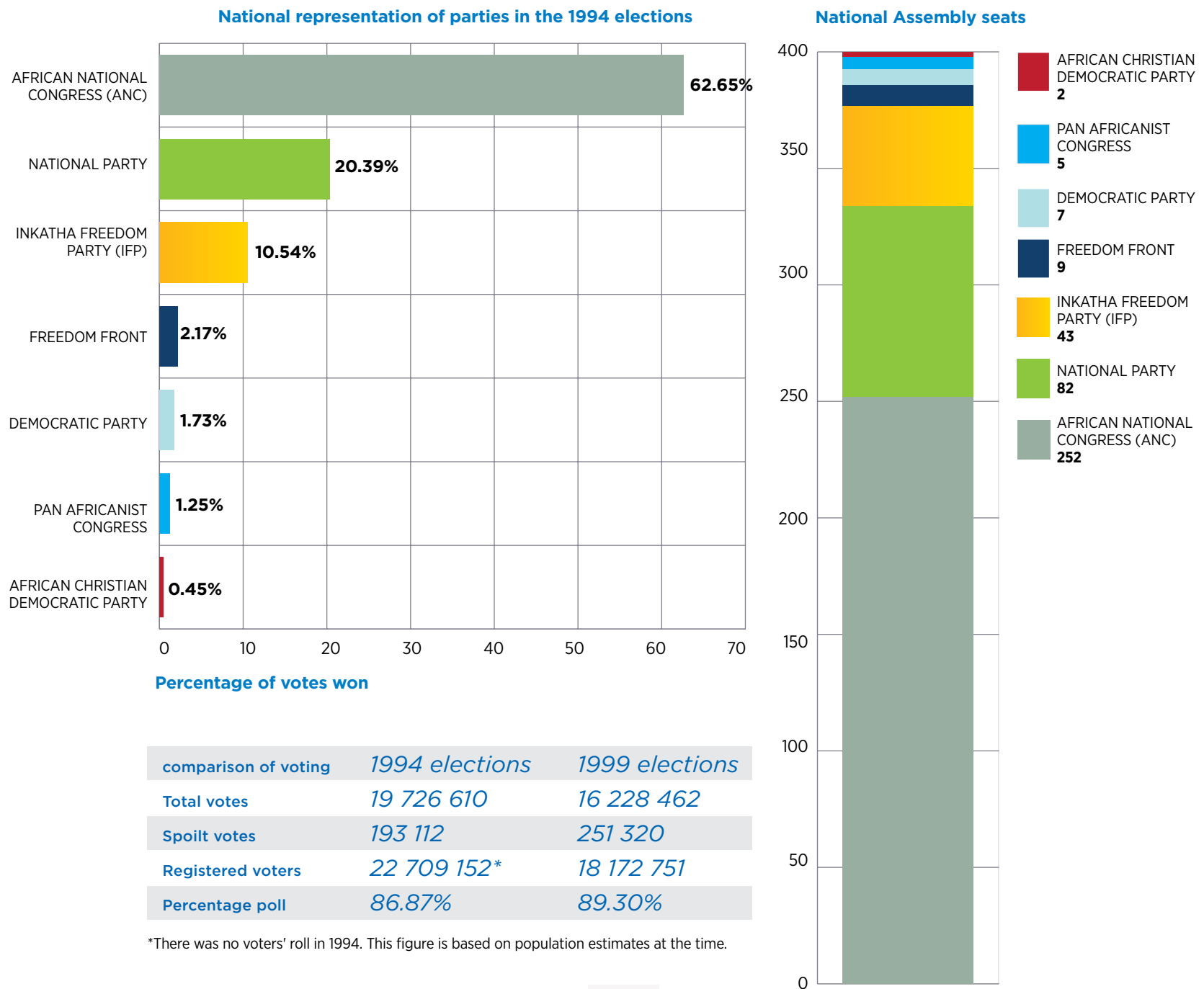
A Foundation for the Future

South Africa's maturing democracy has a great deal to be proud of in its electoral management body, but this does not mean that the Electoral Commission can rest on its laurels.

Over the years of its existence the Electoral Commission has established itself as a widely recognised and trusted feature of the South African landscape. During the 2014 elections there will no doubt still be voting queues; some voting stations will still be open late; and, in some instances, a scanner will malfunction. In 1994 these issues were common. Today these glitches are not only limited, but there are robust systems in place that ensure prompt redress and the election administration continues to be professionalised. Similarly as electoral laws and regulations are applied, opportunities to review these continue to present themselves. The Electoral Commission's strength has come from its ability not only to consolidate its gains, but also to innovate and anticipate future challenges. Over the first 20 years of South Africa's democracy the Electoral Commission has laid a solid foundation for an enduring democratic structure, and it is firmly focused on the future.



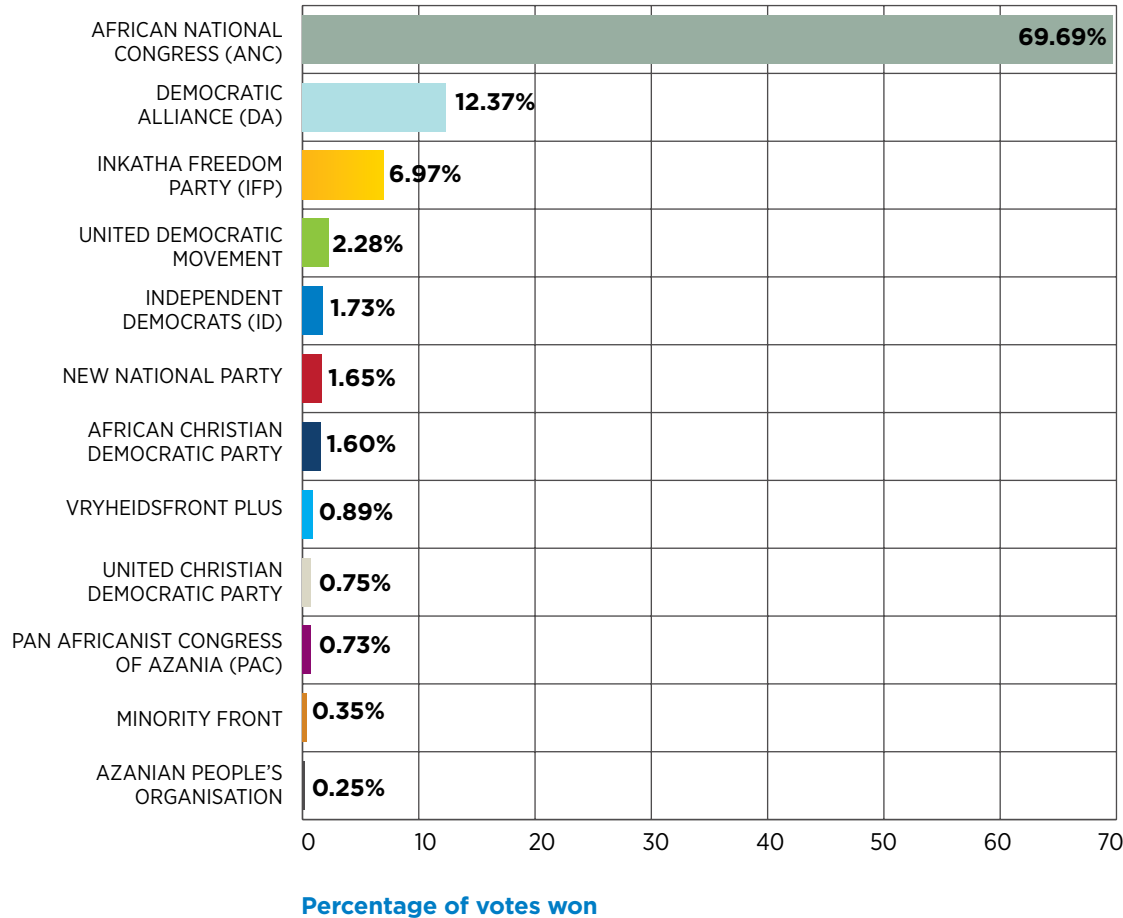
National Assembly Results 1994-2009





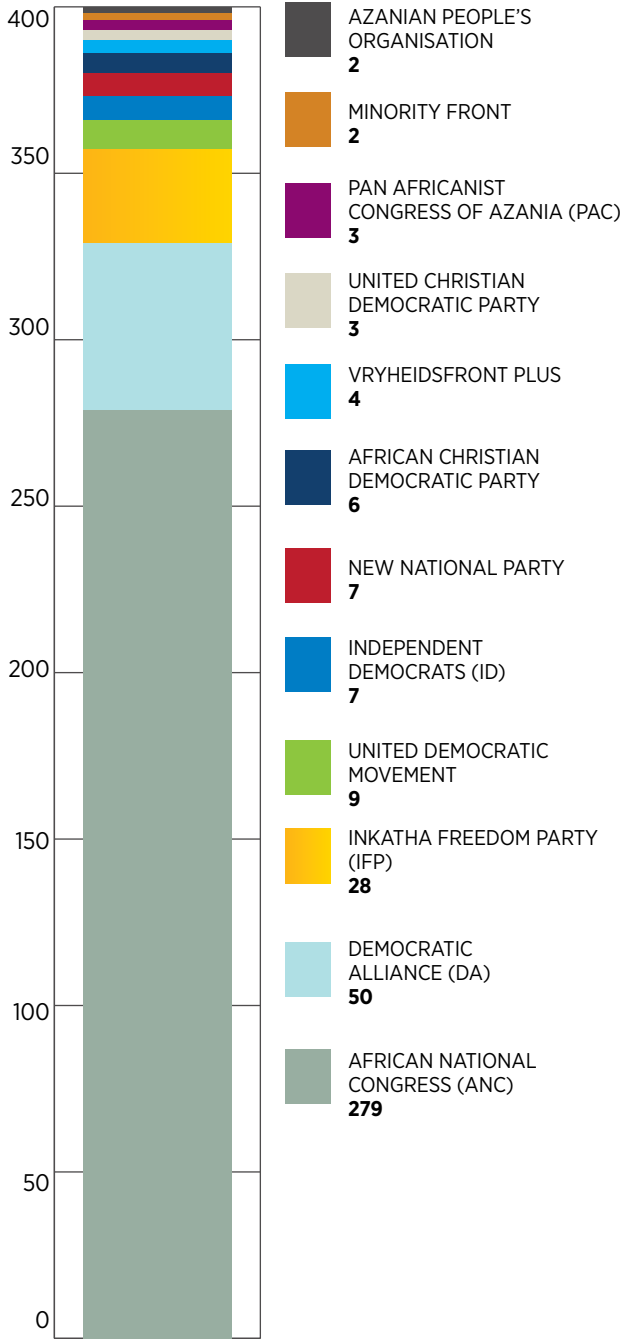


National representation of parties in the 2004 elections:

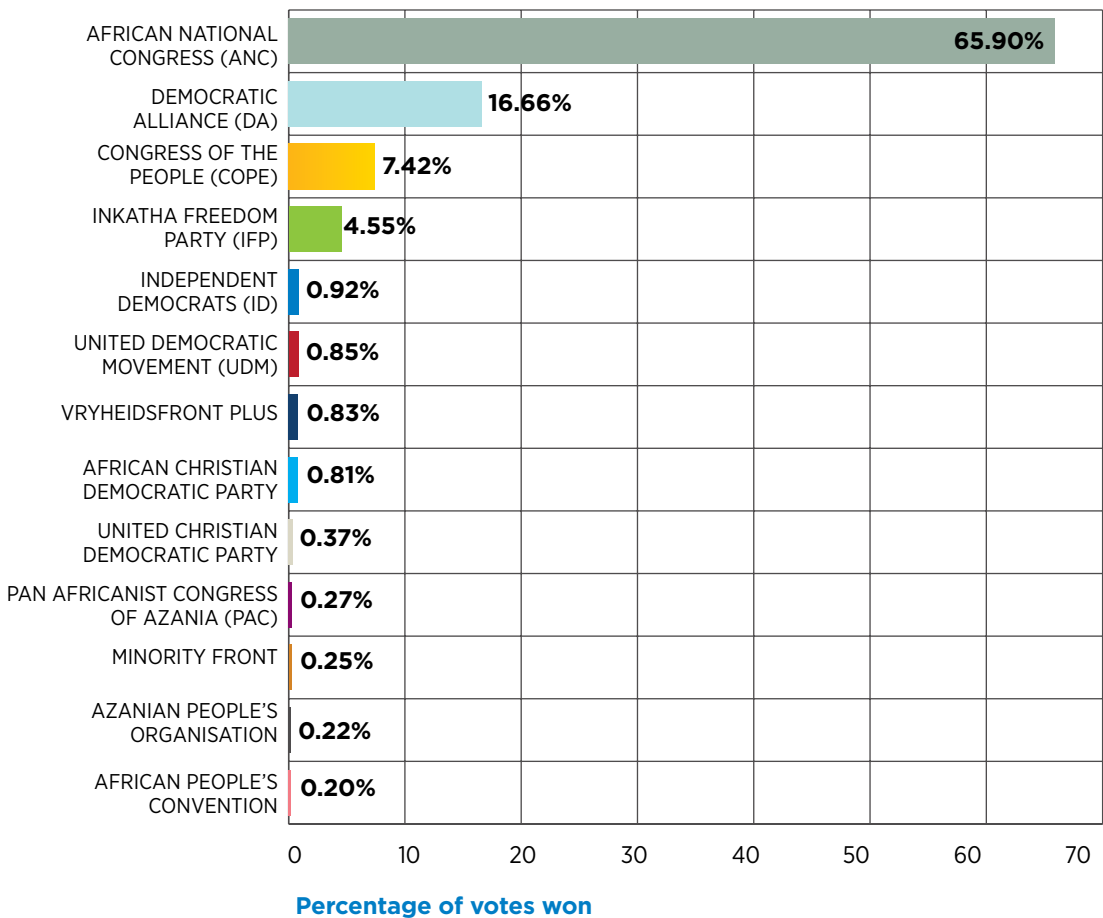


Percentage of votes won

National Assembly seats

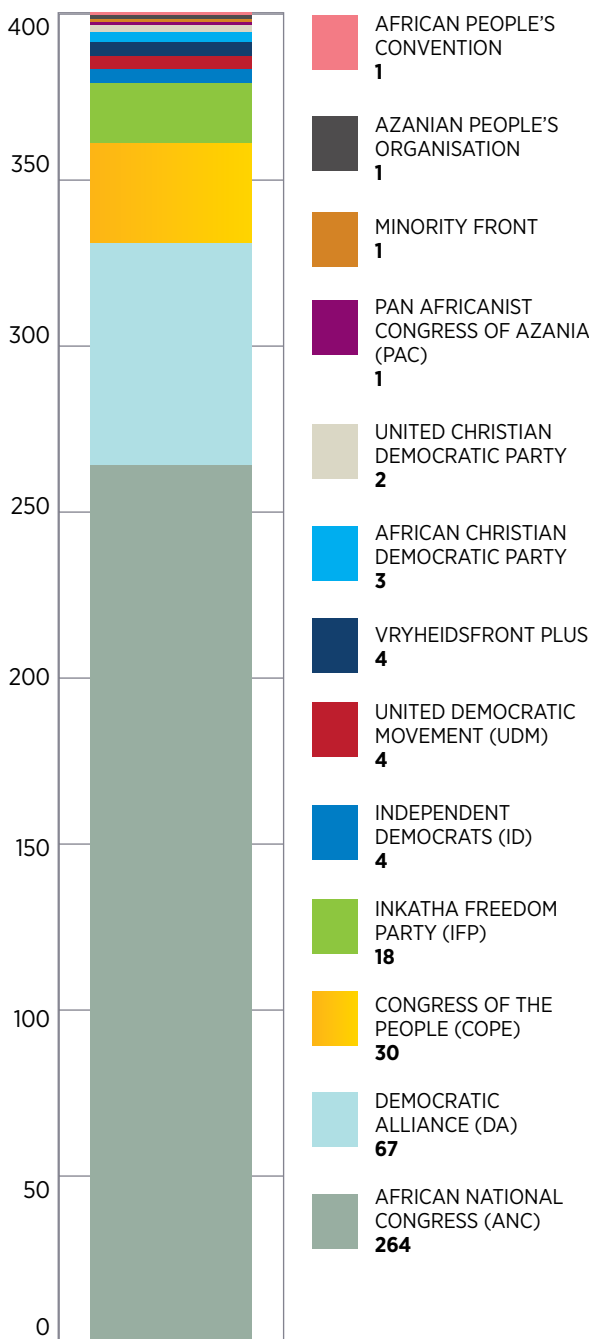


National representation of parties in the 2009 elections



Percentage of votes won

National Assembly seats



National Assembly Seat Calculation 1999

PARTY	VALID VOTES	EASTERN CAPE	VALID VOTES	FREE STATE	VALID VOTES	GAUTENG	VALID VOTES	KWAZULU-NATAL	VALID VOTES	MPUMA-LANGA	VALID VOTES		NORTHERN CAPE	VALID VOTES	NORTHERN PROVINCE	VALID VOTES	NORTH WEST	VALID VOTES	WESTERN CAPE	TOTAL REGIONAL SEATS	VALID VOTES NATIONAL	TOTAL NATIONAL SEATS	NATIONAL PR LIST
ACDP	24 344	0	10 031	0	43 359	1	53 799	1	12 415	0	5 295		0	18 151	0	11 774	0	49 807	1	3	228 975	6	3
ANC	1 617 329	21	887 091	12	2 527 676	32	1 176 926	15	962 260	13	211 206		3	1 483 199	19	1 052 895	15	682 748	9	139	10 601 330	266	127
AEB	3 996	0	4 228	0	10 922	0	5 878	0	4 256	0	1 686		0	6 095	0	6 130	0	3 101	0	0	46 292	1	1
AZAPO	2 743	0	1 919	0	5 293	0	4 525	0	1 059	0	1 237		0	8 121	0	1 426	0	934	0	0	27 257	1	1
DP	139 520	2	64 262	1	655 883	8	288 738	4	56 114	1	18 952		0	2 8116	0	48 665	1	227 087	3	20	1 527 337	38	18
FA	4 097	0	9 041	0	31 386	0	8 984	0	8 481	0	2 292		0	6 198	0	7 376	0	8 849	0	0	86 704	2	2
IFP	6 511	0	4 938	0	131 296	2	1 196 955	16	15 868	0	1 448		0	5 389	0	5 929	0	3 143	0	18	1 371 477	34	16
MF	750	0	351	0	1 271	0	43 026	1	401	0	182		0	653	0	362	0	1 281	0	1	48 277	1	0
NNP	72 639	1	54 769	1	142 749	2	117 107	1	26 779	0	73 766		1	28 559	0	31 072	0	550 775	7	13	1 098 215	28	15
PAC	21 978	0	11 300	0	25 412	0	8 414	0	6 929	0	2 083		0	20 070	0	8 878	0	8 061	0	0	113 125	3	3
GPGP	693	0	285	0	2 179	0	1 952	0	246	0	98		0	570	0	320	0	2 850	0	0	9 193	0	0
SOPA	741	0	838	0	1 718	0	2 658	0	516	0	167		0	1 285	0	750	0	389	0	0	9 062	0	0
UCDP	2 528	0	8 019	0	7 619	0	2 671	0	2 393	0	830		0	1 684	0	97 755	1	1 781	0	1	125 280	3	2
UDM	281 748	3	18 073	0	79 627	1	38 080	0	15 807	0	3 092		0	42 643	1	18 574	0	49 146	0	5	546 790	14	9
VF/FF	6 822	0	19 210	0	40 782	0	6 044	0	14 687	0	5 229		0	8 835	0	15 106	0	10 502	0	0	127 217	3	3
AITUP	1 745	0	421	0	1 146	0	3 206	0	437	0	387		0	1281	0	520	0	1 468	0	0	10 611	0	0
	2188184	27	1 094 776	14	3 708 318	46	2 958 963	38	1 128 648	14	327 950		4	1 660 849	20	1 307 532	17	1 601 922	20	200	15 977 142	400	200



National Assembly Seat Calculation 2004

PARTY	VALID VOTES	EASTERN CAPE	VALID VOTES	FREE STATE	VALID VOTES	GAUTENG	VALID VOTES	KWAZULU-NATAL	VALID VOTES	LIMPOPO	VALID VOTES		MPUMA-LANGA	VALID VOTES	NORTHERN CAPE	VALID VOTES	NORTH WEST	VALID VOTES	WESTERN CAPE	TOTAL REGIONAL SEATS	VALID VOTES NATIONAL	TOTAL NATIONAL SEATS	NATIONAL PR LIST
EMSA	1 647	0	732	0	1 029	0	2 400	0	1 311	0	719		0	282	0	1 158	0	1 168	0	0	10 446	0	0
T.O.P.	910	0	458	0	1 186	0	2 112	0	862	0	411		0	174	0	595	0	823	0	0	7 531	0	0
SOPA	2 584	0	1 129	0	2 534	0	4 110	0	1 313	0	1 056		0	214	0	1 307	0	606	0	0	14 853	0	0
UCDP	2 603	0	6 730	0	8 964	0	4 235	0	2 375	0	1 795		0	994	0	86 476	1	3 620	0	1	117 792	3	2
UDM	202 964	3	9 785	0	35 499	0	23 099	0	27 512	0	11 480		0	1 346	0	14 274	0	29 758	0	3	355 717	9	6
U.F.	1 092	0	685	0	3 855	0	3 334	0	872	0	626		0	156	0	753	0	516	0	0	11 889	0	0
VF+	6 488	0	21 107	0	42 000	1	9 424	0	8 655	0	12 025		0	4 827	0	15 029	0	19 910	0	1	139 465	4	3
ACDP	17 682	0	13 488	0	56 520	1	49 823	1	20 340	0	11 321		0	5 982	0	14 503	0	60 613	1	3	250 272	7	4
ANC	1 806 221	23	838 583	12	2 408 821	32	1 312 767	18	1 487 168	20	97 9155		13	222 205	3	1 083 254	15	742 741	10	146	10 880 915	279	133
AZAPO	3 784	0	3 450	0	7 930	0	6 562	0	8 603	0	2 149		0	1 582	0	3 624	0	1 432	0	0	39 116	1	1
CDP	1 228	0	665	0	5 633	0	4 562	0	1 020	0	662		0	202	0	927	0	2 720	0	0	17 619	0	0
DA	165 135	2	90 609	1	712 395	9	276 429	4	63 236	1	81 313		1	37 533	1	72 444	1	432 107	6	26	1 931 201	50	24
ID	19 203	0	6 259	0	60 501	1	20 656	0	3 204	0	3 927		0	21 379	0	6 645	0	127 991	2	3	269 765	7	4
IFP	4 712	0	4 352	0	92 556	1	964 101	13	2 923	0	11 730		0	709	0	3 827	0	3 754	0	14	1 088 664	28	14
KISS	557	0	294	0	1 154	0	2 197	0	515	0	263		0	195	0	349	0	990	0	0	6 514	0	0
MF	420	0	182	0	1 692	0	51 339	1	405	0	298		0	87	0	271	0	573	0	1	55 267	2	1
NA	1 361	0	1 071	0	4 153	0	2 391	0	1 967	0	740		0	333	0	1 194	0	2 594	0	0	15 804	0	0
NLP	523	0	240	0	475	0	1 013	0	445	0	263		0	196	0	297	0	9 866	0	0	13 318	0	0
NNP	14 421	0	8 380	0	25 842	0	16 145	0	7 865	0	4 878		0	23 130	0	5 687	0	151 476	2	2	257 824	7	5
PAC	22 314	0	13 277	0	28 524	0	5 712	0	15 776	0	8 675		0	1 384	0	10 428	0	7 422	0	0	113 512	3	3
P.J.C	1 542	0	568	0	3 100	0	2 792	0	1 229	0	606		0	291	0	719	0	4 340	0	0	15 187	0	0
	2 277 391	28	1 022 044	13	3 504 363	45	2 765 203	37	1 657 596	21	1 134 092		14	323 201	4	1 323 761	17	1 605 020	21	200	15 612 671	400	200

National Assembly Seat Calculation 2009

Party	Valid Votes	Eastern Cape	Valid Votes	Free State	Valid Votes	Gauteng	Valid Votes	KwaZulu- Natal	Valid Votes	Limpopo	Valid Votes		Mpuma- langa	Valid Votes	Northern Cape	Valid Votes	North West	Valid Votes	Western Cape	TOTAL Regional Seats	Valid Votes National	TOTAL National Seats	National PR list
MDP	2 748	0	1 797	0	5 777	0	7 917	0	2 260	0	2 915		0	727	0	4 405	0	1 201	0	0	29 747	0	0
NADECO	1 241	0	633	0	1 426	0	4 385	0	556	0	728		0	220	0	940	0	701	0	0	10 830	0	0
NVP	966	0	314	0	1 076	0	1 199	0	4 313	0	371		0	163	0	463	0	431	0	0	9 296	0	0
PAC	11 925	0	3 003	0	12 671	0	1 852	0	7 352	0	3 509		0	614	0	2 727	0	4 877	0	0	48 530	1	1
PAM	1 701	0	287	0	1 357	0	521	0	283	0	216		0	100	0	338	0	623	0	0	5 426	0	0
SADECO	544	0	307	0	676	0	2 695	0	426	0	535		0	135	0	503	0	214	0	0	6 035	0	0
UCDP	1 652	0	3 095	0	8 322	0	1 326	0	1 080	0	849		0	4 559	0	43 855	1	1 348	0	1	66 086	2	1
UDM	91 227	1	3 408	0	17 335	0	7 529	0	5 109	0	3 159		0	503	0	5 768	0	15 642	0	1	149 680	4	3
UIF	1 508	0	415	0	846	0	2 128	0	1 597	0	384		0	236	0	639	0	1 119	0	0	8 872	0	0
VF PLUS	5 490	0	16 929	0	59 803	1	6 600	0	8 374	0	11 151		0	4 957	0	15 986	0	17 506	0	1	146 796	4	3
WF	360	0	238	0	1 448	0	1 202	0	822	0	208		0	78	0	320	0	411	0	0	5 087	0	0
A PARTY	346	0	182	0	455	0	621	0	331	0	204		0	72	0	243	0	393	0	0	2 847	0	0
ACDP	13 750	0	7 410	0	38 738	0	20 851	0	9 853	0	6 880		0	4 088	0	8 239	0	32 849	0	0	142 658	3	3
ANC	1 609 926	19	756 287	9	2 814 277	31	2 256 248	26	1 319 659	17	1 152 698		14	253 264	3	822 166	11	666 223	8	138	11 650 748	264	126
APC	6 029	0	3 091	0	6 461	0	4 199	0	4 754	0	4 421		0	1 244	0	3 742	0	1 926	0	0	35 867	1	1
AL JAMA-AH	966	0	323	0	6 392	0	6 261	0	486	0	756		0	266	0	689	0	9 808	0	0	25 947	0	0
AFD	459	0	353	0	871	0	1 454	0	902	0	315		0	98	0	490	0	236	0	0	5 178	0	0
AZAPO	4 614	0	3 927	0	9 037	0	6 322	0	5 697	0	2 698		0	1 759	0	2 797	0	1 394	0	0	38 245	1	1
CDA	1 838	0	568	0	2 788	0	1 026	0	363	0	558		0	426	0	481	0	3 590	0	0	11 638	0	0
COPE	307 437	3	116 852	1	337 931	4	54 611	1	111 651	1	38 802		0	66 082	1	93 898	1	183 763	2	14	1 311 027	30	16
DA	230 187	3	127 259	2	924 211	10	364 518	4	57 418	1	102 039		1	54 215	1	96 850	1	989 132	12	35	2 945 829	67	32
GKSA	1 023	0	768	0	1 384	0	1 389	0	1 416	0	478		0	227	0	835	0	751	0	0	8 271	0	0
ID	10 502	0	1 786	0	25 023	0	7 086	0	1 423	0	1 619		0	19 584	0	4 891	0	91 001	1	1	162 915	4	3
IFP	2 080	0	2 260	0	64 166	1	723 940	8	927	0	7 286		0	611	0	1 674	0	1 316	0	9	804 260	18	9
KISS	526	0	197	0	882	0	2 410	0	256	0	188		0	95	0	194	0	692	0	0	5 440	0	0
MF	598	0	169	0	2 260	0	38 944	0	328	0	286		0	179	0	278	0	432	0	0	43 474	1	1
Valid votes/ seats	2 309 643	26	1 051 858	12	4 345 613	47	3 527 234	39	1 547 636	19	1 343 253		15	414 502	5	1 113 411	14	2 027 579	23	200	17 680 729	400	200



Summary of Parties Contesting Between 1999 and 2004

	CONTESTING PARTIES				
ELECTION	1999	2004	2009	2014	% INCREASE SINCE 1999
NATIONAL	16	21	26	29	81%
EASTERN CAPE	10	13	17	18	80%
FREE STATE	13	13	14	16	23%
GAUTENG	14	18	20	22	57%
KWAZULU-NATAL	14	18	17	18	29%
LIMPOPO	13	13	18	20	54%
MPUMALANGA	13	13	15	16	23%
NORTH WEST	11	12	16	16	45%
NORTHERN CAPE	11	12	13	16	45%
WESTERN CAPE	15	20	22	26	73%

Comparison of Parties Registered at National Level to Contesting Parties

Election	Registered parties*	Contesting parties	% Contesting
1999	51	26	51%
2004	75	37	49%
2009	117	40	34%
2014	152	45	30%

\* Note these are parties registered at the national and not municipal level

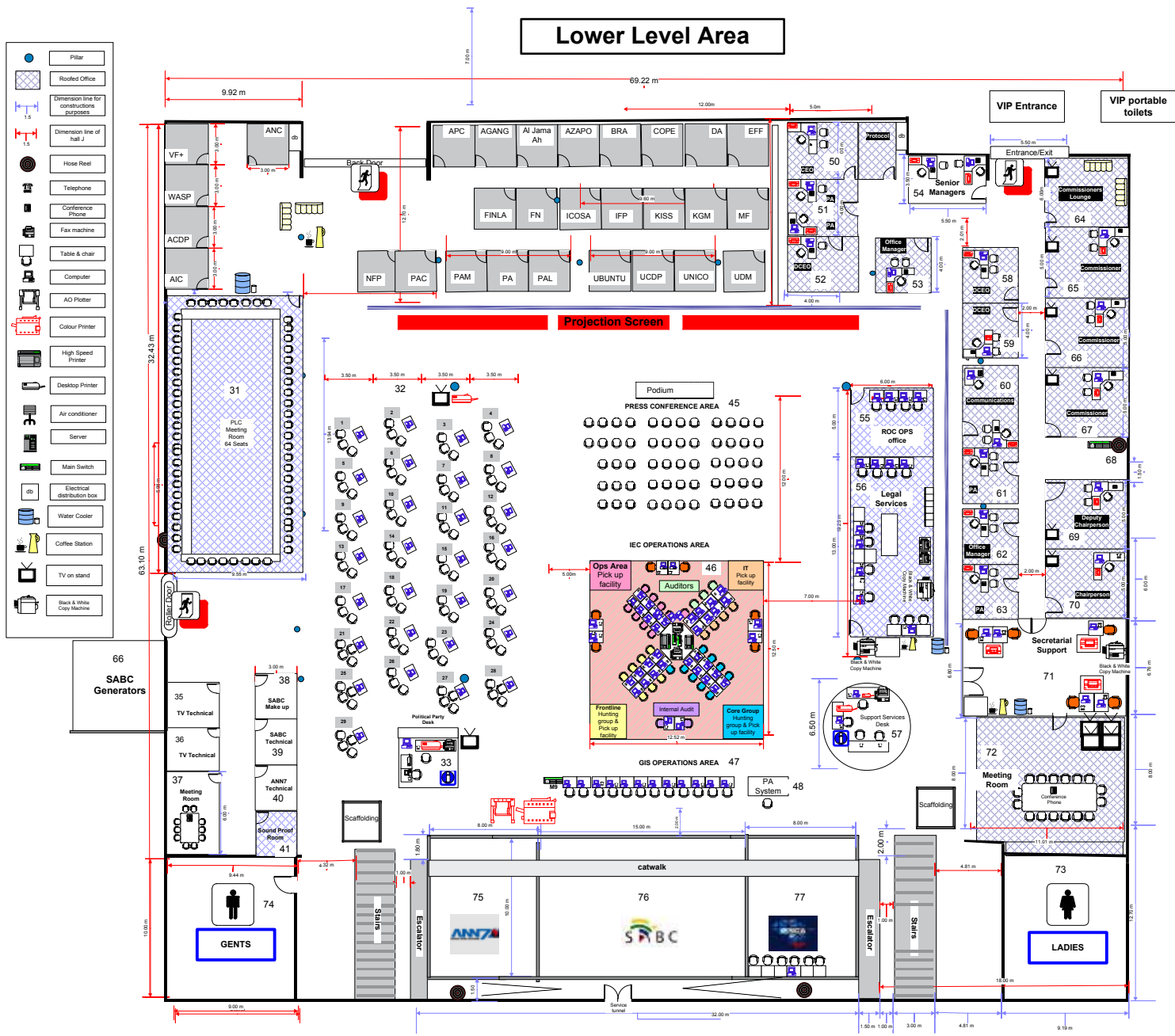


In 1994, when we went to vote in our first democratic election, Telkom was there. And Telkom provided 50 000 telephones, 55 000 additional telephone poles and 1 450 000 metres of cables to make sure every vote was counted.

By helping to enable a fair election, the company helped to realise the hopes and promises of a free nation. The country began to break from the past. We started to work together to build a brighter future.



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and will be here



for the next 20 years

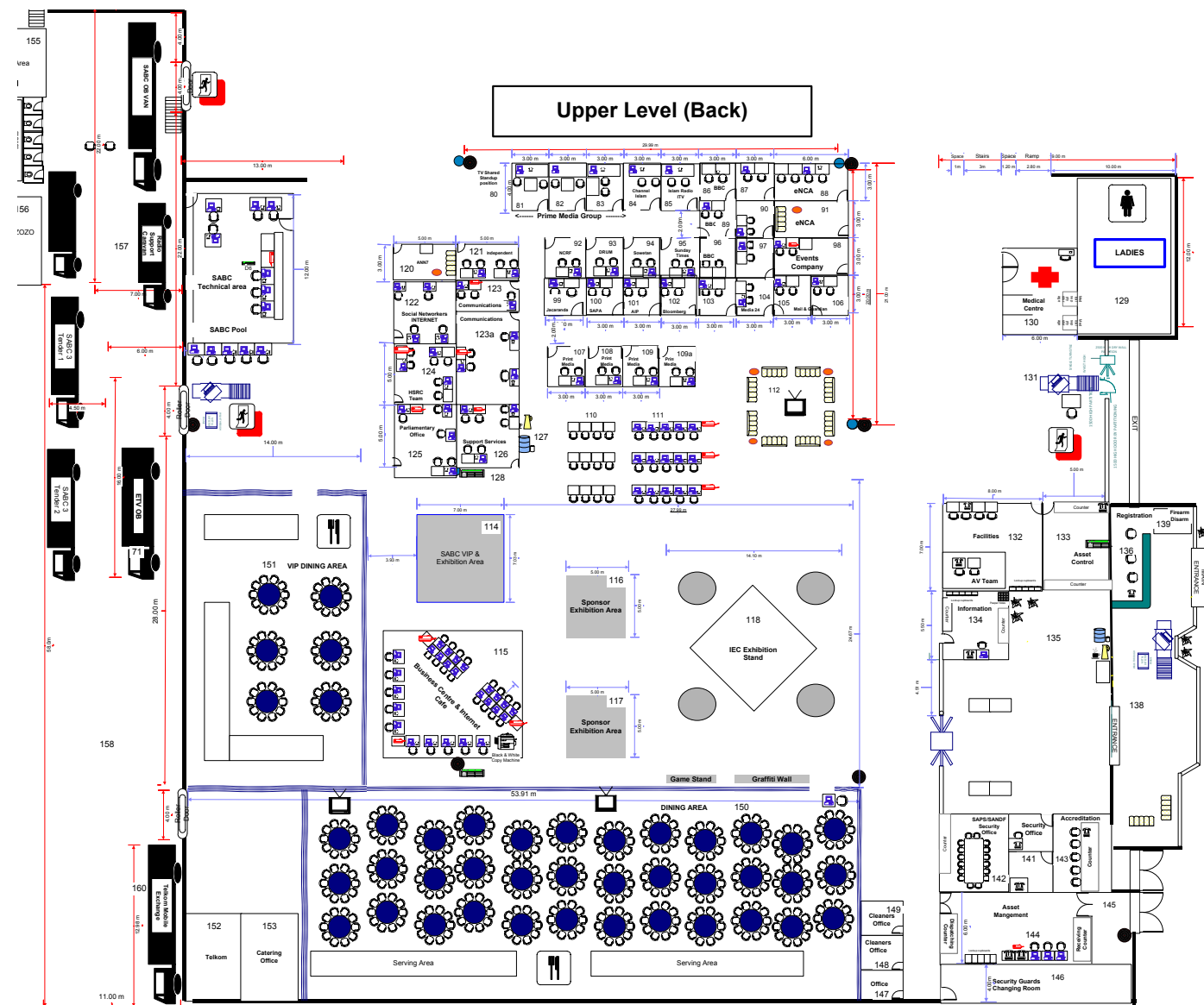
In the future, when all our schools, hospitals and police stations are connected to each other and to the Internet, Telkom will be there. Telkom has already connected learners in schools across the country to every bit of information available in the world.

Over the next 20 years, Telkom will continue to invest in its network. We will all continue learning, and the health and safety of the nation will continue to improve, giving future generations a great nation to look forward to.

Telkom



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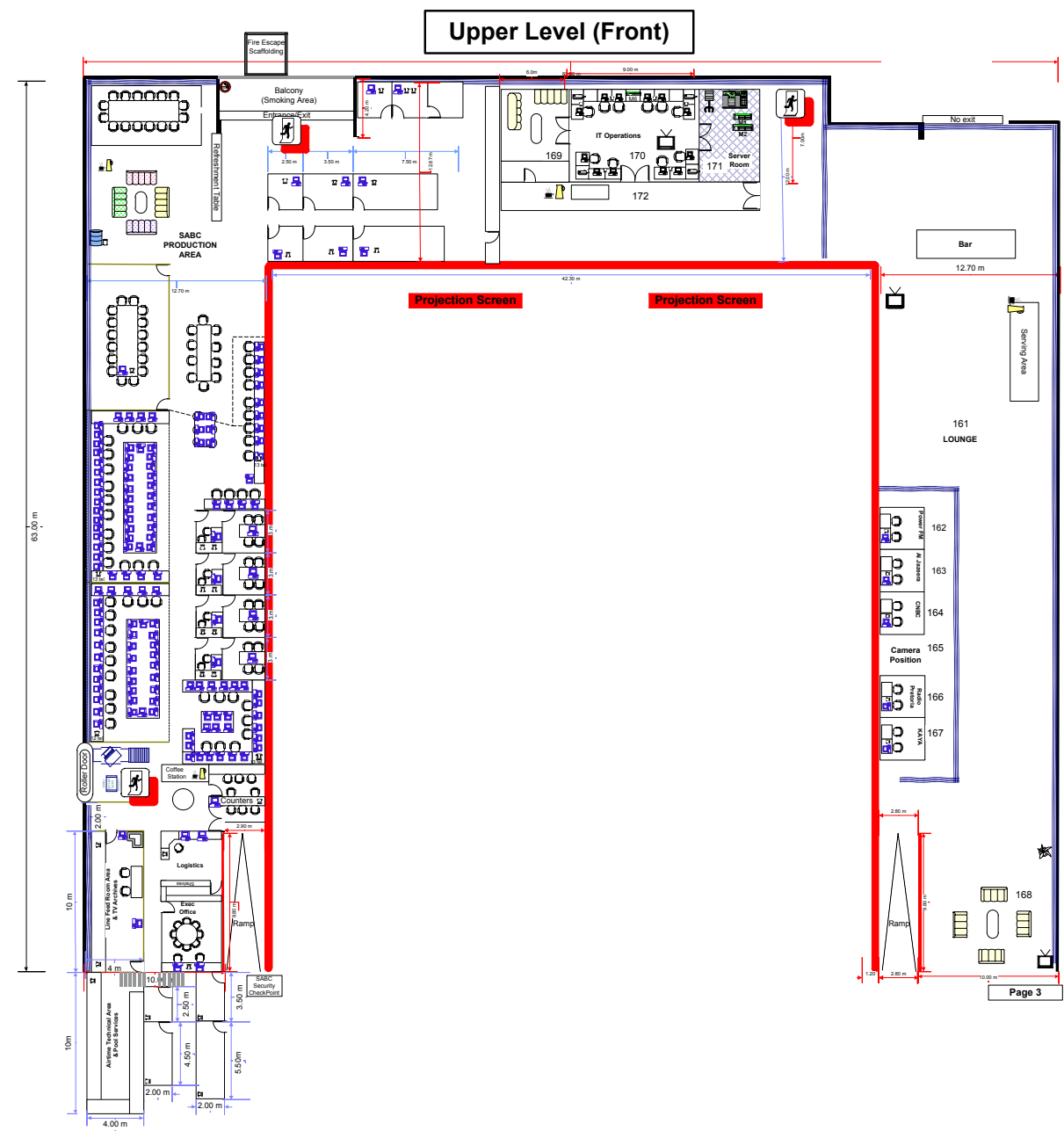
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THEY SAID WE WOULD  
NEVER BE ONE

BUT WE DEFIED THE ODDS, BECAUSE THERE'S  
NO OTHER NATION LIKE OURS.





## ACKNOWLEDGEMENTS

Elections are without a doubt the biggest event on the calendar of any electoral democracy.

It would not be possible to list every organisation that has played a part, no matter how big or small, in aiding the Electoral Commission in successfully managing the 2014 national and provincial elections.

However we would like to thank our partners who enabled us to raise the bar in terms of reaching out to voters, and hosting representatives of the political parties and the media at the results operations centres (ROCs) countrywide.

Without the sponsors of our ROCs these facilities would not be possible.







**SOUTH AFRICA**

**Electoral Commission**

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